

INTERNAL COMMUNICATION WORKSHOP QUESTIONS & ANSWERS

1. What are the main goals of the organizational internal communication (internal public relations) and what kind of activities and targeted programs are associated with them?

Veszprém Regional Court - Veszprémi Törvényszék:

The main goal of the organizational internal communication is to ensure the flow of the information between the members of the judiciary. It includes e-mails, intranet, forums.

Romania, Supreme Council of Magistracy:

One of the main goals is access to public information and increasing public trust through communication. At present, the Superior Council of Magistracy is conducting the TAEJ project - Transparency, accessibility and judicial education, in the framework of which the institution aims to consolidate these goals through adopting guidelines and organizing workshops between magistrates and mass media or other judicial professions.

Pécs District Court - Pécsi Járásbíróság:

In my opinion the main goals of the internal communication can be to inform the employees about the main decisions of the organization, to body the employee's trust and loyalty to the organization, and make a pleasant atmosphere, where the workers like to work. I think the continuous communication is the most important tool and there are a lot of useful programs – for example forums, which can it serve.

Bulgaria, Stara Zagora:

The main objectives of internal communication are transparency and openness in the work of the courts. The main activities are related to the provision of information on cases of public interest, daily work in court, projects involving judges and court officials, as well as special social skills programmes related to students.

Czech Republic, Constitutional Court of the Czech Republic:

Collaboration, transparency, and feedback. That is connected with better work environment, higher employee engagement, higher productivity and efficiency.

A well-functioning internal communications system can motivate employees to work toward a common goal. From my point of view the most important goal is to share an important information and have a rules for communicate that information to the public.

Pécsi Járásbíróság – Pécs District Court:

In my opinion the main goals of the internal communication are:

- comprehensibility
- the flow of information
- reference.

Croatia, Municipal Civil Court:

In my opinion main goals of the organizational internal communication is to connect all relevant members, appoint one person in charge to organize and to establish regular meetings in order to exchange informations and practice between everyone involved in internal organization

Albania, Supreme Court:

Nowadays it is a prerequisite towards the staff even in the simplest position to have certain level of communication skills. It is regarded as even more essential with managers. Organizations have recognized that the level of communication within the organization determines the efficiency of the organization. The attention has turned towards the study of different fields of organizational communication. Most of the studies deal with the effects on performance determined by how well the staff is provided with information, and the level of satisfaction with the direction of communication (horizontal, vertical).

Lithuania, The Prosecutor's office of the Republic of Lithuania:

Internal communication helps increase loyalty and reduce employee turnover. Internal communication is effective in both vertical and horizontal criminal sense when each employee is organized and team-based. In the long run, this has a major impact on atmospheric change and helps ensure vertical and horizontal information dissemination. Internal channels help to highlight aspects that are important to the internal audiences of the organization, enabling both prosecutors and other prosecution staff to better understand the communication goals they are setting and, where appropriate, to contribute to their achievement.

Croatia, Municipal Court of Zagreb:

The main goal is cooperation between all parts of communication. That can be achieved through direct communication.

Lithuania, Telsiai region court Mazeikiai:

advise, inform, indicate and instruct employees

Armenia, Administrative Court of RA:

1. To ensure the effective functioning of the courts and maintain efficiency of decision making. To exchange the information about the important developments at the level of administrative, organizational issues.

The main activities are framed as:

Weekly staff meetings in the relevant court;

Discussion/consultation around the high profile cases;

General communication around organizational, administrative issues for decision making and court's performance.

There are no specified targets for the internal communication."

Bulgaria, Devin District Court:

The judiciary is assisting media representatives to fulfill their role of informing the public in connection with their activities in communicating with the media on matters relevant to the work of the judiciary. The information is provided and the institutions have a duty to ensure that other rights recognized by domestic and international law - the right to privacy and family life and the presumption of innocence - are not violated. The communication structures are organized at the level of the Supreme Judicial Council, for the courts - the press services - and for the prosecutor's office - a spokesman for the Prosecutor General and spokesmen for the prosecutor's offices.

