



**FOR:**

**The High Judicial and Prosecutorial Council of Bosnia and  
Herzegovina  
Judicial Capacity Building Project  
(JCB Project)**

# **Court User Satisfaction Survey ANALYSIS OF RESULTS**

**FINAL REPORT**

**Sarajevo,  
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# Abbreviations

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<b>BiH</b>	Bosnia and Herzegovina
<b>CATI</b>	Computer Aided Telephone Interviewing
<b>CAPI</b>	Computer Aided Personal Interviewing
<b>CC</b>	Custom Concept
<b>F2F</b>	Face to Face interviews
<b>JCB Project</b>	Judicial Capacity Building Project
<b>M</b>	Arithmetic mean
<b>Max</b>	maximum
<b>Min</b>	minimum
<b>N</b>	number
<b>DK</b>	Don't know
<b>NA</b>	No answer
<b>SD</b>	Standard deviation
<b>SPSS</b>	Statistical Package for the Social Sciences
<b>i.e.</b>	id est/that is
<b>HJPC BiH</b>	High Judicial and Prosecutorial Council of BiH
<b>%</b>	percentage

# 1. Introduction

## 1.1. BACKGROUND TO THE RESEARCH

One of the main problems facing the judiciary in Bosnia and Herzegovina is negative public perception of judicial independence and lack of confidence in the judiciary. The work of the BiH judiciary is often harshly criticized both by ruling political parties and the public, as well as by international organizations and bodies, which directly affects the level of citizen trust. Reports of international institutions, as well as those of non-governmental organizations, frequently point out that negative public perception, a negative reputation and public distrust can have an adverse effect on judicial independence and integrity. Therefore, it is necessary to undertake measures that will ensure positive changes in this regard.

In previous years, the High Judicial and Prosecutorial Council of Bosnia and Herzegovina (HJPC BiH), as a regulatory body of the judicial system in BiH, has performed tasks placed under its competences, and undertaken project activities that are implemented with the financial and professional support of international partners, to strengthen the independence of the judiciary and enhance its efficiency. Along with the implementation of measures aimed at enhancing efficiency, which have yielded significant results when it comes to performance, the HJPC BiH is deeply focused on advancing the quality of the work of the judiciary as a tool to safeguard its independence and accountability, all with the aim of improving public perception. In addition, the HJPC BiH also continuously carries out a set of promotional activities with the aim of providing accurate and timely information and raising awareness among the general public, i.e., the end respondents of judicial services. In this way, the HJPC BiH aims to resolve any misunderstandings arising between the judiciary and the public.

In order to implement the Judicial Capacity Building Project (JCB Project), the HJPC BiH is undertaking a series of activities to improve the overall efficiency of the BiH judiciary by enhancing effectiveness and quality as a basic tool in safeguarding its independence and accountability. The activity "application of the principles of the European Network of Councils for the Judiciary (ENCJ)" proved to be particularly significant; this activity includes the use of ENCJ tools to assess independence, accountability, and quality of the domestic judiciary in accordance with the highest European standards.

This activity is a continuation of an activity implemented in the framework of the IJQ Project (Improving Judicial Quality Project), which resulted in the Report on Independence, Accountability and Quality of the Judiciary in BiH 2018-2022 as a product of the application of ENCJ criteria in the assessment of the independence, accountability, and quality of the judiciary. This report highlights, among other things, the discrepancy between formal and perceived independence in BiH. Although formal independence is regulated in accordance with European standards, the results of this research reveal the existence of negative public perception, which could be caused by a lack of communication or poor performance of the judiciary.

Given that court respondents' perception of the judiciary is an important indicator of its independence, accountability and transparency, the work plan of the Judicial Capacity Building Project (JCB Project) includes conducting a survey on court user satisfaction in the framework of this activity. The data and the findings of this survey are an important part of the methodology for self-assessment of one's own judicial system. This self-assessment will be used, among other things, to identify the strengths and weaknesses in the work of the court in order to continuously upgrade the services provided and increase user confidence in the administration of justice.

Given that research on user satisfaction is one of the key elements of policies that aim to evaluate the process of judicial quality, as a tool for the protection of independence and accountability, the HJPC BiH will conduct a final survey of court user satisfaction in the Project's third year. This will allow for the evaluation of the current situation and assess the improvement of those activities and court organizations that have been identified in the survey as needing enhancement.

## **1.2. MAIN OBJECTIVE**

The main objective of the JCB Project, of which research on court user satisfaction (the survey) is an important part, is improved quality, efficiency and accountability of the judicial system and a judiciary tailored to the needs of citizens, in accordance with the principles of the European Network of Councils for the Judiciary.

## **1.3. RESEARCH OBJECTIVE**

The research objectives are as follows:

1. identifying and formulating the level of confidence in the work of the courts, court user satisfaction and respondents' attitudes towards the HJPC BiH as a judicial regulatory body,
2. identifying and formulating key recommendations on the basis of the results of this research in order to improve identified shortcomings and increase user trust in providing access to justice.

## **1.4. REPORTING**

This Report is based on an analysis of the gathered data and consists of the following sections:

- Introduction,
- Executive summary,
- Methodology,
- Main findings,
- Detailed overview of results,
- Conclusion and recommendations,
- Annex (Survey questionnaire).

The detailed overview of results consists of seven (7) chapters – six chapters provide an overview of results by municipal/basic court and chapter 7 provides an overview of results at the level of the entire sample. Each chapter on an individual court consists of three (3) subsections:

1. Satisfaction with court services
2. Confidence in the work of the courts
3. Familiarity with the role and activities of the HJPC.

The reader of this report should keep the following in mind:

1. In this report, the term “respondents” refers to members of the target population included in the survey: current respondents of court services in municipal/basic courts (parties in court proceedings, witnesses, victims in criminal cases or respondents of any other court services).
2. The frequency and percentage of responses to all questions in the questionnaire were used in data analysis. In addition, when it comes to questions using the Likert scale (a scale of 1 to 5 or 7 values ranging from least to most extreme), measures of central tendency were used – standard deviation, minimum (lowest value on the scale), maximum (highest value on the scale), and a valid number of respondents (number of respondents who selected a value on the scale).
3. In addition to this analysis, comparison of the results of all questions in the questionnaire was conducted according to various socio-demographic categories of respondents, and only statistically significant differences were listed in the text and graphs. Therefore, only those for which it can be argued with 95% certainty that they were not obtained by accident but are the result of a systemic factor, in this case socio-demographic variables by which the analysis was conducted.
4. When it comes to graphical presentations of the arithmetic means of the results, the number of respondents who answered the question (N) was not cited because these are the questions in which respondents who did not know or did not want to answer the question were excluded from the analysis, so the Ns differ on each item of one question. In any case, the number of respondents who responded to each item is listed in the footnotes. If respondents were excluded from analysis of individual questions for any other reason, it is clearly stated in the text of the report.

## 2. Executive summary

### 2.1. INTRODUCTION

One of the main problems facing the judiciary in BiH is negative public perception of judicial independence and lack of confidence in the judiciary. The work of the BiH judiciary is often harshly criticized both by ruling political parties and the public, as well as by international organizations and bodies, which directly affects the level of citizen trust. Reports of international institutions, as well as those of non-governmental organizations, frequently point out that negative public perception, a negative reputation, and public distrust can have an adverse effect on judicial independence and integrity. Therefore, it is necessary to undertake measures that will ensure positive changes in this regard.

In order to implement the JCB Project, the HJPC BiH is undertaking a series of activities to improve the overall efficiency of the BiH judiciary by enhancing effectiveness and quality as a basic tool in safeguarding its independence and accountability. The activity "application of the principles of the European Network of Councils for the Judiciary (ENCJ)" proved to be particularly significant; this activity includes the use of ENCJ tools to assess independence, accountability, and quality of the domestic judiciary in accordance with the highest European standards. The Report on Independence, Accountability and Quality of the Judiciary in BiH 2018-2022, as a product of the application of ENCJ criteria in the assessment of the independence, accountability and quality of the judiciary, highlights, among other things, the discrepancy between formal and perceived independence in BiH.

Given that court respondents' perception of the judiciary is an important indicator of its independence, accountability and transparency, the work plan of the JCB Project includes conducting a survey on court user satisfaction in the framework of this activity. The data and the findings of this survey are an important part of the methodology for self-assessment of one's own judicial system. This self-assessment will be used, among other things, to identify the strengths and weaknesses in the work of the court in order to continuously upgrade the services provided and increase user confidence in the administration of justice.

### 2.2. RESEARCH METHODOLOGY

The methodology used in this research entails the gathering of necessary data using the following quantitative research methods: Face to Face (F2F) interviews using Computer-Aided Personal Interviewing (CAPI) and Face to face interviews (F2F) and Computer-assisted telephone interviewing (CATI). The surveys were conducted in April and May 2023 on a total sample of 2,100 respondents– users of municipal/basic court services in Banja Luka, Bijeljina, Mostar, Sarajevo, Tuzla and Zenica (350 respondents per court). At the Client's request, additional surveys were conducted in the Municipal court in Sarajevo and the Basic court in Banja Luka (176 surveys in the Municipal court in Sarajevo and 175 surveys in the Basic court in Banja Luka, a total of 351 surveys) in the period from July 13 to September 11, 2023, which resulted in a final sample of 2,451 respondents. A total of 2,162 surveys were conducted by F2F interviewing (CAPI), while 289 surveys were conducted using CATI. The rate of participation in the F2F survey is 72%. The participation rate for the CATI survey is 26%. For the F2F interviews, respondents were selected by "intercepting" them in the courts (intercept surveys), while potential respondents for the CATI method were selected via randomly selected telephone numbers. Analysis of obtained data was conducted using the Statistical Package for the Social Sciences, version 21 (SPSS 21.0).

In total, 50% of respondents are men (and therefore 50% are women); 21% of them are aged 18-29, 40% are aged 30-49, 26% are aged 50-65, while 13% are over 65. In regard to the education level of respondents, under 1% did not complete primary school, 5% completed only primary school, while the majority of respondents completed a three or four-year secondary school (54%). Meanwhile, 40% completed two-year post-secondary education or have an undergraduate or postgraduate degree. Most respondents are employed (60%), 15% are unemployed, only 3% are homemakers, 5% are students, and 17% are pensioners. 81% of respondents reside in urban areas and 19% reside in rural areas. Respondents were most likely to be at court as parties to proceedings (48%) and for other court services (39%). They were significantly less likely to be there in the capacity of witness (7%) or victim in a criminal case (6%).

## 2.3. MAIN FINDINGS

### Satisfaction with court Services

Most respondents (two thirds – 66%) are satisfied with the municipal/basic court whose services they use (court), and the average level of respondent satisfaction is quite high – 3.7 (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”). The results indicate that this is due to the high level of satisfaction with access to the court and its premises, with the functioning of the court, with the attitude and courtesy shown by court staff, with availability and quality of information provided by the court, and the slightly lower level of satisfaction with the speed of court operations and costs.

When it comes to satisfaction with access to court and its premises, the average level of agreement with the statement concerning the ease of locating court buildings is 4.6 (which on a scale of 1 to 5 falls under the response of “completely agree”). The average level of agreement with statements concerning signposting in court buildings and then waiting rooms and how well the entryway is marked is somewhat lower (4.4 and 4.3); meanwhile, the issue of parking for court visitors was the “most problematic” – the average level of agreement is 3.1.

When it comes to functioning of the court, the average level of satisfaction with punctuality of hearings is 4.1 (61% of respondents are either “mostly” or “completely” satisfied with this) and is higher than the average level of satisfaction with the efficiency of enforcement of court decisions (3.6, 50% of respondents are satisfied) and simplicity/complexity of court procedures (3.5, 50% of respondents are satisfied). However, the capacity in which the respondents were in court (as a party to proceedings, victim or user of other court services) significantly affected their level of satisfaction. The same is true of their satisfaction with the outcome of their case – half the respondents (48%) who were at court as party to proceedings and only a fifth of respondents (21%) who were at court as a victim in a criminal case stated that their case was successfully resolved.

In addition, socio-demographic characteristics very rarely influenced their access to services of municipal/basic courts. Namely, 3% of respondents stated that their age made it difficult to access court services; 2% of respondents said that their education level had a negative effect on their ability to access court services, while 1% said the same for their economic status, disability, ethnicity, and gender.

When it comes to various aspects of the work of judges, respondents tend to be most satisfied with judges’ familiarity with their case, their expertise/professionalism, attitude and whether they treat all parties and their representatives with courtesy and their compliance with court procedures (average level of satisfaction is 4.1, with 75% of respondents who are satisfied with all four stated aspects). Respondents tend to be less satisfied with the time allowed for presenting their arguments at hearings and judges’ willingness to carefully consider their side of the case, but that respondent satisfaction with these aspects of the work of judges is also high (average level of satisfaction is 4.0 for both aspects, with 72% of respondents who are satisfied with the time allowed for presenting their arguments at hearings and 69% of respondents who are satisfied with judges’ willingness to carefully consider their side of the case).

The majority of respondents (75%) are satisfied with the attitude and courtesy shown by court staff (average level of satisfaction is 4.2). Respondents are even more satisfied with the courtesy shown by staff they encountered at the court entrance and during security checks (4.5, 87% of respondents are satisfied).

The level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and availability of information related to the rights of court services respondents) is also high. Namely, almost two thirds of respondents (65%) agree with the statement “Court employees provided me with all necessary information”, with 4.5 being the average level of agreement. The average level of satisfaction is highest when it comes to information respondents receive at the court entrance (4.4, 83% of respondents are satisfied), followed by information provided by the court administration (4.2, 77% of respondents are satisfied), while it is lowest for availability of information on the rights of respondents, but even there it is at the level of “mostly” satisfied (4.0, 66% of respondents are satisfied). Respondents are satisfied with the clarity of information provided by court – the average level of satisfaction for clarity of summonses and clarity of judges’ expression is 4.2 (with 66% of respondents who are satisfied with clarity of summonses and 77% with clarity of judges’ expression), and 4.1 for clarity of



judgements/decisions (73% of respondents are satisfied). In addition, 92% of respondents who needed relevant documents said that these were made available to them in a timely manner (i.e. before the hearing).

Satisfaction with the speed of services and duration of proceedings is somewhat lower, with the average level of satisfaction being 3.5 for duration of court proceedings (51% satisfied), and 3.8 for the speed with which the court provided the requested service (63% satisfied). Furthermore, for 89% of respondents whose proceedings included a hearing, the hearing took place as scheduled, while 76% said that there had not been any delays, so a third of respondents who were at court in the capacity of a party to proceedings or victim in a criminal case (33%) generally had to attend court only once. This is followed by over a quarter who had to come to court two to three times in order to resolve their case (30%). 15% required four or more visits to court. When it comes to the timeframe between initiation of court proceedings and delivery of judgement, 18% of respondents stated that their case was resolved in less than a month. 17% of respondents stated that it took between one to three months, 15% said three to six months and 11% six months to a year, while 15% said it took more than a year. However, these results are a consequence of the fact that most of these respondents were at court as a party to proceedings (88%), and a tenth as a victim in a criminal case (12%). Namely, the results indicate that respondents who were a party to proceedings were significantly more likely to require fewer visits to court than respondents who were a victim in a criminal case and to have their case resolved quicker (e.g. over a quarter of respondents who were at court as a victim stated that they needed to visit court four times before their case was resolved (34%) and that it took over a year (35%)). In addition, 31% of respondents who were at court in the capacity of victim and 21% of those who were a party to proceedings stated that their case still has not been resolved.

Respondents are least satisfied with the cost of court services, with which they are “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with costs of court proceedings and with court appointed fees is 3.1 (with 39% of respondents who are satisfied with costs of court proceedings and 43% with court appointed fees. In addition, over a third of respondents, to whom this was applicable, stated that they were represented by a lawyer in court (37%) and most of them (84%) had hired the lawyer privately.

### **Confidence in the work of the court**

Most respondents, nearly two thirds of them (64%), stated that they are “mostly” or “completely” confident in the work of the court; thus, the average level of trust in the work of the court is 3.7 (on a scale of 1 to 5, where 1 is “completely distrust” and 5 is “completely trust”). This is the result of the high level of satisfaction with judges’ impartiality, their independence, and fairness, but also of the perceived presence of factors that influence judicial decisions.

Over two thirds of respondents (69%) stated that they are satisfied with the work of judges and believe that they treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation. Thus, the average level of satisfaction with judges’ impartiality is 3.9. Similarly, over half the respondents (55%) believe that judges were completely or mostly independent, and 27% believe that that they were not entirely independent in conducting court proceedings, and so the average level of assessment of judicial independence is 3.5 (on a scale of 0 to 10 where 0 is “completely independent” and 10 is “not at all independent”). However, some respondents who believe that the judge was (entirely) independent believe in the presence of factors that influence judicial decisions. Because of that, almost a third of respondents are dissatisfied because they believe that political pressure influences judicial decisions (32%). Slightly fewer respondents are dissatisfied with the perceived effect of personal relationships and bribes on judicial decisions (31% and 30% are dissatisfied). Thus, the average level of satisfaction with the presence of factors perceived to influence judicial decisions is 3.1 and 3.2 (“neither satisfied nor dissatisfied”).

When it comes to fairness, almost three quarters of respondents (73%) believe that they were treated “mostly” or “completely” fairly. Thus, the average assessment of fairness is a relatively high 7.3 (on a scale of 0 to 10, where 0 is “completely unfairly” and 10 “completely fairly”). Respondents’ experiences and expectations that their case will be resolved fairly are in line with the above. Namely, 82% of them are certain that their case will be/has been judged fairly.

Over two thirds of respondents (68%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal measure, that their experience with their most recent visit to the court led to an increase (16%) and decrease (15%) in their confidence in the judiciary.

## **Familiarity with the role and activities of the HJPC BiH**

Two thirds of all respondents (66%) have heard of the HJPC BiH. However, respondents tend to be less familiar with the activities of the HJPC BiH. Namely, 28% of respondents who have heard of it are not familiar with its activities, while 55% said that they “knew something” about them. Only 15% of respondents said that they were “very familiar” with the work of the HJPC BiH.

Respondents who said they had heard about the HJPC BiH usually cited the media as their primary source of information about its role and activities (70%). In addition, 61% of respondents (who had heard of the HJPC BiH) listed some of its primary competences when discussing its main role. Almost a fourth of respondents (23%) did not wish or know to respond to this question (these were more likely to be respondents who were not familiar with the activities of the HJPC BiH). A third of respondents (33%) have a positive assessment of the work of the HJPC BiH. Meanwhile, 21% of respondents perceive the activities of the HJPC BiH as being unsuccessful. Thus, the average assessment of the activities of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.1 i.e. “neither successful nor unsuccessful”.

## **Differences between specific socio-demographic categories of respondents**

As expected, differences in the level of satisfaction among socio-demographic categories of respondents are not consistent, but in general it can be said that older respondents, and consequently pensioners, tend to be less satisfied, as do men compared to women, less educated respondents compared to more educated ones, and respondents residing in rural areas compared to those in urban areas. Satisfaction with the information provided by the court administration is an exception; in this regard, men tend to be more satisfied than women. In addition, the youngest respondents (18-29) and the most elderly respondents (65 and over) are more likely than middle-aged respondents (30-65) to say that their age has a negative effect on their ability to access court services.

When it comes to familiarity with the role and activities of the HJPC BiH, the trend is somewhat different. Namely, men tend to be more familiar with this topic than women, as do respondents older than 30 compared to younger respondents (18-29), more educated compared to less educated respondents, and respondents residing in urban areas compared to those in rural areas. On the other hand, women are more likely than men to provide a positive assessment of the work of the HJPC BiH thus far, as are younger compared to older respondents, and students, employed and unemployed respondents compared to pensioners.

## **2.4. CONCLUSION AND RECOMMENDATIONS**

The data obtained in this research indicates that user satisfaction with the services provided by the basic/municipal courts in Banja Luka, Bijeljina, Mostar, Sarajevo, Tuzla and Zenica is at a relatively high level. Namely, although not always consistent (which is to be expected for data based on perception rather experience), user satisfaction with court services is, in general, at the level of “somewhat satisfied”, with some aspects of the work of the court being assessed more positively, and only very few aspects negatively. However, it should be noted that only current court users were included in this survey, and these respondents answered most of the questions based on their (direct) and recent experience. In addition, the method of “intercepting” users (intercept surveys) in the halls of the courts was used, and it is possible that the place in which the survey was conducted may have led respondents to provide more favorable responses than they would have if the survey had been conducted in their own homes. Conducting the surveys on court premises meant that the courts were notified in advance of when the surveys would take place, which means that court staff may have paid more attention to how they treat users knowing that they would be assessing their behavior. In addition, analysis of results indicates that there are significant differences in user satisfaction depending on whether they were there in the capacity of victim, witness, party to proceedings or for other court services. Namely, the latter have the (most) positive perception and experience and are the most numerous respondents. On the other hand, far fewer respondents who were at court in the capacity of victim were included in the survey, and their views and experience (which is not linked “only” to court administrative services) tend to be significantly more negative.

Respondents have a positive assessment of accessibility to court and its premises, with the exception of (in)accessibility to parking for respondents; therefore, consideration should be given as to whether the presence of this factor could be diminished in any way. Punctuality of hearings and provision of relevant documents are assessed quite positively, while

complexity of court proceedings and (in)efficiency of enforcement of court decisions are seen as “shortcomings” in the work of the court.

Likewise, it appears that all categories of respondents receive equal treatment at court – very few respondents were treated with disrespect or experienced favoritism. It can be assumed that this is linked to the perceived impartiality and professionalism of court employees, but it seems that there is room for improvement when it comes to equal treatment of respondents of different age groups. In general, respondents had a very positive assessment of the behavior of judges and court staff towards them. Respondents are also highly satisfied with the availability of information provided by the court and its quality; however, more work is needed to ensure the availability of information on respondents’ rights. In addition, the reason why women provided more negative assessment of information provided by the court administration should be investigated in order to implement activities to address and overcome this issue.

Respondents now have a more positive assessment of the speed with which they received court services than they did before. Meanwhile, costs of court services continue to be regarded negatively and as an obstacle to accessing court services. Confidence in the work of the court is also, in general, at the level of “mostly satisfied”, with the only segment which has a lower than average assessment being the perceived presence of various factors that influence judicial decisions. Furthermore, it should be noted that, although very few respondents said that they experienced discrimination and although most respondents have a very high assessment of fairness, respondents also base their assessment of impartiality and judicial independence on the experiences of others (persons close or known to them), as well as experiences presented by the media. This is confirmed by the fact that respondents’ confidence was not affected by their most recent visit to court. Because of this, it is necessary to take steps not only to enhance these characteristics, but also to encourage accurate and timely media reporting that will support a positive/realistic view of the work of the court. In that sense, attention should be paid to targeting categories of citizens who are currently less satisfied with provided court services and have less confidence in its work: men, the elderly/pensioners, persons with secondary education levels and lower, and persons residing in rural areas.

User familiarity with the existence of the HJPC BiH, and its role and activities is not at a high level. The assessment of its activities thus far also points to varying user opinions. Therefore, in this case, it is necessary to inform respondents of the HJPC BiH, taking into account that the media is the primary source of information on this topic for most respondents, while the HJPC BiH website is rarely used for this purpose, and if so, only by specific category of respondents (highly educated persons).

All in all, it can be concluded that the results of the survey on satisfaction of basic/municipal court respondents in Banja Luka, Bijeljina, Mostar, Sarajevo, Tuzla and Zenica can be viewed as encouraging and can serve as a good foundation for implementing activities in the framework of the Judicial Capacity Building Project. In addition, they can be used as a basis for measuring changes in user satisfaction resulting from Project activities by comparing the results of this research with the results of the Final research that will be conducted in the Project’s third year.

## 3. Methodology

### 3.1. BRIEF DESCRIPTION OF RESEARCH METHODOLOGY

The methodology used in this research meets the requirements set by the Client and entails the gathering of necessary data using quantitative research methods as follows:

1. Face to Face (F2F) interviews using Computer-Aided Personal Interviewing (CAPI)
2. Face to face interviews (F2F) and Computer-assisted telephone interviewing (CATI).<sup>1</sup>

CC conducted the surveys between 5 April and 8 May 2023. A total of 2,100 respondents were included in the survey – users of municipal/basic court services in Banja Luka, Bijeljina, Mostar, Sarajevo, Tuzla and Zenica (350 respondents per court). At the Client's request, additional surveys were conducted in the Municipal court in Sarajevo and the Basic court in Banja Luka (176 surveys in the Municipal court in Sarajevo and 175 surveys in the Basic court in Banja Luka, a total of 351 surveys). The additional surveys were conducted in the period from July 13 to September 11, 2023, and resulted in a final sample of 2,451 respondents. 88% of the total number of surveys (a total of 2,162 surveys) were conducted by F2F interviewing (CAPI), while 12% of the total number of surveys (289 surveys) were conducted using CATI.

For the F2F interviews, respondents were selected by “intercepting” them in the courts (intercept surveys), while potential respondents for the CATI method were selected via randomly selected telephone numbers. The same questionnaire was used for both the F2F and CATI surveys.<sup>2</sup> The F2F interviews were conducted by 33 interviewers, while the CATI surveys were conducted by four (4) operators. All underwent relevant training and were monitored by a field coordinator – a CATI supervisor. The rate of participation in the F2F survey (number of contacted potential respondents compared to the number of respondents willing to take part in the survey) is 72%. The participation rate for the CATI survey is 26%.

Analysis of obtained data was conducted using the Statistical Package for the Social Sciences, version 21 (SPSS 21.0).

### 3.2. SOCIO-DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

An equal number of male and female respondents were included in the survey (50% compared to 50%). Two respondents did not wish to state their gender. When it comes to the age of respondents, 21% of them are aged 18-29, 40% are aged 30-49, 26% are aged 50-65, while 13% are over 65. Only 0.4% of respondents did not wish to reveal their age. In regard to the education level of respondents, under 1% did not complete primary school, 5% completed only primary school, while the majority of respondents completed a three or four-year secondary school (54%). Meanwhile, 39% completed two-year post-secondary education or have an undergraduate or postgraduate degree. 0.3% of respondents did not wish to state their education level. Most respondents are employed (60%), 15% are unemployed, only 3% are homemakers, 5% are students, and 17% are pensioners. In addition, 0.4% of respondents selected “other” as a response to this question (persons with disability, persons on welfare, agricultural producers/farmers). Likewise, 0.2% of respondents did not wish to reveal their employment status. All respondents provided a response to the question of whether they lived in urban or rural areas: 81% stated that they reside in urban areas and 19% that they reside in rural areas.

Socio-demographic characteristics of respondents at the level of the sample and by basic/municipal court are presented in Table 1. In addition, the ages of respondents are shown in Graph 1.

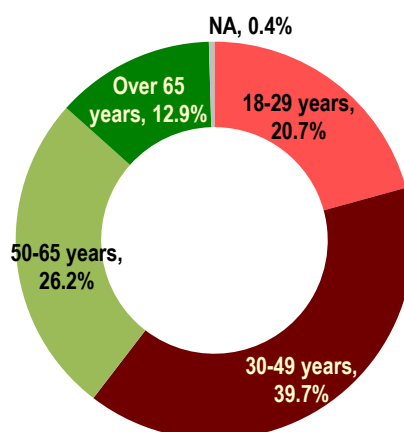
<sup>1</sup> A detailed overview of the used methodology is available in the Final Report on court User Satisfaction, Custom Concept for the HJPC BiH, 10 May 2023.

<sup>2</sup> The questionnaire is available in Annex 1.

TABLE 1. SOCIO-DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

		Basic court Banja Luka	Basic court Bijeljina	Municipal court Mostar	Municipal court Sarajevo	Municipal court Tuzla	Municipal court Zenica	TOTAL
Gender	Female	49.7%	60.9%	53.4%	55.7%	33.1%	45.7%	49.7%
	Male	50.1%	39.1%	46.6%	44.1%	66.9%	54.3%	50.2%
	I don't want to say	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.1%
Age	18-29 years old	23.0%	8.3%	20.9%	33.5%	17.7%	13.4%	20.7%
	30-49 years old	44.0%	31.1%	41.4%	42.8%	40.0%	35.1%	39.7%
	50-65 years old	22.7%	40.0%	25.1%	16.3%	29.1%	30.6%	26.2%
	Over 65 years	9.7%	18.9%	12.6%	7.2%	13.1%	20.6%	12.9%
	DK/NA	0.6%	1.7%	0.0%	0.2%	0.0%	0.3%	0.4%
Education level	No education	0.2%	2.6%	0.3%	0.2%	0.0%	0.6%	0.7%
	Completed primary school	3.6%	15.4%	2.0%	3.6%	3.4%	6.0%	5.1%
	Completed secondary school	65.7%	63.1%	53.7%	65.7%	55.4%	50.9%	54.4%
	College/Higher university education	30.3%	18.3%	43.1%	30.3%	41.1%	42.6%	39.7%
	DK/NA	0.2%	0.6%	0.9%	0.2%	0.0%	0.0%	0.2%
Employment status	Employed	68.0%	43.4%	58.0%	70.9%	57.7%	51.7%	59.9%
	Unemployed	9.5%	25.7%	16.0%	10.6%	14.9%	15.1%	14.6%
	Housewife	4.6%	2.9%	1.4%	1.9%	1.4%	2.6%	2.6%
	Student	6.9%	1.4%	4.6%	8.9%	3.4%	2.0%	5.0%
	Retiree	10.5%	23.7%	19.4%	7.6%	22.6%	28.6%	17.3%
	Something else	0.2%	1.7%	0.6%	0.0%	0.0%	0.0%	0.4%
	DK/NA	0.4%	1.1%	0.0%	0.0%	0.0%	0.0%	0.2%
City or Village	City	79.6%	66.3%	78.3%	96.2%	75.4%	82.9%	80.9%
	Village	20.4%	33.7%	21.7%	3.8%	24.6%	17.1%	19.1%

GRAPH 1. AGE DISTRIBUTION OF RESPONDENTS (N=2.451)

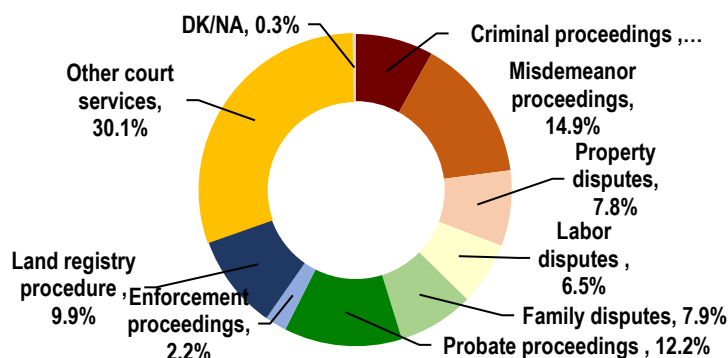


Most respondents are respondents of “other” court services, such as the issuing of certificates (30%), followed by respondents who are a party to misdemeanor proceedings (15%). Meanwhile, 10% of respondents are involved in land registry proceedings and in probate proceedings. 8% of respondents are in court as a party to family disputes, while 8% of respondents are involved in property disputes and criminal proceedings each. Slightly fewer surveyed respondents are parties to criminal proceedings (8%) and labor disputes (7%), while only 2% are parties to enforcement proceedings. 0.3% of respondents did not wish to respond to this question. The types of court proceedings involving respondents can be seen in Table 2 both at the level of the total sample and by basic/municipal court, and in Graph 2.

TABLE 2. TYPES OF COURT PROCEEDINGS IN WHICH RESPONDENTS PARTICIPATED

		Basic court Banja Luka	Basic court Bijeljina	Municipal court Mostar	Municipal court Sarajevo	Municipal court Tuzla	Municipal court Zenica	TOTAL
Types of court proceedings	Criminal proceedings	8.8%	8.9%	3.4%	12.0%	7.4%	5.7%	8.1%
	Misdemeanor proceedings	25.0%	10.9%	8.6%	19.0%	11.7%	7.1%	14.9%
	Property disputes	7.0%	6.6%	4.6%	13.9%	7.4%	4.9%	7.8%
	Labor disputes	9.1%	7.4%	3.7%	9.3%	4.6%	2.3%	6.5%
	Family disputes	10.9%	6.9%	11.4%	8.2%	4.6%	3.7%	7.9%
	Probate proceedings	16.2%	19.1%	21.1%	8.0%	6.0%	3.1%	12.2%
	Enforcement proceedings	1.0%	0.3%	2.9%	3.2%	4.3%	2.0%	2.2%
	Land registry procedure	1.5%	5.7%	14.0%	5.3%	5.1%	34.3%	9.9%
	Other court services	19.6%	34.0%	30.3%	20.9%	48.6%	36.9%	30.1%
	DK/NA	1.0%	0.3%	0.0%	0.2%	0.3%	0.0%	0.3%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

GRAPH 2. DISTRIBUTION OF COURT PROCEEDINGS BY TYPE (N=2.451)



In most instances, the reason respondents were in court on the day they were surveyed (in the case of F2F surveys) or most recently (in the case of CATI) was as a party to proceedings (48%) and to obtain other court services (39%). They were significantly less likely to be there in the capacity of witness (7%) or victim in criminal proceedings (6%). There are no significant differences between the genders when it comes to the capacity in which they were in court. The capacity in which respondents were in court can be seen in Table 3 and 4 both on the level of the total sample and by basic/municipal court, as well as by gender.

TABLE 3. CAPACITY IN WHICH RESPONDENTS WERE AT COURT

	Basic court Banja Luka	Basic court Bijeljina	Municipal court Mostar	Municipal court Sarajevo	Municipal court Tuzla	Municipal court Zenica	TOTAL
Party to proceedings	58.3%	52.6%	25.1%	63.3%	40.9%	26.6%	47.8%
Witness	11.4%	4.9%	3.4%	11.2%	6.3%	1.4%	7.1%
Victim in criminal proceedings	8.0%	8.6%	2.0%	12.2%	1.1%	2.0%	6.3%
Other	21.0%	34.0%	69.4%	13.3%	51.7%	70.0%	38.5%
DK/NA	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

TABLE 4. CAPACITY IN WHICH RESPONDENTS WERE AT COURT - by gender

	Male	Female	I don't want to say	TOTAL
Party to proceedings	46.7%	48.9%	0.0%	47.8%
Witness	8.0%	6.3%	50.0%	7.1%
Victim in criminal proceedings	7.3%	5.2%	50.0%	6.3%
Other	37.7%	39.4%	0.0%	38.5%
DK/NA	0.4%	0.2%	0.0%	0.3%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



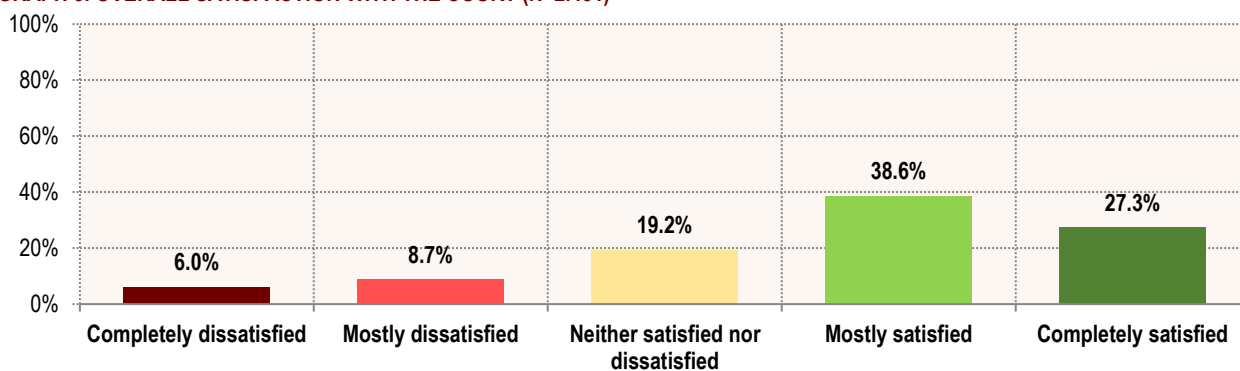
## 4. Main Findings

### 4.1. SATISFACTION WITH COURT SERVICES

#### OVERALL SATISFACTION WITH THE COURT

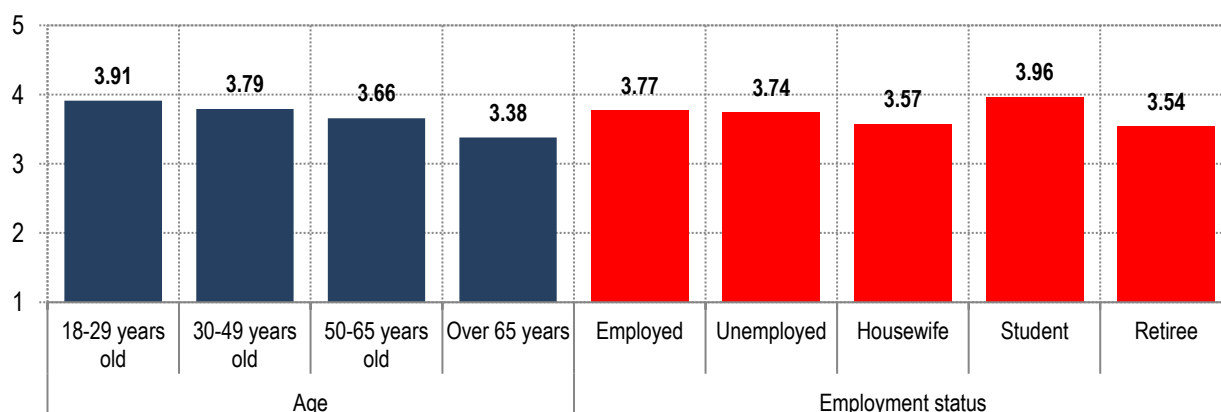
Most respondents (two thirds – 66%) are satisfied with the municipal/basic court whose services they use (court). In most cases, respondents are “mostly” satisfied rather than “completely” satisfied (39% compared to 27%). Along with the 19% of respondents who assume a neutral attitude, a small percentage of respondents (15%) stated that they are dissatisfied with court (9% are “mostly” dissatisfied and 6% are “completely” dissatisfied). (See Graph 3). Because of this, the average level of respondent satisfaction with the municipal/basic court whose services they use is quite high – 3.7<sup>3</sup> (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”).

**GRAPH 3. OVERALL SATISFACTION WITH THE COURT (N=2,451)**



There are no statistically significant differences in the average level of satisfaction with the municipal/basic court whose services they use between respondents when it comes to gender, education level and whether they reside in rural or urban areas.<sup>4</sup> However, there are statistically significant differences in average satisfaction levels among respondents of different age groups (the older the respondents, the less likely they are to be satisfied with court overall) and different employment status (pensioners are less likely to be satisfied than students). (See Graph 4).

**GRAPH 4. OVERALL AVERAGE SATISFACTION WITH THE COURT – by respondents' age and employment status**



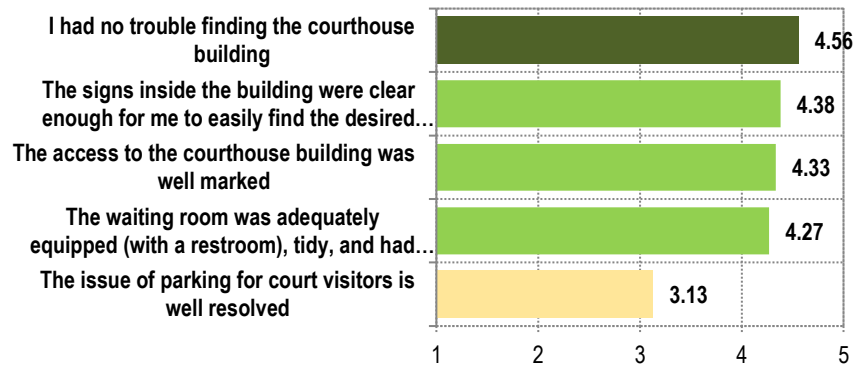
<sup>3</sup> Arithmetic mean (M)=3.73, standard deviation (SD)=1.13, range of results: (Min)=1, (Max)=5, number of respondents who responded to the question (N)=2,444 (statistical analysis includes measures of central tendency, as well as dispersion does not include respondents who responded with “Don’t know/don’t wish to answer”).

<sup>4</sup> The remainder of the report does not list the socio-demographic categories for which there are no statistically significant differences for each individual question.

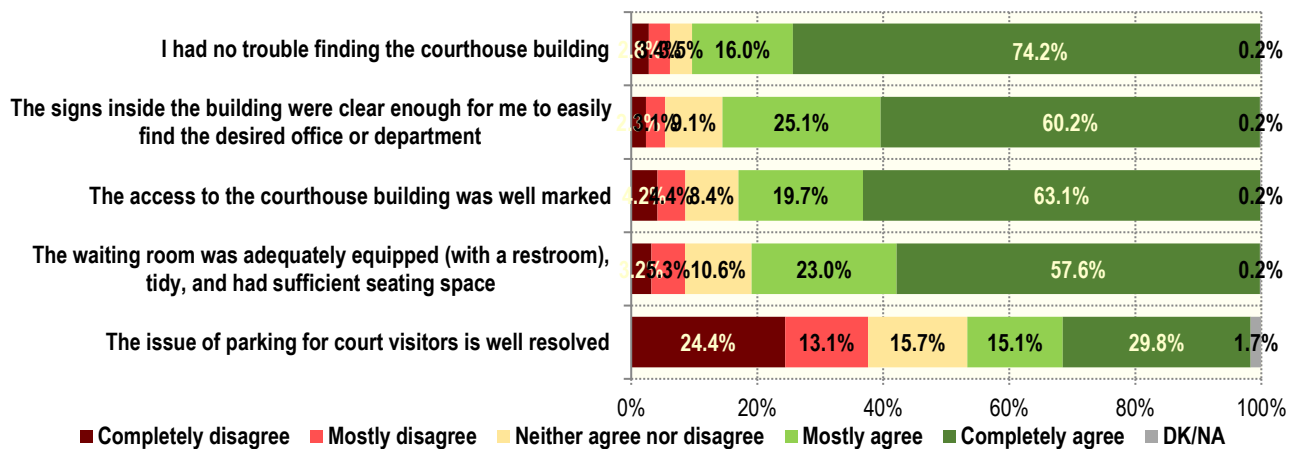
## ACCESSIBILITY AND COURT PREMISES

Access to municipal/basic courts and the premises themselves are rated quite highly by respondents who use these services. Namely, the average level of agreement with the statement concerning the ease of locating court buildings is 4.6 (which on a scale of 1 to 5 falls under the response of “completely agree”).<sup>5</sup> The average level of agreement with statements concerning the signposting in court buildings, waiting rooms, and how well the entrance is marked is somewhat lower (4.4 and 4.3)<sup>6</sup> and falls under the response of “mostly agree”; meanwhile, the issue of parking for court visitors was the “most problematic” – the average level of agreement is 3.17 – “neither agree nor disagree”. (See Graph 5.) An overview of the results expressed in percentages indicates that almost two fifths of respondents (37%) do not agree that there have been good solutions to the problem of visitor parking, of which 24% “completely” disagree and 13% “mostly” disagree with this statement. (See Graph 6.)

**GRAPH 5. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**



**GRAPH 6. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES (N=2,451)**



Statistically significant differences between respondents of different age groups and employment status are present in that respondents older than 65 and homemakers are least likely to agree with the claim that they did not have problems locating court buildings, and consequently that the entrances to the buildings were marked well, while middle-aged respondents (30-49) were less likely than other respondents to agree that the problem of visitor parking has been solved appropriately, as were employed and unemployed respondents compared to pensioners.<sup>8</sup> In addition, respondents who live in the rural areas agree with the above statement less often than respondents who live in the urban areas. (See Graph 7., 8. and 9.)

<sup>5</sup> I did not have difficulties finding the court building: M=4.56, SD=0.92, Min=1, Max=5, N=2,447;

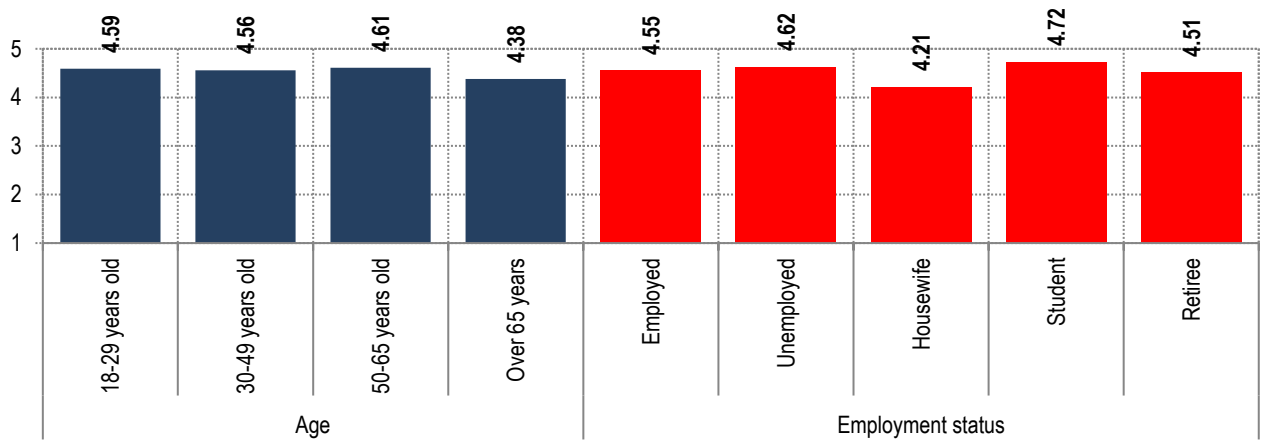
<sup>6</sup> Signposting inside the building is clear and I could easily locate the office or department I was searching for: M=4.38, SD=0.94, Min=1, Max=5, N=2,445; Access to the court building was marked: M=4.33, SD=1.08, Min=1, Max=5, N=2,447; The waiting room was adequately equipped (with a restroom), tidy with enough seating: M=4.27, SD=1.06, Min=1, Max=5, N=2,445;

<sup>7</sup> M=3.13, SD=1.57, Min=1, Max=5, N=2,409.

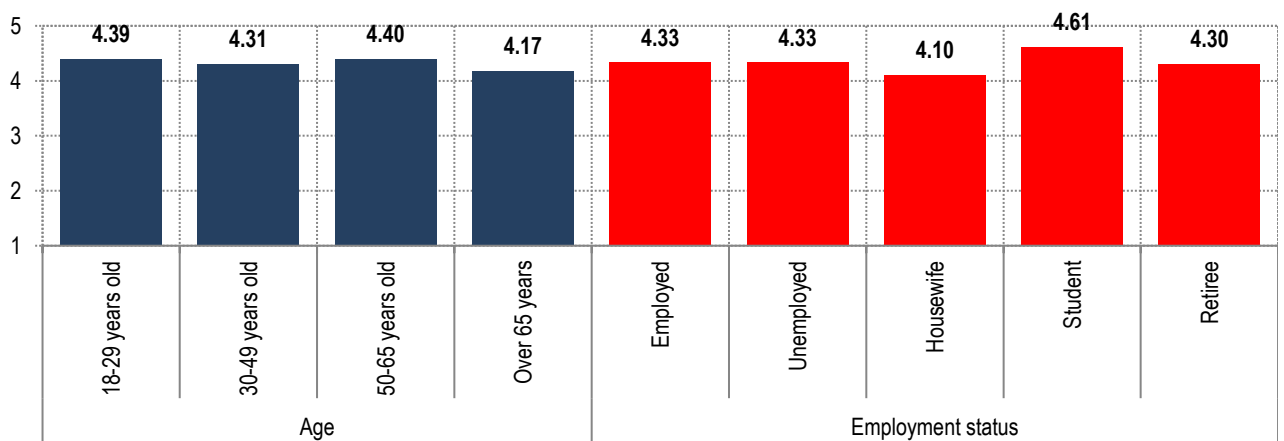
<sup>8</sup> Although average level of agreement with this statement among homemakers is lower than that of employed respondents, the difference is not statistically significant because of the small number of respondents who fall under this category. (N=63, 2.6%).



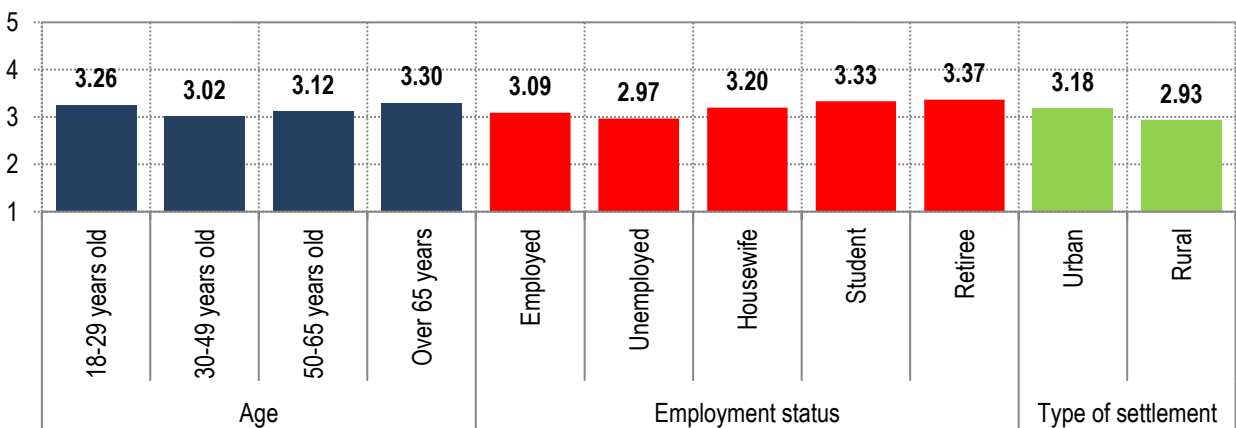
**GRAPH 7. AVERAGE AGREEMENT WITH THE STATEMENT “I did not have difficulties finding the court building” – by respondents’ age and employment status**



**GRAPH 8. AVERAGE AGREEMENT WITH THE STATEMENT „Access to the court building was marked“ - by respondents’ age and employment status**



**GRAPH 9. AVERAGE AGREEMENT WITH THE STATEMENT „The problem of visitor parking has been solved appropriately“ – respondents’ gender, age, employment status and type of settlement**

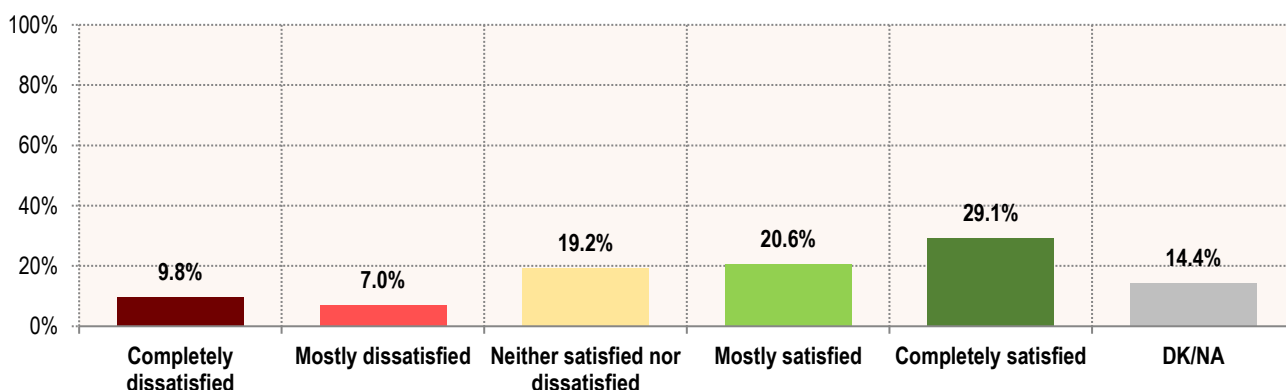


**FUNCTIONING OF THE COURT**

Satisfaction with the efficiency of enforcement of court decisions

Half of the respondents (50%) of municipal/basic court services are satisfied with the efficiency of enforcement of court decisions. In that sense, most respondents are "completely satisfied" (29% compared to 21%). Along with a fifth of respondents (19%) who are neither satisfied nor dissatisfied, a small percentage of respondents are "mostly dissatisfied" and "completely dissatisfied" (7% and 10% respectively). It should be noted that 14% of respondents did not know or wish to respond to this question. (See Graph 10.) Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is 3.6.<sup>9</sup>

**GRAPH 10. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=2,451)**



However, **the capacity in which respondents were in court has a significant effect on their views of the efficiency of enforcement of court decisions.** Namely, 33% of respondents who were at court as victim are dissatisfied with the efficiency of enforcement of court decisions (20% are completely dissatisfied and 11% are mostly dissatisfied). Respondents who were there as a party to proceedings (19%) and witness (22%) are less likely to be dissatisfied, as are users of other court services (18%).<sup>10</sup> In addition, respondents who were at court as users of other court services are more likely to be completely satisfied (39%), as are those who were there as a party to court proceedings (35%) and witness (25%), compared to respondents who were there as a victim (18%). (See Table 5.)

**TABLE 5. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>11</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	125	12.0%	13 <sub>a</sub>	8.2%	31 <sub>b</sub>	20.4%	69	9.3%
Mostly dissatisfied	70	6.7%	22 <sub>b</sub>	13.8%	17 <sub>a,b</sub>	11.2%	62	8.3%
Neither satisfied nor dissatisfied	212	20.4%	41 <sub>a</sub>	25.8%	38 <sub>a</sub>	25.0%	178	23.9%
Mostly satisfied	273	26.3%	44 <sub>a,b</sub>	27.7%	38 <sub>a,b</sub>	25.0%	147	19.7%
Completely satisfied	358	34.5%	39 <sub>a,b</sub>	24.5%	28 <sub>b</sub>	18.4%	289	38.8%
<b>TOTAL</b>	<b>1,038</b>	<b>100.0%</b>	<b>159</b>	<b>100.0%</b>	<b>152</b>	<b>100.0%</b>	<b>745</b>	<b>100.0%</b>

Analysis by socio-demographic variables indicates that women are more likely than men to be satisfied with the efficiency of enforcement of court decisions, as are younger respondents (under 30) compared to those older than them, highly

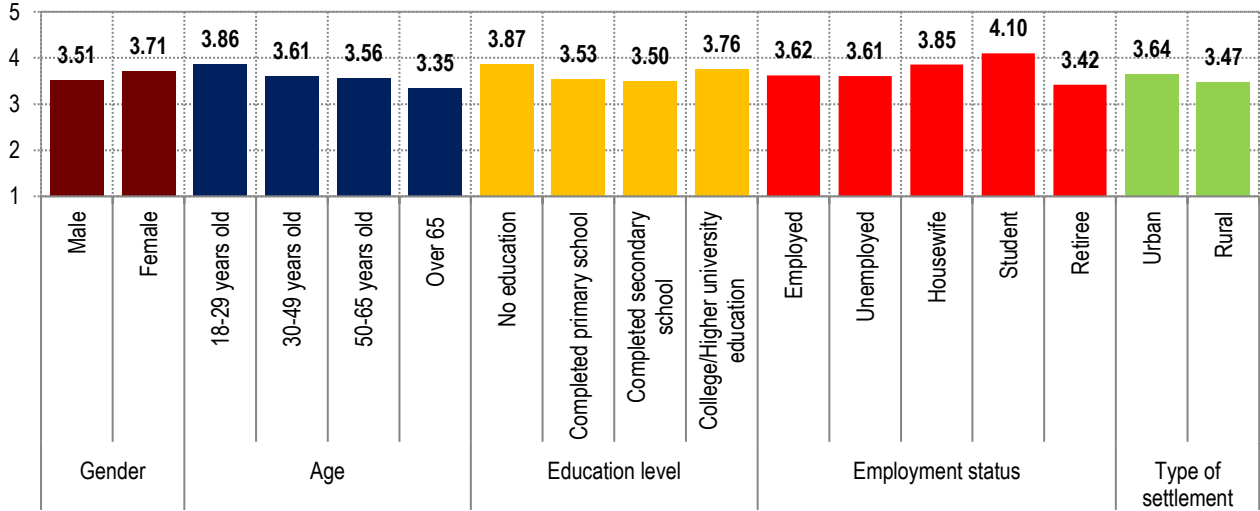
<sup>9</sup> M=3.61, SD=1.33, Min=1, Max=5, N=2,099.

<sup>10</sup> As a victim in a criminal case: M=3.10; as a party to proceedings: M=3.64; as a witness: M=3.47, as a user of other court services: M=3.70.

<sup>11</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=352), as were respondents who did not know or wish to reveal the capacity they were in at court (N=6).

educated respondents compared to those with secondary education<sup>12</sup>, students compared to employed respondents and pensioners, and respondents who live in urban areas compared to those in rural areas. (See Graph 11.)

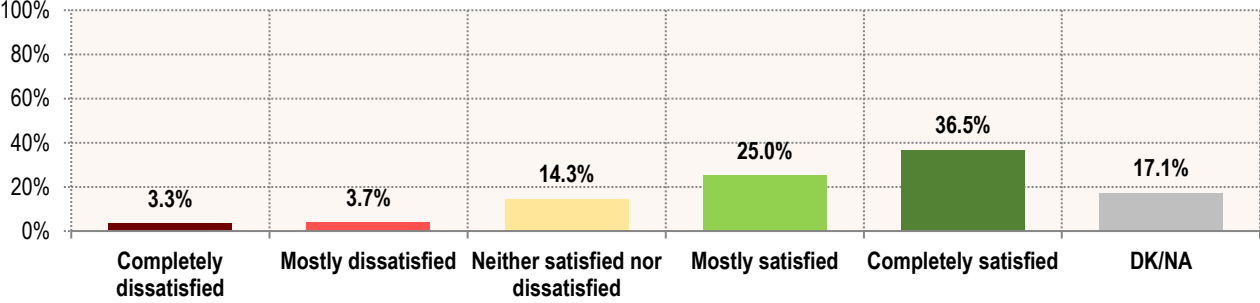
**GRAPH 11. AVERAGE SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – respondents’ gender, age, education level, employment status and type of settlement**



Punctuality of hearings

Three fifths of respondents (61%) are satisfied with the punctuality of hearings. Most of them (37%) are “completely satisfied”, while 25% are “mostly satisfied”. Most of the other respondents did not know or wish to respond to this question (17%) or assumed neutral attitudes (14%), while only a small number of respondents are not satisfied with punctuality of hearings (4% are “mostly dissatisfied” and 3% are “completely dissatisfied”). (See Graph 12). Thus, the average level of satisfaction with punctuality of hearings is 4.1<sup>13</sup>.

**GRAPH 12. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=2.451)**



**As in the previous question, the capacity in which respondents were in court has a significant effect on their views of the punctuality of hearings.** Namely, 18% of respondents who were at court as victim are dissatisfied with the punctuality of hearings (10% are completely dissatisfied and 8% are mostly dissatisfied). Respondents who were in court as a witness (11%) are less likely to be dissatisfied, as are users of other court services (8%) and those who were there as a party to proceedings (7%).<sup>14</sup> In addition, respondents who were at court as users of other court services are more likely to be completely satisfied (46%), as are those who were there as a party to court proceedings (46%) compared to respondents who were there as a victim (27%). (See Table 6)

<sup>12</sup> Although average level of agreement with this statement among respondents without formal education (unfinished primary school or less) is higher than that of respondents with other education level, the difference is not statistically significant because of the small number of respondents who fall under this category. (N=16, 0,7%).

<sup>13</sup> M=4.06, SD=1.07, Min=1, Max=5, N=2,032.

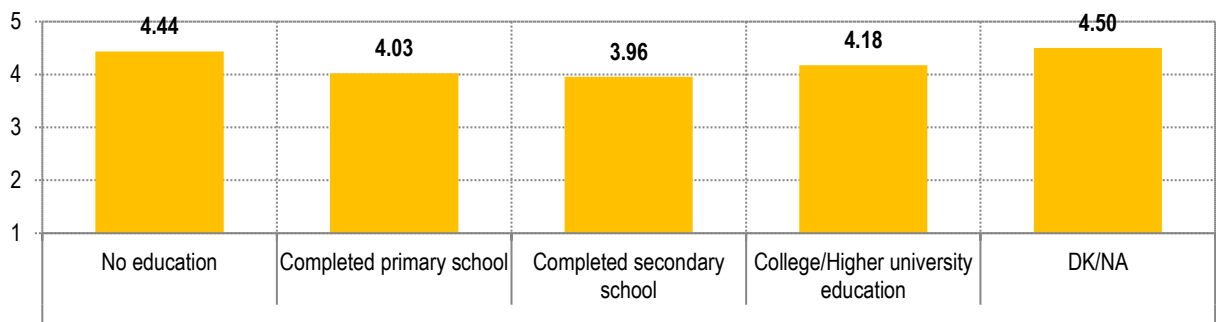
<sup>14</sup> As a victim in a criminal case: M=3.60; as witness: M=3.89, as party to proceedings: M=4.15; as user of other court services: M=4.06.

**TABLE 6. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – by capacity in which respondents were at court<sup>15</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	32	3.0%	11	6.5%	16	10.4%	23	3.6%
Mostly dissatisfied	40	3.7%	8	4.7%	12	7.8%	29	4.6%
Neither satisfied nor dissatisfied	158	14.8%	34	20.0%	31	20.1%	127	20.1%
Mostly satisfied	346	32.3%	52	30.6%	53	34.4%	160	25.3%
Completely satisfied	494	46.2%	65	38.2%	42	27.3%	294	46.4%
<b>TOTAL</b>	<b>1,070</b>	<b>100.0%</b>	<b>170</b>	<b>100.0%</b>	<b>154</b>	<b>100.0%</b>	<b>633</b>	<b>100.0%</b>

Analysis by socio-demographic variables indicates that the only statistically significant difference in the average level of satisfaction with punctuality of hearings is present among respondents of different education levels – namely, highly educated respondents are more likely to be satisfied with punctuality of hearings than those with secondary education levels. (See Graph 13.)

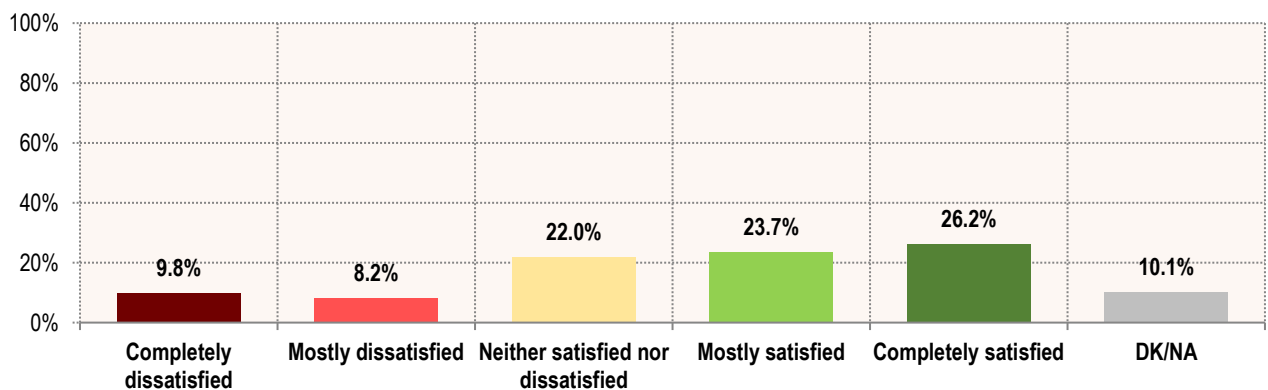
**GRAPH 13. AVERAGE SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – respondents education level**



Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is somewhat lower. Namely, half the respondents (50%) are satisfied with the simplicity/complexity of court procedures (26% are “completely” and 24% “mostly” satisfied). Most of the remaining respondents (22%) are neither satisfied nor dissatisfied, and a significantly smaller number of respondents expressed their dissatisfaction with what they perceive as complex court procedures (10% are “completely” dissatisfied and 8% are “mostly” dissatisfied). Tenth (10%) of respondents did not know or wish to respond to this question (See Graph 14). Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.5<sup>16</sup>.

**GRAPH 14. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=2,451)**

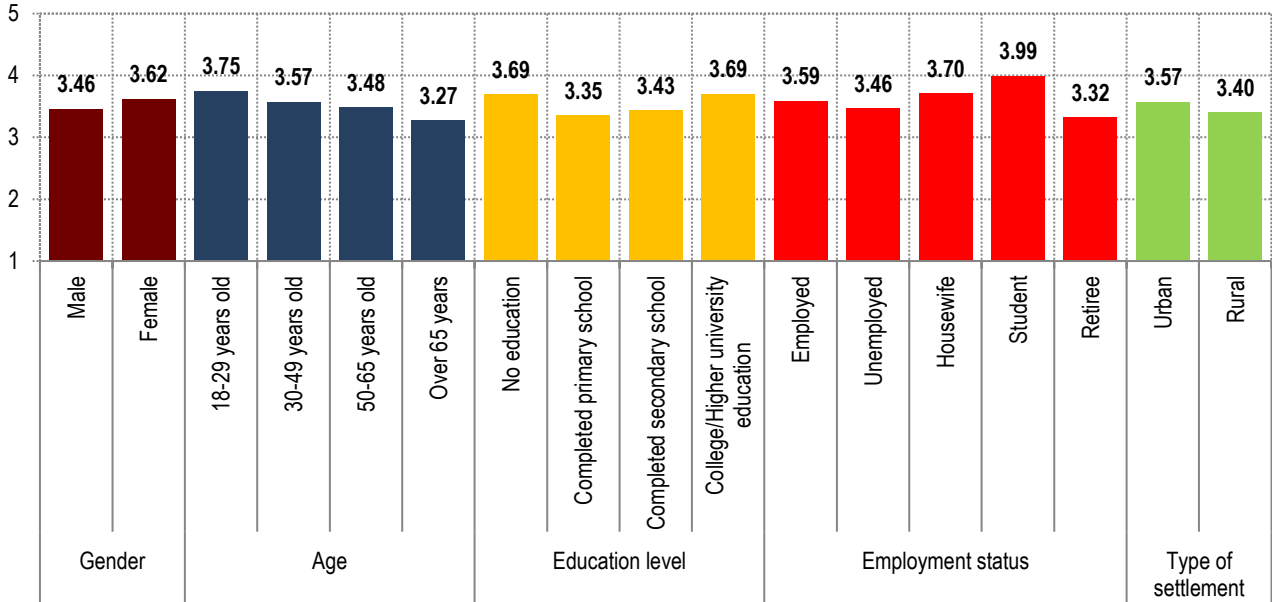


<sup>15</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=419), as were respondents who did not know or wish to state the capacity they were in at court (N=6).

<sup>16</sup> M=3.54, SD=1.29, Min=1, Max=5, N=2,203.

Women are more likely to be satisfied with the simplicity/complexity of court procedures compared to men, as are younger respondents compared to older ones, students and employed respondents compared to pensioners, and respondents in urban areas compared to those in rural areas. (See Graph 15).

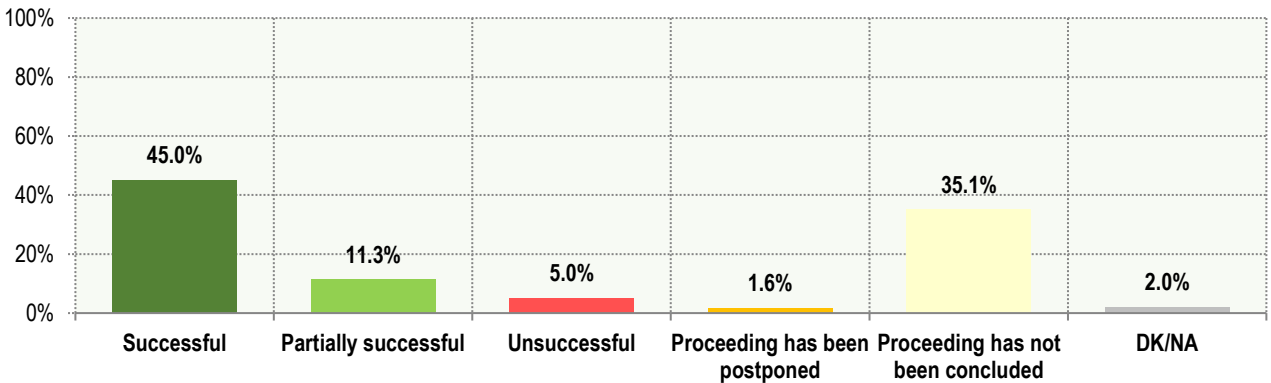
**GRAPH 15. AVERAGE SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES – respondents gender, age, education level, employment status and type of settlement**



Outcome of the case

Almost half the respondents (45%) who were a party to court proceedings or a victim in a criminal case stated that their case was successfully concluded. Another 11% stated that they had a partially successful outcome and 5% an unsuccessful outcome. Very few respondents said that their case was delayed (2%), while a third (35%) stated that their case is still ongoing or that they are still unaware of the outcome. (See Graph 16.)

**GRAPH 16. WHAT WAS THE OUTCOME OF YOUR CASE? (N=1,259)**



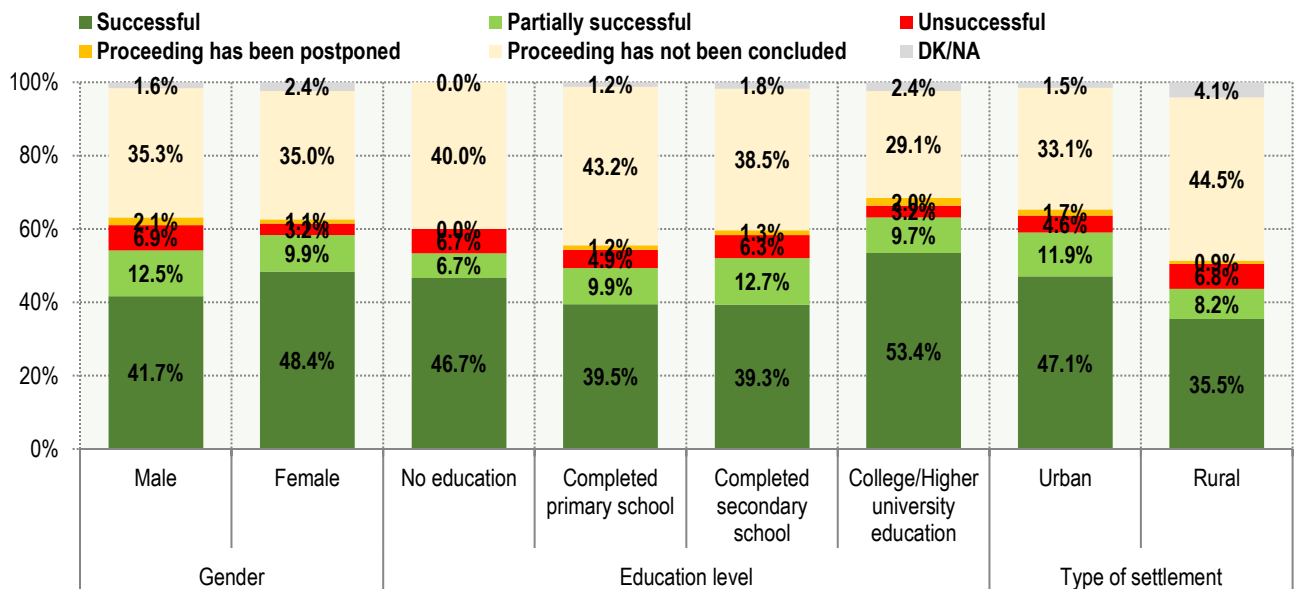
Analysis based on the capacity in which respondents were in court indicates that **most respondents who answered this question were in court as a party to proceedings (88%), and that they are more likely to be satisfied with the outcome of their case than those who were there as victim.** Namely, half the respondents (48%) who were there as a party to proceedings stated their case had been successfully resolved compared to under a quarter of respondents who were there as a victim in a criminal case (21%). In addition, victims were more likely than parties to proceedings to say that their case has not yet been resolved (51% compared to 33%) or that their case had an unsuccessful outcome (12% compared to 4%). (See Table 7)

**TABLE 7. WHAT WAS THE OUTCOME OF YOUR CASE? – by capacity in which respondents were at court**

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Successful	535	48.4%	32	20.8%
Partially successful	128	11.6%	14	9.1%
Unsuccessful	45	4.1%	18	11.7%
Proceeding has been postponed	15	1.4%	5	3.2%
Proceeding has not been concluded	364	32.9%	78	50.6%
DK/NA	18	1.6%	7	4.5%
<b>TOTAL</b>	<b>1,105</b>	<b>100.0%</b>	<b>154</b>	<b>100.0%</b>

Analysis by socio-demographic variables indicates that women are more likely than men to state that their case was concluded successfully, as are highly educated respondents compared to less educated respondents, and respondents in urban areas compared to respondents from rural areas. Meanwhile, men are more likely than women to cite an unsuccessful outcome. (See Graph 17.)

**GRAPH 17. WHAT WAS THE OUTCOME OF YOUR CASE? – by respondents' gender, education level and type of settlement**



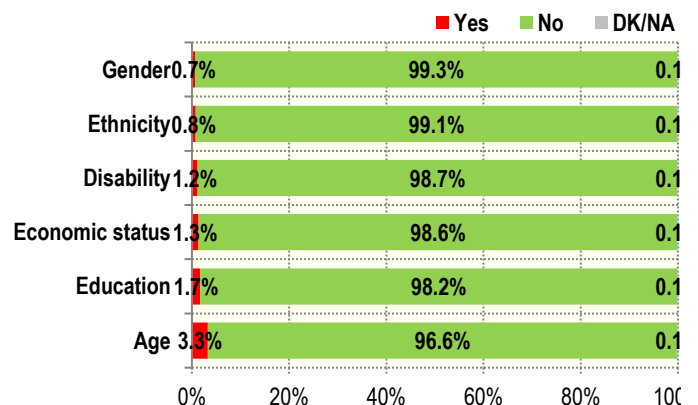
### ACCESSIBILITY OF COURT SERVICES

#### Effect of socio-demographic variables on access to court services

Socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts. If they did, it tended to be respondents' age. Namely, 3% of respondents stated that their age made it difficult to access court services. 2% of respondents said that their education level had a negative effect on their ability to access court services, and 1% stated that their economic status, disability, ethnicity and gender reduced their access to court services. (See Graph 18.)

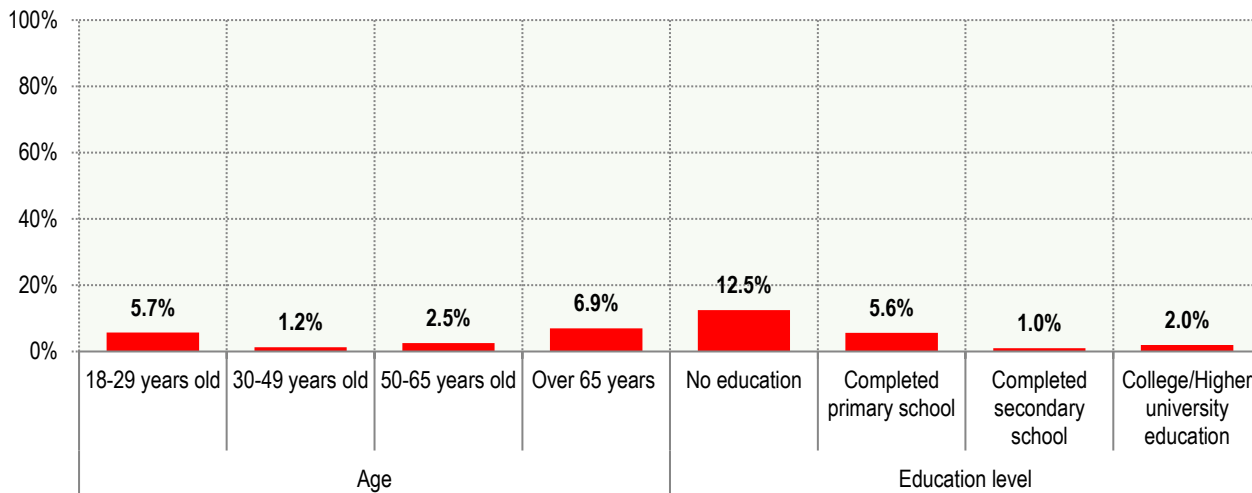
Younger respondents (18-29) and the most elderly respondents (over 65) are more likely than respondents aged 30-65 to state that their age

**GRAPH 18. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=2,451)**



made it difficult for them to access court services. Respondents with no primary education are more likely than more educated respondents to say that education level negatively affected their ability to access court services. (See Graph 19.)

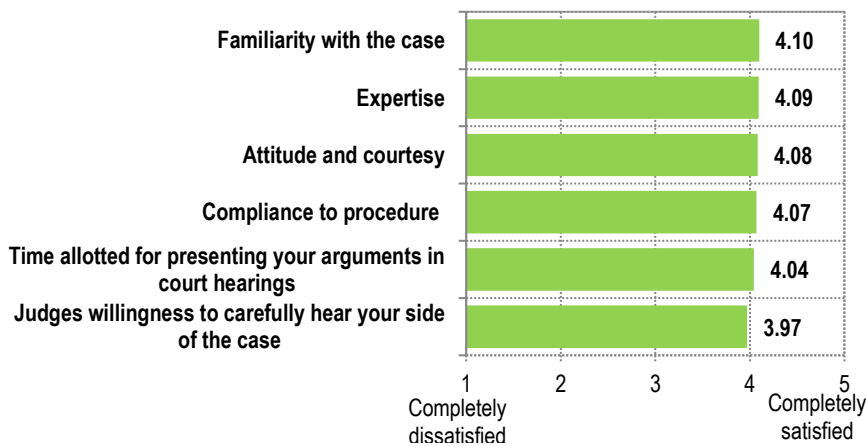
**GRAPH 19. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? – by respondents’ age and education level**



Satisfaction with specific aspects of the work of judges

When it comes to various aspects of the work of judges, respondents tend to be most satisfied with judges’ familiarity with their case and their expertise, followed by their attitude and whether they treat all parties and their representatives with courtesy and compliance with court procedures (average level of satisfaction is 4.1)<sup>17</sup>. Respondents tend to be least satisfied with the time allowed for presenting their arguments at hearings and judges’ willingness to carefully consider their side of the case, but it should be noted that respondent satisfaction with this aspect of the work of judges is also high – the average level of satisfaction is 4.0 (“mostly satisfied”).<sup>18</sup> (See Graph 20.) An overview of results expressed in percentages indicates that the percentage of respondents who are “mostly” or “completely” dissatisfied with certain aspects of the work of judges ranges from 11% for judges’ willingness to carefully hear their side of the case to 7% for judges’ familiarity/knowledge of the case and their expertise. (See Graph 21.)

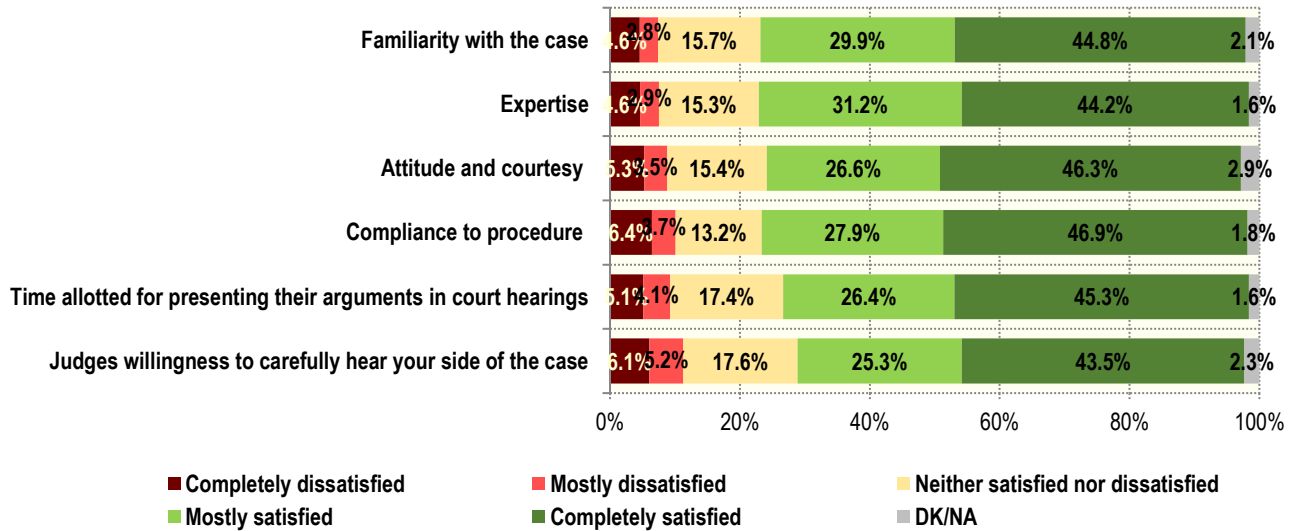
**GRAPH 20. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



<sup>17</sup> Familiarity with the case: M=4.10, SD=1.07, Min=1, Max=5, N=1,730; Expertise/professionalism: M=4.09, SD=1.07, Min=1, Max=5, N=1,744; Attitude and courtesy shown to all parties and their representatives: M=4.08, SD=1.12, Min=1, Max=5, N=1,700; Compliance with court procedure: M=4.07, SD=1.16, Min=1, Max=5, N=1,736.

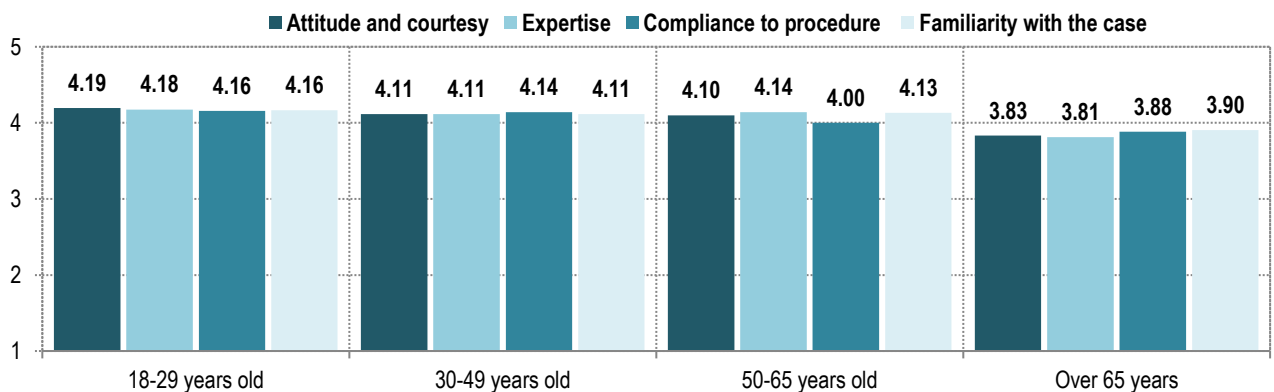
<sup>18</sup> Time allotted for presenting your arguments at hearings: M=4.04, SD=1.13, Min=1, Max=5, N=1,712; Willingness to hear your side of the case: M=3.97, SD=1.18, Min=1, Max=5, N=1,708.

