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Court Users Survey



Report

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The contractor has right to demand revision of this document, of the contract and annexes, and also the conformity of assumptions presented in this document.
2000 interviews – in 6 (regional) City Courts of Georgia

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Technical report

Survey Aim	Court users satisfaction degree survey
Survey Method	Quantitative research
Survey Area	Tbilisi, Kutaisi, Batumi, Gori, Rustavi, Mtskheta
Survey Scope	2000 completed face to face interviews
Survey Scope by Regions	Tbilisi 1014, Mtskheta – Tianeti 90, Kvemo Kartli 146, Shida Kartli 175, Imereti 232, Adjara 343 interviews
Target Audience	Court users
Selection Structure	Selection by quota
Survey performance period	August 12- August 30

Main Findings

- In comparison with 2008 the general index of satisfaction with court effectiveness has been slightly increased from 59% to 62,6%

Increase of satisfaction index was marked in respect of all factors. Significant rise of satisfaction level (by 9 points) has been observed with the location of the buildings, their disposition and comfort.

The most insignificant increase has been stated with the factors of simplicity of legal procedures and provision of information, alongside with the factors of procedure efficiency and possibility of self expression.

- The respondents' predisposition to legal procedures is generally optimistic.

The highest positive predisposition index has been stated with the professionals. With prosecutors (43%), civil attorneys (28%), administrative lawyers (21%). With unprofessional users the picture is as follows: every fourth plaintiff/defendant is positively predisposed. The lowest index was shown by the victims (12%), their family members, friends and acquaintances (4%)

- In different regions the predisposition figures are different. Only 6,40% of the questionnaire respondents in Tbilisi have absolutely positive attitude¹ towards the expected services, in Shida Kartli -18,90%, in Mtskheta Mtianeti -22,20%. In Kvemo Kartli, Imereti and Adjara the index of absolutely positive attitude is considerably higher: (47,30%; 46,10% and 43,10%, correspondingly)

- The regressive analysis have had shown that the formation of predisposition depends by 52,48% on the degree of the users success expectations. Next data in line is the variable of the court users acquittal verdict expectation from the judge. This parameter explains 21,58% of the respondents' positive predisposition. It is noteworthy that fairness of the judges is considered much more significant (21,58%) than their qualifications (7,55%).

- Expectation of civil behavior on the part of the court staff explains positive attitude by 9,97%. Factors of formation of positive predisposition are comparatively low towards: simplicity of procedures (4,23%), good organization of the ambience /orderlinness (1,71),qualification of the staff (1,07%). Besides these, such attributes as queues and comfort are statistically absolutely irrelevant. They do not participate in the formation of positive desposition towards the court service.
- The extreemly negative estimation of predisposition has been marked among those respondents who had lost their law suits (13% and 15 %). At the same time the extremely positive estimation has been marked with the respondents who had gained their suits (27%), compared to 7% of the "losers" .
- Index is an analitical unit created on the basis of the existing positions of different variables towards each other and consideration of their weight.

Preference in operating with indices is connected with their durability in time. Whereas certain indications of variables might change in time, indices are stable and alongside with current changes provide possibility to identify their dynamic modifications.

To evaluate the standard of the court service were used 41 provisions that formed 10 groups of parameters. On the basis of the factorial analysis, in the variables of the persons/staff/qualification/competence , involved in the court process 4 factors were picked out i.e. qualification of the judges, the staff , the lowyers and the prosecutors. The qualification index has been calculated individually for each of these four factors, accordingly.

The index value is determined in the range of 1 - 100 . 10 indices have been produced, the index of maximum satisfaction equils to 73,13 and it is related to the location of the court building, its desposition and comfort attributes. The minimum index equils to 56,62 and it is related to the satisfaction with the effectiveness of the procedures. The general index for all ten paramenters together is 62,6.

- Each separately taken satisfaction index differs in accordance with the respondent's case result, i.e. acquittal or conviction verdict or pending sentence. All indices drop down when we deal with lost cases.

Such pattern demonstrates absense of rational and objective attitute towards the court.

In view of lost suits index is less even in such variables which have no relation to the legal process whatsoever, such as : location, desposition, comfort, civility of the staff and their helpfulness.

It turns out that a “lost case”, as a composition, is a factor of such influence that is capable to drop down even the rating of the location of the court building.

- From the regional pont of view, the lowest satisfaction index has been found in Tbilisi (58%) and in Mtskheta-Tianeti (58%), and the highest - in Kvemo Kartli (71%).
- In Tbilisi all factors, i.e.: 1. building location, disposition, comfort; 2. helpfulness of the court staff; 3. civility of the court staff; 4. simplicity of legal procedures and provision of information; 5. efficiency of legal procedures; 6. possibility for self expression; 7. competence of the judge; 8. competence of the lawyer; 9. competence of the court staff; 10. competence of the prosecutor ; got the lowest evaluation marks and in Mtskheta Tianeti the most of them did .

In Shida Kartli the evaluation of the bulding location, its disposition and comfort factor gained below the average point (61%), the helpfulness of the staff factor- (63%), factors of the court procedures simplicity and the information provision (58%) and factor of the court procedures efficiency got (58%).

- In the context of professsional/unprofessional users the satisfaction index is different. The satisfaction indices on the part of the professional users is higher than on the unprofessional users part.

Satisfaction index with competence of prosecutors and lawyers is an exception. In these cases the index is higher with unprofessional users.

One of the significant variables in this research was the respondent’s evaluation of the completeness of explanation of the reasons for gaining or losing their cases. The survey showed that 80% of respondents who had won their suits admitted provision of such explanations , whereas only 43.5% among the respondents who had lost their cases admitted the same . It is also a fact that only 26% of the parties to the lost side had hopes for the sucessful ending. It is clear that the gaining/losing variable becomes again a factor of such influence that determines the readings of other variables.

- In the creation of the desposition index the following 6 final variables had been used:
 - Court is trustworthy
 - Court is unbiased
 - Court is fair

- Legal procedures are efficient
- People involved in the legal procedures are competent
- I am satisfied with the court service

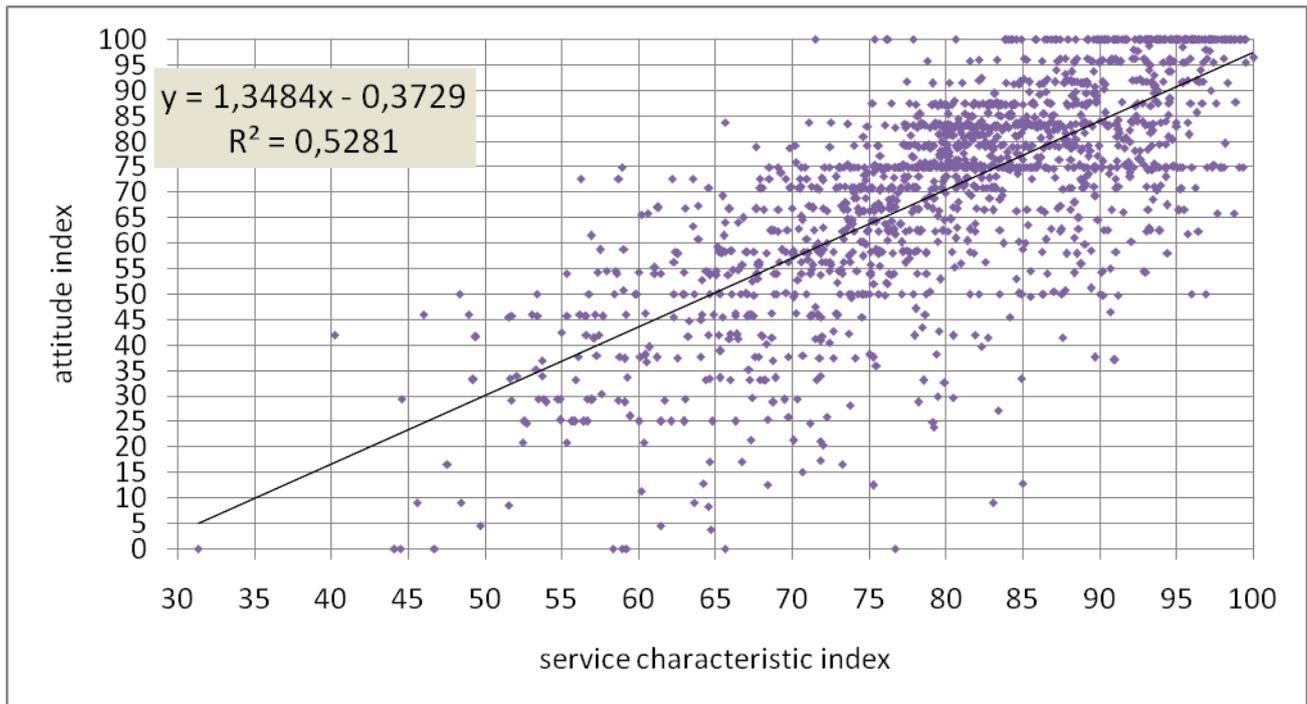
Each position as well as quality indicators were evaluated on the 5- point scale. With these variables we created a factor, on the basis of which the index has been calculated. This index describes every respondent's attitude towards the court at the level clear disposition.