Macedonia, Kavadarci Distric Court:

The issue of internal communication in the courts in the RNM, though essential, is rarely raised as a topic of discussion within the judicial system. The importance of this issue arises primarily from the need for every court employee, both judges and court officials, to receive timely and useful information that is relevant to the performance of their daily duties. Therefore, the main purpose of the court internal communication system should be to share with the employees on a daily basis all the information necessary to carry out their duties, changes in laws, the movement of judicial practice, changes in court rules, changes in internal affairs, procedures detailing the manner in which various operations are performed in the court case management process, information on specific subject educations that may be visited, and other useful information (changes in working hours, changes in the house rules, the obligation to regular health controls etc.). Perhaps in this regard there is a lack of a systematic and programmatic approach to the regulation of internal communication, but it does not mean that there are no activities aimed at informing employees. Instead, there are regular working meetings with court officials discussing how to perform their duties, ascertained situations, weaknesses and measures that need to be implemented immediately to overcome them. In this context, there are also regular sessions of judges, where all issues relevant to the quality, timely and expert performance of matters within the jurisdiction of the court or the reasons for any delays in the process of managing the movement of court cases are discussed.

Szekszárd Regional Court

Communicate major company changes, recognize successes,
Itranet for example

Latvia, Supreme Court:

The main goal is to strengthen the commitment, the loyalty, ensure cooperation and trust among employees and judges. The main tools to achieve this goal is informing and involving judges and employees in Court's activities.

Turkey (Council of Judges and Prosecutors – CJP):

The main goals of the organizational internal communication are first, to improve or restore morale among the employees, to have a plan for communicating the news related to the institution worked for, to organize the achievement of the employees and, last but not least, to establish and maintain mutually beneficial relationships between the institution and employees. In this manner, we believe that the goal of the organisation could be achieved. What we mean is the level of commitment of the employees and the quality of the teamwork could be enhanced in this way.

Ukraine (USAID Justice Sector Reform Program in Ukraine):

Internal communications are aimed at ensuring that all court employees are working collaboratively towards a common goal. It develops a cohesive culture and empowers employees to make the right decisions in line with the court's mission, vision and values.

Albania, High Judicial Council:

Communication skills are essential, especially within courts. By their very nature, courts are rather conservative, but in the age of the digital society, they should be more open and communicate proactively with the public.

Armenia:

Main goals of the organizational internal communication is to make a harmonized environment between cooperating parties in order to reach the goals of the organization in more effective, efficient ways. Targeted programs can be providing disciplined but meanwhile productive relations, in order both sides will be satisfied from each.

Croatia, Supreme Court:

The main goals of the organizational internal communication are to provide an accurate and complete information and to build trust and credibility into court work. In Croatia, information is provided by the court's spokesperson. The spokesperson is a judge or a court adviser who can be assisted by the employee of the court responsible for communication. Where information concerns proceedings in individual cases, the spokesperson provides information in agreement with the judge conducting the procedure in question and under the knowledge of the president of the court at issue. In principle, each court has its spokesperson.

Poland (1)Regional Court in Czestochowa, 2)National Council of the Judiciary):

In general, regular internal communication is essential for strengthening internal cohesion, as formulated by the new institutional strategy of the Curia. This aim seems quite evident, considering the organizational size of the Curia, but it is also justified from a press communication perspective: the number of organizational units requires effective communication to and from our Press Department. From the perspective of the Curia as the supreme judicial organ of Hungary, internal communication is the key to ensure uniform interpretation of law which is one of its main tasks. To avoid any divergence among judgments of the Curia concerning the same issue of law, judicial panels dealing with the same type(s) of cases must communicate with each other. This kind of internal communication is realized in form of regular meetings.

From a much wider perspective, i.e. regarding the whole judiciary, internal communication is aimed at the constant monitoring of case law in order to detect problems of interpretation or discrepancies. To achieve this aim, the law requires a high-level interaction among all levels of the court system. In addition, there are also informal meetings pursuing the above aim, such as the 'uniformity groups' initiative launched by the Curia which brings together civil law judges by means of a secure online platform and personal meetings as well.

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2. What kind of tools are applied in the organizational internal communication to strengthen the commitment and the loyalty of employees and retain the knowledge and the talent?

Veszprém Regional Court:

The results of the talented and loyal co-workers are continuously communicated via the channels mentioned in the previous answer.

Romania:

One of the objectives is to keep the employees with great experience interested in their activity, making them feel that their work is appreciated by constant discussions with their superiors on this matter. Also, continuous formation of these employees is very important, for which they can take courses, participate at conferences, even on the expense of the institution. As for the new employees, the selection is very important and also the process of adapting to the activity of the institution, aspects

that require attention, time, teamwork, taking courses and participation at conferences, even on the expense of the institution.