**GRAPH 21. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**

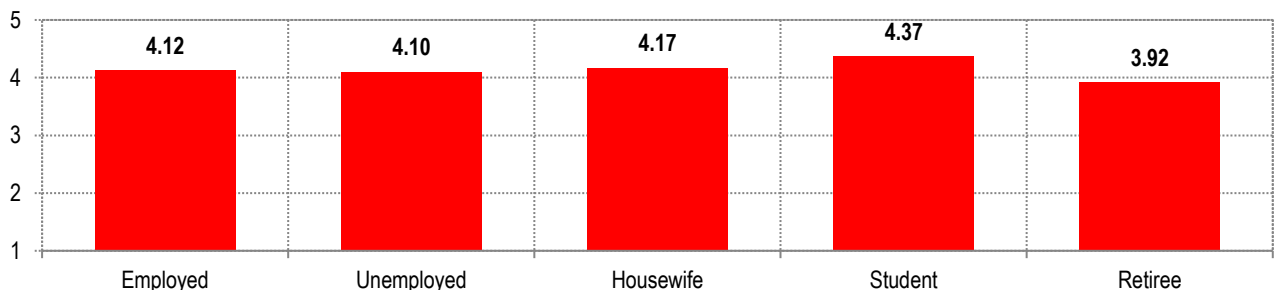


When it comes to assessment of the work of judges, respondents older than 65 are more likely to express their dissatisfaction with judges’ attitudes and courtesy towards the parties and their representatives, judges’ familiarity with the case and their expertise, and compliance with court procedure. In addition, pensioners are more likely to be dissatisfied with judges’ expertise/professionalism compared to students. (See Graph 22 and Graph 23)

**GRAPH 22. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES – by respondents’ age**



**GRAPH 23. AVERAGE SATISFACTION WITH EXPERTISE OF JUDGES – by respondents’ employment status**



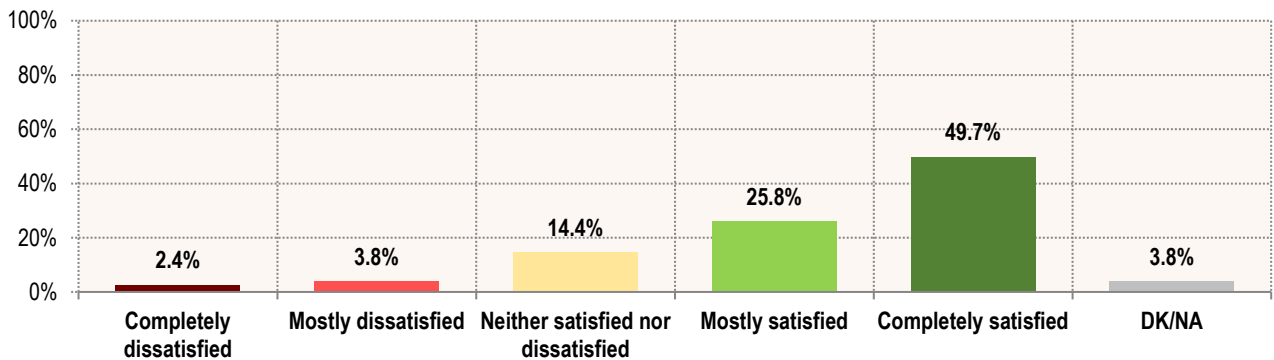
Attitude and courtesy of court staff

The majority of respondents (75%) are satisfied with the attitude and courtesy of court staff. In that sense, 50% are “completely” satisfied and 26% are “mostly” satisfied with the attitude and courtesy of court staff. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (14%), and very few respondents stated that court staff did not



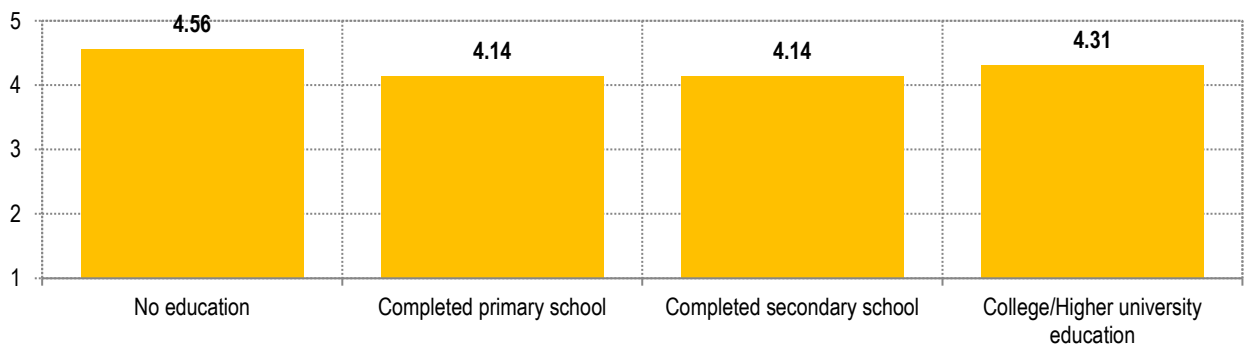
treat them with courtesy (2% are “completely” dissatisfied and 4% are “mostly” dissatisfied). (See Graph 24). Thus, the average level of satisfaction with the courtesy shown by court staff is 4.2.<sup>19</sup>

**GRAPH 24. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=2,451)**



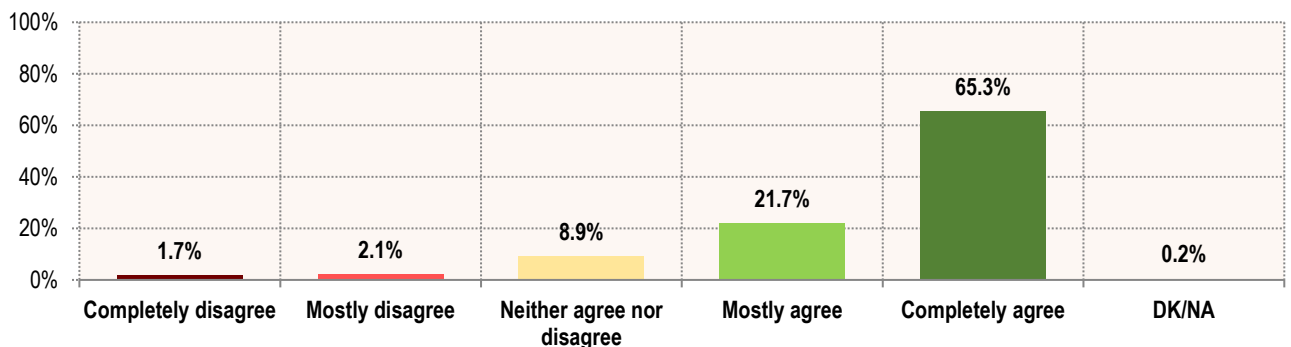
Highly educated respondents compared to those with primary and secondary education are more likely to be satisfied with the courtesy of court staff. (See Graph 25.)

**GRAPH 25. AVERAGE SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF - respondents education level**



Assessment of the courtesy of the staff respondents encountered when entering the court and during security checks is even more positive. Namely, 87% of respondents stated that they were treated with courtesy, of which 65% “completely” and 22% “mostly” agree with this statement. Slightly under a tenth (9%) neither agree nor disagree with this statement, while 2% “completely” and “mostly” disagree with it. (See Graph 26). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.5.<sup>20</sup>

**GRAPH 26. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK“ (N=2,451)**

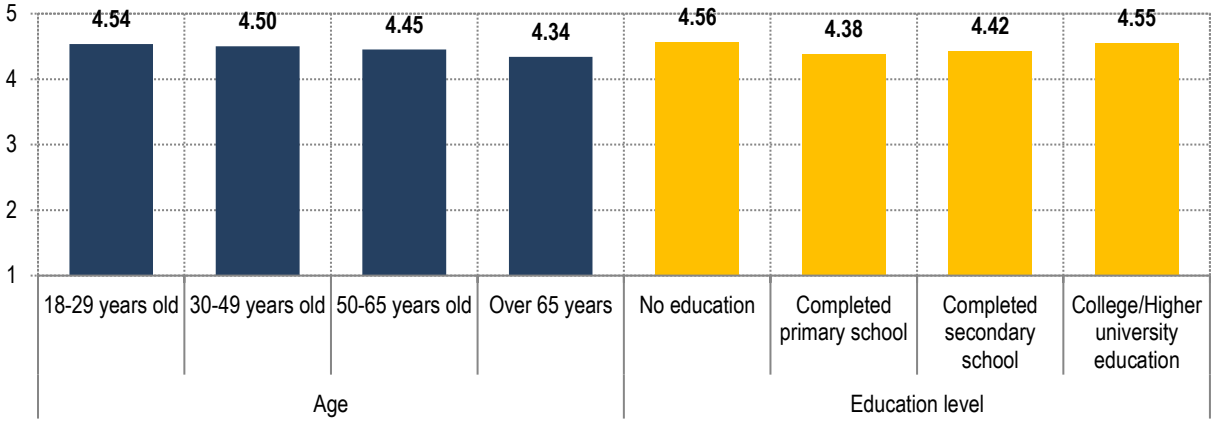


<sup>19</sup> M=4.21, SD=1.00, Min=1, Max=5, N=2,358.

<sup>20</sup> M=4.47, SD=0.87, Min=1, Max=5, N=2,445.

The most elderly respondents are significantly less likely to agree with this statement compared to the respondents that are younger than 50, as are highly educated respondents compared to those with secondary education (See Graph 27.)

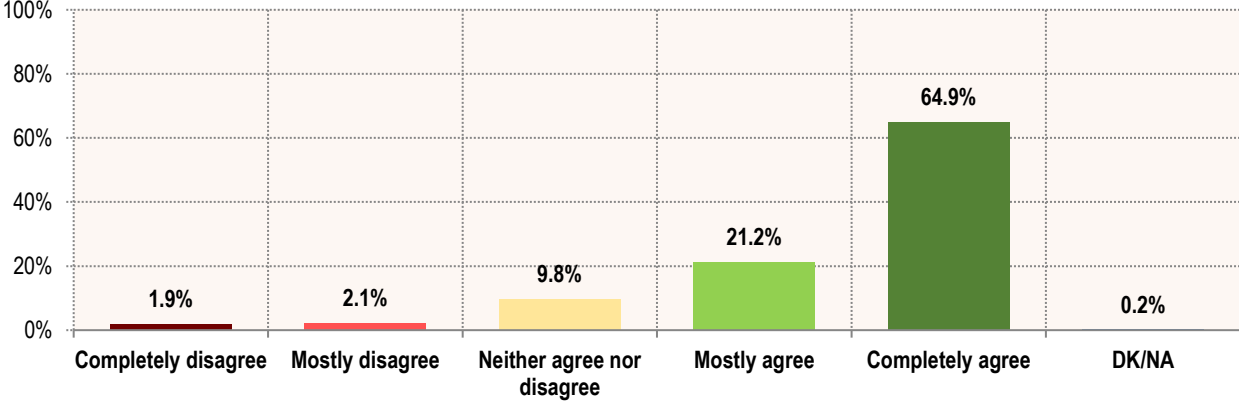
**GRAPH 27. AVERAGE AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK“ - by respondents' age and education level**



Satisfaction with information provided by the court

Most respondents (65%) stated that court employees provided them with all necessary information. 21% of respondents “mostly” agree with this statement, while very few disagree with it (2% “mostly” and 2% “completely” disagree with it). (See Graph 28). Thus, the average level of agreement with the statement “court employees provided me with all necessary information” is 4.5.<sup>21</sup>

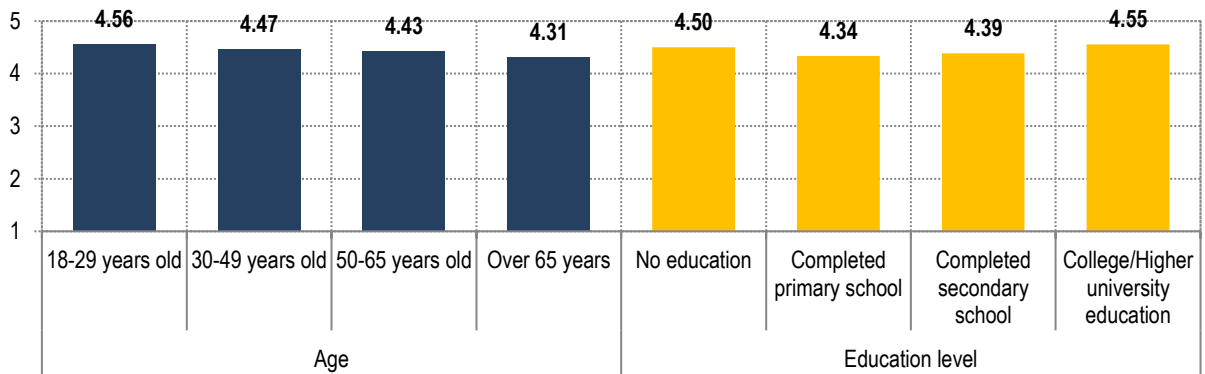
**GRAPH 28. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSERY INFORMATION“ (N=2,451)**



The most elderly respondents are less likely to agree with this statement than the youngest respondents, as are respondents with secondary education compared to highly educated respondents. (See Graph 29.)

<sup>21</sup> M=4.45, SD=0.89, Min=1, Max=5, N=2,446.

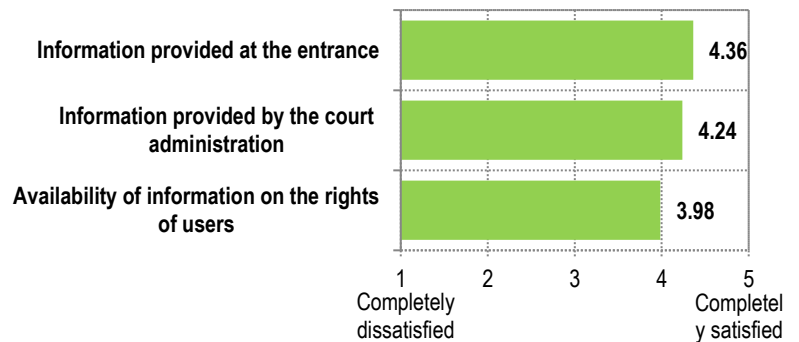
**GRAPH 29. AVERAGE SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION” – by respondents’ age and education level**



Satisfaction with available information

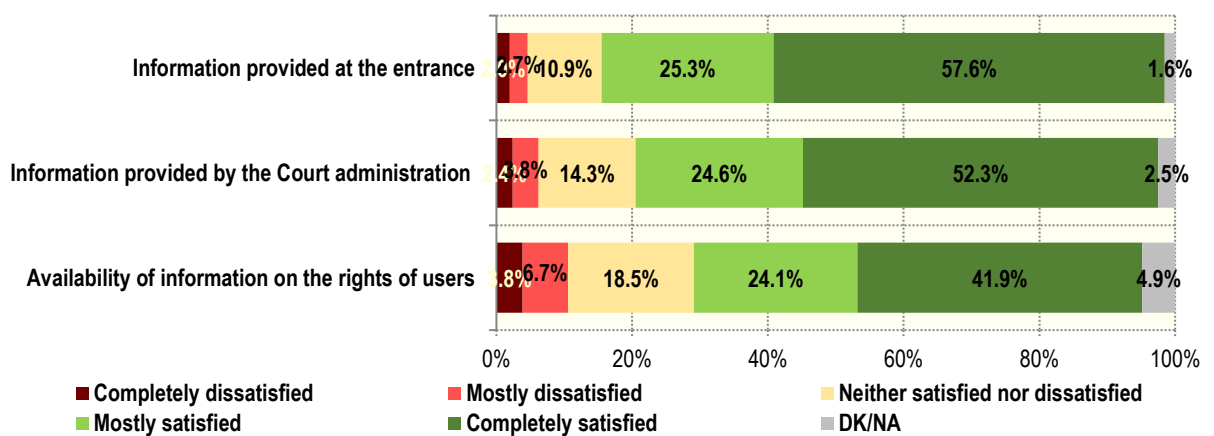
Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and availability of information related to the rights of court services respondents) indicate that they are generally satisfied. The average level of satisfaction is highest when it comes to information respondents receive at the court entrance (4.4)<sup>22</sup>, followed by information provided by the court administration (4.2)<sup>23</sup>, while it is lowest for availability of information on the rights of respondents, but even there it is at the level of “mostly” satisfied (4.0)<sup>24</sup>.

**GRAPH 30. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**



(See Graph 30). An overview of the results expressed in percentages indicates that the percentages of respondents who are “mostly” or “completely” dissatisfied with the available information are 11% for availability of information on their rights/user rights, over 6% for information provided by the court administration and 5% for information they receive at the court entrance. (See Graph 31)

**GRAPH 31. SATISFACTION WITH AVAILABLE INFORMATION (N=2.451)**



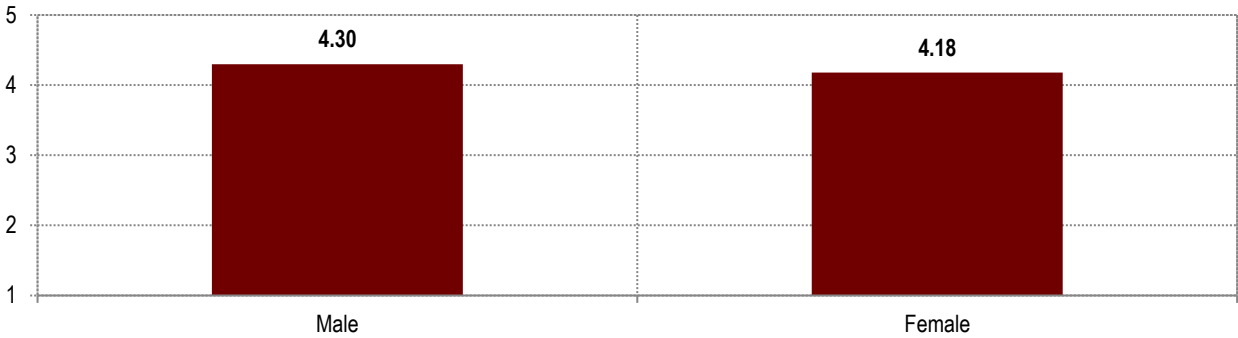
<sup>22</sup> Information provided at the court entrance: M=4.36, SD=0.92, Min=1, Max=5, N=2,413.

<sup>23</sup> Information provided by the court administration: M=4.24, SD=1.00, Min=1, Max=5, N=2,332.

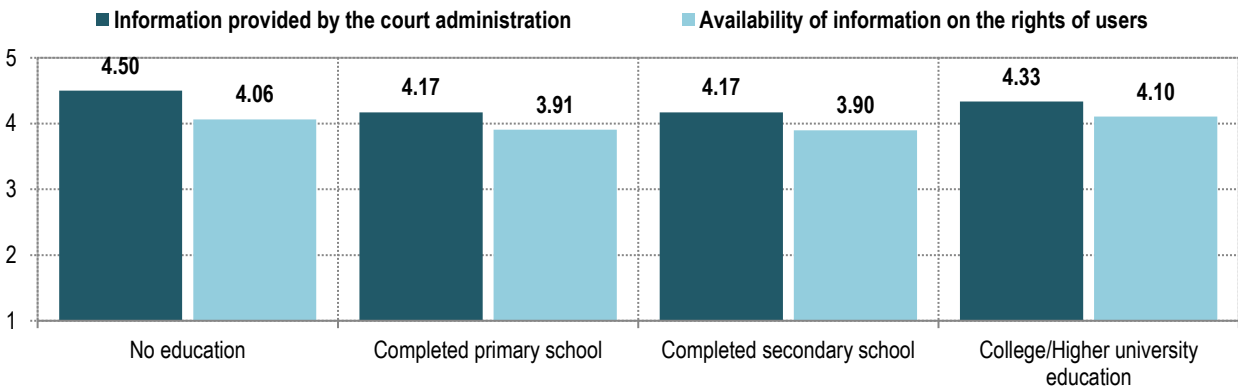
<sup>24</sup> Availability of informatin on the rights of respondents of court services: M=3.98, SD=1.13, Min=1, Max=5, N=2,332.

Men are more likely than women to be satisfied with the information provided by the court administration, along with highly educated respondents compared to respondents with secondary education. Highly educated respondents are more likely to be satisfied with the availability of information on their rights (rights of respondents) compared to respondents with secondary education. (See Graph 32 and See Graph 33)

**GRAPH 32. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION - respondents gender**



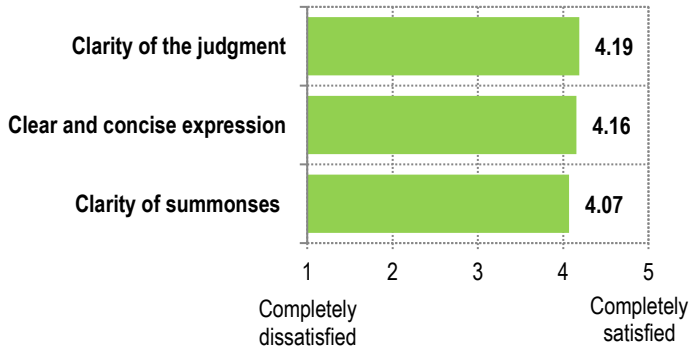
**GRAPH 33. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION - respondents education level**



Satisfaction with clarity of information

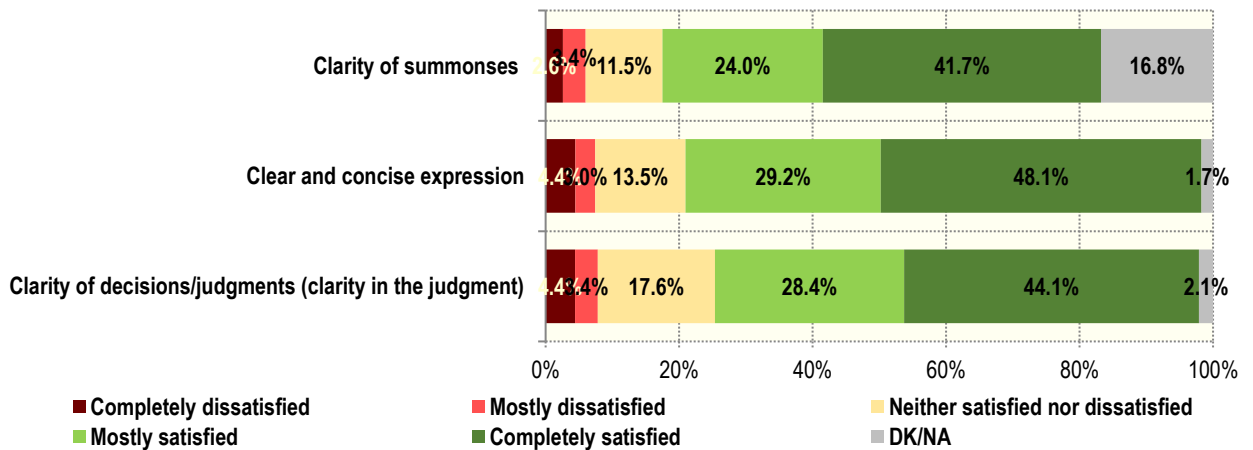
Respondents are quite satisfied with the clarity of information provided by court – the average level of satisfaction is 4.1 for clarity of judgements/decisions, 4.2 for clarity of judges’ expression and clarity of summonses.<sup>25</sup> (See Graph 34.) An overview of results expressed in percentages indicates that the percentages of respondents who are “completely” or “mostly” dissatisfied with the clarity of information provided by court are very similar to each other. They range from 8% for clarity of judgements/decisions and 7% for clarity of judges’ expression to 6% for clarity of summonses. (See Graph 35).

**GRAPH 34. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



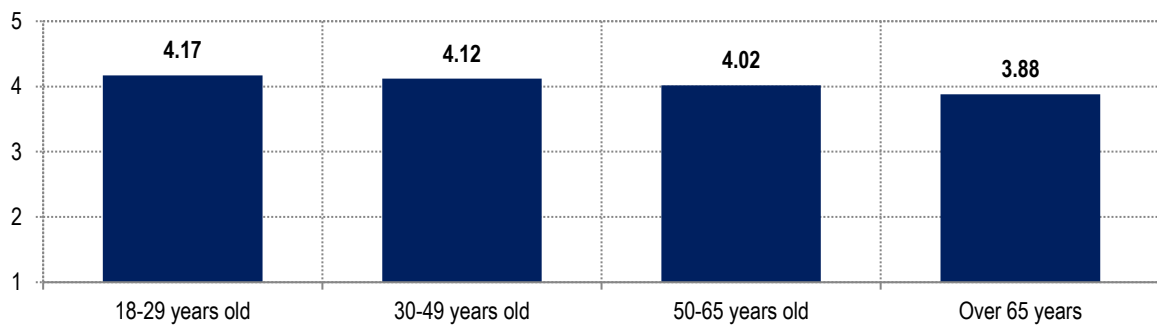
<sup>25</sup> Clarity of judges’ expression: M=4.16, SD=1.06, Min=1, Max=5, N=1.748; Clarity of summonses: M=4.19, SD=1.02, Min=1, Max=5, N=2.040; Clarity of judgements/decisions: M=4.07, SD=1.08, Min=1, Max=5, N=1.694.

**GRAPH 35. SATISFACTION WITH THE CLARITY OF INFORMATION**

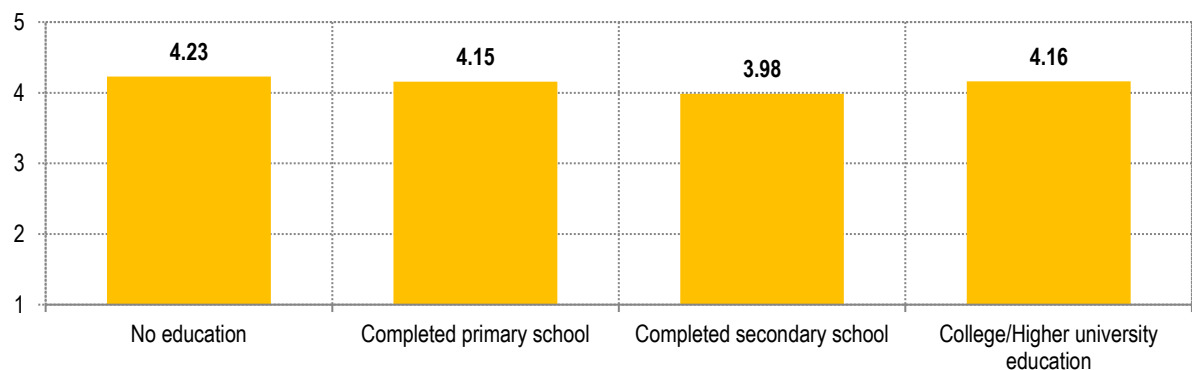


The most elderly respondents are significantly more likely to be dissatisfied with the clarity of judges' expression compared to slightly younger respondents (50-65), as are the respondents with secondary education compared to those with higher education levels. They are, along with students, more likely to be dissatisfied with the clarity of summonses compared to pensioners. (See Graph 36., 37. i 38.)

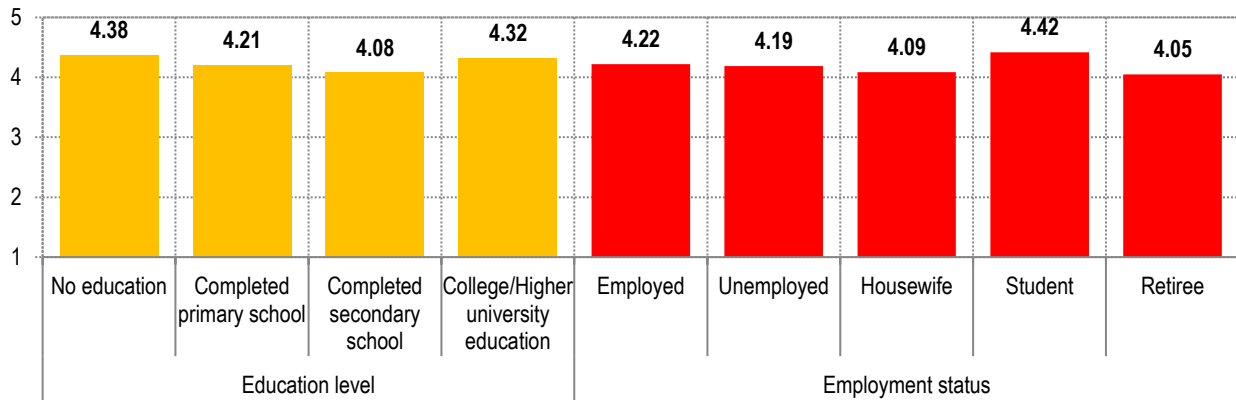
**GRAPH 36. AVERAGE SATISFACTION WITH THE CLARITY OF JUDGES' EXPRESSION – by respondents' age**



**GRAPH 37. AVERAGE SATISFACTION WITH CLARITY OF JUDGEMENTS/DECISIONS – by respondents' education level**



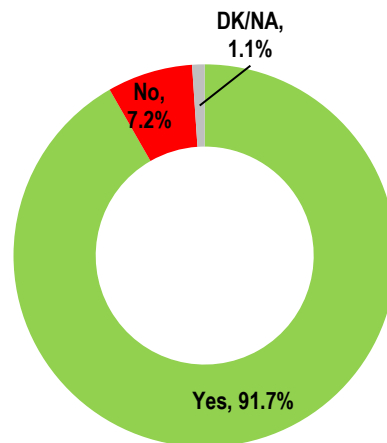
**GRAPH 38. AVERAGE SATISFACTION WITH CLARITY OF SUMMONSES – by respondents' education level and employment status**



Satisfaction with availability of relevant documents

In addition, the level of satisfaction with availability of relevant documents is high. Namely, 92% of respondents whom this question concerns stated that it was made available to them on time i.e. prior to the hearing. (See Graph 39.)

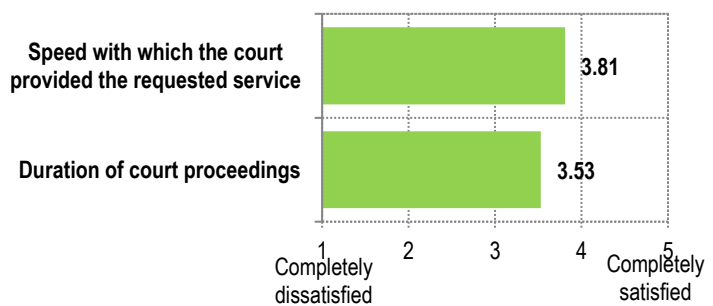
**GRAPH 39. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=1.135)**



Satisfaction with the speed of services provided by the court

Satisfaction with the speed of services and duration of proceedings is somewhat lower than satisfaction with availability and clarity of information with the average level of satisfaction being 3.5 for duration of court proceedings and 3.8 for the speed with which the court provided the requested service.<sup>26</sup> However, it should be noted that the average grade continues to be “mostly satisfied”. (See Graph 40). An overview of results expressed in percentages indicates that the percentage of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court

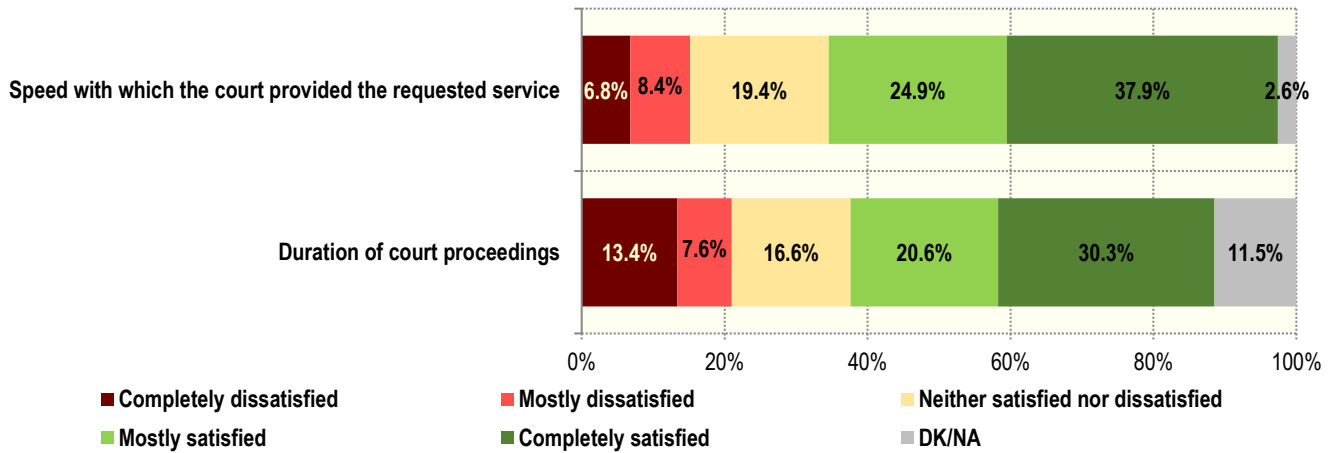
**GRAPH 40. AVERAGE SATISFACTION WITH THE SPEED OF COURT OPERATIONS**



<sup>26</sup> Duration of court proceedings: M=3.53, SD=1.42, Min=1, Max=5, N=2.170; Speed with which the court provided the requested service: M=3.81, SD=1.24, Min=1, Max=5, N=2,388;

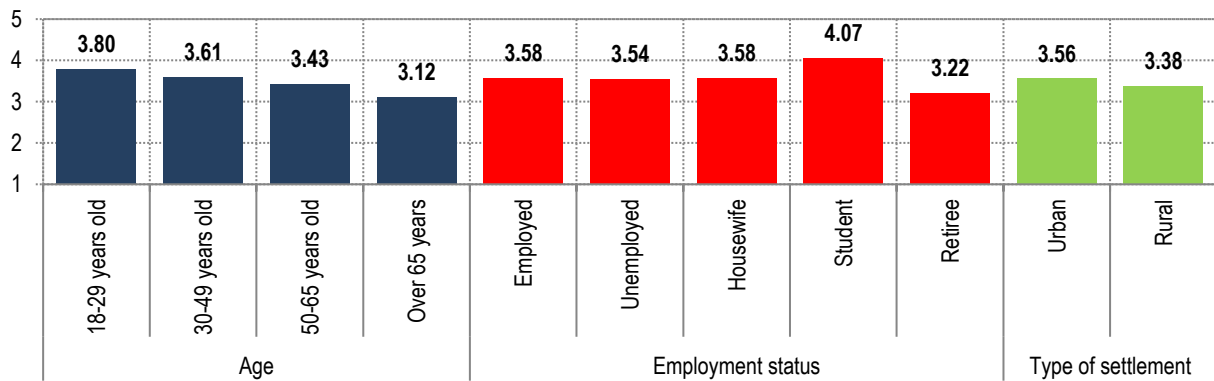
operations ranges from a relatively high 21% for duration of court proceedings to 15% for the speed at which the court provided the requested service to the user. (See Graph 41.)

**GRAPH 41. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=2,451)**

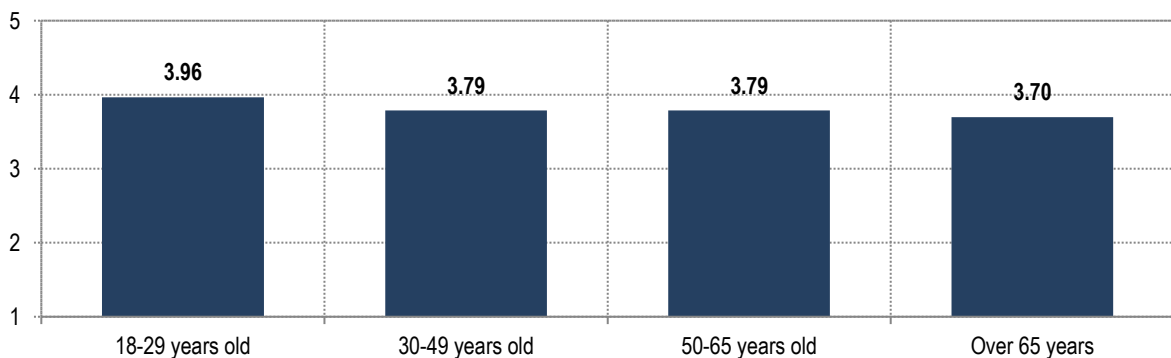


Younger respondents compared to older respondents, students compared to employed and unemployed respondents and pensioners, and respondents in urban areas compared to those in rural areas are more likely to be satisfied with the duration of court proceedings. Compared to the oldest respondents, the youngest respondents are also more satisfied with the speed with which the court provided the service they requested. (See Graph 42. i 43.)

**GRAPH 42. AVERAGE SATISFACTION WITH THE DURATION OF COURT PROCEEDINGS – by respondents' gender, age, employment status and type of settlement**



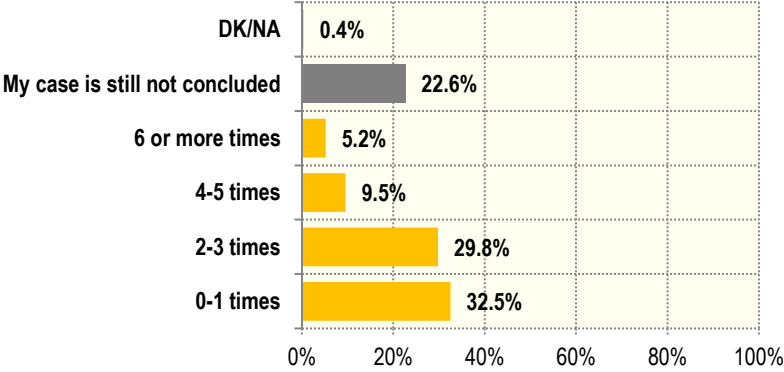
**GRAPH 43. AVERAGE SATISFACTION WITH THE SPEED WITH WHICH THE COURT PROVIDED THE REQUESTED SERVICE – by respondents' age**



Number of court visits required to resolve the case

A third of respondents who were at court in the capacity of a party to proceedings or victim in a criminal case (33%) generally had to attend court only once. This is followed by over a quarter who had to come to court two to three times in order to resolve their case (30%). In addition to slightly over a fifth of respondents (23%) whose cases still have not been concluded<sup>27</sup>, 9% of respondents needed to visit the court four to five times to resolve their case, and 5% required six or more visits to court. (See Graph 44.)

**GRAPH 44. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=1.259)**



However, this result is the consequence of the fact that respondents who were in court in the capacity of party to proceedings, and who make up the majority of respondents who answered this question (88%), tended to require fewer court visits than those who were victims in a criminal case. Namely, two thirds of parties (66%) and over a third of victims (34%) stated that they had to attend court 0-3 times to conclude their case. In contrast, victims were far more likely to say that their case has still not been concluded (31% compared to 21%) and that they had to attend court four or more times (34% compared to 12%). (See Table 8).

**TABLE 8. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE – by capacity in which respondents were at court**

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
0-1 times	388	35.1%	21	13.6%
2-3 times	343	31.0%	32	20.8%
4-5 times	86	7.8%	34	22.1%
6 or more times	46	4.2%	19	12.3%
My case still not concluded	237	21.4%	48	31.2%
DK/NA	5	0.5%	0	0.0%
<b>TOTAL</b>	<b>1,105</b>	<b>100.0%</b>	<b>154</b>	<b>100.0%</b>

Timeframe between initiation of court proceedings and delivery of judgement

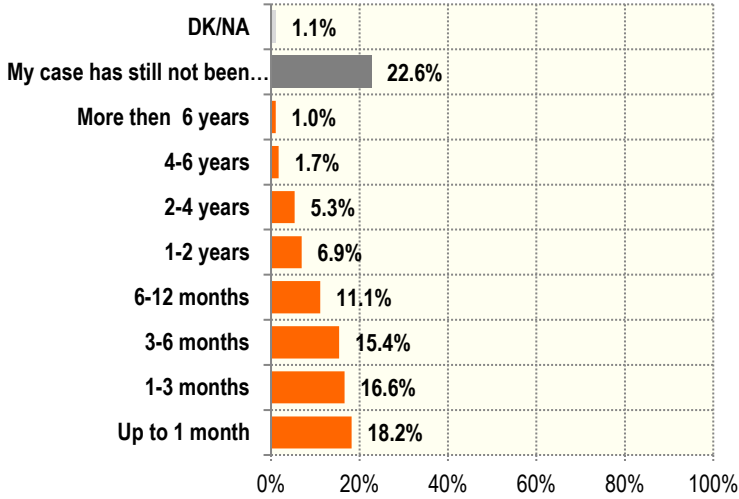
When it comes to the timeframe between initiation of court proceedings and delivery of judgement, slightly under a fifth of respondents who were at court in the capacity of a party or victim in a criminal case (18%) stated that their case was resolved in less than a month. 17% of respondents stated that it took between one to three months, 15% said three to six months and 11% six months to a year. Very few respondents stated that it took more than a year (7% one to two years, 5% waited between two to four years, 2% four to six years and 1% more than six years). Similarly to the previous question,

<sup>27</sup> Respondents whose case has not been concluded yet (N=285) are generally completely dissatisfied with its duration (52%), but 22% of these respondents are satisfied that their case is still ongoing (8% mostly and 14% completely satisfied). Although there is a tendency for satisfaction with duration of proceedings to be higher the shorter its average duration, this is not true of respondents who are completely satisfied that their case has not yet been concluded. However, it should be noted that almost all respondents who are a party to proceedings (92%, N=46) (and some of them during survey control stated that they are satisfied that their case is still ongoing).



23% of respondents stated that their case has not yet been resolved, pointing out that on average it has been going on for slightly over two and a half years (from day of the survey to 27 years)<sup>28</sup>. (See Graph 45.)

**GRAPH 45. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=1.259)**



However, most of the respondents were in court in the capacity of a party to proceedings (88%), and they are significantly more likely to state that it took less time for their case to be concluded compared to those who were in court in the capacity of victim. Namely, 38% of respondents who were in court as a party to proceedings and only 11% of respondents who were there as a victim stated that it took up to 3 months for their case to be resolved. On the other hand, victims are significantly more likely than parties to say that their case has not yet been concluded 31% compared to 21%) and that it took two to six years (24% compared to 5%). (See Table 9).

**TABLE 9. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT – by capacity in which respondents were at court**

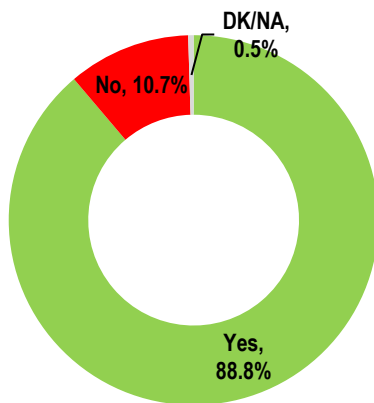
	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Up to 1 month	222	20.1%	7	4.5%
1-3 months	199	18.0%	10	6.5%
3-6 months	177	16.0%	17	11.0%
6-12 months	122	11.0%	18	11.7%
1-2 years	72	6.5%	15	9.7%
2-4 years	38	3.4%	29	18.8%
4-6 years	14	1.3%	8	5.2%
More than 6 years	11	1.0%	2	1.3%
My case still not concluded	237	21.4%	48	31.2%
DK/NA	13	1.2%	0	0.0%
<b>TOTAL</b>	<b>1,105</b>	<b>100.0%</b>	<b>154</b>	<b>100.0%</b>

<sup>28</sup> M=30.7 months, SD=49.04, Min=0.00, Max=324, N=277. For slightly more than a tenth respondents whose procedure has not yet been completed (11%), it started on the day of the survey. If we add respondents whose unfinished procedure lasts from 1 day to 1 month, then it is evident that among the respondents whose procedure has not yet been completed, almost a quarter started it in the last month (21%). If we add those whose procedure lasts 1-3 months, then it is evident that for 27% of them it started in the last three months. 50% "wait" for them up to one year. More than a quarter (29%) "wait" for the completion of their procedure for 1-3 years, and a fifth (21%) for more than 3 years (of which 5% are respondents whose procedure started more than 10 years ago).

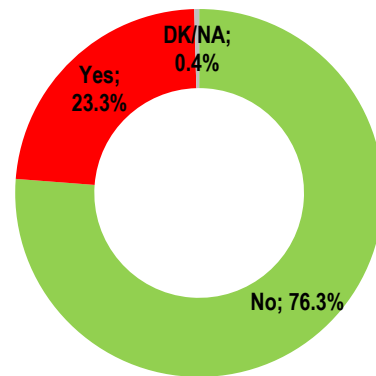
## Scheduling of hearings

For 89% of respondents whose proceedings included a hearing, the hearing took place as scheduled, while 11% of respondents had a different experience. Likewise, slightly over three quarters of respondents whose proceedings included a hearing stated that there had not been any delays (76%), while almost a quarter (23%) said the opposite. (See Graphs 46. and 47.)

**GRAPH 46. DID THE HEARING BEGIN ON TIME? (N=1.268)**

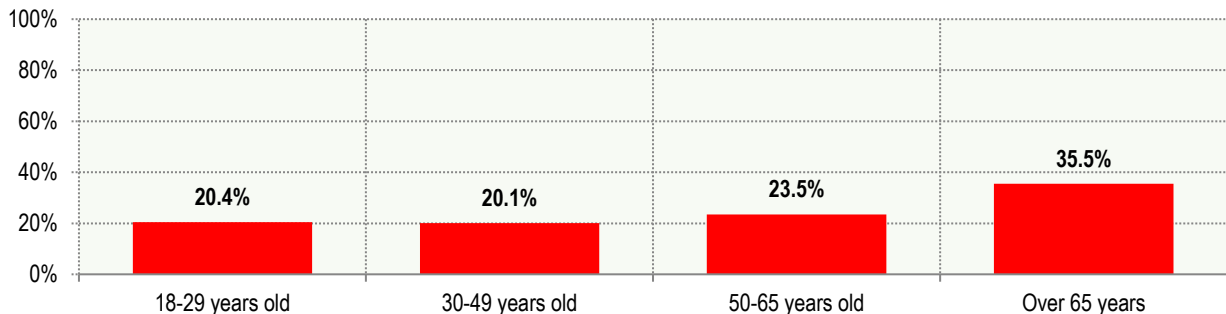


**GRAPH 47. WAS THE HEARING POSTPONED TO ANOTHER DAY? (N=1.262)**



The most elderly respondents (65 and over) were more likely to have the hearing postponed for another day compared to younger respondents (See Graph 48).

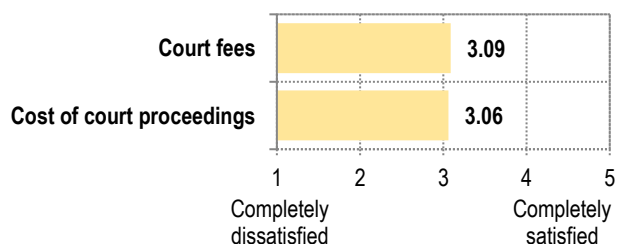
**GRAPH 48. PERCENTAGE OF RESPONDENTS WHOSE HEARING WAS POSTPONED TO ANOTHER DAY— by respondents' age**



## Court costs

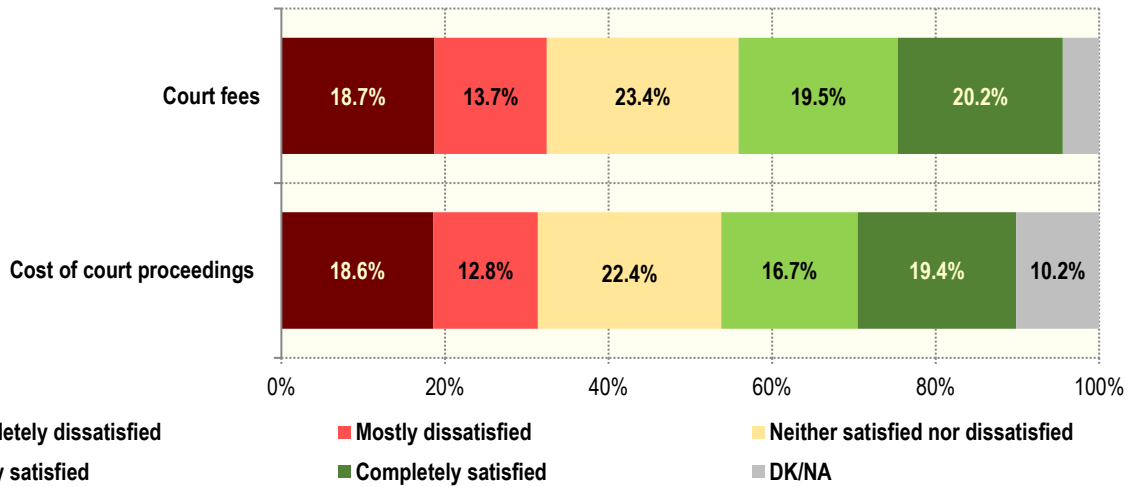
Satisfaction with the cost of court services overall falls under “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with costs of court proceedings and court appointed (administrative) fees is 3.1.<sup>29</sup> (See Graph 49.) An overview of results expressed in percentages indicates that the percentages of respondents who are dissatisfied (“mostly” or “completely”) with costs of court services are quite high: 31% for costs of court proceedings and 32% for court appointed (administrative) fees. (See Graph 50.)

**GRAPH 49. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES**



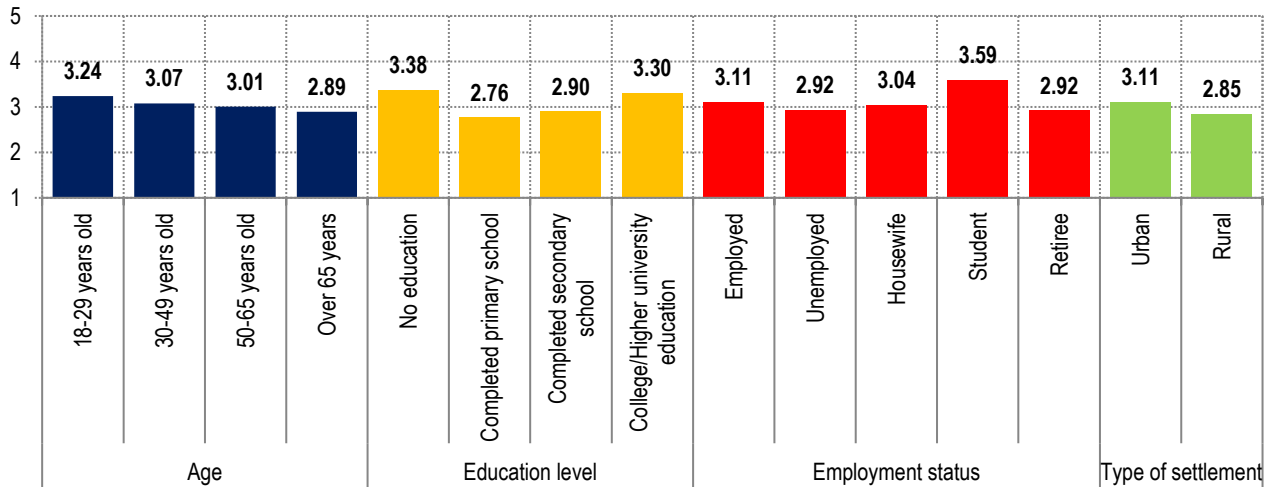
<sup>29</sup> Court fees: M=3.09, SD=1.40, Min=1, Max=5, N=2.342; Costs of court proceedings: M=3.06, SD=1.42, Min=1, Max=5, N=2.202.

**GRAPH 50. SATISFACTION WITH THE COST OF COURT SERVICES (N=2,451)**



The younger the respondents the more likely they are to be satisfied with court service costs (both court appointed fees and costs of court proceedings). The same is true for highly educated respondents compared to respondents with secondary and primary education, students compared to respondents with another employment status as well as respondents from urban areas compared to those in rural areas. (See Graph 51.)

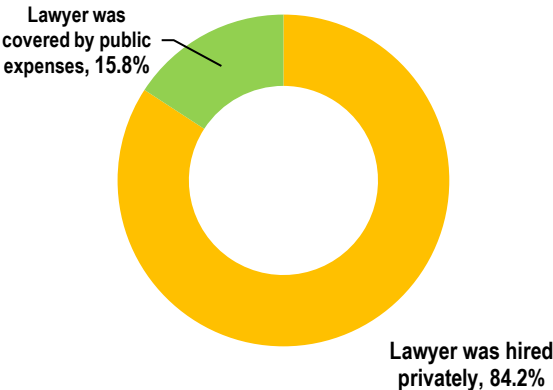
**GRAPH 51. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES – by respondents’ age, education level, employment status and type of settlement**



Hiring a lawyer

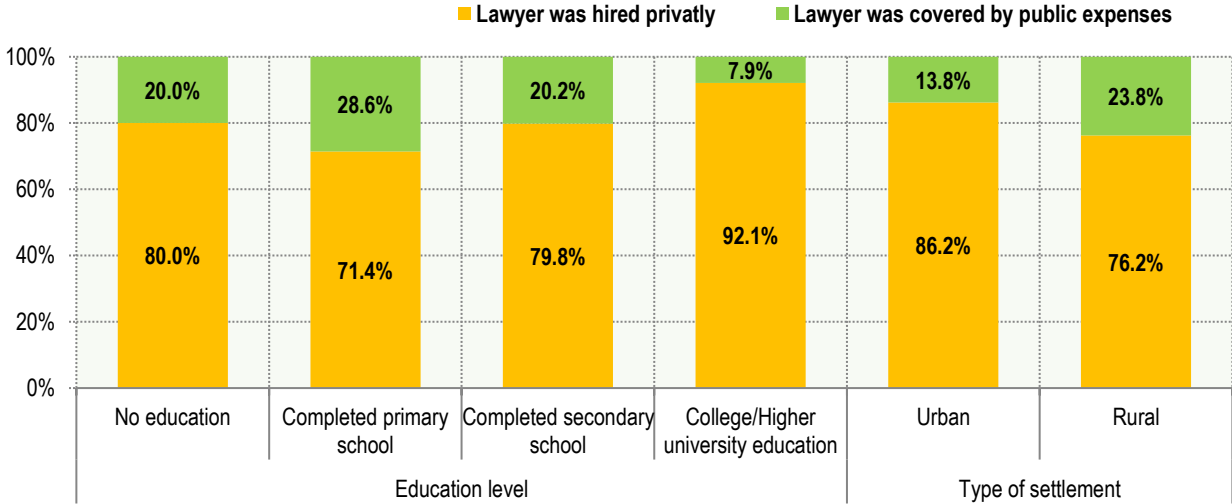
More than a third of respondents, to whom this was applicable, (37%) stated that they were represented by a lawyer in court and most of them (84%) had hired the lawyer privately. Meanwhile, 16% of respondents had been provided with a lawyer at public expense. (See Graph 52.)

**GRAPH 52. ENGAGING THE SERVICES OF A LAWYER (N=506)**



Highly educated respondents are more likely to privately hire a lawyer compared to less educated respondents, as are respondents in urban areas compared to those in rural areas. While less educated respondents as well as residents of rural areas are more likely than highly educated respondents and respondents in urban areas to have relied on the services of a lawyer at public expense. (See Graph 53.)

**GRAPH 53. ENGAGING THE SERVICES OF A LAWYER – respondents education level and type of settlement**

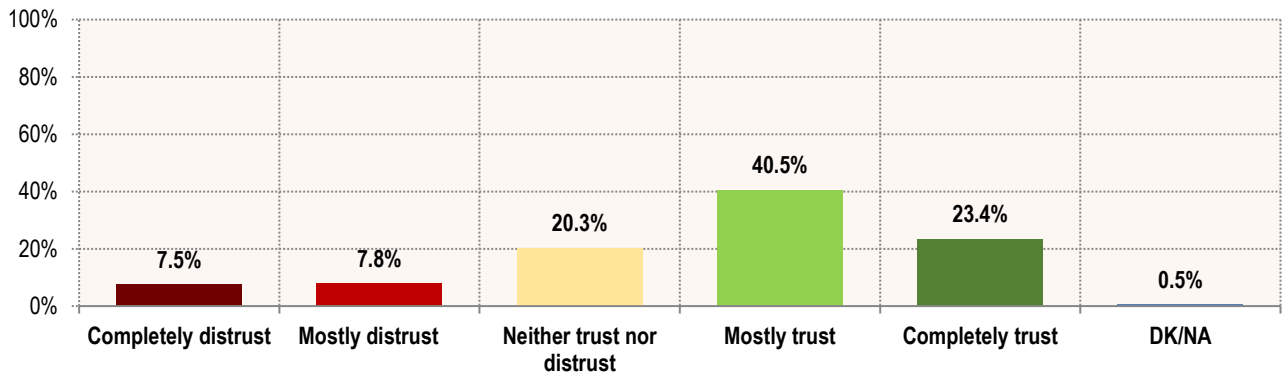


## 4.2. CONFIDENCE IN THE WORK OF THE COURT

### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

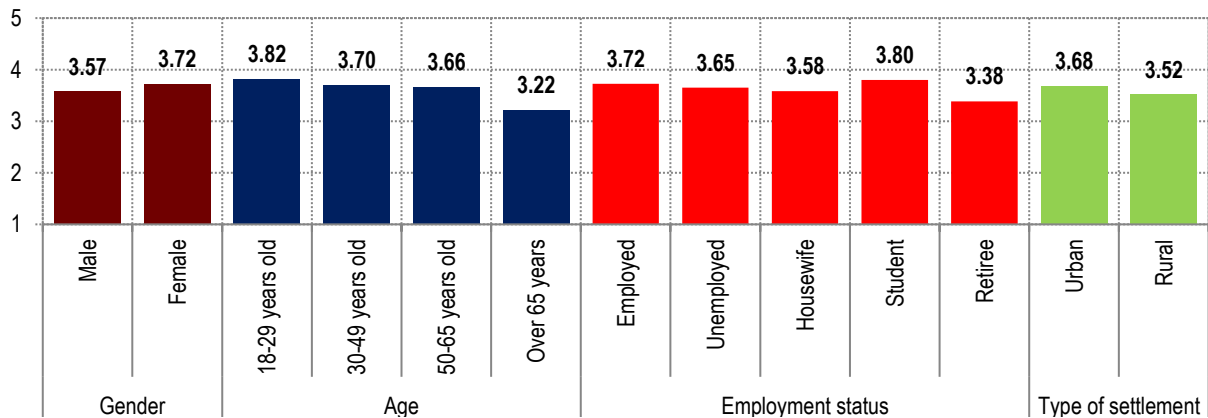
Most respondents, nearly two thirds of them (64%), stated that they are “mostly” or “completely” confident in the work of the municipal/basic court whose services they use (41% “mostly” trust the work of the court, while 23% “completely” trust it). Along with 20% of respondents who neither trust nor distrust this work, slightly under a fifth of respondents stated that they “mostly” (8%) and “completely” (7%) distrust the work of the court. (See Graph 54). Thus, the average level of trust in the work of the court is 3.7.<sup>30</sup>

**GRAPH 54. GENERALLY SPEAKING, WHAT IS YOUR LEVEL OF CONFIDENCE IN THE WORK OF THE COURT? (N=2.451)**



Women are more likely than men to have confidence in the work of the municipal/basic court whose services they use. The same is true of younger respondents compared to respondents aged 65 and over, students and employed and unemployed respondents compared to pensioners, and respondents residing in urban areas compared to those in rural areas. (See Graph 55.)

**GRAPH 55. AVERAGE LEVEL OF CONFIDENCE IN THE WORK OF THE COURT – by respondents’ gender, age, employment status and type of settlement**

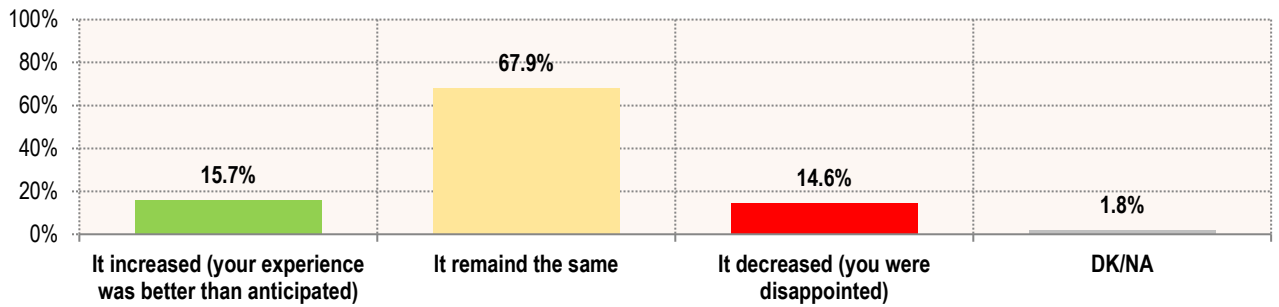


### Effect of their most recent court visit on respondents’ level of confidence in the judiciary

Most respondents, over two thirds (68%), stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal measure, that their experience with their most recent visit to the court led to an increase and decrease in their confidence in the judiciary. Namely, this experience was better than expected for 16% of respondents and was disappointing for 15% of them. (See Graph 56).

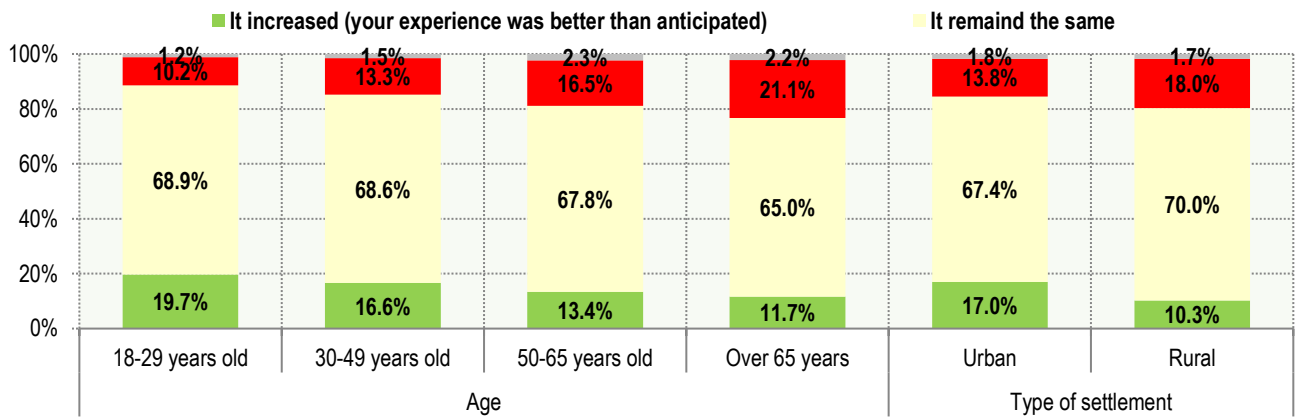
<sup>30</sup> M=3.65, SD=1.14, Min=1, Max=5, N=2.438.

**GRAPH 56. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=2,451)**



The most elderly respondents are more likely than younger respondents to state that their most recent visit to the court had a negative effect on their level of trust in the judiciary, as are respondents residing in rural areas compared to those in urban areas. (See Graph 57.)

**GRAPH 57. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? – by respondents’ age and type of settlement**

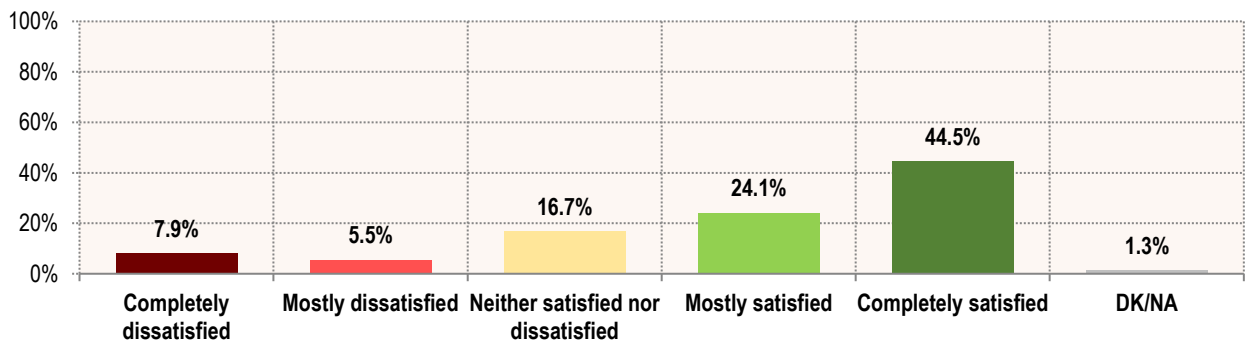


**ASSESSMENT OF JUDGES’ IMPARTIALITY AND INDEPENDENCE**

Assessment of judges’ impartiality

Over two thirds of respondents (69%) stated that they are satisfied with the work of judges because they believe that judges are impartial i.e. that they treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation (45% are “completely” satisfied and 24% are “mostly” satisfied). This is followed by respondents who have a neutral stance (17%), and those who have a negative assessment of judges’ impartiality 8% are “completely” dissatisfied, 5% are “mostly” dissatisfied). (See Graph 58). Thus, the average level of satisfaction with the impartiality of judges is 3.9.<sup>31</sup>

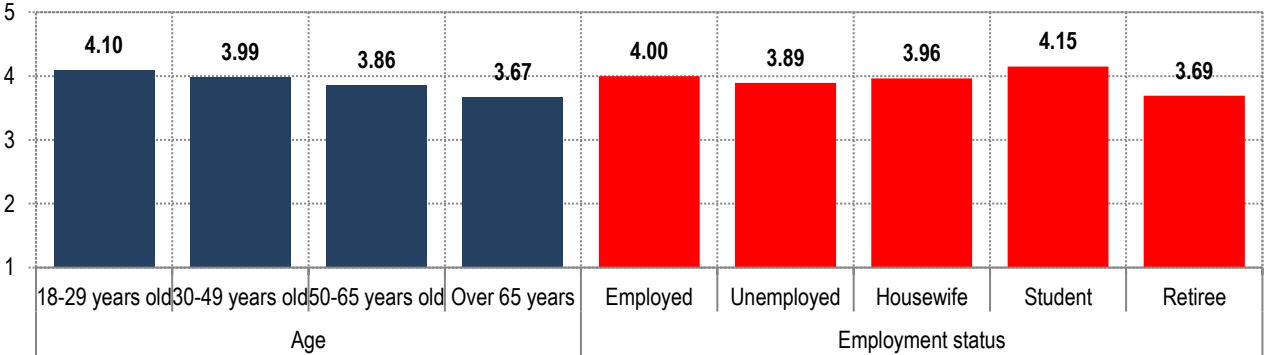
**GRAPH 58. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=2,451)**



<sup>31</sup> M=3.93, SD=1.25, Min=1, Max=5, N=1,751.

Younger respondents are more likely than older respondents to have a positive assessment of the impartiality of judges, as are employed respondents compared to pensioners (See Graph 59).

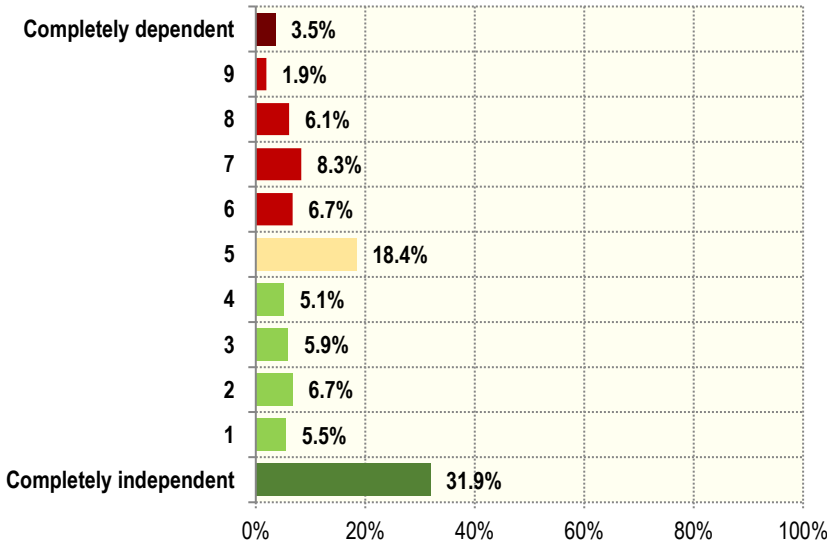
**GRAPH 59. AVERAGE SATISFACTION WITH IMPARTIALITY OF JUDGES – by respondents’ age and employment status**



Assessment of judges’ independence

When it comes to assessment of judges’ independence in conducting court proceedings, almost a third of respondents (32%) believe that the judges were “completely independent”<sup>32</sup>. An additional 23% believe that they were independent in conducting court proceedings to a certain extent. Along with almost a fifth of respondents (18%) who “assigned average grades”, 23% believe that judges were not independent in conducting court proceedings, and 3% that they were “not at all independent”. (See Graph 60.) Thus, the average assessment of judges’ independence in conducting court proceedings (on a scale of 0 to 10 where 0 is “completely independent” and 10 is “not at all independent”) is 3.5.<sup>33</sup>

**GRAPH 60. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS “COMPLETELY INDEPENDENT” AND 10 IS “NOT INDEPENDENT AT ALL”?, (N=2,451)**

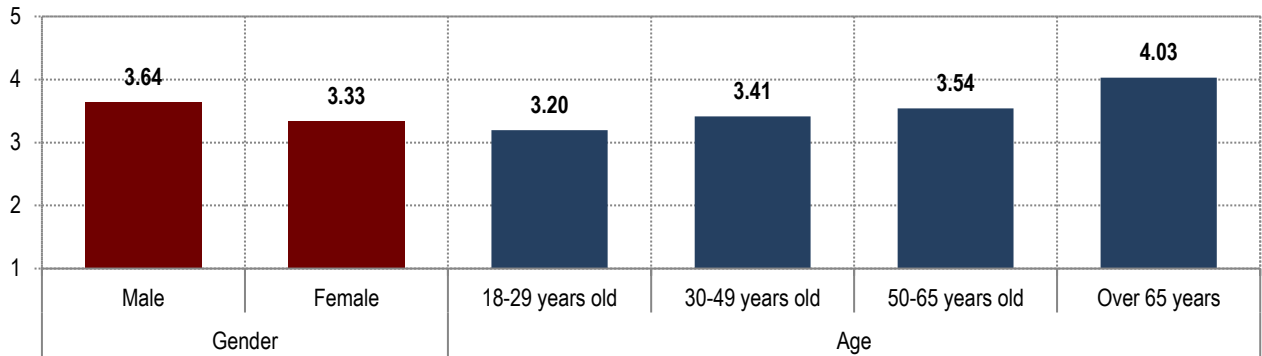


Women are more likely to provide a positive assessment of judges’ independence compared to men, as are younger compared to older respondents. (See Graph 61.)

<sup>32</sup> An independent judge is one who is free of political or any other inappropriate pressure and influence.

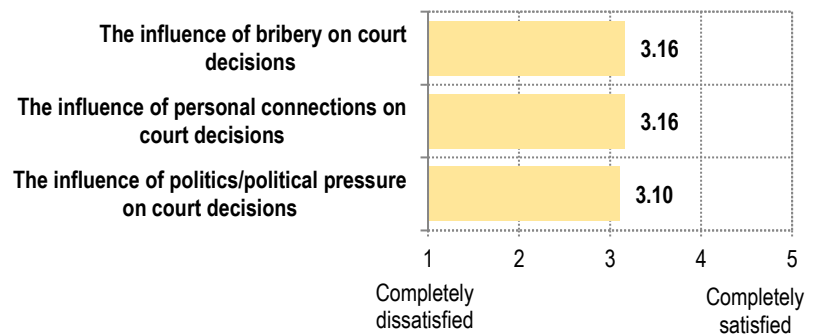
<sup>33</sup> M=3.49, SD=3.10, Min=0, Max=10, N=2,451.

**GRAPH 61. AVERAGE ASSESSMENT OF JUDGES' INDEPENDENCE, ON A SCALE OF 0 TO 10, WHERE 0 IS "COMPLETELY INDEPENDENT" AND 10 IS "NOT INDEPENDENT AT ALL"? - by respondents' gender and age**

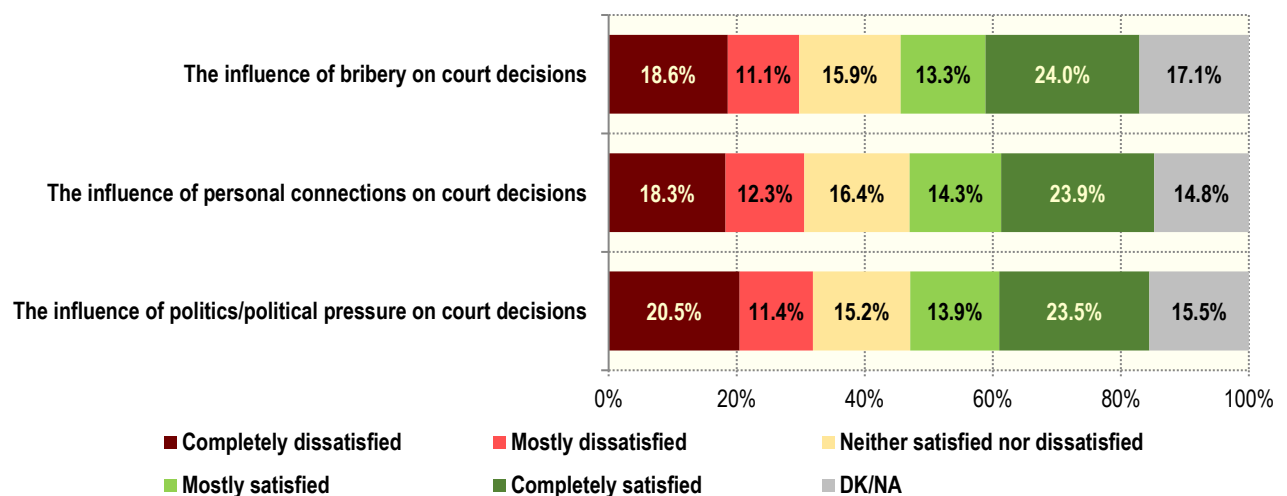


However, data on the perception of various types of factors that affect judicial decisions indicates that respondents who believe that the judge was (mostly) independent in conducting proceedings also believe that certain factors that influence judicial decisions are present. Namely, almost third of respondents are dissatisfied because they believe that political pressure influences judicial decisions (32%). Respondents have the same view of the effect of bribes on judicial decisions (30% are dissatisfied). Similarly, 31% of responders are dissatisfied with the perceived effect of personal relationships (favoritism) on judicial decisions. (See Graph 63). Thus, the average level of satisfaction with the presence of factors that influence judicial decisions are almost the same (3.1 and 3.2).<sup>34</sup> (See Graph 62.)

**GRAPH 62. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO BASIC/MUNICIPAL COURTS**



**GRAPH 63. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO BASIC/MUNICIPAL COURTS (N=2.451)**

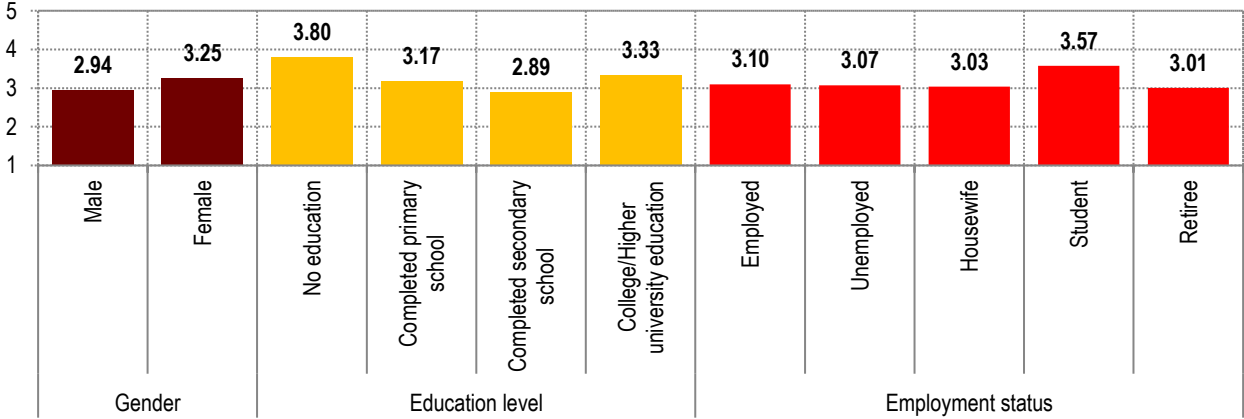


<sup>34</sup> Influence of political pressure on judicial decisions: M=3.10, SD=1.54, Min=1, Max=5, N=2,070; Influence of bribes on judicial decisions: M=3.16, SD=1.53, Min=1, Max=5, N=2,032; Influence of personal relationships on judicial decisions: M=3.16, SD=1.51, Min=1, Max=5, N=2,088.

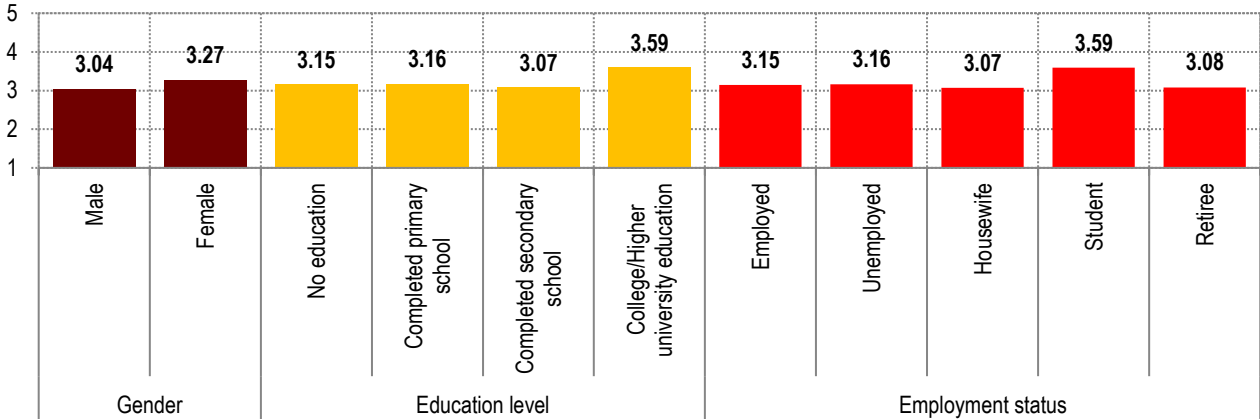


Women are more likely than men to believe that all the above factors influence judicial decisions in courts whose services they use (political pressure, bribes, personal relationships), as are highly educated respondents compared to respondents with secondary education, and students compared to employed respondents and pensioners. (See Graph 64.,65., and 66.)

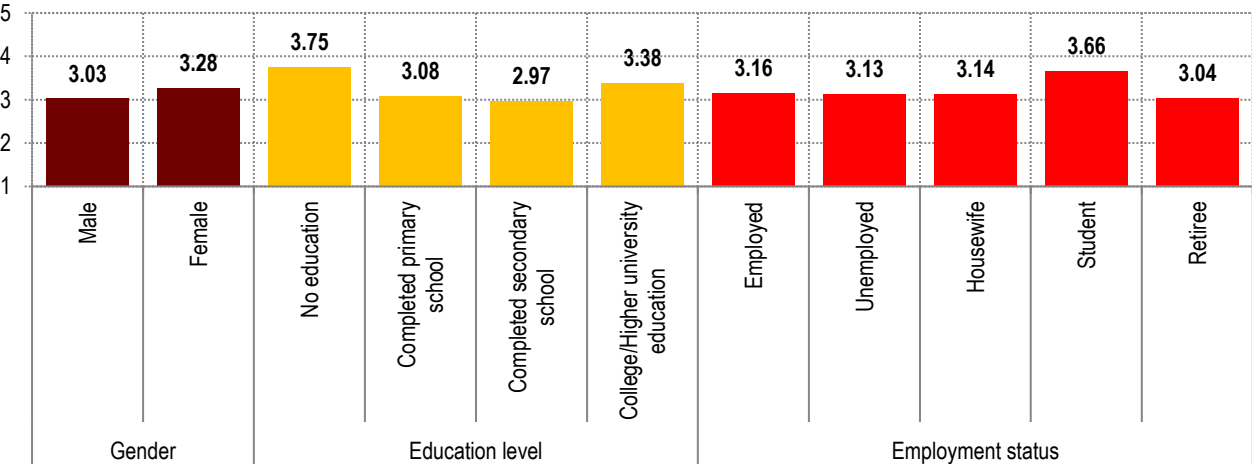
**GRAPH 64. AVERAGE SATISFACTION WITH THE PRESENCE OF INFLUENCE OF POLITICAL PRESSURE ON JUDICIAL DECISIONS – by respondents’ gender, education level and employment status**



**GRAPH 65. AVERAGE SATISFACTION WITH THE PRESENCE OF INFLUENCE OF BRIBES ON JUDICIAL DECISIONS - by respondents’ gender, education level and employment status**



**GRAPH 66. AVERAGE SATISFACTION WITH THE PRESENCE OF INFLUENCE OF PERSONAL RELATIONSHIPS ON JUDICIAL DECISIONS - by respondents’ gender, age, education level and employment status**

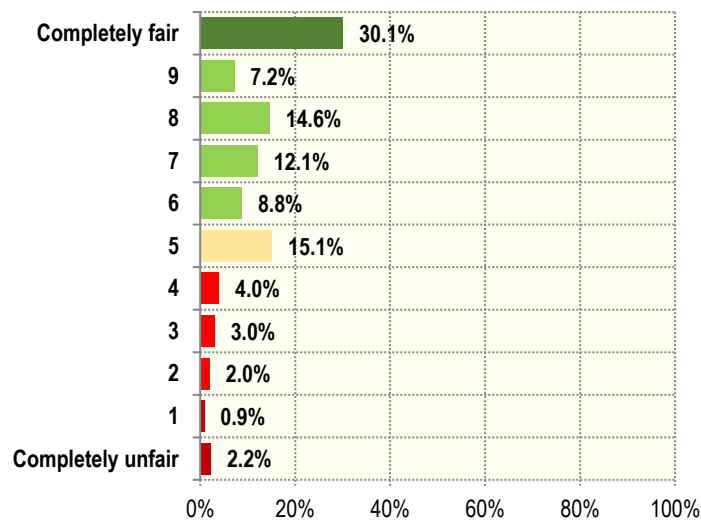


## PERCEPTION OF FAIRNESS

### Perception of fairness in the treatment of respondents at court

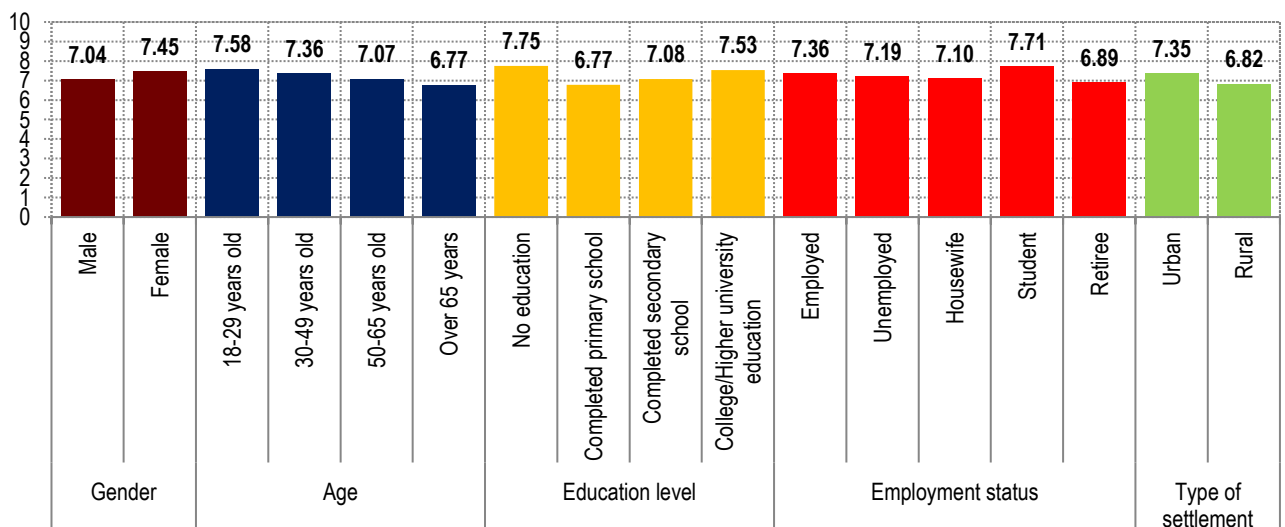
When it comes to fairness, almost a third (30%) of respondents believe that they were treated completely fairly in court prior to taking part in the survey. Another 43% believe that they were treated “mostly” fairly. Along with 15% of respondents who gave this an “average grade”, a small percentage of respondents believe that they were treated unfairly (12%). Namely, 2% believe that they were treated “completely” unfairly and 10% that they were treated “mostly” unfairly. (See Graph 67). Thus, the average assessment of fairness is a relatively high 7.3 (on a scale of 0 to 10, where 0 is “completely unfair” and 10 “completely fairly”).<sup>35</sup>

**GRAPH 67. BEFORE TODAY’S/YOUR MOST RECENT VISIT TO COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT, ON A SCALE OF 0 TO 10, WHERE 0 IS “NOT FAIRLY AT ALL” AND 10 IS “COMPLETELY FAIRLY”?** (N=2,451)



Women are more likely than men to say that they were treated fairly in court before the day they were surveyed, as are younger compared to older respondents, highly educated respondents compared to respondents with primary and secondary education levels, employed respondents compared to pensioners, and respondents residing in urban areas compared to those in rural areas. (See Graph 68)

**GRAPH 68. AVERAGE LEVEL OF SATISFACTION WITH HOW FAIRLY RESPONDENTS WERE TREATED, ON A SCALE OF 0 TO 10, WHERE 0 IS “NOT FAIRLY AT ALL” AND 10 IS “COMPLETELY FAIRLY” - by respondents’ gender, age, education level, employment status and type of settlement**

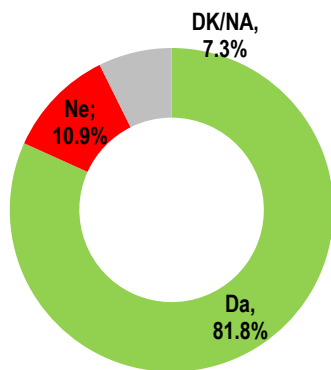


<sup>35</sup> M=7.25, SD=2.56, Min=0, Max=10, N=2,451.

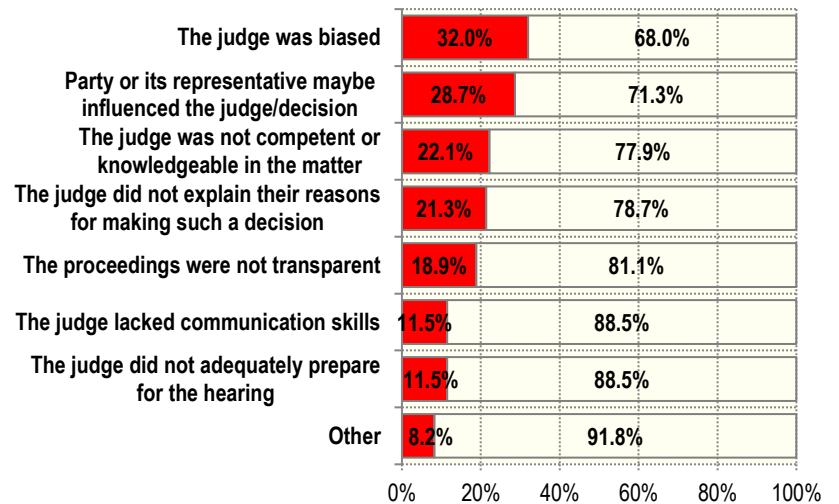
Perceptions on how fairly their case will be solved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, 82% of them are certain that their case will be/has been judged fairly, while 11% believe the opposite. (See Graph 69). The respondents who are uncertain whether their case has been/will be judged fairly (N=122) are most likely to believe that the judge was not impartial or that the party or its representative may have negatively influenced the judge/decision (32% and 29%), that the judge was not competent or professional (22%), and state that the judge did not explain the reasons for their decision (21%). (See Graph 70.)

