

Client Communication 2018 Answers

III. Client satisfaction

1. How much emphasis do you put on measuring clients' satisfaction? Why do you think useful to collect feedbacks in this way?

Albania - This is one of the main points of our daily work. The High Court, but also other courts, pay special attention to this issue, being always open and transparent, and assisting in time and in any way, a public in need of service.

Bosnia and Herzegovina - It is important for improvement of the courts services to measure the clients satisfaction, by collecting feedbacks we can spot the weak spots in work of the entire court or the specific units, even individuals working in courts, while on the other hand we can find which parts of the court are satisfactory. However, such surveys do not exist in the courts in Bosnia and Herzegovina.

Bulgaria - There are conducted surveys in different cities and as a whole by the Supreme Judicial Council on this topic and other important topics, such as the trust in the system by the citizens. First of all the questions are selected and chosen by specialist in the matter on the determined topics. After that a questionnaire list is made with the related questions /they may be open answered or close answered/. When this is done, the questionnaire list is promulgated. This could be done by the website of the court, where visitors can fulfilled it, or through blanks, that people could find on the registration in the court or in the registers while making references. Some of the questionnaire list could be spread also by the students, who visit the courts, during their internship while studying law in the University or through the Legal clinics. When the answers are received back, follows their aggregation and analysis and so if some sensitive issues are found or some problem a politics for their solution is found.

Croatia - We get feedbacks from our clients by e-mail or directly from press representatives. It is useful, as I've said before, to avoid misunderstandings. But we don't measure clients satisfaction.

I don't have significant data, it is not my field of work.

Feedback is given by email or directly from press representatives. Of course, it is useful to get feedback because it can improve our job and communication. However, we do not measure clients satisfaction.

I do not have knowledge about it.

Lithuania - As a chairwoman of civil case division of the Court of Appeal of Lithuania, I do not put much emphasis on measuring clients' satisfaction because this function is assigned to National Courts Administration. Although it could not be said that I do not care about clients' satisfaction. I think it is useful to collect feedbacks because it helps to improve the quality of service. Nevertheless, in my opinion, these feedbacks shall be treated carefully. We should not forget that the main judge purpose is to do justice.

It is possible to find out what clients don't like about the system.

Montenegro - It is useful of course, to feel really needs of ordinary citizens and clients, and way of solving their freedom and rights.

Portugal - Although it could be useful to perform "satisfaction surveys" among court users, it hasn't been done in a systematic way until now. One important reason for this situation is the scarceness of resources already mentioned above.

Romania - The main concern at work is to apply the law and solve cases. Measuring parties

satisfaction is not a legal requirement. A judge can't please everybody. For example, in civil cases the party that loses or in criminal cases the convict can't be satisfied.

Turkey - It is the most fundamental right of a service user to assess the service they receive and express their satisfaction or dissatisfaction. Both public and private service providers these days attribute great importance to the assessment of the service users in order to improve the quality of the service they are provided. The same applies to the judicial service as well. Thus, we too attribute great importance to the feedback collected from the service users regarding their satisfaction level in order to improve the quality of the judicial service nationwide.

Ukraine - We care about client's satisfaction and regularly conduct polls, read Facebook comments and monitor information concerning courts in media. We find feedbacks useful as they help to improve communication policy.

2. What kind of target groups and which areas are included in the surveys?

Albania - Usually we use some internal ways that are based on the constant questions that are addressed to us by court users. Meaning: public (party in the process), lawyer, prosecutor and journalist.

Bosnia and Herzegovina - If such survey would be conducted, target group would definitely be the parties that use courts services. This survey should be conducted in the most frequent services of the court, services used by most parties.

Bulgaria - In the surveys are included users of judicial services as a kind of target group as well as some surveys are dedicated to the public opinion though the common people in the society. Through the country are conducted also surveys in which disadvantaged people have been involved so that to be received an information for their specific needs, concerning the access to court.

Croatia - Press representatives, parties in court proceedings, witnesses and family members of the accused person can be in target groups, but we don't do any official surveys.

Mostly the target groups consist of press representatives, witnesses, family members of accused persons. There are no surveys on that matter.

Lithuania - The court website carries out the questionnaire on the quality assessment of personal service.

Clients of court.

Montenegro - Clients, judges, lawyers, prosecutors, sometimes an representative of civil sector

Portugal - See answer to question # 1.

