



SATISFACTION SURVEY

THE ITALIAN CASE

Background

- The idea of running a satisfaction survey in Italy aimed at Court users took its stands from the guidelines prepared by the Quality Working Group of the CEPEJ.
- The idea was proposed to and enthusiastically accepted by the Heads of the Courts of Turin and Catania.

How satisfied or dissatisfied are you with your personal experience of the court today?

Dissatisfied

Somewhat dissatisfied

Neutral

Very Satisfied

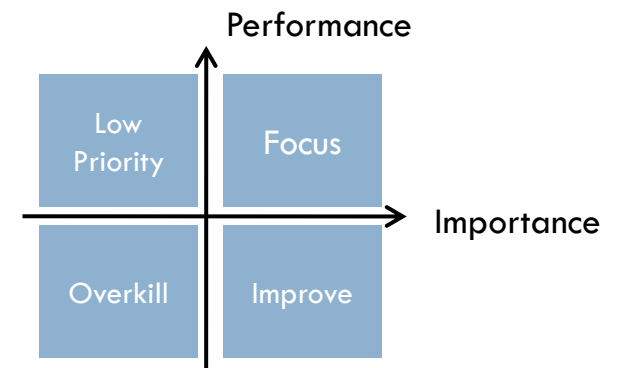


Objectives



Main objectives of the survey:

- To evaluate the overall satisfaction level of Justice amongst the final users
- To establish Key Performance Indicators (KPIs) to be tracked throughout time
- To pinpoint the areas of improvement and (propose to) take action accordingly
- To analyze the satisfaction amongst specific sub-samples (e.g. males/ females, age classes, ...)
- To plot Performance vs Importance diagram



Working group

A key factor towards the success of such initiative was the involvement of many stakeholders of the justice system.

The working group was composed by:

- Ministry of Justice representatives (and as members of the CEPEJ)
- Statisticians
- Heads of the Courts of Appeal and Tribunals
- Judges and Lawyers
- Professors of the University (Law, Politics and Economic Sciences)



Turin



Catania

Courts under survey

- In 2011 this survey was run in **Turin** and **Catania**.
- Depending on the goodness of the results this kind of survey might be **extended to other courts across the country**.
- In Catania another two specific surveys were conducted amongst **Lawyers** and **Court staff**.
- Members of the CEPEJ were responsible for managing and coordinating the initiative in both cities.



Constraints and methodology



Since this Satisfaction Survey was carried out **without a budget**, we decided to maximize the use of **internal resources and free external resources**. The experience of the Statisticians within the department was a guarantee for the **quality** of the whole project. Thanks to a collaboration between the Courts and the University, a **group of around 25 students per city** was selected to conduct the interviews. Prior to the fieldwork a number of **motivational sessions** were carried out. Moreover, in order to ensure good quality standards, interviewers were **carefully briefed** on the following:

- ❑ Phases of the interview (approach, questionnaire, closure)
- ❑ Behavior & Good Conduct
- ❑ What to do and what to avoid
- ❑ Questionnaire flow (screening, main and demographic questions)



The sample

- Interviews aimed at citizens visiting the Courts of Turin and Catania. Preferably people who already experienced the service provided. Fieldwork: February-March 2011.
- “Random” sample of approx. 600 users per Court



Statistical note → within an unlimited population:

- A sample of 600 users guarantees that the standard error is lower than 4%
- A sample of 380 users guarantees that the standard error is lower than 5%

The target



The target was defined according to the following criteria:



Criteria of **inclusion**

- Parties
- Witnesses
- Interpreters, experts
- Relatives of the Parties, of witnesses, etc.

Criteria of **exclusion** *

- Lawyers
- Judges, Prosecutors and staff of the Court
- Policemen, Bailiffs, etc.

(*) In Catania two specific satisfaction surveys aimed at Lawyers and Court staff were carried out separately.

The questionnaire

The questionnaire was designed according to the **CEPEJ guidelines**, taking into account **specific needs** of the Courts in Turin and Catania. For this reason we used two slightly different questionnaires. The one used in Turin was relatively shorter than the one administered in Catania.