Factor and regressive analysis were used to create the indices

Attitude Variables	Index value explanation
Court is trustworthy	16,80%
Court is unbiased	18,80%
Court is fair	17,70%
Legal procedures are efficient	14,10%
People involved in legal procedures are competent	15,90%
I am satisfied with the court service	16,80%

Almost all six equally weighted variables participated in the determination of the attitude index, although the heavier weight of the unbiasedness and justice variables explain the final index.

To show more vividly the relationship between the rational factor and the emotional factor we have provided a graphic picture featuring their connection. Here one can see indices located on X and Y lines and in the points of their intersection there are the final points of our survey's selection, in other words, our respondents. There is a direct connection between them, with the growth of one, the other is also growing, but the main thing is to know the starting point of calculation of either indices. Close examination shows that the service index starts approximately at unit 30, whereas the attitude factor has only 5 units. The service index's calculation point starts long before the attitude index is even mentioned. For the formation of the attitude index it is necessary to accumulate extremely more "energy", than it is needed for the obtaining of the service index. There is a direct connection between them, and this connection is also describing the existence of these indices at the different levels of development.



ANALYTICAL REPORT

Evaluation of Users' Satisfaction

In the analytical part of this report we will talk with the help of indices but not frequencies. An index is an analytical unit that is created on the basis of consideration of the relation between the existing position and weight of different variables

Preference to operate with indices is connected with their durability in time. Whereas certain indications of variables might change in time, indices are stable and alongside with current changes provide possibility to identify their dynamic modifications

To demonstrate the analysis will be presented with the help of the data maps. For the Analytical Part of this report the main statistical methods have been used: regressive analysis, factor analysis and cluster analysis.

Evaluation of the users' satisfaction level by means of the index system

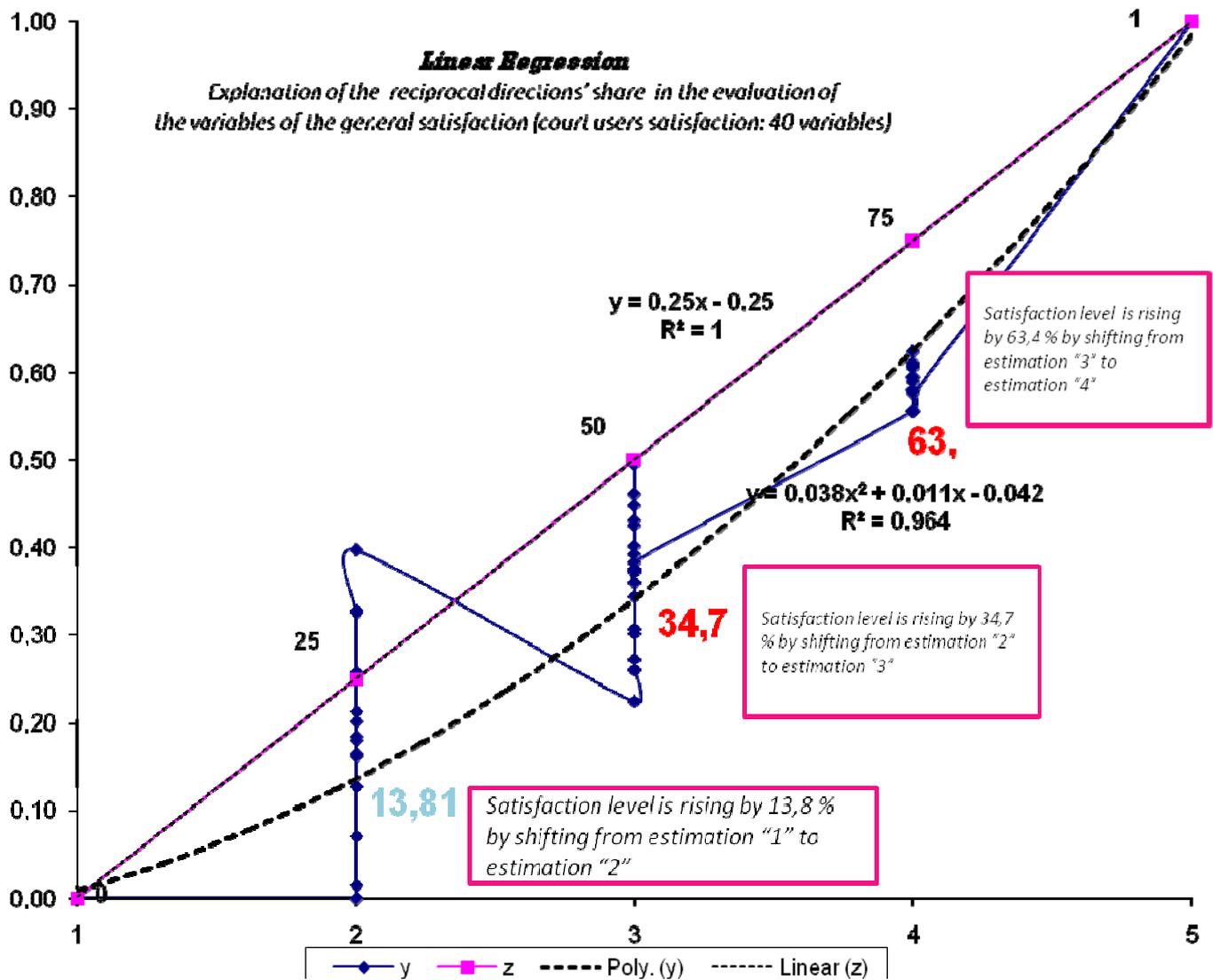
Evaluation of the users' satisfaction has been carried out with the use of 41 parameters, related to 10 different groups. Every single parameter was estimated on 5-point scale. In the regressive analysis the estimation of the given 41 parameters (from 1 to 5 points) was used as an independent variable, whereas the general satisfaction (Q8.6) was taken as a dependent variable.

The share of specific significance (from 1 to 5 points) of every single factor (41 factors) in satisfaction level was determined by means of the linear regression

Regularity in the explanation of satisfaction occurred to be nonlinear, which means that estimations by 1, 2, 3,4, 5-points differ in kind from each other.

By shifting from estimation "1" to estimation "2" satisfaction is rising by 13,8%, whereas by shifting from "4" to "5" satisfaction rises by 40%. Different estimations have different weight, accordingly.

In this way the weights for every estimation had been calculated and with the help of these weights the data were transferred to the index system.