**GRAPH 69. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=1,118)**

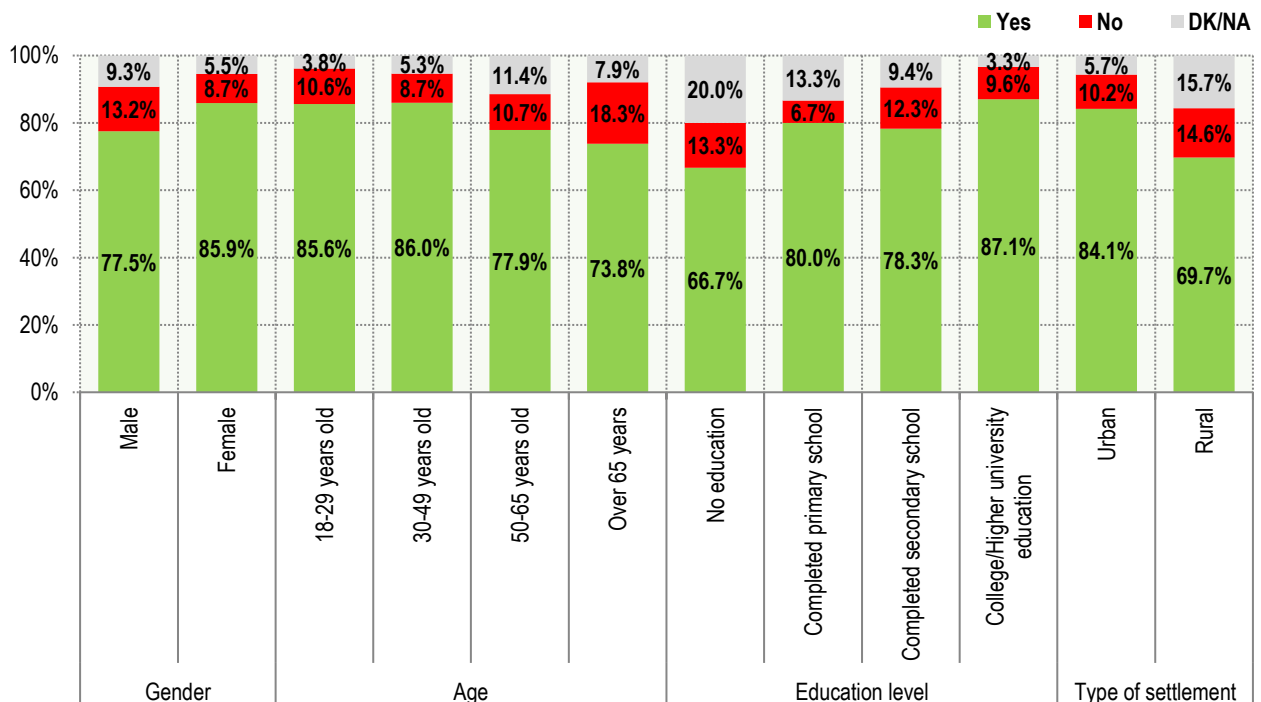


**GRAPH 70. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=122)**



Women are more likely than men to be certain that their case has been/will be resolved fairly, as are younger compared to older respondents, highly educated respondents compared to respondents with primary education, respondents who live in urban areas compared to those in rural areas. (See Graph 71).

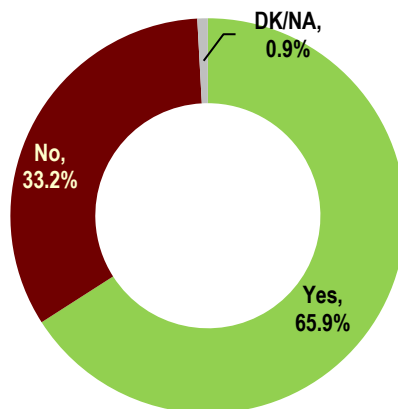
**GRAPH 71. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? - by respondents' gender, age, education level and type of settlement**



### 4.3. FAMILIARITY WITH THE ROLE AND WORK OF THE HJPC BiH

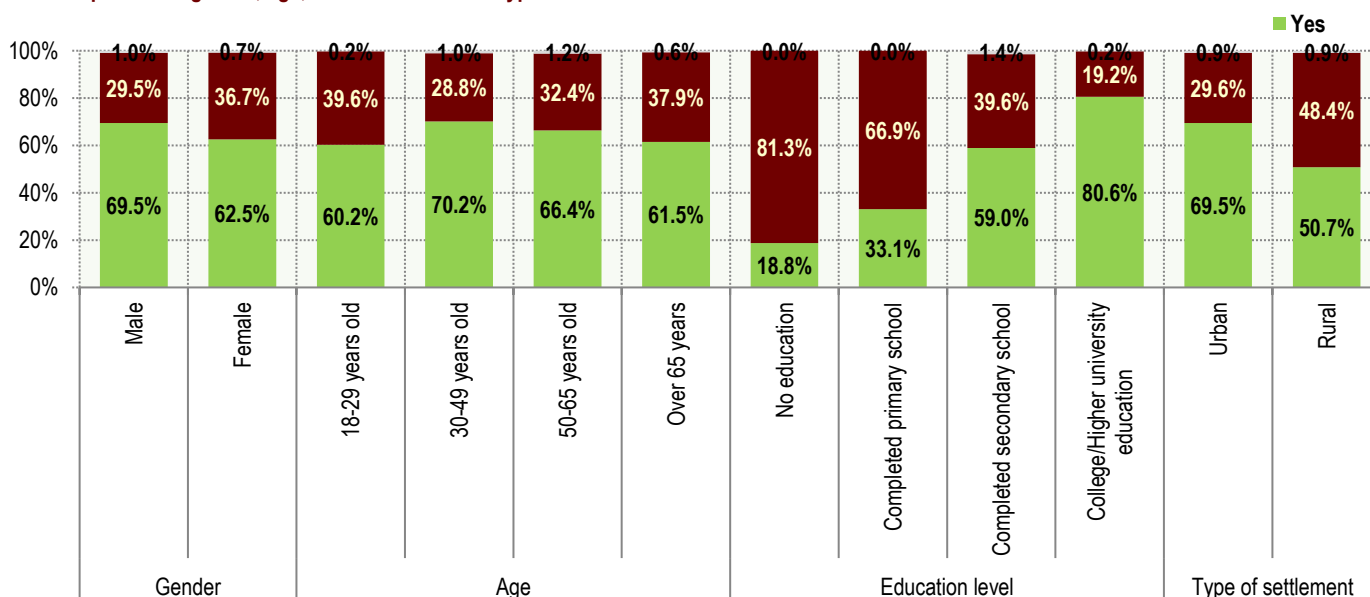
Two thirds of all respondents (respondents of services of basic courts in Banja Luka and Bijeljina, and municipal courts in Mostar, Sarajevo, Tuzla and Zenica) have heard of the HJPC BiH (66%). (See Graph 72)

GRAPH 72. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=2.451)



Men are more likely to have heard of the HJPC BiH compared to women, as are respondents aged 30-49 compared to younger respondents, more educated respondents compared to those less educated, and respondents in urban areas compared to those residing in rural areas. (See Graph 73.)

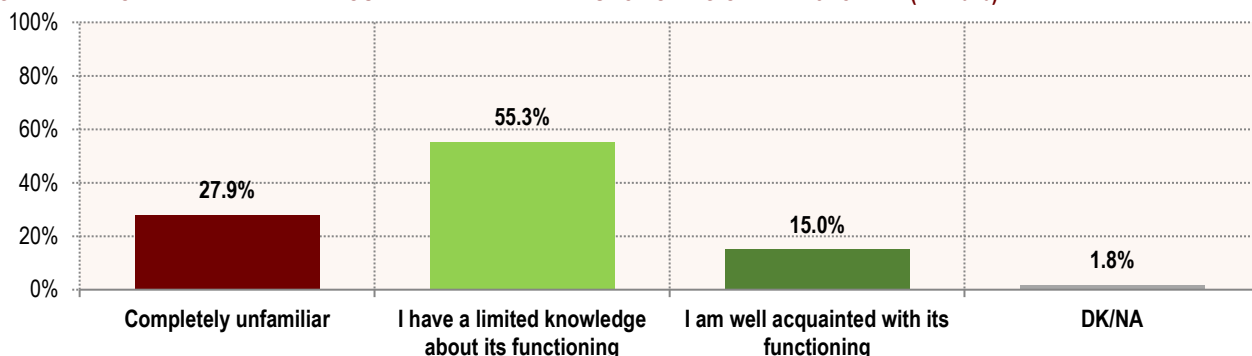
GRAPH 73. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? - by respondents' gender, age, education level and type of settlement



#### Familiarity with the activities of the HJPC BiH

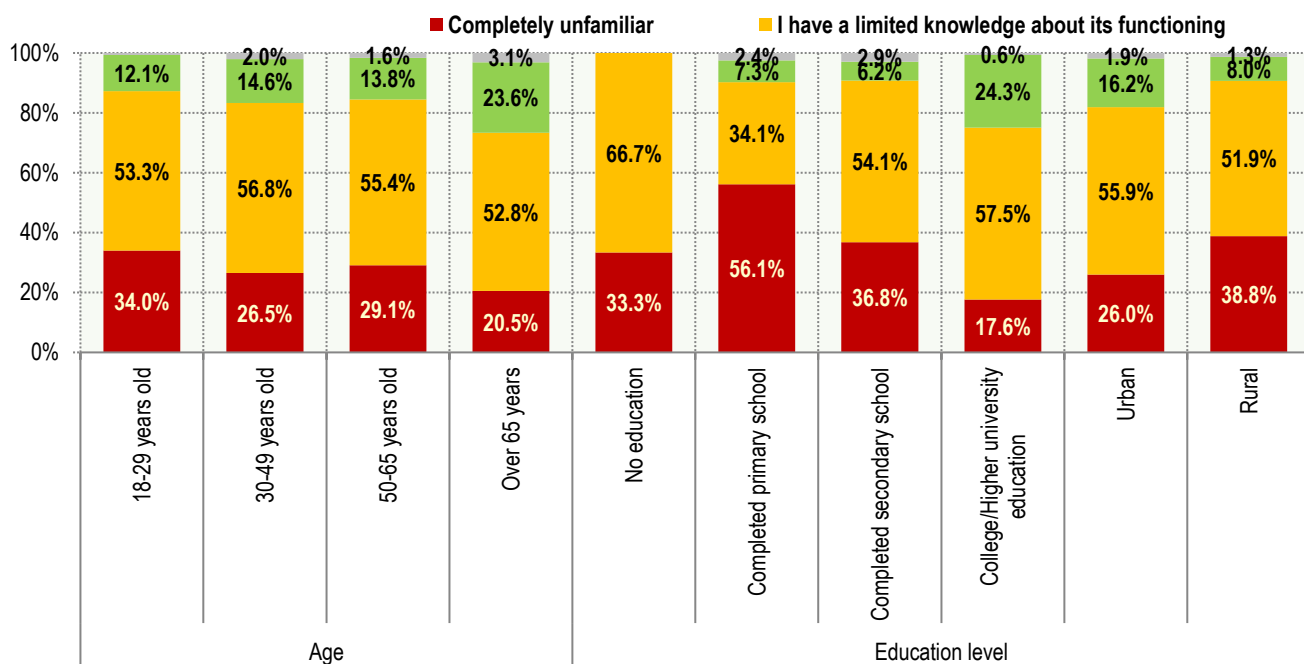
However, respondents tend to be less familiar with the operations of the HJPC BiH. Namely, 28% of respondents who have heard of it are not familiar with its operations, while 55% said that they “knew something” about them. As only a small percentage of respondents did not know or wish to respond to this question (2%), this means that only 15% of respondents said that they were “very familiar” with the work of the HJPC BiH. (See Graph 74.)

**GRAPH 74. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=1.616)**



Younger respondents (18-29) are significantly more likely to not be familiar with the work of the HJPC BiH, even though they have heard of it, compared to old respondents, as are respondents with primary education compared to highly educated respondents, and respondents residing in rural areas compared to those in urban areas. (See Graph 75.)

**GRAPH 75. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? - by respondents' age, education level and type of settlement**



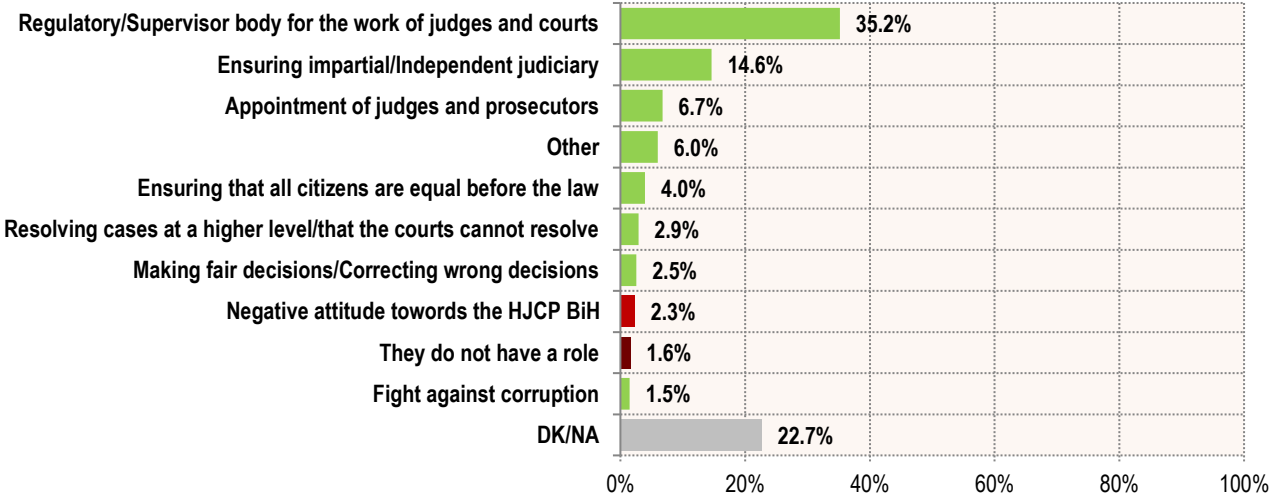
Perception of the primary role of the HJPC BiH

When it comes to what they perceive as the primary role of the HJPC, 61% of respondents stated one of its primary competences. Namely, the majority of respondents who have heard of the HJPC BiH, over a third (35%), believe that its primary role is as regulatory/supervisory/control body for the work of judges and courts. Smaller percentage (15%) believe that its role is to ensure the fairness/impartiality/independence of the judiciary. Significantly fewer respondents believe that the primary role of the HJPC BiH is to appoint judges and prosecutors (7%), and to protect citizens' rights i.e. ensure that all citizens are equal before the law (4%)<sup>36</sup>. A small number of respondents believe that the primary role of the HJPC BiH is to disputes that lower courts are unable to resolve (3%), make fair decisions and correct wrong decisions (3%), and support the fight against corruption (2%). Almost a fourth of respondents did not wish or know to respond to this question (23%), while a very small percentage expressed a negative opinion about the HJPC BiH e.g. "I have a negative opinion of

<sup>36</sup> The items: "To act as a regulatory/supervisory/control body for the work of courts and judges"; "To ensure the fairness/impartiality/independence of the judiciary"; "To appoint judges and prosecutors"; and "To protect the rights of citizens/all citizens are equal before the law" fall under the role of regulatory body and constitute its primary competences.

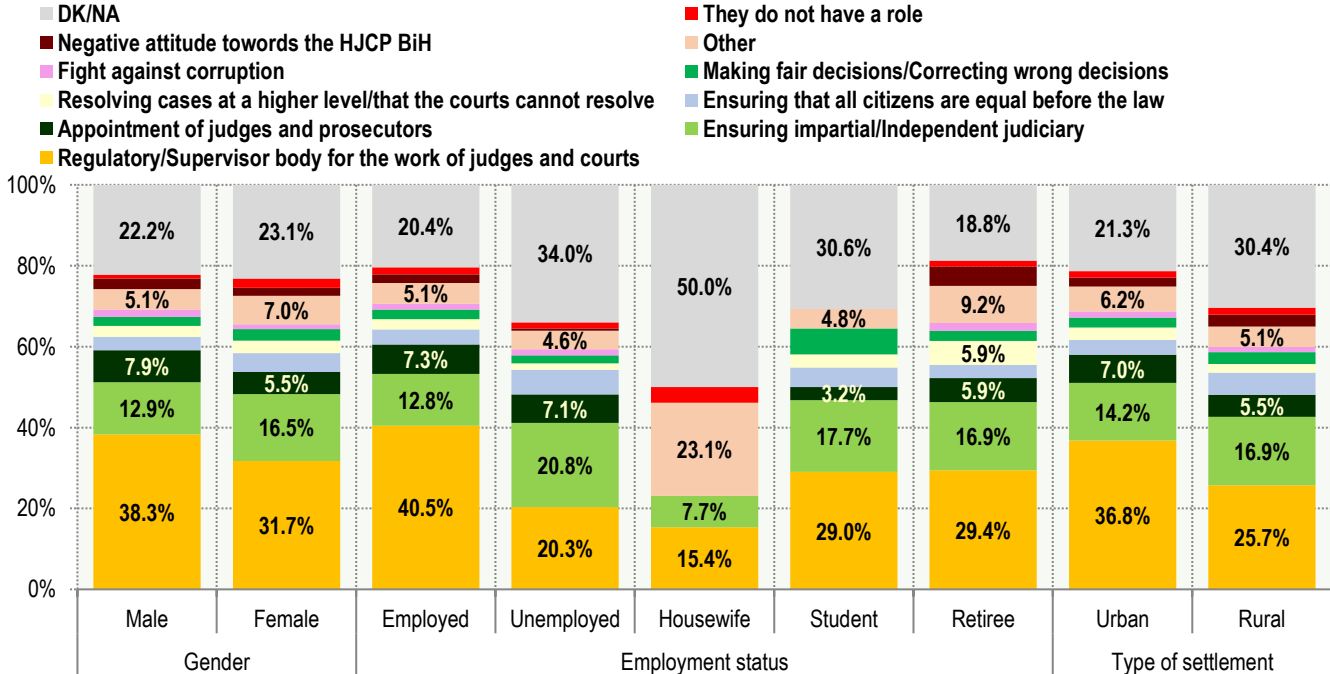
them, they are under the influence of political parties”; “They only take money from us”) or stated that the HJPC BiH has no role (e.g. “They are completely useless for the parties. They have no role.”) (See Graph 76.)

**GRAPH 76. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BIH? (N=1.615)**



Men are more likely than women to believe that the primary role of the HJPC BiH is as regulatory/supervisory/control body for the work of judges and courts, as are employed respondents compared to unemployed respondents, and respondents residing in urban areas compared to those in rural areas. Meanwhile, women are more likely than men to believe that its primary role is to ensure the fairness/impartiality/independence of the judiciary. (See Graph 77.)

**GRAPH 77. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BIH? – by respondents’ gender, employment status and type of settlement**

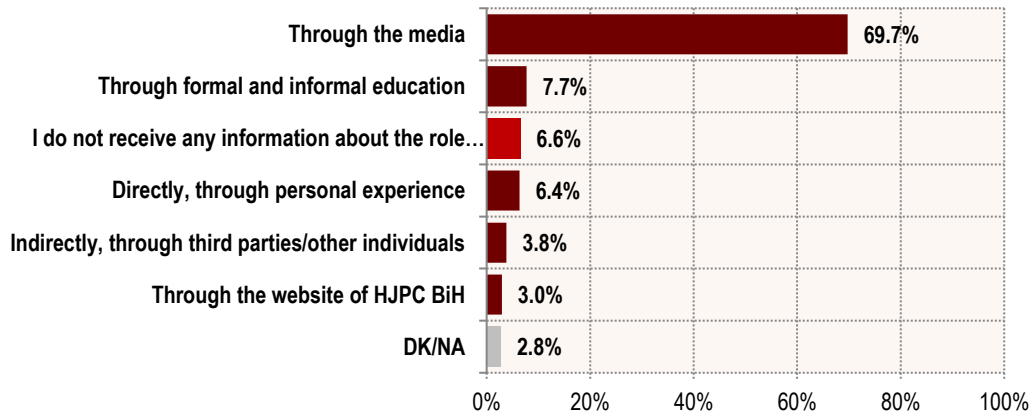


Sources of information about the role and activities of the HJPC BiH

Respondents who said they had heard about the HJPC BiH usually cited the media as their primary source of information about its role and operations (70%). All other sources of information were rarely mentioned. Thus, only 8% of respondents cited formal and informal education as their primary source of information, 6% cited personal experience, 4% said that

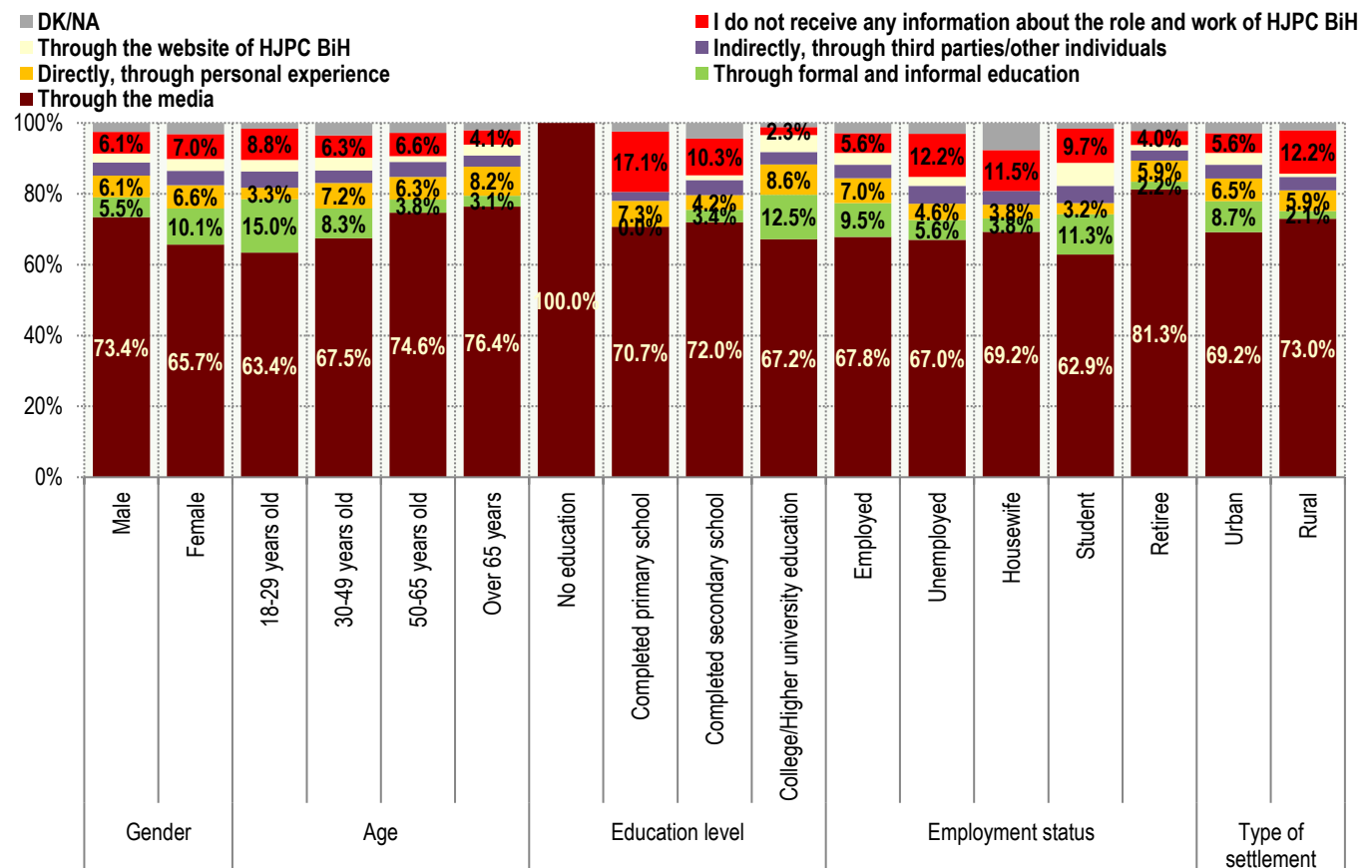
other people were their primary source of information, and 3% that their main source of information about this was the HJPC BiH website. (See Graph 78).

**GRAPH 78. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=1.616)**



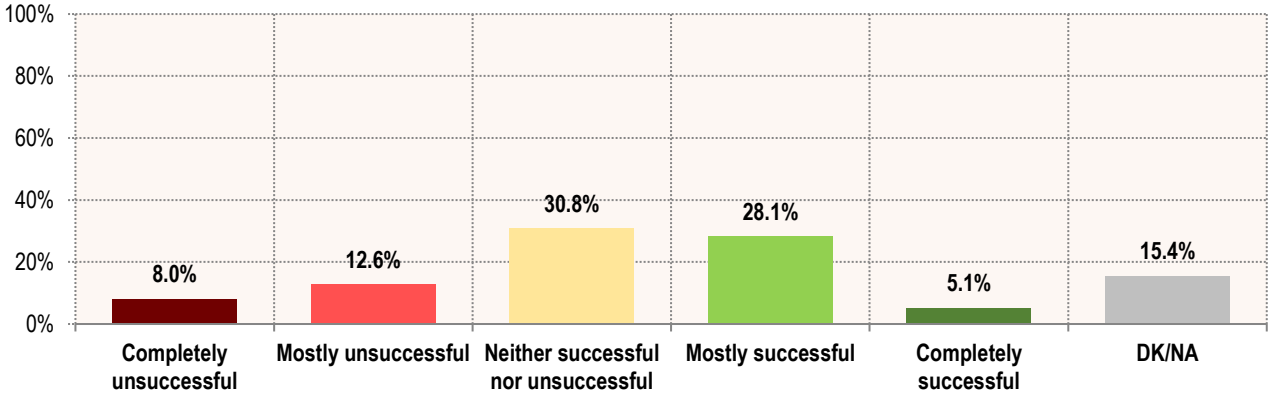
Men are more likely than women to cite the media as their main source of information about the role and work of the HJPC BiH, as are pensioners and homemakers compared to respondents with another employment status. In contrast, women are more likely than men to obtain this information through formal and informal education, as are younger respondents compared to older respondents, highly educated respondents compared to those less educated, students compared to respondents of other employment status, and respondents residing in urban areas compared to those in rural areas. Highly educated respondents are also more likely to obtain this information from the HJPC BiH website compared to less educated respondents. (See Graph 79).

**GRAPH 79. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? - by respondents' gender, age, education level, employment status and type of settlement**



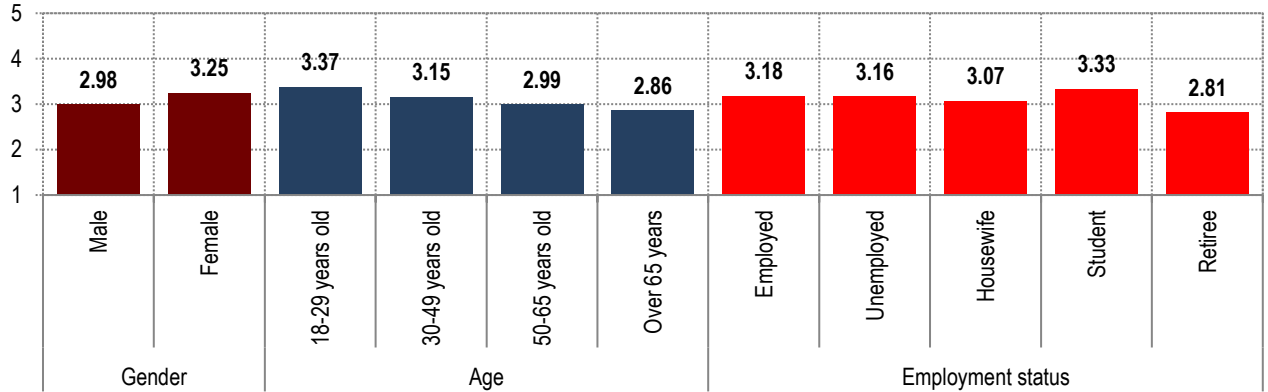
A third of respondents (33%) have a positive assessment of the work of the HJPC BiH. They generally believe that the activities of the HJPC BiH have thus far been “mostly” successful (28%), while only 5% believe that they have been “completely” successful. 21% of respondents perceive the activities of the HJPC BiH as being unsuccessful (13% believe them to be “mostly” unsuccessful and 8% “completely” unsuccessful). The remaining participants have a neutral assessment (31%) or did not know/wish to respond to this question (15%). (See Graph 80). Thus, the average assessment of the work of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.1 i.e. “neither successful nor unsuccessful”.<sup>37</sup>

**GRAPH 80. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=2.451)**



Women are more likely than men to provide a positive assessment of the work of the HJPC BiH thus far, as are younger respondents compared to older ones, and students, employed and unemployed respondents compared to pensioners. (See Graph 81.)

**GRAPH 81. AVERAGE ASSESSMENT OF THE WORK OF THE HJPC BIH – by respondents’ gender, age and employment status**



<sup>37</sup> M=3.11, SD=1.04, Min=1, Max=5, N=2,073.



## 5. Detailed overview of results by municipal/basic court

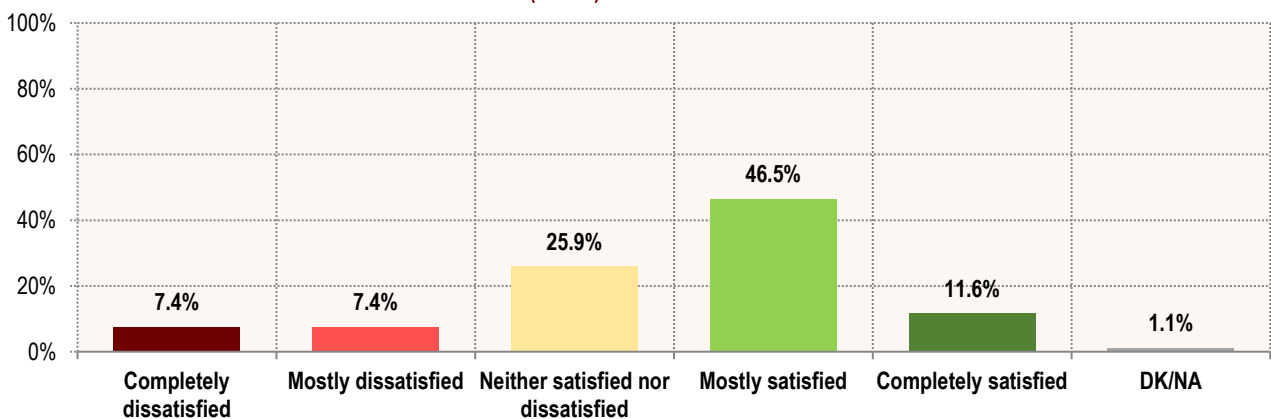
### 5.1. BASIC COURT IN BANJA LUKA

#### 5.1.1. SATISFACTION WITH COURT SERVICES

##### OVERALL SATISFACTION WITH THE COURT

Over a half the respondents (58%) are satisfied with the Basic court in Banja Luka (court). In most cases, respondents are “mostly” satisfied rather than “completely” satisfied (47% compared to 12%). A small percentage of respondents (15%) stated that they are dissatisfied with this court (7% are “mostly” dissatisfied and the same percentage are “completely” dissatisfied) (See Graph 82). Almost a third of respondents (26%) assume a neutral attitude – “neither satisfied nor dissatisfied”. Because of this, the average level of respondent satisfaction with this court is 3.4 (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”)<sup>38</sup>.

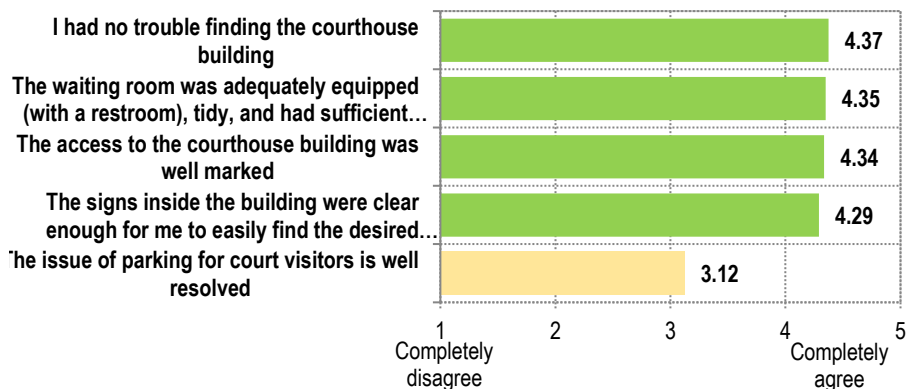
**GRAPH 82. OVERALL SATISFACTION WITH THE COURT (N=525)**



##### ACCESSIBILITY AND COURT PREMISES

Accessibility and court premises are rated quite highly by respondents. Namely, the average level of agreement with the statements concerning the ease of locating the court building, quality of the waiting room, and signposting outside and in the building is over 4 (which on a scale of 1 to 5 falls under the response of “mostly agree”).<sup>39</sup> However, the average level of agreement with the statement concerning the quality of parking for court visitors

**GRAPH 83. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**

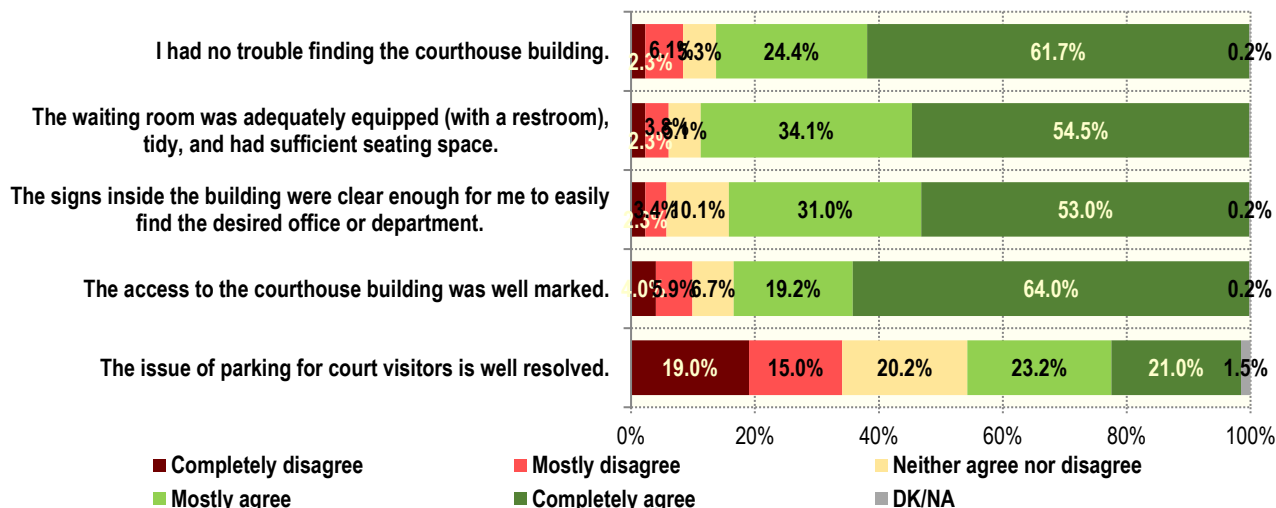


<sup>38</sup> Arithmetic mean (M)=3.48, Standard deviation (SD)=1.04, Range of results: minimum (Min)=1, maximum (Max)=5, number of respondents (N)=519.

<sup>39</sup> I had no difficulties locating the court building: M=4.37, SD=0.99, Min=1, Max=5, N=524; The waiting room was adequately equipped (with a restroom), tidy and had enough seating: M=4.35, SD=0.91, Min=1, Max=5, N=524; Entryway to

is lowest – 3.1<sup>40</sup> “neither agree nor disagree”. (See Graph 83.) An overview of the results expressed in percentages indicates that over a third of respondents (34%) do not agree with the statement that there have been good solutions to the problem of visitor parking, of which 19% “completely” disagree and 15% “mostly” disagree with this statement. (See Graph 84.)

**GRAPH 84. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES (N=525)**

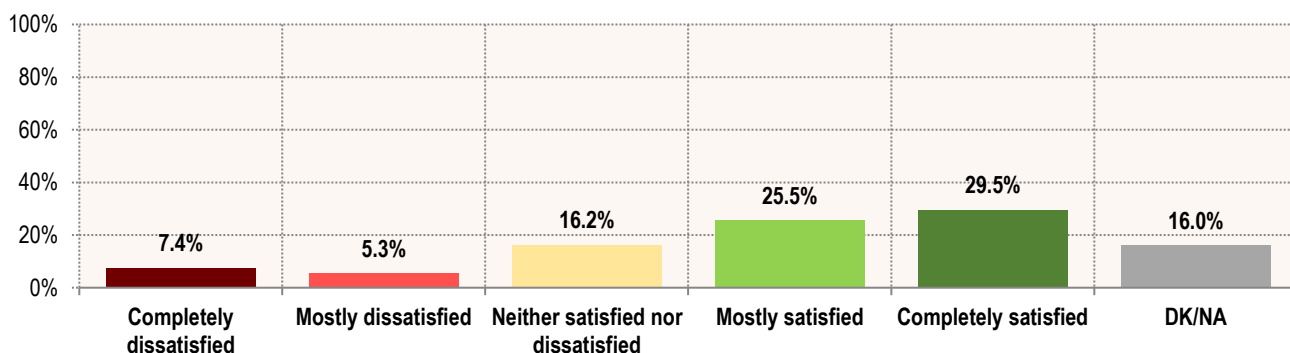


**FUNCTIONING OF THE COURT**

Satisfaction with the efficiency of enforcement of court decisions

Over half (55%) of court service respondents are satisfied with the efficiency of enforcement of court decisions. Of them, an almost equal percentage are “completely satisfied” and “mostly satisfied” with the efficiency of enforcement of court decisions (29% and 25%). Along with 16% of respondents who are neither satisfied nor dissatisfied, a small percentage of do not believe that court decisions are efficiently enforced (5% are “mostly dissatisfied” and 7% are “completely dissatisfied”). (See Graph 85). Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is 3.5.<sup>41</sup>

**GRAPH 85. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=525)**



However, **the capacity in which respondents were in court has a significant effect on their views of the efficiency of enforcement of court decisions.** Namely, 61% of respondents who were at court as are users of other court services are completely satisfied with the efficiency of enforcement of court decisions, which is true for 35% of respondents who

the court building was marked well: M=4.34, SD=1.09, Min=1, Max=5, N=524; Signposting in the building is clear enough and I could easily locate the office or department I was searching for: M=4.29, SD=0.94, Min=1, Max=5, N=524.

<sup>40</sup> M=3.12, SD=1.42, Min=1, Max=5, N=517.

<sup>41</sup> M=3.77, SD=1.24, Min=1, Max=5, N=441.

were in court as a party to proceedings, 26% of respondents who were in court as a victim in a criminal case and 23% of respondents who were in court as a witness. On the other hand, respondents who were at court as victim, party and witness are more likely to be neither satisfied nor dissatisfied with the efficiency of enforcement of court decisions. (See Table 10.)

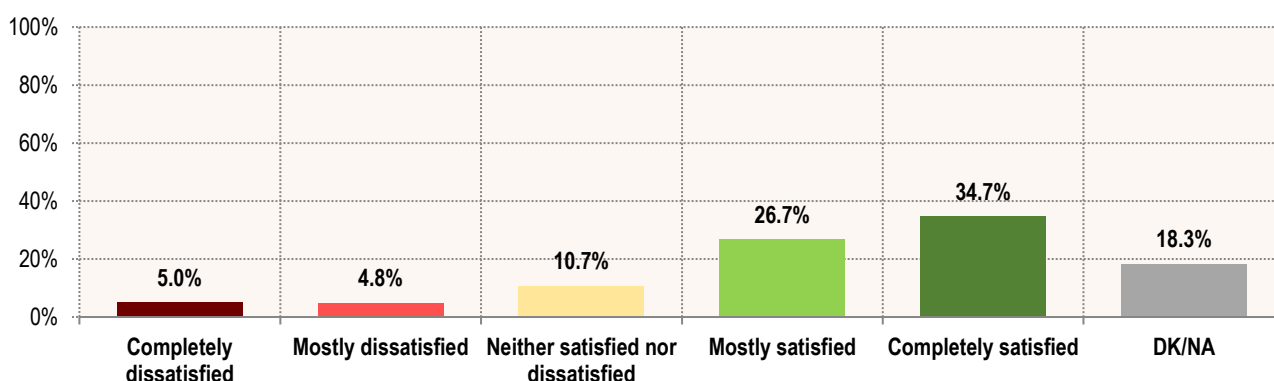
**TABLE 10. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>42</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	23	8.0%	5	8.9%	2	4.8%	8	16.3%
Mostly dissatisfied	16	5.5%	6	10.7%	2	4.8%	4	8.2%
Neither satisfied nor dissatisfied	48	1.6%	17	30.4%	13	31.0%	5	10.2%
Mostly satisfied	101	34.9%	15	2.8%	14	33.3%	2	4.1%
Completely satisfied	101	34.9%	13	23.2%	11	26.2%	30	61.2%
<b>TOTAL</b>	<b>289</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>	<b>42</b>	<b>100.0%</b>	<b>49</b>	<b>100.0%</b>

### Punctuality of hearings

Three fifths of the respondents (61%) are satisfied with the punctuality of hearings. Of these respondents, 35% are “completely satisfied” with punctuality of hearings, while 27% are “mostly satisfied”. An equal percentage of respondents (11%) are neither satisfied nor dissatisfied, or are dissatisfied with punctuality of hearings (10%) (5% are “mostly dissatisfied” and the same percentage are “completely dissatisfied”). (See Graph 86). Thus, the average level of satisfaction with punctuality of hearings is quite high – 4.0<sup>43</sup>.

**GRAPH 86. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=525)**



The capacity in which respondents were in court has a significant effect on their views of the punctuality of hearings respondents who were in court as users of other court services are more satisfied with this segment of court work than other respondents, but this difference is not statistically significant. Namely, 61% of respondents who were at court as users of other court services are completely satisfied with the punctuality of hearings, as are 35% of those who were there in the capacity of witness, 36% of those who were there as a victim, and 43% of respondents who were a party to court proceedings. (See Table 11.)

**TABLE 11. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – by capacity in which respondents were at court<sup>44</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	12	4.1%	7	12.3%	5	11.9%	2	6.1%

<sup>42</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=84), as were respondents who did not know or wish to state the capacity they were in at court (N=5).

<sup>43</sup> M=4.00, SD=1.16, Min=1, Max=5, N=429.

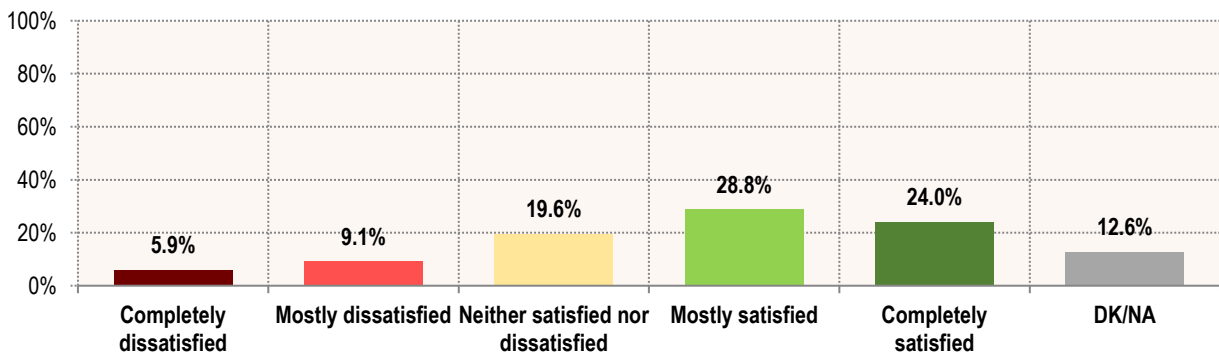
<sup>44</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=96), as were respondents who did not know or wish to state the capacity they were in at court (N=5).

Mostly dissatisfied	11	3.8%	3a,	5.3%	6	14.3%	3	9.1%
Neither satisfied nor dissatisfied	33	11.3%	11	19.3%	8	19.0%	3	9.1%
Mostly satisfied	109	37.3%	16	28.1%	8	19.0%	5	15.2%
Completely satisfied	127	43.5%	20	35.1%	15	35.7%	20	60.6%
<b>TOTAL</b>	<b>292</b>	<b>100.0%</b>	<b>57</b>	<b>100.0%</b>	<b>42</b>	<b>100.0%</b>	<b>33</b>	<b>100.0%</b>

Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is at a somewhat lower level. Namely, over half respondents (53%) are satisfied with the simplicity/complexity of court procedures (24% are “completely” and 29% “mostly” satisfied). Most of the remaining respondents (20%) are neither satisfied nor dissatisfied, while a smaller percentage of respondents expressed their dissatisfaction with what they perceive to be complex court procedures (6% are “completely” dissatisfied and 9% are “mostly” dissatisfied). (See Graph 87). Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.4<sup>45</sup>.

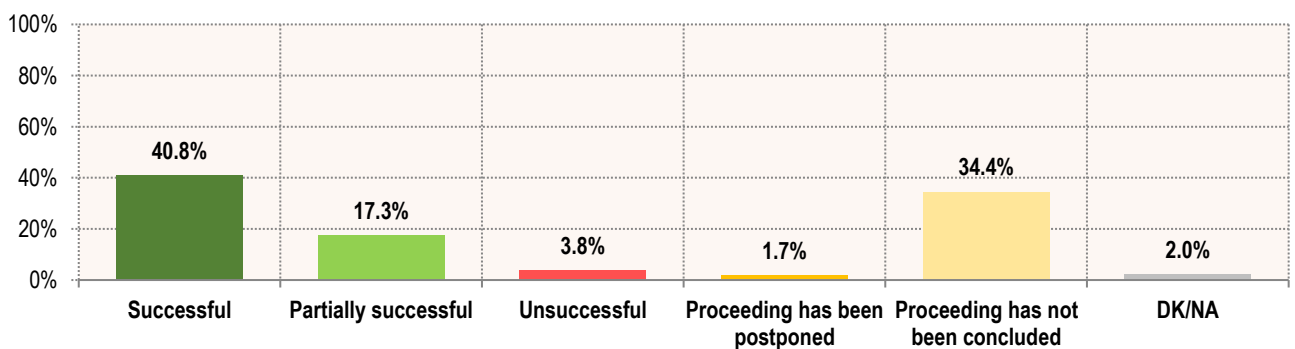
**GRAPH 87. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=525)**



Outcome of the case

More than a third of respondents (36%) who were at court as a party to court proceedings or a victim in a criminal case stated that their case is ongoing or has been delayed, or that they are still unaware of the outcome. On the other hand, over half the respondents (58%) whose case was concluded stated that they had a successful outcome (41%) and a partially successful outcome (17%). Very few respondents (5%) stated that they did not have a successful outcome. (See Graph 88)

**GRAPH 88. WHAT WAS THE OUTCOME OF YOUR CASE? (N=346)**



Analysis based on the capacity in which respondents were in court indicates that **most respondents who answered this question were in court as a party to proceedings are more likely to answer this question and to be satisfied with the outcome of their case than those who were there as victim.** Namely, respondents who were in court as a party to proceedings are significantly more likely to state that their case had a successful and partly successful outcome (44%

<sup>45</sup> M=3.44, SD=1.33, Min=1, Max=5, N=455.

compared to 17%). On the other hand, the respondents who were in the court as victim significantly more often did not know or want to answer this question (9% compared to 1%). (See Table 12.)

**TABLE 12. WHAT WAS THE OUTCOME OF YOUR CASE? – BY CAPACITY IN WHICH RESPONDENTS WERE AT COURT**

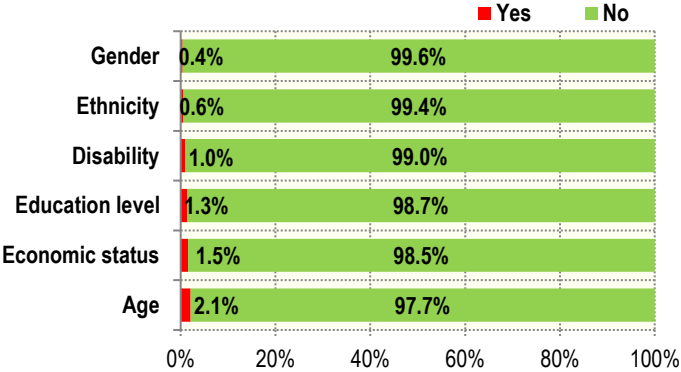
	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Successful	134	44.1%	7	16.7%
Partially successful	54	17.8%	6	14.3%
Unsuccessful	11	3.6%	2	4.8%
Proceeding has been postponed	5	1.6%	1	2.4%
Proceeding has not been concluded	97	31.9%	22	52.4%
DK/NA	3	1.0%	4	9.5%
<b>TOTAL</b>	<b>304</b>	<b>100.0%</b>	<b>42</b>	<b>100.0%</b>

**ACCESSIBILITY OF COURT SERVICES**

Effect of socio-demographic variables on access to court services

Respondents’ socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts. Namely, a very low percentage of respondents stated that one of the following characteristics had a negative effect on their ability to access court services: from 2.1% (N=11) for age to 0.4% (N=2) for gender. (See Graph 89.)

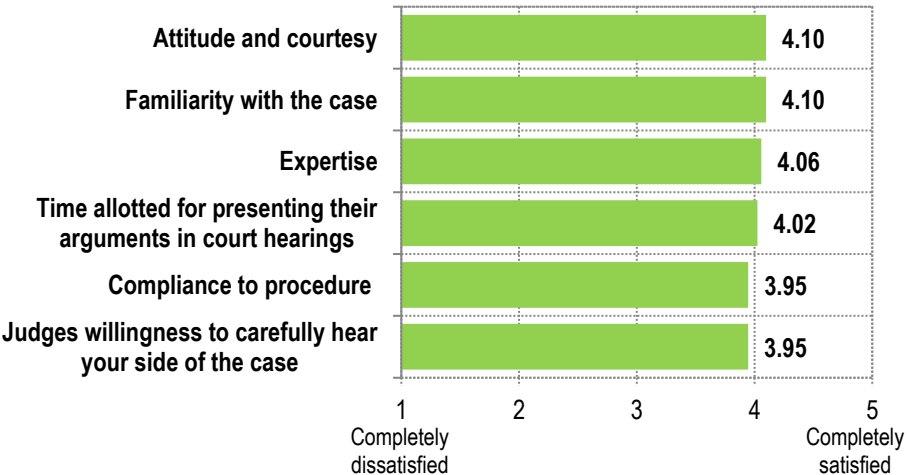
**GRAPH 89. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=525)**



Satisfaction with the work of judges

When it comes to various aspects of the work of judges, respondents tend to be most satisfied with how they treat all parties and representatives, their familiarity with their case, their expertise/professionalism and time allowed for presenting their arguments at hearings.<sup>46</sup> They are slightly less satisfied with the, judges’ compliance with procedure, and judges’ willingness to carefully hear their side of the case, but it should be noted that respondent satisfaction with these aspects of the work of judges is also high – the average level of satisfaction is 4 (“mostly

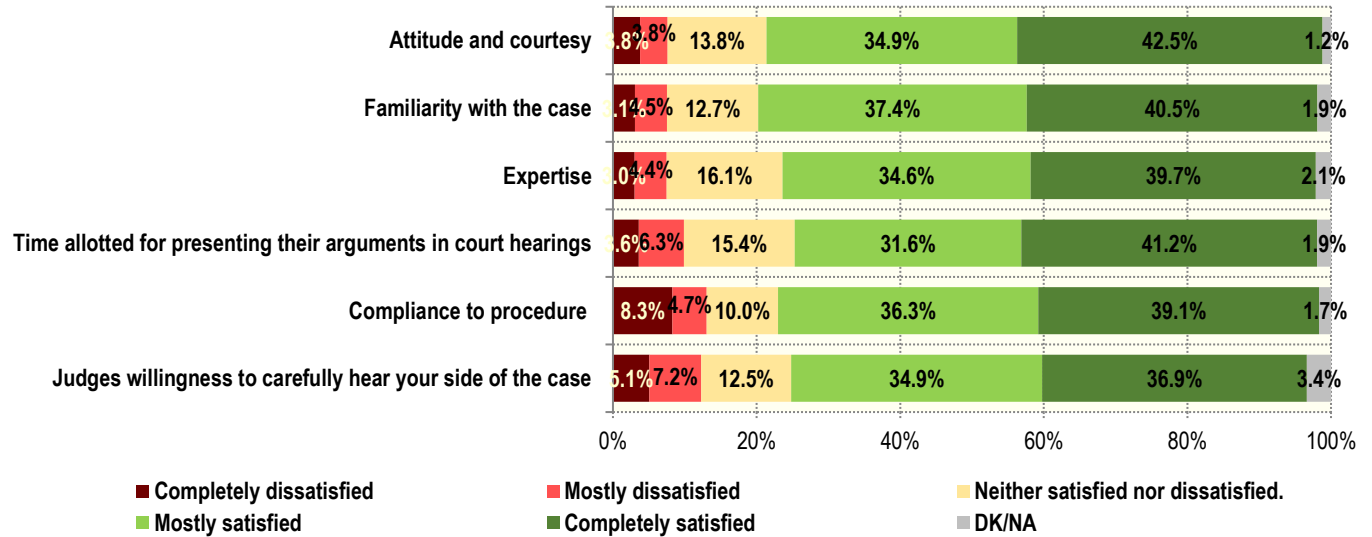
**GRAPH 90. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



<sup>46</sup> Familiarity with the case M=4.10, SD=1.00, Min=1, Max=5, N=417; Attitude and courtesy (the judge treats all parties and their representatives with courtesy): M=4.10, SD=1.03, Min=1, Max=5, N=416; Expertise/professionalism: M=4.06, SD=1.01, Min=1, Max=5, N=419; Time allowed for presenting your arguments at the hearing: M=4.02, SD=1.08, Min=1, Max=5, N=407.

satisfied”).<sup>47</sup> (See Graph 90) An overview of results expressed in percentages indicates that the percentage of respondents who are “mostly” or “completely” dissatisfied with certain aspects of the work of judges ranges from 13% for compliance with procedures and 12% for willingness to carefully hear their side of the case, to 8% for judges’ attitude and courtesy and 1% for their expertise/professionalism and familiarity with their case. (See Graph 91.)

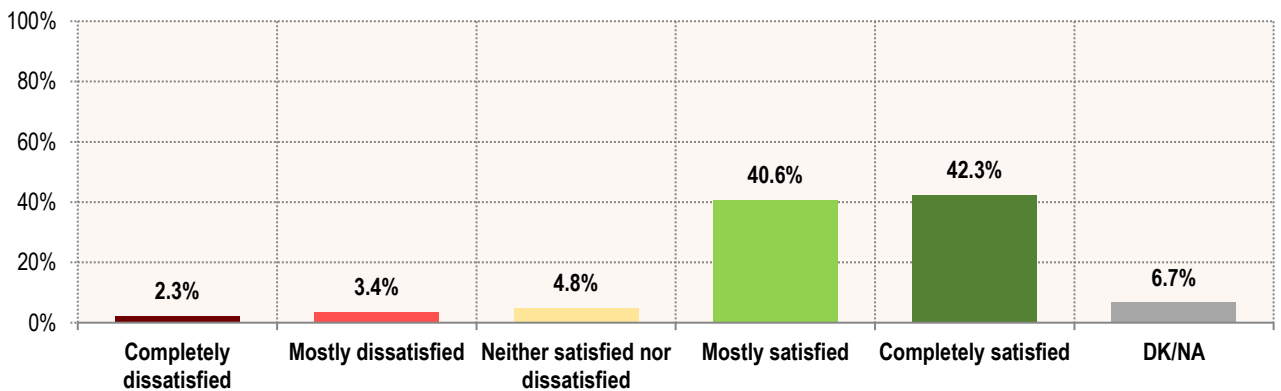
**GRAPH 91. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



Attitude and courtesy of court staff

The majority of respondents (83%) are satisfied with the attitude and courtesy of court staff. Of these respondents, 42% are “completely” satisfied and 41% are “mostly” satisfied with this characteristic. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (5%), while very few respondents stated that court staff did not treat them with courtesy (2% are “completely” dissatisfied and 3% are “mostly” dissatisfied). (See Graph 92). Thus, the average level of satisfaction with the courtesy shown by court staff is 4.3.<sup>48</sup>

**GRAPH 92. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=525)**



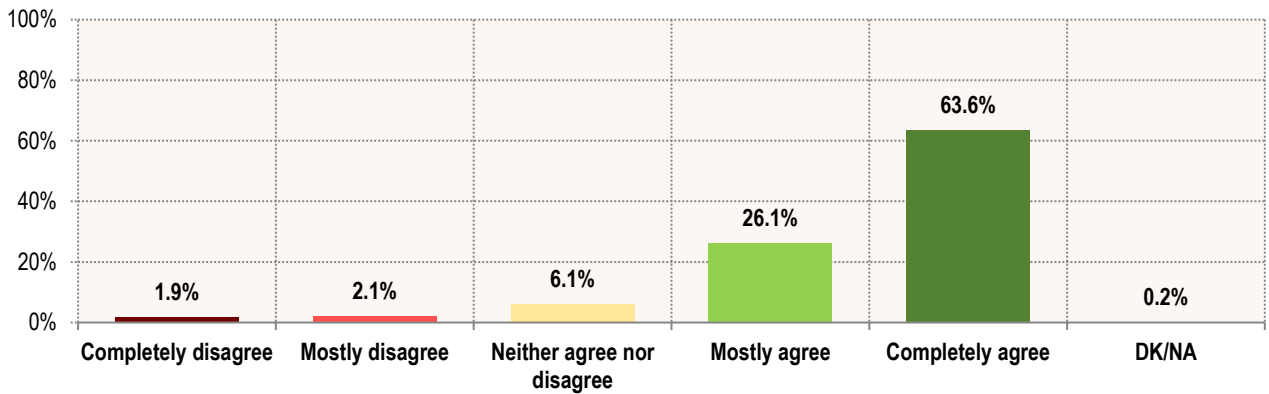
Assessment of the courtesy shown by staff whom respondents encountered when entering the court and during security checks is even more positive. Namely, 90% of respondents stated that they were treated with courtesy, of which 64% “completely” and 26% “mostly” agree with this statement. Under a tenth (6%) neither agree nor disagree with this

<sup>47</sup> Compliance with court procedures: M=3.95, SD=1.20, Min=1, Max=5, N=415; Willingness to carefully hear your side of the case M=3.95, SD=1.13, Min=1, Max=5, N=401.

<sup>48</sup> M=4.26, SD=0.90, Min=1, Max=5, N=490.

statement, while 2% “completely” and 2% “mostly” disagree with it. (See Graph 93). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.5.<sup>49</sup>

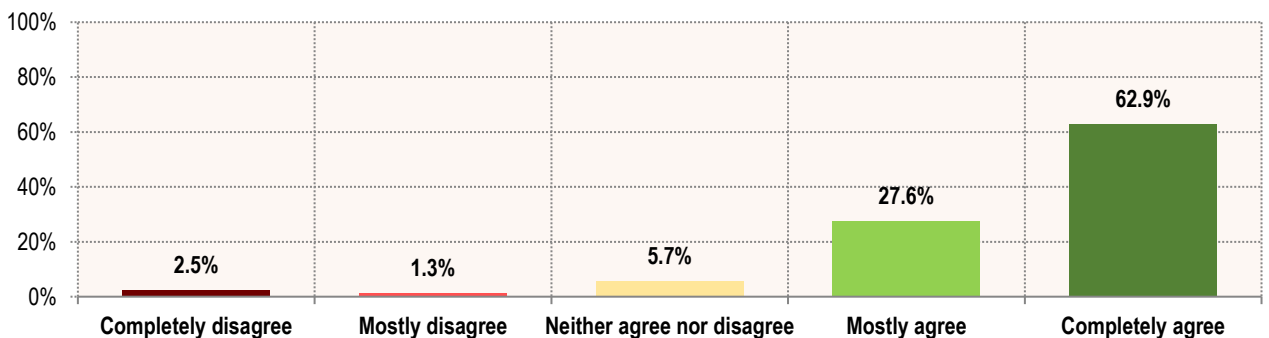
**GRAPH 93. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK“ (N=525)**



Satisfaction with the information provided by the court

Most respondents (63%) stated that court employees provided them with all necessary information. 28% of respondents “mostly” agree with this statement, while very few disagree with it (1% “mostly” and 3% “completely” disagree with it). (See Graph 94). Thus, the average level of agreement with the statement “court employees provided me with all necessary information” is 4.5.<sup>50</sup>

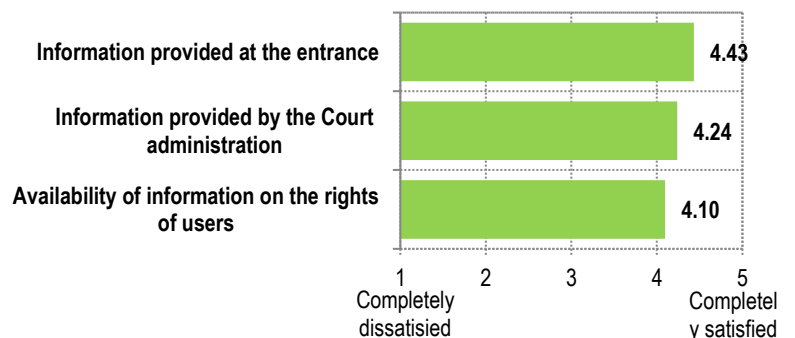
**GRAPH 94. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION“ (N=525)**



Satisfaction with available information

Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and information related to the rights of court services respondents) indicate that they are generally satisfied – the average level of satisfaction ranges from 4.1 for availability of information on the rights of respondents and information provided by the court administration to 4.4 for

**GRAPH 95. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**



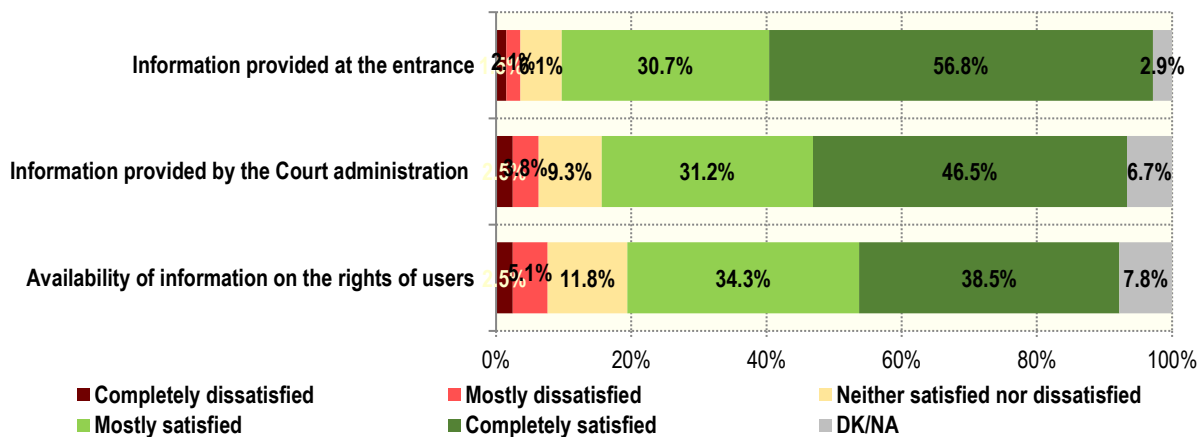
<sup>49</sup> M=4.48, SD=0.85, Min=1, Max=5, N=524.

<sup>50</sup> M=4.47, SD=0.86, Min=1, Max=5, N=525.



information provided at the court entrance.<sup>51</sup> (See Graph 95). An overview of the results expressed in percentages indicates that the percentages of respondents who are “mostly” or “completely” dissatisfied with the available information are very similar. They range from 8% for availability of information on their rights/user rights to 4% for information they receive at the court entrance. (See Graph 96.)

**GRAPH 96. SATISFACTION WITH AVAILABLE INFORMATION (N=525)**



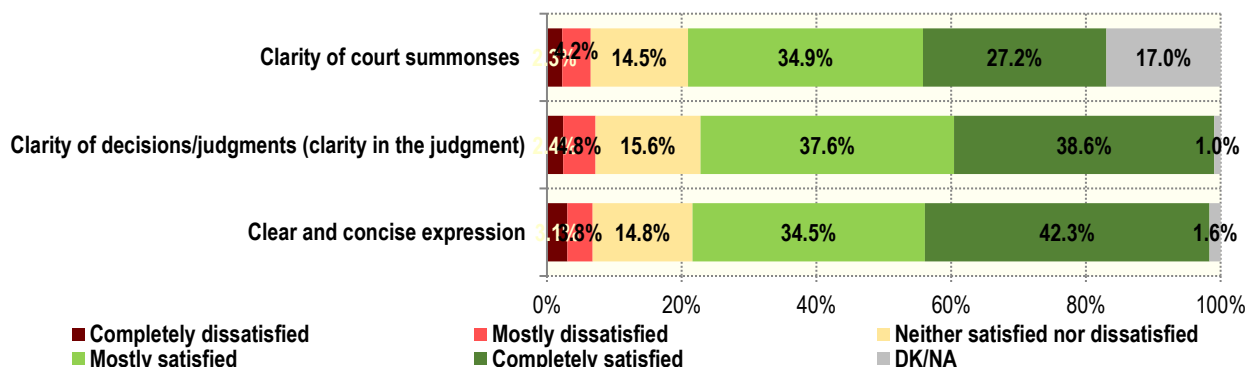
Satisfaction with clarity of information

Respondents are also quite satisfied with the clarity of information provided by court – the average level of satisfaction ranges from 4.2 for clarity of summonses to 3.9 for clarity of judgements/decisions.<sup>52</sup> (See Graph 97.) An overview of results expressed in percentages indicates that the percentages of respondents who are “completely” or “mostly” dissatisfied with the clarity of information provided by court are very similar to each other and they are around 7%. (See Graph 98.)

**GRAPH 97. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



**GRAPH 98. SATISFACTION WITH THE CLARITY OF INFORMATION (N<sub>1</sub>=525, N<sub>2</sub>=426, N<sub>3</sub>=417)**



<sup>51</sup> Availability of information on your rights/user rights: M=4.10, SD=0.83, Min=1, Max=5, N=510; Information provided by the court administration: M=4.24, SD=0.97, Min=1, Max=5, N=490; Information provided at the court entrance: M=4.43, SD=0.83, Min=1, Max=5, N=510.

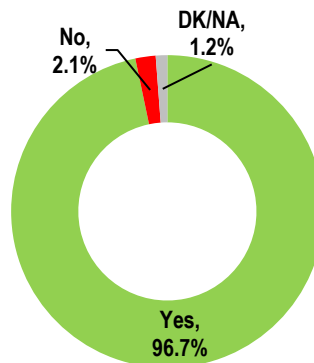
<sup>52</sup> Clarity of judges' expression: M=4.11, SD=1.00, Min=1, Max=5, N=419; Clarity of judgements: M=4.06, SD=0.98, Min=1, Max=5, N=413; Clarity of summonses: M=3.97, SD=0.98, Min=1, Max=5, N=436.



### Satisfaction with availability of relevant documents

Likewise, the level of satisfaction with the availability of relevant documents is very high. Namely, nearly all respondents whom this question concerns (97%) stated that these were made available to them on time i.e. prior to the hearing. (See Graph 99).

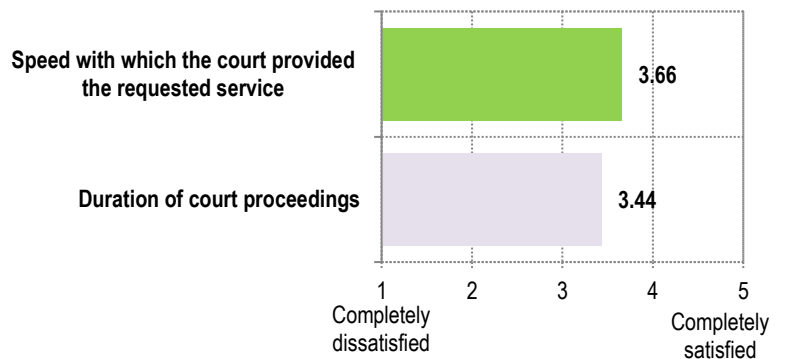
**GRAPH 99. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=334)**



### Satisfaction with the speed of provision of court services

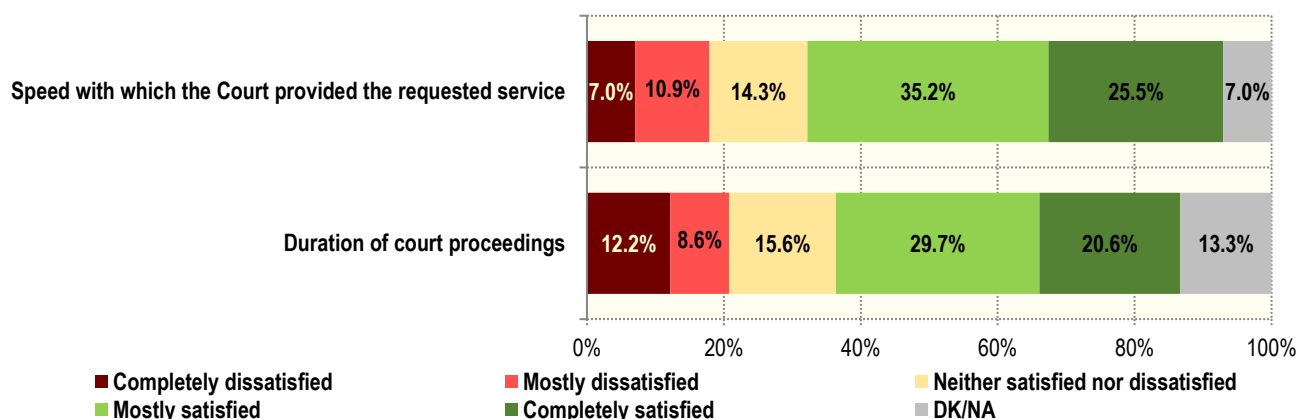
Satisfaction with the speed of provision of court services and duration of proceedings is somewhat lower than satisfaction with availability and clarity of information, with the average level of satisfaction being 3.7 for the speed with which the court provided the requested service and 3.4 for duration of proceedings.<sup>53</sup> (See Graph 100). An overview of results expressed in percentages indicates that the percentage of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court operations ranges from pretty high 21% for duration of court proceedings to 18% for the speed with which the court provided the requested service to the user. (See Graph 101)

**GRAPH 100. AVERAGE SATISFACTION WITH THE SPEED OF COURT OPERATIONS**



**GRAPH 101. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=525)**

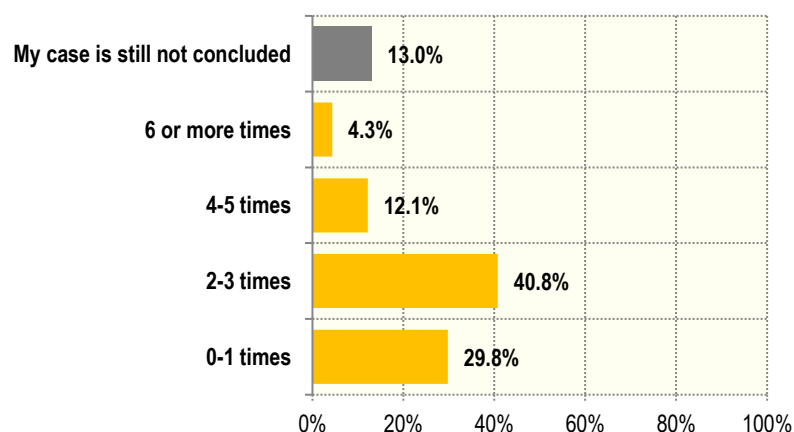
<sup>53</sup> Duration of proceedings: M=3.44, SD=1.33, Min=1, Max=5, N=455; The speed with which the court provided the requested service: M=3.66, SD=1.21, Min=1, Max=5, N=488.



Number of visits to court required to resolve the case

Slightly over two fifths of respondents stated that they or their lawyers had to attend court only once (41%), while almost a third stated two to three visits were needed before their case was concluded (30%). A tenth of respondents needed to visit the court four to five times (12%), while 4% said they had to visit it six or more times to resolve their case. Meanwhile, a tenth (13%) of respondents' cases still have not been concluded. (See Graph 102.)

**GRAPH 102. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=346)**



However, this result is the consequence of the fact that **respondents who were in court in the capacity of party to proceedings compared to those who were victims in a criminal case required significantly fewer visits**, and they make up the majority of respondents who answered this question (88%). Namely, parties significantly more often than victims point out that they needed to come to court 0-1 times (32% compared to 14%) and 2-3 times (43% compared to 24%) to resolve their case. In contrast, victims were far more likely to say that their case required them to attend court four or more times (26% compared to 10%) and six or more times (14% compared to 3%). Additionally, victims are more likely than parties to state that their case has not yet been resolved (21% compared to 12%). (See Table 13).

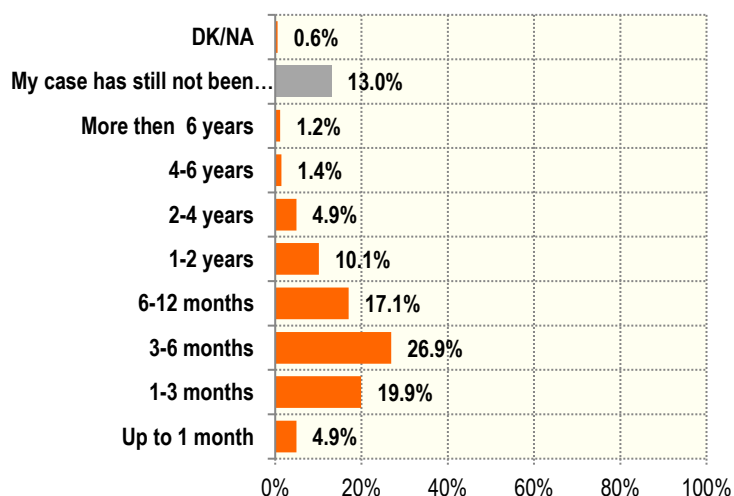
**TABLE 13. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE – by capacity in which respondents were at court**

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
0-1 times	97	31.9%	6	14.3%
2-3 times	131	43.1%	10	23.8%
4-5 times	31	10.2%	11	26.2%
6 or more times	9	3.0%	6	14.3%
My case is still not concluded	36	11.8%	9	21.4%
<b>TOTAL</b>	<b>304</b>	<b>100.0%</b>	<b>42</b>	<b>100.0%</b>

## Timeframe between initiation of court proceedings and delivery of judgements

When it comes to the timeframe between initiation of court proceedings and delivery of judgements, a quarter of respondents (25%) stated that it took up to three months for their case to be resolved. 20% of respondents stated that it took one to three months, and 5% said it took less than a month. Slightly more than a quarter (27%) said it took between three and six months, while 10% said it took six months to a year. For a tenth of respondents stated it took one to two years and for 7% of respondents it took longer than two years. Similarly to the previous question, a tenth of respondents stated that their case has not yet been resolved, pointing out that on average it has been going on for over two years (from respondents whose case started on the day of the survey up to 13 years)<sup>54</sup>. (See Graph 103)

**GRAPH 103. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=346)**



However, **most of the respondents were in court in the capacity of a party to proceedings (88%), and they are significantly more likely to state that it took less time for their case to be concluded compared to those who were in court in the capacity of victim.** Namely, 28% of respondents who were in court as a party to proceedings and only 2% of respondents who were there as a victim stated that it took up to 3 months for their case to be resolved. On the other hand, victims are significantly more likely than parties to say that their case took over two years (33% compared to 4%). (See Table 14.)

**TABLE 14. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT – BY CAPACITY IN WHICH RESPONDENTS WERE AT COURT**

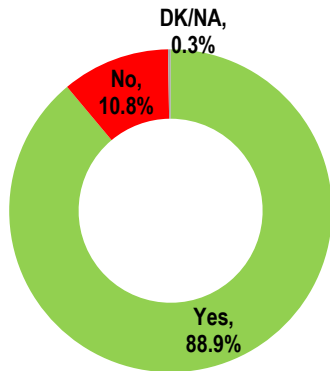
	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Up to 1 month	17	5.6%	0	0.0%
1-3 months	68	22.4%	1	2.4%
3-6 months	85	28.0%	8	19.0%
6-12 months	53	17.4%	6	14.3%
1-2 years	31	10.2%	4	9.5%
2-4 years	10	3.3%	7	16.7%
4-6 years	0	0.0%	5	11.9%
More than 6 years	2	0.7%	2	4.8%
My case has still not been concluded	36	11.8%	9	21.4%
DK/NA	2	0.7%	0	0.0%
<b>TOTAL</b>	<b>17</b>	<b>5.6%</b>	<b>0</b>	<b>0.0%</b>

## Scheduling of hearings

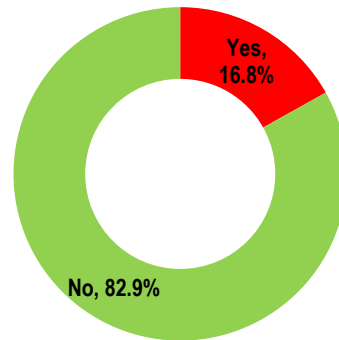
<sup>54</sup> M=28.42 months, SD=32.97, Min=0, Max=156, N=43.

For 89% of respondents whose proceedings included a hearing, the hearing took place as scheduled, while 11% of respondents had a different experience. Likewise, majority of respondents whose proceedings included a hearing (83%) stated that there had not been any delays, while almost a fifth (17%) said the opposite. (See Graphs 104. and 105.)

**GRAPH 104. DID THE HEARING BEGIN ON TIME? (N=388)**



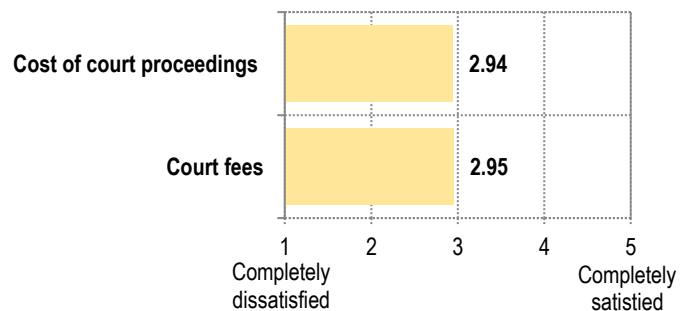
**GRAPH 105. WAS THE HEARING POSTPONED TO ANOTHER DAY? (N=374)**



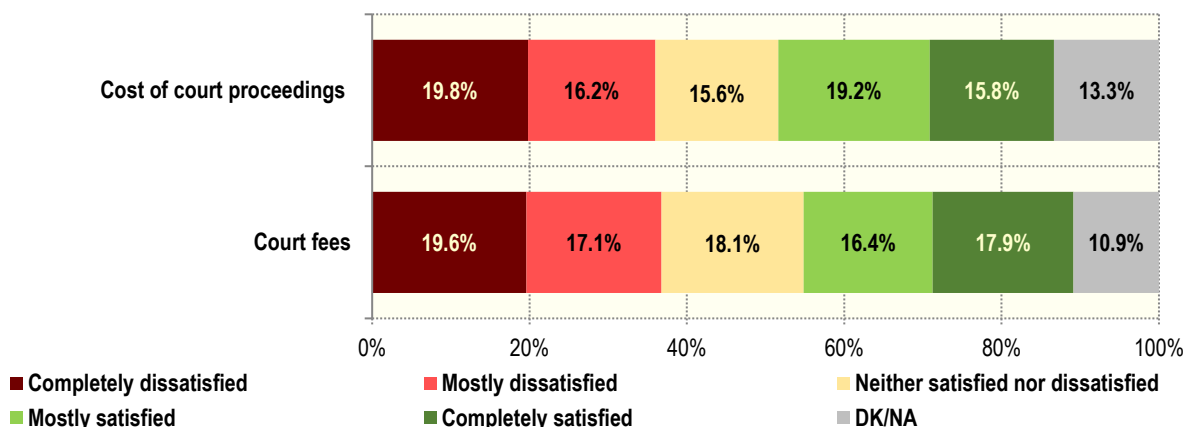
Court costs

Overall satisfaction with the cost of court services falls under “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with costs of court appointed (administrative) fees and for costs of court proceedings is 2.9.<sup>55</sup> (See Graph 106.) The percentages of respondents who are dissatisfied (“mostly” or “completely”) with costs of court appointed administrative fees is 37% and with costs of court proceedings is 36%. (See Graph 107.)

**GRAPH 106. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES**



**GRAPH 107. SATISFACTION WITH THE COST OF COURT SERVICES (N=525)**

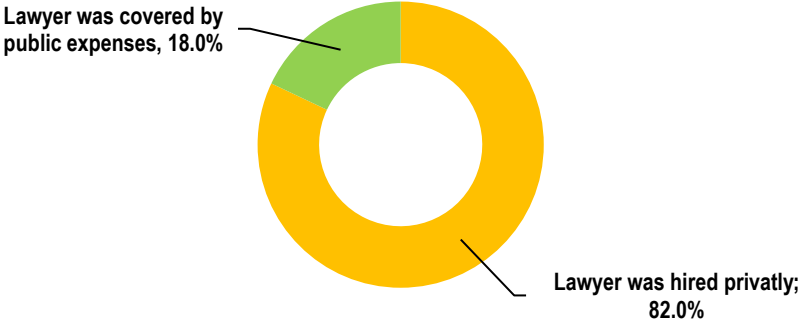


Hiring a lawyer

<sup>55</sup> Court fees: M=2.95, SD=1.44, Min=1, Max=5, N=468; Costs of court proceedings: M=2.94, SD=1.43, Min=1, Max=5, N=455.

Almost a third of respondents (31%), to whom this was applicable, stated that they were represented by a lawyer in court and most of them (82%) had hired the lawyer privately. Meanwhile, less than a fifth (18%) of respondents had been provided with a lawyer at public expense. (See Graph 108.)

**GRAPH 108. ENGAGING THE SERVICES OF A LAWYER (N=128)**

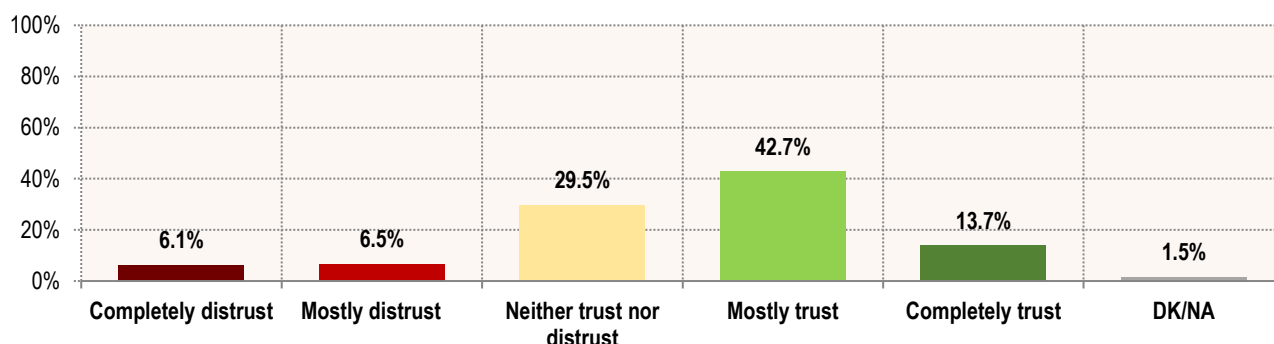


### 5.1.2. CONFIDENCE IN THE WORK OF THE COURT

#### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

Slightly over two fifths of respondents (43%) stated that they are “mostly” confident in the work of the court, while another 14% said that they are “completely” confident. A significant percentage of respondents (29%) neither trust nor distrust this work, while under a tenth of respondents stated that they “mostly” (7%) and “completely” (6%) distrust the work of the court. (See Graph 109.). Thus, the average level of confidence in the work of the court is 3.5<sup>56</sup>.

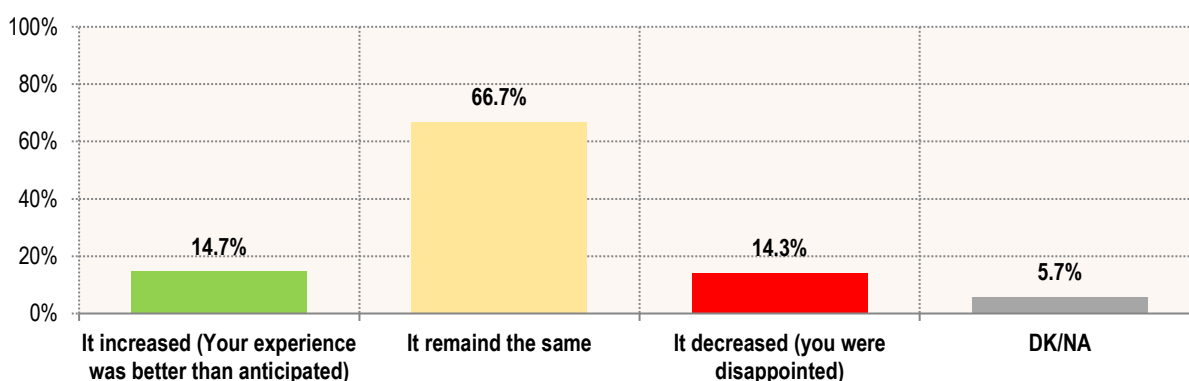
**GRAPH 109. OVERALL LEVEL OF CONFIDANCE IN THE WORK OF THE COURT (N=525)**



#### Effect of their most recent court visit on respondents' level of confidence in the judiciary

Most respondents (67%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal extent, that their experience with their most recent visit to the court led to an increase and to a decrease in their confidence in the judiciary. Namely, this experience was better than expected for 15% of respondents and it was disappointing for the same percentage of respondents (15%). A small percentage of respondents (6%) did not know or wish to respond to this question. (See Graph 110).

**GRAPH 110. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=525)**



#### ASSESSMENT OF JUDGES' IMPARTIALITY AND INDEPENDENCE

##### Assessment of judges' impartiality

Almost three quarters of respondents (72%) stated that they are satisfied with the work of judges and believe that they treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation (41% are “completely” satisfied and 31% are “mostly” satisfied). This is followed by respondents who have a neutral stance (13%), and those

<sup>56</sup> M=3.52, SD=1.02, Min=1, Max=5, N=517.

who have a negative assessment of judges' impartiality (7% are "completely" dissatisfied, 6% are "mostly" dissatisfied). (See Graph 111). Thus, the average level of satisfaction with the impartiality of judges is 4.0<sup>57</sup>.

