



**For the High Judicial and Prosecutorial Council of
Bosnia and Herzegovina**

**Survey of satisfaction level among users of courts
within the framework of the IPA 2017 Project
“Building an Effective and Citizen-friendly Judiciary”**

FINAL REPORT

Mostar, 25 May 2019

Content

CONTENT	1
1. ABBREVIATIONS AND ACRONYMS	8
2. INTRODUCTION	9
General objective of the research	11
Purpose of the research	11
Important note	11
3. METHODOLOGY	12
Desk analysis	12
Quantitative research	12
F2F interviews	14
CATI survey	15
4. PROCESSING OF DATA OBTAINED THROUGH QUANTITATIVE RESEARCH	16
Socio-demographic characteristics of the respondents in F2F and CATI surveys	16
Focus group	22
5. REPORTING	23
6. MAIN FINDINGS	24
MUNICIPAL COURT IN SARAJEVO	24
The general level of trust of population in individual institutions in BiH	24
General opinion on the performance of the judicial system in BiH	24
Issues in the judiciary	25
Corruption	27
Incompetence, lack of professionalism, level of equipment	27
Corruption among representatives in the institutions	28
Quality of performance/services in the judicial system of BiH	30
Causes hampering access to the judicial system	31
Unequal treatment of different groups by courts	31
Perception of the previous experience with the judicial system	31
Methods of alternative resolution of judicial disputes	32
Appraisal of judges and judicial officers in the last five years	33
Satisfaction with the premises of the Municipal/Basic Court	34

Overall satisfaction with the performance of the court in the last five years	35
Media	36
MUNICIPAL COURT IN MOSTAR	37
General level of trust of people in particular institutions in BiH	37
General opinion on the performance of the judicial system in BiH	37
Issues in the judiciary	38
Corruption	39
Incompetence, lack of professionalism, level of equipment	40
Corruption among representatives in the institutions	40
Quality of performance/services in the judicial system of BiH	41
Causes hampering access to the judicial system	42
Unequal treatment of different groups by courts	42
Perception of the previous experience with the judicial system	43
Methods of alternative resolution of judicial disputes	43
Appraisal of judges and judicial officers in the last five years	44
Satisfaction with the premises of the Municipal/Basic Court	45
Overall satisfaction with the performance of the court in the last five years	46
Media	47
MUNICIPAL COURT IN TUZLA	48
General level of trust of people in particular institutions in BiH	48
General opinion on the performance of the judicial system in BiH	48
Issues in the judiciary	49
Corruption	50
Incompetence, lack of professionalism, level of equipment	50
Corruption among representatives in the institutions	51
Quality of performance/services in the judicial system of BiH	52
Causes hampering access to the judicial system	53
Unequal treatment of different groups by courts	53
Perception of the previous experience with the judicial system	54
Methods of alternative resolution of judicial disputes	54
Appraisal of judges and judicial officers in the last five years	55
Satisfaction with the premises of the Municipal/Basic Court	56
Overall satisfaction with the performance of the court in the last five years	57
Media	58
BASIC COURT IN BANJA LUKA	59
General level of trust of people in particular institutions in BiH	59
General opinion on the performance of the judicial system in BiH	59
Issues in the judiciary	60
Corruption	61