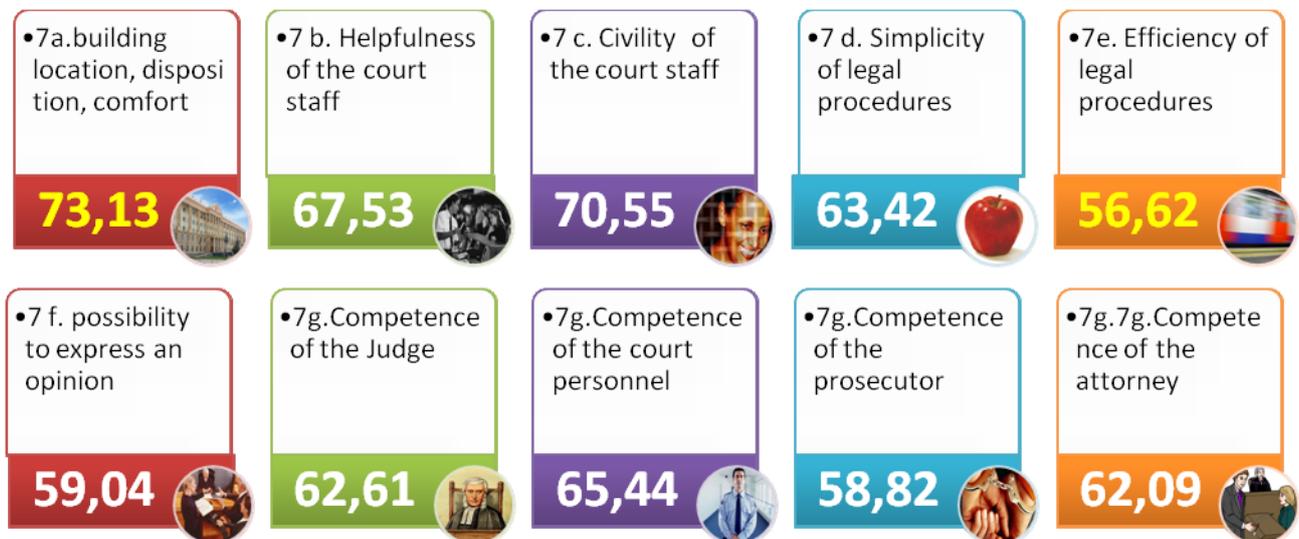
Index System

Factor Analysis, Regressive Analysis, Cluster Analysis

Satisfaction Indices according to each quality attribute

For the evaluation of the court service were used 41 regulations which created 10 groups of parameters. On the basis of the factor analysis, in the variable of the persons/staff qualification/competence involved in the court procedure 4 factors were marked out: the qualification of the judges, the staff, the lawyers and the prosecutors. The qualification index was calculated separately for four factors, accordingly. The general index totals to 62,6. The value of the index is determined in the range of 1 -100.

Totally 10 indices have been produced, the maximum satisfaction index of 73,13 was obtained by the factor of the building location, disposition and comfort attributes. The minimum index of 56,62 estimates the satisfaction level with the efficiency of the court procedures.

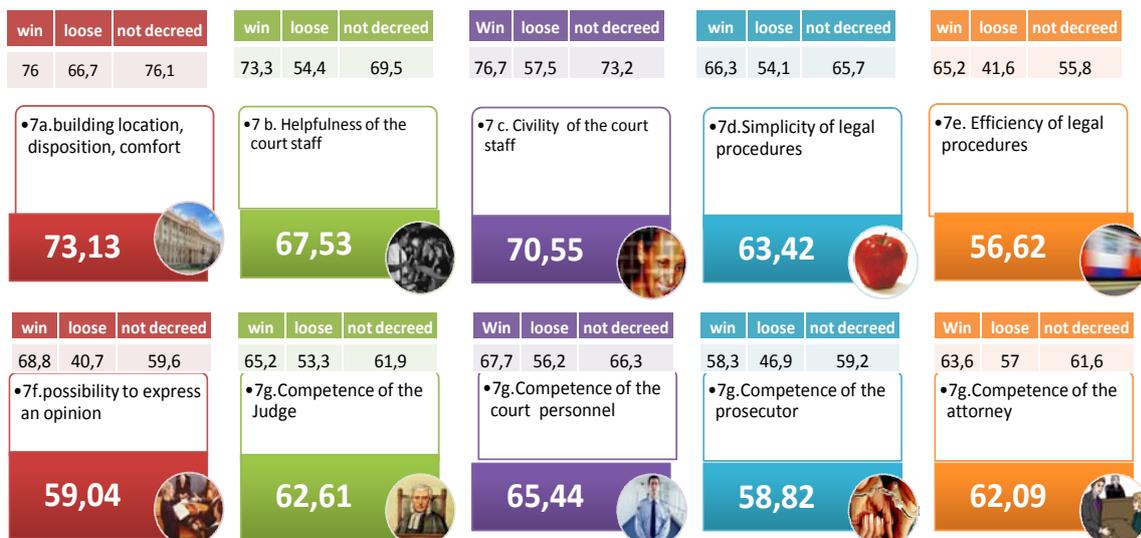


Satisfaction Indices in different lights

Each satisfaction index is different depending on the respondent's progress with his case, whether he has gained or lost the case, or whether the sentence is pending. All indices are going down in the event of lost cases.

Such picture denotes absence of rational and objective attitude towards the court. If the case is won, the satisfaction index is generally higher by 10-15 units, if the case is lost, it is low. Here we are dealing with totally subjective reality of the court service evaluation. In the event of lost cases, the satisfaction index is less even with such variables which have no relation whatsoever to the results of the process, i.e. the location of the building/ disposition/comfort, staff civility and helpfulness.

The users do not comprehend the court as some kind of a product that satisfies certain needs and demands; this notion is starting to develop in the user's head only after winning or losing the suit, and the quality of this notion depends on the verdict, whether it is satisfactory or not. The satisfaction index on the part of the pending sentences is mostly lower than of the gained cases, and this agrees with the fact that 62,5% of the court users hope to win their cases and this hope affects their appraisals (except for the efficiency of the court procedures and possibility of self expression).



Satisfaction Index According to the Regions

	Tbilisi	Mtskheta Tianeti	Kvemo Kartli	Shid Kartli	Umereti	Adjara	General Index
General Index for the region	58%	58%	71%	67%	68%	68%	62,6%
Building Location, disposition, comfort	68%	67%	82%	61%	77%	90%	73,1%
Helpfulness of the court staff	61%	62%	81%	63%	76%	79%	67,5%
Civility of the court staff	63%	61%	81%	72%	80%	83%	70,6%
Simplicity of legal procedures and provision of information	60%	59%	74%	58%	63%	72%	63,4%
Efficiency of legal procedures	53%	51%	64%	58%	62%	60%	56,6%
Possibility to express an opinion/impact	57%	54%	59%	62%	59%	64%	59,0%
Competence of court/judges	58%	64%	67%	64%	69%	68%	62,6%
Competence of the court staff	60%	65%	72%	68%	73%	74%	65,4%
Competence of prosecutors	56%	57%	61%	67%	66%	59%	58,8%
Competence of lawyers	58%	58%	68%	68%	65%	68%	62,1%

From the regional point of view the lowest satisfaction index is observed in Tbilisi (58%) and Mtskheta-Tianeti (58%), and the highest index - in Kvemo Kartli (71%).

In Tbilisi the evaluation of all factors is lower than in any other regions, whereas in Mtskheta Tianeti it is lower with the majority of the factors.

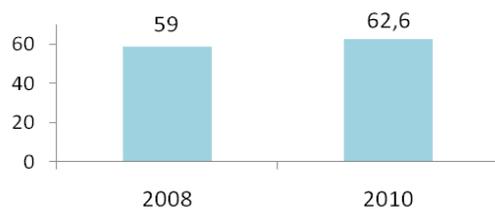
In Shida Kartli the location of the building, its disposition and comfort index is below the average mark (61%), the factor of the staff helpfulness is (63%), the factors of court procedures simplicity and provision of information are (58%) and the efficiency of court procedures factor is (58%).