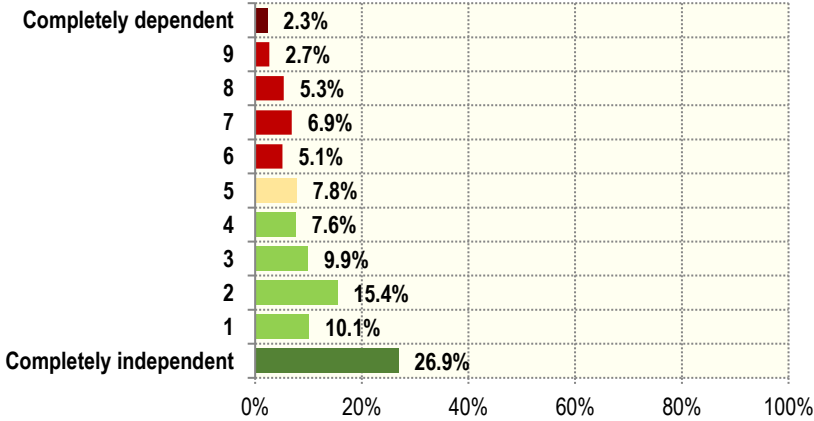
**GRAPH 111. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=426)**



Assessment of judges' independence

When it comes to assessment of judges' independence in conducting their court proceeding, slightly over a quarter of respondents (27%) believe that the judges were "completely independent"<sup>58</sup>. However, an additional two fifths (43%) believe that they were independent in conducting court proceedings to a certain extent. Along with 8% of respondents who "assigned average grades", 20% believe that judges were not independent in conducting court proceedings, and 2% that they were "not at all independent". (See Graph 112.) Thus, the average assessment of judges' independence in conducting court proceedings (on a scale of 0 to 10 where 0 is "completely independent" and 10 is "not at all independent") is 3.1<sup>59</sup>.

**GRAPH 112. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS "COMPLETELY INDEPENDENT" AND 10 IS "NOT INDEPENDENT AT ALL"? (N=525)**



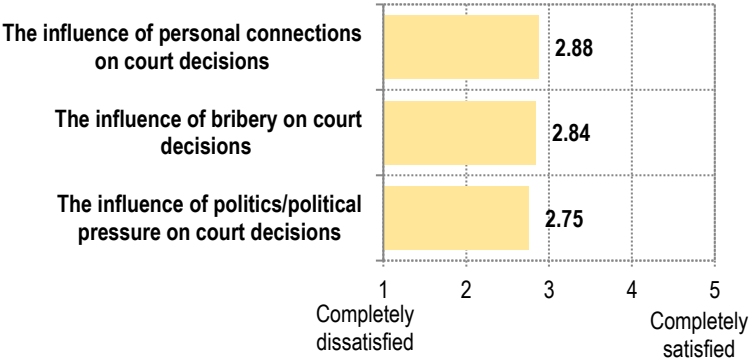
<sup>57</sup> M=3.96, SD=1.19, Min=1, Max=5, N=419.

<sup>58</sup> An independent judge is one who is free from political or any other inappropriate pressure and influence.

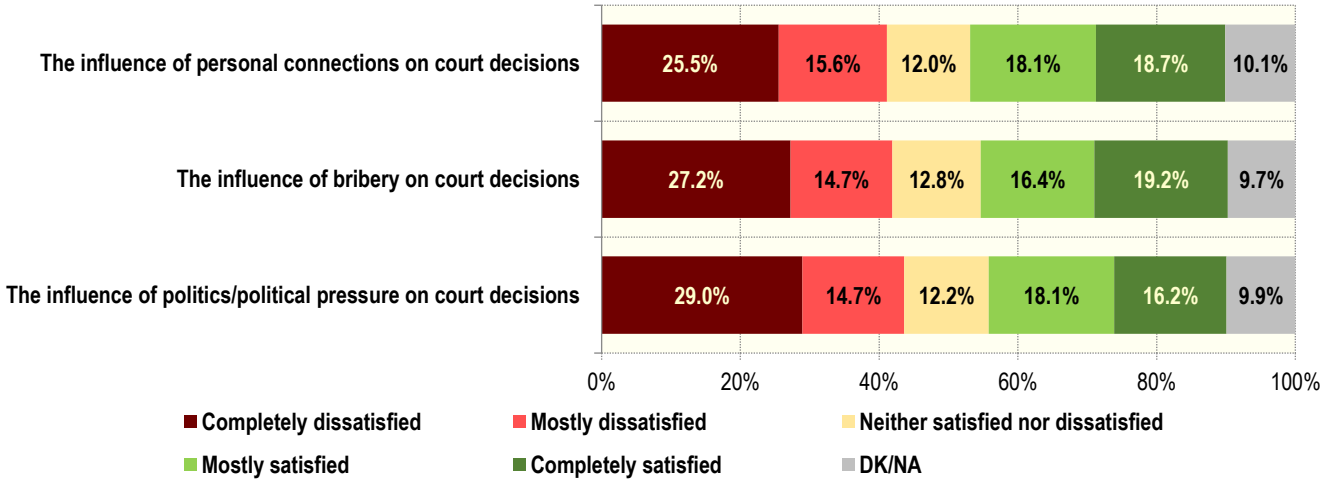
<sup>59</sup> M=3.09, SD=2.89, Min=0, Max=10, N=525.

However, data on the perception of various types of factors that affect judicial decisions indicates that respondents who believe that the judge was (mostly) independent in conducting proceedings also believe that certain factors that influence judicial decisions are present. Namely, percentage of respondents are dissatisfied because they believe that political pressure influences judicial decisions is 44%. Respondents have almost the same view of the effect of bribes and personal relationships on judicial decisions (42% and 41% are dissatisfied). (See Graph 114). Thus, the average level of satisfaction with the presence of factors that influence judicial decisions is almost the same for all three factors (personal relationships: 2.9, bribes: 2.8 and politics: 2.7).<sup>60</sup> (See Graph 113.)

**GRAPH 113. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO BASIC COURT IN BANJA LUKA**



**GRAPH 114. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO BASIC COURT IN BANJA LUKA (N=525)**



**PERCEPTION OF FAIRNESS**

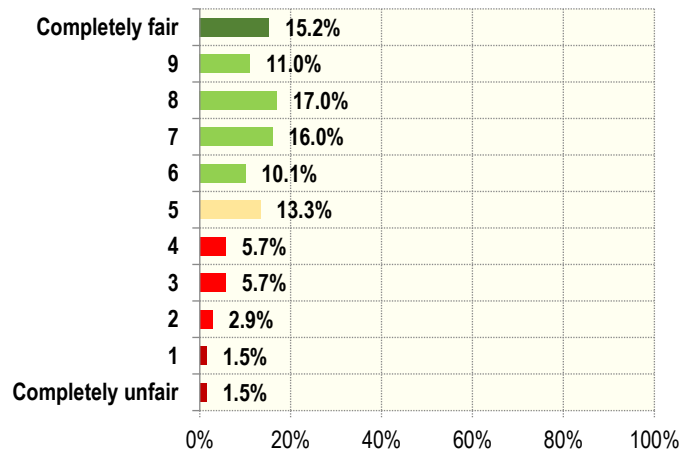
Perception of fairness in treatment of respondents in court

When it comes to fairness, only slightly over a tenth of respondents (15%) believe that they were treated completely fairly in court. Another 54% believe that they were treated “mostly” fairly. Along with 13% of respondents who gave this an “average grade”, less than a fifth of respondents believe that they were treated unfairly (17%). Namely, 1% believe that they were treated “completely” unfairly and 16% that they were treated “mostly” unfairly. (See Graph 115). Thus, the average assessment of fairness is 6.7 (on a scale of 0 to 10, where 0 is “completely unfairly” and 10 “completely fairly”)<sup>61</sup>.

<sup>60</sup> Influence of politics/political pressure on judicial decisions: M=2.75, SD=1.52, Min=1, Max=5, N=473; Influence of bribes on judicial decisions: M=2.84, SD=1.54, Min=1, Max=5, N=474; Influence of personal relationships on judicial decisions: M=2.88, SD=1.53, Min=1, Max=5, N=472.  
<sup>61</sup> M=6.74, SD=2.45, Min=0, Max=10, N=525



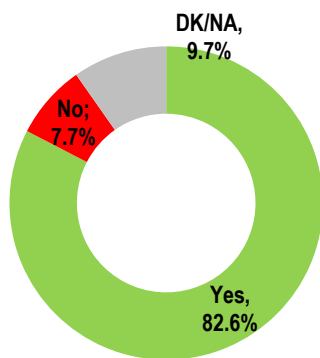
**GRAPH 115. BEFORE TODAY'S/YOUR MOST RECENT VISIT TO THE COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT? (N=525)**



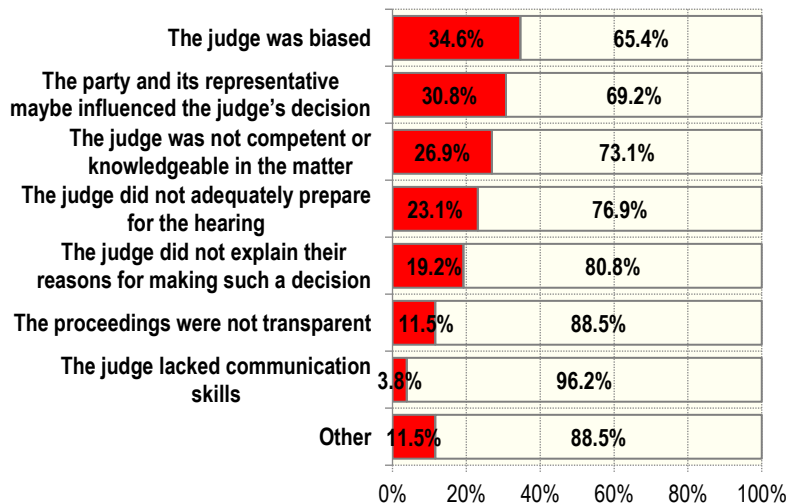
Perception of how fairly respondents' cases will be resolved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, 83% of them are certain that their case will be/has been judged fairly, while 8% believe the opposite. (See Graph 116). The small number of respondents who are uncertain whether their case has been/will be judged fairly (N=26) are most likely to believe that the judge was not impartial (N=9), that the judge was not competent or professional (N=8) or that the party and its representative maybe influenced the judge's decision (N=7). (See Graph 117.)

**GRAPH 116. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=339)**



**GRAPH 117. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=26)**

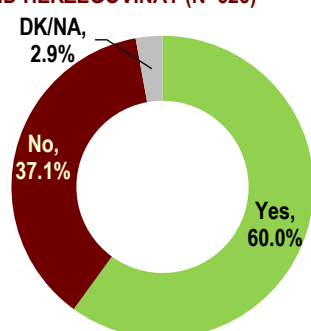


### 5.1.3. FAMILIARITY WITH THE ROLE AND ACTIVITIES OF THE HJPC BiH

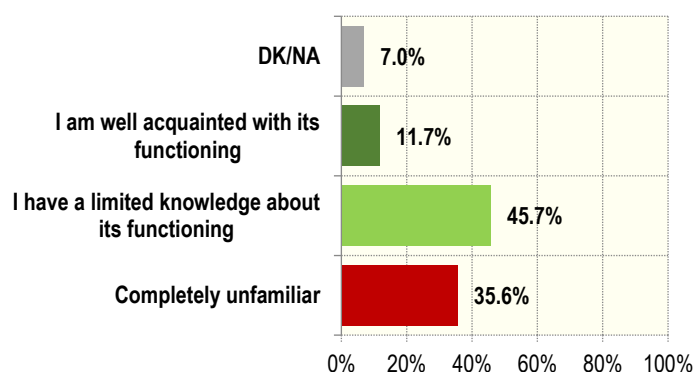
#### Familiarity with the work of the HJPC BiH

Three fifths of respondents (60%) have heard of the High Judicial and Prosecutorial Council of BiH. (See Graph 118). Over a third of them stated that they are not familiar with its work (35%), while almost half that they know something about it (46%). This means that only 12% of respondents believe that they are very familiar with the activities of the HJPC BiH. (See Graph 119.)

GRAPH 118. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=525)



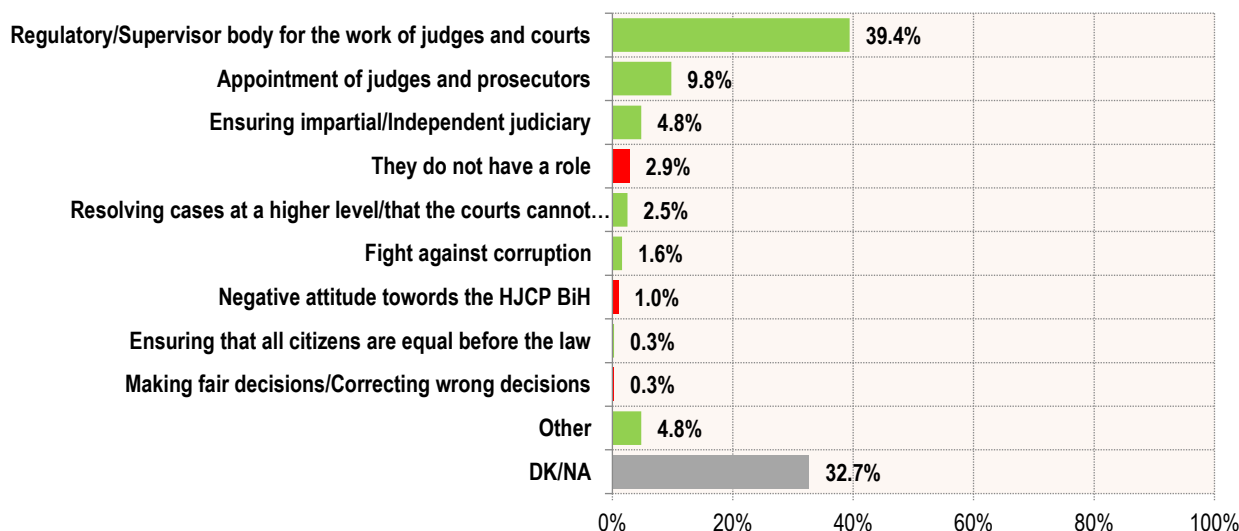
GRAPH 119. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=315)



#### Perception of the primary role of the HJPC BiH

Most respondents, two fifths (39%), who have heard of the HJPC BiH believe that its primary role is as regulatory/supervisory/control body for the work of judges and courts. Significantly fewer believe that its role is to appoint judges and prosecutors (10%) and to ensure the fairness/impartiality/independence of the judiciary (5%)<sup>62</sup>. 3% of these respondents believe that the primary role of the HJPC BiH is to resolve disputes that lower courts are unable to resolve and 2% to resolve disputes at a higher level and to fight corruption. However, a third of these respondents (33%) did not know or wish to respond to this question, while 3% stated that the HJPC BiH has no role, and 1% had a negative opinion of the HJPC BiH. (See Graph 120)

GRAPH 120. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BiH? (N=315)

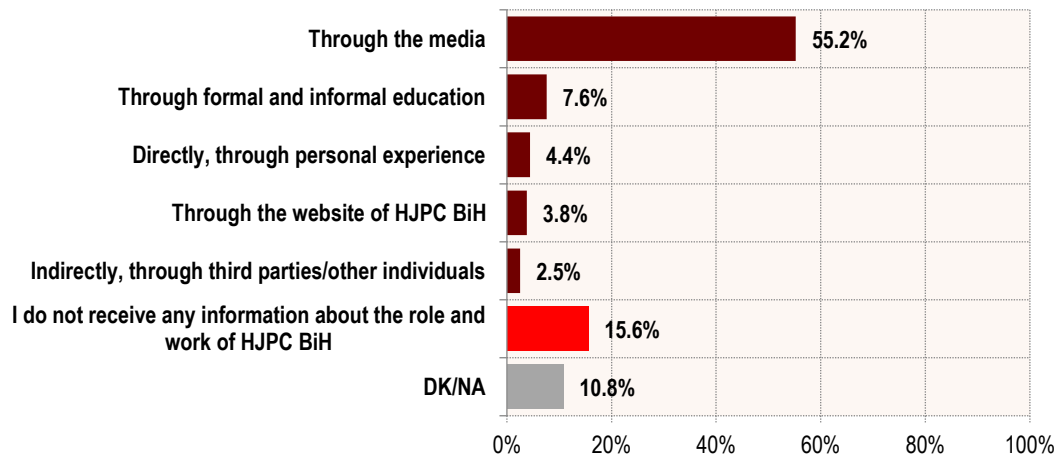


<sup>62</sup> The items: "To act as a regulatory/supervisory/control body for the work of courts and judges"; "To ensure the fairness/impartiality/independence of the judiciary"; "To appoint judges and prosecutors"; and "To protect the rights of citizens/all citizens are equal before the law" fall under the role of regulatory body and constitute its primary competences.

### Sources of information about the role and work of the HJPC BiH

Most respondents, over a half (55%), cited the media as their primary source of information about the role and work of the HJPC BiH. All other sources of information were rarely mentioned (through formal and informal education: 8%, website of the HJPC BiH and indirectly: 4% each, and directly: 3%). However, over a tenth of respondents said that they do not have any source of information on the HJPC (16%), while a tenth (11%) did not know or wish to respond to this question. (See Graph 121.)

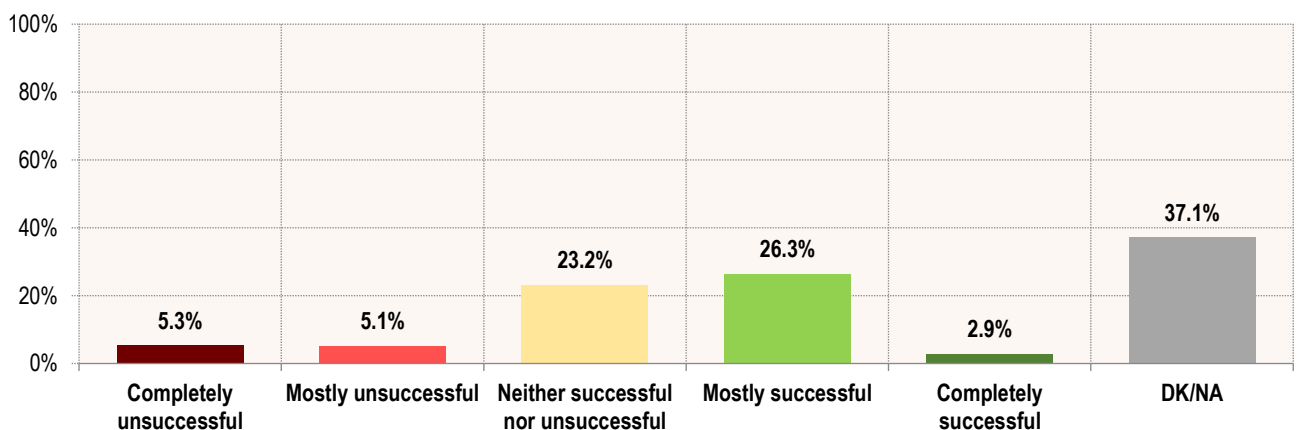
**GRAPH 121. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=315)**



### Assessment of the work of the HJPC BiH

Nearly two fifths of respondents (37%) do not know or wish to provide an assessment of the work of the HJPC BiH. This is followed by over a quarter of respondents (29%) who have a positive assessment of the work of the HJPC BiH. However, it should be noted that most of them believe that the activities of the HJPC BiH have thus far been “mostly” successful (26%), while only 3% believe that they have been “completely” successful. Meanwhile, 10% of respondents perceive the activities of the HJPC BiH as being unsuccessful (5% believe them to be “mostly” unsuccessful and another 5% believe them to be “completely” unsuccessful). The remaining participants gave a neutral assessment (23%) (See Graph 122.). Thus, the average assessment of the work of the HJPC BiH is 3.3<sup>63</sup>.

**GRAPH 122. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=525)**



<sup>63</sup> M=3.26, SD=0.98, Min=1, Max=5, N=330.

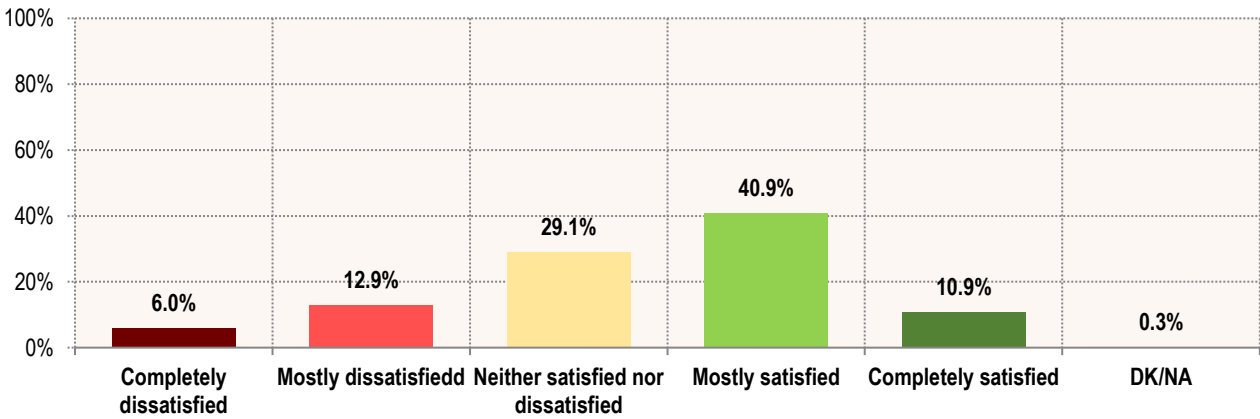
**5.2. BASIC COURT IN BIJELJINA**

**5.2.1. SATISFACTION WITH COURT SERVICES**

**OVERALL SATISFACTION WITH THE COURT**

Slightly over half the respondents (52%) are satisfied with the Basic court in Bijeljina (court). In most cases, respondents are “mostly” satisfied rather than “completely” satisfied (41% compared to 11%). Along with the 29% of respondents who assume a neutral attitude, a fifth of respondents (19%) stated that they are dissatisfied with this court (13% are “mostly” dissatisfied and 6% are “completely” dissatisfied). (See Graph 123). Because of this, the average level of respondent satisfaction with this court is quite high – 3.4<sup>64</sup> (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”).

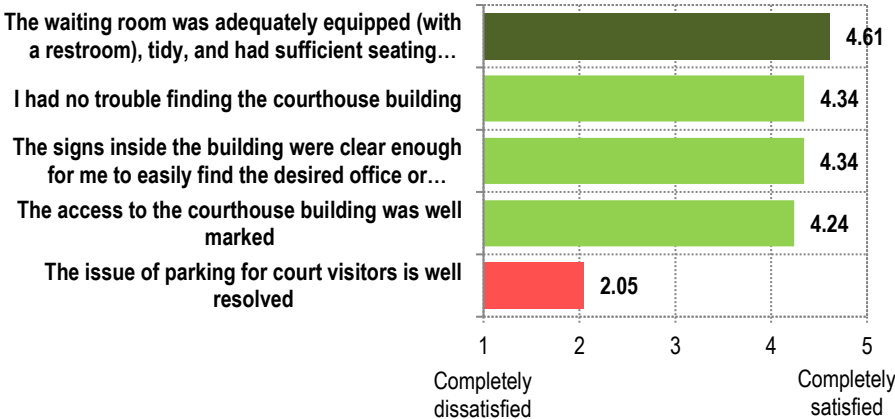
**GRAPH 123. OVERALL SATISFACTION WITH THE COURT (N=350)**



**ACCESSIBILITY AND COURT PREMISES**

Accessibility and court premises are rated quite highly by respondents. Namely, the average level of agreement with the statements concerning the ease of locating the court building is 4.6<sup>65</sup> (which on a scale of 1 to 5 falls under the response of “completely agree”). The average level of satisfaction with signposting outside and in the building and the waiting room is over 4 (which on a scale of 1 to 5 falls under the response of “mostly agree”).<sup>66</sup> Meanwhile,

**GRAPH 124. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**



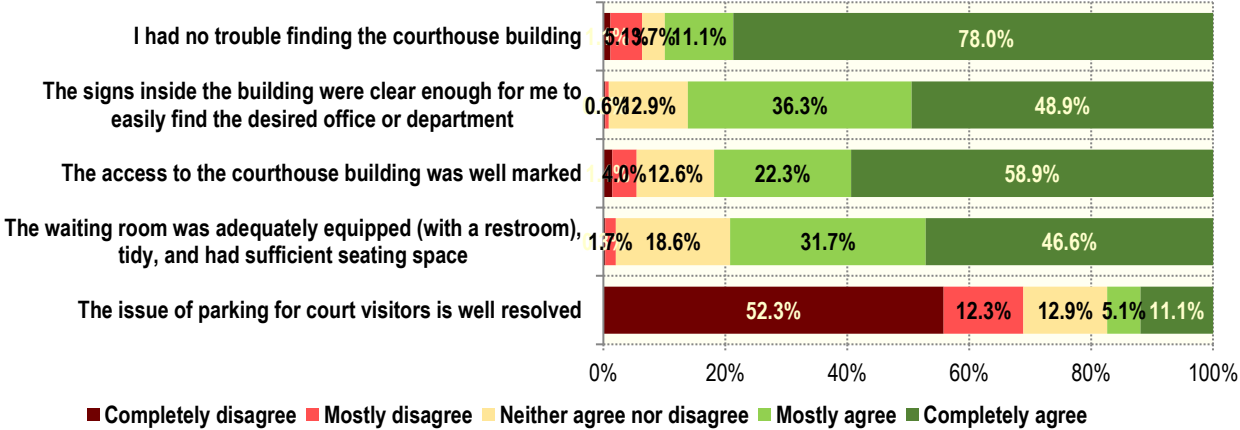
<sup>64</sup> Arithmetic mean (M)=3.38, Standard deviation (SD)=1.04, Range of results: Minimum (Min)=1, Maximum (Max)=5, number of respondents who answered the question (N)=349.

<sup>65</sup> M=4.61, SD=0.87, Min=1, Max=5, N=347.

<sup>66</sup> Entryway to the court building was marked well: M=4.34, SD=0.95, Min=1, Max=5, N=347; Signposting in the building is clear enough and I could easily locate the office or department I was searching for: M=4.34, SD=0.75, Min=1, Max=5,

the issue of parking for court visitors was assessed more negatively – the average level of agreement is 2.1<sup>67</sup>, which means that respondents “mostly disagree” with the statement that there have been good solutions to the problem of parking (See Graph 124). Percentage-wise, slightly under two thirds of respondents (65%) do not agree with the statement that there have been good solutions to the problem of visitor parking, of which 52% “completely” disagree and 12% “mostly” disagree with this statement. (See Graph 125)

**GRAPH 124. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES(N=350)**

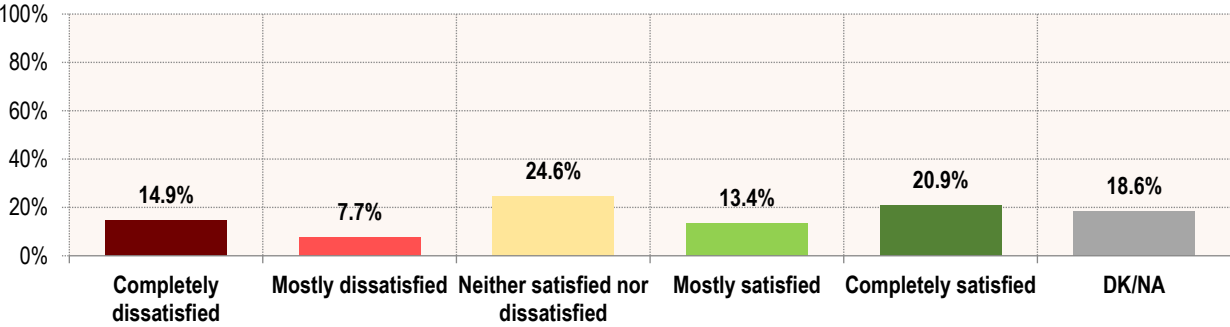


**FUNCTIONING OF THE COURT**

Satisfaction with the efficiency of enforcement of court decisions

Slightly over a third (34%) of court service respondents are satisfied with the efficiency of enforcement of court decisions. Of them, most are “completely satisfied” with the efficiency of enforcement of court decisions (21% compared to 13%). Along with a quarter of respondents (25%) who are neither satisfied nor dissatisfied, a fifth of respondents do not believe that court decisions are efficiently enforced (8% are “mostly dissatisfied” and 15% are “completely dissatisfied”). (See Graph 126). Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is 3.2.<sup>68</sup> It should be noted that a fifth of respondents (19%) did not know or wish to respond to this question.

**GRAPH 126. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=350)**



**However, the capacity in which respondents were in court has a significant effect on their views of the efficiency of enforcement of court decisions.** Namely, 73% of respondents who were at court as victim are dissatisfied with the efficiency of enforcement of court decisions (57% are completely dissatisfied and 17% are mostly dissatisfied). Respondents who were there as a party to proceedings (27%) and witness (36%) are far less likely to be dissatisfied, as are users of other court services (6%). In addition, respondents who were at court as users of other court services are

N=346; The waiting room was well-equipped (with a restroom), tidy and with enough seating: M=4.24, SD=0.84, Min=1, Max=5, N=346.

<sup>67</sup> M=2.05, SD=1.41, Min=1, Max=5, N=328.

<sup>68</sup> M=3.22, SD=1.4, Min=1, Max=5, N=285.

more likely to be completely satisfied (30%), as are those who were there as a party to court proceedings (39%), compared to respondents who were there as a victim (3%)<sup>69</sup>. (See Table 15)

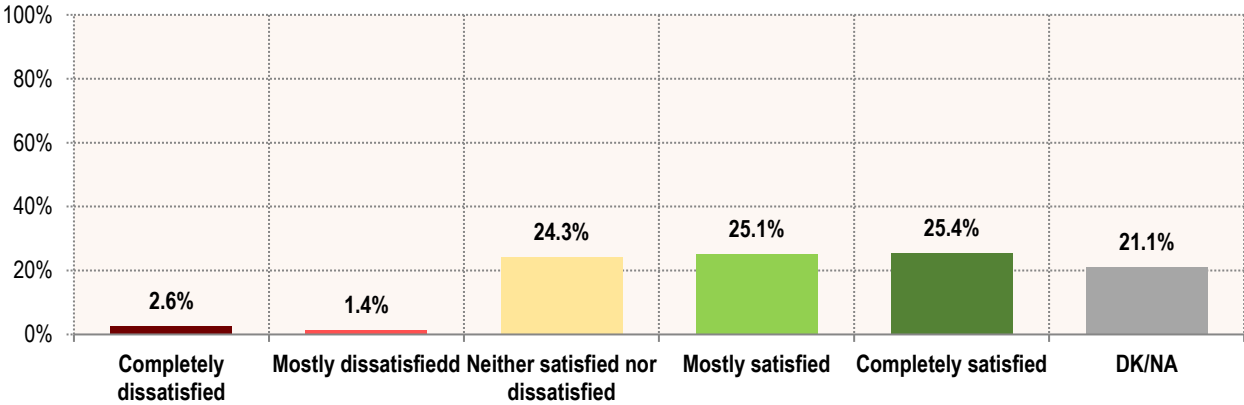
**TABLE 15. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>70</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	32	18.1%	2	14.3%	17	56.7%	1	1.6%
Mostly dissatisfied	16	9.0%	3	21.4%	5	16.7%	3	4.7%
Neither satisfied nor dissatisfied	54	30.5%	4	28.6%	5	16.7%	23	35.9%
Mostly satisfied	24	13.6%	3	21.4%	2	6.7%	18	28.1%
Completely satisfied	51	28.8%	2	14.3%	1	3.3%	19	29.7%
<b>TOTAL</b>	<b>177</b>	<b>100.0%</b>	<b>14</b>	<b>100.0%</b>	<b>30</b>	<b>100.0%</b>	<b>64</b>	<b>100.0%</b>

Punctuality of hearings

Half the respondents (51%) are satisfied with the punctuality of hearings. Of these respondents, the same percentage (25%) are “completely satisfied” and “mostly satisfied” with punctuality of hearings. Most of the other respondents (24%) are neither satisfied nor dissatisfied, while only a small number of respondents are not satisfied with punctuality of hearings (only 1% are “mostly dissatisfied” and 3% “completely dissatisfied”). (See Graph 127). Thus, the average level of satisfaction with punctuality of hearings is quite high – 3.9<sup>71</sup>.

**GRAPH 127. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=350)**



As in the previous question, **the capacity in which respondents were in court has a significant effect on their views of the punctuality of hearings**. Namely, 27% of respondents who were at court as victim are dissatisfied with the efficiency of punctuality of hearings (20% are completely dissatisfied and 7% are mostly dissatisfied). Respondents who were in court as a party to proceedings (3%) are less likely to be dissatisfied; there were no users of other court services and those who were there as a witness who were dissatisfied (0%). In addition, respondents who were at court as users of other court services are more likely to be completely satisfied (37%), as are those who were there as a party to court proceedings (35%) and witness (29%) compared to respondents who were there as a victim (15%)<sup>72</sup>. (See Table 16)

**TABLE 16. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – by capacity in which respondents were at court<sup>73</sup>**

<sup>69</sup> As a victim in a criminal case: M=1.83; as witness: M=3.00, as party to proceedings: M=3.58; as user of other court services: M=3.90.

<sup>70</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=65)

<sup>71</sup> M=3.88, SD=0.99, Min=1, Max=5, N=276.

<sup>72</sup> As a victim in a criminal case: M=2.90; as witness: M=3.94, as party to proceedings: M=3.97; as user of other court services: M=4.13.

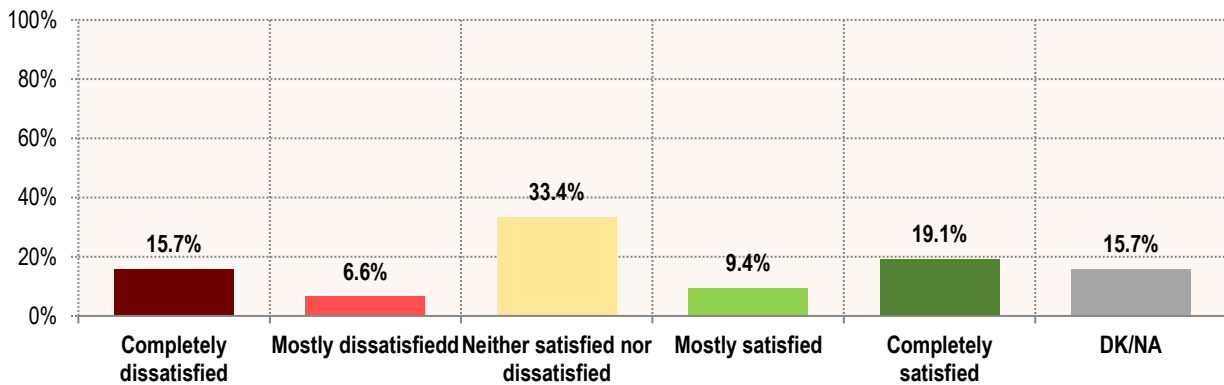
<sup>73</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=74),

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	3	1.6%	0	0.0%	6	20.0%	0	0.0%
Mostly dissatisfied	3	1.6%	0	0.0%	2	6.7%	0	0.0%
Neither satisfied nor dissatisfied	54	29.5%	6	35.3%	14	46.7%	11	23.9%
Mostly satisfied	59	32.2%	6	35.3%	5	16.7%	18	39.1%
Completely satisfied	64	35.0%	5	29.4%	3	10.0%	17	37.0%
<b>TOTAL</b>	<b>183</b>	<b>100.0%</b>	<b>17</b>	<b>100.0%</b>	<b>30</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>

Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is at a slightly lower level. Namely, 29% of respondents are satisfied with the simplicity/complexity of court procedures (19% are “completely” and 9% “mostly” satisfied). Most of the remaining respondents (33%) are neither satisfied nor dissatisfied, and a lesser percentage of respondents expressed their dissatisfaction with what they perceive as complex court procedures (16% are “completely” dissatisfied and 7% are “mostly” dissatisfied). (See Graph 128). Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.1<sup>74</sup>.

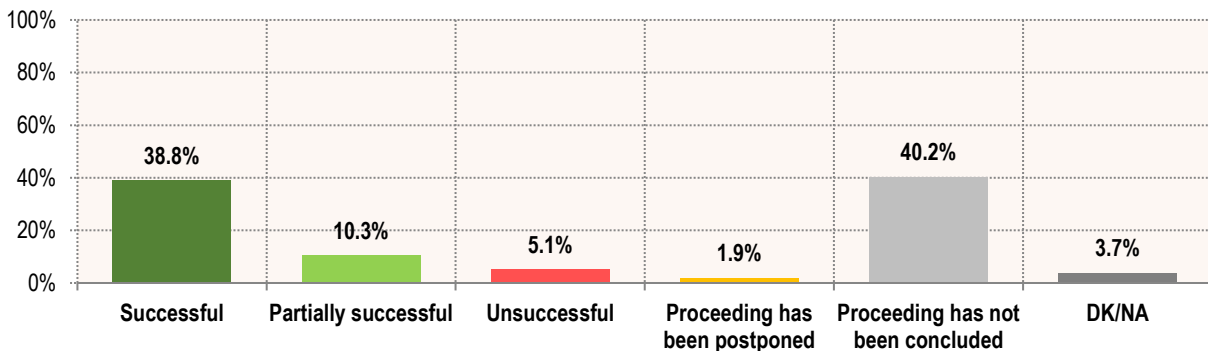
**GRAPH 128. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=350)**



Outcome of respondents' cases

Two fifths of respondents (39%) stated that their case was successfully concluded. A tenth (10%) said that they had a partially successful outcome and 5% an unsuccessful outcome. 40% of respondents stated that their case is ongoing or that they are still unaware of the outcome, while 2% of respondents had their case delayed. (See Graph 129)

**GRAPH 129. WHAT WAS THE OUTCOME OF YOUR CASE? (N=214)**



Analysis based on the capacity in which respondents were in court indicates that **most respondents who answered this question were in court as a party to proceedings (86%), and that they are more likely to be satisfied with the**

<sup>74</sup> M=3.12, SD=1.36, Min=1, Max=5, N=295.

outcome of their case than those who were there as victim. Namely, 45% of respondents who were there as a party to proceedings stated their case had been successfully resolved compared to only 3% of respondents who were there as a victim in a criminal case. In addition, victims were more likely than parties to proceedings to say that their case has not yet been resolved (73% compared to 35%) or that their case had an unsuccessful outcome (13% compared to 4%). (See Table 17)

TABLE 17. WHAT WAS THE OUTCOME OF YOUR CASE? – by capacity in which respondents were at court

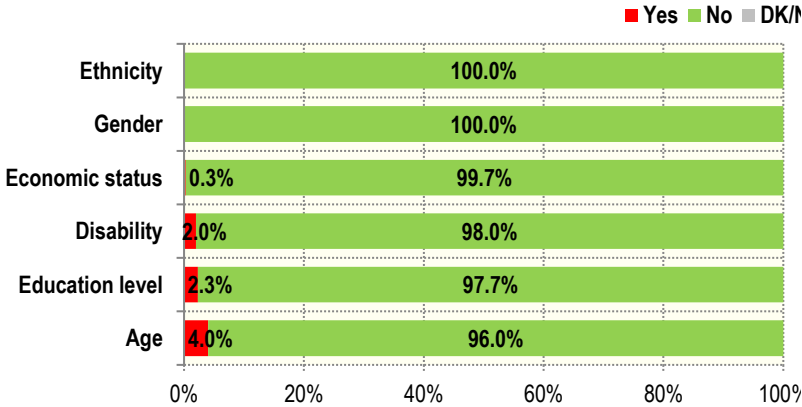
	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Successful	82	44.6%	1	3.3%
Somewhat successful	22	12.0%	0	0.0%
Unsuccessful	7	3.8%	4	13.3%
Proceeding has been postponed	3	1.6%	1	3.3%
Proceeding has not been concluded	64	34.8%	22	73.3%
DK/NA	6	3.3%	2	6.7%
<b>TOTAL</b>	<b>184</b>	<b>100.0%</b>	<b>30</b>	<b>100.0%</b>

**ACCESSIBILITY OF COURT SERVICES**

Effect of socio-demographic characteristics on access to court services

Respondents' socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts. Namely, 4% of respondents said that their age had an effect on their ability to access court services, 2% of respondents said the same of their education level and disability, while one respondent said that their economic status negatively affected their ability to access court services. No respondents said that their gender or ethnicity affected their access to court services. (See Graph 130)

GRAPH 130. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=350)

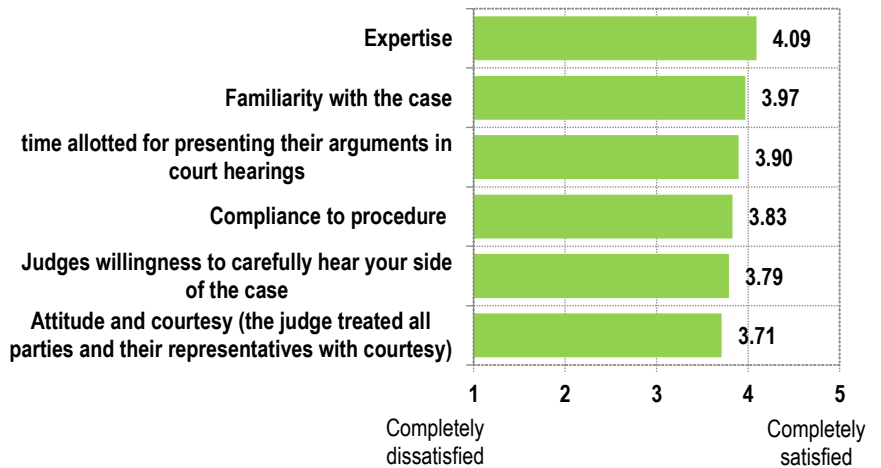




Satisfaction with specific aspects of the work of judges

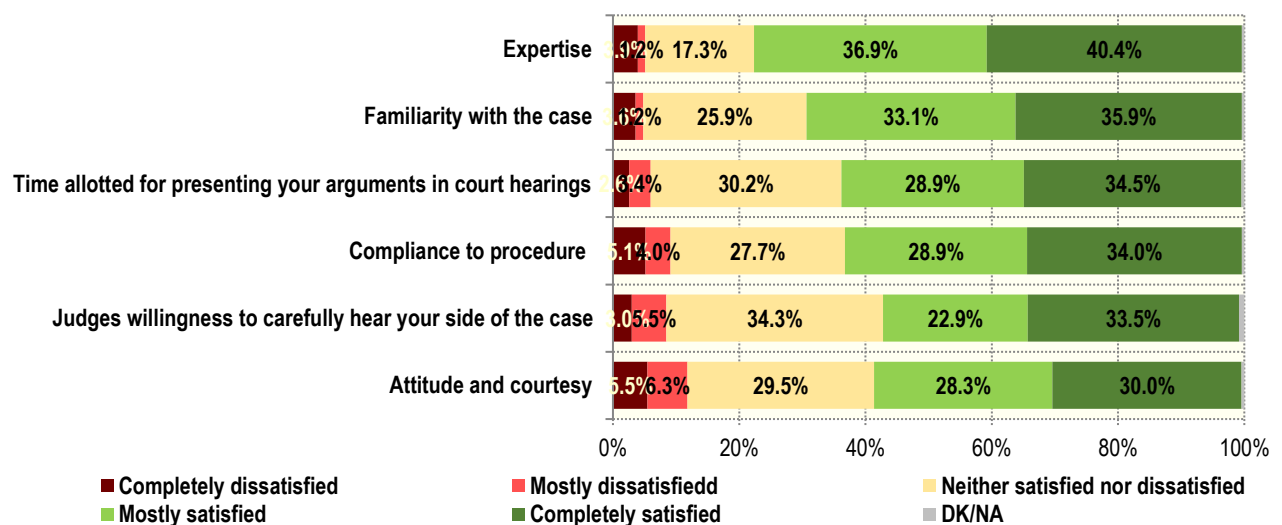
When it comes to various aspects of the work of judges, respondents tend to be most satisfied with their expertise/professionalism<sup>75</sup>. This is followed by judges' familiarity with their case, the time allowed for presenting their arguments, compliance with procedure and willingness to carefully hear their side of the case<sup>76</sup>. They are least likely to be satisfied with the how judges treat all parties and their representatives (whether they treated with courtesy), but it should be noted that respondent satisfaction with this aspect of the work of judges is also high – the average level of satisfaction is 4 (“mostly satisfied”) <sup>77</sup>. (See Graph 131). Percentage-wise, the

**GRAPH 131. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



percentage of respondents who are “mostly” or “completely” dissatisfied with certain aspects of the work of judges ranges from 12% for their behavior towards parties and their representatives to 5% for their familiarity with the case and their expertise/professionalism. (See Graph 132).

**GRAPH 132. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



Attitude and courtesy of court staff

Almost three fifths of respondents (57%) are satisfied with the attitude and courtesy of court staff. Of these respondents, an equal percentage are “completely” satisfied (30%) and “mostly” satisfied (27%) with this characteristic. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (30%), while very few respondents stated

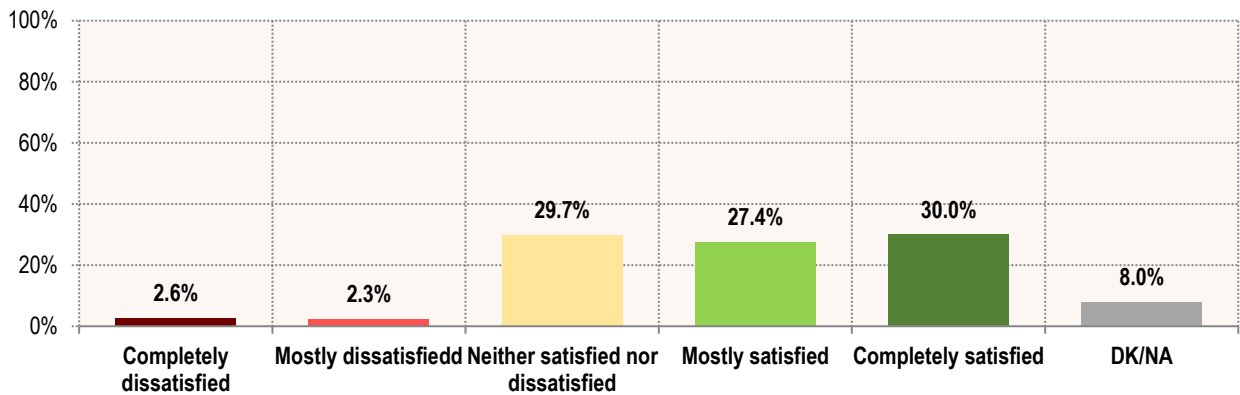
<sup>75</sup> M=4.09, SD=0.99, Min=1, Max=5, N=236

<sup>76</sup> Familiarity with the case: M=3.97, SD=1.00, Min=1, Max=5, N=250; Time allowed for presenting their arguments at hearings: M=3.90, SD=1.01, Min=1, Max=5, N=234; Compliance with procedure: M=3.83, SD=1.10, Min=1, Max=5, N=252; Willingness to carefully hear your side of the case: M=3.79, SD=1.07, Min=1, Max=5, N=234.

<sup>77</sup> M=3.71, SD=1.13, Min=1, Max=5, N=236

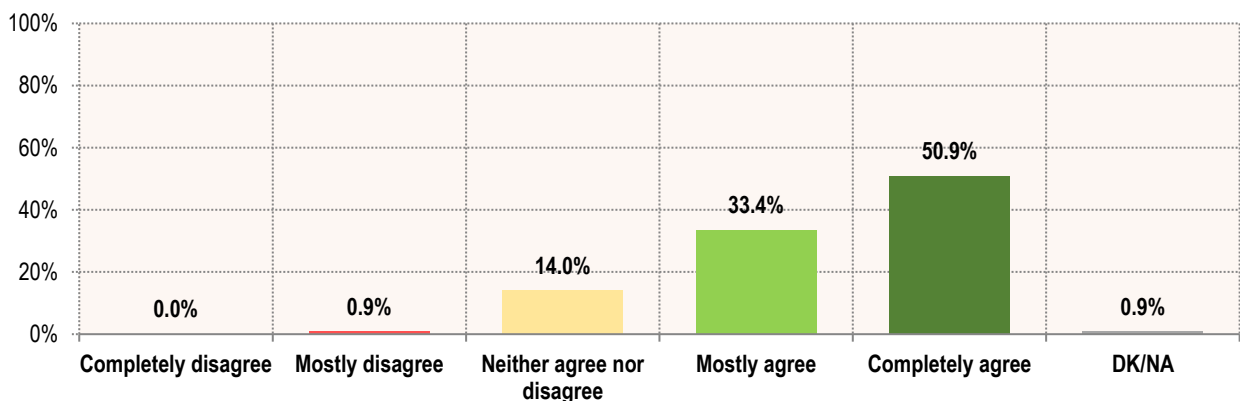
that court staff did not treat them with courtesy (3% are “completely” dissatisfied and 2% are “mostly” dissatisfied). (See Graph 133). Thus, the average level of satisfaction with the courtesy shown by court staff is 3.9<sup>78</sup>.

**GRAPH 133. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=350)**



Assessment of the courtesy shown by staff respondents encountered at the court entrance and during security checks is even more positive. Namely, 84% of respondents stated that they were treated with courtesy, of which 51% “completely” and 33% “mostly” agree with this statement. Slightly over a tenth (14%) neither agree nor disagree with this statement, while 0.9% “mostly” and no respondents “completely” disagree with it. (See Graph 134). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.3.<sup>79</sup>

**GRAPH 134. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK“ (N=350)**



Satisfaction with the information provided by the court

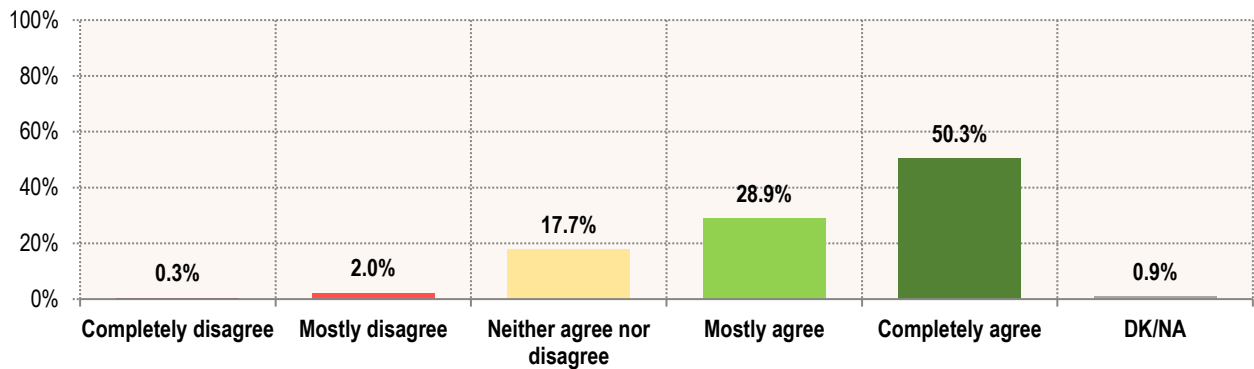
Half the respondents (50%) stated that court employees provided them with all necessary information. 29% of respondents “mostly” agree with this statement. Along with 18% of respondents who have a neutral attitude, very few disagree with it (2% “mostly” and 0.3% “completely” disagree with it). (See Graph 135). Thus, the average level of agreement with the statement “court employees provided me with all necessary information” is 4.3<sup>80</sup>.

<sup>78</sup> M=3.87, SD=0.99, Min=1, Max=5, N=322.

<sup>79</sup> M=4.35, SD=0.75, Min=1, Max=5, N=347.

<sup>80</sup> M=4.28, SD=0.85, Min=1, Max=5, N=347.

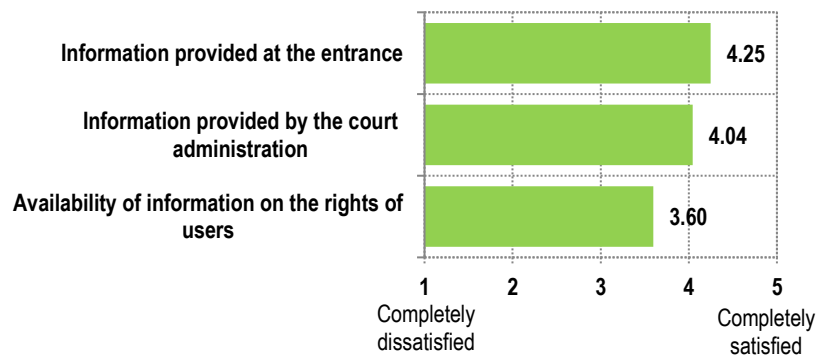
**GRAPH 135. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION“ (N=350)**



Satisfaction with availability of information

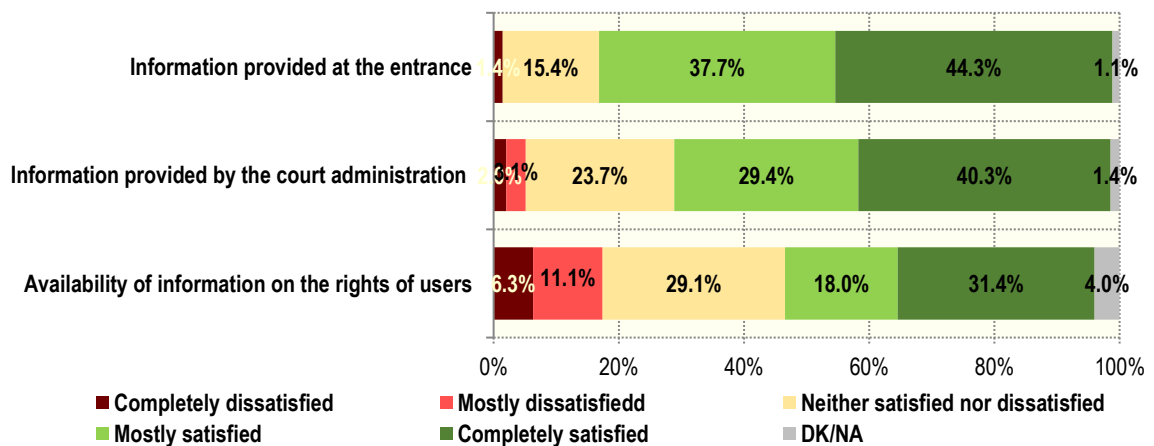
Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and information related to the rights of court services respondents) indicate that they are generally satisfied – they are most satisfied with the information provided at the court entrance (average level of satisfaction is 4.3)<sup>81</sup>, followed by information provided by the court administration (4)<sup>82</sup>, while the average level of satisfaction with the availability of information on the rights of respondents is somewhat lower (3.6)<sup>83</sup>.

**GRAPH 136. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**



(See Graph 136). Percentage-wise, the percentages of respondents who are “mostly” or “completely” dissatisfied with the available information are very similar. They range from 6% for availability of information on their rights/user rights to 5% for information provided by the court administration and information they receive at the court entrance. (See Graph 137)

**GRAPH 137. SATISFACTION WITH AVAILABLE INFORMATION (N=350)**



Satisfaction with clarity of information

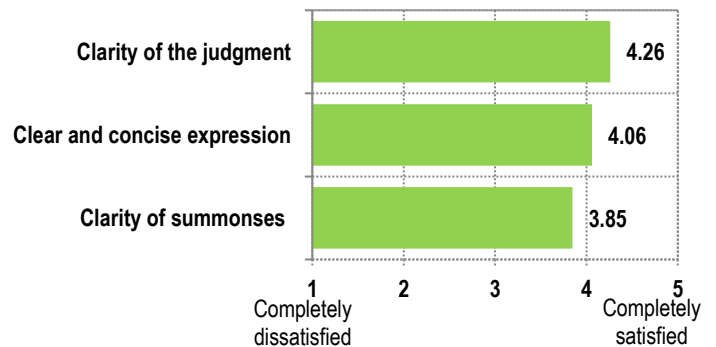
<sup>81</sup> M=4.25, SD=0.82, Min=1, Max=5, N=346.

<sup>82</sup> M=4.04, SD=0.98, Min=1, Max=5, N=345.

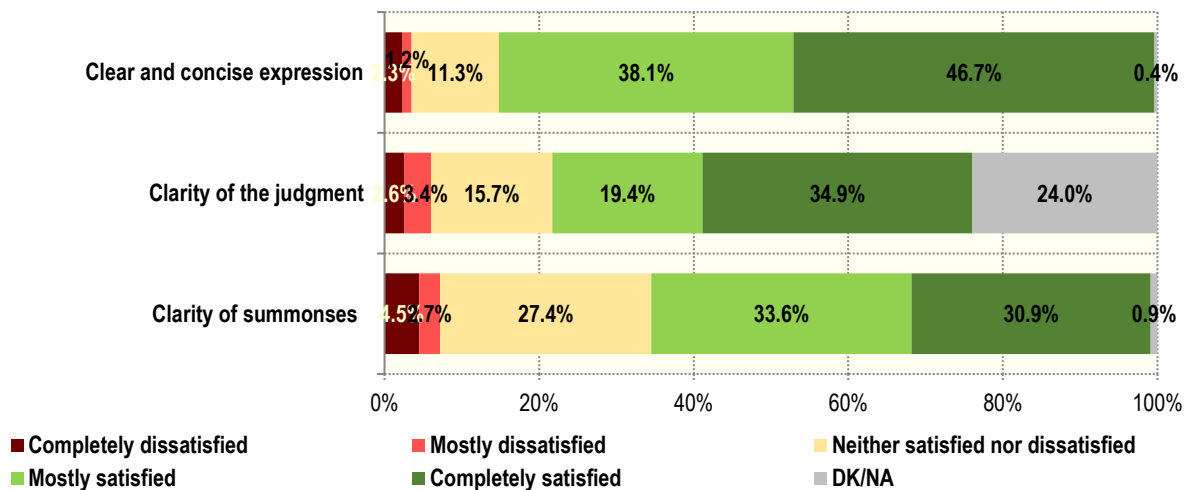
<sup>83</sup> M=3.60, SD=1.24, Min=1, Max=5, N=336.

Respondents are also quite satisfied with the clarity of information provided by court – the average level of satisfaction ranges from 4.3 for clarity of judges’ expression, to 4.1 for clarity of judgements/decisions, to 3.8 for clarity of summonses.<sup>84</sup> (See Graph 138). Percentage-wise, percentages of respondents who are “completely” or “mostly” dissatisfied with the clarity of information provided by court are very similar to each other. They range from 7% for clarity of judgements/decisions to 6% for clarity of summonses, to 3% for clarity of judges’ expression. (See Graph 139)

**GRAPH 138. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



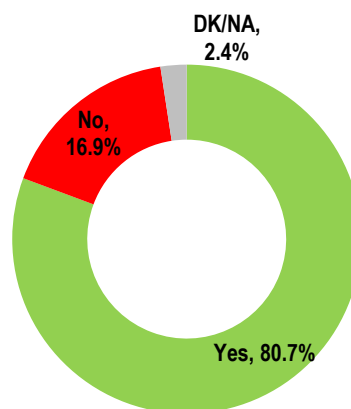
**GRAPH 139. SATISFACTION WITH THE CLARITY OF INFORMATION (N<sub>1</sub>=257, N<sub>2</sub>=350, N<sub>3</sub>=233)**



Satisfaction with availability of relevant documents

The majority of respondents (81%) stated that relevant documents were made available to them on time, i.e. prior to the hearing, while 17% said that this was not the case. (See Graph 140).

**GRAPH 140. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=207)**

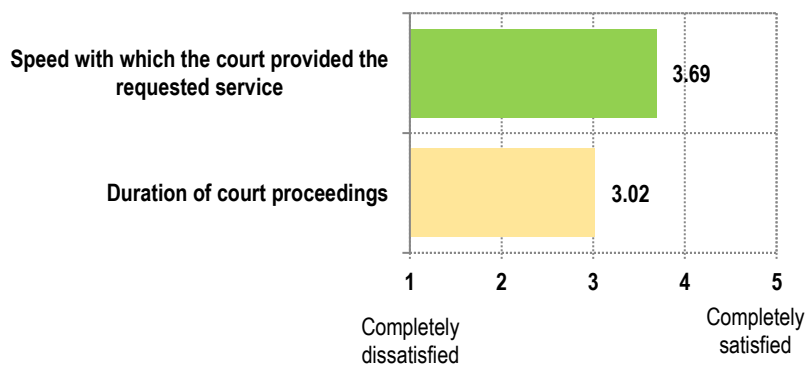


Satisfaction with the speed of provision of court services

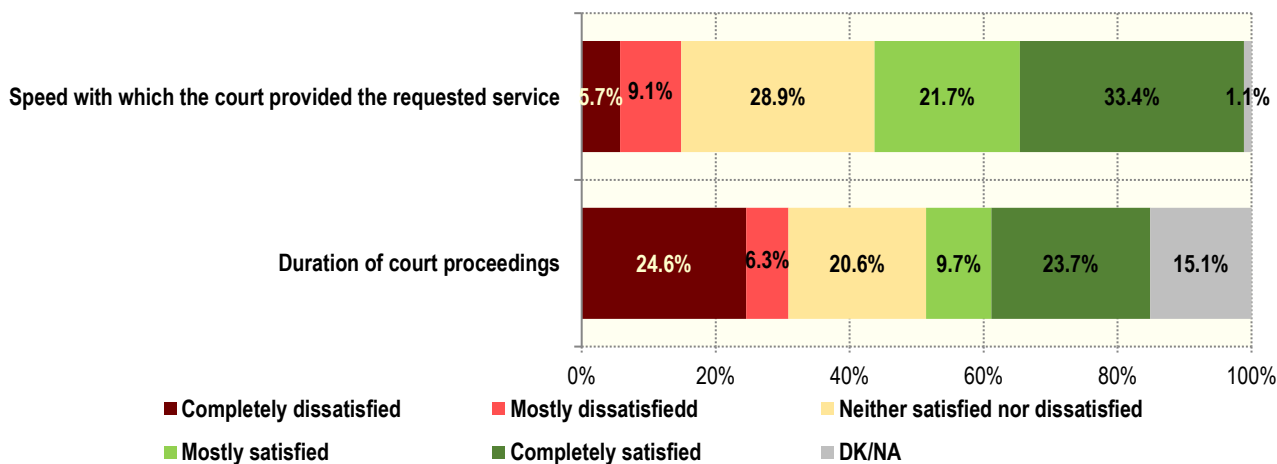
<sup>84</sup> Clarity of judges’ expression: M=4.26, SD=0.88, Min=1, Max=5, N=256; Clarity of summonses: M=4.06, SD=1.07, Min=1, Max=5, N=266; Clarity of judgements/decisions: M=3.85, SD=1.04, Min=1, Max=5, N=221.

Satisfaction with the speed of provision of court services and duration of proceedings is significantly lower compared to satisfaction with availability and clarity of information, with the average level of satisfaction being 3.0 for duration of court proceedings, to 3.7 for the speed with which the court provided the requested service<sup>85</sup>, which falls under “mostly satisfied”. (See Graph 141). In terms of percentage, the percentage of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court operations ranges from 31% for duration of proceedings to 15% for the speed with which the court provided the requested service. (See Graph 142).

**GRAPH 141. AVERAGE SATISFACTION WITH THE SPEED OF COURT OPERATIONS**



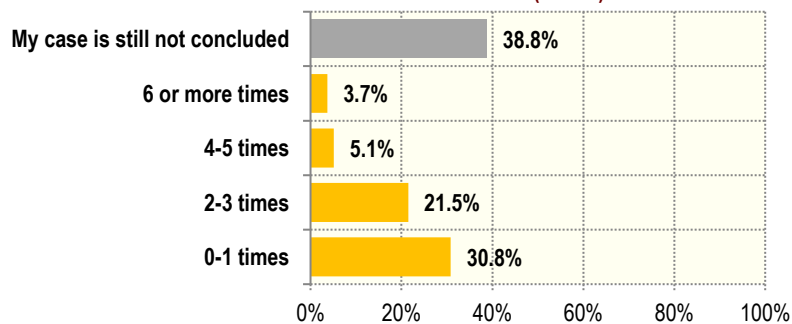
**GRAPH 142. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=350)**



Number of visits to court required to resolve the case

Around a third of respondents (31%) said that they or their lawyers had to attend court only once. This is followed by those who had to come to court two to three times before their case was concluded (21%). Few respondents needed to visit the court four to five times (5%) or six or more times (4%) to resolve their case. However, almost two fifths of respondents (39%) could not respond to this question as their cases still have not been concluded. (See Graph 143)

**GRAPH 143. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=214)**



However, this result is the consequence of the fact that respondents who were in court in the capacity of party to proceedings, and who make up the majority of respondents who answered this question (86%), tended to require

<sup>85</sup> The speed with which the court provided the requested service: M=3.69, SD=1.19, Min=1, Max=5, N=346; Duration of proceedings: M=3.02, SD=1.57, Min=1, Max=5, N=233.

fewer court visits than those who were victims in a criminal case. Namely, over a third of parties and only 3% of victims stated that they had to attend court once or not at all to conclude their case. In contrast, victims were far more likely to say that their case has still not been concluded (63% compared to 35%) and that they had to attend court four or more times (26% compared to 7%). (See Table 18).

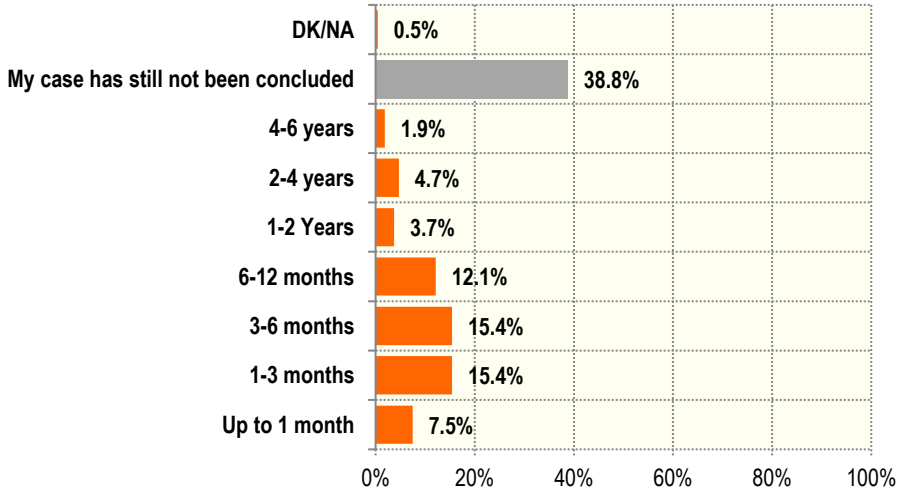
TABLE 18. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE – by capacity in which respondents were at court

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
0-1 times	65	35.3%	1	3.3%
2-3 times	43	23.4%	3	10.0%
4-5 times	7	3.8%	4	13.3%
6 or more times	5	2.7%	3	10.0%
My case is still not concluded	64	34.8%	19	63.3%
TOTAL	184	100.0%	30	100.0%

The timeframe between initiation of court proceedings and delivery of judgements

When it comes to the timeframe between initiation of court proceedings and delivery of judgements, slightly under a quarter of respondents (23%) stated that their case was resolved in under three months. Significantly fewer respondents stated that it took less than a month (8%) and between one to three months (15%). Same percentage of respondents (15%) said it took three to six months and 12% said six months to a year. Few respondents stated that it took more than a year (4% one to two years, 5% waited between two to four years, 2% four to six years). Similarly to the previous question, almost two fifths of respondents stated that their case has not yet been resolved, pointing out that on average it has been going on for over two years (from day of the survey to 27 years)<sup>86</sup>. (See Graph 144).

GRAPH 144. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=214)



However, most of the respondents were in court in the capacity of a party to proceedings (86%), and they are significantly more likely to state that it took less time for their case to be concluded compared to those who were in court in the capacity of victim. Namely, 45% of respondents who were in court as a party to proceedings and no (0%) respondents who were there as a victim stated that it took up to 6 months for their case to be resolved. On the other hand, victims are significantly more likely than parties to say that their case has not yet been concluded (63% compared to 35%) and that it took two to four years (17% compared to 3%). (See Table 19).

TABLE 19. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT – by capacity in which respondents were at court

	Party to proceedings	Victim in criminal proceedings
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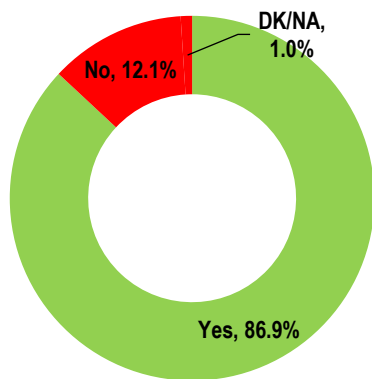
<sup>86</sup> M=32.03 months, SD=51.47, Min=0, Max=324, N=82.

	N	%	N	%
Up to 1 month	16	8.7%	0	0.0%
1-3 months	33	17.9%	0	0.0%
3-6 months	33	17.9%	0	0.0%
6-12 months	23	12.5%	3	10.0%
1-2 years	6	3.3%	2	6.7%
2-4 years	5	2.7%	5	16.7%
4-6 years	3	1.6%	1	3.3%
My case has still not been concluded	64	34.8%	19	63.3%
DK/NA	1	0.5%	0	0.0%
<b>TOTAL</b>	<b>184</b>	<b>100.0%</b>	<b>30</b>	<b>100.0%</b>

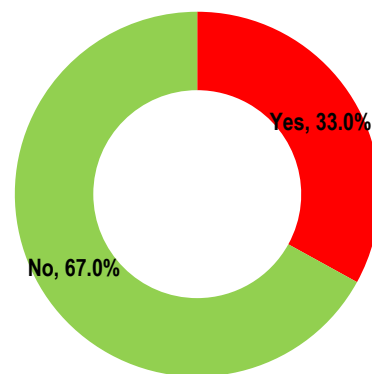
### Schedule of hearings

For 87% of respondents whose proceedings included a hearing, the hearing took place as scheduled. 67% of respondents said that their hearing had not been postponed, while 33% had the opposite experience. (See Graphs 145 and 146).

GRAPH 145. DID THE HEARING BEGIN ON TIME? (N=199)



GRAPH 146. WAS THE HEARING POSTPONED TO ANOTHER DAY (N=206)

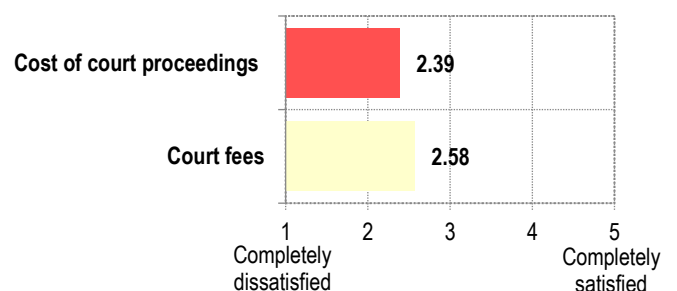


### Court costs

Satisfaction with the cost of court services is overall significantly lower than with other segments of the work of the court.

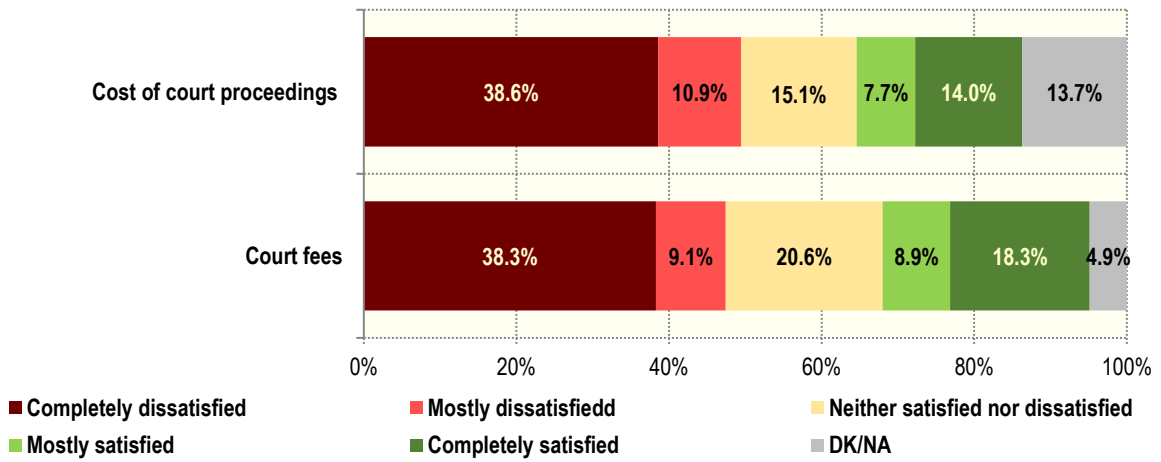
Namely, the average level of satisfaction with costs of costs of court proceedings is 2.4 and 2.6 for costs of court appointed (administrative) fees (2.6) – neither satisfied nor dissatisfied.<sup>87</sup> (See Graph 143.) Percentage-wise, the percentages of respondents who are dissatisfied (“mostly” or “completely”) with costs of court services, are 47% for costs of court appointed administrative fees and 49% for costs of court proceedings. (See Graph 144.)

GRAPH 147. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES



<sup>87</sup> Court fees: M=2.58, SD=1.55, Min=1, Max=5, N=333; Costs of court proceedings: M=2.39, SD=1.51, Min=1, Max=5, N=302.

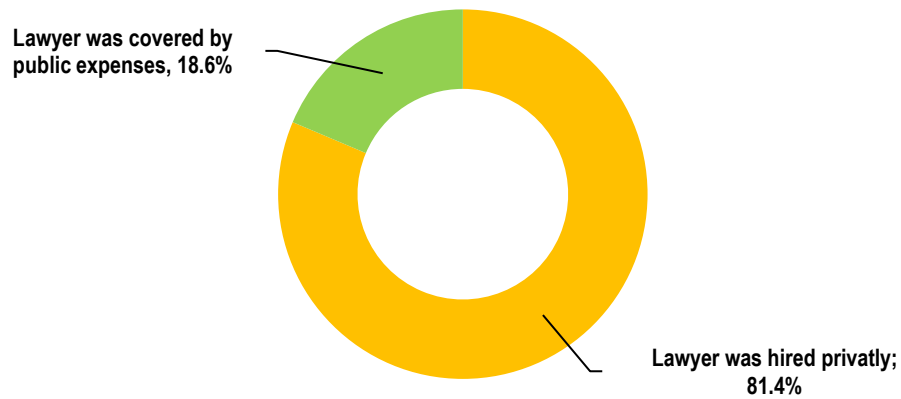
**GRAPH 148. SATISFACTION WITH THE COST OF COURT SERVICES (N=350)**



Hiring a lawyer

Nearly two fifths of respondents (38%) stated that they were represented by a lawyer in court and most of them (81%) had hired the lawyer privately. Meanwhile, a fifth of respondents (19%) had been provided with a lawyer at public expense. (See Graph 149)

**GRAPH 149. ENGAGING THE SERVICES OF A LAWYER (N=102)**



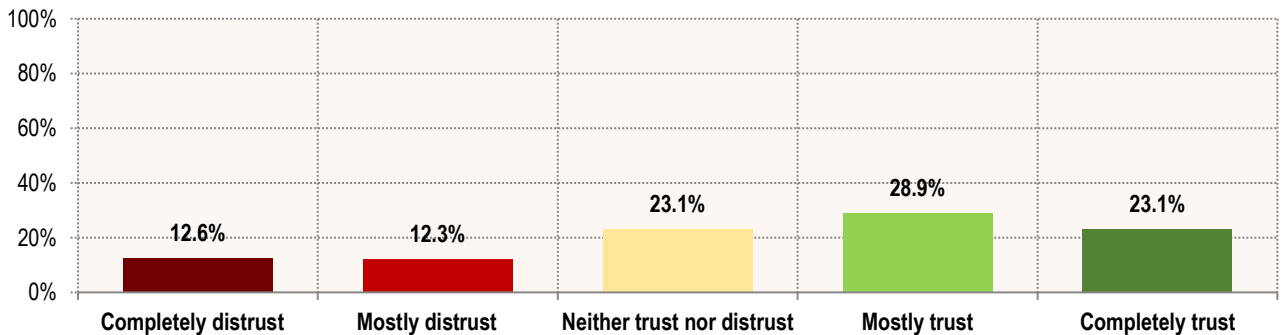


## 5.2.2. CONFIDENCE IN THE WORK OF THE COURT

### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

Slightly over half the respondents (52%) stated that they are confident in the work of the court; a higher percentage said that they are “mostly” confident than “completely” confident (29% compared to 23%). Along with 23% of respondents who neither trust nor distrust this work, a tenth of respondents stated that they “mostly” (12%) and “completely” (13%) distrust the work of the court. (See Graph 150). Thus, the average level of confidence in the work of the court is 3.4<sup>88</sup>.

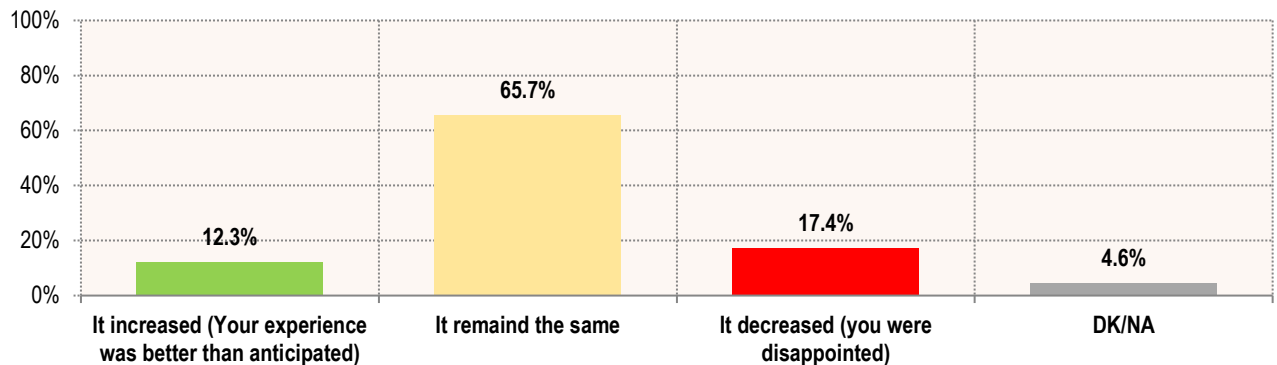
**GRAPH 150. OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT (N=350)**



### Effect of respondents’ most recent visit to court on their level of confidence in the judiciary

Two thirds of respondents (66%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal extent, that their experience with their most recent visit to the court led to an increase and to a decrease in their confidence in the judiciary. Namely, this experience was better than expected for 12% of respondents and was disappointing for 17% of them. (See Graph 151).

**GRAPH 151. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=350)**



### ASSESSMENT OF JUDGES’ INDEPENDENCE AND IMPARTIALITY

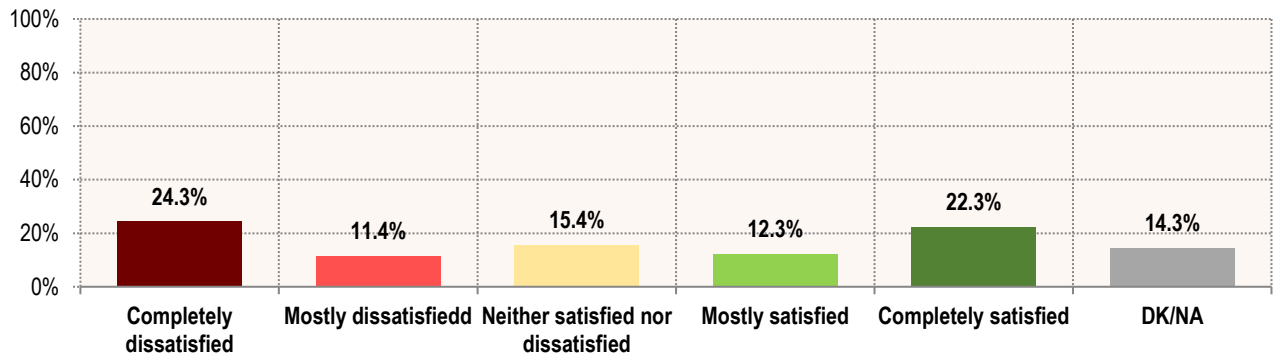
#### Assessment of judges’ impartiality

Slightly over a third of respondents (35%) stated that they are satisfied with the work of judges and believe that they treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation (24% are “completely” satisfied and 11% are “mostly” satisfied). Along with 15% of those respondents who have a neutral stance, 45% have a negative assessment of judges’ impartiality (12% are “completely” dissatisfied, 12% are “mostly” dissatisfied). (See Graph 152). Thus, the average level of satisfaction with the impartiality of judges is 3.0<sup>89</sup>.

<sup>88</sup> M=3.38, SD=1.30, Min=1, Max=5, N=350.

<sup>89</sup> M=2.96, SD=1.57, Min=1, Max=5, N=300.

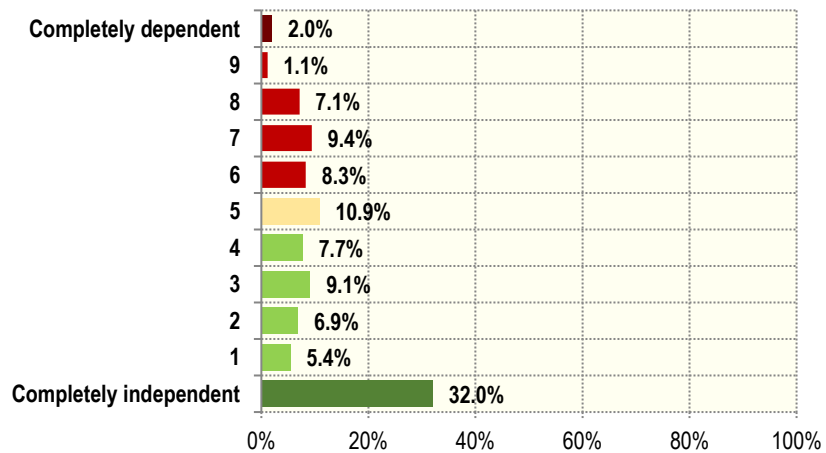
**GRAPH 152. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=350)**



Assessment of judges' independence

When it comes to assessment of judges' independence, almost a third of respondents (32%) believe that the judges were "completely independent"<sup>90</sup> in conducting their court proceeding. Another 29% believe that they were "mostly" independent in conducting court proceedings. Along with 11% of respondents who gave this a neutral assessment, 26% believe that they were "mostly" not independent in conducting court proceedings, and 2% that they were "not at all independent" (See Graph 153). Thus, the average assessment of judges' independence in conducting court proceedings (on a scale of 0 to 10 where 0 is "completely independent" and 10 is "not at all independent") is 3.4<sup>91</sup>.

**GRAPH 153. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS "COMPLETELY INDEPENDENT" AND 10 IS "NOT INDEPENDENT AT ALL"? (N=350)**

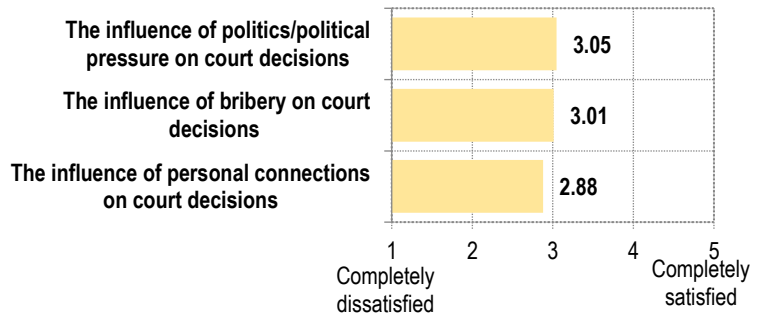


<sup>90</sup> An independent judge is one who is free from political or any other inappropriate pressure and influence

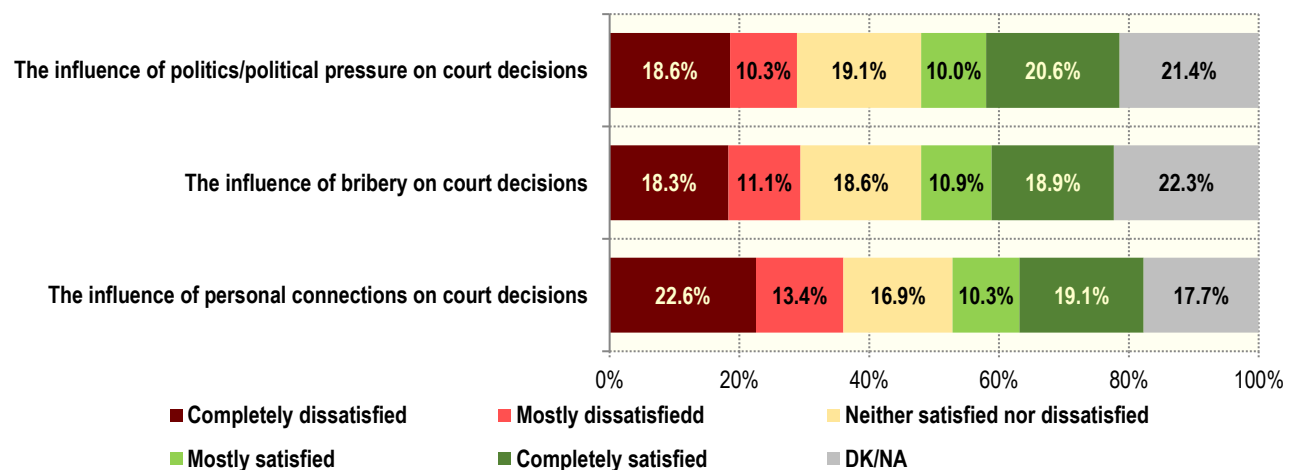
<sup>91</sup> M=3.35, SD=3.00, Min=0, Max=10, N=350.