Incompetence, lack of professionalism, level of equipment	62
Corruption among representatives in the institutions	62
Quality of performance/services in the judicial system of BiH	64
Causes that hinder access to the justice system	65
Inequality in treatment of different groups by the courts	65
Perception of previous experiences with the judicial system	65
Alternative dispute resolution	66
Rating of the work of judges and court clerks in the last 5 years	66
Satisfaction with premises of the Municipal/Basic court	68
Overall satisfaction with the work of courts in the last 5 years	68
Media	69
7. DETAILED OVERVIEW OF THE RESULTS	70
trust in the justice system in bih	70
General degree of trust in police in BiH	70
General degree of trust in courts in BiH	71
General degree of trust in media in BiH	71
General degree of trust in Prosecutor's offices in BiH	72
General degree of trust in judges in BiH	73
GENERAL DEGREE OF TRUST IN RELIGIOUS LEADERS IN BIH	74
general opinion of the work of the judiciary in bih	76
general opinion on the expectation of a fair trial	77
opinion of the situation in the judiciary in the last 5 years	78
opinion of the duration of court proceedings in the last 5 years	79
opinion of the independence of the judiciary in the last 5 years	81
issues in the judiciary in bih	83
Duration of the proceedings	83
Influence of politics on courts	84
Costs of the proceedings	85
Procedures in court proceedings	86
Corruption	87
Competence of professionals in judiciary	87
Independence of courts	88
Inequality before the law	89
Corruption among judges	91
Corruption among court officials	92
Corruption in the police	93
Lack of competence and professionalism in judges	94

Lack of competence and professionalism in the police	95
IT capacities of courts	96
CORRUPTION OF REPRESENTATIVES IN INSTITUTIONS	98
Corruption of leaders of political parties	101
Corruption of ministers	102
Corruption of elected representatives	102
Corruption of customs officers	103
Corruption of tax officers	104
Corruption of physicians	105
Corruption of judges	106
Corruption of prosecutors	107
Corruption of university professors	108
Corruption of businessmen	109
Corruption of religious leaders	110
Corruption of police officers	110
Corruption of officials	111
Corruption of media	112
QUALITY OF WORK/SERVICES IN BiH JUDICIAL SYSTEM	113
Quality of work/services of judges in BiH judicial system	114
Quality of work/services of prosecutors in BiH judicial system	115
Quality of work/services of public attorneys in BiH judicial system	116
Quality of work/services of ombudsmen in BiH judicial system	117
Quality of work/services of attorneys in BiH judicial system	118
Quality of work/services of court officials in BiH judicial system	119
Quality of work/services of court staff in BiH judicial system	120
FACTORS THAT HAVE IMPEDED ACCESS TO JUDICIAL SYSTEM	121
EQUALITY OF TREATMENT BY COURTS	122
Do courts treat equally: Women and men	122
Do courts treat equally: Rich and poor	122
Do courts treat equally: Disabled persons	123
Do courts treat equally: Minorities and majorities	124
Do courts treat equally: Averaged citizens and politicians	124
Do courts treat equally: Ethnicity	125
OPINION ON RESPONDENTS' EXPERIENCES IN CONTACTS WITH THE JUDICIAL SYSTEM SO FAR	126
TYPES OF CASES REPRESENTING RESPONDENTS' LAST CONTACT/EXPERIENCE WITH THE JUDICIAL SYSTEM	126
NUMBER OF VISITS TO THE COURT REQUIRED FOR ADJUDICATION OF A CASE	127

CURRENT STATUS OF THE CASE	128
TIME BETWEEN START AND END OF THE LAST PROCEEDING	130
TIME THAT ELAPSED BETWEEN THE FINAL AND PENULTIMATE HEARING IN THE LATEST PROCEEDINGS	131
FAMILIARITY WITH THE ALTERNATIVE DISPUTE RESOLUTION MECHANISM	132
Settlement in court	132
Mediation	132
Conciliation	133
USING THE ALTERNATIVE DISPUTE RESOLUTION MECHANISM	134
WHICH ALTERNATIVE DISPUTE RESOLUTION INSTRUMENTS WERE USED	134
SATISFACTION WITH ALTERNATIVE DISPUTE RESOLUTION INSTRUMENTS	135
DID YOUR ATTORNEY INFORM YOU ABOUT THE ALTERNATIVE DISPUTE RESOLUTION INSTRUMENTS?	136
USING THE ALTERNATIVE DISPUTE RESOLUTION INSTRUMENTS IN CASE OF HAVING THE NECESSARY INFORMATION	137
REASONS FOR WHICH THEY WOULD CHOOSE ONE OF THE ALTERNATIVE DISPUTE RESOLUTION INSTRUMENTS	138
JUDICIAL PERFORMANCE RATING IN MUNICIPAL/BASIC COURTS IN THE PAST 5 YEARS	139
Judicial performance rating in the past 5 years: Polite and respectful	140
Judicial performance rating in the past 5 years: Competent	141
Judicial performance rating in the past 5 years: Impartial	142
Judicial performance rating in the past 5 years: Thorough and well-prepared	143
Judicial performance rating in the past 5 years: Articulate and easily understood	144
Judicial performance rating in the past 5 years: Writes clear decisions	144
Judicial performance rating in the past 5 years: Respects procedures	145
COURT EMPLOYEES PERFORMANCE RATING IN THE MUNICIPAL/BASIC COURT IN THE PAST 5 YEARS	146
Court employees performance rating: Polite and respectful	147
Court employees performance rating: Professional	148
Court employees performance rating: Impartial	149
Court employees performance rating: Give accurate (requested information)	150
Court employees performance rating: Give requested information in a timely manner	150
Court employees performance rating: Render services in a timely manner	151