Romania - As far as I know, there weren't any surveys regarding Bucharest District 3 First Instance Court.

Turkey - The entire society in general, and those who have used the judicial service before are included in the surveys.

Ukraine - We do not limit target groups in the surveys but they mostly are lawyers, parties in the cases, other court visitors, social activists and journalists. Questionnaires contain questions on clients comfort while staying in court, completeness of information for the visitors, effectiveness of the court work organization, attitude to visitors, whether they trust to judges, whether they had to deal with corruption etc.

3. What kind of methods do you have for measuring clients' satisfaction and how often are they used?

Albania - In the judicial system, there are usually no methods used for this purpose.

Bosnia and Herzegovina - Research could be conducted by the survey with several direct and simple questions, at least once annually.

Bulgaria - A number of methods are used to measure clients' satisfaction. A number of polls have been made through the years as well as researches to measure the satisfaction of citizens by the work of the magistrates and clerks.

Croatia - As said before no methods are used.

As we do not measure clients satisfaction, there are no methods.

Lithuania - The survey consists of six questions about staff attentiveness, pleasant communications, how explicitly information was provided and so on. The participants can rate each question from one to five (one – very bad; five – excellent). This survey is carried out on court's website all the time.

Anonymous examination

Montenegro - We use the survey of World Bank and some NGOs who follow the judiciary work.

Portugal - See answer to question # 1.

Romania - As far as I know, there weren't any surveys regarding Bucharest District 3 First Instance Court.

Turkey - The Turkish Statistical Institute conducts annual polls with surveys which contain questions of a general nature, regarding the various services used by citizens. A certain part of these surveys, though, is dedicated to the public confidence in the judiciary. The public confidence in the judiciary is measured via the questions in the part of the survey. The data and results obtained via the relevant part of the survey is shared with the Ministry of Justice as well. In addition, the General Directorate of Criminal Records and Statistics conducts similar polls as well.

Ukraine - Once or twice a year we conduct in-app surveys inside our website and post-service surveys asking court visitors to fill in questionnaires. Media monitoring is held regularly.

4. How do you analyse the results of the surveys on clients' satisfaction? What kind of measures did/ do you take under the results of the feedbacks?

Albania - As I mentioned in question 2.

Bulgaria - As a result of the analyses of the results of the surveys on clients' satisfaction a number of measures are undertaken to be improved the communication between them and the Judiciary. For ex. If the work with the court filing is not enough quickly and efficiently, the number of the staff is increased or the working time is changed so that people could make their references even at lunch time. When there are a lot of cases to be held the number of the courtrooms is increased. The work of the archives is also improved.

Croatia - Of course all good feedbacks satisfies us and every bad feedback, especially when it is relevant, deserves to be analysed.

Naturally we are happy if the clients express their satisfaction. Dissatisfaction or critics expressed by any client is analysed if we find it is founded and serious.

Lithuania - Responsible persons analyze the results of client's dissatisfaction or lack of satisfaction. National Court Administration identifies issues and tries to solve it.

The judges are represented with the results asking them avoid the problems (being late in hearings etc.)

Montenegro - Try to be more transparent and open for any their questions.

Portugal - See answer to question # 1.

Romania - As far as I know, there weren't any surveys regarding Bucharest District 3 First Instance Court.

Turkey - The survey results are analysed by the General Directorate of Criminal Records and Statistics of the Ministry of Justice, and by the other relevant departments. If a problem has been identified in the analyses, our relevant departments and officers strive strenuously to resolve the problem. Towards this end, we arrange in service trainings and information meetings, as well as national and international projects in order to help the judiciary function as effectively as possible.

Ukraine - We take a look at research answers, count result percentage and draw conclusions. Under the results of the feedback we try to improve the areas that got negative responses.

5. Do you have clients' charta or are you planning to make one? Under your opinion what are the main parts of the client's charta?

Albania - No, we don't.

Bosnia and Herzegovina - Since the court does not conduct such analysis, there are no clients charta

Bulgaria - Up to the present moment we don't have clients' charta, but we have Ethical rules of conduct of the Bulgarian magistrate and Ethical rules of conduct of the Bulgarian court clerks, in which are written the rules that should be followed by the magistrates and clerks in their internal and external relationships, including their behavior in the society. They should be kind, honest and reputable in their communications in and outside the court. In every court are also accepted internal rules for honorable behavior of the Bulgarian magistrate and Ethical rules of conduct of the Bulgarian court clerks. If these rules are not observed strictly by the magistrates and clerks, there are written certain punishments for that, even the most serious of them dismissal.