However, data on the perception of various types of factors that affect judicial decisions indicates that respondents who believe that the judge was (mostly) independent in conducting proceedings also believe that certain factors that influence judicial decisions are present. Namely, slightly over a third of respondents are dissatisfied because they believe that bribes influence judicial decisions (36%). The same percentage of respondents are dissatisfied with the effect of bribes and political pressure on judicial decisions (29%). (See Graph 155). Thus, the average level of satisfaction with the presence of factors that influence judicial decisions is almost the same for all three factors (bribers and politics: 3.0, personal relationships: 2.9).<sup>92</sup>

**GRAPH 154. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO BASIC COURT IN BIJELJINA**



**GRAPH 155. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO BASIC COURT IN BIJELJINA (N=350)**



**PERCEPTION OF FAIRNESS**

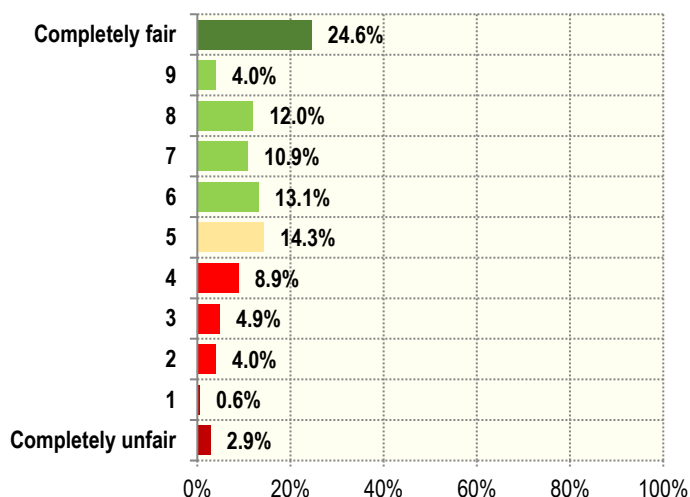
Perception of fairness in the treatment of respondents in court

When it comes to fairness, a quarter of respondents (25%) believe that they were treated completely fairly in court. Another 40% believe that they were treated “mostly” fairly. Along with 14% of respondents who gave this an “average grade”, 18% of respondents believe that they were treated “mostly” unfairly and 3% believe that they were treated “completely” unfairly. (See Graph 156). Thus, the average assessment of fairness is 6.6<sup>93</sup> (on a scale of 0 to 10, where 0 is “completely unfairly” and 10 “completely fairly”).

**GRAPH 156. BEFORE TODAY’S/YOUR MOST RECENT VISIT TO COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT, ON A SCALE OF 0 TO 10, WHERE 0 IS “NOT FAIRLY AT ALL” AND 10 IS “COMPLETELY FAIRLY”? (N=350)**

<sup>92</sup> Influence of personal relationships on judicial decisions: M=2.88, SD=1.52, Min=1, Max=5, N=288; Influence of bribes on judicial decisions: M=3.01, SD=1.48, Min=1, Max=5, N=272; Influence of politics/political pressure on judicial decisions: M=3.05, SD=1.50, Min=1, Max=5, N=275.

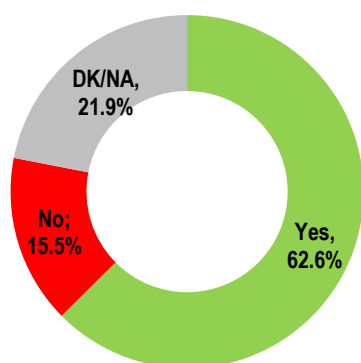
<sup>93</sup> M=6.63, SD=2.69, Min=0, Max=10, N=350.



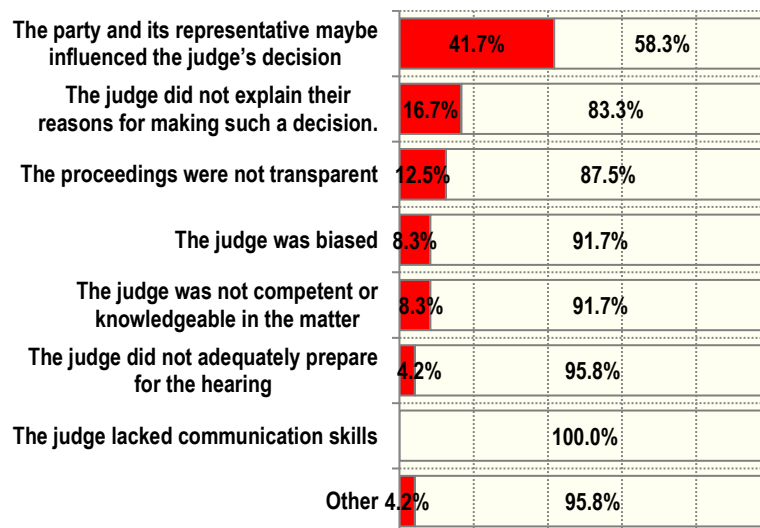
Perception of how fairly respondents' cases will be resolved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, over three fifths of them (63%) of them are certain that their case will be/has been judged fairly, while 15% believe the opposite. However, it should be noted that a fifth of respondents (22%) do not know whether their case will be judged fairly or not. (See Graph 157). Respondents who believe that their case has not been/will not be judged fairly (N=24) as a reason state that the party or its representative maybe influenced the judge's decision (42%, N=10). This is in line with their assessments of the influence of personal relationship, bribes and politics on judicial decisions. Other reasons were rarely mentioned. (See Graph 158)

**GRAPH 157. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=155)**



**GRAPH 158. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=24)**

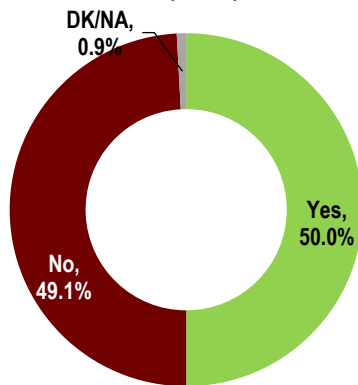


5.2.3. FAMILIARITY WITH THE ROLE AND ACTIVITIES OF THE HJPC BiH

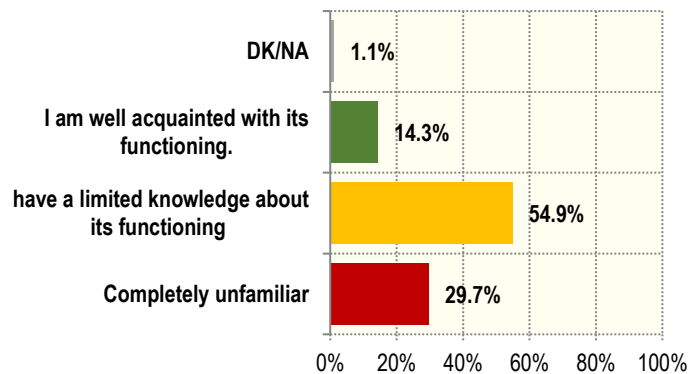
Familiarity with the activities of the HJPC BiH

Half the respondents (50%) have heard of the High Judicial and Prosecutorial Council of BiH. (See Graph 159). However, almost a third of them (30%) stated that they are not familiar with its work, while more than half said that they knew something about it (55%). This means that only 14% of respondents believe that they are very familiar with the activities of the HJPC BiH. (See Graph 160)

GRAPH 159. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=350)



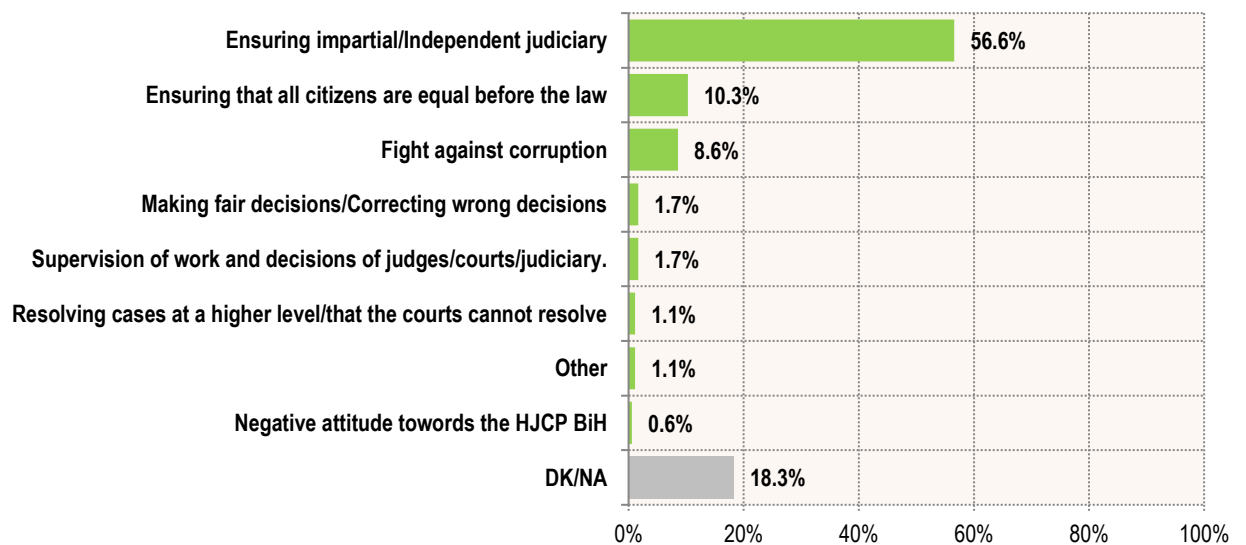
GRAPH 160. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=175)



Perception of the primary role of the HJPC BiH

Most respondents, over half of them (57%), who have heard of the HJPC BiH believe that its primary role is to ensure the fairness/impartiality/independence of the judiciary. Significantly fewer, around a tenth (10%), believe that its role is to protect the rights of citizens i.e. ensure that they are all equal before the law and to fight corruption (9%). Under a fifth of respondents (18%) did not wish or know how to respond to this question.<sup>94</sup> (See Graph 161)

GRAPH 161. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BIH? (N=175)

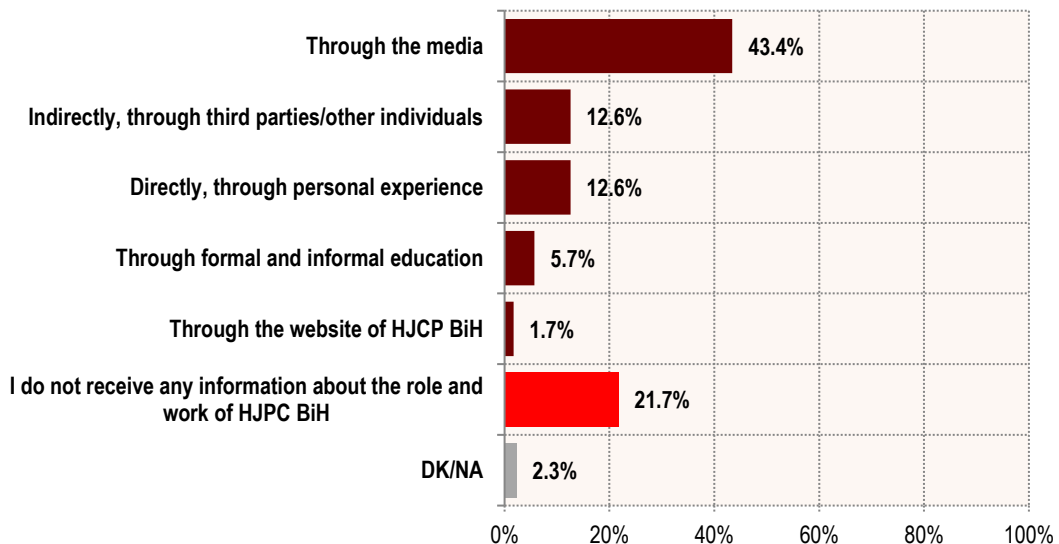


<sup>94</sup> The items: “To act as a regulatory/supervisory/control body for the work of courts and judges”; “To ensure the fairness/impartiality/independence of the judiciary”; “To appoint judges and prosecutors”; and “To protect the rights of citizens/all citizens are equal before the law” fall under the role of regulatory body and constitute its primary competences.

### Sources of information on the role and activities of the HJPC BiH

Most respondents (43%) cited the media as their primary source of information about the role and work of the HJPC BiH. An equal percentage of respondents cited personal experience and third parties as their primary source of information (13% each). 6% of respondents cited formal and informal education as their primary source of information, while very few (2%) said it was the HJPC BiH’s official website. Furthermore, over a fifth of respondents said they have no source of information about the role and activities of the HJPC BiH. (See Graph 162)

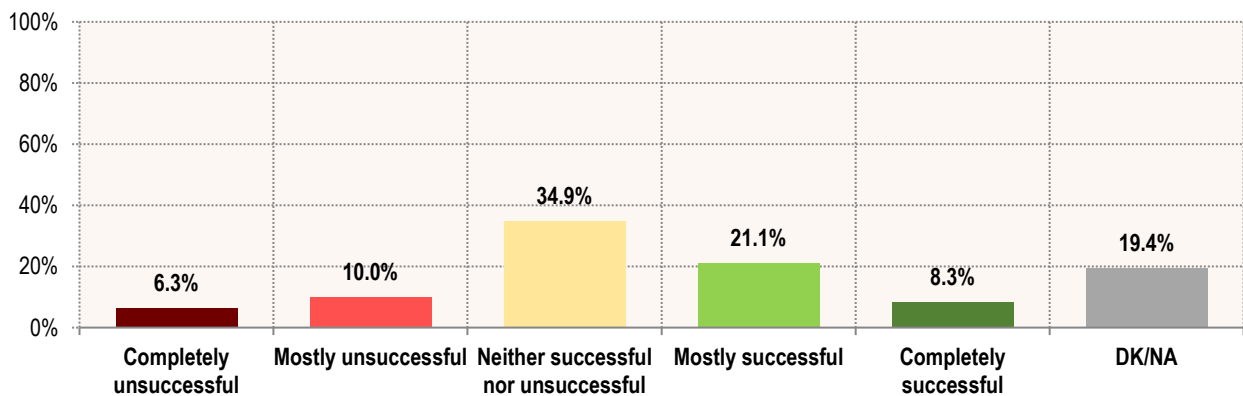
**GRAPH 162. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=175)**



### Assessment of the work of the HJPC BiH

Over a quarter of respondents (29%) have a positive assessment of the work of the HJPC BiH. However, it should be noted that most of them believe that the activities of the HJPC BiH have thus far been “mostly” successful (21%), while only 8% believe that they have been “completely” successful. Meanwhile, 16% of respondents perceive the activities of the HJPC BiH as being unsuccessful (10% believe them to be “mostly” unsuccessful and 6% “completely” unsuccessful). The remaining participants have a neutral assessment (35%) or did not know or wish to respond to this question (19%). (See Graph 163). Thus, the average assessment of the work of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.2 i.e. “neither successful nor unsuccessful”.<sup>95</sup>

**GRAPH 163. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=350)**



<sup>95</sup> M=3.19, SD=1.04, Min=1, Max=5, N=282.

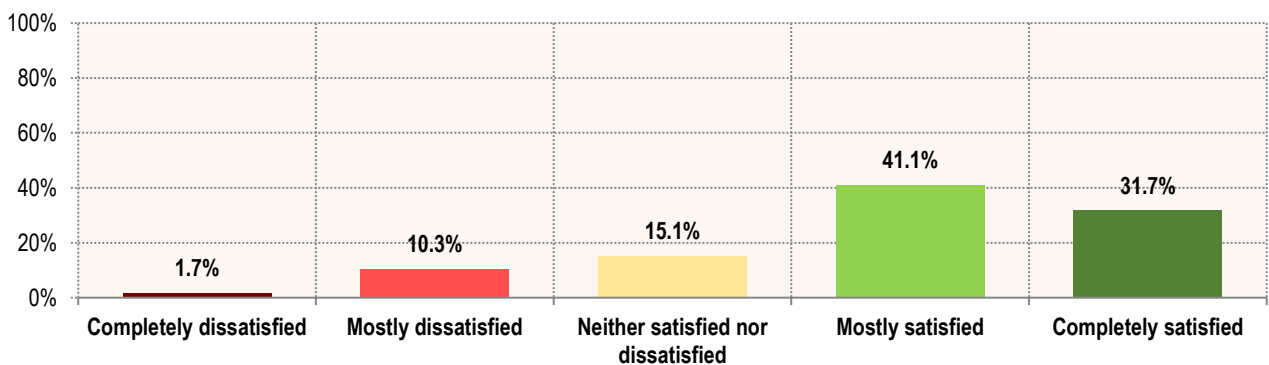
### 5.3. MUNICIPAL COURT IN MOSTAR

#### 5.3.1. SATISFACTION WITH COURT SERVICES

##### OVERALL SATISFACTION WITH THE COURT

Almost the majority of respondents (three quarters – 73%) are satisfied with the Municipal court in Mostar (court). In most cases, respondents are “mostly” satisfied rather than “completely” satisfied (41% compared to 32%). Along with the 15% of respondents who assume a neutral attitude, a small percentage of respondents (12%) stated that they are dissatisfied with this court (10% are “mostly” dissatisfied and 2% are “completely” dissatisfied). (See Graph 164). Because of this, the average level of respondent satisfaction with this court is quite high – 3.9<sup>96</sup> (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”).

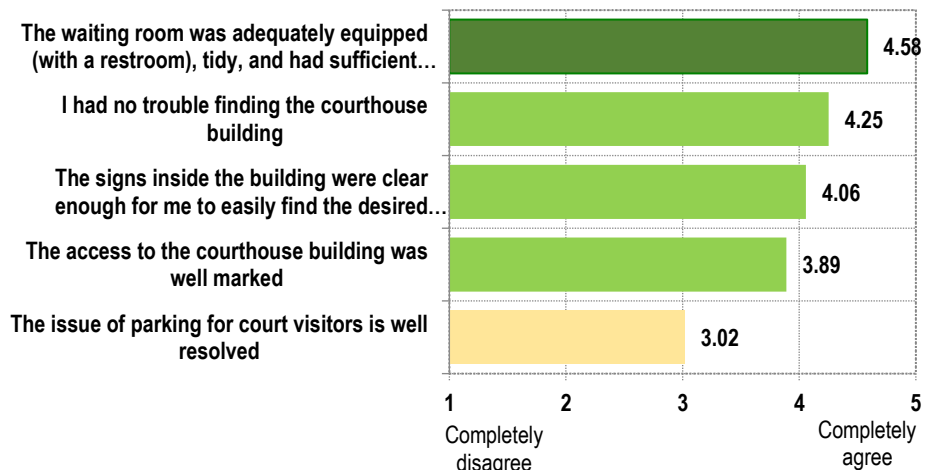
**GRAPH 164. OVERALL SATISFACTION WITH THE COURT (N=350)**



##### ACCESSIBILITY AND COURT PREMISES

Accessibility and court premises are rated quite highly by respondents. Namely, the average level of agreement with the statement concerning the ease of locating the court building 4.6<sup>97</sup> (which on a scale of 1 to 5 falls under the response of “completely agree”). The average level of satisfaction with the waiting room and signposting outside and in the building is over 4, (which on a scale of 1 to 5 falls under the response of “mostly agree”)<sup>98</sup>. Satisfaction with how well the entryway to the court was marked is slightly lower – 3.9<sup>99</sup>. Meanwhile, the issue of parking for court visitors was the “most problematic” – the average level of agreement is 3.0<sup>100</sup>. (See Graph 165). Expressed in percentages, almost two fifths of

**GRAPH 165. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**



<sup>96</sup> Arithmetic mean (M)=3.91, Standard deviation (SD)=1.01, Range of results: Minimum (Min)=1, Maximum (Max)=5, Number of respondents who answered the question (N)=350.

<sup>97</sup> M=4.58, SD=0.92, Min=1, Max=5, N=350.

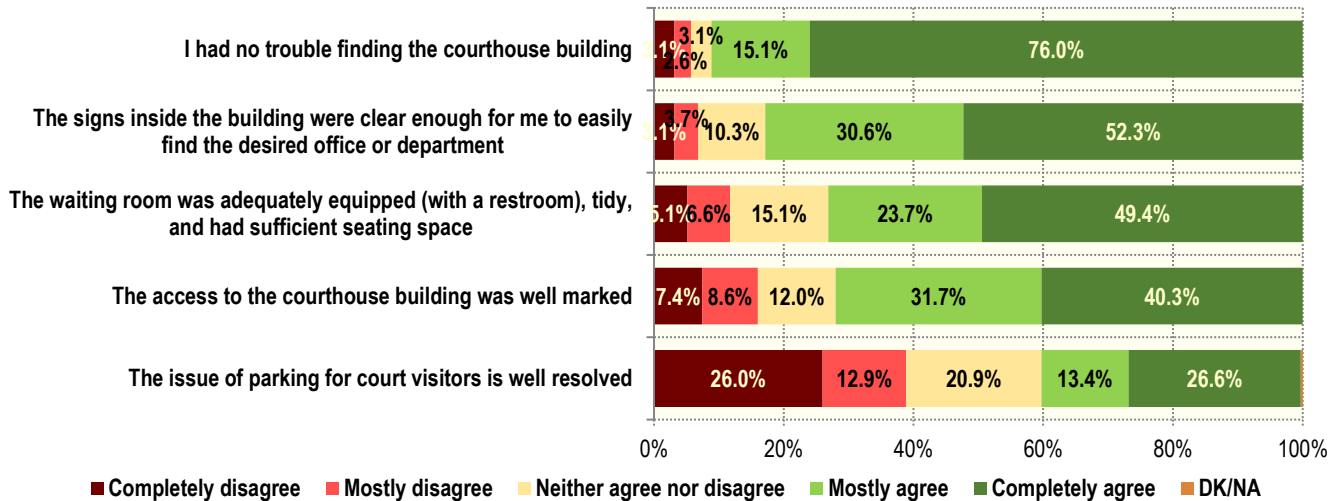
<sup>98</sup> Signposting in the building is clear enough and I could easily locate the office or department I was searching for: M=4.25, SD=1.00, Min=1, Max=5, N=350; The waiting room was well-equipped (with a restroom), tidy and had enough seating: M=4.06, SD=1.17, Min=1, Max=5, N=350

<sup>99</sup> M=3.89, SD=1.24, Min=1, Max=5, N=350

<sup>100</sup> M=3.02, SD=1.54, Min=1, Max=5, N=349.

respondents (39%) do not agree with the statement that there have been good solutions to the problem of visitor parking, of which 26% “completely” disagree and 13% “mostly” disagree with this statement. (See Graph 166)

**GRAPH 166. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES (N=350)**

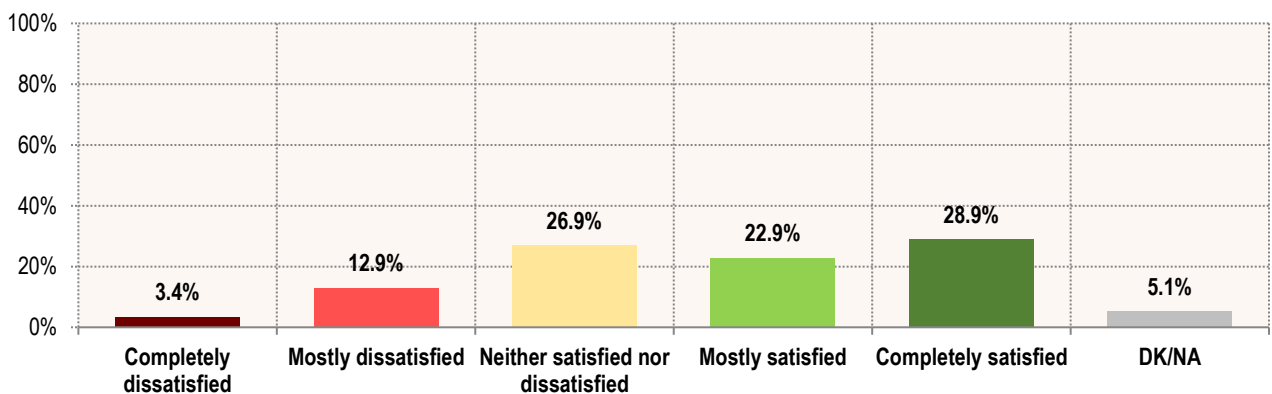


### FUNCTIONING OF THE COURT

#### Satisfaction with the efficiency of enforcement of court decisions

Over half the respondents (52%) of court service respondents are satisfied with the efficiency of enforcement of court decisions. Of them, most are “completely satisfied” with the efficiency of enforcement of court decisions (29% compared to 23%). Along with 27% of respondents who are neither satisfied nor dissatisfied, a small percentage of respondents do not believe that court decisions are efficiently enforced (13% are “mostly dissatisfied” and 3% are “completely dissatisfied”). (See Graph 167). Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is 3.6<sup>101</sup>.

**GRAPH 167. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=350)**



When it comes to the capacity in which respondents were in court, the number of respondents who were there as a victim and witness is very low, which means that the differences observed are rarely statistically significant. However, an overview of significant differences indicates that respondents who were at court a party to proceedings are significantly more likely to be completely satisfied with the efficiency of enforcement of court decisions compared to users of other court services (49% compared to 26%) and compared to respondents who were in court as a witness (no such respondents are completely satisfied). In addition, they are more likely to be completely dissatisfied with the efficiency of enforcement of court decisions compared to users of other court services, while the latter are more likely than parties to court proceedings

<sup>101</sup> M=3.64, SD=1.15, Min=1, Max=5, N=332.



to be mostly satisfied with the efficiency of enforcement of court decisions. (See Table 20), which means that the differences in average levels of satisfaction are significant only for respondents who were in court as a party to proceedings (3.77) and witness (2.73).

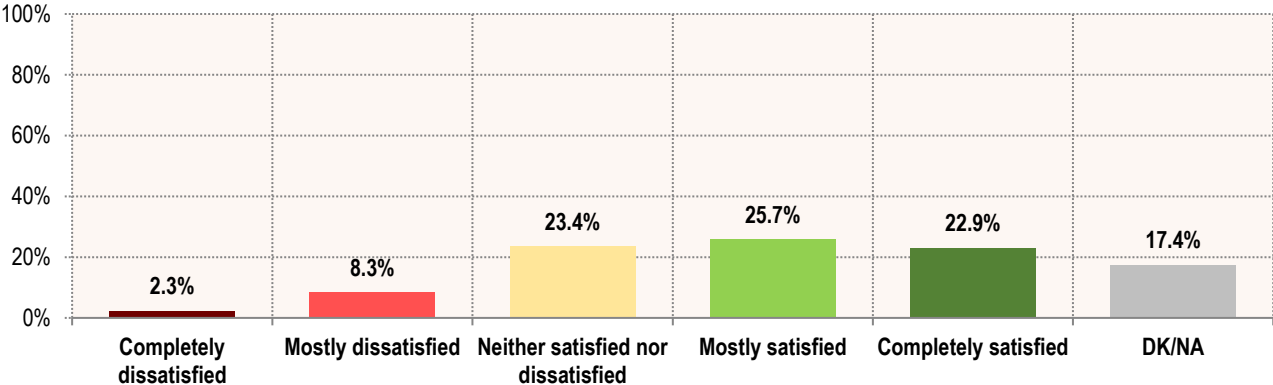
**TABLE 20. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>102</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	8	10.1%	1	9.1%	0	0.0%	3	1.3%
Mostly dissatisfied	9	11.4%	3	27.3%	1	14.3%	32	13.6%
Neither satisfied nor dissatisfied	15	19.0%	5	45.5%	2	28.6%	72	30.6%
Mostly satisfied	8	10.1%	2	18.2%	3	42.9%	67	28.5%
Completely satisfied	39	49.4%	0	0.0%	1	14.3%	61	26.0%
<b>TOTAL</b>	<b>79</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>	<b>235</b>	<b>100.0%</b>

Punctuality of hearings

40% of respondents are satisfied with the punctuality of hearings. Of these respondents, 23% are “completely satisfied” with punctuality of hearings, while 26% are “mostly satisfied”. Most of the other respondents (23%) are neither satisfied nor dissatisfied, while only a small number of respondents are not satisfied with punctuality of hearings (8% are “mostly dissatisfied” and 2% are “completely dissatisfied”). (See Graph 168). Thus, the average level of satisfaction with punctuality of hearings is high 3.7)<sup>103</sup>.

**GRAPH 168. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=350)**



However, as in the previous question, **the capacity in which respondents were in court has a significant effect on their views of the punctuality of hearings**, but this is not consistent. Namely, 26% of respondents who were at court as victim are dissatisfied with punctuality of hearings (17% are completely dissatisfied and 9% are mostly dissatisfied). Respondents who were in court as a witness (15%) are less likely to be dissatisfied, as are users of other court services (8%) and those who were there as a party to proceedings (7%).<sup>104</sup> In addition, respondents who were at court as users of other court services are more likely to be completely satisfied (46%), as are those who were there as a party to court proceedings (47%) and witness (39%) compared to respondents who were there as a victim (25%). (See Table 21)

<sup>102</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=18),

<sup>103</sup> M=3.71, SD=1.06, Min=1, Max=5, N=289.

<sup>104</sup> As a victim in a criminal case: M=3,32; as witness: M=3,83, as party to proceedings: M=4,14; as user of other court services: M=4,06.

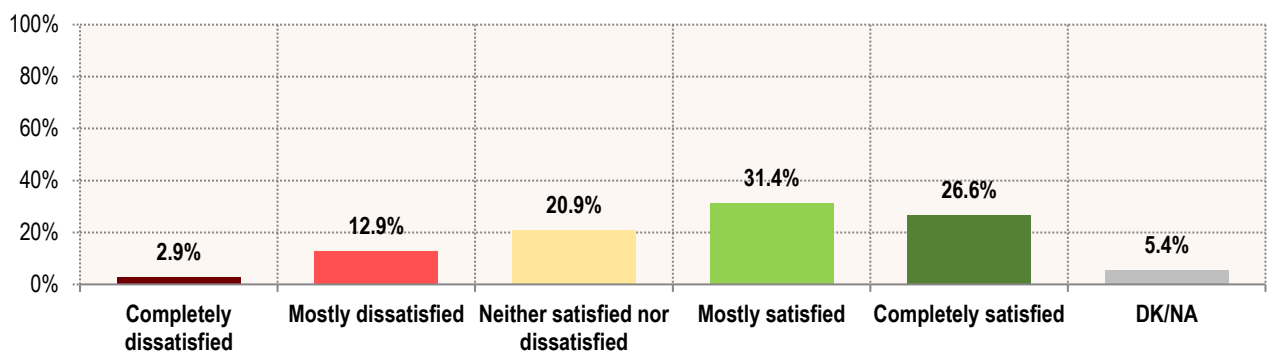
**TABLE 21. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – by capacity in which respondents were at court<sup>105</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	3	3.5%	1	8.3%	0	0.0%	4	2.2%
Mostly dissatisfied	9	10.6%	5	41.7%	0	0.0%	15	8.1%
Neither satisfied nor dissatisfied	10	11.8%	3	25.0%	1	14.3%	68	36.8%
Mostly satisfied	20	23.5%	3	25.0%	3	42.9%	64	34.6%
Completely satisfied	43	50.6%	0	0.0%	3	42.9%	34	18.4%
<b>TOTAL</b>	<b>85</b>	<b>100.0%</b>	<b>12</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>	<b>185</b>	<b>100.0%</b>

Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is at a similar level. Namely, slightly under three fifths of respondents (58%) are satisfied with the simplicity/complexity of court procedures (27% are “completely” and 31% “mostly” satisfied). Most of the remaining respondents (21%) are neither satisfied nor dissatisfied, and a significantly smaller number of respondents expressed their dissatisfaction with what they perceive as complex court procedures (3% are “completely” dissatisfied and 13% are “mostly” dissatisfied). (See Graph 169). Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.7<sup>106</sup>.

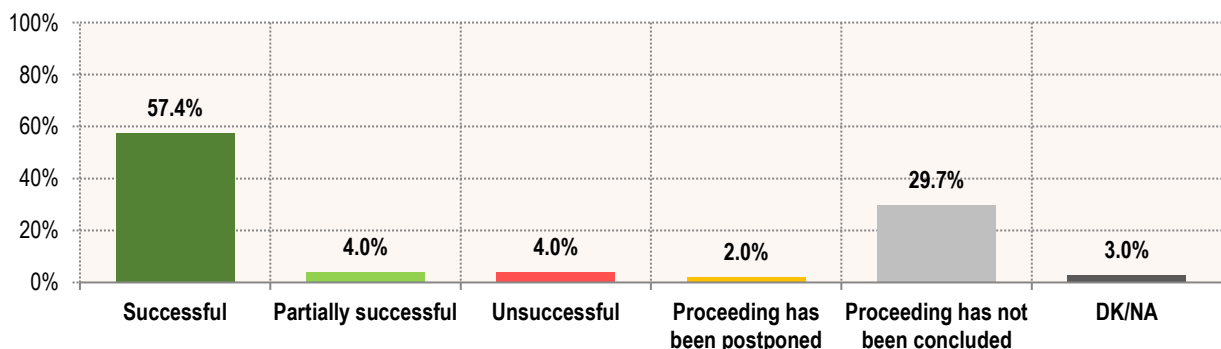
**GRAPH 169. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=350)**



Outcome of respondents' cases

Over half the respondents (58%) stated that their case was successfully concluded. Another 4% stated that they had a partially successful outcome and 4% an unsuccessful outcome. Meanwhile, 31% of respondents stated that their case is ongoing or that they are still unaware of the outcome. (See Graph 170)

**GRAPH 170. WHAT WAS THE OUTCOME OF YOUR CASE? (N=95)**



<sup>105</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=61)

<sup>105</sup> M=3.71, SD=1.06, Min=1, Max=5, N=289.

<sup>106</sup> M=3.70, SD=1.11, Min=1, Max=5, N=331.

As already noted, because of the small number of respondents who were in court in the capacity of victim, the differences in responses by the capacity in which the respondents were in court are not statistically significant, but it can be said that there is a tendency for **respondents who were in court as a party to proceedings to have a more favorable outcome for their case compared to respondents who were in court in the capacity of victim**. Namely, 60% of respondents who were in court as party to proceedings said that their case had a favorable outcome compared to 29% of those who were in court as a victim in a criminal case. Furthermore, 57% of respondents who were in court as a victim stated that their case is still ongoing compared to 28% of respondents who were there as a party to proceedings. (See Table 21).

**TABLE 21. WHAT WAS THE OUTCOME OF YOUR CASE? – BY CAPACITY IN WHICH RESPONDENTS WERE AT COURT**

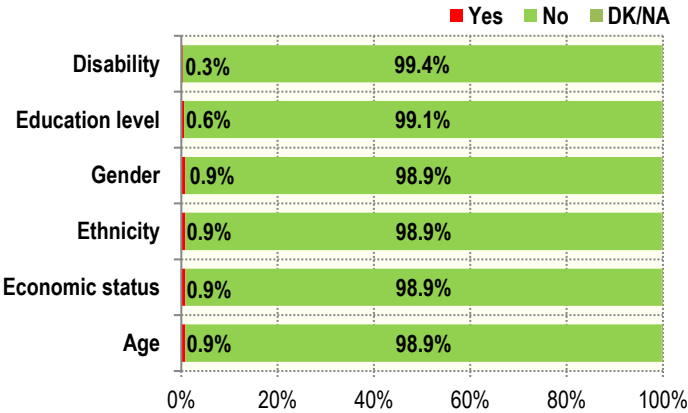
	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Successful	53	60.2%	2	28.6%
Somewhat successful	3	3.4%	1	14.3%
Unsuccessful	4	4.5%	0	0.0%
Proceeding has been postponed	2	2.3%	0	0.0%
Proceeding has not been concluded	25	28.4%	4	57.1%
DK/NA	1	1.1%	0	0.0%
<b>TOTAL</b>	<b>88</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>

**ACCESSIBILITY OF COURT SERVICES**

Effect of socio-demographic characteristics on access to court services

Respondents' socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts. Namely, the same percentage of respondents (1%) stated that their age, gender, economic status and ethnicity made it difficult to access court services. Even fewer respondents said that their education level and disability negatively affected their ability to access court services. (See Graph 171)

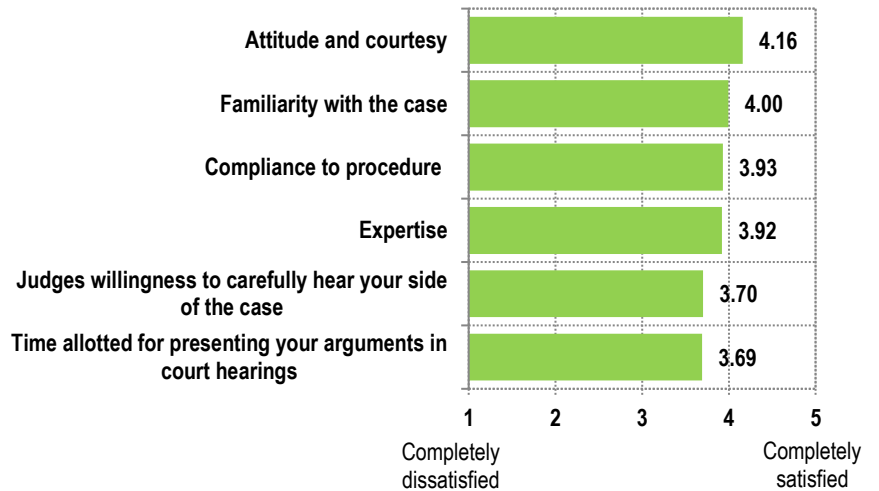
**GRAPH 171. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=350)**



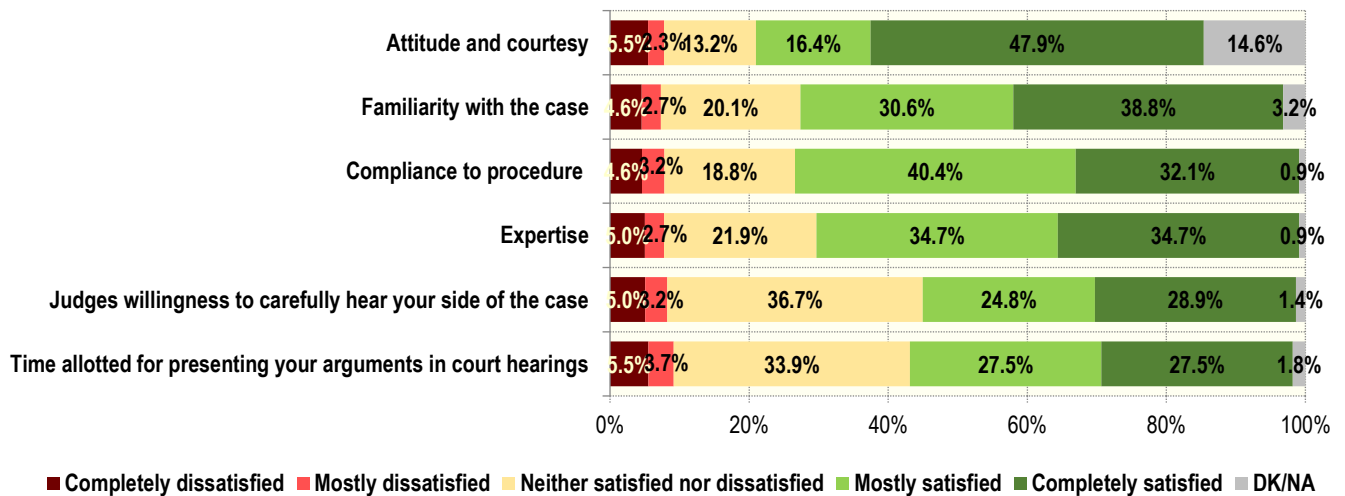
Satisfaction with specific aspects of the work of judges

When it comes to various aspects of the work of judges, respondents tend to be most satisfied with their attitude and the courtesy they show to parties and their representatives, as well as their familiarity with their case.<sup>107</sup> This is followed by their compliance with judicial procedures and their expertise/professionalism.<sup>108</sup> They are least likely to be satisfied with the time allotted to present their arguments at hearings and the willingness of judges to carefully hear their side of the case, but it should be noted that respondent satisfaction with these aspects of the work of judges is also high – the average level of satisfaction is 4 (“mostly satisfied”).<sup>109</sup> (See Graph 172). Expressed in percentages, the percentage of respondents who are “mostly” or “completely” dissatisfied with certain aspects of the work of judges ranges from 9% for the time allotted for presenting their arguments at hearings to 7% for judges’ familiarity/knowledge of the case. (See Graph 173)

**GRAPH 172. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



**GRAPH 173. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



Attitude and courtesy of court staff

Almost two thirds of respondents (65%) are satisfied with the attitude and courtesy of court staff. Of these respondents, 39% are “completely” satisfied and 26% are “mostly” satisfied with this characteristic. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (19%), while very few respondents stated that court staff did not treat them with courtesy (3% are “completely” dissatisfied and 10% are “mostly” dissatisfied). (See Graph 174). Thus, the average level of satisfaction with the courtesy shown by court staff is 3.9<sup>110</sup>.

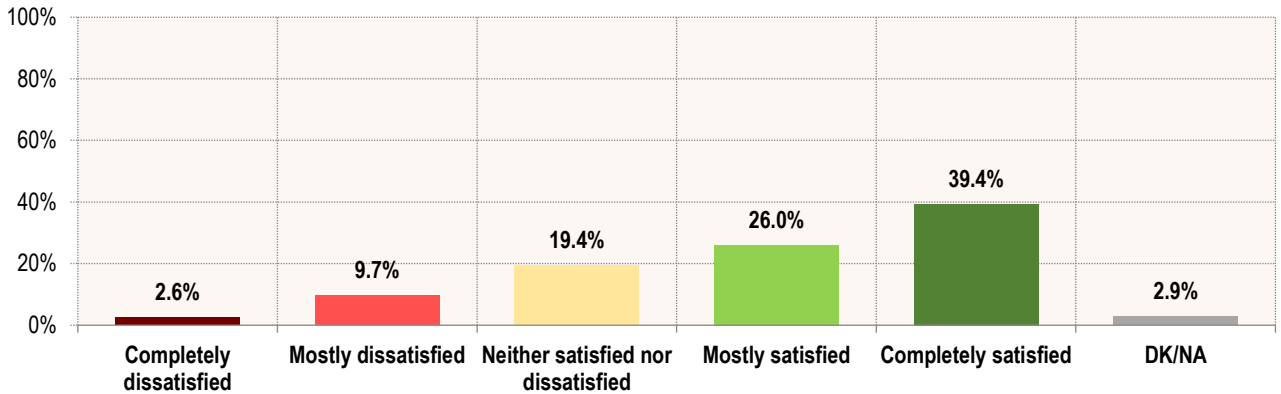
<sup>107</sup> Attitude and courtesy (the judge treat all parties and their representatives with courtesy): M=4.16, SD=1.18, Min=1, Max=5, N=187; Familiarity with the case: M=4.00, SD=1.07, Min=1, Max=5, N=212.

<sup>108</sup> Compliance with procedure: M=3.93, SD=1.03, Min=1, Max=5, N=216; Expertise/professionalism: M=3.92, SD=1.07, Min=1, Max=5, N=217.

<sup>109</sup> Willingness of the judge to carefully hear your side of the case: M=3.70, SD=1.08, Min=1, Max=5, N=215; Time allowed for presenting your arguments at hearings: M=3.69, SD=1.09, Min=1, Max=5, N=214.

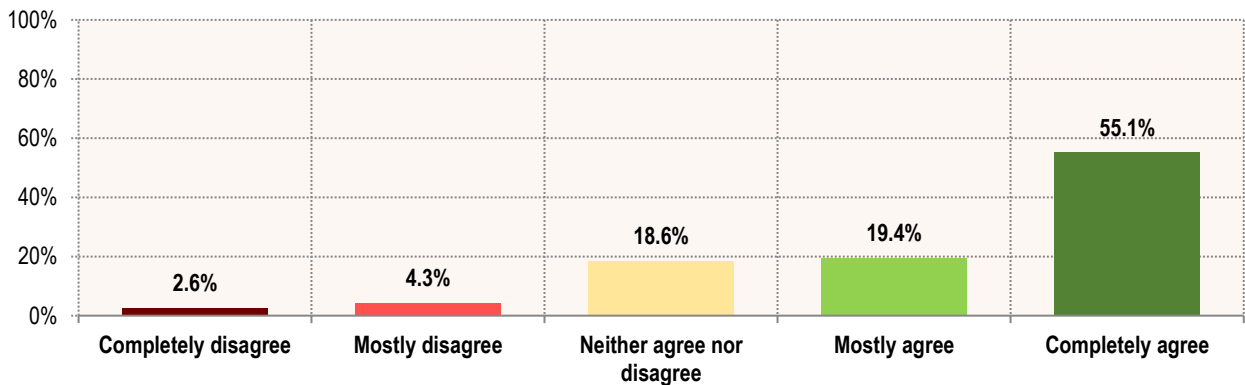
<sup>110</sup> M=3.93, SD=1.11, Min=1, Max=5, N=340.

**GRAPH 174. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=350)**



Assessment of the courtesy shown by staff respondents encountered when entering the court and during security checks is even more positive. Namely, three quarters (75%) of respondents stated that they were treated with courtesy, of which 55% “completely” and 19% “mostly” agree with this statement. Almost a fifth (19%) neither agree nor disagree with this statement, while 3% “completely” and 4% “mostly” disagree with it. (See Graph 175). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.2.<sup>111</sup>

**GRAPH 175. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK“ (N=350)**



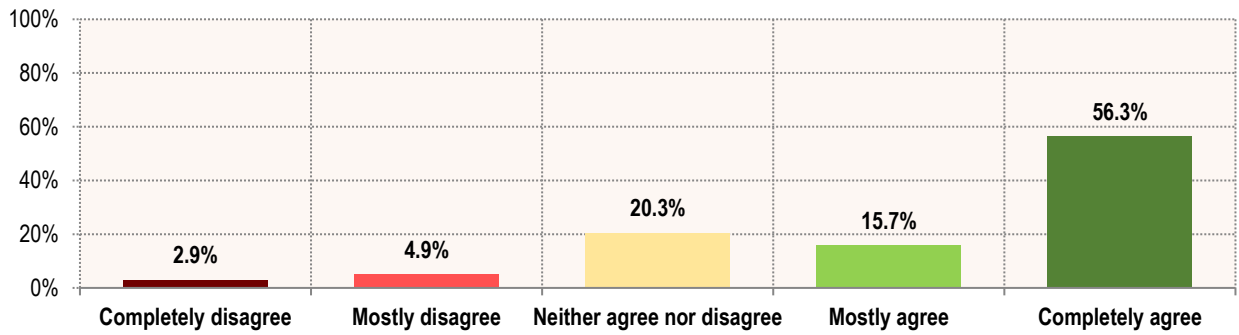
Satisfaction with information provided by the court

The majority of respondents (56%) stated that court employees provided them with all necessary information. Another 16% of respondents “mostly” agree with this statement. Meanwhile, 20% of respondents have a neutral attitude. On the other hand, very few disagree with it (5% “mostly” and 3% “completely” disagree with it). (See Graph 176). Thus, the average level of agreement with the statement “court employees provided me with all necessary information” is 4.2.<sup>112</sup>

**GRAPH 176. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION“ (N=350)**

<sup>111</sup> M=4.20, SD=1.05, Min=1, Max=5, N=350.

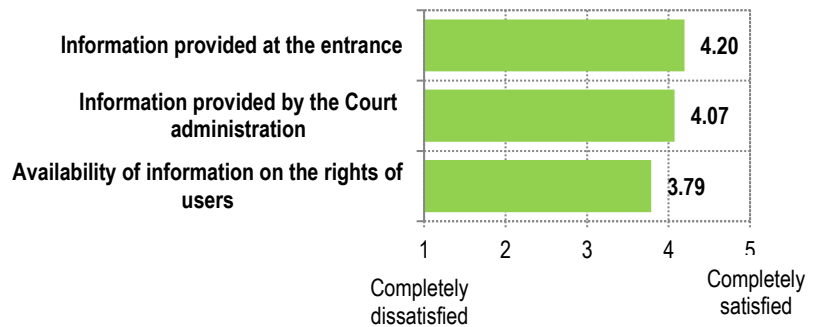
<sup>112</sup> M=4.18, SD=1.09, Min=1, Max=5, N=350.



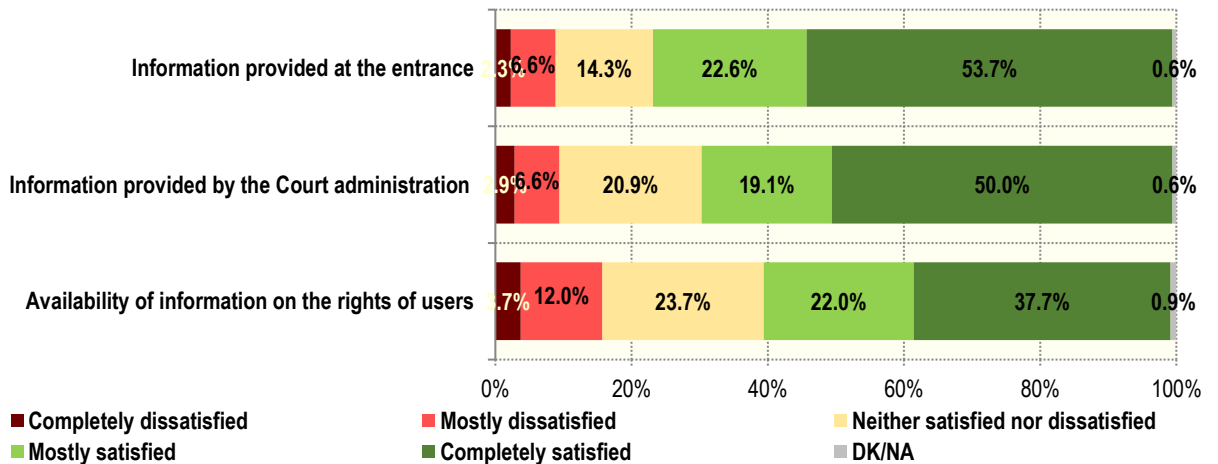
Satisfaction with available information

Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and information related to the rights of court services respondents) indicate that they are generally satisfied – the average level of satisfaction ranges from 4.2<sup>113</sup> for information provided at the court entrance, to 4.1<sup>114</sup> for information provided by the court administration, to a slightly lower 3.8 for availability of information on the rights of respondents<sup>115</sup>. (See Graph 177). The percentages of respondents who are “mostly” or “completely” dissatisfied with the available information are very similar. They range from 16% for availability of information on their rights/user rights to 9% for information provided by the court administration and information they receive at the court entrance. (See Graph 178)

**GRAPH 177. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**



**GRAPH 178. SATISFACTION WITH AVAILABLE INFORMATION (N=350)**

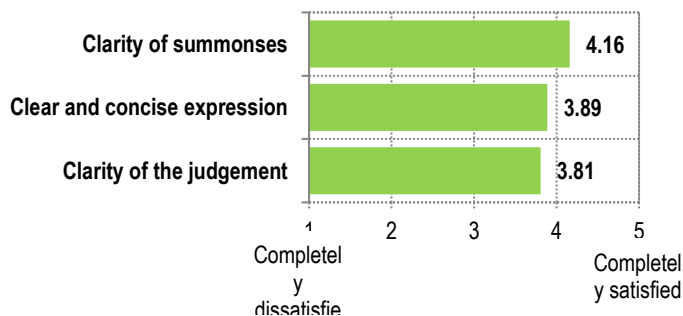


Satisfaction with clarity of information

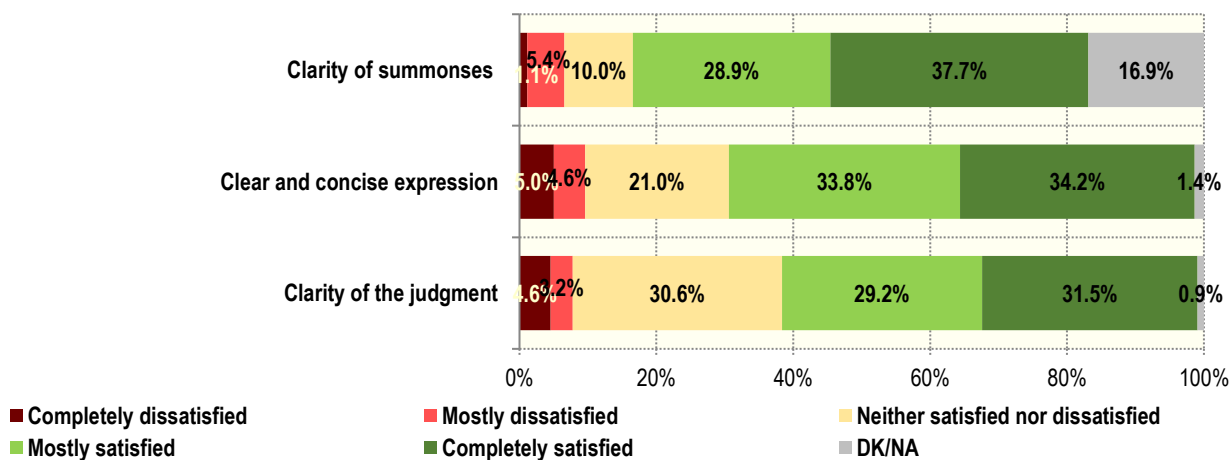
<sup>113</sup> M=4.20, SD=1.06, Min=1, Max=5, N=348.  
<sup>114</sup> M=4.07, SD=1.11, Min=1, Max=5, N=348.  
<sup>115</sup> M=3.78, SD=1.19, Min=1, Max=5, N=348.

Respondents are also quite satisfied with the clarity of information provided by court – the average level of satisfaction ranges from 3.8 for clarity of judgements/decisions, to 3.9 for clarity of judges' expression, to 4.2 for clarity of summonses.<sup>116</sup> (See Graph 179). The percentages of respondents who are "completely" or "mostly" dissatisfied with the clarity of information provided by court are very similar to each other. They range from 10% for clarity of judges' expression to 8% for clarity of judgements/decisions and 7% for clarity of summonses. (See Graph 180)

**GRAPH 179. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



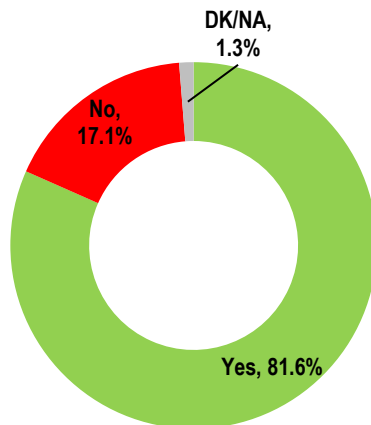
**GRAPH 180. SATISFACTION WITH THE CLARITY OF INFORMATION (N<sub>1</sub>=350, N<sub>2</sub>=219, N<sub>3</sub>=219)**



Satisfaction with availability of relevant documents

The majority of respondents (82%) stated that all relevant documents were made available to them on time i.e. prior to the hearing. (See Graph 181).

**GRAPH 181. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=79)**

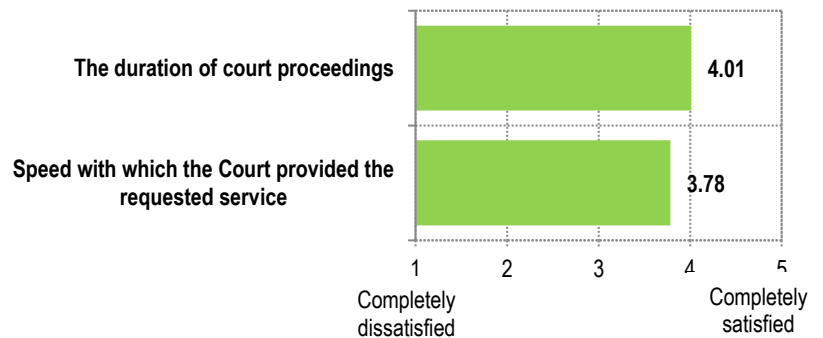


Satisfaction with the speed of provision of court services

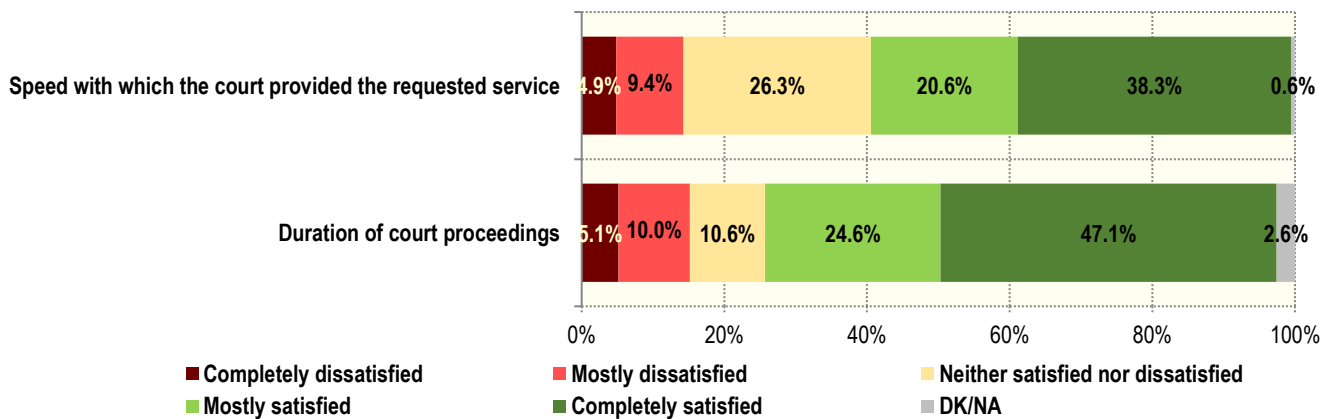
<sup>116</sup> Clarity of judges expression: M=3.89, SD=1.09, Min=1, Max=5, N=216; Clarity of judgements/decisions: M=3.81, SD=1.07, Min=1, Max=5, N=217; Clarity of summonses: M=4.16, SD=0.97, Min=1, Max=5, N=291.

Satisfaction with the speed of provision of court services and duration of is equal to satisfaction with availability and clarity of information provided by the court, with the average level of satisfaction being 3.8 for the speed with which the court provided the requested service and 4.0 for duration of proceedings<sup>117</sup>. However, it should be noted that the average grade continues to be “mostly satisfied” for all the above characteristics. (See Graph 182). The percentage of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court operations ranges from 15% for duration of court proceedings to 14% for the speed with which the court provided the requested service to the user; the percentage of respondents who are satisfied with the duration of proceedings is higher than the percentage of respondents satisfied with the speed of provision of court services and this is why the average level of satisfaction is higher. (See Graph 183)

**GRAPH 182. AVERAGE SATISFACTION WITH THE SPEED OF COURT OPERATIONS**



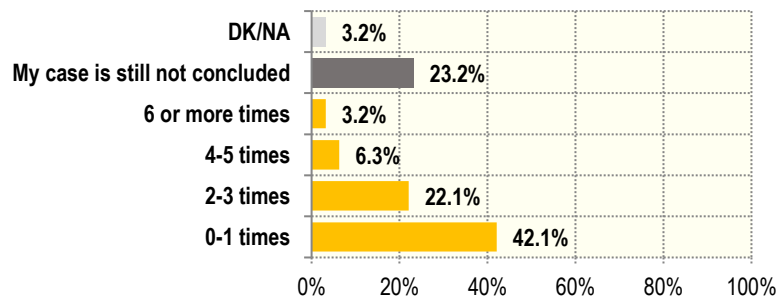
**GRAPH 183. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=350)**



Number of visits to court required to resolve the case

Most respondents who were at court in the capacity of a party to proceedings or victim in a criminal case (42%) said that they or their lawyer had to attend court only once. This is followed by almost a quarter who had to come to court two to three times before their case was concluded (22%). Few respondents needed to visit the court four to five times (6%) or six or more times (3%) to resolve their case. Meanwhile, over a fifth (23%) of respondents’ cases still have not been concluded. (See Graph 184)

**GRAPH 184. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=95)**



However, this result is a consequence of the fact that respondents who were in court in the capacity of party to proceedings, and who make up the majority of respondents who answered this question (90%), tended to require

<sup>117</sup> Duration of proceedings: M=4.01, SD=1.13, Min=1, Max=5, N=215; The speed with which the court provided the requested service: M=3.78, SD=1.19, Min=1, Max=5, N=348.



fewer court visits than those who were victims in a criminal case. Namely, almost two thirds of parties (64%) and under a third of victims (31%) stated that they had to attend court 0-3 times to conclude their case. In contrast, victims were far more likely to say that their case has still not been concluded (42% compared to 25%) and that they had to attend court four or more times (27% compared to 10%). (See Table 22).

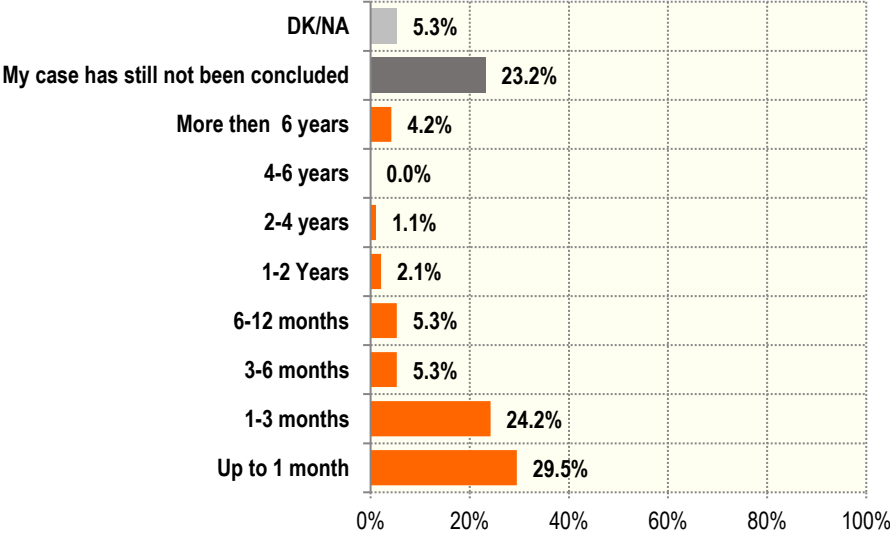
TABLE 22. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE – by capacity in which respondents were at court

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
0-1 times	37	42.0%	3	42.9%
2-3 times	20	22.7%	1	14.3%
4-5 times	6	6.8%	0	0.0%
6 or more times	3	3.4%	0	0.0%
My case is still not concluded	19	21.6%	3	42.9%
DK/NA	3	3.4%	0	0.0%
TOTAL	88	100.0%	7	100.0%

The timeframe between initiation of court proceedings and delivery of judgements

When it comes to the timeframe between initiation of court proceedings and delivery of judgements, 29% of respondents stated that their case was resolved in less than a month, while 24% said it took one to three months. Only 16% of respondents said it took over three months, 5% said it took six months and the same percentage said that it took six months to a year. 2% of respondents said it took one to two years, 1% waited between two to four years, 4% over six years. Similarly to the previous question, under a quarter of respondents stated that their case has not yet been resolved. The duration of ongoing procedures varies (from respondents whose proceedings began on the day they were surveyed to 25 years), with an average duration of four years.<sup>118</sup> (See Graph 185.)

GRAPH 185. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=95)



However, because of the small number of respondents who were in court in the capacity of victim, the differences between them and the respondents were in court as a party to proceedings are not statistically significant. Nonetheless, there is a tendency for respondents who were in court as a party to proceedings to say that their case needed less time to be resolved compared to respondents who were in court in the capacity of victim. Namely, 56% of respondents who were in court as party to proceedings said that their case took up to three months compared to 29% of those who were in court as a victim in a criminal case. On the other hand, victims are more likely to say that their case is still ongoing. (See Table 23)

TABLE 23. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT – by capacity in which respondents were at court

	Party to proceedings	Victim in criminal proceedings
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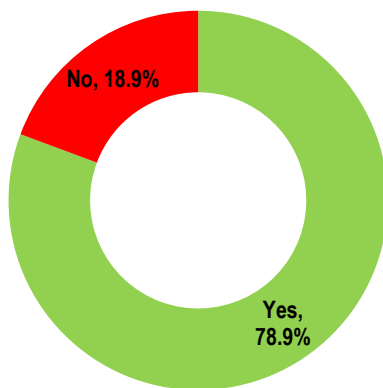
<sup>118</sup> M=48.53 months, SD=78.05, Min=0, Max=300, N=19.

	N	%	N	%
Up to 1 month	27	30,7%	1	14,3%
1-3 months	22	25,0%	1	14,3%
3-6 months	5	5,7%	0	0,0%
6-12 months	4	4,5%	1	14,3%
1-2 years	2	2,3%	0	0,0%
2-4 years	0 <sup>1</sup>	0,0%	1	14,3%
More than 6 years	4	4,5%	0	0,0%
My case has still not been concluded	19	21,6%	3	42,9%
DK/NA	5	5,7%	0	0,0%
<b>TOTAL</b>	<b>88</b>	<b>100,0%</b>	<b>7</b>	<b>100,0%</b>

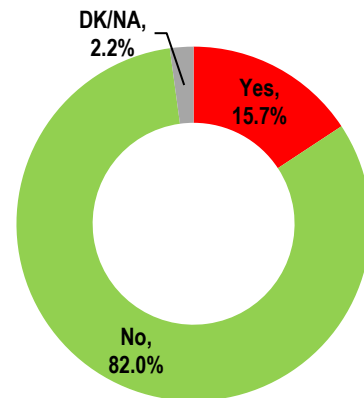
### Scheduling of hearings

For 79% of respondents whose proceedings included a hearing, the hearing took place as scheduled. Likewise, 82% of respondents said that their hearing had not been delayed, while 16% had a different experience. (See Graphs 186 and 187)

**GRAPH 186. DID THE HEARING BEGIN ON TIME? (N=90)**



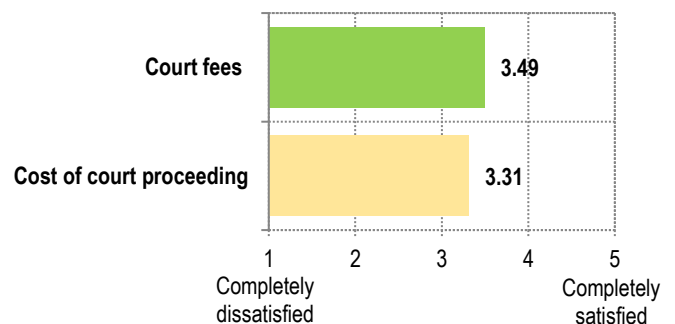
**GRAPH 187. WAS THE HEARING POSTPONED TO ANOTHER DAY? (N=89)**



### Court costs

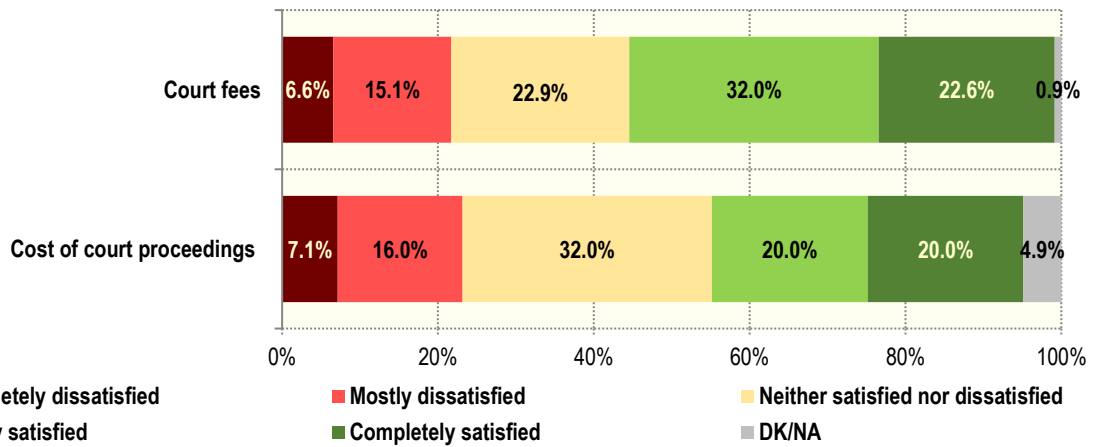
Satisfaction with the cost of court services overall falls under “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with costs of court appointed (administrative) fees is 3.5 and 3.3 for costs of court proceedings<sup>3.119</sup> (See Graph 184) The percentages of respondents who are dissatisfied (“mostly” or “completely”) with costs of court services, both with costs of court appointed administrative fees and costs of court proceedings are quite high: 22% for costs of court proceedings and 23% for court appointed (administrative) fees. (See Graph 189)

**GRAPH 188. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES**



**GRAPH 189. SATISFACTION WITH THE COST OF COURT SERVICES (N=350)**

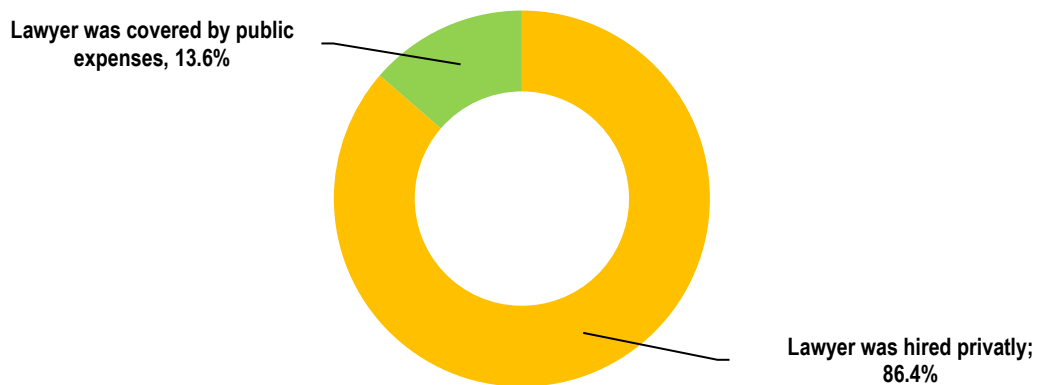
<sup>119</sup> Court fees: M=3.49, SD=1.19, Min=1, Max=5, N=347; Costs of court proceedings: M=3.31, SD=1.19, Min=1, Max=5, N=333.



### Hiring a lawyer

Almost a fifth of respondents (19%) stated that they were represented by a lawyer in court and most of them (86%) had hired the lawyer privately. Meanwhile, a small percentage of (14%) of respondents had been provided with a lawyer at public expense. (See Graph 190)

**GRAPH 190. ENGAGING THE SERVICES OF A LAWYER (N=44)**

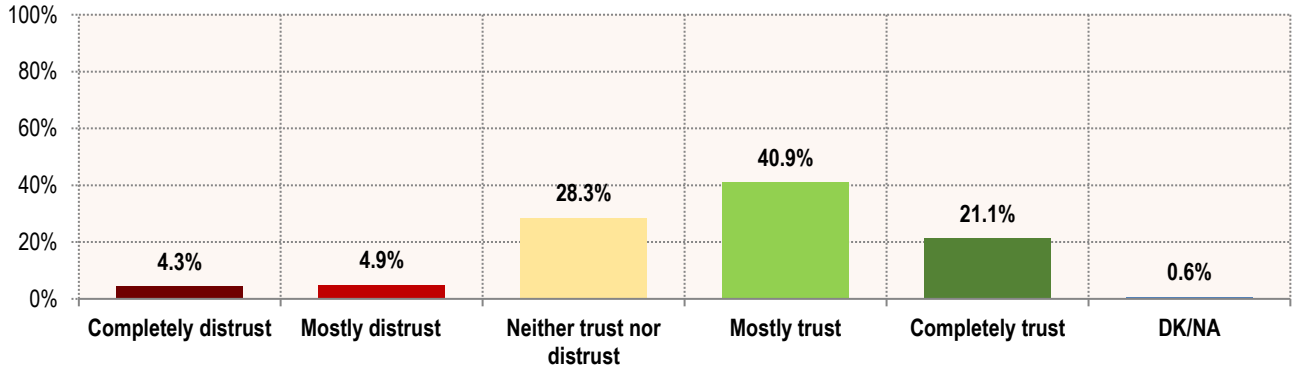


### 5.3.2. CONFIDENCE IN THE WORK OF THE COURT

#### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

Almost two thirds of respondents (62%), stated that they are confident in the work of the court: of them 41% are “mostly” confident and 21% are “completely” confident in its work. Along with 28% of respondents who neither trust nor distrust this work, a small percentage of respondents stated that they “mostly” (5%) and “completely” (4%) distrust the work of the court. (See Graph 191). Thus, the average level of confidence in the work of the court is 3.7<sup>120</sup>.

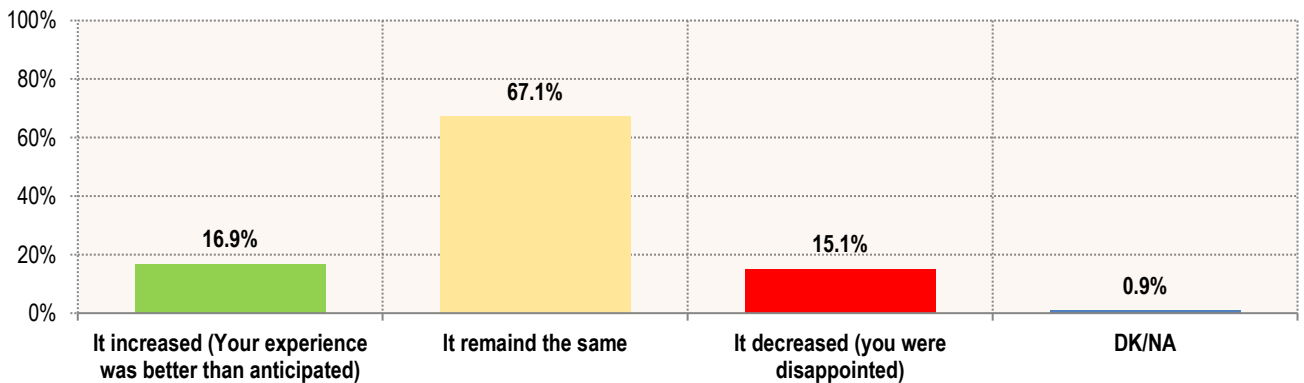
**GRAPH 191. OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT (N=350)**



#### Effect of respondents’ most recent court visit on their level of confidence in the judiciary

Over two thirds of respondents (67%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal extent, that their experience with their most recent visit to the court led to an increase and to a decrease in their confidence in the judiciary. Namely, this experience was better than expected for 17% of respondents and was disappointing for 15% of them. (See Graph 192).

**GRAPH 192. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=350)**



#### ASSESSMENT OF JUDGES’ IMPARTIALITY AND INDEPENDENCE

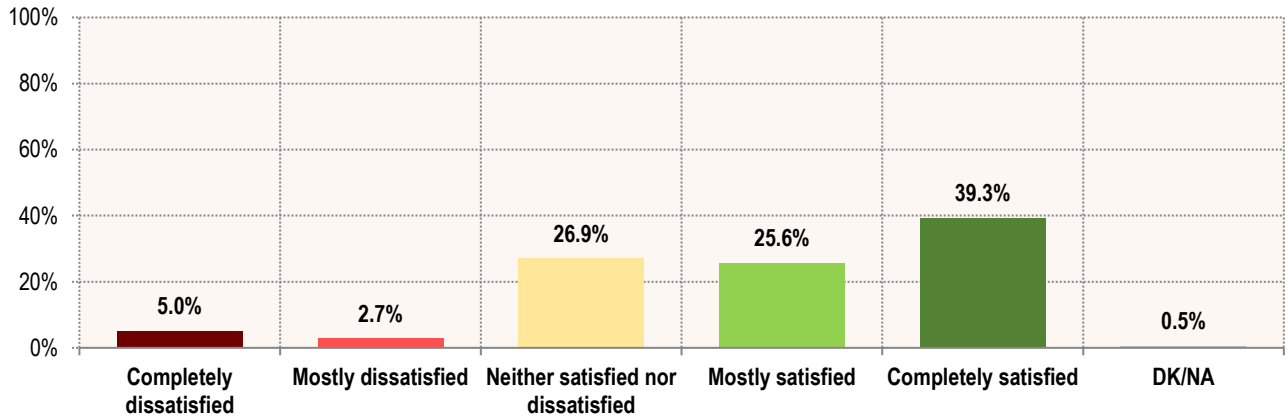
##### Assessment of judges’ impartiality

Two thirds of respondents (65%) stated that they are satisfied with the work of judges and believe that they treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation (39% are “completely” satisfied and 26% are “mostly” satisfied). This is followed by respondents who have a neutral stance (27%), and those who have a negative assessment of judges’ impartiality (5% are “completely” dissatisfied, 3% are “mostly” dissatisfied). (See Graph 193). Thus, the average level of satisfaction with the impartiality of judges is 3.9<sup>121</sup>.

<sup>120</sup> M=3.70, SD=1.00, Min=1, Max=5, N=348.

<sup>121</sup> M=3.92, SD=1.11, Min=1, Max=5, N=218.

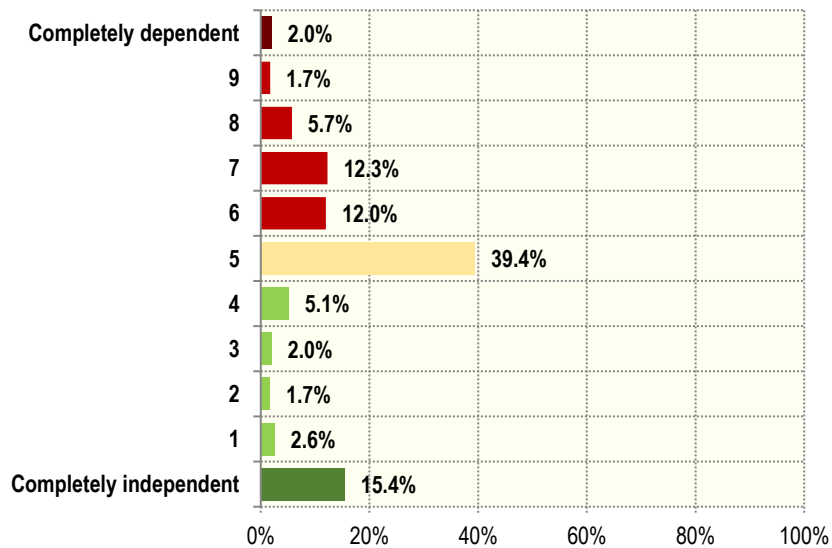
**GRAPH 193. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=350)**



Assessment of judges' independence

When it comes to assessment of judges' independence in conducting their court proceeding, only 15% of respondents believe that the judges were "completely independent"<sup>122</sup>. An additional 27% believe that they were independent to a certain extent. Along with 39% of respondents who "assigned average grades", 32% believe that judges were not independent in conducting court proceedings, and 2% that they were "not at all independent". (See Graph 194) Thus, the average assessment of judges' independence in conducting court proceedings (on a scale of 0 to 10 where 0 is "completely independent" and 10 is "not at all independent") is 4.7<sup>123</sup>.

**GRAPH 194. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS "COMPLETELY INDEPENDENT" AND 10 IS "NOT INDEPENDENT AT ALL"?, (N=350)**

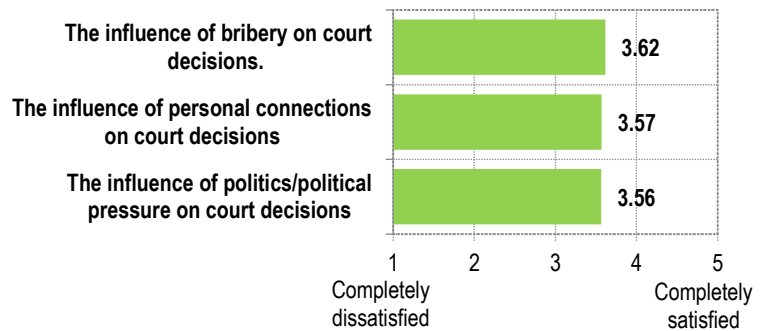


<sup>122</sup> An independent judge is one who is free from political or any other inappropriate pressure and influence.

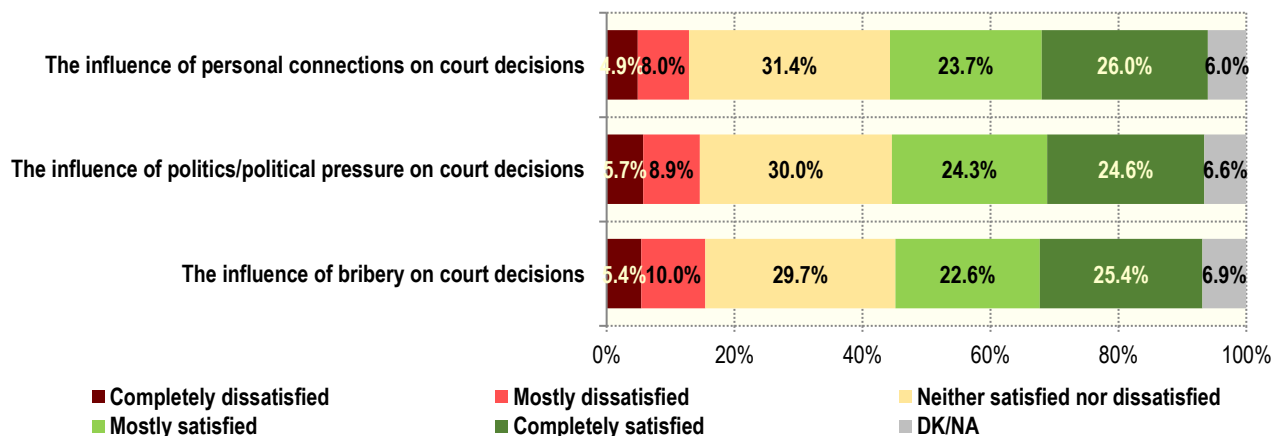
<sup>123</sup> M=4,69, SD=2,52, Min=1, Max=10, N=350.

However, data on the perception of various types of factors that affect judicial decisions indicates that respondents who believe that the judge was (mostly) independent in conducting proceedings also believe that certain factors that influence judicial decisions are present. Meanwhile, respondents' perception of the presence of specific factors that influence judicial decisions is quite positive. Namely, 15% of respondents are dissatisfied because they believe that bribes influence judicial decisions (15%). Respondents have the same view of the effect of political pressure on judicial decisions (15% are dissatisfied). Slightly fewer respondents (13%) are dissatisfied with the perceived effect of personal relationships (favoritism) on judicial decisions. (See Graph 196). Thus the average level of satisfaction with the presence of factors that influence judicial decisions is almost the same for all three factors (bribers, politics, personal relationships: 3.6<sup>124</sup>). (See Graph 195)

**GRAPH 195. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN MOSTAR**



**GRAPH 196. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN MOSTAR (N=350)**



**PERCEPTION OF FAIRNESS**

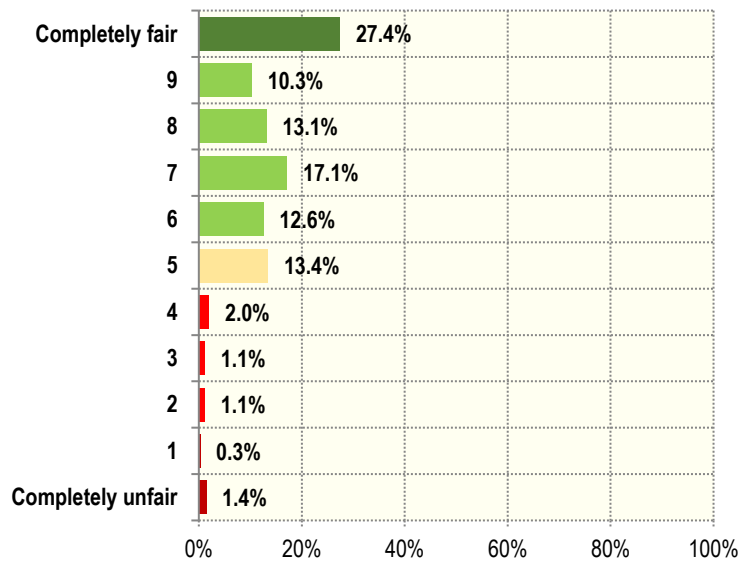
Perception of fairness in treatment of respondents in court

When it comes to fairness, over a quarter of respondents (27%) believe that they were treated completely fairly in court. Another 53% believe that they were treated “mostly” fairly. Along with 13% of respondents who gave this an “average grade”, a small percentage of respondents believe that they were treated unfairly (6%). Namely, 1% believe that they were treated “completely” unfairly and 5% that they were treated “mostly” unfairly. (See Graph 197). Thus, the average assessment of fairness is 7.5 (on a scale of 0 to 10, where 0 is “completely unfairly” and 10 “completely fairly”).<sup>125</sup>

**GRAPH 197. BEFORE TODAY’S/YOUR MOST RECENT VISIT TO COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT, ON A SCALE OF 0 TO 10, WHERE 0 IS “NOT FAIRLY AT ALL” AND 10 IS “COMPLETELY FAIRLY”?** (N=350)

<sup>124</sup> Influence of personal relationships on judicial decisions: M=3.62, SD=1.13, Min=1, Max=5, N=329; Influence of bribes on judicial decisions: M=3.56, SD=1.17, Min=1, Max=5, N=326; Influence of politics/political pressure on judicial decisions: M=3.57, SD=1.15, Min=1, Max=5, N=327.

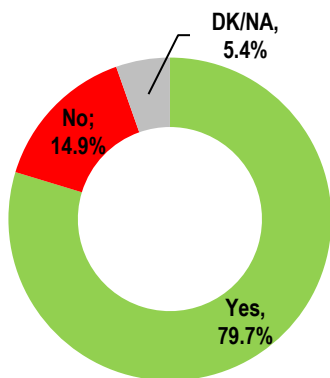
<sup>125</sup> M=7.49, SD=2.21, Min=0, Max=10, N=350.