RATING OF MUNICIPAL/BASIC COURT WITH REGARD TO PHYSICAL ACCESSIBILITY IN THE PAST 5 YEARS	152
Factors that limit or prevent accessibility of municipal/basic courts	153
satisfaction with premises of municipal/basic court	154
	154
Premises are adequate for the stay of clients	154
Premises are adequately equipped (furniture)	155
Premises and corridors have signage and wayfinding in the building is easy	156
There are clear information for movement and conduct in the building	157
Promotional material of the courts (leaflets, brochures et al.)	158
Noticed promotional materials related to the work of courts (leaflets, brochures and the like)	158
Using promotional material related to the work of courts (leaflets, brochures etc.)	159
Usefulness of promotional materials related to the work of courts	159
Perception of beneficiaries regarding the promotional material	160
OVERALL SATISFACTION WITH THE WORK OF MUNICIPAL/BASIC COURT IN THE PAST 5 YEARS	162
	162
Positive and negative issues in the work of municipal/basic court	162
Duration of the case	162
Work organisation	163
Fair attitude of judges	163
Fair attitude of court employees	164
Impartiality/objectivity	165
Adequate premises/equipment	165
Adherence to the procedures	166
Services of the Land registry office	166
Services and information provided by the registry offices	166
Court-related costs	167
Something else	167
media and the work of municipal/basic court	168
How do the media represent the work of Municipal/Basic Court?	168
2 present a realistic picture of the Court's work	168
3 mainly present a positive picture of the Court's work	168
The manner of inf. distribution about the activities of HJPC BIH, or activities of the judicial system	169
8. MYSTERY SHOPPING	170

MUNICIPAL COURT IN SARAJEVO	170
Municipal Court In Mostar	173
MUNICIPAL COURT IN TUZLA	175
BASIC COURT IN BANJA LUKA	177
9. FOCUS GROUP	179
10. CONCLUSION	183
11. ANNEXES	186

1. Abbreviations and acronyms

AP	Agency Promo
BC Banja Luka or Banja Luka	- the area covered by the Basic Court in Banja Luka
BiH	Bosnia and Herzegovina
CATI	Computer-assisted telephone interviewing
DNK	Does not know
e.g.	For example
EU	European Union
F2F	Face to Face interview
GDPR	General Data Protection Regulation
HJPC BiH	High Judicial and Prosecutorial Council of Bosnia and Herzegovina
i.e.	That is
KM	Convertible Mark
M	Arithmetic mean (Mean)
max	Maximum
MC Sarajevo	or Sarajevo – the area covered by the Municipal Court in Sarajevo
MC Mostar	or Mostar - the area covered by the Municipal Court in Mostar
MC Tuzla	or Tuzla - the area covered by the Municipal Court in Tuzla
min	Minimum
Missing	Does not know / does not want to answer or did not answer
N	Number, sample frequency
NA	No answer
RTA	Refuses to answer
SC	Sarajevo Canton
SD	Standard Deviation
SPSS	Statistical Package for the Social Sciences
SASL	Statistical Agency Studio Leonardo
%	Percentage
%V	Percentage of the sample without missing data (Valid Percentage)
Valid	Part of the respondents who provided answers (part of the sample used in the processing)