Satisfaction indices with regard to the professional and unprofessional users

	Professional	Unprofessional	General Index
General Index for the region	64,7%	61,1%	62,6%
Building Location, disposition, comfort	75,9%	71,3%	73,1%
Helpfulness of the court staff	70,8%	65,4%	67,5%
Civility of the court staff	74,4%	68,0%	70,6%
Simplicity of legal procedures and provision of information	66,4%	61,4%	63,4%
Efficiency of legal procedures	59,5%	54,7%	56,6%
Possibility to express an opinion/impact	64,3%	55,6%	59,0%
Competence of court/judges	63,0%	62,3%	62,6%
Competence of the court staff	66,4%	64,8%	65,4%
Competence of prosecutors	57,0%	60,0%	58,8%
Competence of lawyers	60,4%	63,2%	62,1%

Comparison of the Satisfaction Indices surveyed in 2008 and 2010

In comparison with year 2008 the general index of satisfaction with the court has shown an insignificant increase from 59% to 62,6%



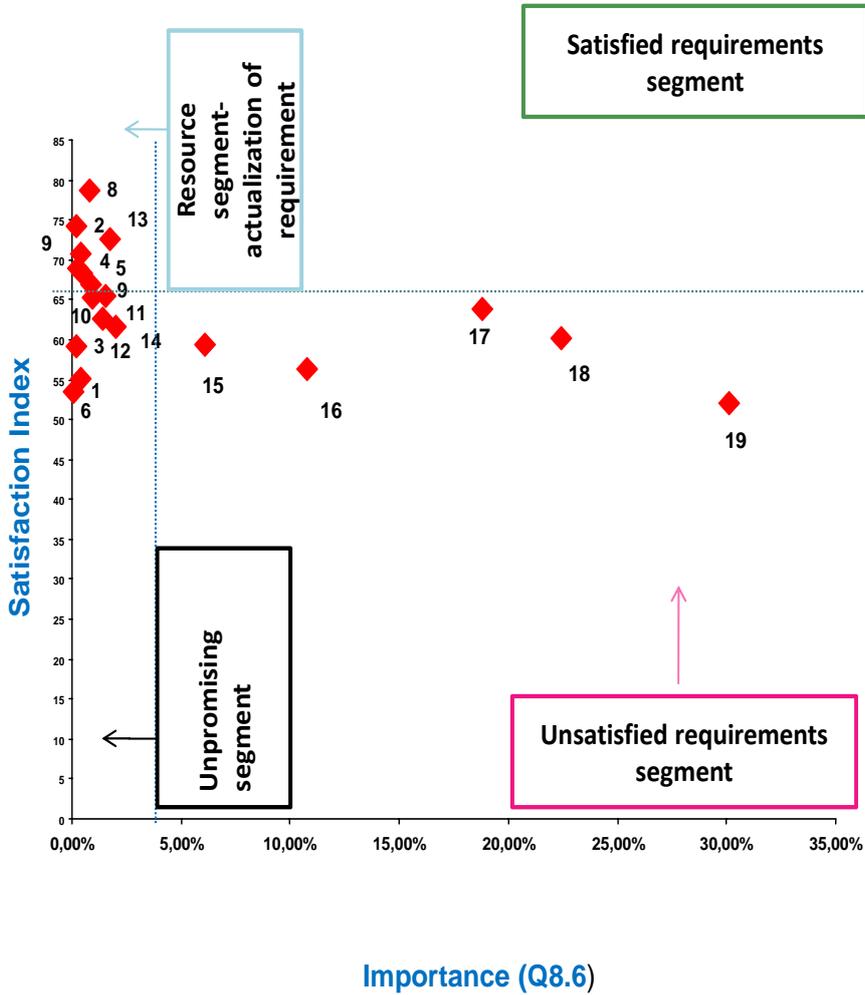
	2008	2010
<i>Location of the building, desposition, comfort</i>	64%	73,13
<i>Helpfulness of the court staff</i>	62%	67,53
<i>Civility of the court staff</i>	64%	70,55
<i>Simplicity of court procedures and provision of information</i>	61%	63,42
<i>Efficiency of Legal Procedures</i>	54%	56,62
<i>Possibility to express an opinion/impact</i>	56%	59,04

Increase of the satisfaction index has been noticed with all factors. Significant growth (by 9 units) has been observed with the building location, desposition and comfort satisfaction factor.

The most insignificant raise has been observed with the factors of court procedures simplicity and provision of information, effectiveness of the court procedures and possibility to express one's opinion.

Map of Indices

Importance / Satisfaction maps



1	Prosecutor was competent in presenting interests against the defendant
2	Orientation in the court building was easy
3	Interesting information was found and handed over to me promptly / efficiently
4	Court reception personnel was competent
5	Reception personnel treated me politely and with respect
6	I was given an opportunity to participate and influence my case
7	Communication from the side of the court personnel was good
8	Overall ambience in the court was comfortable
9	I could feel that the personnel was ready to help me
10	Provided information regarding court procedures is full-fledged
11	Final verdict of the court was documented and easy to comprehend
12	Court personnel gave me a competent answer on the question placed
13	Defense service / minister were competent
14	Court House location is easy to find
15	Judge in the court proceedings was independent and was not influenced by contestants. In other words, judge was impregnable, firm and impartial.
16	Overall, I think, that court worked effectively time-wise. In other words, was time-effective.
17	Judge managed court competently
18	Judge was just during the hearing of the case
19	All cases are managed promptly and effectively

Narrative Report

Distribution of interviews in the regional courts of Georgia.

Research was carried out with the court users in six regions, namely: Tbilisi, Mtskheta, Gori, Rustavi, Kutaisi and Batumi in following proportions:

	Frequency
1 Tbilisi	1014
2 Mtskheta-Mtianeti	90
3 Kvemo Kartli	146
4 Shida Kartli	175
5 Imereti	232
6 Adjara	343
Total	2000

Status of respondents

39, 9% of surveyed audience was representing the professional court users' segment (prosecutors, investigators, lawyers, experts), while 60, 2% were non-professional users, in other words a community segment. Total of 2000 respondents were surveyed.

	Frequency	Valid Percent
Professional	797	39,9%
Non Professional	1203	60,2%
Total	2000	100

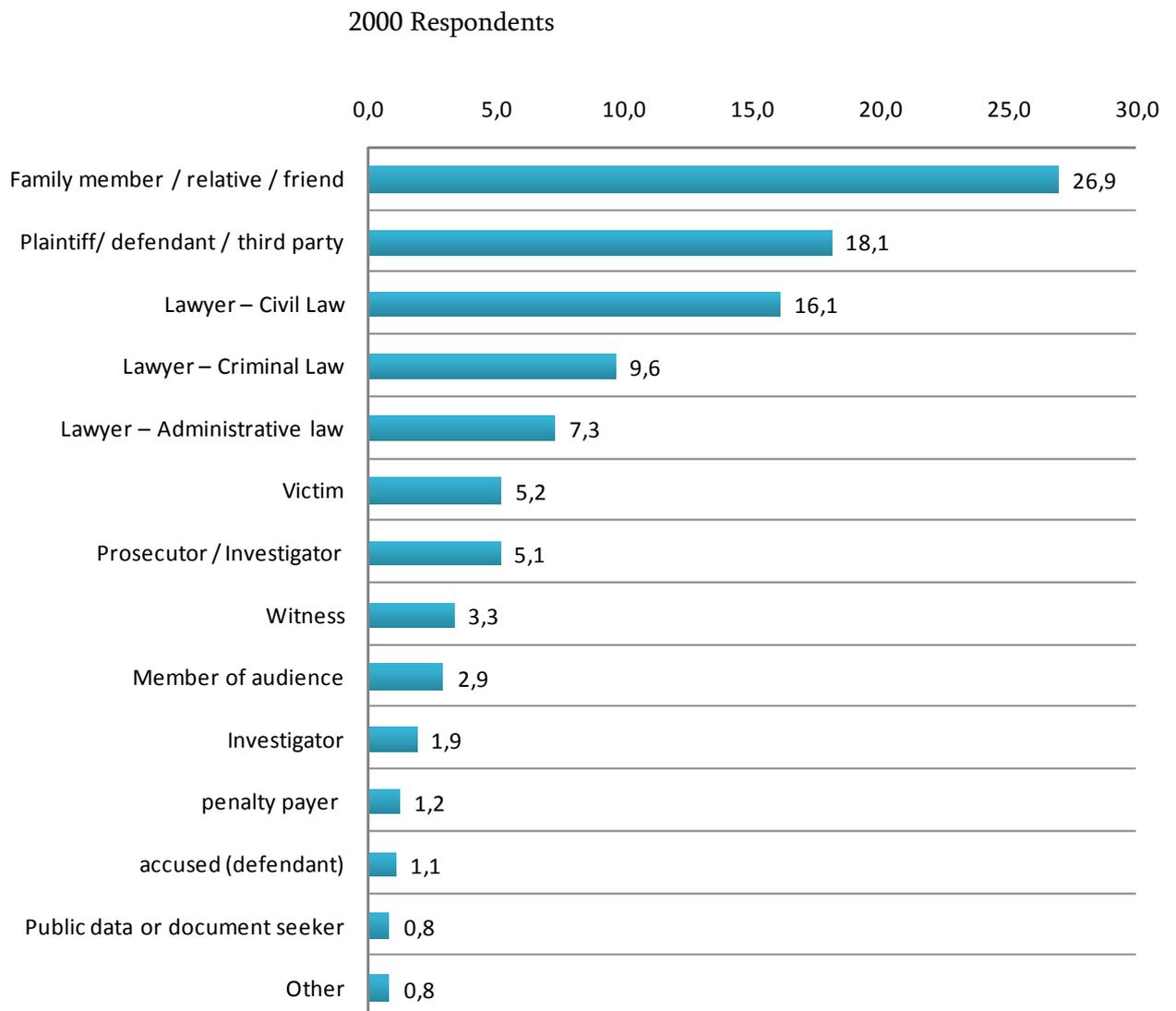
Distribution of interviews by the types of court proceedings