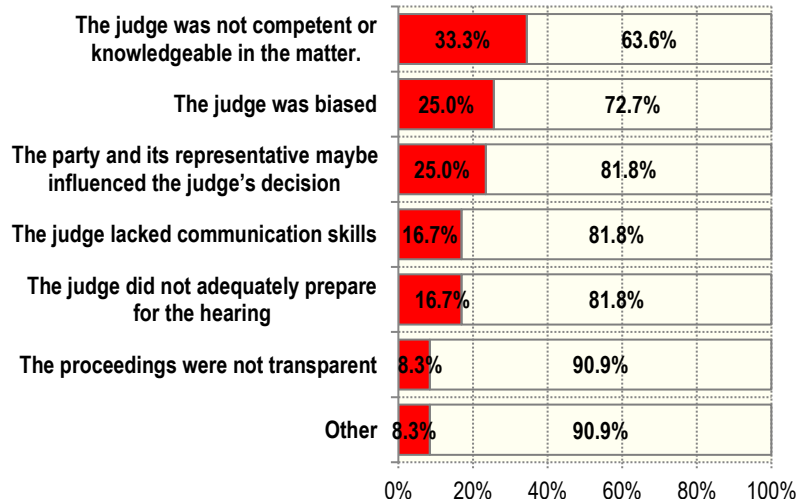
Perception of how fairly respondents' cases will be resolved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, over 80% of them are certain that their case will be/has been judged fairly, while 15% believe the opposite. However, it should be noted that a fifth of respondents (22%) do not know whether their case will be judged fairly or not. (See Graph 198). The small number of respondents who believe that their case has not been/will not be judged fairly (N=12) as a reason state that judge was not competent (N=4). (See Graph 199)

**GRAPH 198. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=74)**



**GRAPH 199. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=11)**

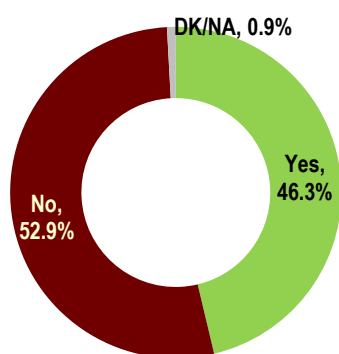


### 5.3.3. FAMILIARITY WITH THE ROLE AND ACTIVITIES OF THE HJPC BiH

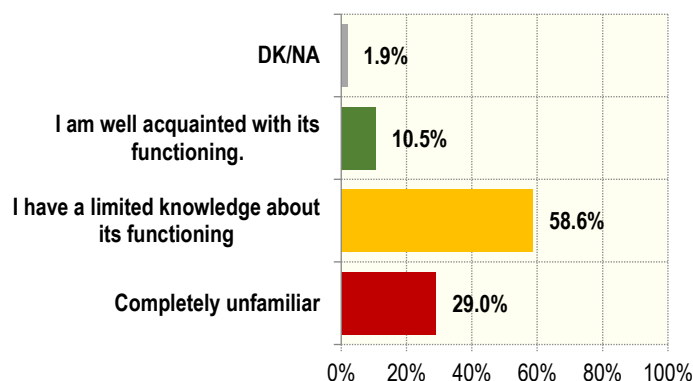
#### Familiarity with the work of the HJPC BiH

Less than half the respondents (46%) have heard of the High Judicial and Prosecutorial Council of BiH. (See Graph 200). However, around a third of them (29%) stated that they are not familiar with its work, while over half said that they knew something about it (57%). This means that only 11% of respondents believe that they are very familiar with the operations of the HJPC BiH. (See Graph 201)

**GRAPH 200. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=350)**



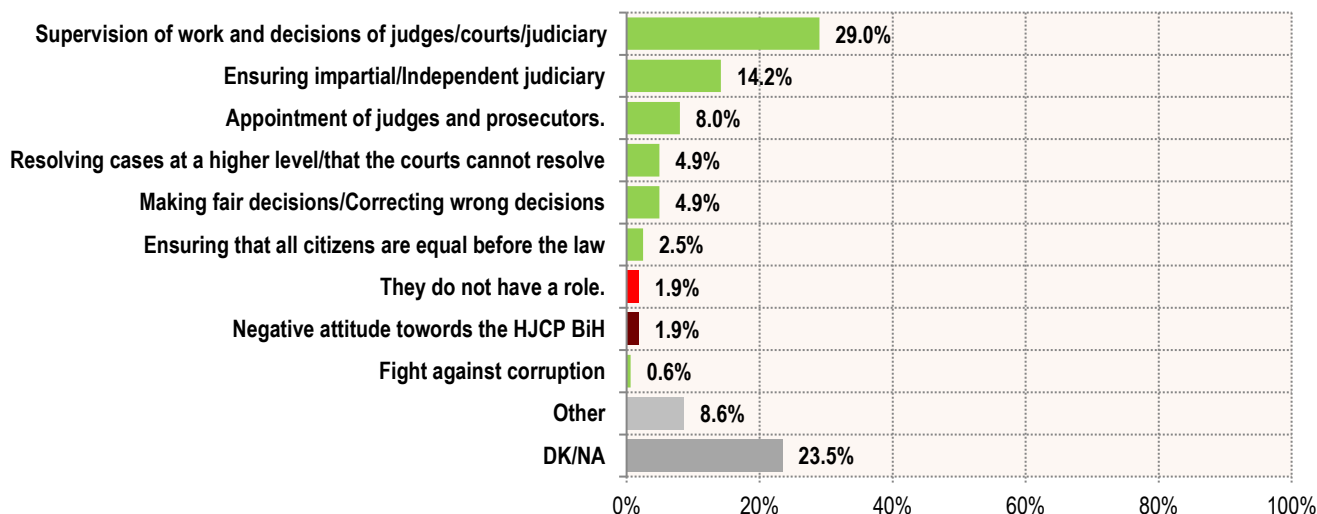
**GRAPH 201. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=162)**



#### Perception of the primary role of the HJPC BiH

Almost third of respondents who have heard of the HJPC BiH (29%) said that its primary role is as regulatory/supervisory/control body for the work of judges and courts. Significantly fewer, over a tenth, said that its role is to ensure the fairness/impartiality/independence of the judiciary (14%). Meanwhile, 8% of respondents said that its primary role is to appoint judges and prosecutors. Up to 5% of these respondents believe that the primary role of the HJPC BiH is to resolve disputes that lower courts are unable to resolve and to make fair decisions and correct wrong decisions. Another 3% believe that it is to protect the rights of citizens i.e. ensure that they are all equal before the law. Almost a quarter of respondents (23%) did not wish or know to respond to this question, while a very small percentage (2%) expressed a negative opinion about the HJPC BiH or stated that the HJPC BiH has no role.<sup>126</sup> (See Graph 202)

**GRAPH 202. P25. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BiH? (N=162)**



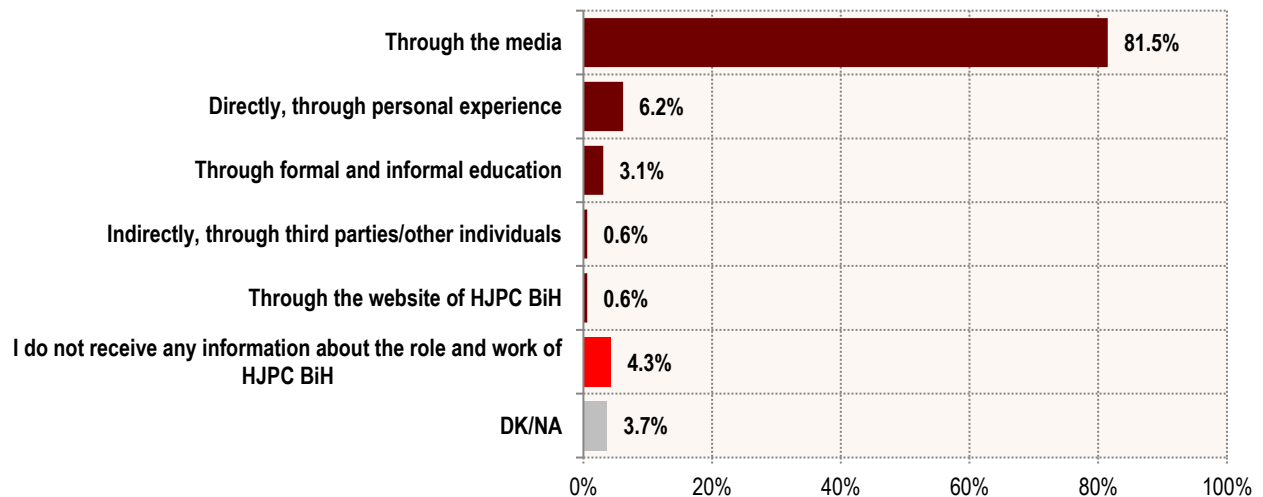
<sup>126</sup> The items: "To act as a regulatory/supervisory/control body for the work of courts and judges"; "To ensure the fairness/impartiality/independence of the judiciary"; "To appoint judges and prosecutors"; and "To protect the rights of citizens/all citizens are equal before the law" fall under the role of regulatory body and constitute its primary competences.



### Sources of information about the role and activities of the HJPC BiH

The majority of respondents (82%) cited the media as their primary source of information about the role and work of the HJPC BiH. Significantly fewer said that their primary source of information is personal experience (6%) and formal and informal education (3%). Other sources of information were rarely mentioned. (See Graph 203)

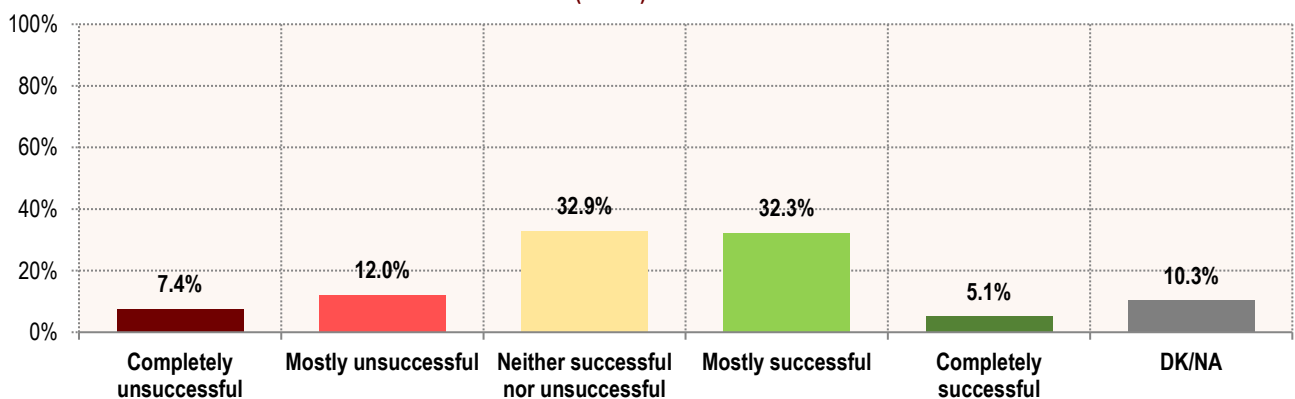
**GRAPH 203. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=162)**



### Assessment of the work of the HJPC BiH

Over a third of respondents (37%) have a positive assessment of the work of the HJPC BiH. However, it should be noted that most of them believe that the activities of the HJPC BiH have thus far been “mostly” successful (32%), while only 5% believe that they have been “completely” successful. 27% of respondents perceive the activities of the HJPC BiH as being unsuccessful (12% believe them to be “mostly” unsuccessful and 7% “completely” unsuccessful). The remaining participants have a neutral assessment (33%) or did not know or wish to respond to this question (10%). (See Graph 204). Thus, the average assessment of the work of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.2 i.e. “neither successful nor unsuccessful.”<sup>127</sup>

**GRAPH 204. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=350)**



<sup>127</sup> M=3.18, SD=1.01, Min=1, Max=5, N=314.

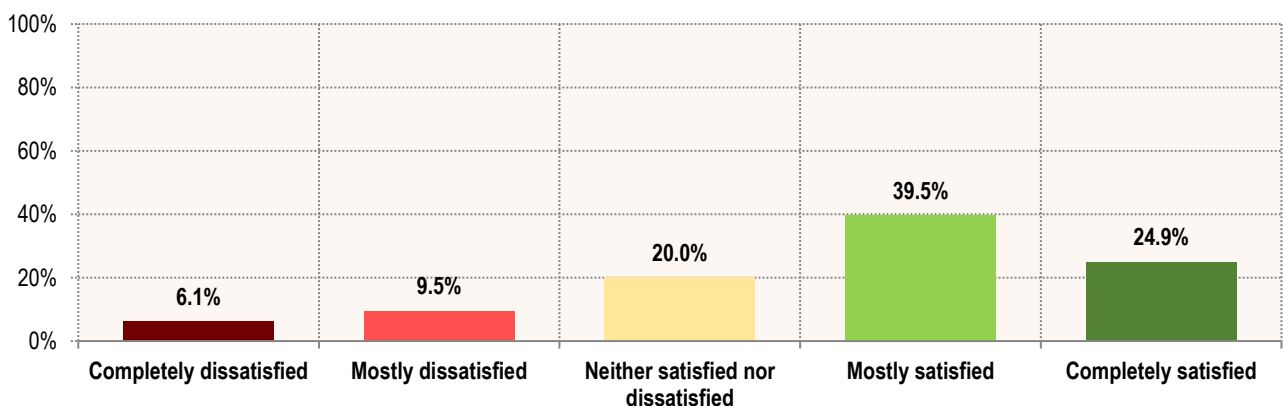
## 5.4. MUNICIPAL COURT IN SARAJEVO

### 5.4.1. SATISFACTION WITH COURT SERVICES

#### OVERALL SATISFACTION WITH THE COURT

The majority of respondents, slightly under two thirds (64%) are satisfied with the Municipal court in Sarajevo (court). In most cases, respondents are “mostly” satisfied rather than “completely” satisfied (39% compared to 25%). Along with the 20% of respondents who assume a neutral attitude, a small percentage of respondents (16%) stated that they are dissatisfied with this court (10% are “mostly” dissatisfied and 6% are “completely” dissatisfied). (See Graph 205). Because of this, the average level of respondent satisfaction with this court is quite high – 3.7<sup>128</sup> (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”).

**GRAPH 205. OVERALL SATISFACTION WITH THE COURT (N=526)**

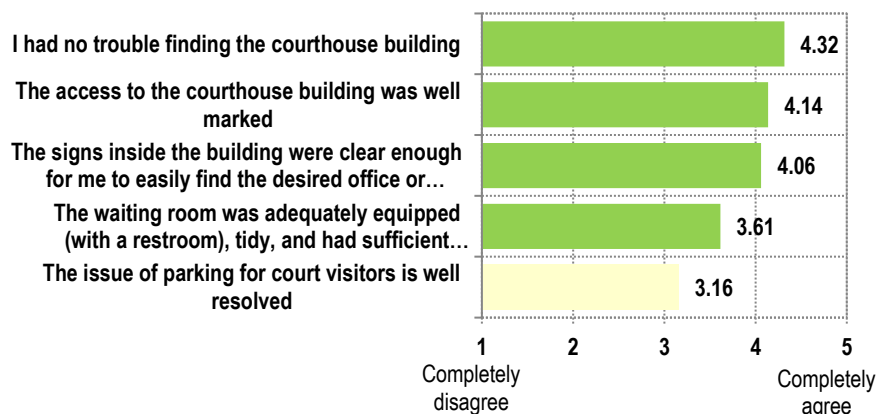


#### ACCESSIBILITY AND COURT PREMISES

Accessibility and court premises are rated quite highly by respondents.

Namely, the average level of agreement with the statements concerning the ease of locating the court building and signposting outside and in the building is over 4 (which on a scale of 1 to 5 falls under the response of “mostly agree”).<sup>129</sup> The average level of satisfaction with the waiting room is lower (3.6)<sup>130</sup>; meanwhile, the issue of parking for court visitors was the “most problematic” – the average level of agreement is slightly over the level of “neither agree nor disagree” (3.2)<sup>131</sup>. (See Graph 206.) An overview of the results expressed in percentages indicates that over a quarter of respondents (26%) do not agree with the statement that there have been good solutions

**GRAPH 206. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**



<sup>128</sup> M=3.68, SD=1.13, Min=1, Max=5, N=526.

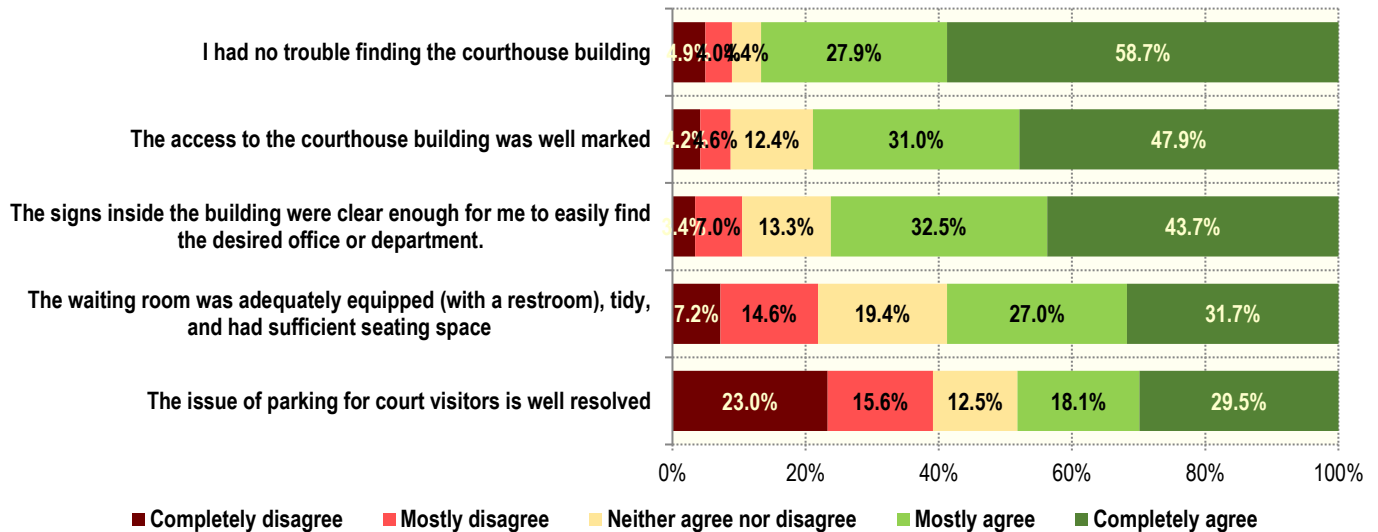
<sup>129</sup> I had no difficulties locating the court building: M=4.32, SD=1.07, Min=1, Max=5, N=526; Entryway to the court building was marked well: M=4.14, SD=1.07, Min=1, Max=5, N=526; Signposting in the building is clear enough and I could easily locate the office or department I was searching for: M=4.06, SD=1.08, Min=1, Max=5, N=526.

<sup>130</sup> M=3.61, SD=1.27, Min=1, Max=5, N=526.

<sup>131</sup> M=3.16, SD=1.56, Min=1, Max=5, N=526.

to the problem of visitor parking, of which 20% “completely” disagree and 6% “mostly” disagree with this statement. (See Graph 207)

**GRAPH 207. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES(N=526)**

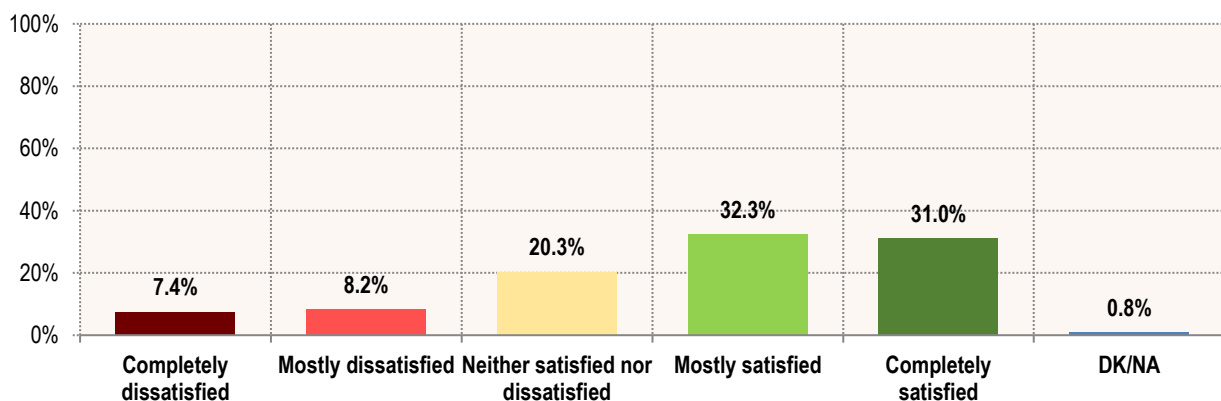


#### FUNCTIONING OF THE COURT

##### Satisfaction with the efficiency of enforcement of court decisions

Almost two thirds (63%) of court service respondents are satisfied with the efficiency of enforcement of court decisions. Of them, equal percentage is “completely satisfied” and “somewhat satisfied” with the efficiency of enforcement of court decisions (31% and 32%). Along with a fifth of respondents (20%) who are neither satisfied nor dissatisfied, a small percentage of respondents do not believe that court decisions are efficiently enforced (8% are “mostly dissatisfied” and 7% are “completely dissatisfied”). (See Graph 208). Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is 3.85.<sup>132</sup>

**GRAPH 208. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=526)**



The capacity in which respondents were in court has a significant effect on their views of the efficiency of enforcement of court decisions. Namely, respondents who were in court as users of other court services tend to be more satisfied with the efficiency of enforcement of court decisions (their average level of satisfaction is 4.1.) compared to respondents who were in court as a victim in a criminal case (3.4). Meanwhile, the average level of satisfaction of respondents who were in court as a party to proceedings and as a witness is somewhere in between these two categories (M<sub>1</sub>=3.7; M<sub>2</sub>=3.7). (See Table 24)

<sup>132</sup> M=3.72, SD=1.20, Min=1, Max=5, N=522.

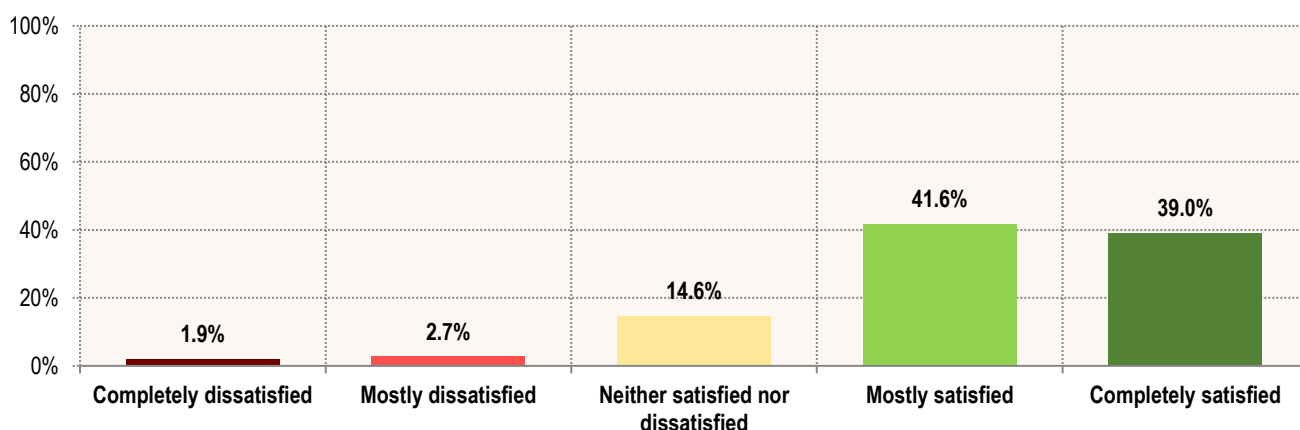
**TABLE 24. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>133</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	29	9.9%	2	3.4%	5	8.1%	3	2.8%
Mostly dissatisfied	17	5.8%	9	15.5%	9	14.5%	8	7.3%
Neither satisfied nor dissatisfied	56	19.1%	10	17.2%	18	29.0%	23	21.1%
Mostly satisfied	110	37.5%	21	36.2%	18	29.0%	21	19.3%
Completely satisfied	81	27.6%	16	27.6%	12	19.4%	54	49.5%
<b>TOTAL</b>	<b>293</b>	<b>100.0%</b>	<b>58</b>	<b>100.0%</b>	<b>62</b>	<b>100.0%</b>	<b>109</b>	<b>100.0%</b>

### Punctuality of hearings

The majority of respondents (81%) are satisfied with the punctuality of hearings. Of these respondents, almost an equal part is “completely satisfied” and “mostly satisfied” with punctuality of hearings (39% and 42%). Most of the other respondents (15%) are neither satisfied nor dissatisfied, while only a small number of respondents are not satisfied with punctuality of hearing (3% are “mostly dissatisfied” and 2% are “completely dissatisfied”). (See Graph 209). Thus, the average level of satisfaction with punctuality of hearings is high – 4.1<sup>134</sup>.

**GRAPH 209. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=526)**



The capacity in which respondents were in court has a significant effect on their views of the punctuality of hearings in the same way. Namely, 54% of respondents who were at court as users of other court services compared to 38% of respondents who were at court as party to proceedings, 35% of those who were at court as a witness and 23% of those who were at court as victim are completely dissatisfied with the efficiency of enforcement of court decisions. Thus, respondents who were in court as a victim (3.9), as a witness (4.1) and as party (4.1) are less satisfied on average with punctuality of hearings compared to users of other court services (4.4). (See Table 25)

**TABLE 25. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – by capacity in which respondents were at court<sup>135</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	6	2.1%	1	1.7%	2	3.1%	1	0.9%
Mostly dissatisfied	8	2.7%	0	0.0%	4	6.3%	2	1.8%
Neither satisfied nor dissatisfied	45	15.4%	12	20.7%	7	10.9%	13	11.7%
Mostly satisfied	123	42.1%	25	43.1%	36	56.3%	35	31.5%
Completely satisfied	110	37.7%	20	34.5%	15	23.4%	60	54.1%
<b>TOTAL</b>	<b>292</b>	<b>100.0%</b>	<b>58</b>	<b>100.0%</b>	<b>64</b>	<b>100.0%</b>	<b>111</b>	<b>100.0%</b>

<sup>133</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=4)

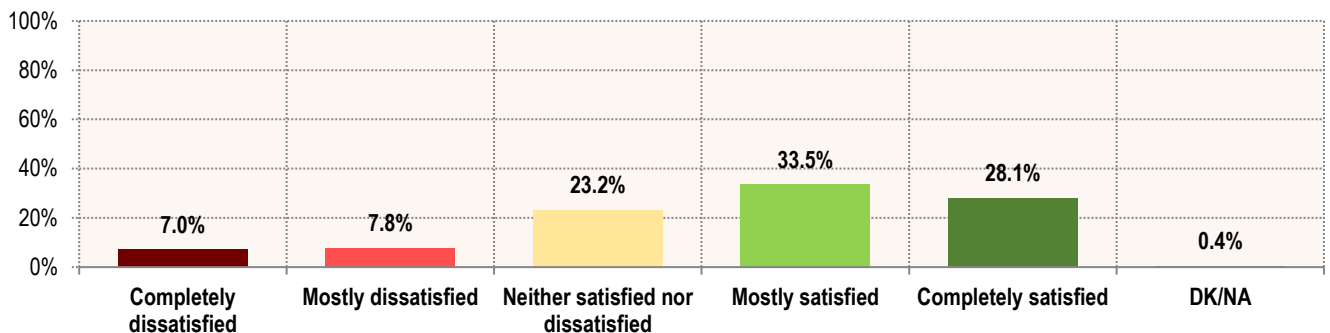
<sup>134</sup> M=4.13, SD=0.89, Min=1, Max=5, N=525.

<sup>135</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=1)

Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is at a slightly lower level. Namely, slightly under two thirds of respondents (62%) are satisfied with the simplicity/complexity of court procedures (28% are “completely” and 34% “mostly” satisfied). Most of the remaining respondents (23%) are neither satisfied nor dissatisfied, and a significantly smaller number of respondents expressed their dissatisfaction with what they perceive as complex court procedures (7% are “completely” dissatisfied and 8% are “mostly” dissatisfied). (See Graph 210). Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.7<sup>136</sup>.

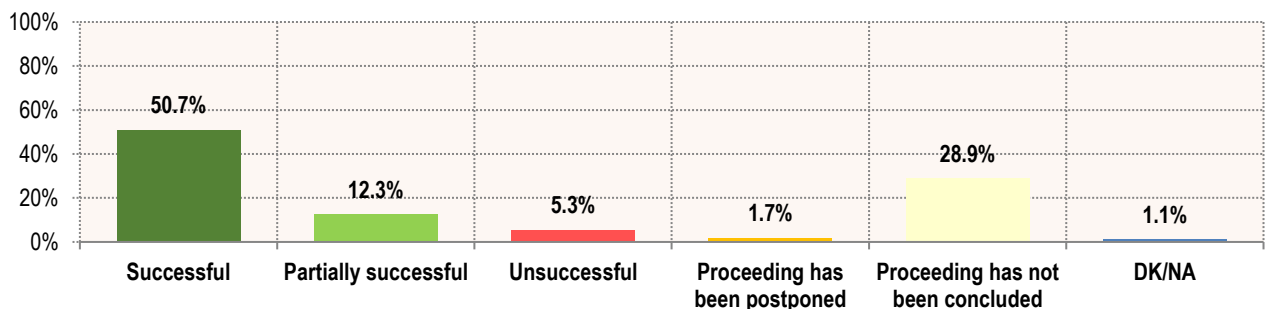
**GRAPH 210. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=526)**



Outcome of respondents’ cases

Half the respondents (51%) who were at court as a party to court proceedings or a victim in a criminal case stated that their case was successfully concluded. Another 12% stated that they had a partially successful outcome and 5% an unsuccessful outcome. 29% of respondents stated that their case is ongoing or that they are still unaware of the outcome. A small percentage of respondents stated that their case was postponed (2%). (See Graph 211)

**GRAPH 211. WHAT WAS THE OUTCOME OF YOUR CASE? (N=357)**



Analysis based on the capacity in which respondents were in court indicates that most respondents who answered this question were in court as a party to proceedings (82%), and that they are more likely to be satisfied with the outcome of their case than those who were there as victim. Namely, over half the respondents (55%) who were there as a party to proceedings stated their case had been successfully resolved compared to under a third of respondents who were there as a victim in a criminal case (30%), while 3% of respondents who were there as a party compared to 16% of respondents who were at court as victim stated that outcome of their case was unsuccessful. (See Table 26)

**TABLE 26. WHAT WAS THE OUTCOME OF YOUR CASE? – BY CAPACITY IN WHICH RESPONDENTS WERE AT COURT**

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Successful	162	55.3%	19	29.7%
Partially successful	37	12.6%	7	10.9%
Unsuccessful	9	3.1%	10	15.6%

<sup>136</sup> M=3.68, SD=1.17, Min=1, Max=5, N=524.

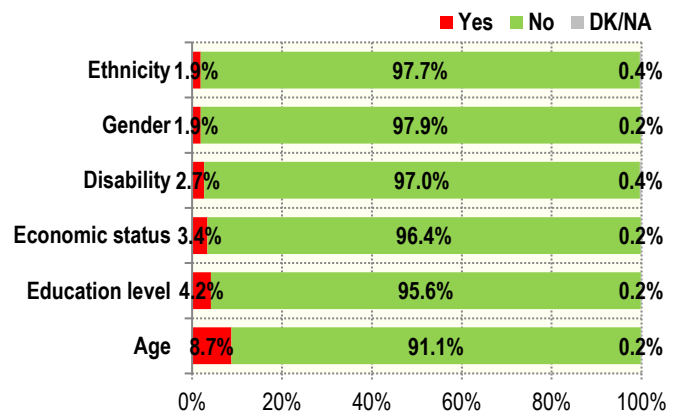
Proceeding has been postponed	3	1.0%	3	4.7%
Proceeding has not been concluded	79	27.0%	24	37.5%
DK/NA	3	1.0%	1	1.6%
<b>TOTAL</b>	<b>293</b>	<b>100.0%</b>	<b>64</b>	<b>100.0%</b>

### ACCESSIBILITY OF COURT SERVICES

#### Effect of respondents' socio-demographic characteristics on access to court services

Respondents' socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts. If that was the case, then it was respondents' age that most often affected their ability to access court services. Namely, 9% of respondents stated that their age made it difficult to access court services. 4% of respondents said that their education level had a negative effect on their ability to access court services, while 3% said the same for their economic status, and for disability. 2% said that their ethnicity and gender reduced their ability to access court services. (See Graph 212)

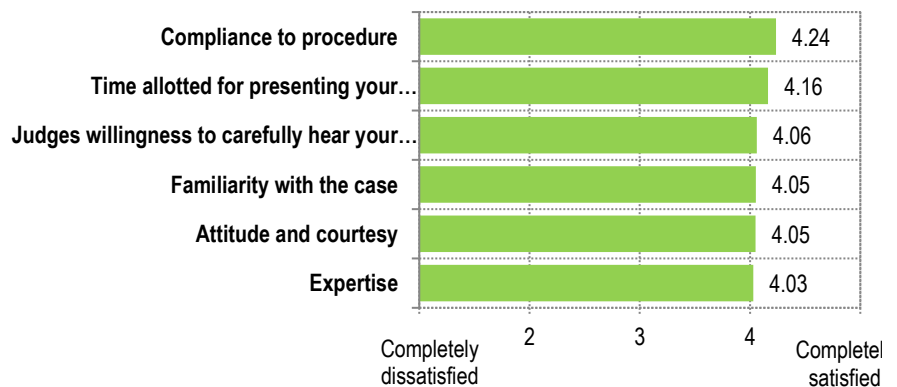
**GRAPH 212. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=526)**



#### Satisfaction with specific aspects of the work of judges

When it comes to various aspects of the work of judges, respondents tend to be most satisfied with their compliance with procedure, followed by the time allowed for presenting their arguments at hearings.<sup>137</sup> They are less likely to be satisfied with the willingness of judges to carefully hear their side of the case, their familiarity with the case, how they treat all parties and their representatives (whether they treated with courtesy), and their expertise/professionalism. However, it should be noted that

**GRAPH 213. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



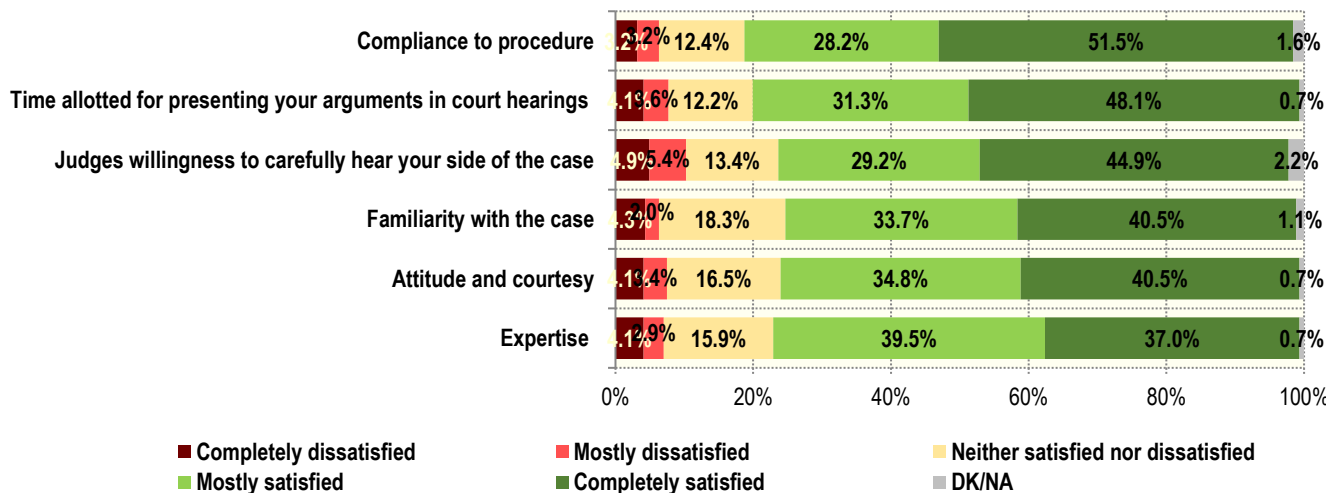
respondent satisfaction with these aspects of the work of judges is also high – the average level of satisfaction is 4 (“mostly satisfied”).<sup>138</sup> (See Graph 213) An overview of results expressed in percentages indicates that the percentage of respondents who are “mostly” or “completely” dissatisfied with certain aspects of the work of judges ranges from 10% for judges’ willingness to carefully hear their side of the case to 6% for judges’ familiarity/knowledge of the case and judicial compliance with procedures. The percentages of respondents who are dissatisfied with the time allotted for presenting

<sup>137</sup>Compliance with procedure: M=4.24, SD=1.01, Min=1, Max=5, N=436; Time allotted for presenting your arguments at the hearing: M=4.16, SD=1.05, Min=1, Max=5, N=438.

<sup>138</sup>Judges’ willingness to carefully hear your side of the case: M=4.06, SD=1.13, Min=1, Max=5, N=438; Familiarity with the case: M=4.05, SD=1.03, Min=1, Max=5, N=437; Attitude and courtesy towards all parties and their representatives: M=4.05, SD=1.04, Min=1, Max=5, N=439; Expertise/professionalism: M=4.03, SD=1.01, Min=1, Max=5, N=438.

their arguments in court and judicial compliance with procedures are lower than the percentage of respondents dissatisfied with the willingness of judges to carefully hear their side of the case, but at the same time the percentage of respondents who are satisfied with the two former characteristics is higher, so that, viewed as a whole, they are assessed more positively than the willingness of judges to carefully hear their side of the case. (See Graph 214)

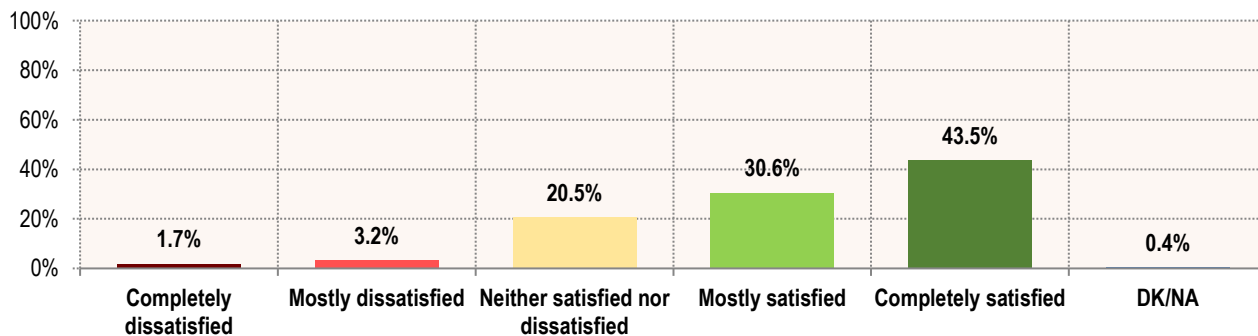
**GRAPH 214. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



Attitude and courtesy of court staff

The majority of respondents (74%) are satisfied with the attitude and courtesy of court staff. Of these respondents 44% are “completely” satisfied, while 31% are “mostly” satisfied with this characteristic. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (21%), while very few respondents stated that court staff did not treat them with courtesy (2% are “completely” dissatisfied and 3% are “mostly” dissatisfied). (See Graph 215). Thus, the average level of satisfaction with the courtesy shown by court staff is 4.1.<sup>139</sup>

**GRAPH 215. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=526)**



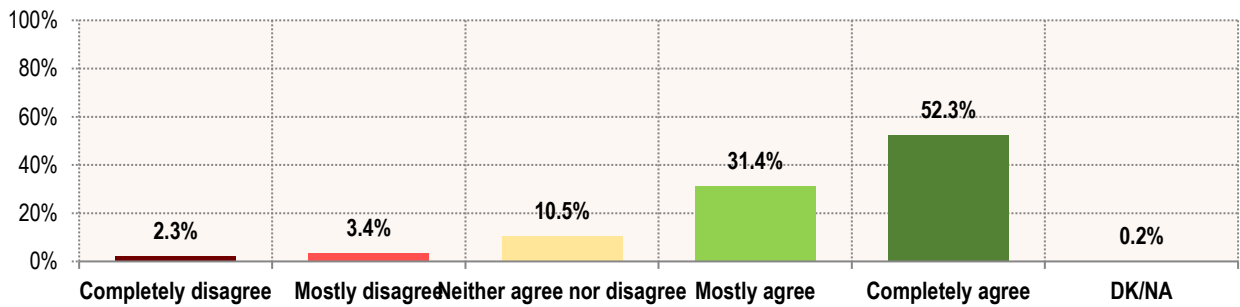
Assessment of the courtesy shown by staff respondents encountered when entering the court and during security checks is even more positive. Namely, 84% of respondents stated that they were treated with courtesy, of which 52% “completely” and 31% “mostly” agree with this statement. Slightly over a tenth (11%) neither agree nor disagree with this statement, while 2% “completely” and 3% “mostly” disagree with it. (See Graph 216). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.3.<sup>140</sup>

**GRAPH 216. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK” (N=526)**

<sup>139</sup>M=4.11, SD=0.96, Min=1, Max=5, N=526.

<sup>140</sup>M=4.28, SD=0.95, Min=1, Max=5, N=525.

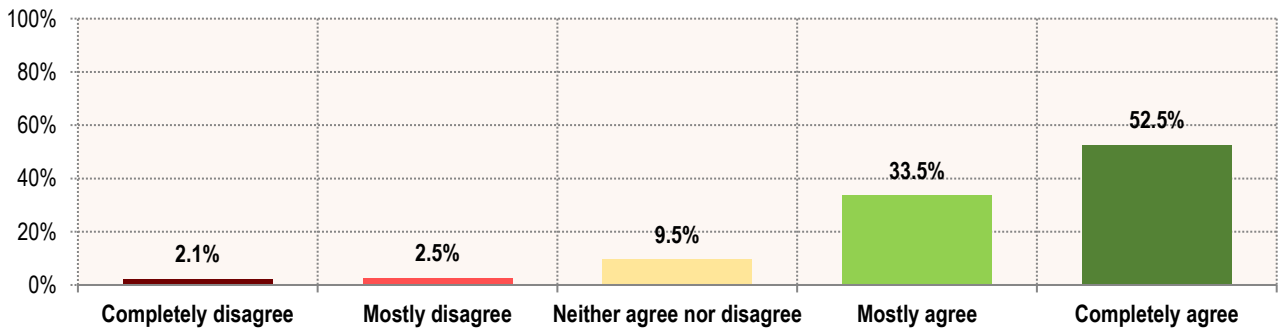




Satisfaction with information provided by the court

The majority of respondents (53%) stated that court employees provided them with all necessary information. 33% of respondents “mostly” agree with this statement, while very few disagree with it (3% “mostly” and 2% “completely” disagree with it). (See Graph 217). Thus, the average level of agreement with the statement “court employees provided me with all necessary information” is 4.3.<sup>141</sup>

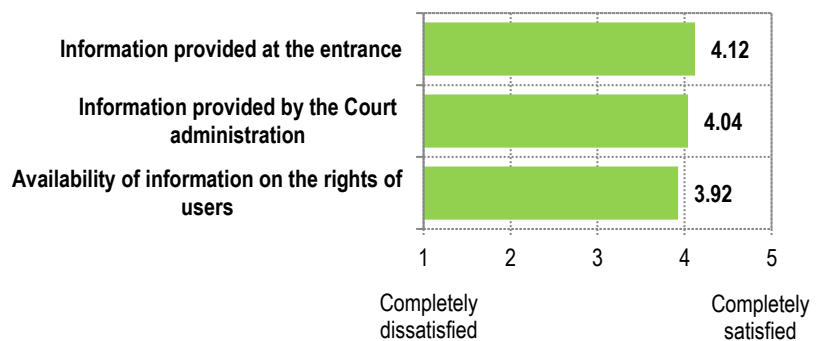
**GRAPH 217. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION” (N=526)**



Satisfaction with availability of information

Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and information related to the rights of court services respondents) indicate that they are generally satisfied – the average level of satisfaction ranges from 3.9 for availability of information on the rights of respondents, to 4.0 for information provided by the court administration and 4.1 for information provided at the court entrance.<sup>142</sup> (See Graph 218) An overview of the results expressed in percentages indicates that the percentages of respondents who are “mostly” or “completely” dissatisfied with the available information are very similar. They range from 9% for availability of information on their rights/user rights to 5% for information they receive at the court entrance. (See Graph 219)

**GRAPH 218. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**

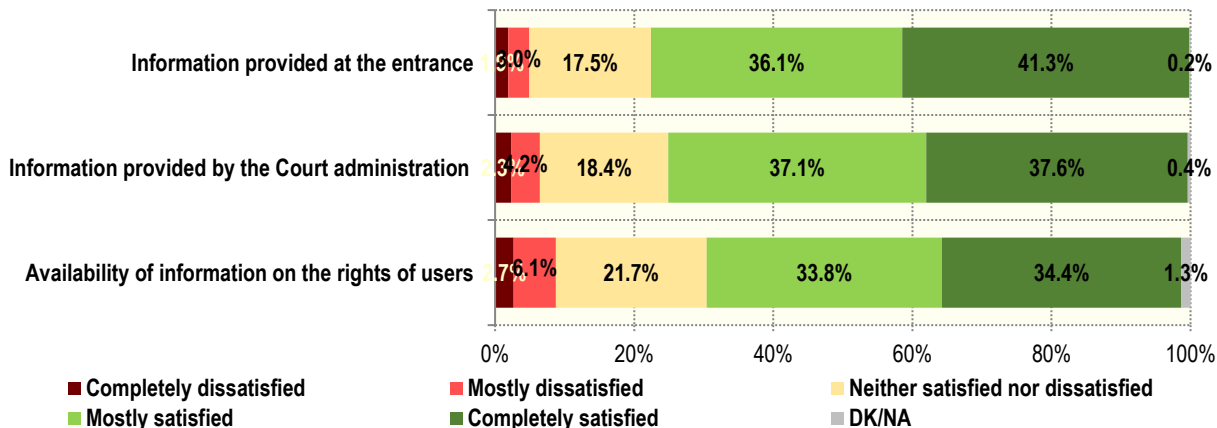


<sup>141</sup>M=4.32, SD=0.90, Min=1, Max=5, N=526.

<sup>142</sup>Availability of information on your rights/user rights M=4.08, SD=0.97, Min=1, Max=5, N=349; Information provided by the court administration: M=4.14, SD=0.96, Min=1, Max=5, N=349; Information provided at the court entrance M=4.08, SD=0.97, Min=1, Max=5, N=349.



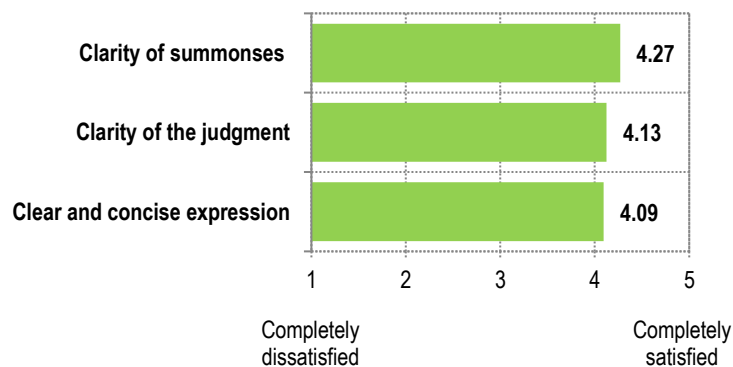
**GRAPH 219. SATISFACTION WITH AVAILABLE INFORMATION (N=526)**



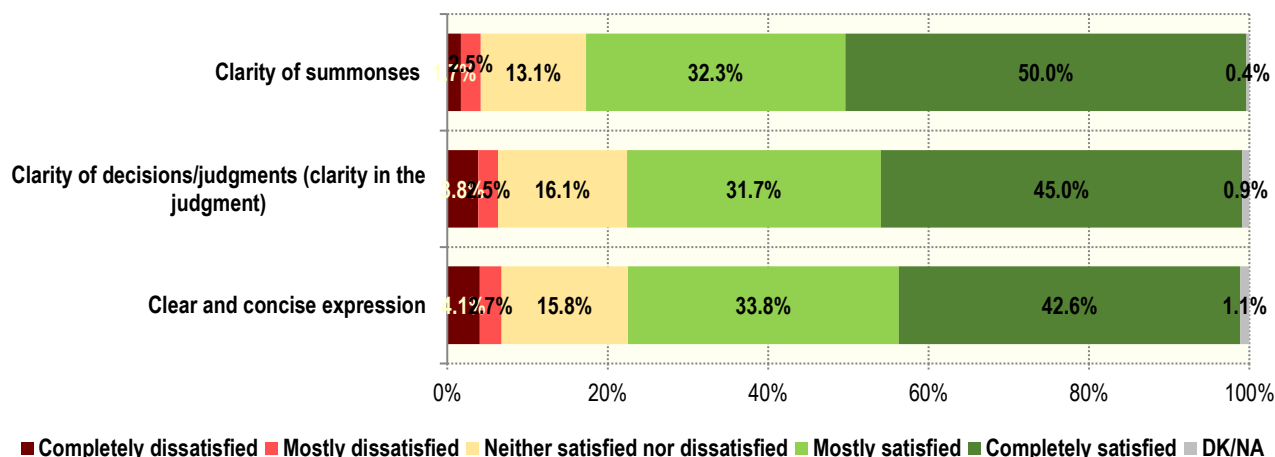
Satisfaction with clarity of information

Respondents are also quite satisfied with the clarity of information provided by court – the average level of satisfaction ranges from 4.1 for clarity of judges’ expression and clarity of judgements/decisions to 4.3 for clarity of summonses.<sup>143</sup> (See Graph 220.) An overview of results expressed in percentages indicates that the percentages of respondents who are “completely” or “mostly” dissatisfied with the clarity of information provided by court are very similar to each other. They range from 8% for clarity of judges’ expression to 7% for judgements/decisions and 4% for clarity of summonses. (See Graph 221)

**GRAPH 220. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



**GRAPH 221. SATISFACTION WITH THE CLARITY OF INFORMATION (N<sub>1</sub>=526, N<sub>2</sub>=442, N<sub>3</sub>=444)**

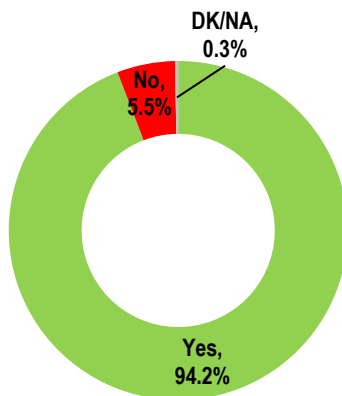


Satisfaction with availability of relevant documents

<sup>143</sup> Clarity of judges' expression: M=4.09, SD=1.03, Min=1, Max=5, N=439; Clarity of judgements: M=4.13, SD=1.03, Min=1, Max=5, N=438; Clarity of summonses: M=4.27, SD=0.90, Min=1, Max=5, N=524.

Likewise, the level of satisfaction with the availability of relevant documents is very high. Namely, nearly all respondents whom this question concerns (94%) stated that these were made available to them on time i.e. prior to the hearing. (See Graph 222).

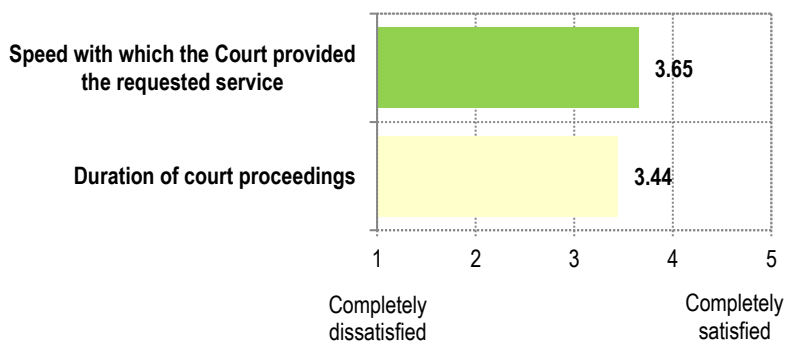
**GRAPH 222. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=326)**



Satisfaction with the speed of provision of court services

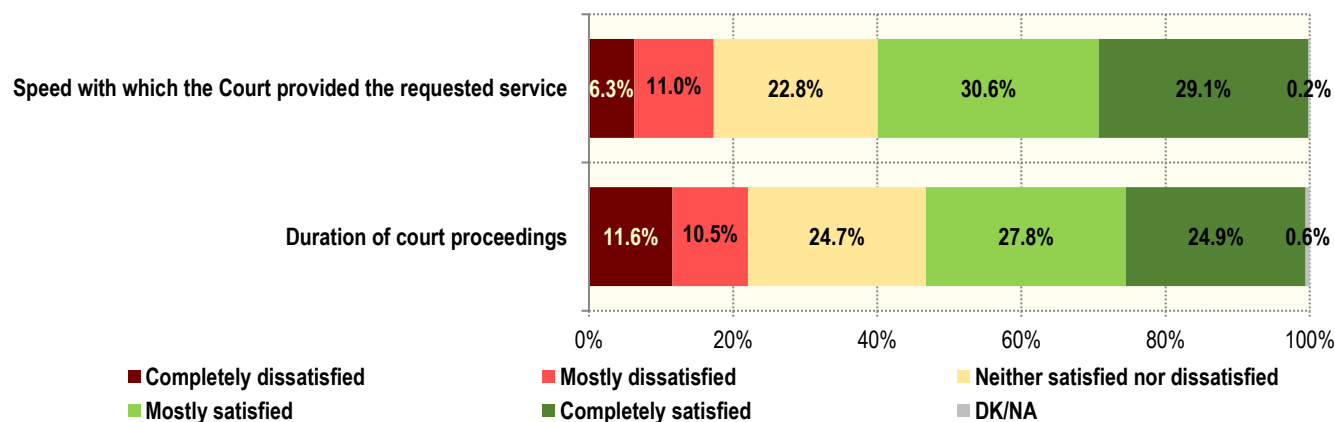
Satisfaction with the speed of provision of court services and duration of proceedings is lower than satisfaction with availability and clarity of information with the average level of satisfaction being 3.4 for duration of court proceedings to 3.7 for the speed with which the court provided the requested service.<sup>144</sup>

**GRAPH 223. AVERAGESATISFACTION WITH THE SPEED OF COURT OPERATIONS**



However, it should be noted that the average grade continues to be “neither satisfied nor dissatisfied” for these two characteristics. (See Graph 223). An overview of results expressed in percentages indicates that the percentage of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court operations ranges from 22% for duration of court proceedings to 17% for the speed with which the court provided the requested service to the user. (See Graph 224.)

**GRAPH 224. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=526)**

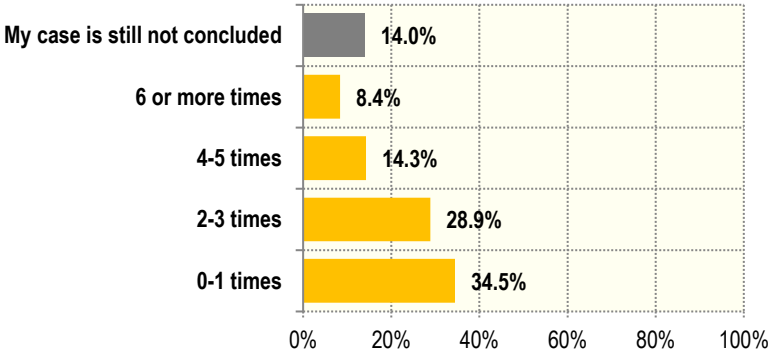


Number of visits to court required to resolve the case

<sup>144</sup> Duration of proceedings: M=3.44, SD=1.29, Min=1, Max=5, N=523; The speed with which the court provided the requested service: M=3.65, SD=1.19, Min=1, Max=5, N=525.

Over a third of respondents who were at court in the capacity of a party to proceedings or victim in a criminal case (35%) generally had to attend court only once. This is followed by almost a quarter who had to come to court two to three times before their case was concluded (29%). Almost a quarter of respondents (23%) needed to visit the court four to five times (14%) or six or more times (8%) to resolve their case. Meanwhile, 14% of respondents' cases still have not been concluded. (See Graph 225)

**GRAPH 225. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=357)**



However, **this result is a consequence of the fact that respondents who were in court in the capacity of party to proceedings**, and who make up the majority of respondents who answered this question (82%), **tended to require fewer court visits than those who were victims in a criminal case**. Namely, almost two fifths of parties (39%) compared to under fifth of victims (16%) stated that they had to attend court 0-3 times to conclude their case. Additionally, victims are more likely to say that they needed to attend court 4 or more times compared to parties to court proceedings (42% compared to 18%). (See Table 8).

**TABLE 27. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE –by capacity in which respondents were at court**

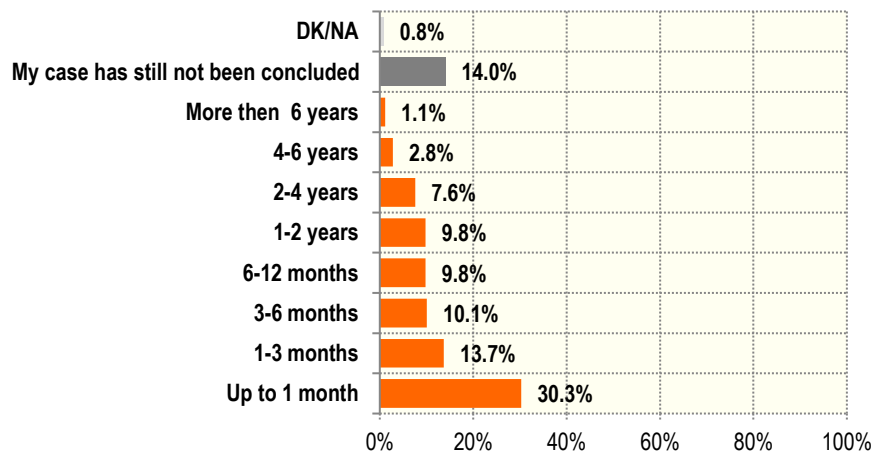
	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
0-1 times	113	38.6%	10	15.6%
2-3 times	87	29.7%	16	25.0%
4-5 times	32	10.9%	19	29.7%
6 or more times	22	7.5%	8	12.5%
My case is still not concluded	39	13.3%	11	17.2%
<b>TOTAL</b>	<b>293</b>	<b>100.0%</b>	<b>64</b>	<b>100.0 %</b>

The timeframe between initiation of court proceedings and delivery of judgements

When it comes to the timeframe between initiation of court proceedings and delivery of judgements, 30% of respondents who were at court in the capacity of a party or victim in a criminal case stated that their case was resolved in less than a month. Significantly fewer respondents stated that it took between one month to a year (34%) (one month to three months: 14%, three months to six months: 10% and from six months to a year: 10%), while for one fifth of respondents (20%) took more than a year (10% one to two years, 8% waited between two to four years, 3% between four to six years and 1% more than six years). As in the previous question, 14% of respondents stated that their case has not yet been resolved, with an average duration somewhat over two years (from the day of the survey to 12 years)<sup>145</sup>. (See Graph 226.)

**GRAPH 226. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=357)**

<sup>145</sup> M=24.89 months, SD=33.38, Min=0, Max=144, N=48.



However, the majority of these respondents were in court as a party to proceedings (82%) and they are significantly more likely to say that it took less time for their case to be resolved compared to those who were at court in the capacity of victim. Namely, more than a third of respondents who were as party at court (35%) compared to less than a tenth of those who were there as victims (9%) stated that it took them up to a month to resolve their case, while a quarter of respondents who were there as a victim (25%) compared to less than tenth of those who were in the capacity of a party (4%) point out that it took them 2-4 years to resolve their case. (See Table 28)

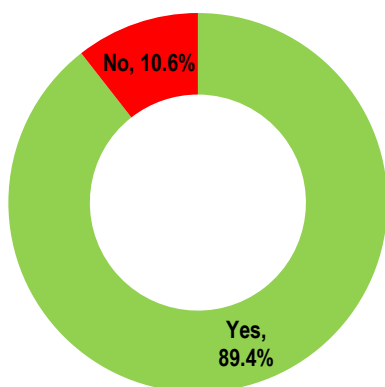
**TABLE 28. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT – by capacity in which respondents were at court**

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
Up to 1 month	102	34.8%	6	9.4%
1-3 months	42	14.3%	7	10.9%
3-6 months	29	9.9%	7	10.9%
6-12 months	28	9.6%	7	10.9%
1-2 years	27	9.2%	8	12.5%
2-4 years	11	3.8%	16	25.0%
4-6 years	8	2.7%	2	3.1%
More than 6 years	4	1.4%	0	0.0%
My case has still not been concluded	39	13.3%	11	17.2%
<b>TOTAL</b>	<b>3</b>	<b>1.0%</b>	<b>0</b>	<b>0.0%</b>

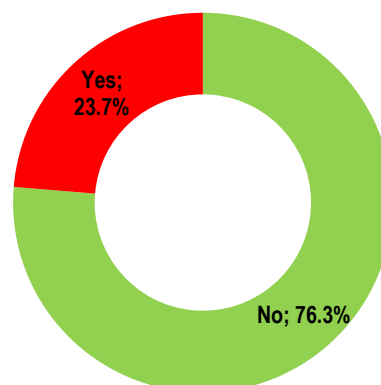
### Scheduling hearings

For 89% of respondents whose proceedings included a hearing, the hearing took place as scheduled, while 11% of respondents had a different experience. They were more likely to have had their hearing postponed – 24% stated that the hearing was postponed for another day, while 76% said that there had not been any delays. (See Graphs 227 and 228)

GRAPH227. DID THE HEARING BEGIN ON TIME? (N=379)



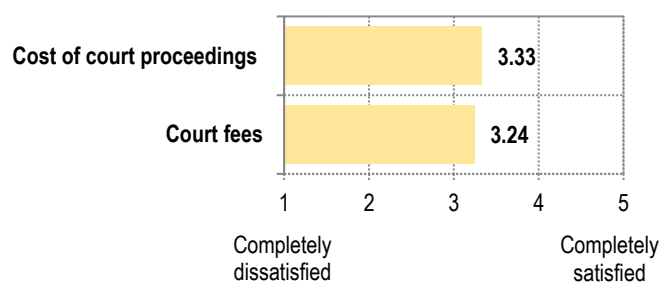
GRAPH228. WAS THE HEARING POSTPONED TO ANOTHER DAY? (N=379)



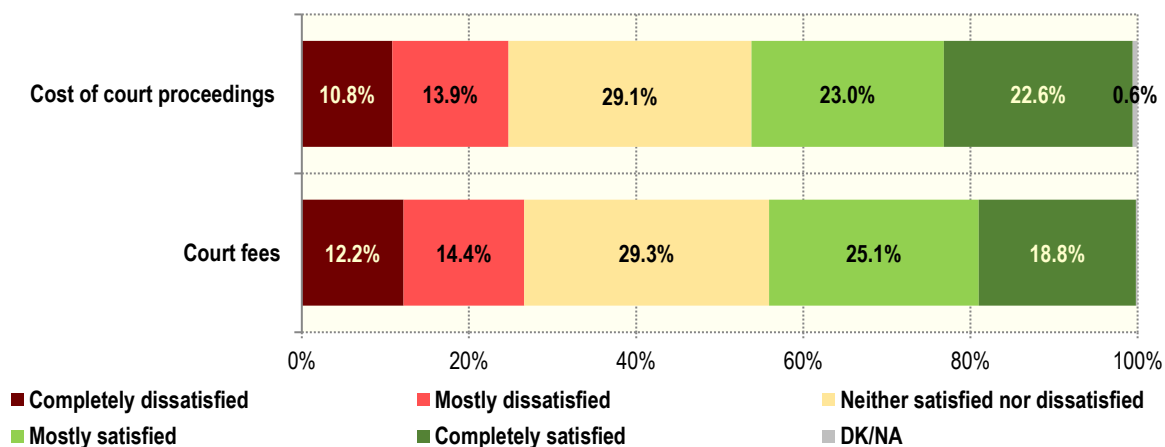
Court costs

Satisfaction with the cost of court services overall falls under “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with costs of court appointed (administrative) fees is 3.2 and 3.3 for costs of court proceedings.<sup>146</sup> (See Graph 229.) An overview of results expressed in percentages indicates that the quarter of respondents are dissatisfied (“mostly” or “completely”), both with costs of court appointed administrative fees and costs of court proceedings: 27% for court appointed fees and 25% costs of court proceedings. (See Graph 230)

GRAPH 229. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES



GRAPH 230. SATISFACTION WITH THE COST OF COURT SERVICES (N=526)

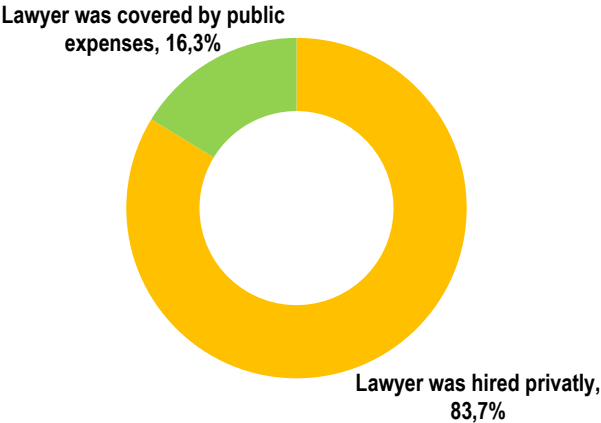


Hiring a lawyer

Over two fifths of respondents, to whom this was applicable, (41%) stated that they were represented by a lawyer in court and most of them (84%) had hired the lawyer privately. Meanwhile, every sixth respondent who hired a lawyer, did it at public expense (16%). (See Graph 231)

<sup>146</sup> Court fees: M=3.44, SD=1.32, Min=1, Max=5, N=350; Costs of court proceedings: M=3.55, SD=1.34, Min=1, Max=5, N=349.

GRAPH 231. ENGAGING THE SERVICES OF A LAWYER (N=166)

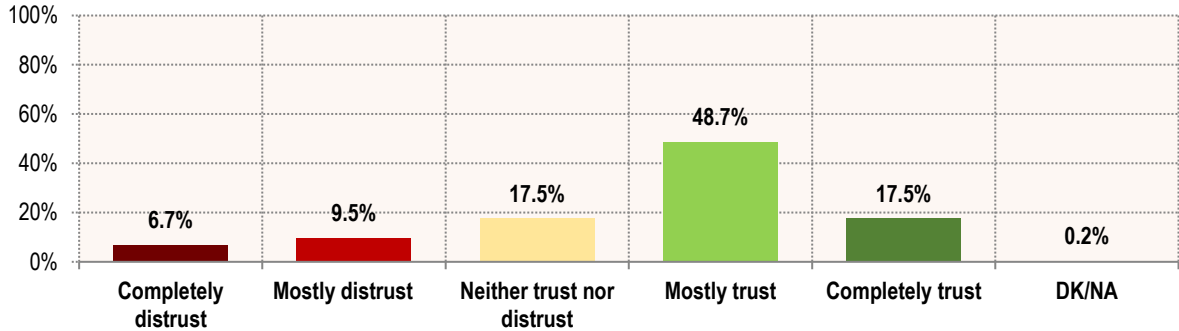


## 5.4.2. CONFIDENCE IN THE WORK OF THE COURT

### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

Almost half the respondents (49%), stated that they are “mostly” confident in the work of the court, while 17% said that they are “completely” confident. Along with 17% of respondents who neither trust nor distrust this work, slightly under a tenth of respondents stated that they “mostly” (9%) and “completely” (7%) distrust the work of the court. (See Graph 232). Thus, the average level of confidence in the work of the court is 3.6.<sup>147</sup>

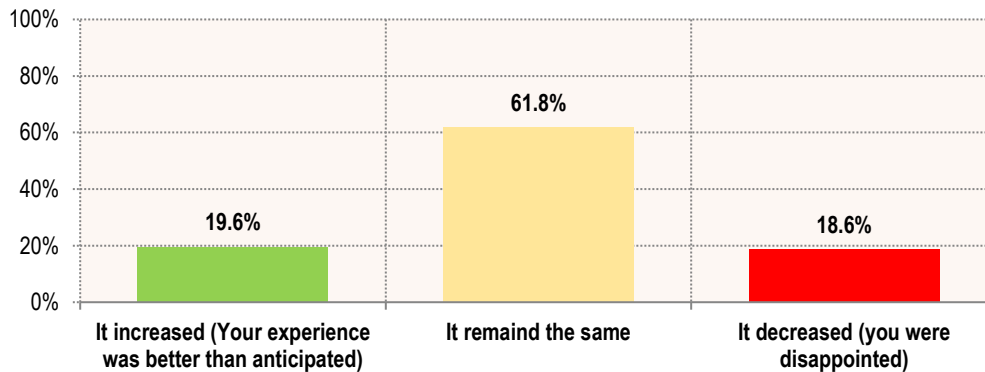
**GRAPH 232. OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT (N=526)**



### Effect of respondents’ most recent visit to court on their level of confidence in the judiciary

Most respondents (62%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal extent, that their experience with their most recent visit to the court led to an increase and to a decrease in their confidence in the judiciary. Namely, this experience was better than expected for 20% of respondents and was disappointing for 19% of them. (See Graph 233).

**GRAPH 233. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=526)**



### ASSESSMENT OF JUDGES’ IMPARTIALITY AND INDEPENDENCE

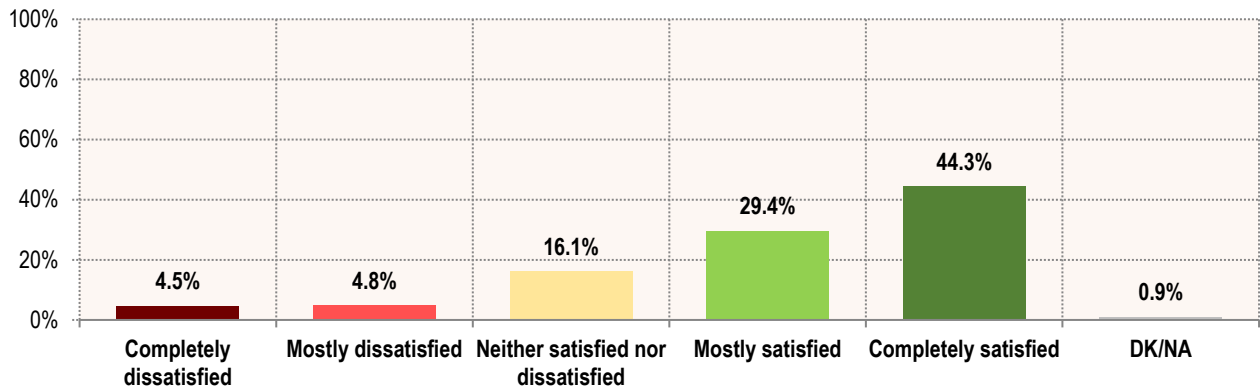
#### Assessment of judges’ impartiality

Almost three quarters of respondents (74%) stated that they are satisfied with the work of judges and believe that they treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation (44% are “completely” satisfied and 29% are “mostly” satisfied). This is followed by respondents who have a neutral stance (16%), and tenth of those who have a negative assessment of judges’ impartiality (5% are “completely” dissatisfied and “mostly” dissatisfied each). (See Graph 234). Thus, the average level of satisfaction with the impartiality of judges is 4.<sup>148</sup>

<sup>147</sup> M=3.61, SD=1.09, Min=1, Max=5, N=525.

<sup>148</sup> M=4.05, SD=1.10, Min=1, Max=5, N=438.

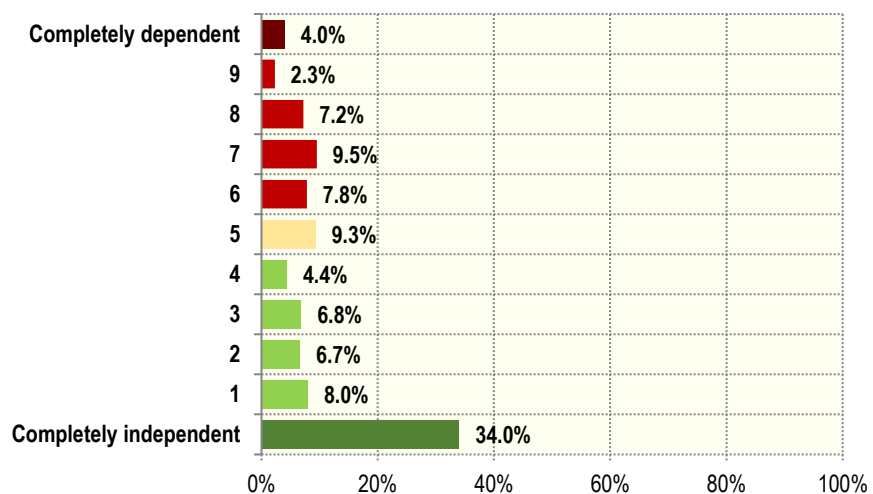
**GRAPH 234. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=350)**



Assessment of judges' independence

When it comes to assessment of judges' independence in conducting court proceedings, slightly over a third of respondents (34%) believe that the judges were "completely independent"<sup>149</sup>. An additional quarter (26%) believe that they were independent in conducting court proceedings to a certain extent. Along with 9% of respondents who "assigned average grades", 27% believe that judges were not independent in conducting court proceedings, and 4% that they were "not at all independent". (See Graph 235) Thus, the average assessment of judges' independence in conducting court proceedings (on a scale of 0 to 10 where 0 is "completely independent" and 10 is "not at all independent") is 3.4.<sup>150</sup>

**GRAPH 235. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS "COMPLETELY INDEPENDENT" AND 10 IS "NOT INDEPENDENT AT ALL"?, (N=526)**



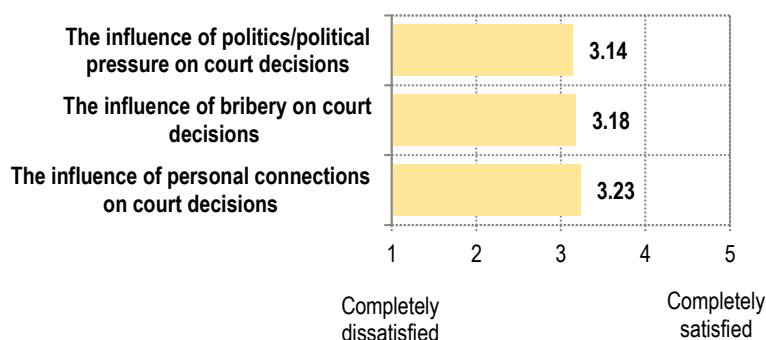
<sup>149</sup> An independent judge is one who is free from political or any other inappropriate pressure and influence.

<sup>150</sup> M=3.37, SD=3.25, Min=0, Max=10, N=526.

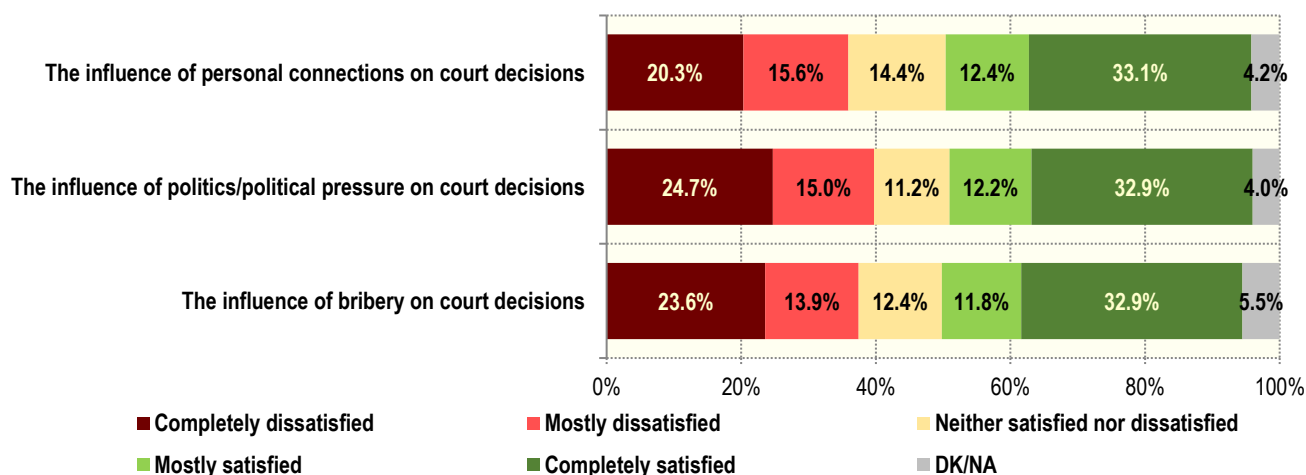


However, data on the perception of various types of factors that affect judicial decisions indicates that respondents who believe that the judge was (mostly) independent in conducting proceedings also believe that certain factors that influence judicial decisions are present. Namely, 40% of respondents are dissatisfied because they believe that political pressure influences judicial decisions. Respondents have the similar view of the effect of bribes on judicial decisions (37% are dissatisfied) and the effect of personal relationships (favoritism) on judicial decisions (36% are dissatisfied). (See Graph 237). Thus, the average level of satisfaction with the presence of factors that influence judicial decisions is almost the same for all three factors (bribes and personal relationships: 3.2, politics: 3.1).<sup>151</sup> (See Graph 236)

**GRAPH 236. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN SARAJEVO**



**GRAPH 237. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN SARAJEVO (N=526)**



### PERCEPTION OF FAIRNESS

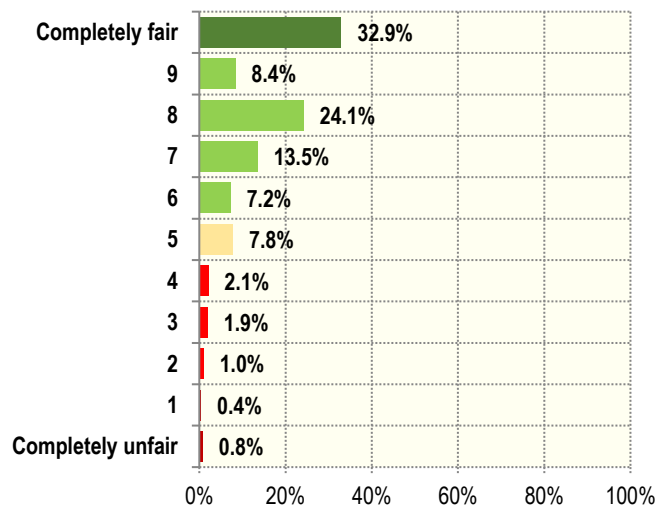
#### Perception of fairness in treatment of respondents in court

When it comes to fairness, almost half the respondents (33%) believe that they were treated completely fairly in court. Another 53% believe that they were treated “mostly” fairly. Along with 8% of respondents who gave this an “average grade”, a small percentage of respondents believe that they were treated unfairly (6%). Namely, 1% believe that they were treated “completely” unfairly and 5% that they were treated “mostly” unfairly. (See Graph 238). Thus, the average assessment of fairness is a 7.9 (on a scale of 0 to 10, where 0 is “completely unfairly” and 10 “completely fairly”).<sup>152</sup>

<sup>151</sup> Influence of bribes on judicial decisions: M=3.18, SD=1.62, Min=1, Max=5, N=504; Influence of politics/political pressure on judicial decisions: M=3.18, SD=1.62, Min=1, Max=5, N=497; Influence of personal relationships on judicial decisions: M=3.14, SD=1.63, Min=1, Max=5, N=505.

<sup>152</sup> M=7.90, SD=2.09, Min=0, Max=10, N=526.

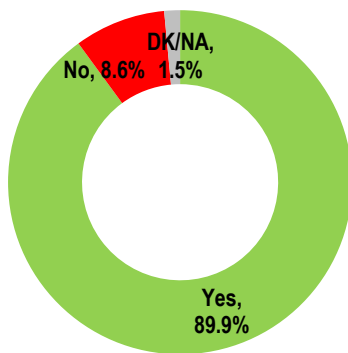
**GRAPH 238. BEFORE TODAY'S/YOUR MOST RECENT VISIT TO COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT, ON A SCALE OF 0 TO 10, WHERE 0 IS "NOT FAIRLY AT ALL" AND 10 IS "COMPLETELY FAIRLY"?** (N=526)



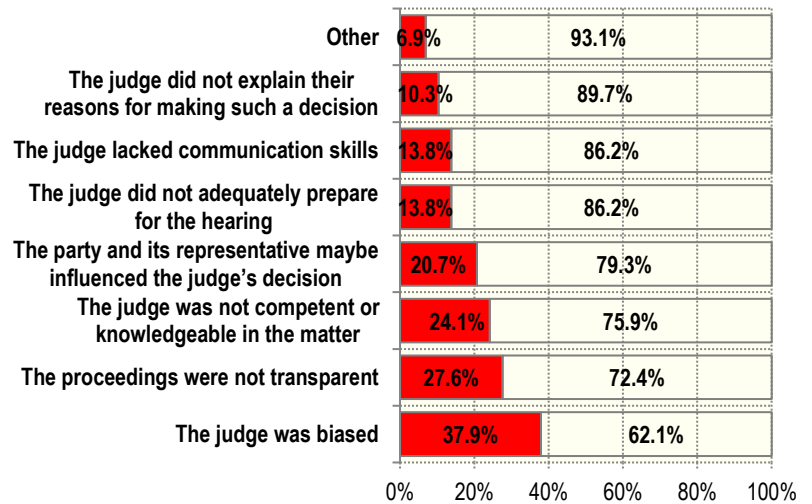
Perception of how fairly respondents' cases will be resolved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, 90% of them are certain that their case will be/has been judged fairly, while 9% believe the opposite. (See Graph 239). The small number of respondents who are uncertain whether their case has been/will be judged fairly (N=29) are most likely to believe that the judge was not impartial (N=11) or that the proceedings were not conducted in a transparent manner (N=8) or that the judge was not competent (N=7). (See Graph 240)

**GRAPH 239. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY?** (N=338)



**GRAPH 240. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY?** (N=29)

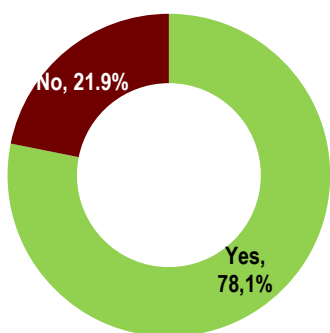


### 5.4.3. FAMILIARITY WITH THE ROLE AND WORK OF THE HJPC BiH

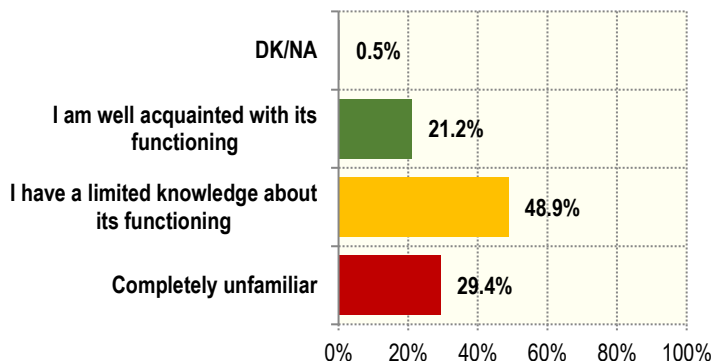
#### Familiarity with the work of the HJPC BiH

The majority of respondents (78%) have heard of the High Judicial and Prosecutorial Council of BiH. (See Graph 241). However, 29% of them stated that they are not familiar with its work, while almost half said that they knew something about it (49%). This means that only 21% of respondents believe that they are very familiar with the operations of the HJPC BiH. (See Graph 242)

**GRAPH 241. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=526)**



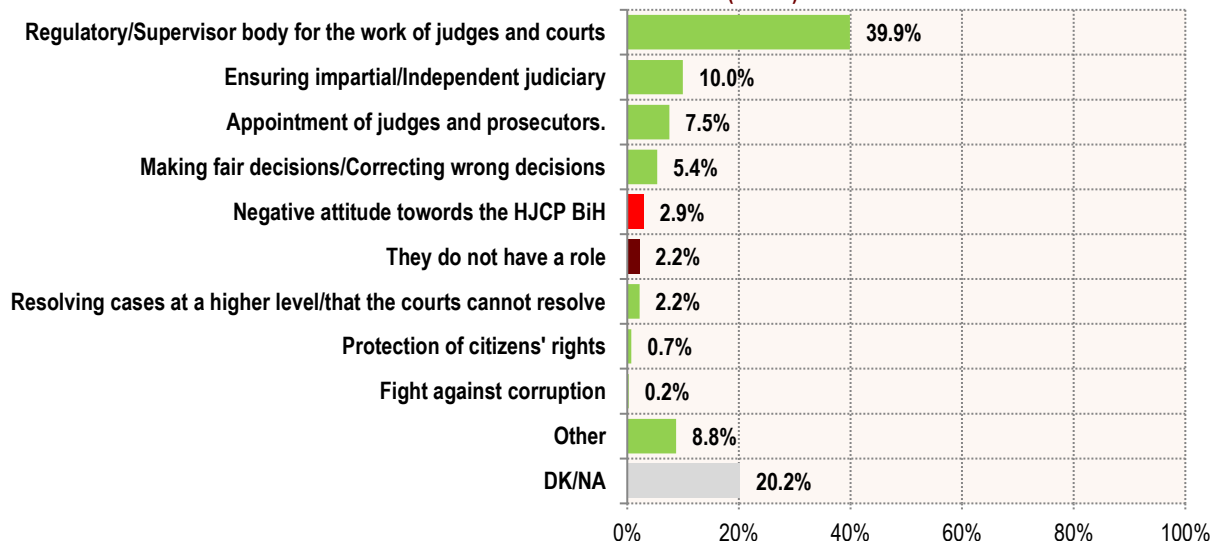
**GRAPH 242. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=296)**



#### Perception of the primary role of the HJPC BiH

Most respondents, two fifths (40%), who have heard of the HJPC BiH believe that its primary role is as regulatory/supervisory/control body for the work of judges and courts. Significantly fewer, a tenth, believe that its role is to ensure the fairness/impartiality/independence of the judiciary (10%) followed by appointing judges and prosecutors (7%). 5% of these respondents believe that the primary role of the HJPC BiH is to make fair decisions and correct wrong decisions. A fifth of these respondents (20%) did not wish or know to respond to this question, while 3% expressed a negative opinion about the HJPC BiH and 2% stated that the HJPC BiH has no role<sup>153</sup>. (See Graph 243)

**GRAPH 243. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BiH? (N=411)**

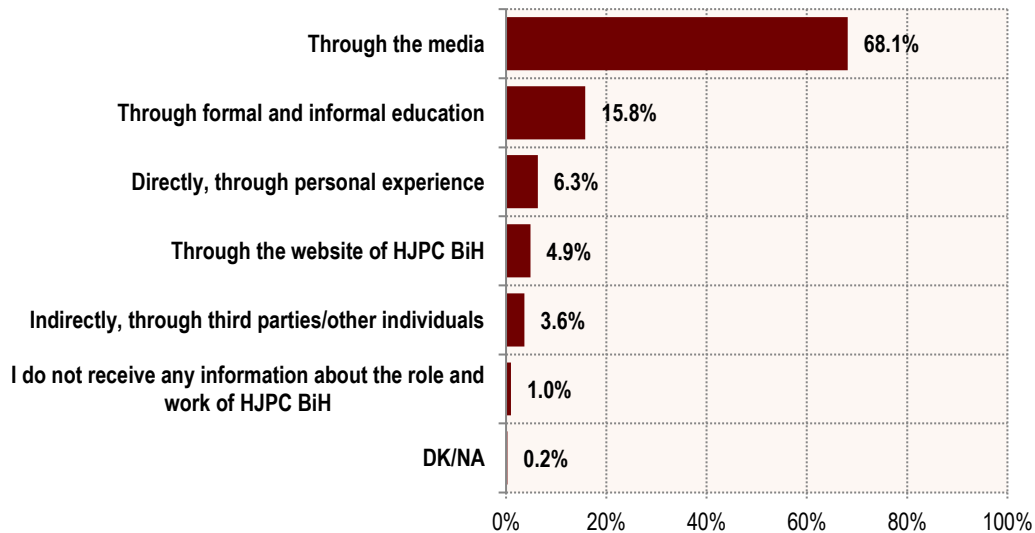


<sup>153</sup> The items: "To act as a regulatory/supervisory/control body for the work of courts and judges"; "To ensure the fairness/impartiality/independence of the judiciary"; "To appoint judges and prosecutors"; and "To protect the rights of citizens/all citizens are equal before the law" fall under the role of regulatory body and constitute its primary competences.