2. Introduction

Reports of relevant institutions from Bosnia and Herzegovina and beyond indicate that the BiH judicial system is not yet fully independent and efficient, where due to insufficient transparency, long-lasting and slow-moving processes, political influence, and unequal treatment of all categories of population, citizens do not trust in the judiciary in Bosnia and Herzegovina and still have a negative picture of the judiciary. The general opinion on the judiciary is negative, and trust is violated, in other words, the society as a whole is distrustful of the judiciary.

In addition, this public image of the judiciary in Bosnia and Herzegovina is also contributed by negative media reports and frequent statements by politicians who speak about the judiciary in a negative context. This negative atmosphere created around the judiciary undermines its position and role in society. The public believes that judges are corrupt, do not do their job well and do not work in the interest of citizens.

In order to improve the performance of the courts and the existing atmosphere concerning the judiciary in public, which impairs its role in society, the High Judicial and Prosecutorial Council of Bosnia and Herzegovina (HJPC BiH) continuously implements activities related to improving the efficiency of the courts and reducing the case backlog. Also, the HJPC BiH uses a set of promotional activities that are continuously implemented with the support of the implementation of all activities of the Project and which aims at raising the awareness of the wider public and final users of courts about the objectives, activities and results of the Project, the problems and obstacles that the courts and the judiciary face, the decision of the courts to rectify and improve the current situation together with the Project, and to inform the media, the professional community and the public in an affirmative and clear way about very important activities and plans that the HJPC BiH implements.

In order to build a more efficient judiciary and achieve better understanding of the public, the HJPC BiH has implemented various projects over the past years, one of them being the “Consolidation and further development of the judicial and communication system” financed by the European Union under the Instrument for Pre-Accession Assistance IPA 2012 and IPA 2013. There were also implemented activities of complementary projects funded by other international donors, aimed at ensuring better understanding of the public about the performance of judicial institutions, making the public aware of the problems they face and enhancing strategic communication and strengthening capacities of courts in public relations and media. The IPA 2012 and IPA 2013 projects were designed to make citizens aware of the efforts made to achieve the efficiency of the judiciary and the barriers that the judiciary often faces. In order to establish the foundation for public trust in the performance of the courts, the IPA 2012 and IPA 2013 projects recognised the need to listen more closely to the needs of the users of the judicial system. Also, the HJPC BiH 2014-2018 Strategic Plan implied the implementation of survey of satisfaction level among users of courts with the aim of implementing

the strategic objective 7 - Improve transparency and availability of information regarding the performance of judicial institutions in BiH to the professional and general public or the strategic program 7.1. Improve communication between the judicial institutions in BiH and general public.

In order to implement the project "Building an Effective and Citizen-friendly Judiciary" (IPA 2017) the HJPC BiH has conducted various activities aimed at enhancing the overall effectiveness of the BiH judiciary and increasing public trust in the country's justice system, increasing accountability and transparency of the BiH judiciary to provide better services for citizens and businesses and the ultimate comprehensive goals of strengthening the rule of law in BiH. Activity 2.2.1 - Strengthened relationships of the judiciary with the media sector from the IPA 2017 project implies the implementation of an "Initial survey of satisfaction level among users of courts", or the satisfaction with the performance of the courts conducted by a public opinion polling agency from Mostar in the Municipal Courts in Mostar, Sarajevo, Tuzla and the Basic Court in Banja Luka. The survey covered the general population, or the former, current and potential users of selected courts, and the methodology used followed the requests from the documentation submitted by the HJPC involving data collection by combining qualitative and quantitative research methods with the use of different research instruments (desk analysis, Face-to-Face (F2F) interviews, computer-assisted telephone interviewing (CATI), mystery shopping and focus groups).