41, 4% of the surveyed audience came to the court on criminal law cases; 40, 7% on civil law cases; and 18% on administrative law cases.

	Frequency	Valid Percent
1 Criminal Law cases	828	41,4%
2 Civil Law cases	813	40,7%
3 Administrative law cases	359	18%
Total	2000	100

The Respondent's Role

Q3. Why did you come to the court today? What is your involvement with the specific case? (one answer)



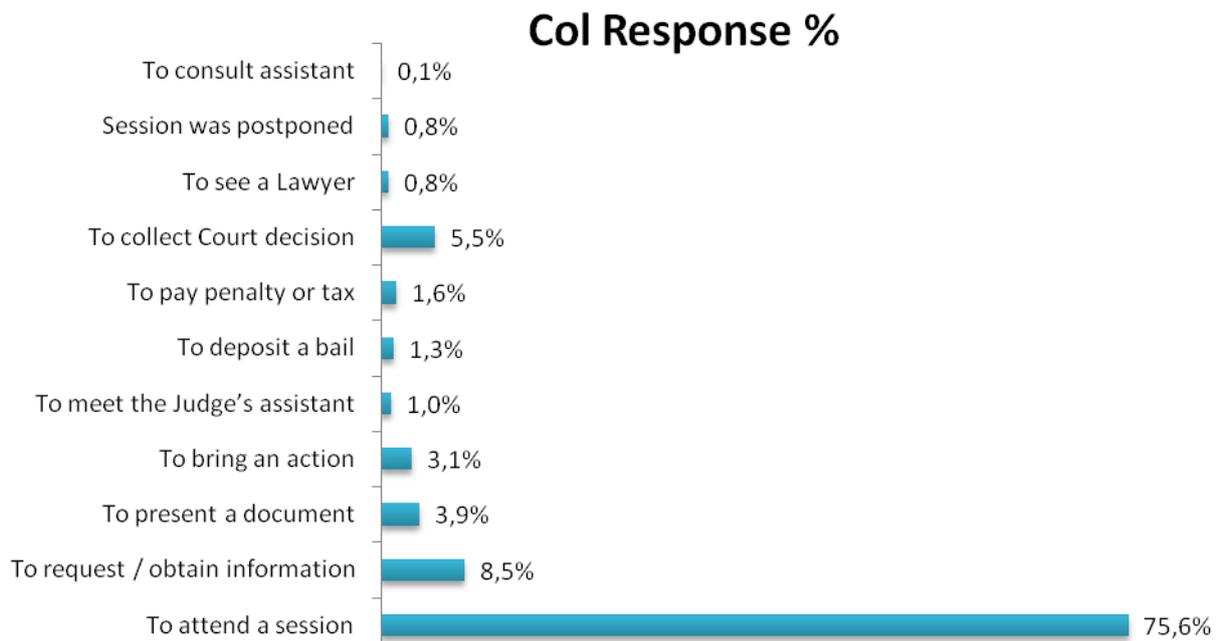
26,9% of the examined audience represent family members, relatives or friends of the either parties in the court process; 18,1% represent claimants / defendants; 16,1% are lawyers of Civil Law cases; 5,1% are prosecutors; 2,9% are members of audience; 3,3% are witnesses. 5.2% of the surveyed are the victims.

Users' Motivation and Reasons for the Court Visit

75,6% of the surveyed audience came to the court to attend the court session; 8,5% - to obtain information; 5,5% - to collect court decision.

Reasoning from the main goals of the survey (*Court System Satisfaction survey*), the massive coverage of the audience attending the court session within the scope of these survey variables gives more stability to the achieved results according to the survey, because it is based on the respondents' first-hand experience of the court session.

2000 Respondents

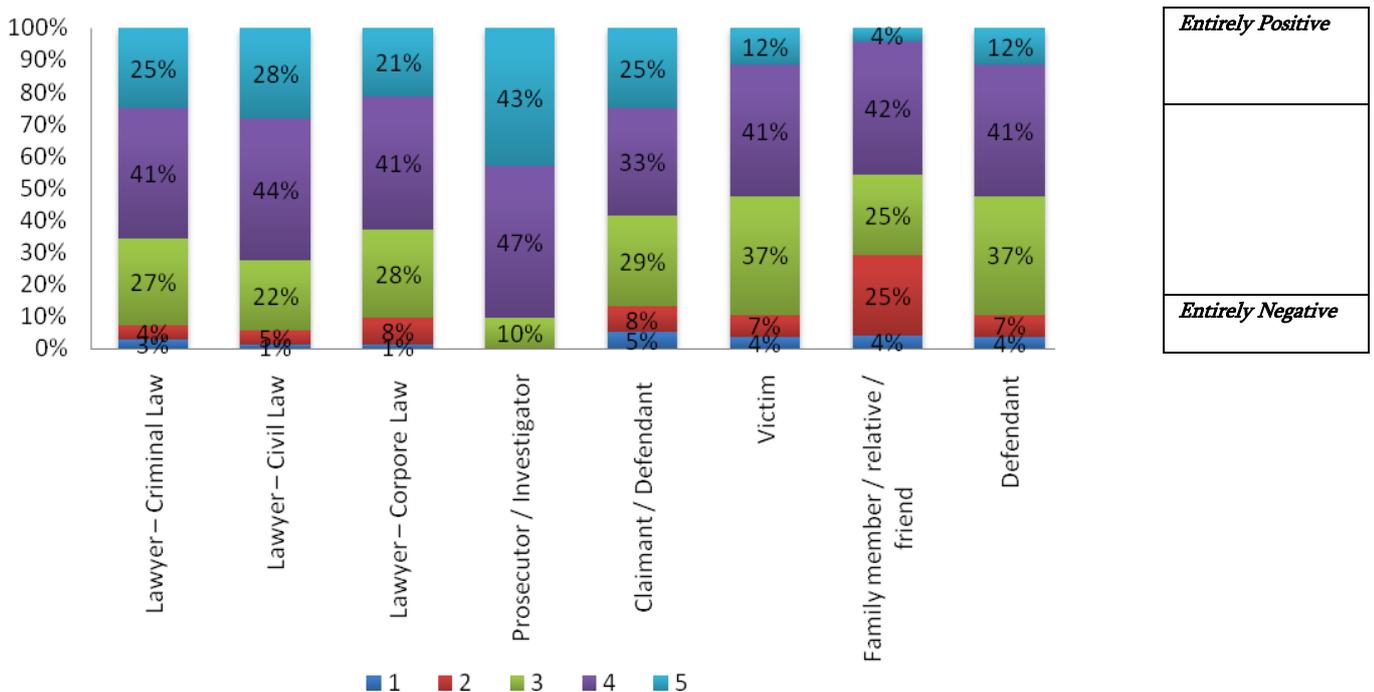


Predispositions

Respondents' predispositions towards the court proceedings is generally optimistic. Though the grounds for such optimism are purely psychological. Hence, for the analysis, it is recommended to use only the extreme values (entirely positive / entirely negative).