### Sources of information on the role and work of the HJPC BiH

Two thirds of respondents (68%) cited the media as their primary source of information about the role and work of the HJPC BiH. Significantly fewer respondents (16%) cited formal and informal education as their source of information on the role and work of the HJPC BiH, while other sources of information were rarely mentioned. (See Graph 244)

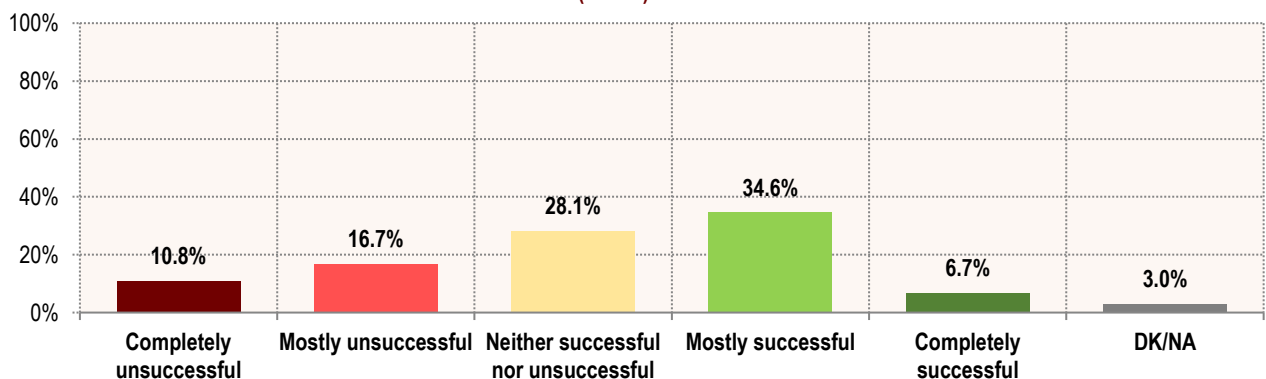
**GRAPH 244. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=411)**



### Assessment of the work of the HJPC BiH

Two fifths of respondents (41%) have a positive assessment of the work of the HJPC BiH. However, it should be noted that most of them believe that the activities of the HJPC BiH have thus far been “mostly” successful (35%), while only 7% believe that they have been “completely” successful. 28% of respondents perceive the activities of the HJPC BiH as being unsuccessful and they only somewhat more often believe that HJPC BiH was “mostly” unsuccessful (17%) than “completely” unsuccessful (11%). The remaining participants have a neutral assessment (28%) (See Graph 245). Thus, the average assessment of the work of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.1 i.e. “neither successful nor unsuccessful”.<sup>154</sup>

**GRAPH 526. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=526)**



<sup>154</sup>M=3.10, SD=1.12, Min=1, Max=5, N=510.

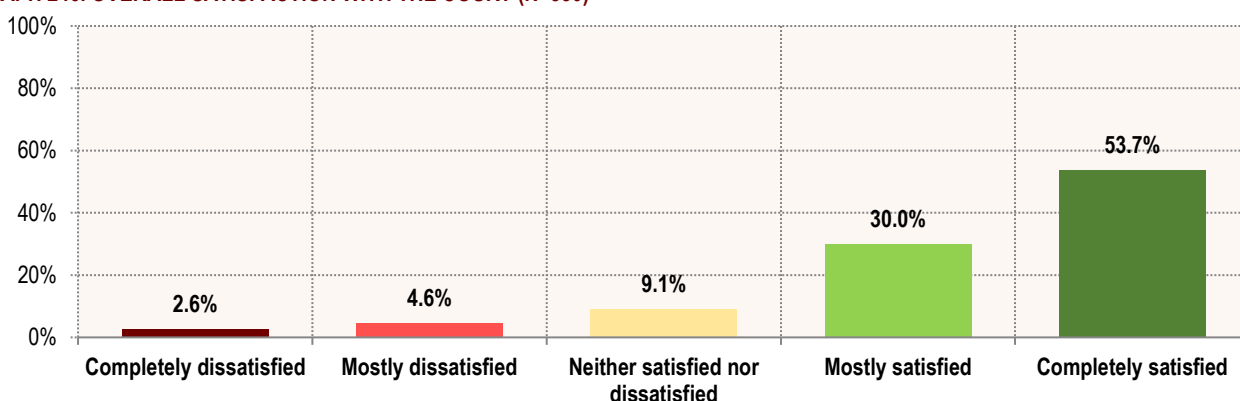
## 5.5. MUNICIPAL COURT IN TUZLA

### 5.5.1. SATISFACTION WITH COURT SERVICES

#### OVERALL SATISFACTION WITH THE COURT

The majority of respondents (84%) are satisfied with the Municipal court in Tuzla (court). In most cases, respondents are “completely” satisfied rather than “mostly” satisfied (54% compared to 30%). Under a tenth of respondents (9%) assume a neutral attitude, while a small percentage of respondents (7%) stated that they are dissatisfied with this court (5% are “mostly” dissatisfied and 3% are “completely” dissatisfied). (See Graph 246). Because of this, the average level of respondent satisfaction with this court is high – 4.3<sup>155</sup> (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”).

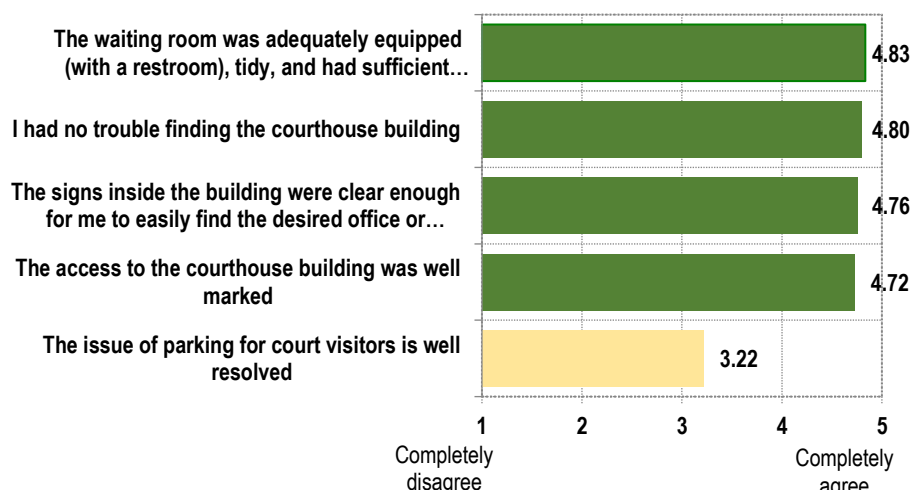
**GRAPH 246. OVERALL SATISFACTION WITH THE COURT (N=350)**



#### ACCESSIBILITY AND COURT PREMISE

Accessibility and court premises are rated very highly by respondents. Namely, the average level of agreement with the statements concerning the ease of locating the court building and signposting outside and in the building is 4.7 and 4.8<sup>156</sup> (which on a scale of 1 to 5 falls under the response of “completely agree”). Meanwhile, the issue of parking was the “most problematic” – the average level of agreement with the statement that the problem of parking has been solved well is at the level of “neither agree nor disagree” (3.2)<sup>157</sup>. (See Graph 247.) Almost a third of respondents (31%) do not

**GRAPH 247. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**



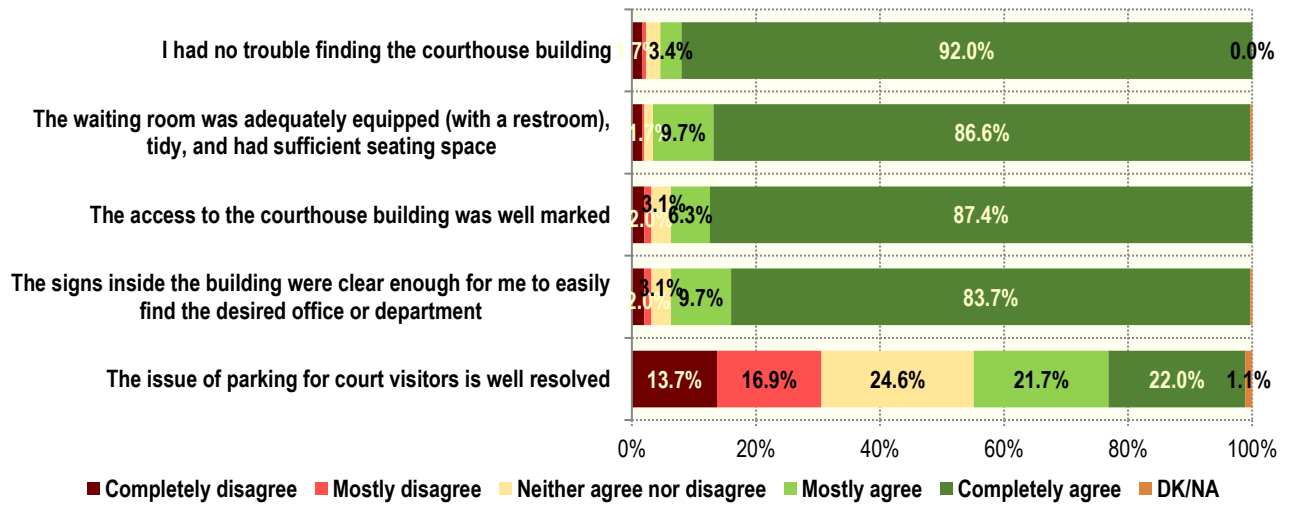
<sup>155</sup> Arithmetic mean (M)=4.28, Standard deviation (SD)=0.98, Range of results: Minimum (Min)=1, Maximum (Max)=5, Number of respondents who answered the question (N)=350.

<sup>156</sup> I had no difficulties locating the court building: M=4.83, SD=0.65, Min=1, Max=5, N=350; Entryway to the court building was marked well: M=4.76, SD=0.75, Min=1, Max=5, N=350; Signposting in the building is clear enough and I could easily locate the office or department I was searching for: M=4.72, SD=0.76, Min=1, Max=5, N=349, The waiting room was well-equipped (with a restroom), tidy and with enough seating: M=4.80, SD=0.64, Min=1, Max=5, N=349.

<sup>157</sup> M=3.22, SD=1.34, Min=1, Max=5, N=346.

agree with the statement that there have been good solutions to the problem of visitor parking, of which 14% “completely” disagree and 17% “mostly” disagree with this statement. (See Graph 248)

**GRAPH 248. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES (N=350)**

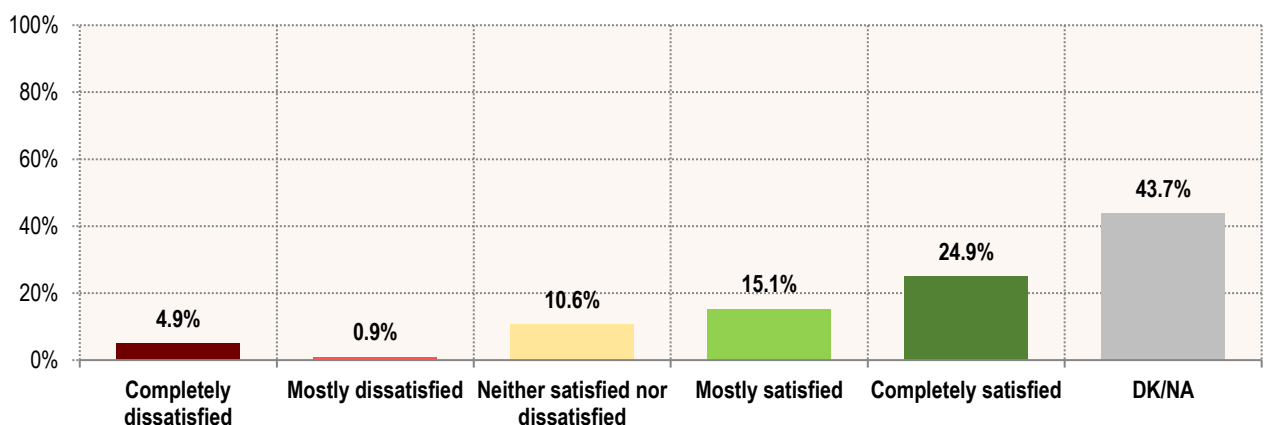


### FUNCTIONING OF THE COURT

#### Satisfaction with the efficiency of enforcement of court decisions

Most respondents (44%) did not know or wish to say whether they are satisfied with the efficiency of enforcement of court decisions. Another 40% stated that they are satisfied with the efficiency of the enforcement of court decisions. Of them, most are “completely satisfied” with the efficiency of enforcement of court decisions (25% compared to 15%). Along with 11% of respondents who are neither satisfied nor dissatisfied, a very small percentage of respondents do not believe that court decisions are efficiently enforced (1% are “mostly dissatisfied” and 5% are “completely dissatisfied”). (See Graph 249). Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is at the level of “mostly satisfied” (4.0).<sup>158</sup>

**GRAPH 249. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=350)**



**The capacity in which respondents were in court has a significant effect on their views of the efficiency of enforcement of court decisions.** Namely, although there were few respondents who were in court in the capacity of victim, there are nonetheless differences between them and users of other court services that are statistically significant. Namely, 50% of respondents who were at court as victim are completely dissatisfied with the efficiency of enforcement of court decisions compared to 1% of users of other court services, 6% of respondents who were there in the capacity of

<sup>158</sup> M=3.95, SD=1.21, Min=1, Max=5, N=197.

witness and 12% of respondents who were in court as a party to proceedings. On the other hand, respondents who are users of other court services are more likely than those who are a party to proceedings to be satisfied with the efficiency of enforcement of court decisions. (See Table 29)

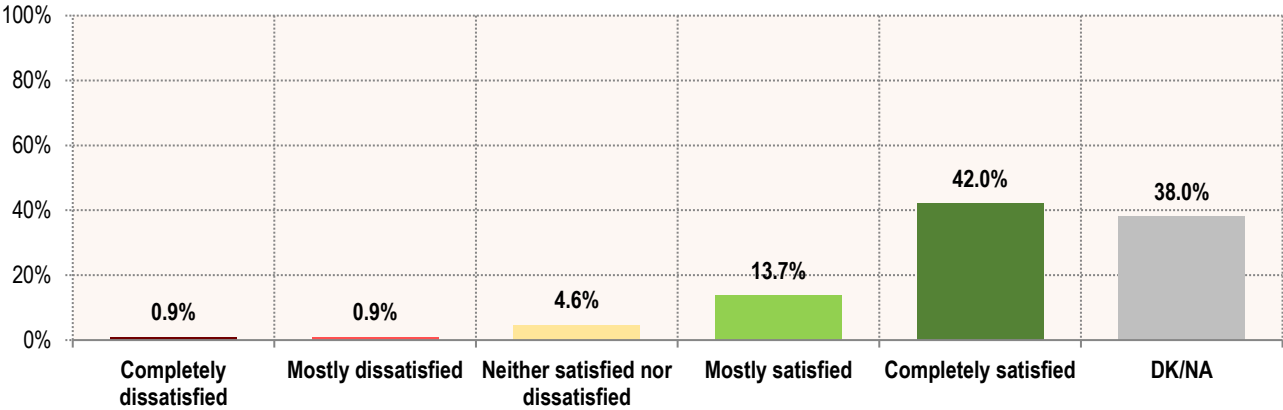
**TABLE 29. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>159</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	13	12.1%	1	6.3%	2	50.0%	1	1.4%
Mostly dissatisfied	2	1.9%	1	6.3%	0	0.0%	0	0.0%
Neither satisfied nor dissatisfied	21	19.6%	3	18.8%	0	0.0%	13	18.6%
Mostly satisfied	21	19.6%	3	18.8%	1	25.0%	28	40.0%
Completely satisfied	50	46.7%	8	50.0%	1	25.0%	28	40.0%
<b>TOTAL</b>	<b>107</b>	<b>100.0%</b>	<b>16</b>	<b>100.0%</b>	<b>4</b>	<b>100.0%</b>	<b>70</b>	<b>100.0%</b>

Punctuality of hearings

Over half the respondents (56%) are satisfied with the punctuality of hearings. Of these respondents, 42% are “completely satisfied” with punctuality of hearings, while 14% are “mostly satisfied”. Most of the other respondents (38%) did not know or wish to respond to this question. Therefore, only a small number of respondents (5%) are neither satisfied nor dissatisfied, and almost no respondents are dissatisfied with punctuality of hearings (1% are “mostly dissatisfied” and the same percentage are “completely dissatisfied”). (See Graph 250). Thus, the average level of satisfaction with punctuality of hearings is high – “completely satisfied” (4.5)<sup>160</sup>.

**GRAPH 250. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=350)**



As in the previous question, **the capacity in which respondents were in court has a significant effect on their views of the punctuality of hearings**. Namely, 50% of respondents who were at court as victim are completely dissatisfied with the punctuality of hearings; there were almost no other respondent dissatisfied. In addition, respondents who were in court as a witness (81%) are more likely to be completely satisfied with punctuality of hearings, as are users of other court services (56%) and those who were there as a party to proceedings (73%); there are no respondents in the capacity of victim who are completely satisfied (0%). In addition, respondents who were at court as users of other court services are more likely to be mostly satisfied with punctuality of hearings compared to those who were there as a party to court proceedings and witness. Thus, analysis of the average level of satisfaction indicates that victims are significantly less satisfied with this aspect compared to other categories of respondents.<sup>161</sup> (See Table 30)

<sup>159</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=153)

<sup>160</sup> M=4.53, SD=0.81, Min=1, Max=5, N=217.

<sup>161</sup> As a victim in a criminal case: M=2.25; as witness: M=4.71, as party to proceedings: M=4.61; as user of other court services: M=4.47.



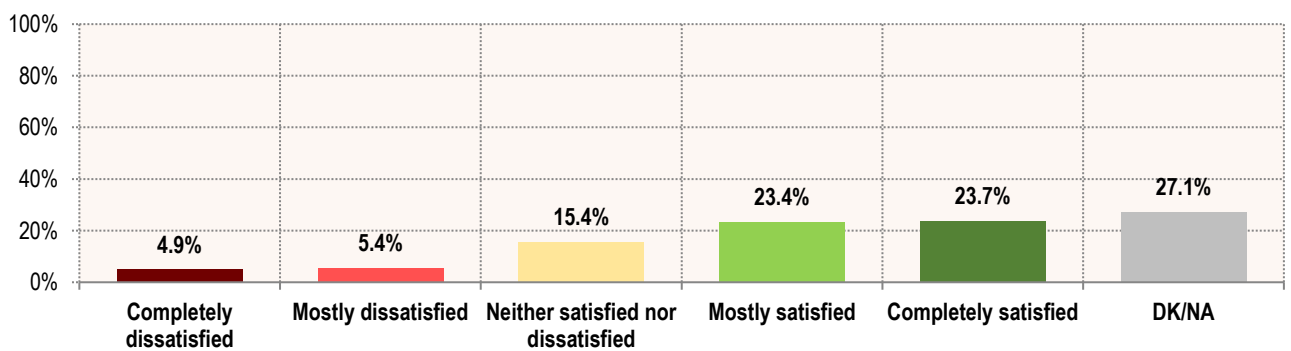
**TABLE 30. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS – by capacity in which respondents were at court<sup>162</sup>**

	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	1	0.8%	0	0.0%	2	50.0%	0	0.0%
Mostly dissatisfied	2	1.6%	0	0.0%	0	0.0%	1	1.6%
Neither satisfied nor dissatisfied	9	7.0%	2	9.5%	1	25.0%	4	6.3%
Mostly satisfied	22	17.2%	2 <sub>a</sub>	9.5%	1	25.0%	23	35.9%
Completely satisfied	94	73.4%	17	81.0%	0	0.0%	36	56.3%
<b>TOTAL</b>	<b>128</b>	<b>100.0%</b>	<b>21</b>	<b>100.0%</b>	<b>4</b>	<b>100.0%</b>	<b>64</b>	<b>100.0%</b>

Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is at a slightly lower level. Namely, slightly under half the respondents (47%) are satisfied with the simplicity/complexity of court procedures (24% are “completely” and 23% “mostly” satisfied). Most of the remaining respondents (27%) did not know or wish to respond to this question. Meanwhile, 15% are neither satisfied nor dissatisfied, while a tenth of respondents expressed their dissatisfaction with what they perceive as complex court procedures (5% are “completely” dissatisfied and 5% are “mostly” dissatisfied). (See Graph 251). Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.8<sup>163</sup>.

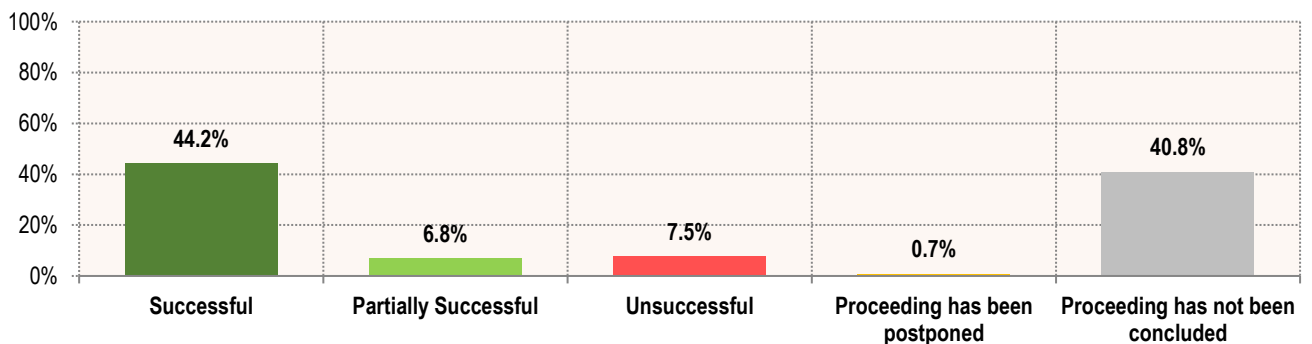
**GRAPH 251. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=350)**



Outcome of respondents’ cases

Slightly under half the respondents who were in court in the capacity of party to proceedings or victim (45%) stated that their case was successfully concluded. Another 7% stated that they had a partially successful outcome and the same percentage (7%) an unsuccessful outcome. 41% of respondents stated that their case is ongoing or that they are still unaware of the outcome, while 1% had their case postponed. Analysis based on capacity in which respondents were in court indicates that almost all respondents who answered this question were there as a party to proceedings (97%, N=143). (See Graph 252)

**GRAPH 252. WHAT WAS THE OUTCOME OF YOUR CASE? (N=147)**



<sup>162</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=133).

<sup>163</sup> M=3.76, SD=1.18, Min=1, Max=5, N=255.

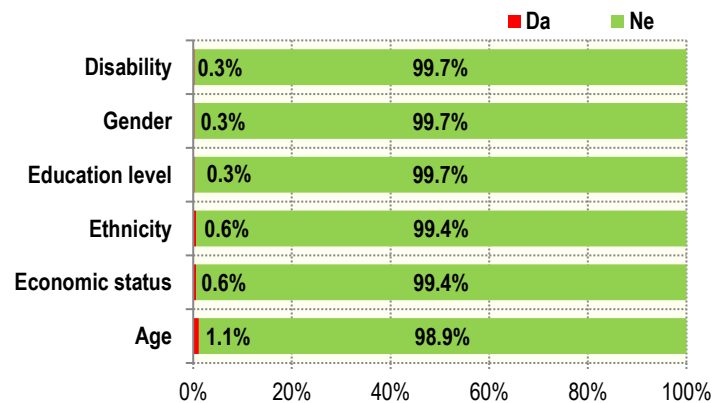


## ACCESSIBILITY OF COURT SERVICES

### Effect of socio-demographic characteristics on access to court services

Respondents' socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts. Namely, 1% of respondents stated that their age made it difficult to access court services. The same percentage of respondents said that their economic status and ethnicity had a negative effect on their ability to access court services, while even fewer respondents said the same for their education level, gender and disability. (See Graph 253)

**GRAPH 253. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=350)**



### Satisfaction with specific aspects of the work of judges

Respondents are very satisfied with various aspects of the work of judges. They tend to be most satisfied with how they treat all parties and their representatives (whether they treated with courtesy), and their expertise/professionalism, as well as their compliance with procedure. The average level of satisfaction with these aspects is 4.5<sup>164</sup> ("completely satisfied"). They are only slightly less satisfied with the time allowed for presenting their arguments at hearings and judges' familiarity with their case:

**GRAPH 254. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



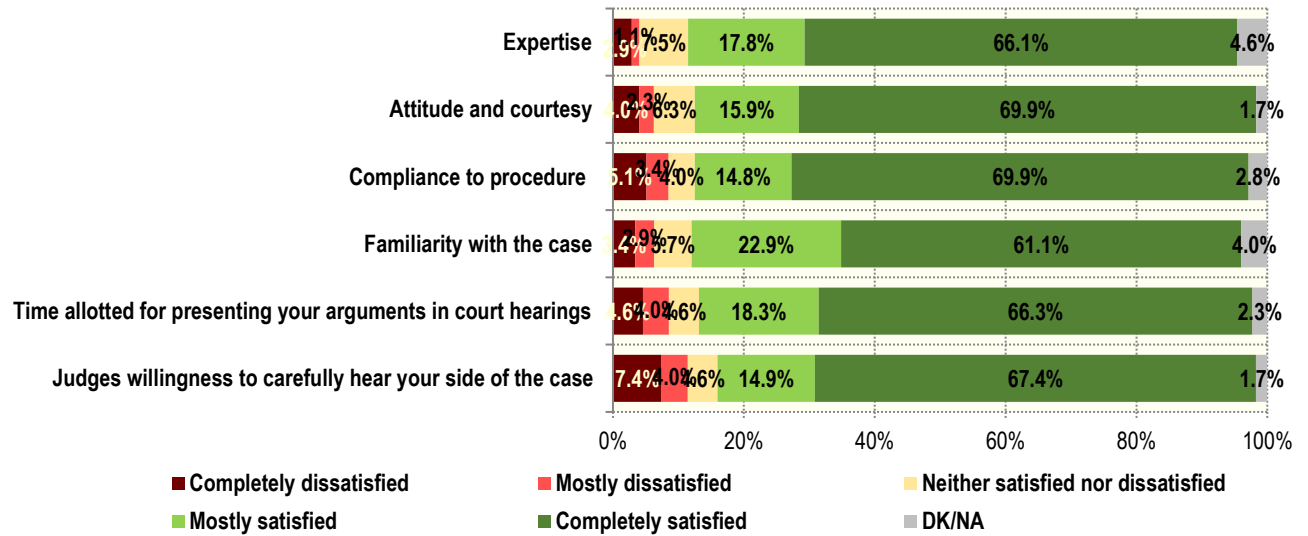
4.4<sup>165</sup>. They are least satisfied with the willingness of judges to carefully hear their side of the case, but it should be noted that the average level of satisfaction with this is also high: 4.3<sup>166</sup> ("mostly satisfied"). (See Graph 254). The percentage of respondents who are "mostly" or "completely" dissatisfied with certain aspects of the work of judges ranges from 11% for judges' willingness to carefully hear their side of the case to 4% for judges' expertise/professionalism. (See Graph 255).

<sup>164</sup> Attitude and courtesy towards all parties and their representatives: M=4.48, SD=1.00, Min=1, Max=5, N=173; Expertise/professionalism: M=4.50, SD=0.92, Min=1, Max=5, N=166; Compliance with procedure: M=4.45, SD=1.09, Min=1, Max=5, N=171.

<sup>165</sup> Familiarity with the case: M=4.41, SD=0.99, Min=1, Max=5, N=168; Time allotted for presenting your arguments at the hearing: M=4.41, SD=1.07, Min=1, Max=5, N=171.

<sup>166</sup> M=4.33, SD=1.21, Min=1, Max=5, N=172.

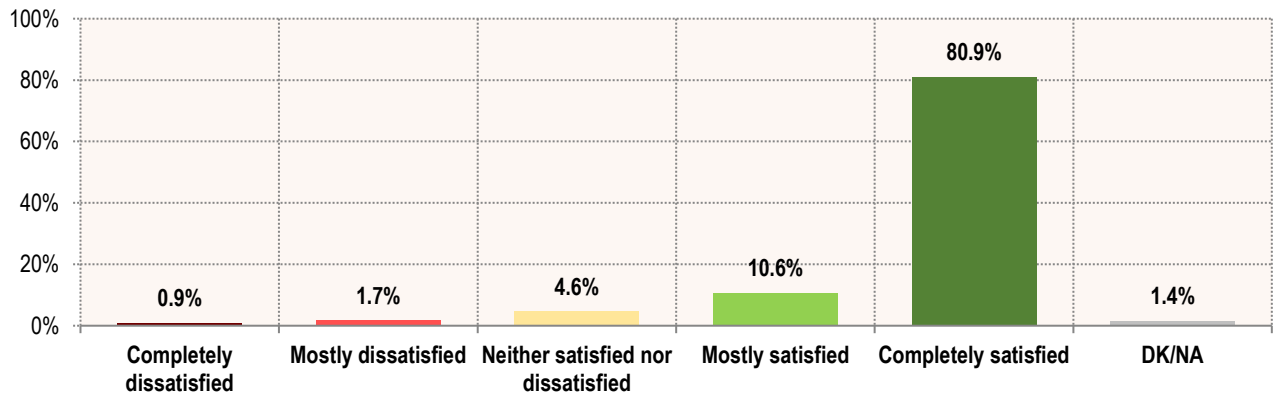
**GRAPH 255. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



Attitude and courtesy of court staff

Almost all respondents (91%) are satisfied with the attitude and courtesy of court staff. Of these respondents, the majority (81%) are “completely” satisfied and 11% are “mostly” satisfied with this characteristic. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (5%), while very few respondents stated that court staff did not treat them with courtesy (1% are “completely” dissatisfied and 2% are “mostly” dissatisfied). (See Graph 256). Thus, the average level of satisfaction with the courtesy shown by court staff is 4.7.<sup>167</sup>

**GRAPH 256. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=350)**

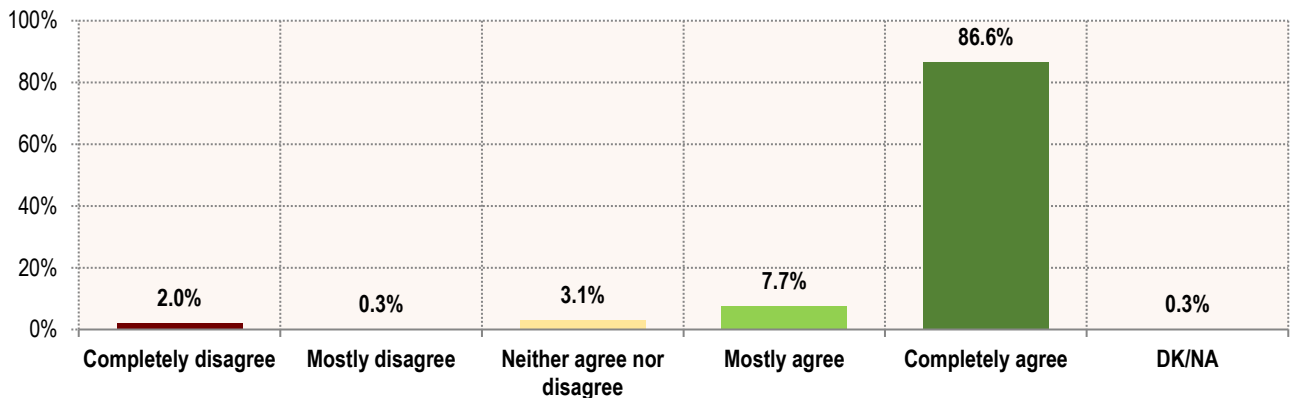


Assessment of the courtesy shown by staff respondents encountered when entering the court and during security checks is even more positive. Namely, 94% of respondents stated that they were treated with courtesy, of which 87% “completely” and 8% “mostly” agree with this statement. Very few respondents (3%) neither agree nor disagree with this statement, while 2% “completely” and 0.3% “mostly” disagree with it. (See Graph 258). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.77.<sup>168</sup>

<sup>167</sup> M=4.71, SD=0.71, Min=1, Max=5, N=345.

<sup>168</sup> M=4.77, SD=0.71, Min=1, Max=5, N=349.

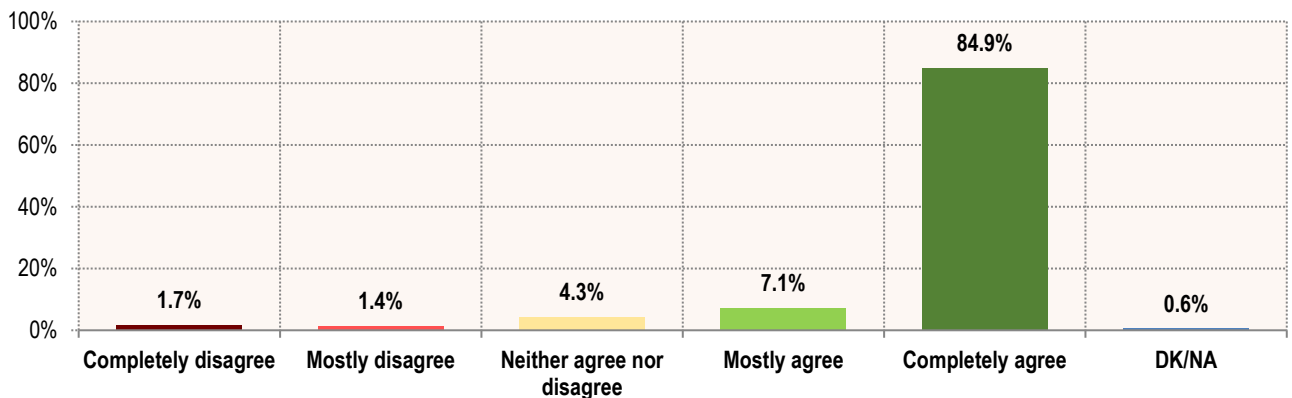
**GRAPH 257. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY ATE THE COURT ENTRANCE AND DURING THE SECURITY CHECK“ (N=350)**



Satisfaction with information provided by the court

The majority of respondents (85%) stated that court employees provided them with all necessary information, while another 7% of respondents “mostly” agree with this statement. Meanwhile, very few have a neutral attitude (4%), and almost none disagree with it (1% “mostly” and 2% “completely” disagree with it). (See Graph 254). Thus, the average level of agreement with the statement “court employees provided me with all necessary information” is 4.7.<sup>169</sup>

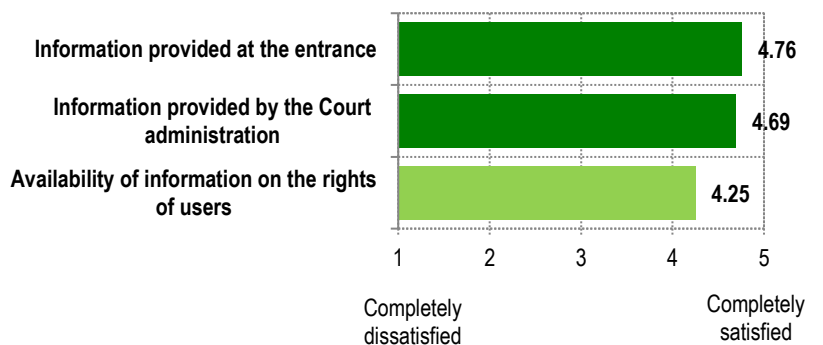
**GRAPH 258. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION“ (N=350)**



Satisfaction with available information

Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and information related to the rights of court services respondents) indicate that they are very satisfied – the average level of satisfaction ranges from 4.3<sup>170</sup> for availability of information on the rights of respondents, to 4.7<sup>171</sup> for information provided by the court

**GRAPH 259. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**



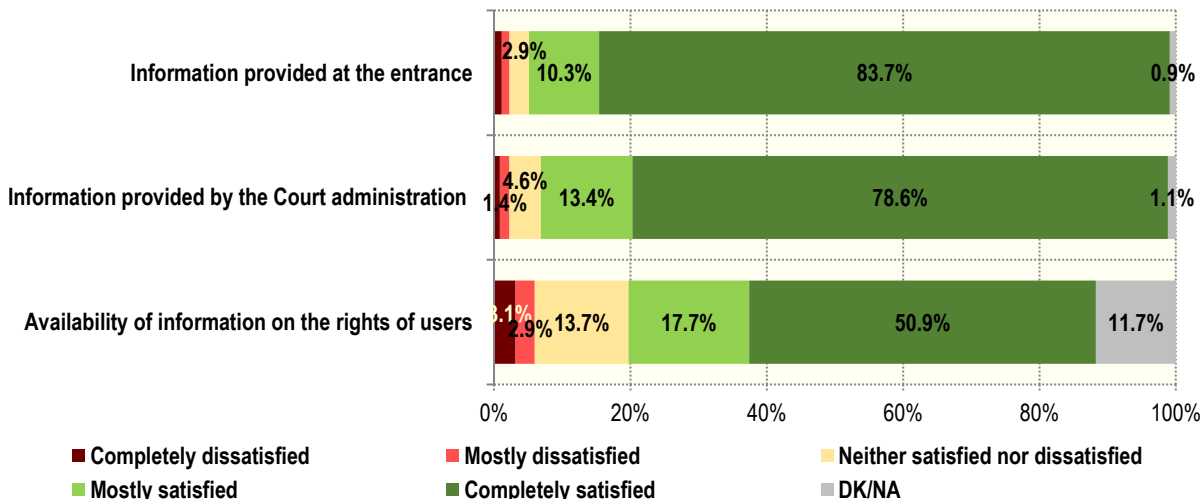
<sup>169</sup> M=4.73, SD=0.76, Min=1, Max=5, N=348.

<sup>170</sup> M=4.25, SD=1.06, Min=1, Max=5, N=309.

<sup>171</sup> M=4.69, SD=0.71, Min=1, Max=5, N=346.

administration, to 4.8<sup>172</sup> for information provided at the court entrance. (See Graph 259). The percentages of respondents who are “mostly” or “completely” dissatisfied with the available information are very similar. They range from 6% for availability of information on their rights/user rights to 2% for information provided by the court administration and information they receive at the court entrance. (See Graph 260)

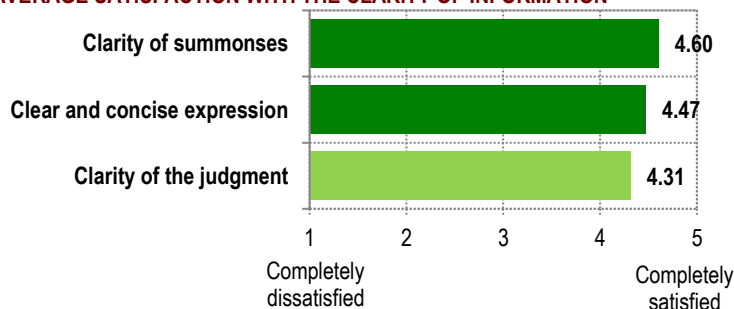
**GRAPH 260. SATISFACTION WITH AVAILABLE INFORMATION (N=350)**



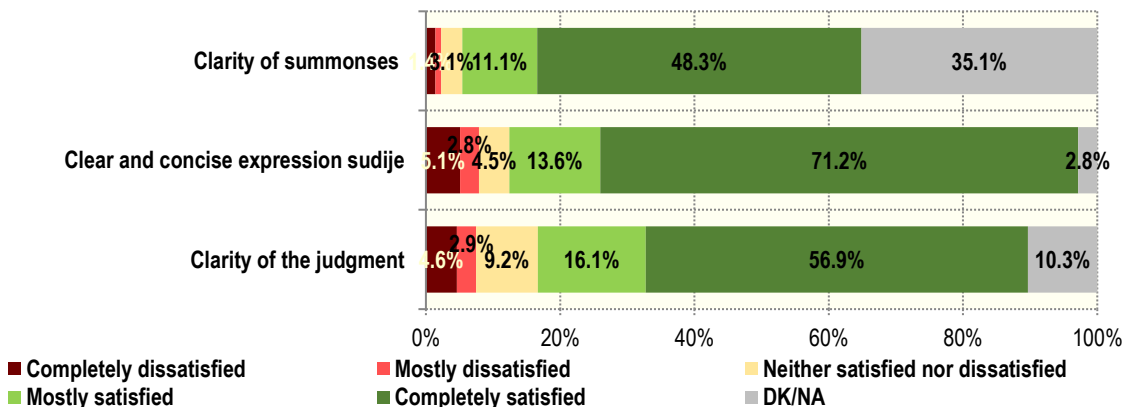
Satisfaction with clarity of information

Respondents are also quite satisfied with the clarity of information provided by court – the average level of satisfaction ranges from 4.3 for clarity of judgements/decisions, to 4.5 for clarity of judges’ expression, to 4.6 for clarity of summonses<sup>173</sup>. (See Graph 261). The percentages of respondents who are “completely” or “mostly” dissatisfied with the clarity of information provided range from 8% for clarity of judges’ expression and judgements/decisions to 2% for clarity of summonses. (See Graph 262)

**GRAPH 261. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



**GRAPH 262. SATISFACTION WITH THE CLARITY OF INFORMATION (N<sub>1</sub>=350, N<sub>2</sub>=176, N<sub>3</sub>=176)**



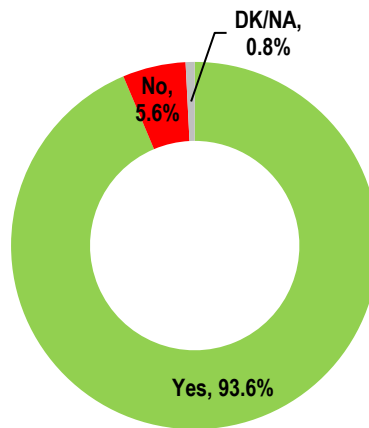
<sup>172</sup> M=4.76, SD=0.67, Min=1, Max=5, N=347.

<sup>173</sup> Clarity of summonses: M=4.60, SD=0.83, Min=1, Max=5, N=227; clarity of judges' expression: M=4.47, SD=1.07, Min=1, Max=5, N=172; clarity of judgements/decisions: M=4.31, SD=1.11, Min=1, Max=5, N=156.

Satisfaction with availability of relevant documents

Nearly all respondents (94%) stated that all relevant documents were made available to them on time i.e. prior to the hearing, while 6% said that this was not the case. (See Graph 263).

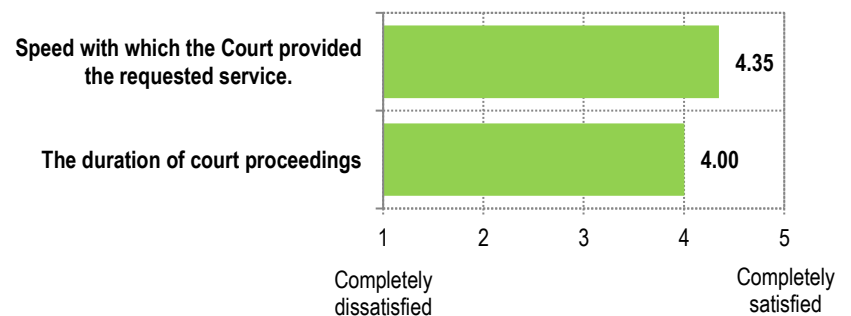
**GRAPH 263. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=125)**



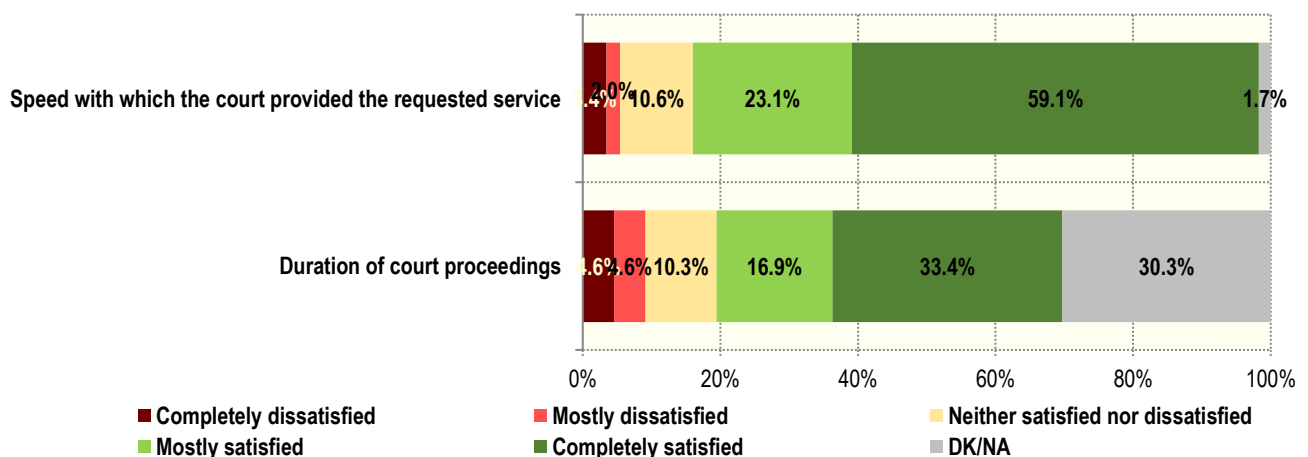
Satisfaction with the speed of provision of court services

Satisfaction with the speed of provision of court services and duration of proceedings is lower than satisfaction with availability and clarity of information, with the average level of satisfaction being 4.3 for the speed with which the court provided the requested service, to 4 for duration of court proceedings.<sup>174</sup> (See Graph 264). The percentages of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court operations are 10% for the speed with which the court provided the requested service, to 9% for duration of proceedings. (See Graph 265)

**GRAPH 264. AVERAGE SATISFACTION WITH THE SPEED OF COURT OPERATIONS**



**GRAPH 265. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=350)**

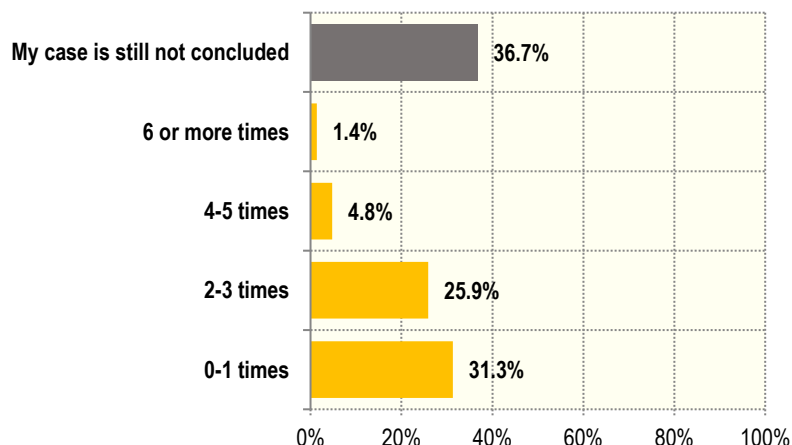


<sup>174</sup> Duration of proceedings: M=4.00, SD=1.22, Min=1, Max=5, N=244; Speed with which the court provided the requested service: M=4.35, SD=0.99, Min=1, Max=5, N=344; length of proceedings until delivery of judgements: M=3.98, SD=1.23, Min=1, Max=5, N=158.

Number of visits required to court to resolve their case

Most respondents (37%) were unable to say how many times they or their lawyers had to/will have to attend court as their case is still ongoing. Most respondents' whose case was concluded (31%) had to attend court only once (in most instances these were misdemeanor proceedings). This is followed by a quarter who had to come to court two to three times before their case was concluded (26%). Few respondents needed to visit the court four to five times (5%) or six or more times (1%). Analysis based on the capacity in which respondents were in court indicates that almost all respondents who answered this question were in court as a party to proceedings (97%, N=143) (See Graph 266)

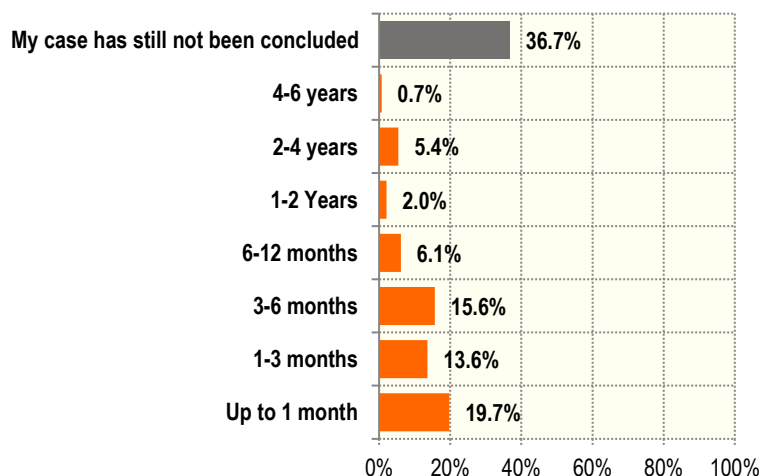
**GRAPH 266. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=147)**



Timeframe between initiation of court proceedings and delivery of judgements

When it comes to the timeframe between initiation of court proceedings and delivery of judgements, a fifth of respondents (20%) stated that their case was resolved in less than a month. An almost equal percentage of respondents stated that it took between one to three months (14%) and three to six months (16%). For 6% of respondents, the proceedings took six months to a year. Very few respondents stated that this took more than a year (2% one to two years, 5% waited between two to four years, and 1% four to six years). Similarly to the previous question, 37% of respondents stated that their case has not yet been resolved, pointing out that on average it has been going on for two and a half years (from day of the survey to 15 years)<sup>175</sup>. (See Graph 267) Analysis based on the capacity in which respondents were in court indicates that almost all respondents who answered this question were in court as a party to proceedings (97%, N=143).

**GRAPH 267. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=147)**

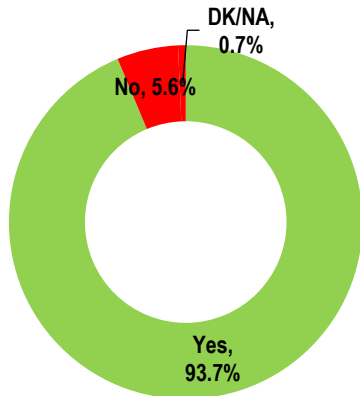


Schedule of hearings

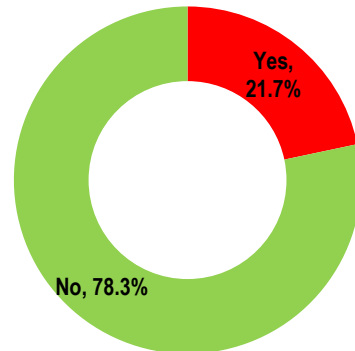
<sup>175</sup> M=29.79 months, SD=48.39, Min=0, Max=180, N=54.

For 94% of respondents whose proceedings included a hearing, the hearing took place as scheduled. Most of them (78%) did not have their hearing postponed, while 22% had a different experience. (See Graphs 268 and 269)

**GRAPH 268. DID THE HEARING BEGIN ON TIME?(N=142)**



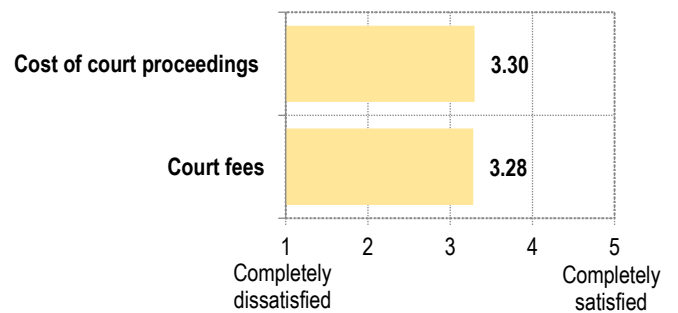
**GRAPH 269. WAS THE HEARING POSTPONED TO ANOTHER DAY?(N=143)**



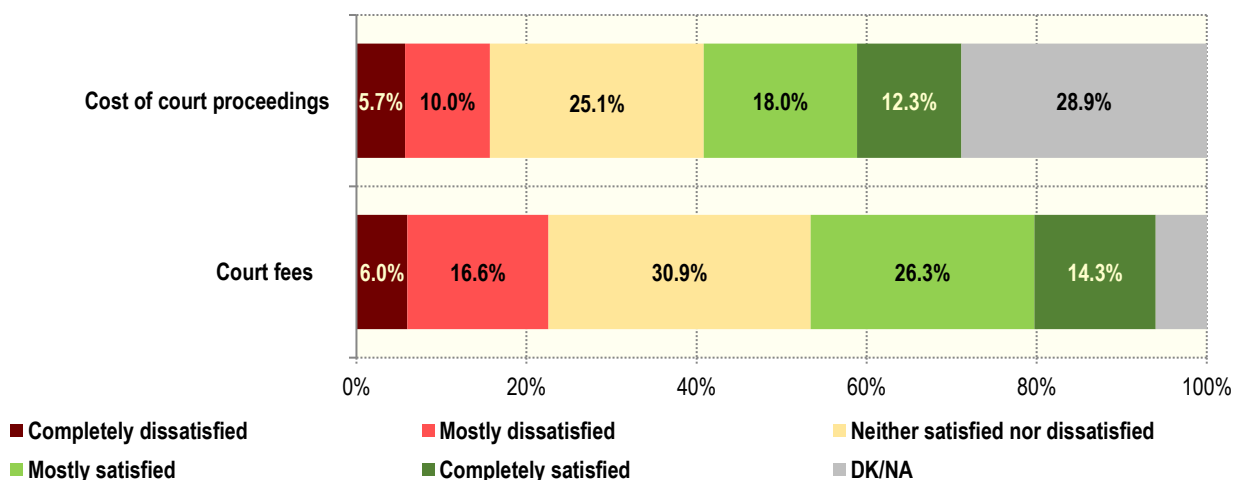
Court costs

Satisfaction with the cost of court services overall falls under “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with costs of court appointed (administrative) fees and costs of court proceedings is 3.3<sup>176</sup>. (See Graph 270.) The percentages of respondents who are dissatisfied (“mostly” or “completely”) with costs of court services are quite high: 23% for costs of court proceedings and 16% for court appointed (administrative) fees. (See Graph 271)

**GRAPH 270. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES**



**GRAPH 271. SATISFACTION WITH THE COST OF COURT SERVICES (N=350)**

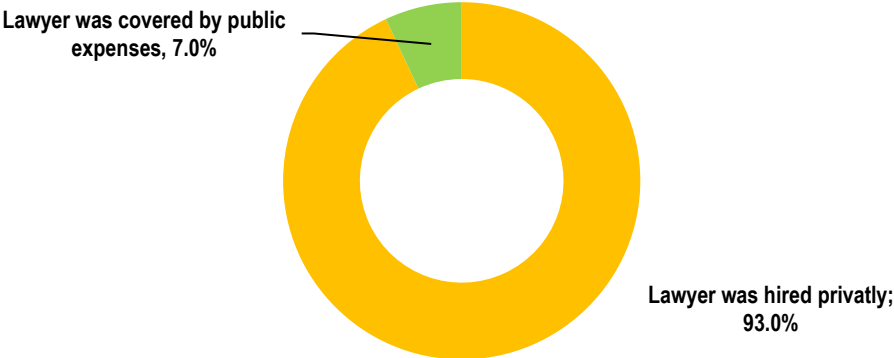


Hiring a lawyer

<sup>176</sup> Court fees: M=3.28, SD=1.12, Min=1, Max=5, N=329; Costs of court proceedings: M=3.30, SD=1.15, Min=1, Max=5, N=249.

Almost a third of respondents, to whom this was applicable, (30%) stated that they were represented by a lawyer in court and most of them (93%) had hired the lawyer privately. Meanwhile, a very small percentage (7%) of respondents had been provided with a lawyer at public expense. (See Graph 272)

**GRAPH 272. ENGAGING THE SERVICES OF A LAWYER (N=42)**



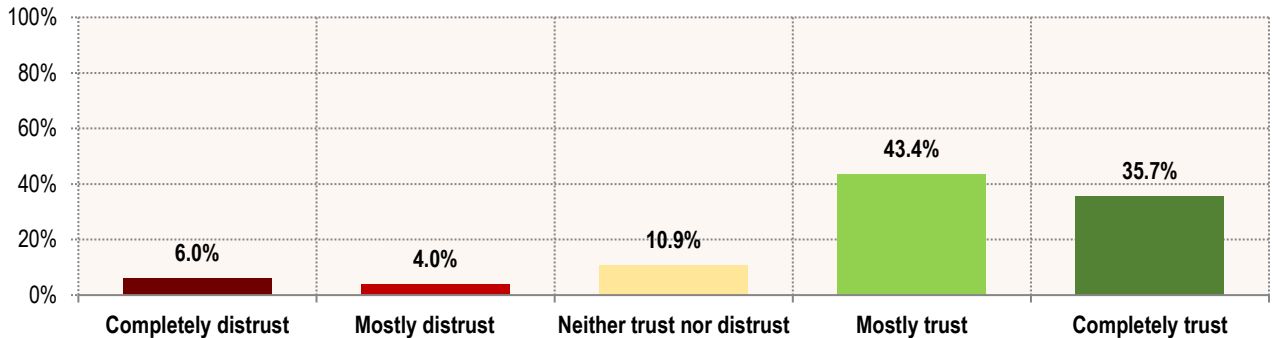


### 5.3.2. CONFIDENCE IN THE WORK OF THE COURT

#### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

The majority of respondents (79%) stated that they are confident in the work of the court; of these, most are “completely” confident (43% “completely” and 36% “mostly” confident). Along with 11% of respondents who neither trust nor distrust this work, a small percentage of respondents stated that they “mostly” (4%) and “completely” (6%) distrust the work of the court. (See Graph 273). Thus, the average level of confidence in the work of the court is 4 (“mostly confident”).<sup>177</sup>

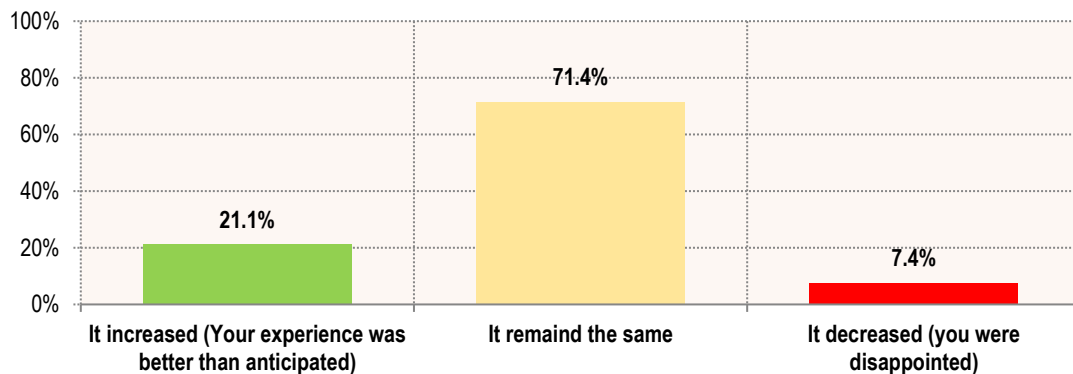
GRAPH 273. OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT (N=350)



#### Effect of respondents' most recent visit to court on their level of confidence in the judiciary

Slightly under three quarters of respondents (71%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. Most of the remaining respondents stated that their most recent visit to the court was better than expected (21%), while a few said it was disappointing (7%). (See Graph 274).

GRAPH 274. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=350)



#### ASSESSMENT OF JUDGES' IMPARTIALITY AND INDEPENDENCE

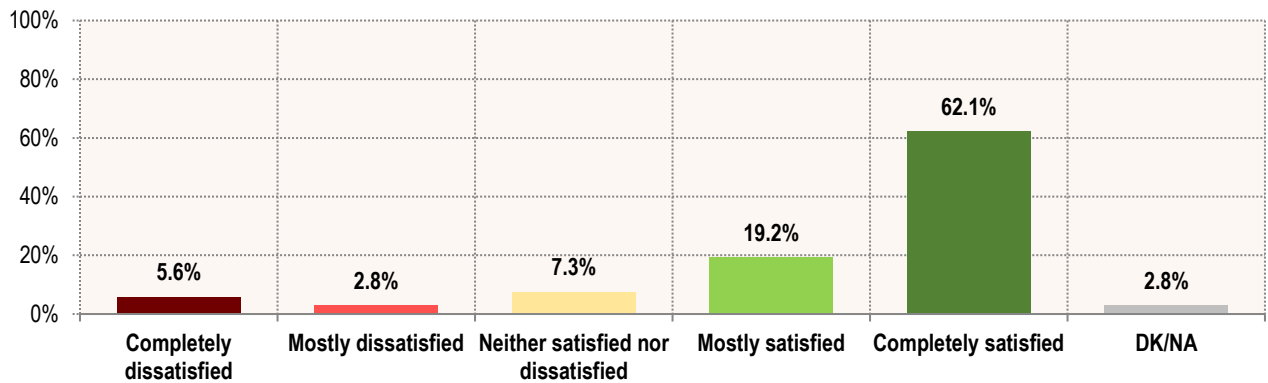
##### Assessment of judges' impartiality

The majority of respondents (81%) stated that they are satisfied that judges are impartial and treat all parties equally regardless of their gender, political, religious, ethnic or other affiliation (62% are “completely” satisfied and 19% are “mostly” satisfied). This is followed by respondents who have a neutral stance (7%), and those who have a negative assessment of judges' impartiality (6% are “completely” dissatisfied, 3% are “mostly” dissatisfied). (See Graph 275). Thus, the average level of satisfaction with the impartiality of judges is 4.3.<sup>178</sup>

<sup>177</sup> M=3.99, SD=1.08, Min=1, Max=5, N=350.

<sup>178</sup> M=4.33, SD=1.12, Min=1, Max=5, N=172.

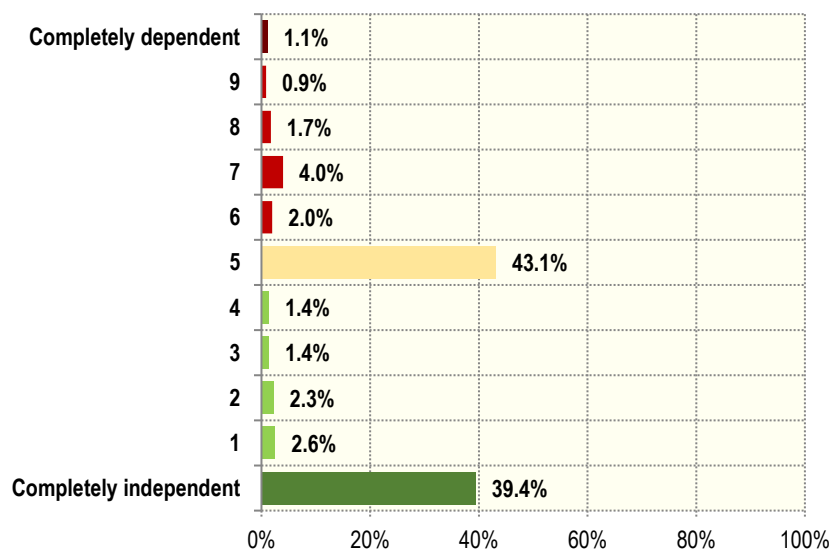
**GRAPH 275. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=350)**



Assessment of judges' independence

When it comes to assessment of judges' independence in conducting court proceedings, two fifths of respondents (39%) believe that the judges were "completely independent"<sup>179</sup>. An additional 8% believe that they were independent in conducting court proceedings to a certain extent. Along with a high 43% of respondents who "assigned average grades", only 9% believe that judges were not independent in conducting court proceedings, and 1% that they were "not at all independent". (See Graph 276). Thus, the average assessment of judges' independence in conducting court proceedings (on a scale of 0 to 10 where 0 is "completely independent" and 10 is "not at all independent") is 3.1.<sup>180</sup>

**GRAPH 276. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS "COMPLETELY INDEPENDENT" AND 10 IS "NOT INDEPENDENT AT ALL"? (N=350)**



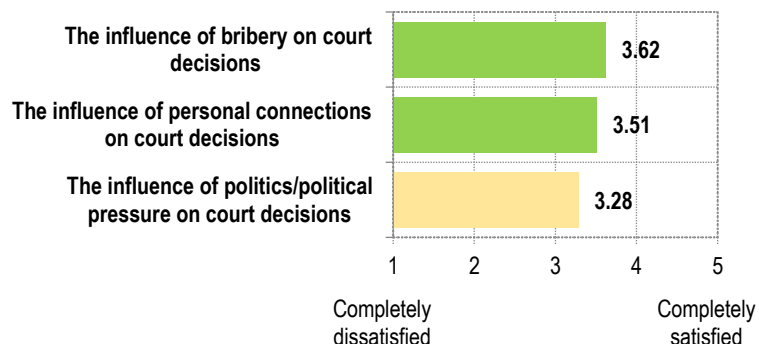
However, data on the perception of various types of factors that affect judicial decisions indicates that respondents who believe that the judge was (mostly) independent in conducting proceedings also believe that certain factors that influence

<sup>179</sup> An independent judge is one who is free from political or any other inappropriate pressure and influence.

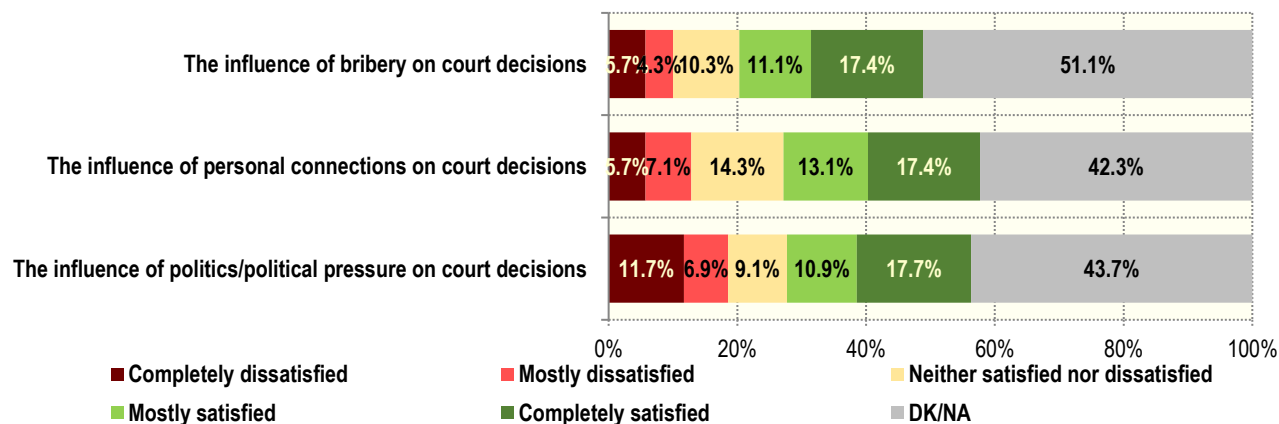
<sup>180</sup> M=3.06, SD=2.75, Min=1, Max=10, N=350.

judicial decisions are present. Namely, almost a fifth of respondents are dissatisfied because they believe that political pressure has an effect on judicial decisions (18%). Slightly fewer respondents are dissatisfied with the perceived effect of personal relationships (favoritism) (13%) and bribes (10%) on judicial decisions. (See Graph 278). Thus the average level of satisfaction with the presence of bribes and personal relationships and their influence on judicial decisions is at the level of “mostly satisfied”: 3.5 and 3.6 respectively<sup>181</sup>. Meanwhile, the average level of satisfaction with the effect of political pressure is somewhat lower: 3.3<sup>182</sup>. (See Graph 277)

**GRAPH 277. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN TUZLA**



**GRAPH 278. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN TUZLA (N=350)**



## PERCEPTION OF FAIRNESS

### Perception of fairness in the treatment of respondents in court

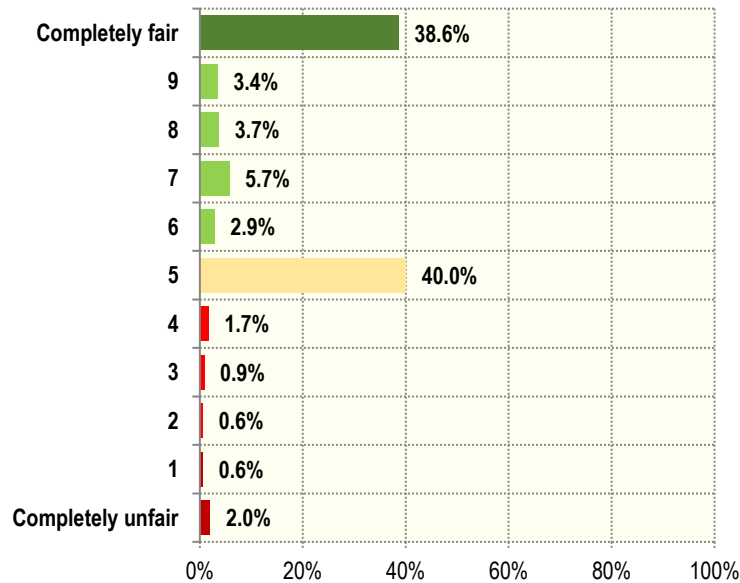
When it comes to fairness, two fifths of respondents (39%) believe that they were treated completely fairly in court. Another 16% believe that they were treated “mostly” fairly. Along with 40% of respondents who gave this an “average grade”, a small percentage of respondents believe that they were treated unfairly (6%). Namely, 2% believe that they were treated “completely” unfairly and 4% that they were treated “mostly” unfairly. (See Graph 279). Thus the average assessment of fairness is a high 8.1 (on a scale of 0 to 10, where 0 is “completely unfairly” and 10 “completely fairly”).<sup>183</sup>

<sup>181</sup> Influence of bribes on judicial decisions: M=3.62, SD=1.36, Min=1, Max=5, N=171; Influence of personal relationships on judicial decisions: M=3.51, SD=1.31, Min=1, Max=5, N=202.

<sup>182</sup> Influence of politics/political pressure on judicial decisions: M=3.28, SD=1.53, Min=1, Max=5, N=197.

<sup>183</sup> M=7.15, SD=2.63, Min=0, Max=10, N=350.

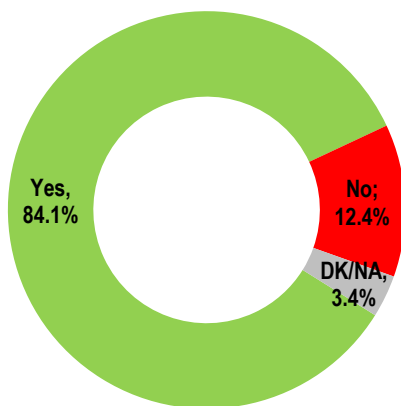
**GRAPH 279. BEFORE TODAY'S/YOUR MOST RECENT VISIT TO COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT, ON A SCALE OF 0 TO 10, WHERE 0 IS "NOT FAIRLY AT ALL" AND 10 IS "COMPLETELY FAIRLY"? (N=350)**



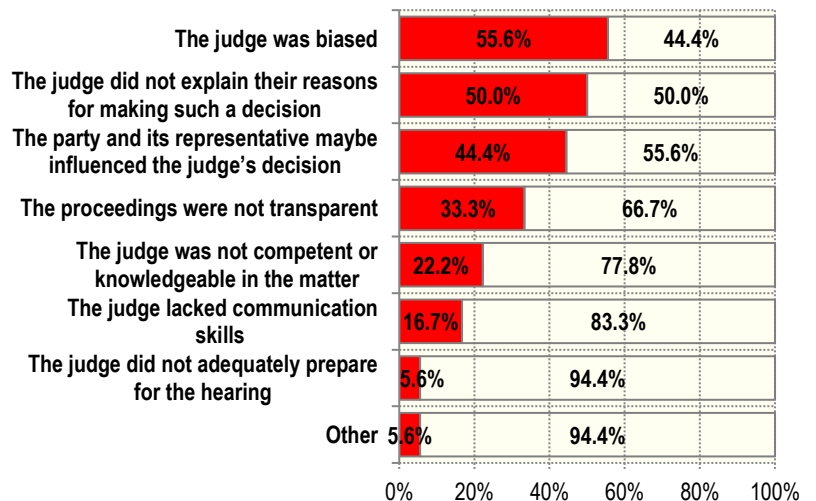
Perception of fairness in how respondents' cases will be resolved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, 84% of them are certain that their case will be/has been judged fairly, while 12% believe the opposite. (See Graph 280). The small number of respondents who are uncertain whether their case has been/will be judged fairly (N=18) are most likely to believe that the judge was not impartial (N=10), or that the judge did not explain the reasons for the decision (N=9), or that the party and its representative may have influenced the judge/judicial decision. (See Graph 281)

**GRAPH 280. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=145)**



**GRAPH 281. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=18)**

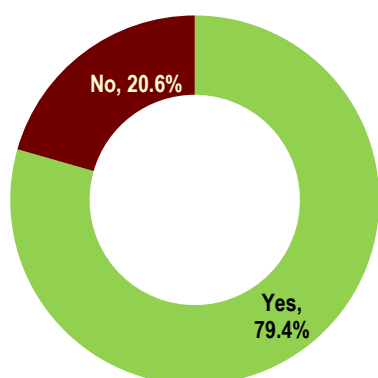


### 5.3.3. FAMILIARITY WITH THE ROLE AND ACTIVITIES OF THE HJPC BiH

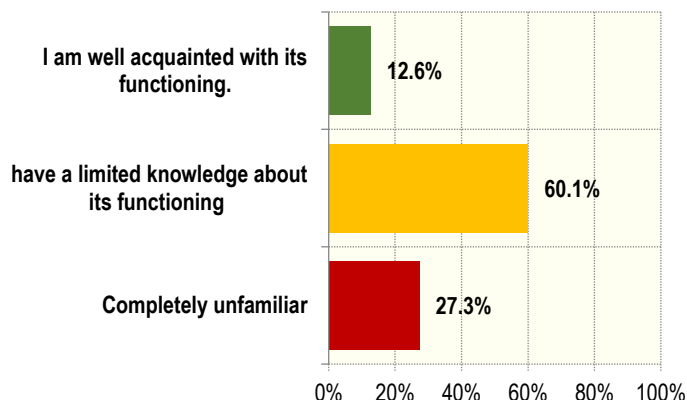
#### Familiarity with the work of the HJPC BiH

The majority of respondents (79%) have heard of the High Judicial and Prosecutorial Council of BiH. (See Graph 282). However, 27% of them stated that they are not familiar with its work, while 60% said that they know something about it. This means that only 13% of respondents stated that they are very familiar with the activities of the HJPC BiH. (See Graph 283)

**GRAPH 282. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=350)**



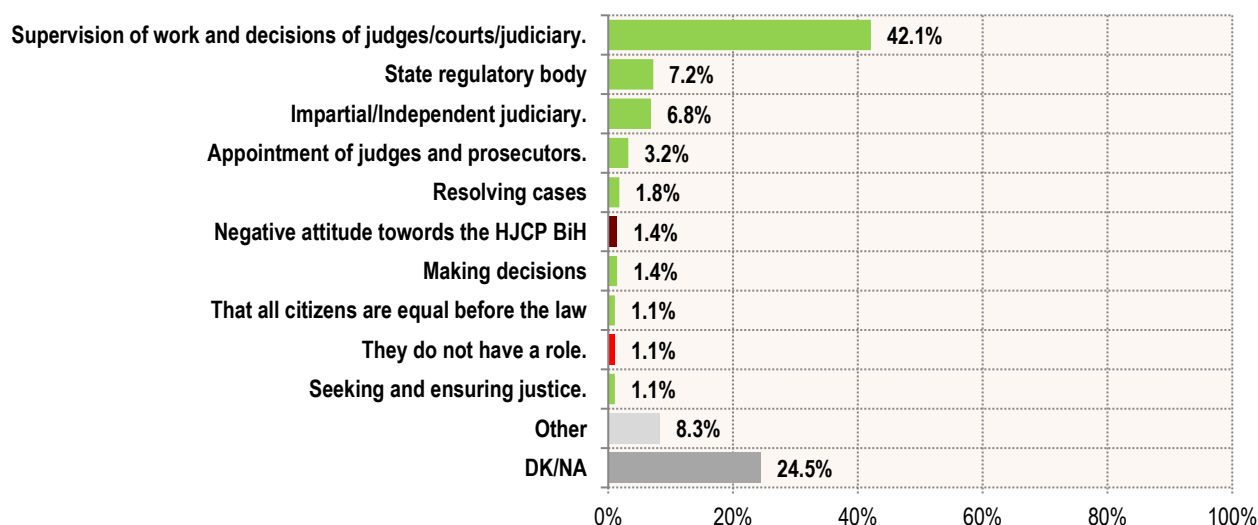
**GRAPH 283. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=278)**



#### Perception of the primary role of the HJPC BiH

Most respondents, two fifths of respondents (42%), who have heard of the HJPC BiH believe that its primary role is as regulatory/supervisory/control body for the work of judges and courts. Significantly fewer (7%) believe that the HJPC BiH is a state regulatory body and that it ensures the fairness/impartiality/independence of the judiciary. Meanwhile 3% believe that its primary role is to appoint judges and prosecutors. Other roles were rarely mentioned. However, it should be noted that a quarter (25%) did not wish or know to respond to this question, while a very small percentage (1%) expressed a negative opinion about the HJPC BiH.<sup>184</sup> (See Graph 284)

**GRAPH 284. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BiH? (N=278)**

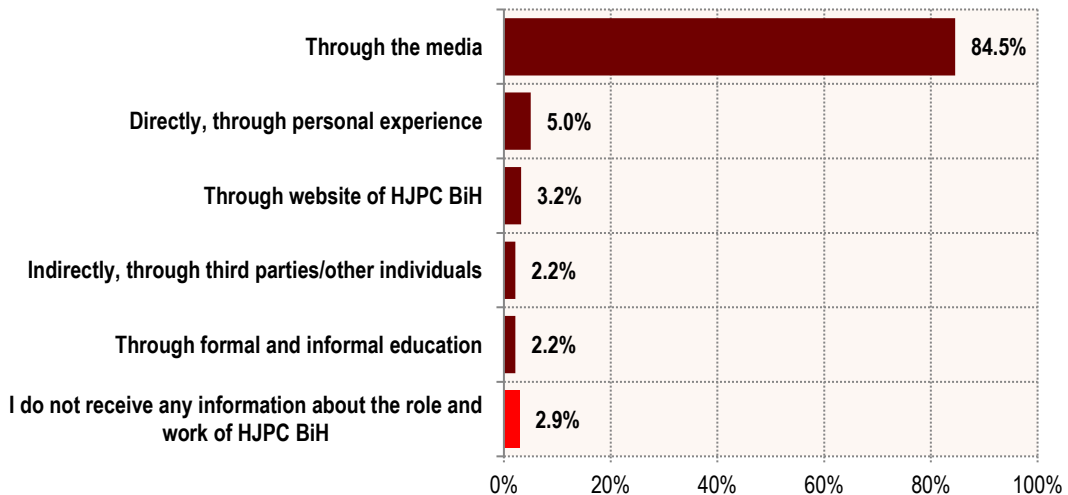


<sup>184</sup> The items: "To act as a regulatory/supervisory/control body for the work of courts and judges"; "To ensure the fairness/impartiality/independence of the judiciary"; "To appoint judges and prosecutors"; and "To protect the rights of citizens/all citizens are equal before the law" fall under the role of regulatory body and constitute its primary competences.

### Sources of information on the role and activities of the HJPC BiH

The majority of respondents (85%) cited the media as their primary source of information about the role and activities of the HJPC BiH. Significantly fewer respondents cited personal experience (5%), the HJPC BiH website (3%), formal and informal education (2%), and other people (2%) as their primary source of information about the role and work of the HJPC BiH. (See Graph 285)

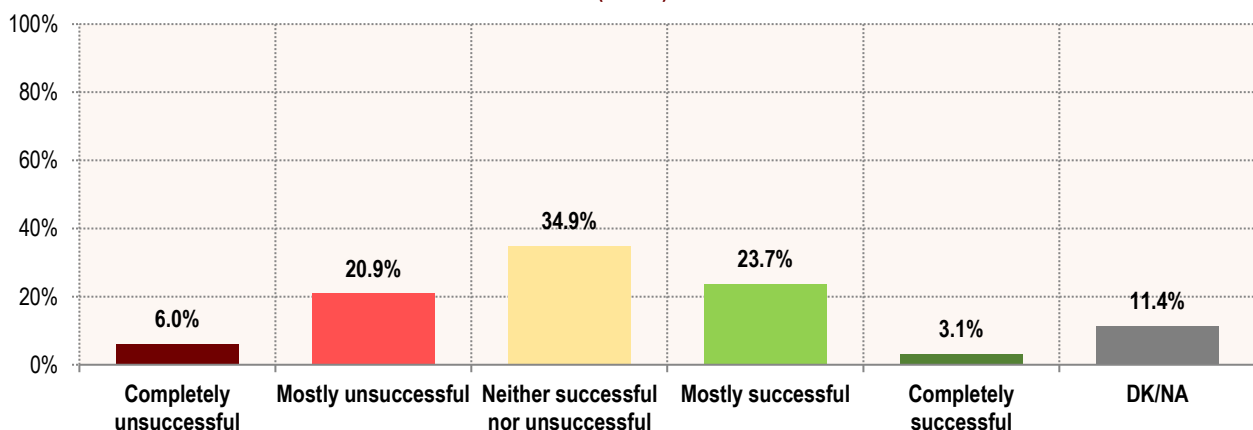
**GRAPH 285. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=278)**



### Assessment of the work of the HJPC BiH

Over a quarter of respondents (27%) have a positive assessment of the work of the HJPC BiH. However, it should be noted that most of them believe that the activities of the HJPC BiH have thus far been “mostly” successful (24%), while only 3% believe that they have been “completely” successful. Meanwhile, 27% of respondents perceive the activities of the HJPC BiH as being unsuccessful (21% believe them to be “mostly” unsuccessful and 6% “completely” unsuccessful). The remaining participants have a neutral assessment (35%) or did not know/wish to respond to this question (11%). (See Graph 286). Thus, the average assessment of the work of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.0 i.e. “neither successful nor unsuccessful”.<sup>185</sup>

**GRAPH 286. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=350)**



<sup>185</sup> M=2.97, SD=0.96, Min=1, Max=5, N=310.

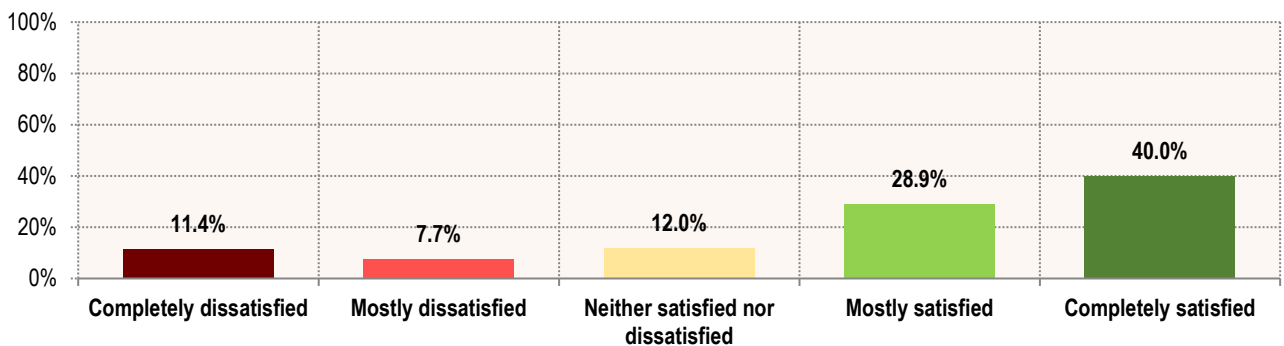
## 5.6. MUNICIPAL COURT IN ZENICA

### 5.6.1. SATISFACTION WITH COURT SERVICES

#### OVERALL SATISFACTION WITH THE COURT

More than two thirds of respondents (69%) are satisfied with the Municipal court in Zenica (court). Two fifths (40%) of respondents are “completely” satisfied and 29% are “mostly” satisfied with the court. About a tenth of respondents (12%) have a neutral attitude, while a fifth (19%) expressed dissatisfaction with this court (8% are “mostly” dissatisfied and 11% are “completely” dissatisfied) (See Graph 287). Because of this the average level of respondent satisfaction with the Municipal court in Zenica is 3.8<sup>186</sup> (on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied”).