The survey obtained data related to the trust in the BiH justice system, the perception of critical points in the judicial system, the perception of corruption, the satisfaction and experience of court users on the basis of which the level of satisfaction of public opinion has been identified and the public opinion clearly formulated (citizens of Sarajevo, Mostar, Tuzla and Banja Luka) regarding the performance of the Municipal Courts in Sarajevo, Mostar and Tuzla and the Basic Court in Banja Luka. Based on the above data, the most important recommendations for improving the performance of these courts were defined, with the aim of increasing public trust in the performance of these courts.

GENERAL OBJECTIVE OF THE RESEARCH

The general objective of “Initial survey of satisfaction level among users of courts” is to measure the level of satisfaction of public opinion - users of courts and to obtain a clearly formulated public opinion (citizens of Sarajevo, Mostar, Tuzla and Banja Luka) about the performance of the Municipal Courts in Sarajevo, Mostar and Tuzla, and the Basic Court in Banja Luka, and to define the most important recommendations for improving their performance, all with the aim of improving public trust in the performance of the courts.

PURPOSE OF THE RESEARCH

The purpose of the “Initial survey of satisfaction level among users of courts” is to obtain a clearly formulated public opinion - users of courts about the performance of the courts, namely the Municipal Court in Sarajevo, the Municipal Court in Mostar, the Municipal Court in Tuzla, and the Basic Court in Banja Luka, as well as to identify the most important recommendations for enhancing their performance with the aim of improving public trust in the performance of these courts.

IMPORTANT NOTE

Statistical analysis and description of the results of Leonardo Miljko (Statistical Agency Studio Leonardo <https://www.Statistical.Agency>).

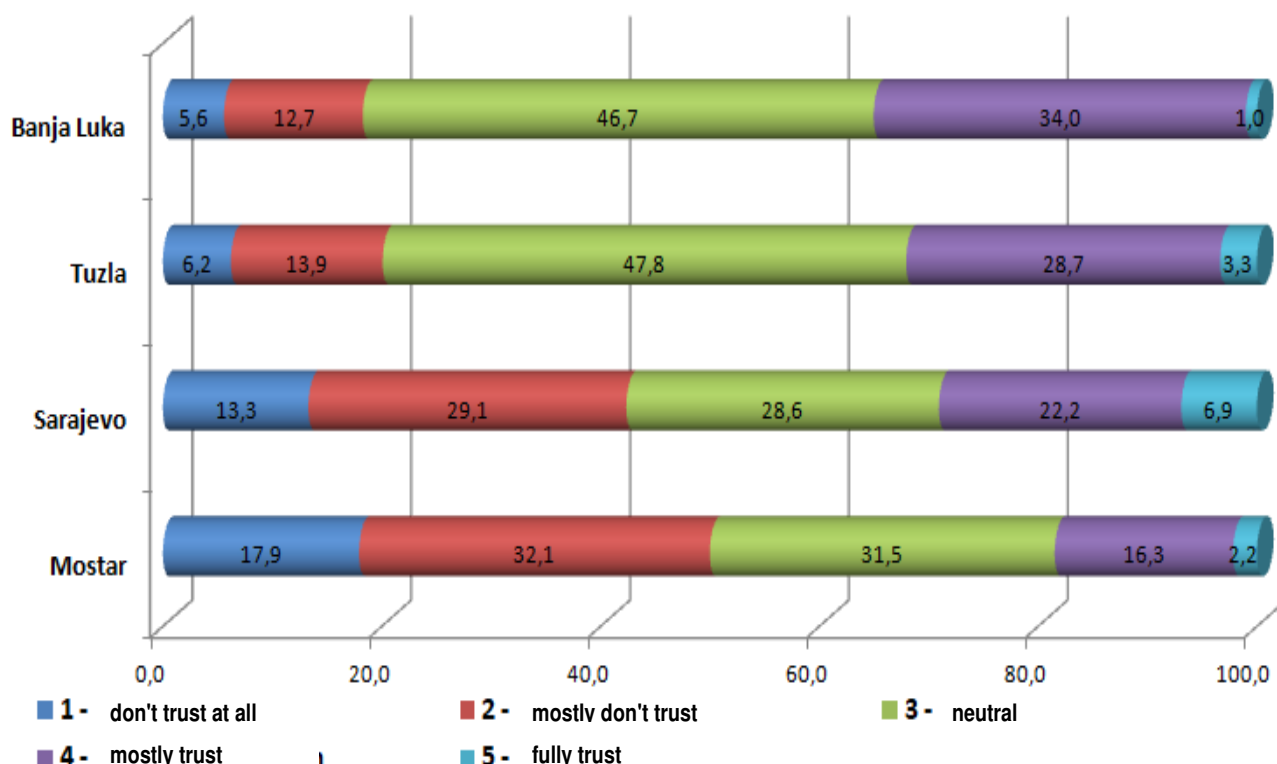
The data and conclusions presented in this analysis are based on the research carried out and the data obtained from the survey, and do not necessarily represent the opinion of the Agency Promo (AP).