The highest indicator of the positive predisposition has been noted on the part of the prosecutors'(43%). The indicator estimating the lawyers of different branches is similar, though the most positive disposition is stated for the civil law lawyers (28%), and the least positive for the administrative lawyers (21%). 25% of the defendants had positive disposition. The lowest indicator of predisposition is related with the victims (12%), their family members and friends (4%).

2000 Respondents



Predisposition index is different in different regions. The estimation of the entirely positive attitude towards the expected services is as follows: 6,4% in Tbilisi, 18,9% in Shida Kartli and 22,2% in Mtskheta-Tianeti. In Kvemo Kartli, Imereti and Adjara the indicators of the entirely positive disposition are much higher, 47,3%, 46,1% and 43,1% respectively.

2000 Respondents

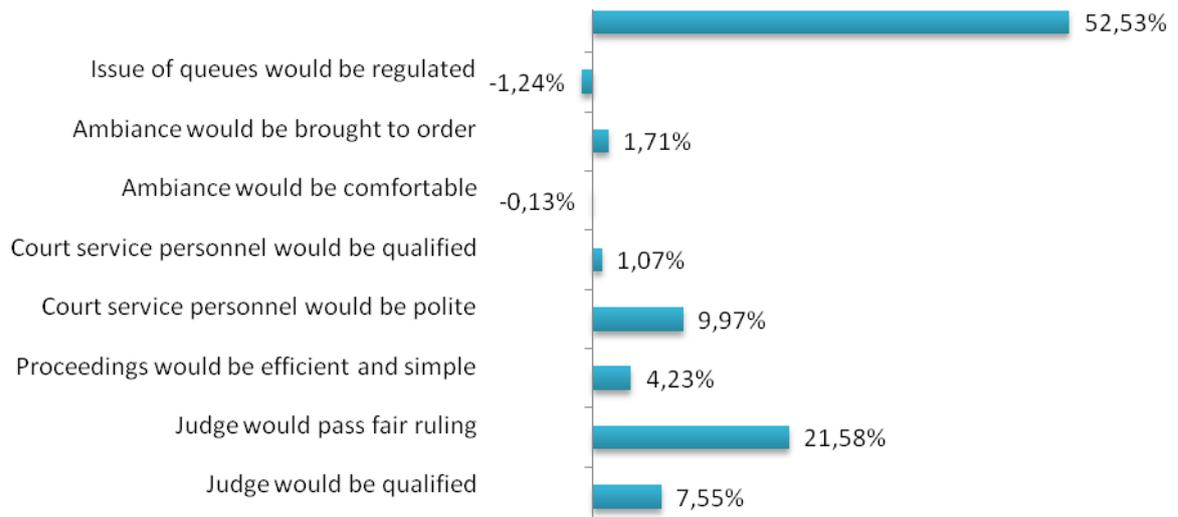
	<i>Tbilisi</i> (1014)	<i>Mtskheta- Mtianeti</i> (90)	<i>Kvemo Kartli</i> (146)	<i>Shida Kartli</i> (175)	<i>Imereti</i> (232)	<i>Adjara</i> (343)
<i>Entirely Negative</i>	1,40%		0,70%	1,70%	17,20%	1,70%
<i>Negative</i>	7,50%	16,70%	6,80%	5,70%	4,30%	2,60%
<i>Neither negative, nor positive</i>	34,10%	11,10%	16,40%	20,00%	17,20%	16,30%
<i>Positive</i>	50,60%	50,00%	28,80%	53,70%	15,10%	36,20%
<i>Entirely Positive</i>	6,40%	22,20%	47,30%	18,90%	46,10%	43,10%

Factors defining positive dispositions (regressive analysis)

Study of the factors that influence formation of predisposition was carried out by the means of the factor and regression analysis. Positive predisposition was used as a dependent variable, and 10 factors, by which the respondents evaluated their predisposition, were used as independent variables. The regression analysis showed that forming of the positive predisposition in 52,48% cases depends on the user's expectation of success. Only after that comes the expectation of fair acquittal by the judge, which explains the formation of positive predisposition in 21,58%. It should be mentioned here that the judge's fairness is considered more important (21,58%) than his qualification (7,55%).

Expectation of the staff civility explains positive disposition in 9,97%. Simplicity of the proceedings (4,23%), qualification of the staff (1,07%) organization/ orderliness of the environment (1,71%) are relatively inessential factors for the formation of the positive predisposition

Besides, queues and comfort are statistically completely inessential attributes. They do not participate in the forming of the positive disposition towards the court service.



Predisposition towards the expected service

Mean and median values of the specific disposition statutes, also, standart deviation and volume of audience evaluating each statute.

	<i>Valid</i>	<i>Mean</i>	<i>Std. Deviation</i>	<i>Median</i>
q5.1 Judge would be qualified	1744	4,02	0,76	4
q5.2 Judge would pass a fair ruling	1717	3,97	0,88	4
q5.3 Proceedings would be efficient and simple	1845	4,08	0,90	4
q5.4 Court service personnel would be polite and filled with respect towards me	1970	4,33	0,75	4
q5.5 Court service personnel would be qualified	1969	4,30	0,73	4
q5.6 Ambiance would be comfortable	1979	4,37	0,68	4
q5.7 Ambiance would be in order	1981	4,38	0,67	4
q5.8 Issue of queues would be regulated	1921	4,38	0,70	4
q5.9 Everything would be completed successfully	1853	4,11	0,94	4
q5.10 Court proceedings would be conducted in my favour	1546	4,05	0,91	4

Mean values of the specific dispositions from the viewpoint of the case type.

	<i>Criminal</i>	<i>Civil</i>	<i>Administrative</i>
q5.1 Judge would be qualified	4,06	3,99	4,01
q5.2 Judge would pass just ruling	3,93	4,04	3,93
q5.3 Proceedings would be efficient and simple	3,99	4,17	4,13
q5.4 Court service personnel would be polite and filled with respect towards me	4,27	4,39	4,31
q5.5 Court service personnel would be qualified	4,26	4,36	4,26
q5.6 Ambiance would be comfortable	4,39	4,38	4,32
q5.7 Ambiance would be in order	4,40	4,38	4,37
q5.8 Issue of queues would be regulated	4,38	4,40	4,36
q5.9 Everything would be completed successfully	4,02	4,24	4,05
q5.10 Court proceedings would be conducted in my favour	3,93	4,21	3,96

Mean values of the disposition in respect to the won, lost or pending cases.

	<i>Won</i>	<i>Lost</i>	<i>In-process</i>
q5.1 Judge would be qualified	4,3	3,51	4,04
q5.2 Judge would pass just ruling	4,32	3,31	3,96
q5.3 Proceedings would be efficient and simple	4,38	3,29	4
q5.4 Court service personnel would be polite and filled with respect towards me	4,48	3,87	4,31
q5.5 Court service personnel would be qualified	4,49	3,8	4,3
q5.6 Ambiance would be comfortable	4,52	4,06	4,4
q5.7 Ambiance would be in order	4,53	4	4,42
q5.8 Issue of queues would be regulated	4,54	3,93	4,41
q5.9 Everything would be completed successfully	4,41	3,3	4,08
q5.10 Court proceedings would be conducted in my favour	4,36	3,19	4

Mean values of the disposition by regions

	<i>Tbilisi</i>	<i>Mtskheta-Tianeti</i>	<i>Kvemo Kartli</i>	<i>Shida Kartli</i>	<i>Imereti</i>	<i>Adjara</i>
q5.1 Judge would be qualified	3,79	4,19	4,41	4,30	4,34	4,29
q5.2 Judge would pass just ruling	3,87	3,90	4,28	4,14	4,05	4,10
q5.3 Proceedings would be efficient and simple	4,07	3,90	4,29	4,02	4,15	4,09
q5.4 Court service personnel would be polite and filled with respect towards me	4,24	4,13	4,56	4,19	4,48	4,49
q5.5 Court service personnel would be qualified	4,17	4,13	4,55	4,29	4,56	4,46
q5.6 Ambiance would be comfortable	4,25	4,02	4,65	4,38	4,51	4,62
q5.7 Ambiance would be in order	4,26	4,09	4,66	4,36	4,54	4,61
q5.8 Issue of queues would be regulated	4,31	4,12	4,58	4,33	4,48	4,57
q5.9 Everything would be completed successfully	4,10	3,99	4,25	4,16	3,96	4,22
q5.10 Court proceedings would be conducted in my favour	4,07	3,88	4,08	4,07	3,44	4,16