**GRAPH 287. OVERALL SATISFACTION WITH THE COURT (N=350)**

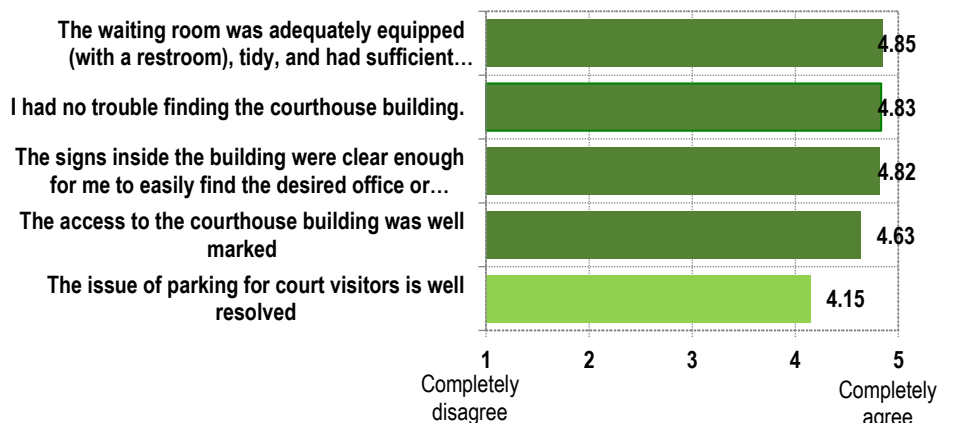


#### ACCESSIBILITY AND COURT PREMISES

Accessibility and court premises are rated quite highly by respondents. Namely, the average level of agreement with the statements concerning the ease of locating the court building and signposting outside and inside the building is 4.6; meanwhile, satisfaction with the waiting room is slightly higher at 4.9<sup>187</sup> (which on a scale of 1 to 5 falls under the response of “completely agree”).

The only exception is the statement regarding parking for court visitors, with which respondents “mostly agree” (4,2)<sup>188</sup>. (See Graph 288.) Percentage-wise, one-fifth of respondents (20%) disagree with the statement that the issue of court visitor parking has been solved well, with 16% of them strongly disagreeing and 4% mostly disagreeing with this statement. (See Graph 289)

**GRAPH 288. AVERAGE AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES**

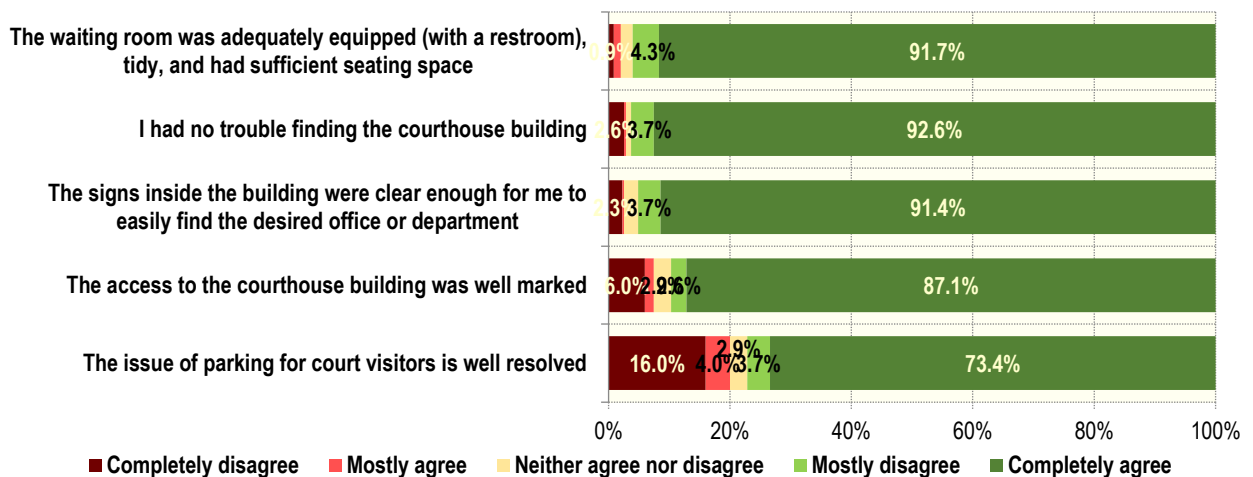


**GRAPH 289. AGREEMENT WITH THE STATEMENTS CONCERNING ACCESSIBILITY AND COURT PREMISES (N=350)**

<sup>186</sup> Arithmetic mean (M)=3,78, standard deviation (SD)=1,35, range of results: (Min)=1, (Max)=5, number of respondents who responded to the question (N)=350.

<sup>187</sup> I had no trouble finding the courthouse building: M=4,83, SD=0,69, Min=1, Max=5, N=350; The access to the courthouse building was well marked: M=4,63, SD=1,05, Min=1, Max=5, N=350; The signs inside the building were clear enough for me to easily find the desired office or department: M=4,82, SD=0,70, Min=1, Max=5, N=350, The waiting room was adequately equipped (with a restroom), tidy, and had sufficient seating space: M=4,85, SD=0,58, Min=1, Max=5, N=350.

<sup>188</sup> M=4,15, SD=1,53, Min=1, Max=5, N=350.

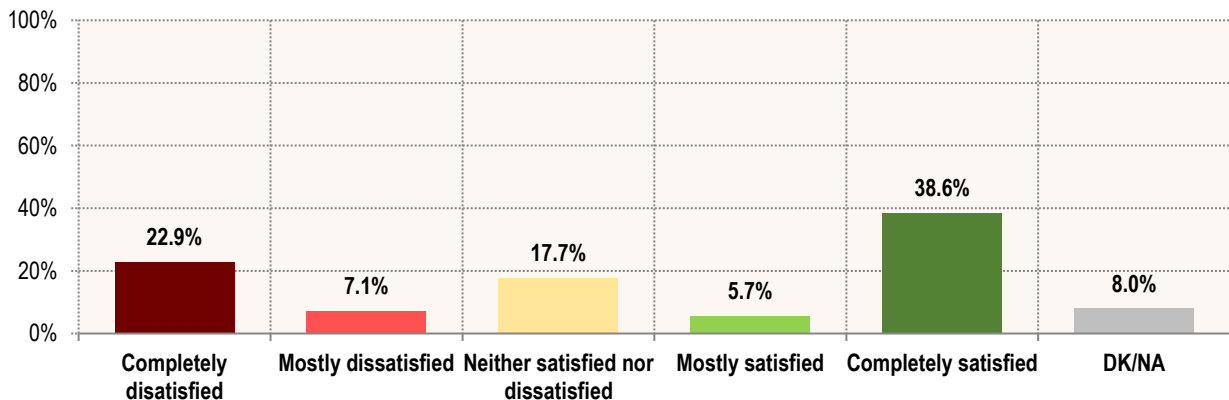


### FUNCTIONING OF THE COURT

#### Satisfaction with the efficiency of the enforcement of court decisions

The highest percentage of respondents (44%) expressed satisfaction with the efficiency of the enforcement of court decisions. Of them, most are “completely” satisfied with this characteristic (39% compared to 6% who are “mostly satisfied”). Along with 18% of respondents who are neither satisfied nor dissatisfied, 30% of respondents do not believe that court decisions are efficiently enforced (7% are “mostly” dissatisfied and 23% are “completely” dissatisfied) (See Graph 290). Thus, the average level of satisfaction with the efficiency of enforcement of court decisions is neutral (3.3)<sup>189</sup>.

GRAPH 290. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS (N=350)



**The capacity in which respondents were in court has a significant effect on their views of the efficiency of enforcement of court decisions.** Namely, although the number of respondents who were in court in the capacity of witness or victim is low, there are nonetheless statistically significant differences present between specific categories of respondents. Thus, 71% of respondents who were at court as victim are completely dissatisfied with the efficiency of enforcement of court decisions, which is significantly more than 22% of respondents who were in court as a party to proceedings and 24% of respondents who were in court as users of other court services. In addition, respondents who were at court as witnesses are more likely to be neither satisfied nor dissatisfied compared to those who were there in the capacity of victim, and are also more likely to be neither satisfied nor dissatisfied with the efficiency of enforcement of court decisions compared to users of other court services. (See Table 31.)

TABLE 31. SATISFACTION WITH THE EFFICIENCY OF ENFORCMENT OF COURT DECISIONS – by capacity in which respondents were at court<sup>190</sup>

<sup>189</sup> M=3,33, SD=1,65, Min=1, Max=5, N=122.

<sup>190</sup> Respondents who did not know or wish to respond to this question were not included in the analysis (N=28)

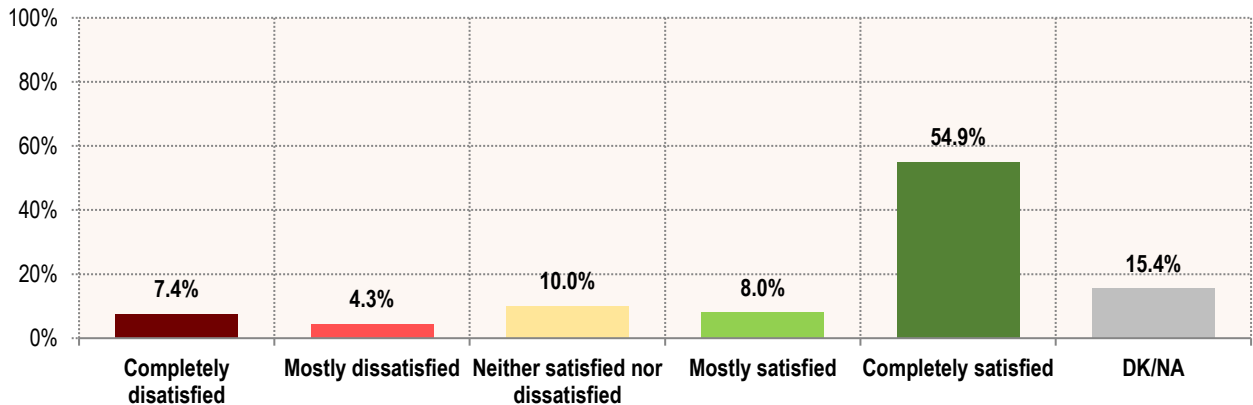


	Party to proceedings		Witness		Victim in criminal proceedings		Other	
	N	%	N	%	N	%	N	%
Completely dissatisfied	20	21.5%	2	50.0%	5	71.4%	53	24.3%
Mostly dissatisfied	10	10.8%	0	0.0%	0	0.0%	15	6.9%
Neither satisfied nor dissatisfied	18	19.4%	2	50.0%	0	0.0%	42	19.3%
Mostly satisfied	9	9.7%	0	0.0%	0	0.0%	11	5.0%
Completely satisfied	36	38.7%	0	0.0%	2	28.6%	97	44.5%
TOTAL	93	100.0%	4	100.0%	7	100.0%	218	100.0%

### Punctuality of hearings

Almost two thirds of respondents (63%) are satisfied with punctuality of hearings, with there being significantly more respondents who are “completely” satisfied with this characteristic (55%) than “mostly” satisfied (8%). A large percentage of the remaining respondents (15%) did not know or wish to respond to this question. A tenth of respondents are neither satisfied nor dissatisfied while an equal percentage are dissatisfied (4% are “mostly” dissatisfied and 7% are “completely” dissatisfied). (See graph 291). Thus, the average level of satisfaction with punctuality of hearings is high (4.2)<sup>191</sup>.

**GRAPH 291. SATISFACTION WITH THE PUNCTUALITY OF HEARINGS (N=350)**



There are no statistically significant differences when it comes to punctuality of hearings based on the capacity in which respondents were in court.

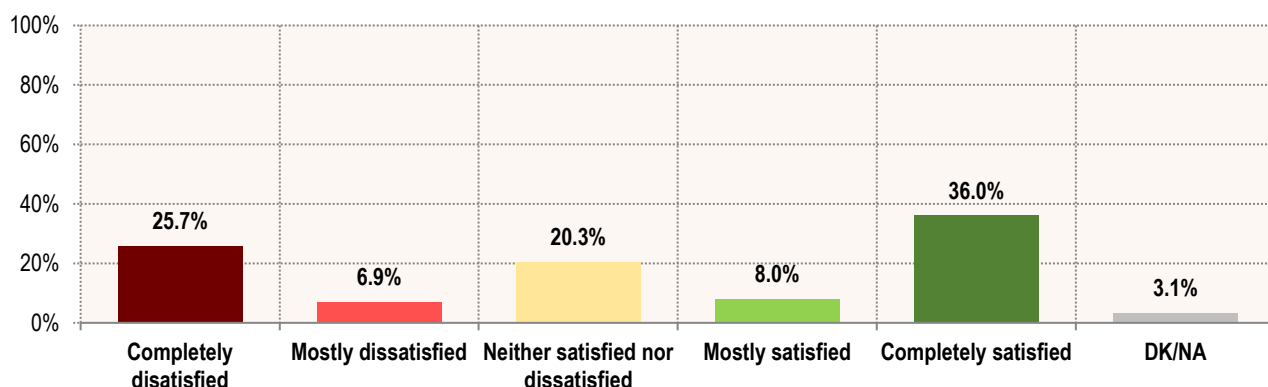
### Satisfaction with the simplicity/complexity of court procedures

Respondent satisfaction with the simplicity/complexity of court procedures is at a slightly lower level. Namely, slightly more than two fifths of respondents (44%) are satisfied with this characteristic (36% are “completely” and 25% “mostly” satisfied). A fifth of the remaining respondents (20%) are neither satisfied nor dissatisfied. A third of respondents expressed their dissatisfaction with what they perceive as complex court procedures with 26% of them being “completely” dissatisfied and 7% “mostly” dissatisfied. (See Graph 292.) Thus, the average level of satisfaction with the simplicity/complexity of court procedures is 3.2<sup>192</sup>.

**GRAPH 292. SATISFACTION WITH THE SIMPLICITY/COMPLEXITY OF COURT PROCEDURES (N=350)**

<sup>191</sup> M=4,17, SD=1,32, Min=1, Max=5, N=296.

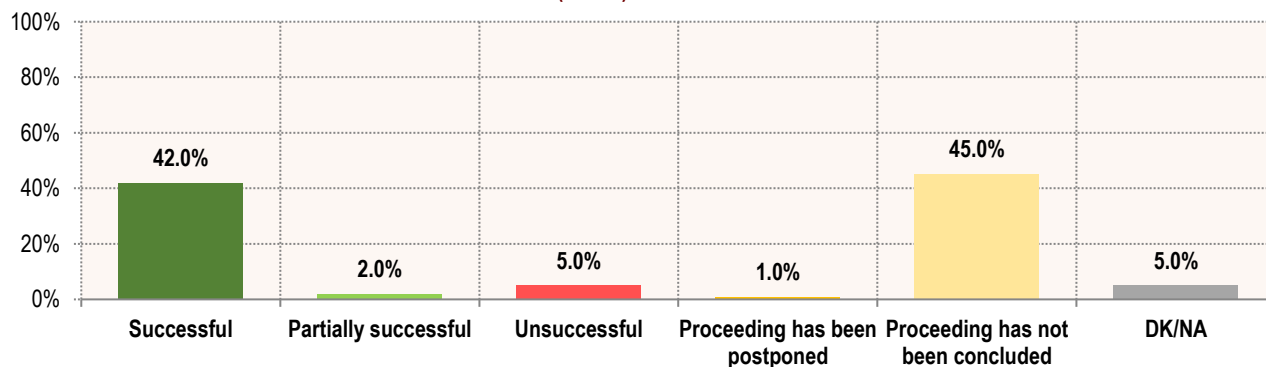
<sup>192</sup> M=3,22, SD=1,63, Min=1, Max=5, N=339.



### Outcome of respondents' cases

Less than half the respondents (42%) stated that their case was successfully concluded. Another 2% stated that they had a partially successful outcome and 5% an unsuccessful outcome. 45% of respondents stated that their case is ongoing or that they are still unaware of the outcome. (See Graph 293). Analysis based on the capacity in which respondents were in court indicates that most respondents who answered this question were in court as a party to proceedings (93%, N=93), and that there are no statistically significant differences between them and respondents who answered this question and were in court as a victim in a criminal case (7%, N=7).

**GRAPH 293. WHAT WAS THE OUTCOME OF YOUR CASE? (N=100)**

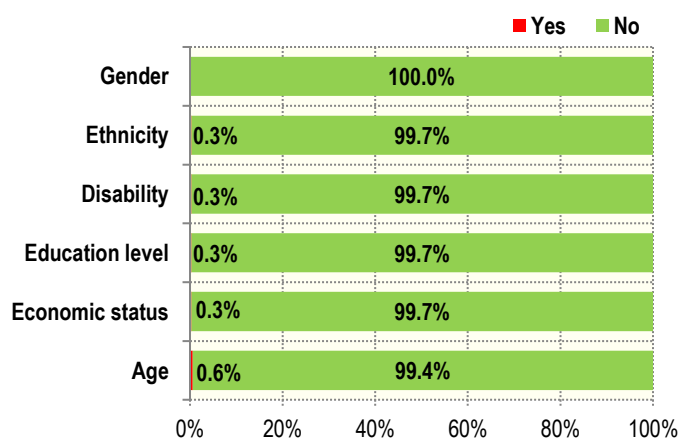


### ACCESSIBILITY OF COURT SERVICES

#### Effect of socio-demographic characteristics on access to court services

Respondents' socio-demographic characteristics very rarely had an effect on their access to services of municipal/basic courts in Zenica. Namely only 0.6% of respondents stated that their age affected their ability to access court services. 0.3% of respondents said that their education level, economic status, disability and ethnicity reduced their ability to access court services. None of the respondents said that their gender had any effect on access to these services. (See Graph 294).

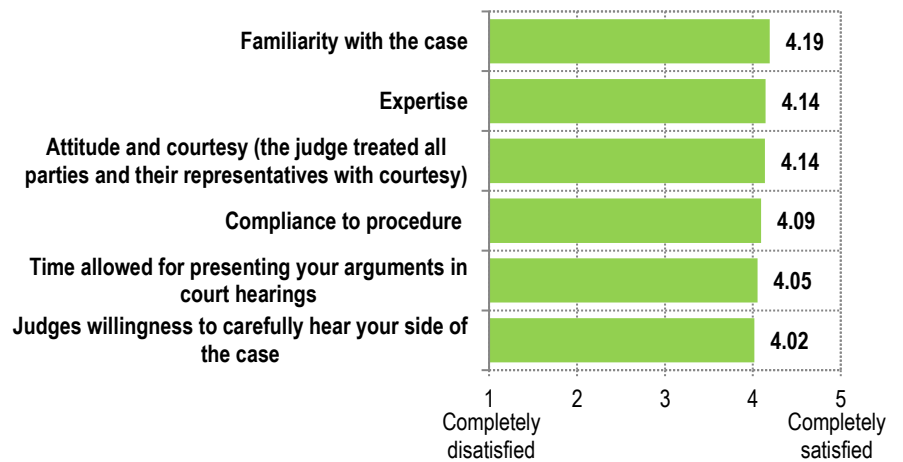
**GRAPH 294. DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO ACCESS THE SERVICES OF THE MUNICIPAL/BASIC COURT? (N=350)**



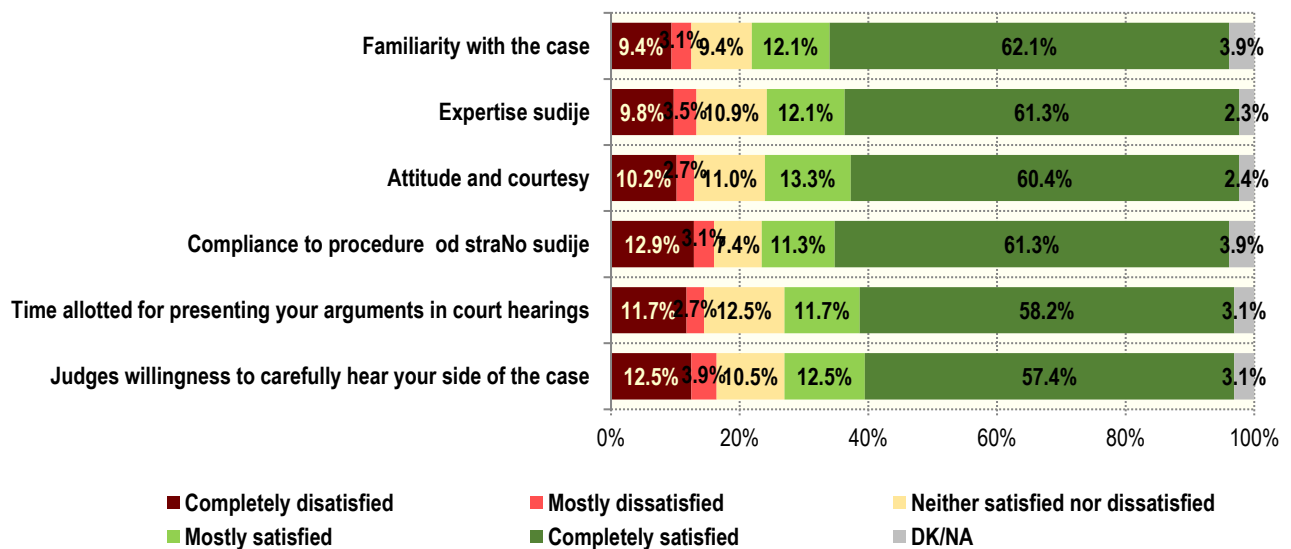
#### Satisfaction with specific aspects of the work of judges

When it comes to various aspects of the work of judges, respondents tend to be mostly satisfied. They are most satisfied with judges' familiarity with the case (with the average level of satisfaction being 4.2<sup>193</sup> - "mostly" satisfied). Slightly lower (but still on the level of "mostly" satisfied) is the average level of satisfaction with judges' compliance with court procedures, courtesy, attitude, expertise/professionalism, and the time allowed for presenting their arguments at hearings (4.1<sup>194</sup>). This is followed by respondents' satisfaction with the judges' willingness to carefully hear their side of the case (4.0<sup>195</sup>). (See Graph 295). An overview of results expressed in percentages indicates that the percentage of respondents who are "mostly" or "completely" dissatisfied with certain aspects of the work of judges ranges from 16% for judges' willingness to carefully hear their side of the case and the time allowed for presenting their arguments at hearings, to 13% for judges' familiarity/knowledge of the case, their courtesy, attitude, and expertise/professionalism. The percentage of respondents dissatisfied with judges' compliance with procedure is higher than the percentage of respondents who are dissatisfied with the time allotted for presenting their arguments in court, but at the same time the percentage of satisfaction is higher for this characteristic of judicial work, so viewed as a whole the average level of satisfaction is still higher than for the time allotted for presenting their arguments in court hearings. (See Graph 296).

**GRAPH 295. AVERAGE SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



**GRAPH 296. SATISFACTION WITH SPECIFIC ASPECTS OF THE WORK OF JUDGES**



Attitude and courtesy of court staff

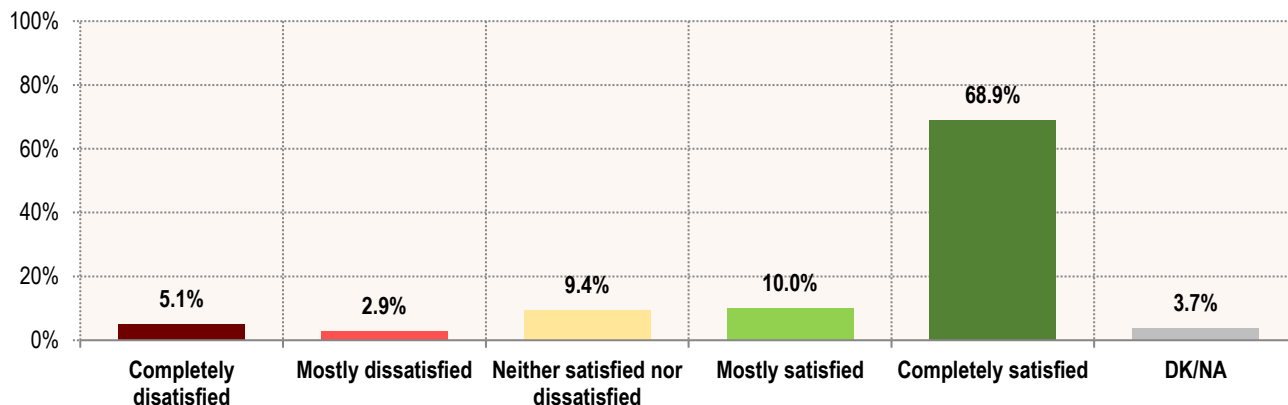
<sup>193</sup> Familiarity with the case: M=4,19, SD=1,31, Min=1, Max=5, N=246.

<sup>194</sup> Attitude and courtesy (the judge treated all parties and their representatives with courtesy): M=4,14, SD=1,33, Min=1, Max=5, N=249; Expertise: M=4,14, SD=1,33, Min=1, Max=5, N=250; Compliance to procedure: M=4,09, SD=1,43, Min=1, Max=5, N=246, Time allotted for presenting their arguments in court hearings: M=4,05, SD=1,39, Min=1, Max=5, N=

<sup>195</sup> M=4,02, SD=1,43, Min=1, Max=5, N=248.

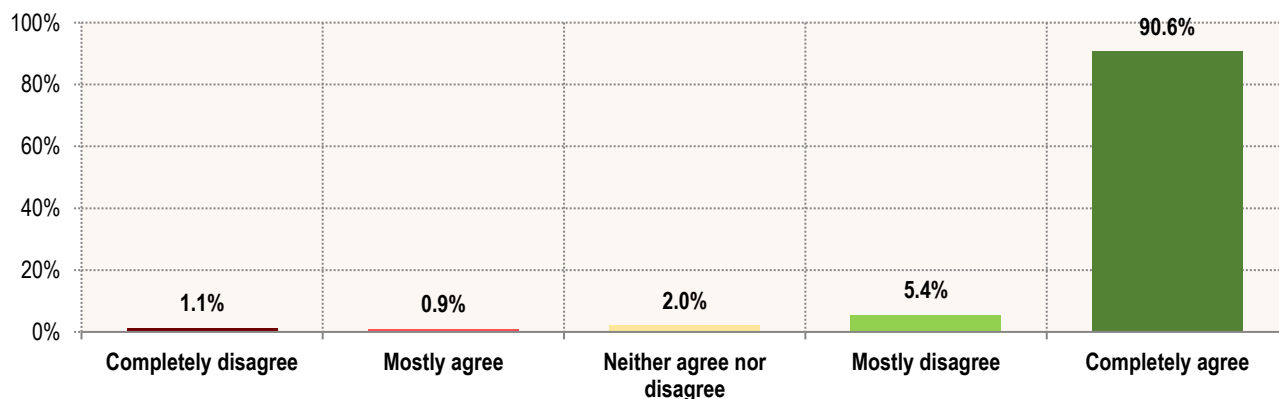
The majority of respondents (79%) are satisfied with the attitude and courtesy of court staff. The highest percentage (69%) are “completely” satisfied and 10% are “mostly” satisfied with this characteristic. Other respondents tend to have a neutral attitude (neither satisfied nor dissatisfied) (9%) while very few respondents stated that court staff did not treat them with courtesy (5% of them are “completely” dissatisfied and 3% are “mostly” dissatisfied) (See Graph 297). Thus, the average level of satisfaction with the courtesy shown by court staff is high - 4.4<sup>196</sup>.

**GRAPH 297. SATISFACTION WITH THE ATTITUDE AND COURTESY OF COURT STAFF (N=350)**



Assessment of the courtesy shown by staff respondents encountered when entering the court and during security checks is even more positive. Namely, 96% of respondents stated that they were treated with courtesy, of which 91% “completely” and 5% “mostly” agree with this statement. Very few respondents stated that they neither agree nor disagree with this statement. There are almost no respondents who said that they disagree with this statement (1% “completely” or “mostly” disagree). (See Graph 298). Thus, the average level of agreement with the statement “court employees treated me with courtesy at the court entrance and during the security check” is 4.8<sup>197</sup>.

**GRAPH 298. AGREEMENT WITH THE STATEMENT “COURT EMPLOYEES TREATED ME WITH COURTESY AT THE COURT ENTRANCE AND DURING THE SECURITY CHECK” (N=350)**



Satisfaction with information provided by the court

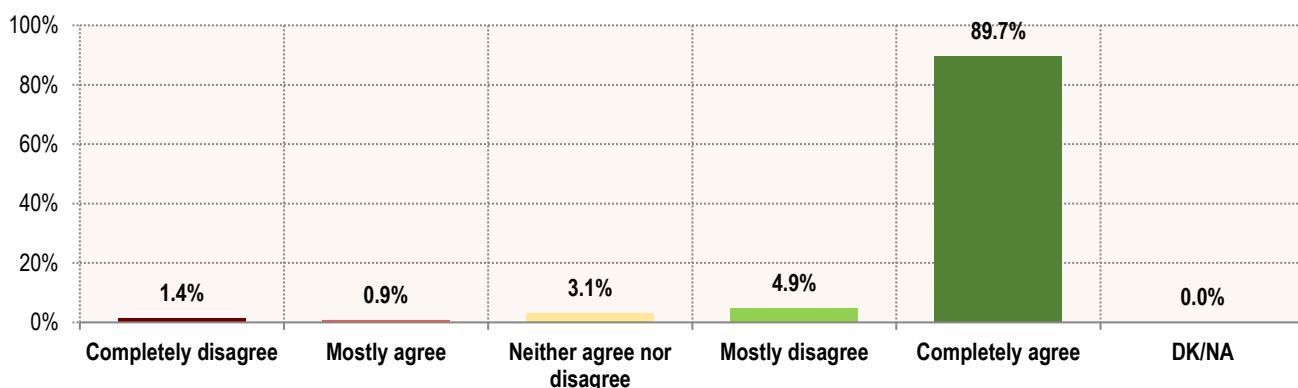
The majority of respondents (90%) stated that court employees provided them with all the necessary information, with another 5% “mostly” agreeing with this statement. A few respondents (3%) had a neutral opinion of this statement, and almost no respondents disagreed with it (1% “completely” and “mostly” disagree) (See Graph 299). Thus, the average satisfaction with the statement “court employees provided all the necessary information” is 4.8<sup>198</sup>.

**GRAPH 299. SATISFACTION WITH THE STATEMENT “COURT EMPLOYEES PROVIDED ALL THE NECESSARY INFORMATION” (N=350)**

<sup>196</sup> M=4,40, SD=1,12, Min=1, Max=5, N=337.

<sup>197</sup> M=4,83, SD=0,61, Min=1, Max=5, N=350.

<sup>198</sup> M=4,81, SD=0,67, Min=1, Max=5, N=350.

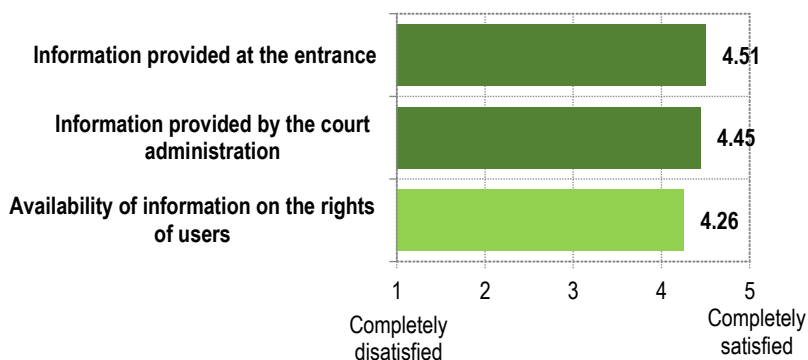


### Satisfaction with available information

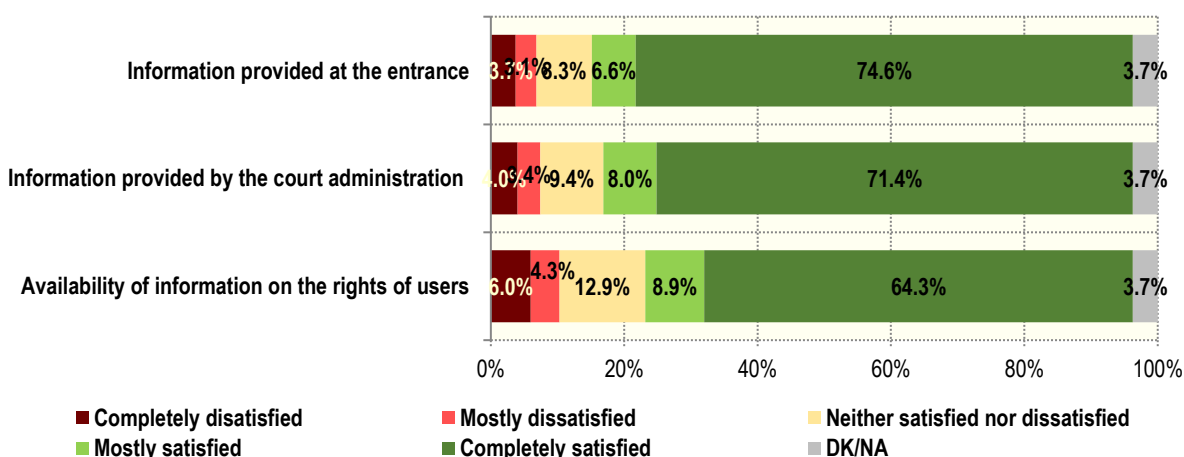
Results related to the level of satisfaction with the different types of information received by respondents (information provided at the court entrance, information provided by the court administration, and information related to the rights of court services respondents) indicate that they are generally satisfied.

They are most satisfied with the information provided at the court entrance and the information provided by the court administration (average level of satisfaction is 4.5)<sup>199</sup>; this is followed by satisfaction with availability of information on the rights of respondents (4.3<sup>200</sup>). See Graph 300). An overview of results expressed in percentages indicates that the percentages of respondents who are (“mostly” or “completely” dissatisfied with the available information are very similar. They range from 10% for availability of information on their rights, to 7% for information provided by the court administration and information they receive at the court entrance. (See Graph 301).

**GRAPH 300. AVERAGE SATISFACTION WITH AVAILABLE INFORMATION**



**GRAPH 301. SATISFACTION WITH AVAILABLE INFORMATION (N=350)**



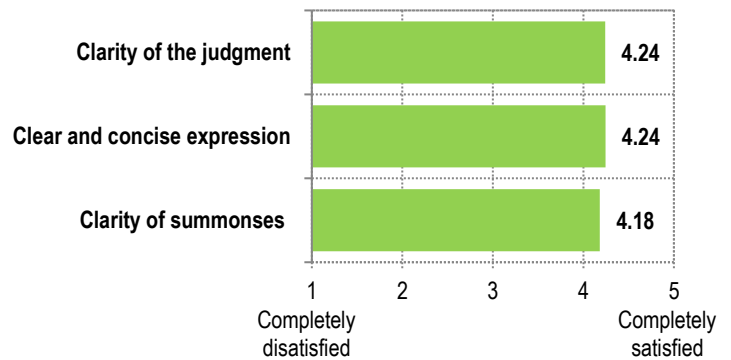
### Satisfaction with clarity of information

<sup>199</sup> Information provided at the entrance: M=4,51, SD=1,04, Min=1, Max=5, N=337; Information provided by the court administration: M=4,45, SD=1,08, Min=1, Max=5, N=337..

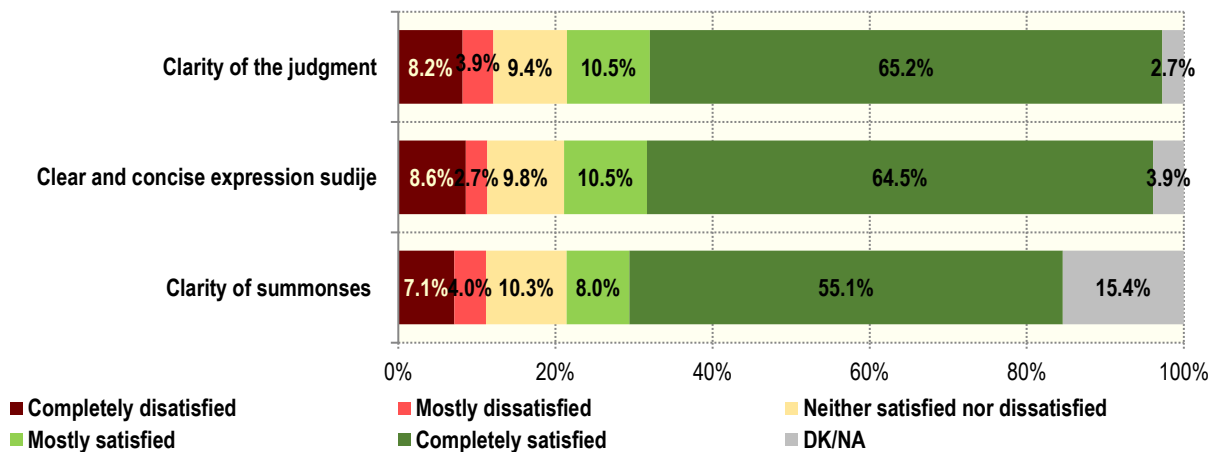
<sup>200</sup> M=4,26, SD=1,22, Min=1, Max=5, N=337.

Respondents are also quite satisfied with the clarity of information provided by judges – the average level of satisfaction ranges from 4.1 for clarity of judges' expression and clarity of judgements/decisions to 4.2 for clarity of summonses.<sup>201</sup> (See Graph 302.) An overview of results expressed in percentages indicates that the percentages of respondents who are "completely" or "mostly" dissatisfied with the clarity of information provided by judges are very similar. They range from 12% for clarity of judgments/decisions to 11% for clarity of judges' expression and clarity of summonses (See Graph 303).

**GRAPH 302. AVERAGE SATISFACTION WITH THE CLARITY OF INFORMATION**



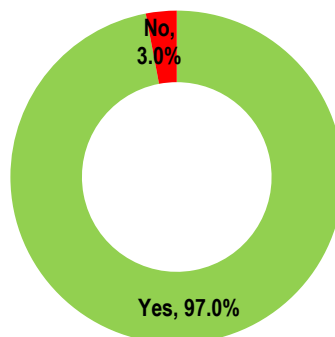
**GRAPH 303. SATISFACTION WITH THE CLARITY OF INFORMATION (N<sub>1</sub>=350, N<sub>2</sub>=176, N<sub>3</sub>=176)**



Satisfaction with availability of relevant documents

Likewise, the level of satisfaction with the availability of relevant documents is very high. Namely, nearly all respondents whom this question concerns (97%) stated that these were made available to them on time i.e. prior to the hearing. While 3% stated this was not the case. (See Graph 304).

**GRAPH 304. WERE ALL RELEVANT DOCUMENTS MADE AVAILABLE TO YOU BEFORE THE HEARING? (N=67)**

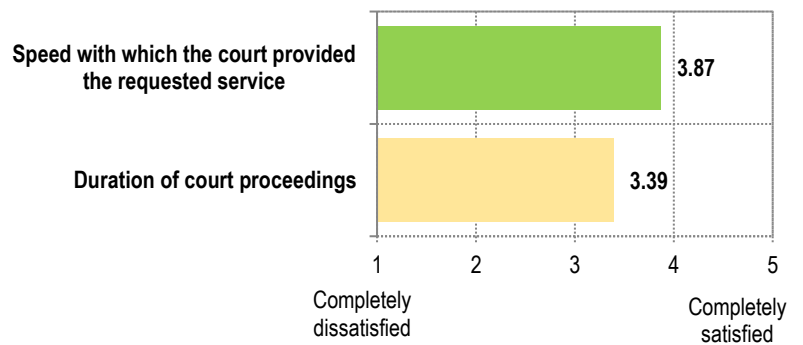


Satisfaction with the speed of provision of court services

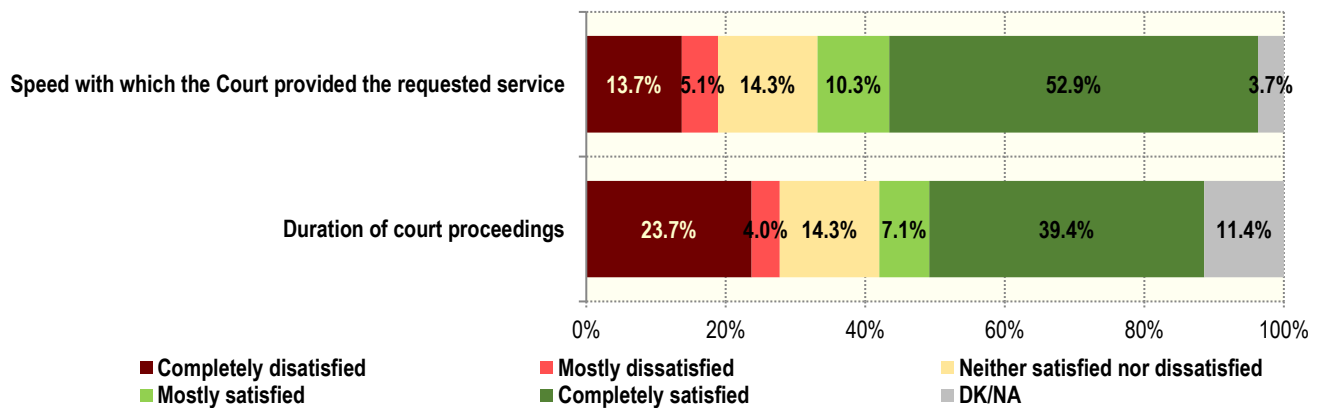
<sup>201</sup> Clarity of judges' expression: M=4.09, SD=1.11, Min=1, Max=5, N=263; Clarity of judgements: M=4.13, SD=1.08, Min=1, Max=5, N=263; Clarity of summonses: M=4.21, SD=0.94, Min=1, Max=5, N=349.

Satisfaction with the speed of provision of court services and duration of proceedings is significantly lower satisfaction with availability and clarity of information, with the average level of satisfaction ranging from 3.8 for the speed with which the court provided the requested service, to 3.4 for the duration of court proceedings<sup>202</sup>. For the speed with which the court provided the requested service the average grade is still “mostly” satisfied while the duration of proceedings is assessed neutrally. (See Graph 305). An overview of results expressed in percentages indicates that the percentage of respondents who are dissatisfied (“mostly” or “completely”) with the speed of court operations are 28% for duration of court proceedings and 19% for the speed with which the court provided the requested service. (See Graph 306).

**GRAPH 305. AVERAGE SATISFACTION WITH THE SPEED OF COURT OPERATIONS**



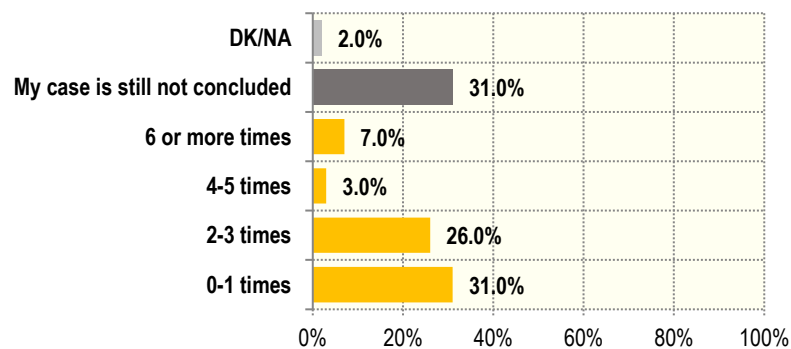
**GRAPH 306. SATISFACTION WITH THE SPEED OF COURT OPERATIONS (N=350)**



Number of visits to court required to resolve the case

Slightly under a third of respondents (31%) only had to attend court once before their case was concluded. This is followed by 26% of respondents who attended court two or three times before their case was concluded. Very few had to visit the court four or five times (3%), six or more times (7%). Meanwhile, 31% of respondents could not state how many times they or their lawyers had to attend court because their case has still not been concluded. (See Graph 307).

**GRAPH 307. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE (N=100)**



However, this result is the consequence of the fact that respondents who were in court in the capacity of party to proceedings, and who make up the majority of respondents who answered this question (93%), tended to require

<sup>202</sup> Speed with which the court provided the requested service: M=3.87, SD=1.48, Min=1, Max=5, N=337; The duration of court proceedings: M=3.396, SD=1.68, Min=1, Max=5, N=310.

**fewer court visits** than those who were victims in a criminal case. Namely, 60% of respondents who were in court as a party to court proceedings and 14% of victims stated that they had to attend court 0-3 times to conclude their case. In contrast, victims were far more likely to say that they had to attend court six or more times (29% compared to 5%). (See Table 32).

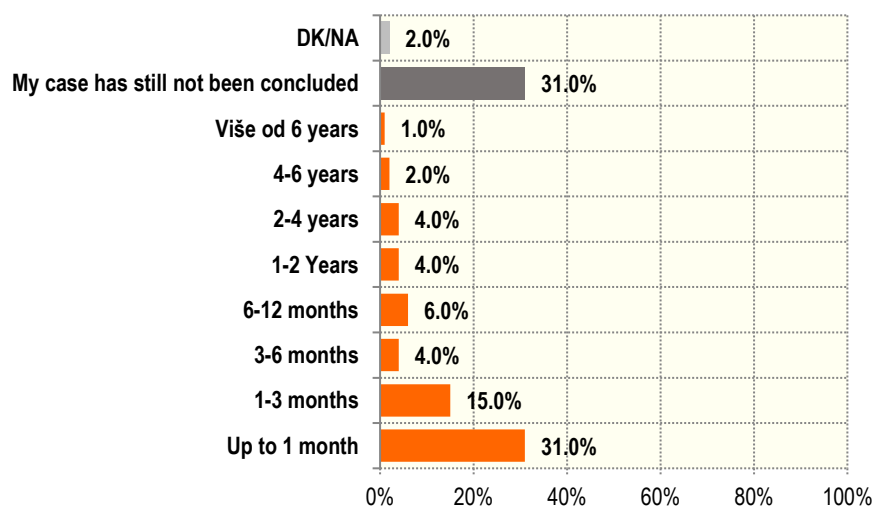
**TABLE 32. NUMBER OF VISITS TO COURT REQUIRED TO RESOLVE THE CASE – BY CAPACITY IN WHICH RESPONDENTS WERE AT COURT**

	Party to proceedings		Victim in criminal proceedings	
	N	%	N	%
0-1 times	31	33.3%	0	0.0%
2-3 times	25	26.9%	1	14.3%
4-5 times	3	3.2%	0	0.0%
6 or more times	5	5.4%	2	28.6%
My case is still not concluded	27	29.0%	4	57.1%
DK/NA	2	2.2%	0	0.0%
<b>TOTAL</b>	<b>93</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>

Timeframe between initiation of court proceedings and delivery of judgments

When it comes to the timeframe between initiation of court proceedings and delivery of judgments, slightly less than a third of respondents (31%) stated that their case was resolved in less than a month. This is followed by 15% of respondents whose cases lasted between one and three months. Meanwhile, 4% of respondents said it took three to six months, 6% six months to a year, 4% one to two years, the same percentage (4%) two to four years and 3% over four years. As in the last question, 31% of respondents stated that their case has still not been concluded and that on average it has been going on for two and a half years. (See Graph 308). The duration of ongoing proceedings varies (from the day of the survey days to 25 years), with an average duration of almost two and a half years<sup>203</sup>.

**GRAPH 308. TIMEFRAME BETWEEN INITIATION OF PROCEEDINGS AND DELIVERY OF JUDGEMENT (N=100)**



Analysis based on the capacity in which the respondents were in court indicates that the majority of respondents who answered this question were in court as a party to proceedings (93%, N=93), and that there are no statistically significant differences between them and respondents who were in court as a victim and who responded to this question (7%, N=7).

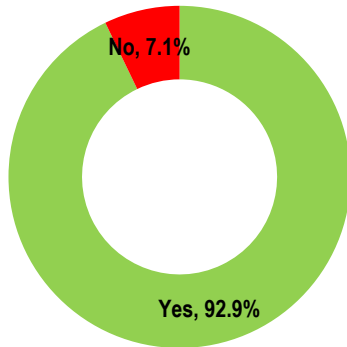
Schedule of hearings

<sup>203</sup> M=30,10 months, SD=60,35, Min=0, Max=276, N=31.

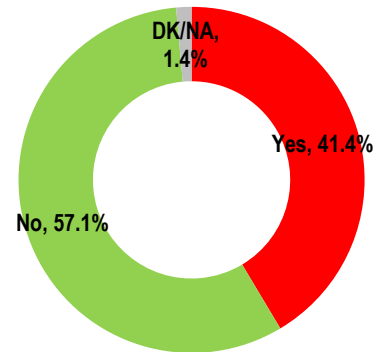


For almost all respondents whose proceedings included a hearing, the hearing took place as scheduled (92%). More than half of them (57%) stated that the hearing was not postponed, while 42% of respondents had a different experience. (See Graphs 309 and 310).

GRAPH 309. DID THE HEARING BEGIN ON TIME? (N=70)



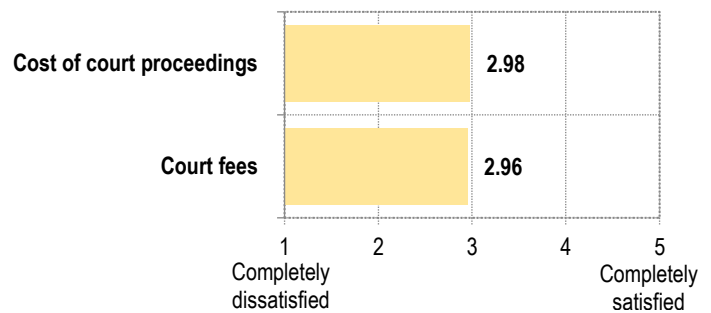
GRAPH 310. WAS THE HEARING POSTPONED TO ANOTHER DAY? (N=70)



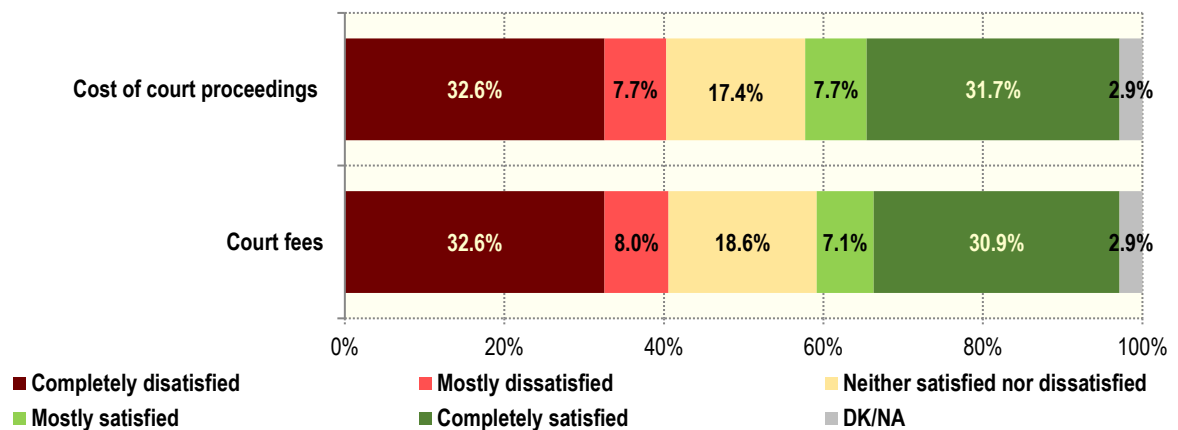
Court costs

Satisfaction with the cost of court services overall falls under “neither satisfied nor dissatisfied”. Namely, the average level of satisfaction with cost of court appointed (administrative) fees and cost of court proceedings is 3.0<sup>204</sup> (See Graph 311). The percentage of respondents who are dissatisfied (“mostly” or “completely”) with costs of court appointed administrative fees is 41% and 40% with costs of court proceeding. (See Graph 312).

GRAPH 311. AVERAGE SATISFACTION WITH THE COST OF COURT SERVICES



GRAPH 312. SATISFACTION WITH THE COST OF COURT SERVICES (N=350)

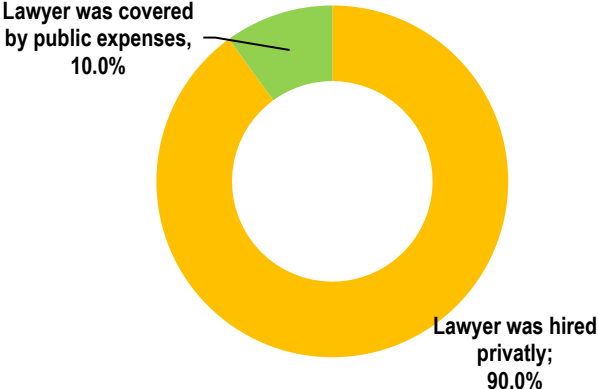


Hiring a lawyer

<sup>204</sup> Cost of court proceedings: M=2,98, SD=1,68, Min=1, Max=5, N=340; Court fees: M=2,96, SD=1,67, Min=1, Max=5, N=340.

A third of respondents, to whom this was applicable (33%), stated that they were represented by a lawyer in court and most of them (90%) had hired the lawyer privately. Only 10% of respondents had been provided with a lawyer at public expense. (See Graph 313).

**GRAPH 313. ENGAGING THE SERVICES OF A LAWYER (N=30)**

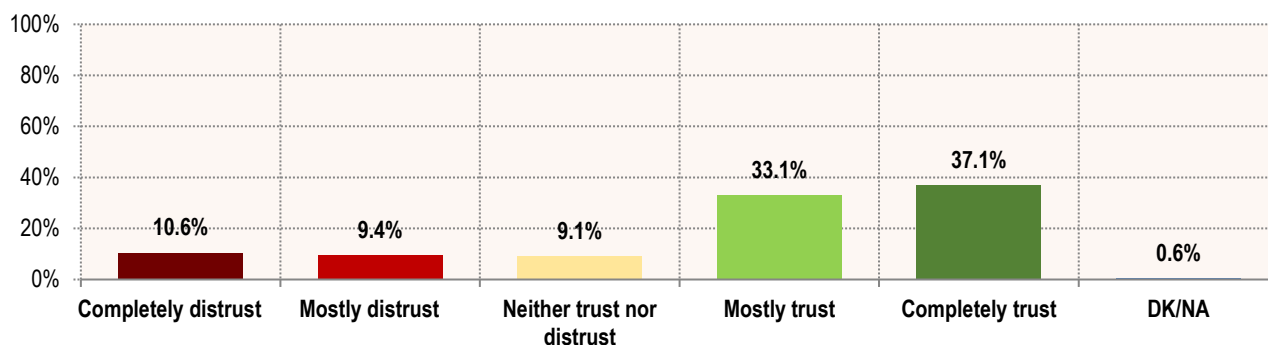


## 5.6.2. CONFIDENCE IN THE WORK OF THE COURT

### OVERALL LEVEL OF CONFIDENCE IN THE WORK OF THE COURT

A large percentage of respondents (70%) stated that they have confidence in the work of the court; slightly more stated that they are “completely confident” as opposed to “mostly confident” in its work (37% to 33%). Meanwhile, 9% stated that they neither trust nor distrust the court’s work, while a fifth of respondents stated that they “mostly” (9%) and “completely” (11%) distrust the work of the court. (See Graph 314). Thus, the average level of confidence in the work of the court is 3.8<sup>205</sup>.

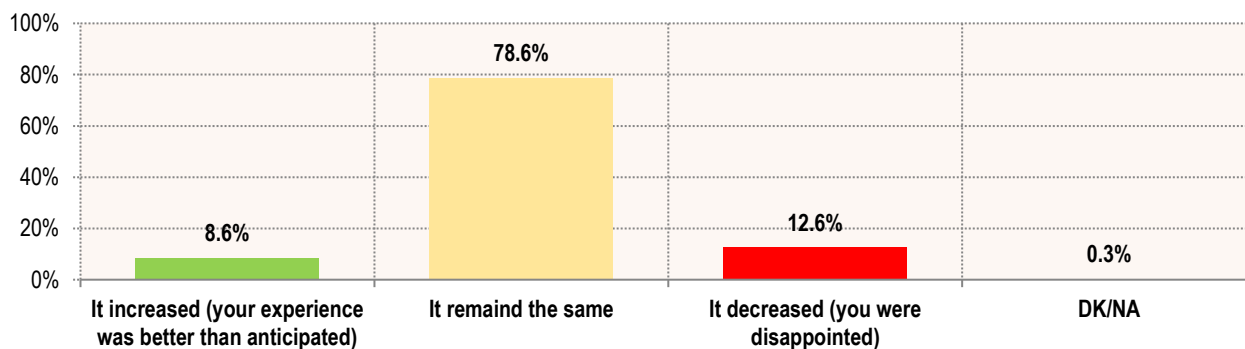
**GRAPH 314. OVERALL LEVEL OF CONFIDANCE IN THE WORK OF THE COURT (N=350)**



### Effect of respondents’ most recent visit to court on their level of confidence in the judiciary

More than three quarters of respondents (79%) stated that their most recent visit to the court did not affect their level of confidence in the judiciary. The remainder stated, to an equal extent, that their experience with their most recent visit to the court led to an increase (9%) and to a decrease (13%) in their confidence in the judiciary. (See Graph 315).

**GRAPH 315. DID YOUR MOST RECENT VISIT TO THE COURT AFFECT YOUR LEVEL OF CONFIDENCE IN THE JUDICIARY? (N=350)**



### ASSESSMENT OF JUDGES’ IMPARTIALITY AND INDEPENDENCE

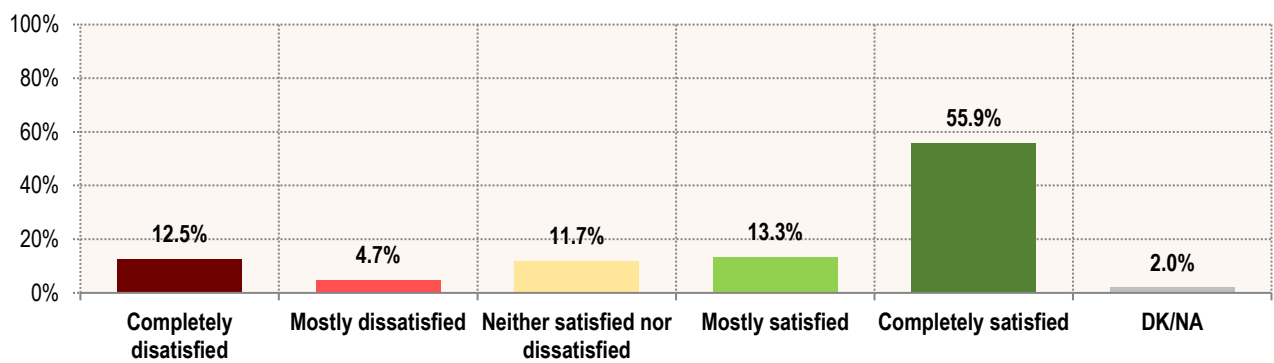
#### Assessment of judges’ impartiality

More than two thirds of respondents (69%) stated that they are satisfied with judges’ impartiality i.e. they believe that judges treat all parties equally, regardless of their religion, gender, political or ethnic affiliation. Of these, 56% said that they are “completely” satisfied and 13% said that they are “mostly” satisfied. Slightly more than a tenth assigned this an average grade (12%), and a slightly less than fifth said that they were treated unfairly (13% are completely dissatisfied, while 5% are somewhat dissatisfied) (See Graph 316). Thus, the average level of satisfaction with the impartiality of judges is 4.0<sup>206</sup>.

**GRAPH 316. SATISFACTION WITH IMPARTIALITY OF JUDGES (N=350)**

<sup>205</sup> M=3,77, SD=1,32, Min=1, Max=5, N=348.

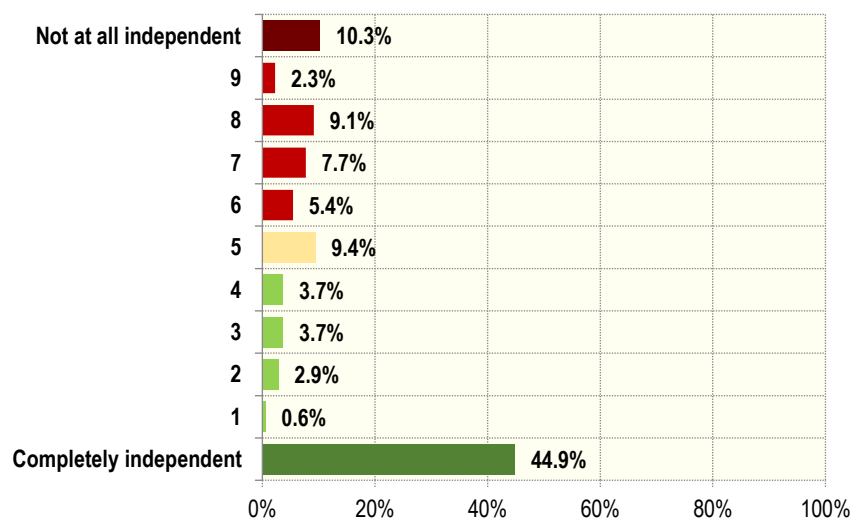
<sup>206</sup> M=3,97, SD=1,43, Min=1, Max=5, N=251.



### Assessment of judges independence

Almost half the respondents (45%) believe that the judges were “completely independent” in conducting proceedings<sup>207</sup>. An additional 11% believe that they were independent to a certain extent. Along with 9% of respondents who assigned “average grades”, 25% believe that judges were not independent in conducting court proceedings, and 10% that they were “not at all independent”. (See Graph 317). Thus, the average assessment of judges’ independence (on a scale of 0 to 10 where 0 is “completely independent” and 10 is “not at all independent”) is 3.6.<sup>208</sup>

**GRAPH 317. HOW INDEPENDENT WAS THE JUDGE IN CONDUCTING COURT PROCEEDINGS, ON A SCALE OF 0 TO 10, WHERE 0 IS “COMPLETELY INDEPENDENT” AND 10 IS “NOT INDEPENDENT AT ALL”?, (N=350)**

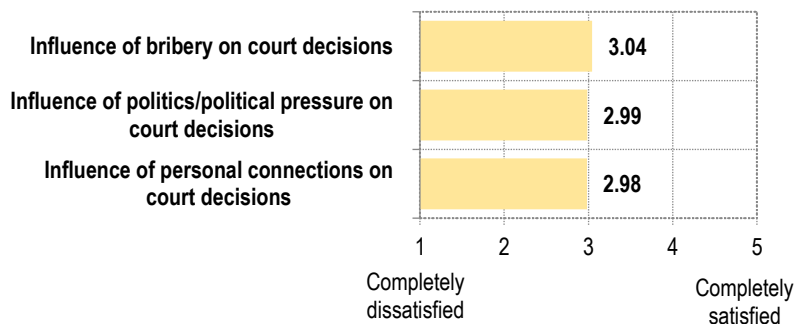


<sup>207</sup> An independent judge is one who is free from political or any other inappropriate pressure and influence

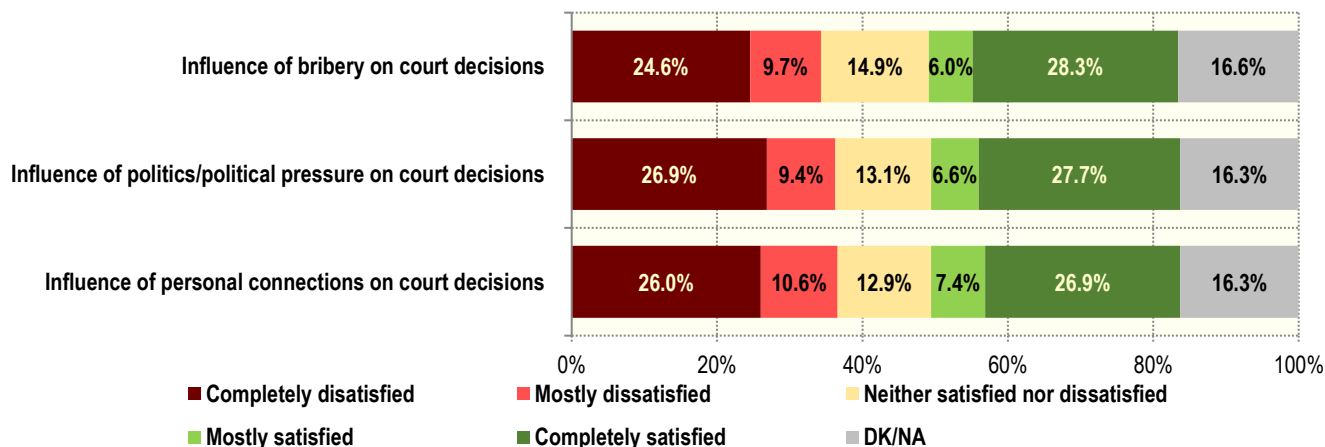
<sup>208</sup> M=3,63, SD=3,74, Min=0, Max=10, N=350.

In line with the perception of judges' independence in conducting court proceedings in respondents' perception of the presence of specific factors that influence judicial decisions. Namely, more than a third of respondents are dissatisfied because they believe that personal connections / relationships influence court decisions (37%). Another 6% are dissatisfied with what they perceive as the influence of politics/political pressure, and 34% are dissatisfied with the effect of bribes on court decisions. (See Graph 318). Thus, the average level of satisfaction with the presence of factors that influence judicial decisions is the same for all three factors (bribes, politics, and personal relationships: 3.0).<sup>209</sup> (See Graph 319).

**GRAPH 318. AVERAGE LEVEL OF SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN ZENICA**



**GRAPH 319. SATISFACTION WITH THE PRESENCE OF DIFFERENT FACTORS WHEN IT COMES TO MUNICIPAL COURT IN ZENICA (N=350)**



**PERCEPTION OF FAIRNESS**

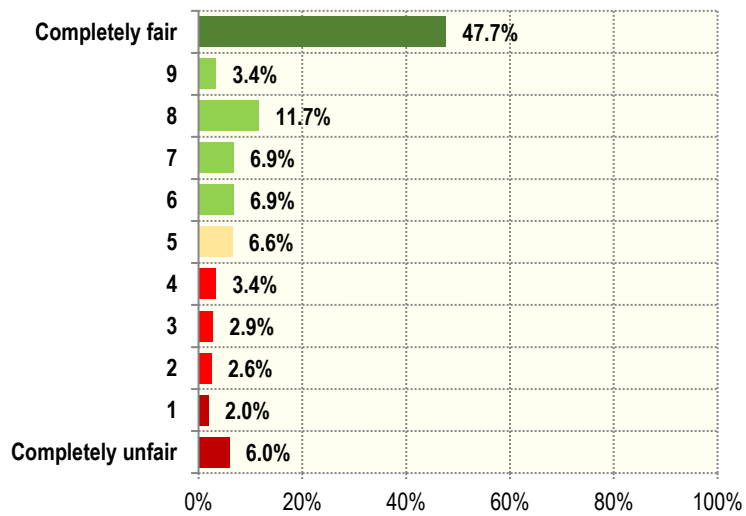
Perception of fairness in the treatment of respondents in court

When it comes to fairness, almost half of the responders (48%) believe that they were treated completely fairly in court. Another 29% believe they were treated “mostly fairly“. Along with 7% of respondents who gave this an average grade, a small percentage of respondents believe that they were treated unfairly (17%). Namely, 6% believe that they were treated “completely unfairly“ and 7% that they were treated “mostly unfairly“. (See Graph 320). Thus, the average assessment of fairness is 7.5<sup>210</sup> (on a scale of 0 to 10, where 0 is “completely unfairly“ and 10 “completely fairly“).

**GRAPH 320. BEFORE TODAY’S/YOUR MOST RECENT VISIT TO COURT, HOW FAIRLY DO YOU THINK YOU HAD BEEN TREATED IN COURT, ON A SCALE OF 0 TO 10, WHERE 0 IS “NOT FAIRLY AT ALL” AND 10 IS “COMPLETELY FAIRLY”? (N=350)**

<sup>209</sup> Influence of bribery on court decisions: M=3,04, SD=1,65, Min=1, Max=5, N=29; Influence of politics/political pressure on court decisions: M=2,99, SD=1,68, Min=1, Max=5, N=293; Influence of personal connections on court decisions: M=2,98, SD=1,66, Min=1, Max=5, N=293.

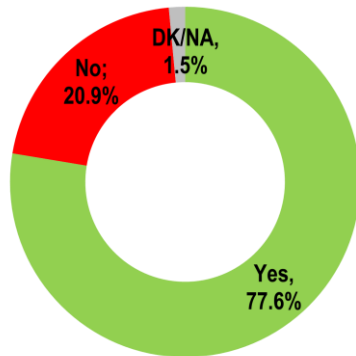
<sup>210</sup> M=7,53, SD=3,11, Min=0, Max=10, N=350.



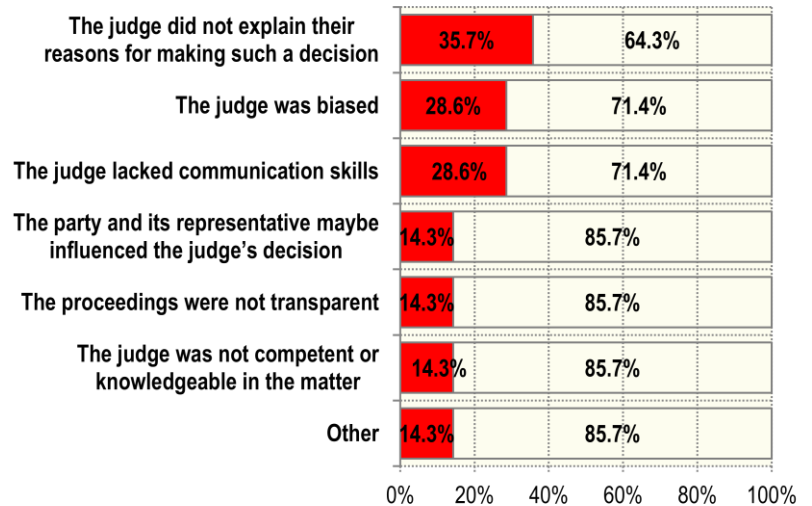
Perception of fairness in how respondents' cases will be resolved

Respondents' experiences and expectations that their case will be resolved fairly are in line with the above. Namely, 79% of them are certain that their case will be/has been judged fairly, while 20% believe the opposite. (See Graph 321). The small number of respondents who are uncertain whether their case has been/will be judged fairly (N=14) point out that the judge did not explain their reasons for making such a decision (N=5). (See Graph 322).

**GRAPH 321. ARE YOU CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=67)**



**GRAPH 322. WHY ARE YOU NOT CERTAIN THAT YOUR CASE HAS BEEN/WILL BE RESOLVED FAIRLY? (N=14)**

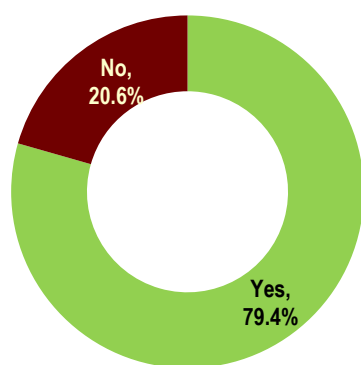


### 5.6.3. FAMILIARITY WITH THE ROLE AND WORK OF THE HJPC BiH

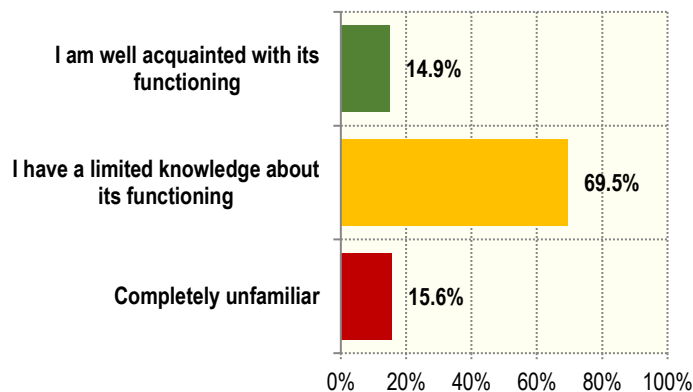
#### Familiarity with the work of the HJPC BiH

The majority of respondents (79%) have heard of the High Judicial and Prosecutorial Council of BiH (See Graph 323). However, 16% stated that they are not familiar with its work, with 70% said that they know something about it. This means that only 15% of respondents believe that they are very familiar with the operations of the HJPC BiH. (See Graph 324).

**GRAPH 323. HAVE YOU HEARD OF THE HIGH JUDICIAL AND PROSECUTORIAL COUNCIL OF BOSNIA AND HERZEGOVINA? (N=350)**



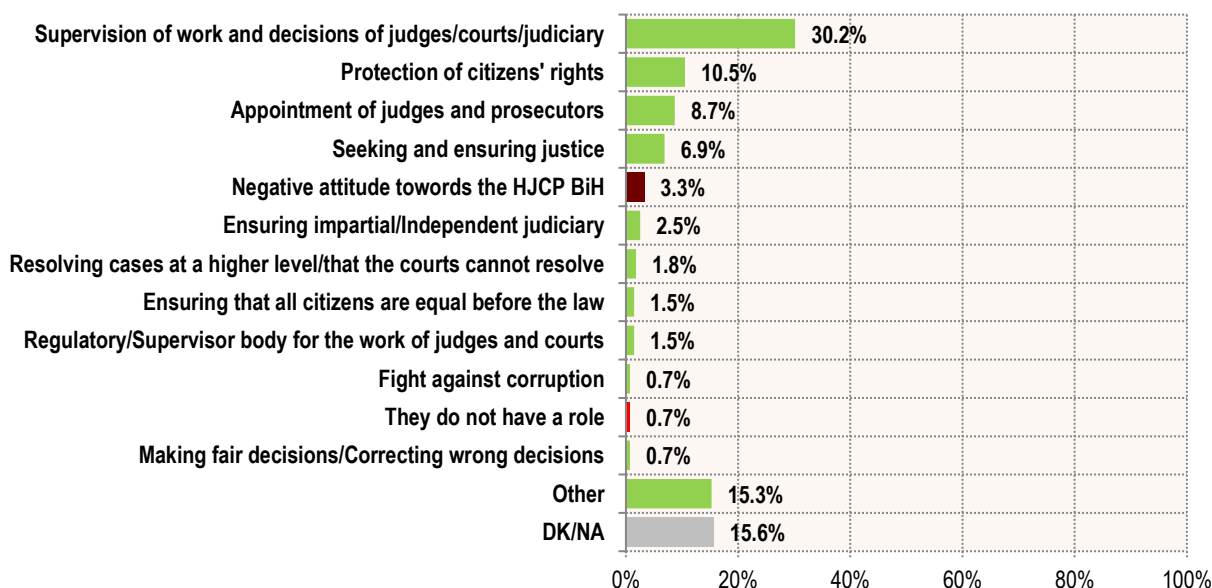
**GRAPH 324. TO WHAT EXTENT ARE YOU FAMILIAR WITH THE FUNCTIONING OF THE HJPC BiH? (N=275)**



#### Perception of the primary role of the HJPC BiH

Almost a third of respondents who have heard of the HJPC BiH believe that its primary role is as a regulatory/supervisory/control body for the work of judges and courts. Significantly fewer, around a tenth (11%), believe that its role is to ensure and protect the rights of citizens and to appoint judges and prosecutors (9%). Meanwhile 3% have a negative attitude towards the HJPC BiH, as well as the opinion that the HJPC BiH ensures fairness/impartiality/independence of the judiciary (3%). Other roles were rarely stated. Less than a fifth of respondents (16%) did not know or did not wish to respond to this question. (See Graph 325).

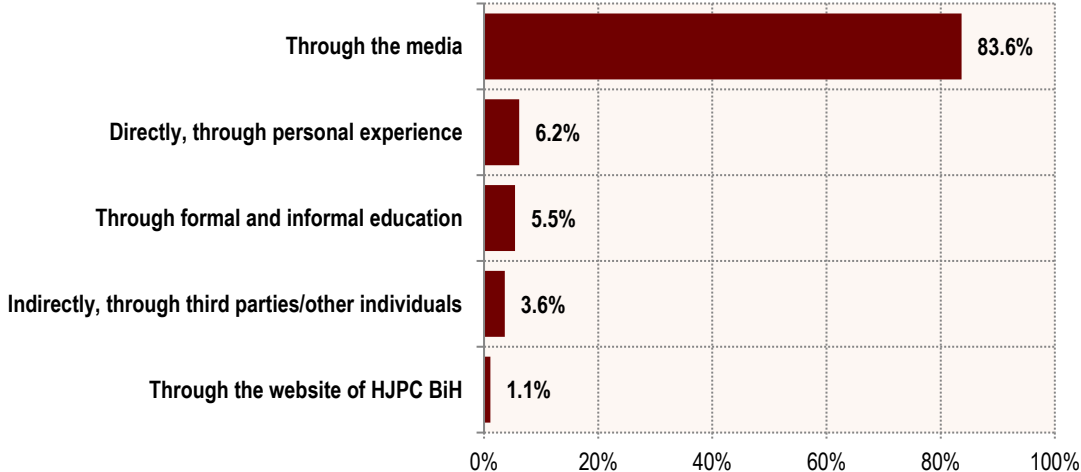
**GRAPH 325. WHAT WOULD YOU SAY IS THE PRIMARY ROLE OF THE VSTV BiH? (N=275)**



#### Sources of information about the role and work of the HJPC BiH

The majority of respondents (84%) cited the media as their primary source of information about the role and work of the HJPC BiH. Significantly fewer respondents said that they learned about the role and work of HJPC BiH directly through personal experience and through formal and informal education (6% each), indirectly through other individuals (4%), and through the HJPC BiH website (1%). (See Graph 326).

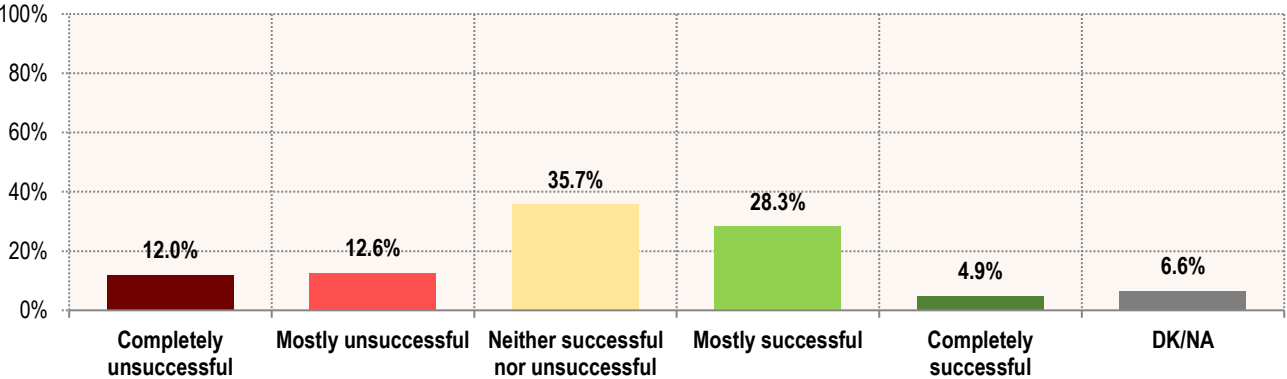
**GRAPH 326. IN WHAT WAY DO YOU OBTAIN INFORMATION ABOUT THE ROLE AND WORK OF THE HJPC BiH? (N=275)**



Assessment of the work of the HJPC BiH

One third of respondents (33%) have a positive assessment of the work of the HJPC BiH. However, it should be noted that most of them believe that the activities of the HJPC BiH have thus far been “mostly successful” (28%), while under 5% of respondents believe that they have been “completely successful”. Meanwhile, 27% perceive the activities of the HJPC BiH as being unsuccessful (13 % believe they have been “completely unsuccessful” and 12% believe they have been “mostly unsuccessful”). The remaining participants have a neutral assessment (36%). (See Graph 327). Thus, the average assessment of the work of the HJPC BiH thus far (on a scale of 1 to 5, where 1 is “completely unsuccessful” and 5 is “completely successful”) is 3.0 i.e. “neither successful nor unsuccessful”.<sup>211</sup>

**GRAPH 327. ASSESSMENT OF THE WORK OF THE HJPC BIH (N=350)**



<sup>211</sup> M=3,02, SD=1,08, Min=1, Max=5, N=327.



## 5. Conclusion and Recommendations

The data obtained in this research indicates that user satisfaction with the services provided by the basic/municipal courts in Banja Luka, Bijeljina, Mostar, Sarajevo, Tuzla and Zenica is at a relatively high level. Namely, although not always consistent (which is to be expected as some of the data is based on respondents' perception rather experience), user satisfaction with court services is, in general, at the level of "neither satisfied nor dissatisfied", with some aspects of the work of the court being assessed more positively, and only very few aspects negatively. This shows improvement compared to the results of earlier research.<sup>212</sup> However, it should be noted that, unlike earlier surveys, this survey included only current users of court services, while earlier surveys included the general population (former, current and future users of court services), and therefore the difference in results is the consequence of having a different target group i.e. of the fact that current respondents answered most of the questions based on their own (direct) and recent experience, which was not the case with earlier respondents. The change of method used also had an effect on the difference in results – now, in the framework of the F2F survey, the method of "intercepting" users in the halls of courts (interception survey) was used, while in earlier surveys, respondents were surveyed in their homes (the households and members of households included in the survey were randomly selected), and it is possible that the place in which the survey was conducted (court premises) led respondents to provide more favorable answers than they would have if they had been surveyed in their homes. In addition, the courts were notified in advance of when the surveys would take place, which means that court staff may have paid more attention to how they treat users knowing that they would be assessing their behavior. In addition, analysis of results indicates that there are significant differences in user satisfaction depending on whether they were there in the capacity of victim, witness, party to proceedings or for other court services. Namely, the latter have the (most) positive perception and experience and are the most numerous respondents. On the other hand, far fewer respondents who were at court in the capacity of victim were included in the survey, and their views and experience (which is not linked "only" to court administrative services) tend to be significantly more negative.

In general, respondents have a positive assessment of accessibility to court and its premises (signposting in the court building, availability of information, premises well-furnished and adequate), with the exception of (in)accessibility to parking for respondents; therefore, consideration should be given as to whether the presence of this factor could be diminished in any way. Punctuality of hearings and provision of relevant documents are assessed quite positively, while complexity of court proceedings and (in)efficiency of enforcement of court decisions are seen as "shortcomings" in the work of the court.

Likewise, it appears that all categories of respondents receive equal treatment at court – very few respondents were treated with disrespect or experienced favoritism. It can be assumed that this is linked to the perceived impartiality and professionalism of court employees, but it seems that there is room for improvement when it comes to equal treatment of respondents of different age groups. In general, respondents had a very positive assessment of the behavior of judges and court staff towards them. Respondents are also highly satisfied with the availability of information provided by the court and its quality; however, more work is needed to ensure the availability of information on respondents' rights. In addition, the reason why women provided more negative assessment of information provided by the court administration should be investigated in order to implement activities to address and overcome this issue.

The work of judges is also assessed positively: their expertise/professionalism, familiarity with the case, and clarity of expression. Respondents are only slightly less satisfied with the time allotted for presenting their arguments at hearings and the willingness of judges to carefully hear their side of the case.

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<sup>212</sup> 1) Custom Concept for the HJPC BiH, Initial research in the framework of the Improving Judicial Efficiency Project, Sarajevo, 2014;

2) Custom Concept for the HJPC BiH, Court User Satisfaction Survey in the framework of the IPA Project 2012 "Consolidation and Further Development of the Judicial Communication and Information System", Sarajevo, 2015;

3) Custom Concept for the HJPC BiH, Final research in the framework of the Improving Judicial Efficiency Project, Sarajevo, 2015;

4) Custom Concept for the HJPC BiH, Court User Satisfaction Survey in the framework of the project "Consolidation and Further Development of the Judicial Communication and Information System", Sarajevo, 2018.

Respondents now have a more positive assessment of the speed with which they received court services than they did before. Meanwhile, the costs of court services continue to be regarded negatively and as an obstacle to accessing court services. Confidence in the work of the court is also, in general, at the level of “mostly satisfied”, with the only segment which has a lower than average assessment being the perceived presence of various factors that influence judicial decisions. Furthermore, it should be noted that, although very few respondents said that they experienced discrimination and although most respondents have a very high assessment of fairness in resolving their cases, respondents provided a poorer assessment of impartiality in general and of judges’ independence in general. This results likely indicate that respondents also base their assessment of impartiality and judicial independence on the experiences of others (persons close or known to them), as well as experiences presented by the media. This is confirmed by the fact that respondents’ confidence was not affected by their most recent visit to court. Because of this, it is necessary to take steps not only to enhance these characteristics, but also to encourage accurate and timely media reporting that will support a positive/realistic view of the work of the court. In that sense, attention should be paid to targeting categories of citizens who are currently less satisfied with provided court services and have less confidence in its work: men, the elderly/pensioners, persons with secondary education levels and lower, and persons residing in rural areas.

User familiarity with the existence of the HJPC BiH, and its role and activities is not at a high level. The assessment of its activities thus far also points to varying user opinions. Therefore, in this case, it is necessary to inform respondents of the HJPC BiH, taking into account that the media is the primary source of information on this topic for most respondents, while the HJPC BiH website is rarely used for this purpose, and if so, only by specific category of respondents (highly educated persons).

All in all, it can be concluded that the results of the survey on satisfaction of basic/municipal court respondents in Banja Luka, Bijeljina, Mostar, Sarajevo, Tuzla and Zenica can be viewed as encouraging and can serve as a good foundation for implementing activities in the framework of the Judicial Capacity Building Project. In addition, they can be used as a basis for measuring changes in user satisfaction resulting from Project activities by comparing the results of this research with the results of the Final research that will be conducted in the Project’s third year.