Croatia - We don't have any formal clients charta but members of the press are the most important for us and on the second place is public in general.

There is no formal clients charta. We find that members of press and public in general are the most important for us.

I do not have knowledge about it.

Lithuania - The Lithuanian Courts have the Standard for Personal Service. In my view, the main part of the Client's Charta is service conditions (in what way the information should be provided for public).

We do not have such one.

Montenegro - No we have not. Active Information system does not support it.

Portugal - No (beyond general administrative guiding principles and deontological rules, which are also applicable to judicial staff and Magistrates).

Romania - I don't have a clients' charta. A judge's role is to apply the law and, in the absence of a legal mechanism, I don't plan to make a clients' charta.

Turkey - We do not have a clients' charta. Neither are we yet considering to prepare and adopt one within the context of our strategic plan.

Ukraine - No we don't have it and are not planning to have it so far.

6. How do you make possible for the clients to get to know the clients' charta? In case you don't use clients' charta how do you inform the target groups?

Albania - It depends on the situation.

Bulgaria - Although up to that moment we don't have clients charta the Supreme Judicial Council has created and accepted its Media Strategy and Communication strategy through which, in a number of ways a lot of information concerning target groups and sensitive issues in the society, is returned to the system and can be analyzed and if needed measures could be undertaken.

Croatia - We publish all relevant information on our web site and it is open for all, so we don't have to send out the information directly to our clients.

All relevant informations are published on our web site, so everyone can see them. Usually we do not send out information directly to individual client.

Lithuania - The Standard for Personal Service is published in court's and National Courts' Administration websites. Also, the summary is available publicly on court's notice board near the entrance.

I am sorry I can not answer this question.

Montenegro - Web portal.

Portugal - See answer to question # 5.

Romania - I don't have a clients' charta. According to the law, the courts provide information only about cases and their own activity to any interested person.

Turkey - We use the tools of information mentioned above.

Ukraine - We inform target groups through the web-page and social media.

7. Under your opinion how can the clients' charta affect the reputation of the court system and the strengthening of public confidence?

Albania - Overall public opinion is very unreliable to the system. I think such a way to be close to the needs and demands of the public would be a step ahead of what we call the main goal. Gaining this trust and increasing the positive image of the judiciary.

Bulgaria - In my opinion clients' charta could positively affect the reputation of the court system and the strengthening of public confidence but there are a number of other methods as efficient as the charta. These are for ex. The Ethical rules of conduct of the Bulgarian magistrate and Ethical rules of conduct of the Bulgarian court clerks, in which are written the rules that they should follow not only in their official communications, but in the personal once. The behavior in the court and in the society of the magistrate should be obliged to certain rules that prove the people that certain magistrate is honest, modest, kind and example of behavior.

Croatia - Good contacts with members of the press on the first place are essential for strengthening of public confidence.

As I replied before, the connection undoubtedly exists, however strengthened public confidence can last only if the courts properly perform their job, otherwise the judicial brand or clients charta cannot function alone.

Lithuania - I believe that Clients' Charta helps for employees feel more comfortable and less stressed at work. The process of courts becomes more clear for participants and society.

I am sorry I can not answer this question

Montenegro - We hope that we will get it through new Information Judiciary System.

Portugal - I don't expect a "charta" per se to affect the reputation of the court much, except among those that take a theoretical approach to courts and court services. In my opinion, the common citizen will develop his/her ideas regarding the courts when interacting with them and their officers and other legal operators. Much has still to be done to pass the message that the citizen (and the protection of his/her rights thereto) is the *raison d'être* of a country's Judicial system, and to improve communication between the Judiciary and the common citizen.

Romania - Your brand is what people expect from you. It's your reputation. I think a clients' charta is applicable mostly in economic organizations. However, understanding what others think about you is essential for effective judicial branding and strengthening of public confidence.

Turkey - Preparing clients' charta and disseminating it has great importance both in terms of transparency and the establishment of and strengthening public confidence in the judiciary. The minds of the judicial service users will be crystal clear thanks to the information and feedback given before and during the trial process. Thus, this certainty and transparency will help increase the public confidence in the judiciary.

Ukraine - That perhaps may be useful for the intended objective.