Pécs District Court:

- to body company belonging feeling
- ensure the opportunity to the employees to express their opinion
- the employer make felt with the employees that there are important and their opinion is relevant
- the employer should honour the employee and the reverse as well
- developmental opportunity should be ensured tot he employee

Bulgaria:

Annually, training of judicial officers is organized, both locally and by the National Institute of Justice. At least twice a year "team buildings" are organized outside the working environment of the employees, as well as informal meetings between judges and employees at local level.

Czech Republic:

Praise, teambuilding, bonus, meeting, etc.

Pécs District Court:

- conversation between the parties
- incentive tours, programs
- honour

Croatia:

At the Municipal civil court in Zagreb where I work there are regular expert meetings with head of the department and colleagues that are leading the special cases departments (such as heritage matters group, ownership matters group, familiy matters group, ecc). Also, we often have speakers from the Supreme Court and the Faculty of law and with them we are discussing matters of great importance

Albania:

To develop a communication strategy, employers should begin by linking communication to the strategic plan, including the organization's mission, vision and values; its strategic goals and objectives; and its employment brand.

Effective communication strategies:

Safeguard credibility to establish loyalty and build trust.

Maintain consistency to establish a strong employment brand.

Listen to employees and to members of the leadership team.

Seek input from all constituencies.

Provide feedback.

Prepare managers in their roles as organizational leaders.

Lithuania:

Communication staff organize various events, celebrations, outings, sports competitions. For example, every year, employees celebrate Cake Day, Prosecutors Day, summer jamboree etc. Employees communicate in a secret Facebook group, they share information about different trainings, advices, moments from events etc.

Croatia:

Direct and non stop communication between employees.

Lithuania:

respect, respectable salary, information and cooperation.

Armenia:

Number of communication tools are used for the internal communication, such as:

Land line phone calls;

Internal phone;

E-mail

Paper based communication.

Bulgaria:

Judicial officers may be rewarded with honors or awards for their high professionalism, exemplary performance of their duties and high moral qualities under the terms of the Judiciary Act. The distinctions are: official gratitude and diploma, early promotion in rank. The award can be combined with a prize - monetary or substantive. Each judicial officer with proven good professional qualification can be promoted to a rank, after attestation, which takes into account the fulfillment of the individual work plan, the requirements fulfilled in the performance of specific duties, his professional skills and observance of the principles of professional ethics. Court staff participate annually in training to improve their knowledge and skills.

Macedonia:

From our perspective, the application of such tools necessarily implies certain legal solutions that would allow clear internal criteria for all employees, which would mean a clear evaluation of the performance and commitment of each individual, which would furthermore lead to the promotion of the values mentioned above. This primarily concerns the issues of evaluation and internal promotion of judicial officers, as well as the evaluation of the work of judges as a prerequisite for their promotion. Unfortunately, especially with regard to judicial officers, there are no clear legal solutions that would govern their evaluation, and legal solutions for their internal promotion have not become a regular practice. This is certainly a limiting factor in the development of tools and judicial practices for the promotion of knowledge, talent and continuous professional development in the internal communication system.

Latvia:

For internal communication the Supreme Court uses its Intranet (platform to inform, to encourage, to engage, to share good experience of Court's team), e-mails, meetings at all levels.

Turkey:

The tools can be listed as follows:

- 1- Construct Career Growth Opportunities,
- 2- Respect Your Employees' Needs,
- 3- Provide Feedback,
- 4- Clear Communication,
- 5- Encourage Team Bonding,
- 6- Create Clear Strategies for Employee Engagement."

Ukraine:

Group e-mails, court newsletter, staff meetings, joint professional events.

Albania:

The courts are rather different from other organisations in this regard. But still, within their development strategy, they should develop a communication strategy.

Armenia:

There must be always some supervisory mechanisms to control the actions/ inactions of employees in order to make every subject to perform their responsibilities. As for retaining the knowledge and the talent of employees the employers need to organize from time to time qualitative competitions between the employees also different training courses.

Croatia:

Each judge and employee provide necessary information to the spokesperson. Internal communication is daily based. Spokespersons attend trainings and workshops organised by the Judicial Academy.

Poland:

Informational letters, circulars, memoranda.

Hungary, Curia:

To strengthen the loyalty of judicial employees, it is crucial to notify them in time on any new legislation concerning their employment. Such notifications are conducted in formal meetings.