police in BiH on the territory of the Municipal Court Mostar is distributed as follows: "2 - mostly don't trust" (32,4%), "3 - neutral" (23,8%) and "4 - mostly trust" (22,7%), but with significant percentage of rating "1 - don't trust at all" (17,8%).

General degree of trust in courts in BiH

General degree of trust in courts in BiH is the greatest on the territory of the Basic Court in Banja Luka where the majority of respondents responded with "3 - neutral" (46,7%) and "4 - mostly trust" (34,0%). On the territory of the Municipal Court Tuzla the highest number of responses was "3 - neutral" (47,8%), followed by "4 - mostly trust" (28,7%). On the territory of the Municipal Court Sarajevo, general degree of trust in courts in BiH was rated with "2 - mostly don't trust" (29,1%), "3 - neutral" (28,6%) and with "4 - mostly trust" (22,2%). General degree of trust in courts in BiH received the lowest rating on the territory of Municipal Court in Mostar with the distribution of ratings as follows: "2 - mostly don't trust" (32,1%), "3 - neutral" (31,5%), with significant percentage of the rating of "1 - don't trust at all" (17,9%) and rating "4 - mostly trust" (16,3%).

CHART 5. GENERAL DEGREE OF TRUST IN COURTS IN BIH



General degree of trust in media in BiH

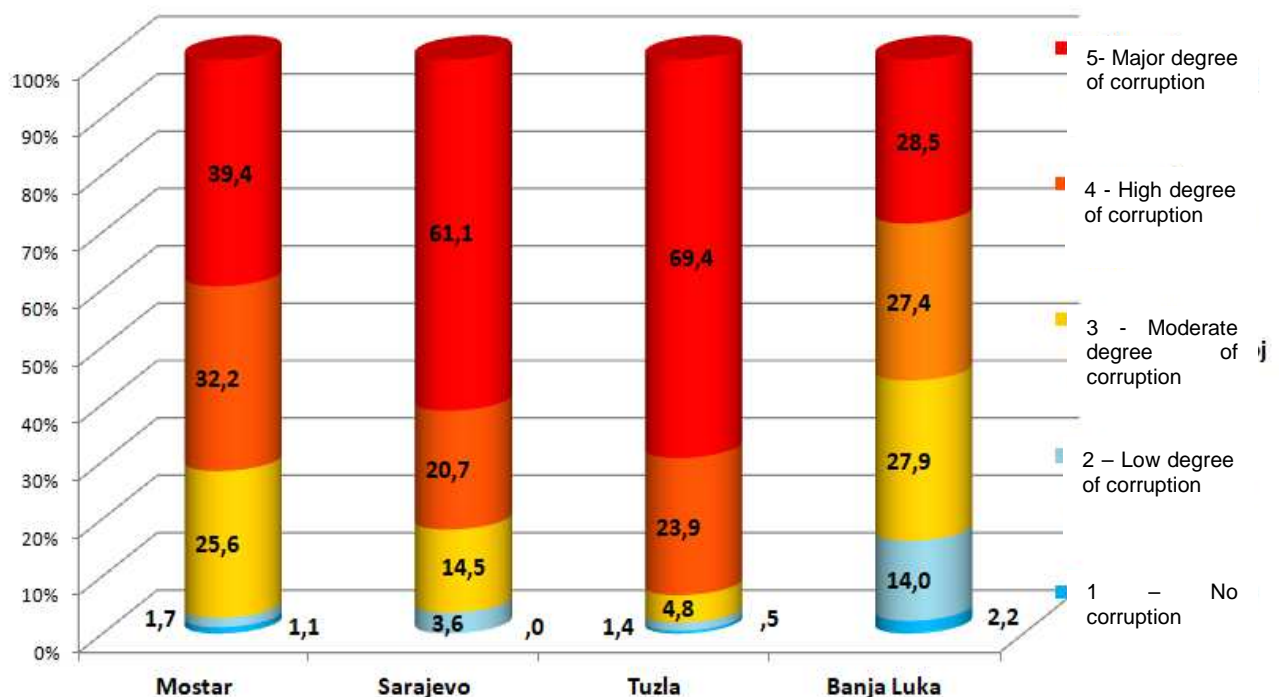
General degree of trust in the media in BiH is the highest on the territory of the Basic Court in Banja Luka where most respondents responded with "3 - neutral" (54,1%) and "4 - mostly trust" (24,5%). On the territory of Municipal Court Tuzla distribution of rating is as follows: mostly "3 - neutral" (51,2%), followed by "4 - mostly trust" (20,1%). On the territory of the Municipal Court in Sarajevo, the general degree of trust in the media in