Mean values of disposition statutes by the case type

	<i>Criminal</i>	<i>Civil</i>	<i>Administrative</i>
q5.1 Judge would be qualified	4,06	3,99	4,01
q5.2 Judge would pass just ruling	3,93	4,04	3,93
q5.3 Proceedings would be efficient and simple	3,99	4,17	4,13
q5.4 Court service personnel would be polite and filled with respect towards me	4,27	4,39	4,31
q5.5 Court service personnel would be qualified	4,26	4,36	4,26
q5.6 Ambiance would be comfortable	4,39	4,38	4,32
q5.7 Ambiance would be in order	4,40	4,38	4,37
q5.8 Issue of queues would be regulated	4,38	4,40	4,36
q5.9 Everything would be completed successfully	4,02	4,24	4,05
q5.10 Court proceedings would be conducted in my favour	4,02	4,24	4,05

Mean values of disposition status by the user type

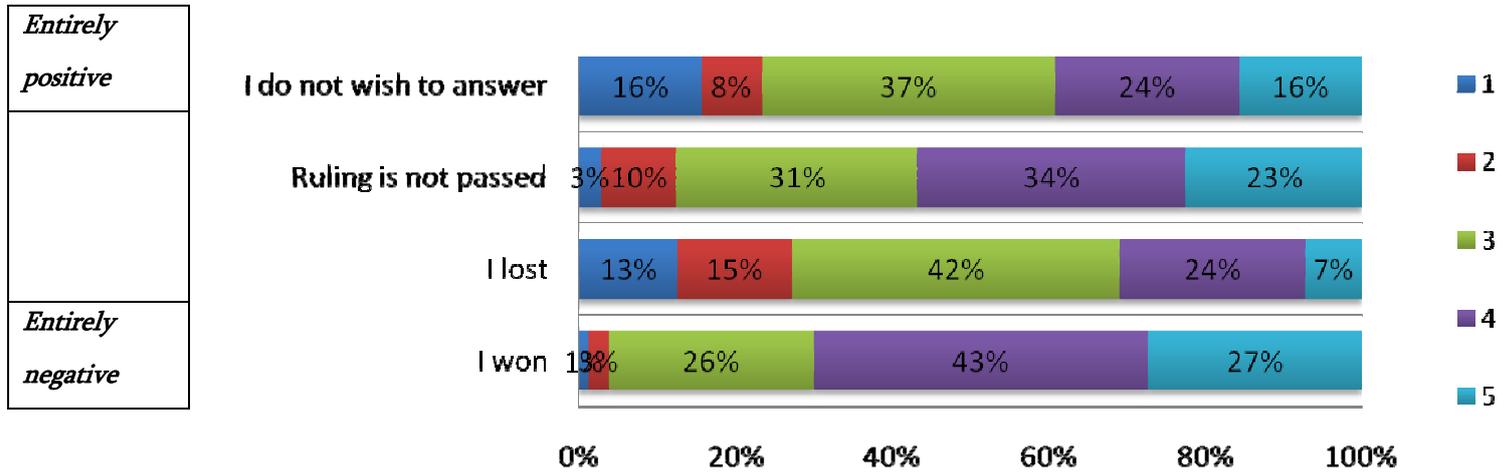
	<i>Professional User</i>	<i>Non-professional User</i>
q5.1 Judge would be qualified	4,15	3,93
q5.2 Judge would pass just ruling	4,13	3,87
q5.3 Proceedings would be efficient and simple	4,17	4,03
q5.4 Court service personnel would be polite and filled with respect towards me	4,42	4,26
q5.5 Court service personnel would be qualified	4,37	4,25
q5.6 Ambiance would be comfortable	4,44	4,33
q5.7 Ambiance would be in order	4,45	4,34
q5.8 Issue of queues would be regulated	4,47	4,33
q5.9 Everything would be completed successfully	4,21	4,05
q5.10 Court proceedings would be conducted in my favour	4,13	3,99

Predisposition in the context of winning or losing an action in the court

363 respondents non-professional court user

Q 4. Let us talk about the matter that brought you to

the court today. What are your sentiments towards the court regarding specific case? (asking everybody) regardless the reasons of the visit... For evaluation please use 5- point scale where 5 is entirely positive and 1 is entirely negative disposition.



The highest indicator of the extremely negative predisposition was registered amongst the respondents, who lost their cases (13% and 15%). From this viewpoint the “losers” group is very similar to those, who refused to answer the question, which allows us to come to a certain theoretical assumption that the bigger part of them have also lost their cases.

Similarly, the highest indicator of the extremely positive predisposition was noted amongst the respondents, who won their cases (27%), compared to the 7% of the “lost cases”.

This fact underlines once again that the impartial predisposition towards the court practically does not exist. The predisposition of the “won cases” is more positive and that of the “lost cases” is more negative. The prior confidence in the winning of the case influences the forming of the disposition the most.

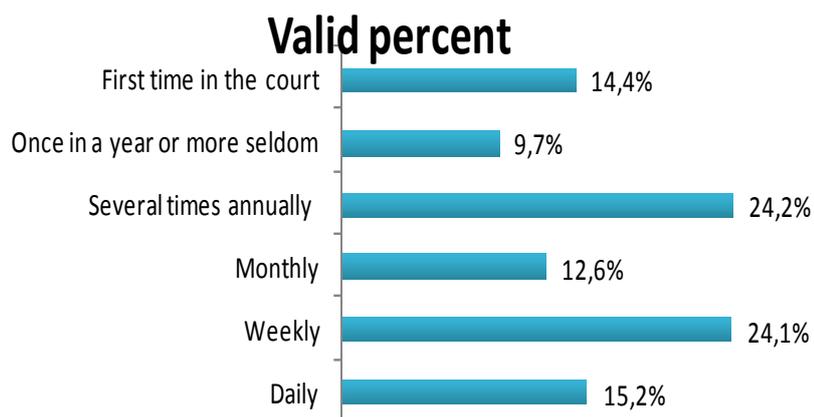
Intensity of the visits

<i>Regional viewpoint</i>	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Several times annually</i>	<i>Once in a year or more seldom</i>	<i>First time in the court</i>
Tbilisi (100%)	16,10%	27,80%	16,30%	25,20%	6,60%	8,00%
Mtsketha-Thianeti	3,30%	8,90%	11,10%	36,70%	12,20%	27,80%
Kvemo Kartli	11,00%	15,80%	6,20%	11,60%	12,30%	43,20%
Shida Kartli	12,60%	20,60%	8,00%	26,90%	13,70%	18,30%
Imereti	12,50%	27,60%	10,80%	23,70%	7,80%	17,70%
Adjara	20,40%	19,80%	8,50%	22,20%	16,00%	13,10%

2000 Respondents

24,1% of the surveyed audience visit the court every week, 24,2% - several times annually, and 14,4% came to the court for the first time.

Interesting is the fact that 43,2% of the audience surveyed in Rustavi were in the court for the first time, whereas in Tbilisi similar estimate reached only 8%.