Another important tool is the appreciation of outstanding performances: for instance, at the Curia, there is an annual prize to be awarded to judicial employees ('Clerk of the Curia In Year ...') and judges ('Judge of the Curia In Year ...') who performed excellently in their jobs. It is important that such appreciations must be awarded exclusively on objective, measurable grounds.

To retain and, preferably, attract talent and knowledge, the Curia of Hungary applies a wide range of tools. First, it encourages all judges in office to pursue educational and academic activities, to do a PhD etc. Second, it makes good use of the legislation enabling judges serving at lower courts to apply voluntarily for a short-term service at the Curia. This is a sort of internship during which the selected applicants usually serve as part-time judges, i.e. they hear cases also at the lower court, but they have opportunity to acquire the specific skills and approaches necessary for hearing cases at the court of last resort. Third, the Curia uses specific tools to create a fruitful collaboration between theory and practice: it recruits young legal scholars to advisory positions for a definite term, as well as it runs an internship program for PhD students who can apply for a one-year internship during which they assist judicial panels in legal research and consult with the judges about their doctoral thesis.

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3. Can you perceive shifts in the internal communication towards new communication technologies (voice-, picture-, video-based communication, mobile tools and applications)? To what extent are these changes taking place?

Veszprém Regional Court:

For example it became possible via Skype for Business to make contact in a written form immediately with colleagues. I haven't experienced further changes yet.

Romania:

Institutions are in process of adapting their activity at the standards required by the new communication technologies. For ex., in the field of communicating public information to mass media or citizens, the answers are mainly send by e-mail or telephone.

Pécs District Court:

In my opinion the most common point and effect of the new communication technologies to the internal communication is that fact that the communication in – and out of- the organization is quicker than ever but more impersonal than ever. As the technology, these changes take place to a great extent and fast.

Bulgaria:

In the past three years, many changes have been made in the District court of Stara Zagora using new communication technologies. The website of the District Court-Stara Zagora has been completely redesigned by providing more information and making it easier to find the one you are looking for. We created the Facebook page of the district Court Stara Zagora where we share information about events organized by us, charitable initiatives, competitions for students and other. Information on the court's work is also uploaded to the SJC page. In process of creating, by our court, is an integrated, information system for citizens. Through it every visitor to the court by entering the code in the mobile phone will be able to obtain information about the office he needs, the documents he has to fill out, as well as all the cases that are considered on the relevant day in the court.

Czech Republic:

Not so much, may be using such a kind of apps as WhatsApp or Viber, sometimes messenger on Facebook. But the most of the communication is in person, by phone and by e-mail.

Pécs District Court:

In my opinion the internal communication has a lot of new tools, for example:

- intranet
- skype

I think the use of these tools is in one's infancy in the practice.

Croatia:

at the court where I work new communication technologies are not yet taking place and to my knowledge we only had one case where we were communicating via video conference with foreign court. Unfortunately the equipment that our court uses is old and outdated so that is the reason we are not used to it

Albania:

At the moment this kind of new internal communication technologies, are not applicable in our court.

Lithuania:

Each year, internal communication improves. The prosecutor's office broadcasts live training sessions via Youtube link. Also, some of the events that take place at the General prosecutor's office are broadcast live to employees in other cities (in territorial prosecutor's offices) so that they can watch everything live at their workplaces.

Croatia:

unfortunatly many of my coleguaes still dont use e-mail sa communication, so some kind of education could change that

Lithuania:

Twitter, Facebook, YouTube - channels for spreading important information in order for the public to better understand and perceive work of courts

Armenia:

Yes, the court is open to shift towards new communication technologies. However, in the country these developments are slow and depending on lack of financial, technical and legal regulations.

Bulgaria:

Aware of the important place of information technology in the modern world, JI bodies should maintain websites with diverse and user-friendly static and dynamic information. Citizens using this method of inquiry can be informed in more detail about: the judicial district, access to the institution, information and services it provides. A wide range of static and dynamic information has been published, useful for users of judicial and administrative services. Websites provide citizens with the opportunity to use links to other useful sites.