(M=4.07) and Elected Representatives (M=3.97). In the area covered by the Banja Luka Basic Court, the highest degree of corruption is linked with Police Officers (M=3.93) and Physicians (M=3.83); and generally, it is a commonly held opinion, that the degree of corruption, in all its aspects, is lower in the area covered by the Banja Luka Basic Court compared to other areas.

Corruption of leaders of political parties

Across all areas, corruption of leaders of political parties was given the rating "1 – No corruption" by a marginal number of respondents. Corruption of leaders of political parties is the most prominent form of corruption compared to all other surveyed areas. Better ratings (with lower rating being better rating) are found in the area covered by the Banja Luka Basic Court, specifically: "5 - Major degree of corruption" (28.5%); "4 - High degree of corruption" (27.4%); "3 - Moderate degree of corruption" (27.9%). Significantly poorer ratings (with lower rating being better rating) were given in other areas.

CHART 34. PERCEPTION OF CORRUPTION OF LEADERS OF POLITICAL PARTIES



Thus, we have the ratings given in the area covered by the Mostar Municipal Court: "5 - Major degree of corruption" (39.4%); "4 - High degree of corruption" (32.2%); "3 - Moderate degree of corruption" (25.6%). Area covered by the Sarajevo Municipal Court gave the following ratings: "5 - Major degree of corruption" (61.1%); "4 - High degree of corruption" (20.7%); "3 - Moderate degree of corruption" (14.5%). The worst situation (the highest ratings) was recorded in the area covered by the Tuzla Municipal Court: "5 - Major degree of corruption" (69.4%); "4 - High degree of corruption" (23.9%).