<i>Daily</i>	Criminal	Civil	Administrative
Weekly	15,70%	13,90%	16,70%
Monthly	22,50%	26,40%	22,30%
Several times annually	11,00%	14,30%	12,50%
Once in a year or more seldom	27,10%	21,60%	23,40%
First time in the court	9,80%	10,10%	8,40%
Daily	14,00%	13,70%	16,70%

Evaluation of the emotional and rational court attributes

2000 Respondents

Within the scope of the presented survey the court system was evaluated by specific procedural characteristics and also by the conclusive variables that describe not only the experience gained from some specific service, but more than that, - they describe attitude that has been formed based on the personal and other peoples' experience, on informational field and conceptions – in other words, they describe the icon of the court system in the users' mind. As opposed to the specific attributes, these characteristics describe the court in general terms, such as: reliability, impartiality, justice, general satisfaction. Amongst them are procedural characteristics as well – efficiency and rational parameter – competence of the personnel. On the scale of 5 the audience evaluated all the parameters positively, by 60% minimum. Yet, at the level of the frequency analysis, the nature of these features is not seen well. It looks like that minimum of the questioned respondent out of 10 are satisfied with all mentioned parameters. We will discuss this issue in more details in the paragraph of the analytical report.

	Not agree	Partially agree	agree
Court is reliable	9,50%	22,80%	63,20%
Court is impartial	10,60%	21,70%	60,40%
Court is fair	10,80%	21,00%	62,80%
Court procedures are efficient	7,70%	18,50%	69,50%
Persons participating in the court processes are competent	3,80%	15,20%	77,00%
Satisfied with the court services	8,20%	16,60%	71,20%

Verdict evaluation

625 Respondents

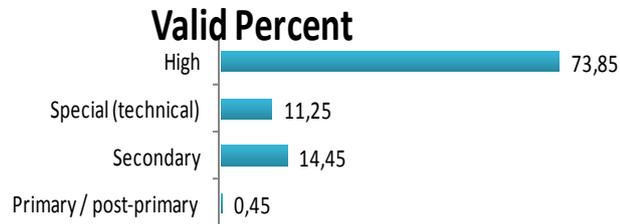
Out of 625 respondents, who are awaiting the court ruling, confident in the acquittal are: 7,3 % in the Criminal Law segment; 21% in the Civil Law segment and 11% in the Administrative law segment. Not entirely confident in the success are: 49,9% in the Criminal Law segment; 52,8% in the Civil Law and 51,4% in the Administrative law segments. In the expectation of loss in the segment of the Criminal law are 12,7% of the surveyed audience; 5,6% in the Civil Law and 7,3% in the Administrative law segments.

Uncertain audience comprises one third of the Criminal and Administrative law segments. Only 20,7% of the respondent feel uncertain with the Civil Law segment.

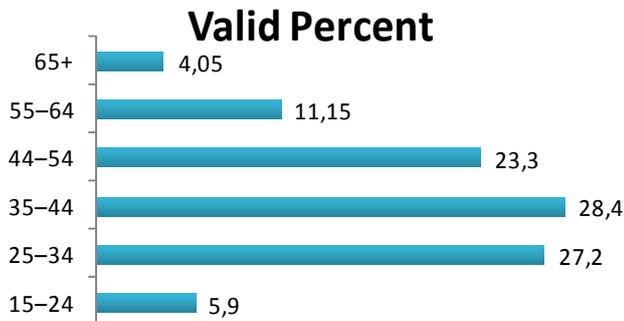
<i>Expectation of the verdict</i>	<i>Criminal</i>	<i>Civil</i>	<i>Administrative</i>
I know I will lose	2,9%	0,4%	
I will lose	3,3%	2,2%	0,9%
I expect to lose	6,5%	3,0%	6,4%
I may win or I may lose	30,2%	20,7%	30,3%
I hope to win	33,5%	33,2%	27,5%
I will win	16,3%	19,6%	23,9%
I am sure that I will win	7,3%	21,0%	11,0%

Demography

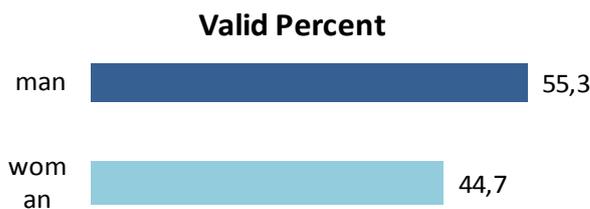
Education



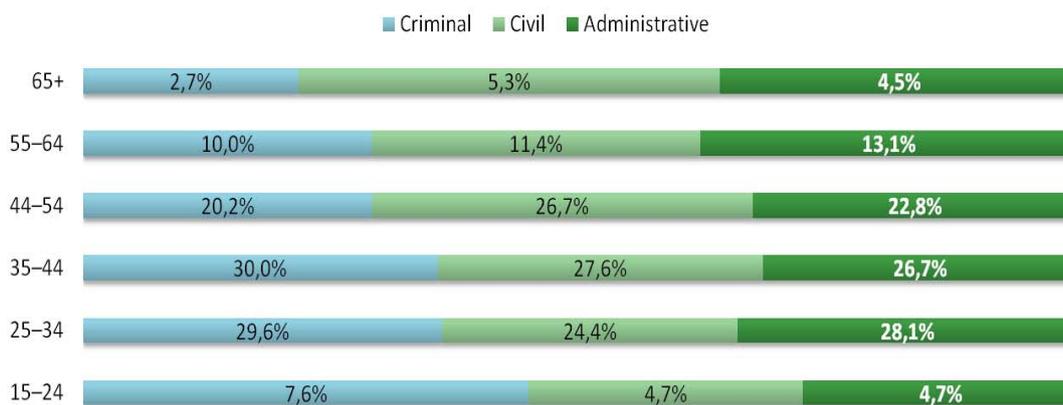
Age



Gender



Court case distributed by AGE



Conclusions and recommendations

1. In case of lost actions, it is important that court personnel thoroughly explains the reasons of lose to people. In case of no explanations person leaves the court twice as much unsatisfied and begins to share his attitude with other people, which threatens formatting negative attitude towards court in advance. It is clear from the research results that people's emotional attitude to courts is determinant of satisfaction/dissatisfaction with the court services. Explanation of lose is more accessible for the professional user. It is also important to explain the losing reasons to non-professional users. Maximum communication is needed with them. The lawyer/advocate has important role in this process. It is clear, that he plays one of the most important intercommunication roles. Therefore, working with advocates on these issues would decrease risk level for not well-informed citizens.
2. Rational and emotional factors influence respondents and will influence in the future. Nevertheless, it is important to know, that these factors operate in some conscious and experience environment. Competition principle is not typical for this environment. So, in all kinds of communicational projects it is desirable that emphasis is made on court, as on institution working distantly from the citizens, on his pragmatic nature, where the judge makes decision based on legal arguments of the both sides and not on principle of "justice" itself.
3. Evidently, rational factors, as location and factors existed in its group should not be the subjects of special interest and should have more logistical significance. The court also should not emphasize on emotional attributes as well. Resources of factors of this group are not unlimited, so, the court reputation should be based on influence of emotional attributes, it should be distanced from the influence of this group. Accordingly, the court, as an institution, should not fight from this viewpoint. The court, as an institution, should reject reputation variable of "taking care of people: and should form pragmatic, free from emotions reputation.
4. It is important to create separate perceptions for court and prosecutor's office in people's minds, as, the research results show, people perceive the court and prosecutor' office are the same institutions. In society, ambiguous attitude exists towards prosecutor's office, which contains the risk for the court, as an institution. Respondents believe that the prosecutor influences judges that becomes the reason of their mistrusts and dissatisfaction. It is important for people to understand clearly that the judge and the prosecutor are totally different and independent structures from each other. Realization of this task is possible in case of system changes on communication level.
5. Important finding of this research is the fact, that respondent might evaluate specific service of the court but until the specific level, not have formed attitude towards the court. The might evaluate its comfortable environment, polite personnel, but on this level, he might not have any emotional attitude towards the court. Emotional attitude appears on another level, when people are involved more deeply in internal processes of the courts. However, the group of key variables, as it was explained above, should be "independent", "emotionless", "pragmatic", "referee", and not "establisher of justice". All other communication strategy, probably, will be based on emotions and accordingly will never have sustainable future reputation.
6. The research does not give opportunity to prepare recommendations on the level of court products (judge's behavior, advocates behavior, emotional fields, attitude formation structures etc.). It is recommended to realize large-scale qualitative research project from this viewpoint. In this case, it would be possible to prepare full recommendation package for the reputation background of judicial system.