Macedonia:

This question can be answered positively for sure. In the period after 2008, the information system of the RNM has been deeply penetrated by information technology. The process of court case management is fully conducted electronically through an appropriate software application, which records all court cases and any procedural actions taken during the processes. The court case management software is upgraded with a special audio recording system, an electronic delivery system, as well as an electronic receiving system, which scans every submission received in court and includes it as an integral part of the electronic file. The introduction of information technology in the day-to-day operation of the courts certainly opens up opportunities to introduce new ways of internal communication in the courts. There have been attempts in few courts to establish a sort of internal communication channel between employees, which enables various and relevant information to be shared on a daily basis. In the court I represent, each employee is provided with a separate folder in his/her personal computer, which is used by the President of the Court and the Chief Judicial Officer, (as the responsible for carrying out the court affairs) to share all necessary information.

Szekszárd Regional Court:

Yes, you can.

Latvia:

The Supreme Court makes use of online meetings of Court's team. However, this tool is used seldom.

Turkey:

The advancement of technology has helped to advance the ways in which we communicate with each other. No one can ignore and surely everyone should perceive the shifts. For example in Turkey, National Judiciary Informatics System Project (UYAP) that started to be applied in 2005 is in use in all judiciary departments today. All kinds of judiciary and administrative activities are electronically carried out through this system. The system set forth with this project is a very important system not only for those who apply to judiciary also for the members of judiciary and public officials who work

for the functioning of the judiciary. In judiciary departments where the abovementioned system is used, documents are not physically sent, they are sent through this system. This system alone adds a new dimension to the internal communication of all actors in all judiciary departments working in Turkish judicial system in terms of organization. Moreover, again in Turkey, in-house intranet system bears an important function for communication of officials working in the same institution.

Ukraine:

Internal communications take place through mobile tools (viber groups), FB-groups, group e-mails, video-skype conferences with those employees who are currently not at the same location as others.

Albania:

Despite the current difficulties, the development of internet services have facilitated the communication, especially through mobile devices, especially in the urban areas.

Armenia:

Electronic Justice is partially applied in Armenian judicial system. The usage of new technologies can make the work be done in quicker and less costly ways. In Armenia for example the decision of the court can be appealed after the mentioned time is not passed from the time of publishing it in website of judicial information provision (datalex.am), also some documents can be sent by electronic means.

Croatia:

New communication technologies such as mobile tools and applications are used regularly.

Poland:

The change is in the medium used, it happens more often now, that the information is shared by messages sent via email.

Hungary:

New communication technologies are wide spread in the everyday work of judges and judicial employees. The National Office for the Judiciary has launched a comprehensive digitalization project which includes the development of applications designed expressly for judges (e.g. intelligent word processor).

Nevertheless, one should not forget that one of the most effective ways to solve legal issues is to listen carefully to each other. When deciding individual cases, either in open court or in camera (if allowed by law), judges must sit together and deliberate on the case, which means personal consultation. On a more abstract level, when the aim is to discuss several cases decided earlier and learn the lessons from them, online platforms are a plausible solution for judges serving at different courts.

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4. When introducing new technologies, how successful is the process of trust-building towards the new tools and how clear can the communication of security requirements and ethical rules be?

Veszprém Regional Court:

There are colleagues who are encouraged to spend time to get to know the new tools well and after a while the other workers could trust the new technologies better with their experience sharing and help.

Romania:

The process of trust-building requires a certain amount of time, but progress is being made. Security measures are taken by the institutions in public communication when using new technologies, with the support of IT bureaus.

Pécs District Court:

To introduce a new technology is always risky. First of all it is necessary to define the purpose of the introduced new technology. If the purpose is to increase the trust in the organization there can be a lot of tools which can help it, for example internet pages, press releases, videos and so on.

Bulgaria:

The introduction of new technologies is one of the priorities of our court. The court has developed both internal security rules and ethics when dealing with new technologies.

Czech Republic:

Most changes are accepted with embarrassment. Major part of judges and judicial personnel is very conservative and doesn't like changes. But if is necessary, it's very important to communicate every change carefully and explain it in detail.

Pécs District Court:

To introduce a new communication tool it is necessary to assess the personal composition, qualification, targeted groups and we should gear to these the new tool of communication.

Croatia:

the process of trust building towards the new tools when introducing new technologies is quite poor in my opinion because the Ministry of justice does not prepare extensively and precisely all the relevant and necessary information and equipment. Due to this deficient process the communication of security requirements and ethical rules are not clear and fulfilled

Albania:

In principle, usually nowadays, these kinds of new changes and behaviors are well received by staff. It is young people who better embrace new entrants, but older people also try to become part of it by obeying the demands of the times.