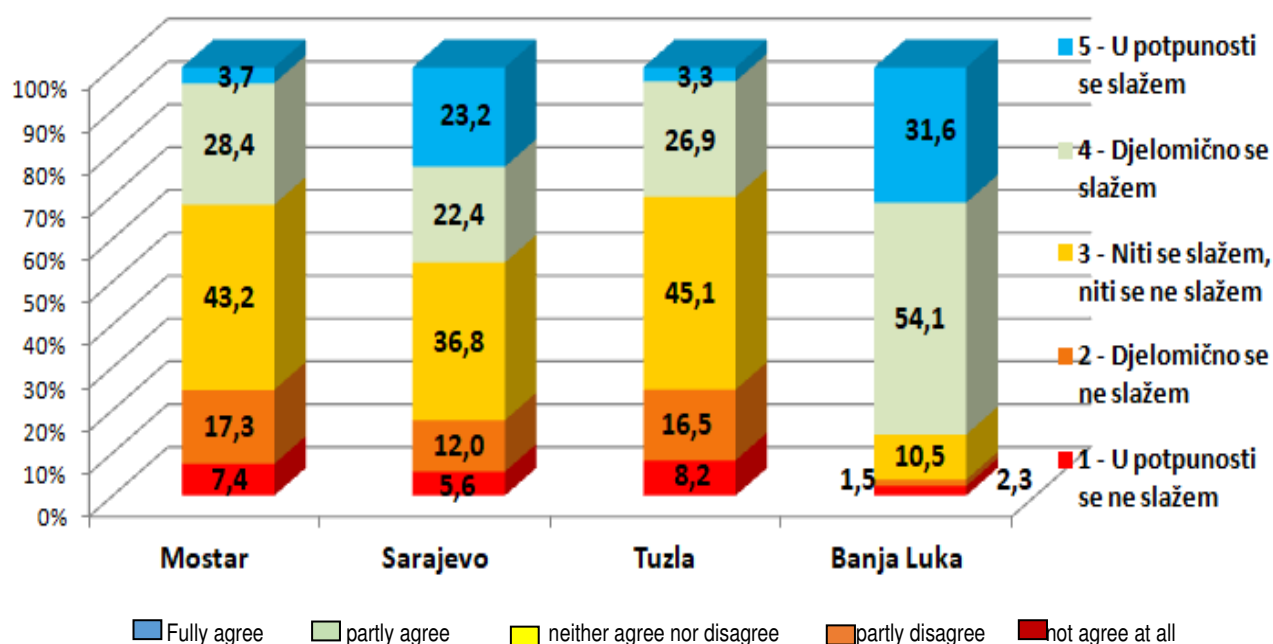
1. Clear information for movement and conduct in the building
2. Premises and corridors have signage and wayfinding in the building is easy
3. Premises are adequately equipped (furniture)
4. Premises are adequate for clients' stay

Below you will find the review of the results per respective areas.

Premises are adequate for the stay of clients

The score "1 –not agree at all" is given a very small number of cases.

GRAPH 96. OFFICES ARE ADEQUATE FOR THE STAY OF CLIENTS



With regard to premises being adequate for the stay of clients, the Basic Court in Banja Luka got the highest scores: "5 – Completely agree" (31.6%); "4 – Partly agree" (54.1%); "3 - Neither agree nor disagree" (10.5%). Somewhat lower scores with regard to premises being adequate for the stay of clients were given to the Basic Court in Sarajevo: "5 - Completely agree" (23.2%); "4 - Partly agree" (22.4%); "3 - Neither agree nor disagree" (36.8%). "2 – Partly disagree" (12.0%). With regard to premises being adequate for the stay of clients, the Municipal Court in Mostar was rate as follows: "4 - Partly agree" (28.4%); "3 - Neither agree nor disagree" (43.2%). "2 - Partly disagree" (17.3%). The lowest rates with regard to the premises being adequate for the stay of clients were given to the Municipal Court in Tuzla: "4 - Partly agree" (26.9%); "3 - Neither agree nor disagree" (45.1%). "2 - Partly disagree" (16.5%).

11. Annexes

Annex 1. F2F survey questionnaire

Annex 2. CATI survey questionnaire

Annex 3. Scenarios used in secret shopping

Annex 4. Secret shopping questionnaire