Croatia:

all new technologies need time to be trusted, it is important to maintain privacy.

Lithuania:

Courts should not be afraid of new communication tools, especially of social media

Armenia:

The existing communication tools, such as electronic assignment of the cases, as well datalex.am Legal informational web-page are very successfully perceived. There are relevant guidebooks for the usage of new communication prospectives.

Bulgaria:

The parties, witnesses and other participants in the hearing may appear in audio and video recordings only after approval by the panel and only on condition that they have not objected. Moreover, in

criminal cases, the persons concerned cannot be photographed without their consent, as they are, by definition, vulnerable participants in legal proceedings. During the trial, the President of the Chamber shall have the right to expressly prohibit the publication, or broadcasting, through the press or electronic media, of texts, drawings, photographs or images that are believed to be capable of revealing the identity of the person concerned to civilians, or witnesses.

Macedonia:

Introducing innovations in daily work usually causes resistance among employees, especially among those who already have a multi-year routine in performing tasks. This resistance was particularly evident when the information technology was initially introduced in the judiciary system in 2001, as it required the acquisition of new knowledge and computer literacy of a large number of employees. These childhood illnesses were significantly overcome in the following years, especially once the trial court management system was introduced, through employment of IT engineers and specialists and enhanced education of all administrative staff and all judges. According to our experience, after the initial resistance, the employees begin to recognize the benefits of new IT tools, and slowly the new technologies (in terms of typing notes and decisions, audio recording, electronic delivery and e-mail communication) have become widely accepted.

The courts have a well-established practice of protecting the data which have been entered into the court case management system (so-called ACCMIS). These obligations are determined in the Law on Personal Data Protection, as well as in few other laws that regulate this issue. Every court has nominated a personal data protection officer, who constantly monitors and educates employees about the necessary measures to be taken, in order to ensure proper handling and protection of data entered into the system. Confidentiality and working ethics are certainly among the topics most frequently discussed with employees, but also with those applying for a job in the courts. These aspects are clearly described in the Code of Ethics for Judges and the Code of Ethics for Judicial Officers."

Szekszárd Regional Court:

It can be very successful if it's carried out properly.

Latvia:

The Division of Information Technologies is responsible for ensuring security requirements. Modern technologies are used seldom. Communication between courts may take place in video conference mode. Where necessary, court hearings may be held by video conferences.

Turkey:

Taking into consideration the speed of change in technology and appearance of new technological tools in almost all areas, it should be accepted that the process of trust-building towards these new tools is difficult. In order to successfully conduct this process, security requirements shall be separately defined for each tool before or right after its application.

Moreover, this requires establishment and declaration of ethical rules related to the use of these new tools and taking into consideration of opinions and evaluations of related international organisations. For example, on these days when it is being discussed whether artificial intelligence can be applied in judicial system and if so how it can be applied, European Commission for the Efficiency of Judiciary (CEPEJ), which is advisory body of Council of Europe, European Charter on the use of Artificial Intelligence in judicial systems and their environment was determined during 31st Plenary taken place in Strasbourg on 3-4 December 2018.

It is clear that after establishment of security requirements and ethical rules, the trainings given for the communication of these are vital. Because, however they are communicated, the better

comprehension of the issue and determination of whether the communication was healthy or not are possible only through training programmes given by experts about situations that took place and that are envisaged to take place in application."

Ukraine:

The general rule for the judiciary and court employees is to follow the Ethical Rules in their communications no matter in which form it is being made, including using new technology.

Albania:

Trust-building is a continuous and ongoing process, and is relevant to the new technologies as well. It is also a generation issue, where the new generation are more inclined to be served by the new technological developments. Ethical issues and problems with the personal data protection and security will always be challenging and the legal developments must keep abreast with these challenges.

Armenia:

In every innovation there are risks to miss something, but that is the only way towards development, so I think States must be very careful in this matter to provide means to prevent online crimes and violations of ethical rules.

Croatia:

Social networks are developing rapidly. Although it is considered necessary to develop openness toward new technologies, for the time being now, courts in Croatia use electronic means of communications only. Information that poses a security risk is not expected to be communicated electronically.

Poland:

Trust in new tools is not put into doubt, in the light of their usefulness.

Hungary:

Judges are sometimes reluctant to give up the well-established methods of handling cases, maybe because they must cope with a huge workload and simultaneously keep their knowledge up to date, with respect to the constantly renewing legislative background. For this reason, judicial employees assisting the judges must learn first how to use new technologies, and then the judges are also encouraged to adaptation.

At the Curia, IT security requirements are communicated on a regular basis, in form of obligatory education and information leaflets available on the intranet.

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5. How often do you initiate access to official information (for instance mail, databases, documents, organizational website, via desktop, laptop, mobile, tablet, etc.) outside of your office hours?

Veszprém Regional Court:

Not typical.

Romania:

Rarely, maybe few times a month, only in emergency cases and connected to my work field.

It is not typical for me that after work I check my mails at home. After work time I answer the phone if it comes from the court, but I try to keep my privacy at leisure time.

Bulgaria:

The court has internal rules that entitle specific employees and the president of the court to access official court information outside working hours. This happens exceptionally.

Czech Republic:

As I have my e-mail account also accessible on my iPhone, I can check it in every moment. But I try not to check it during evenings, weekends, holidays. I have also a remote access to my documents and our internal database of cases on the notebook. But I use it only in case of "emergency", few times a year.

Pécs District Court:

After worktime I check my email lots of times and I answer my phone 0-24.

Croatia:

very often (on daily bases) I access to official information outside my office hours due to the fact that I am court's spokesperson and to the fact that court's equipment is slow and many websites are unable to be reached

Albania:

A press office is aware that events do not happen on time, but they can be present all day. In the case of a court, of course the information is officially provided during official hours 8am-4pm. But if a journalist working for a newspaper or TV needs background information on the news he is writing, he can certainly call after office hours. I personally have no problem answering at any time to give the right information, moreover that the possibility of obtaining this information from the official website of the court is possible 24/24.

Lithuania:

The job of a communications specialist is that you never know when you may need to work on weekends or evenings. It is important to plan your time accurately, actively share work tasks and ideas with colleagues.

Croatia:

once a week

Lithuania:

sometimes checking email after all works and family routine

Armenia:

As much as such access is required by the urgency of work related issues. Because of workload, the line between official work and private is not clearly drawn.

Bulgaria:

Judges have a duty to resolve their assigned cases within the time limit set and, if necessary, to perform their official duties outside working hours. To prepare the case, if necessary, use a legal information system through a laptop outside working hours.

Macedonia:

Employees (judges and court administration) do not have access to official information outside of working hours, except in urgent cases caused by special circumstances which require immediate court action. In this case, both the judge and the court clerks have access to off-duty information only at their workplace, on the official PC or lap-top (if there is a need to go out).

Szekszárd Regional Court:

occasionally

Latvia:

Judges have access to official information. Since they have irregular working hours, they draw the lines themselves. However, what regards the employees, access to official information is given by evaluating the work specifics. The evaluation shall be conducted by the Administration of the Supreme Court.

Turkey:

Through abovementioned UYAP system, it is possible for judicial officials in Turkey to initiate access to all work-related official documents outside of office hours, for example at home. Taking into consideration this facility, it is not possible to talk about a regular frequency or a line to be drawn when it comes to access to official documents whenever required. Taking into consideration the fact that there is not any legislative disposition at national level about access to official documents outside of office hours and tracking of its frequency, the fact that the circumstances are different for each official of judiciary is inevitable.

Ukraine:

Usually work at my office, though can stay longer than regular office hours to finalize the work.

Albania:

This happens in special cases, when the public and the media require information on a sensitive issue. On the other hand, general information can be constantly accessed through the the website.

Armania:

In new era of technologies it is difficult to draw any line but as a judge I am keeping neutrality and carefulness.

Croatia:

In general, information is provided during the office hours. However, where necessary, work related information might be provided outside the working hours. Access to the official e-mails is always enabled.

Poland:

Judges in Poland are not bound by standard working hours, and a large part of their activities take place outside court working hours. Setting a border is more about skilfully organizing your own working time and predicting possible scenarios.

Hungary:

Where do you draw the line (in terms of time, usage, device, content, etc.), when it comes to accessing/following official (work-related) information, to protect your privacy and leisure time?

I try to strike a healthy balance between my job and leisure time, so I usually do not read e-mails outside office hours. Nevertheless, there are urgent cases where one must react immediately, such as forwarding an important piece of information to one's boss or one's colleague or sending a quick reply to a request of participation when organizing a conference.