Both questionnaires were divided into **three different sections**:

- SCREENING QUESTIONS
- MAIN QUESTIONS. Satisfaction of:
 - ▣ Court premises, organization, clean environment
 - ▣ Punctuality of hearings, length of proceedings
 - ▣ Judge professionalism, competence, cordiality
 - ▣ Information points within the Court and web-sites
 - ▣ Court location and ways of transport
- DEMOGRAPHIC QUESTIONS



Data collecting and results



The data collection was performed through an **online application**.

At the end of the day all questionnaires were loaded-up into a central database by the interviewers using an online form.

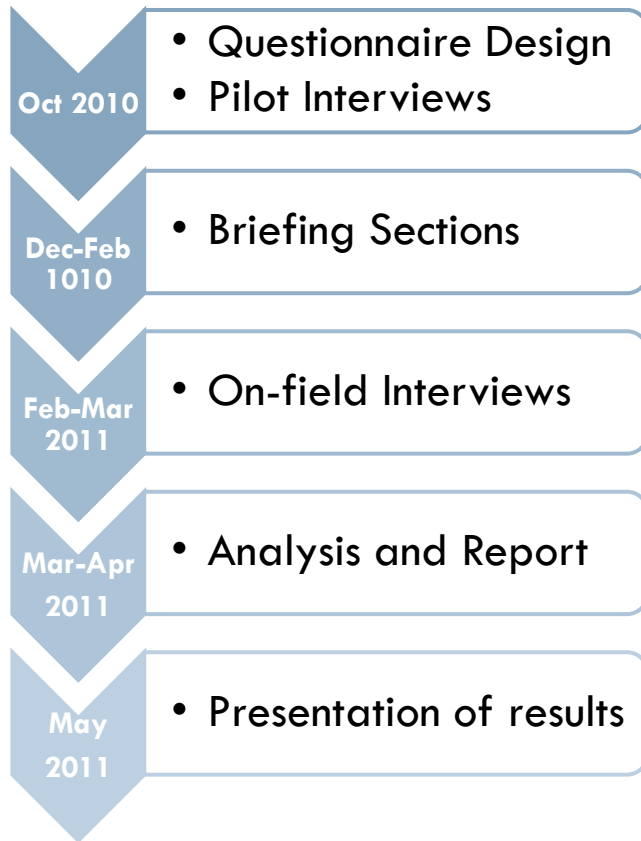
The results (charts and graphs) were available in **real-time** to the members of the working group.



Statistical Note:

In order to ensure good quality standards, a selection of random paper questionnaires were double-checked against the online data to verify that the answers were transmitted correctly.

Project timing



The results of the surveys were presented at

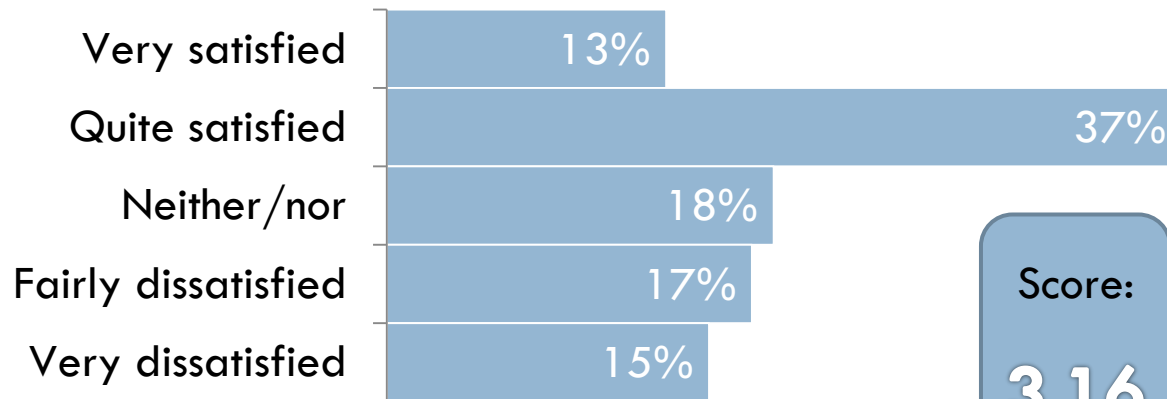
**ASSEMBLEA NAZIONALE
DEGLI OSSERVATORI
SULLA GIUSTIZIA CIVILE**

TORINO, 28-29 MAGGIO 2011

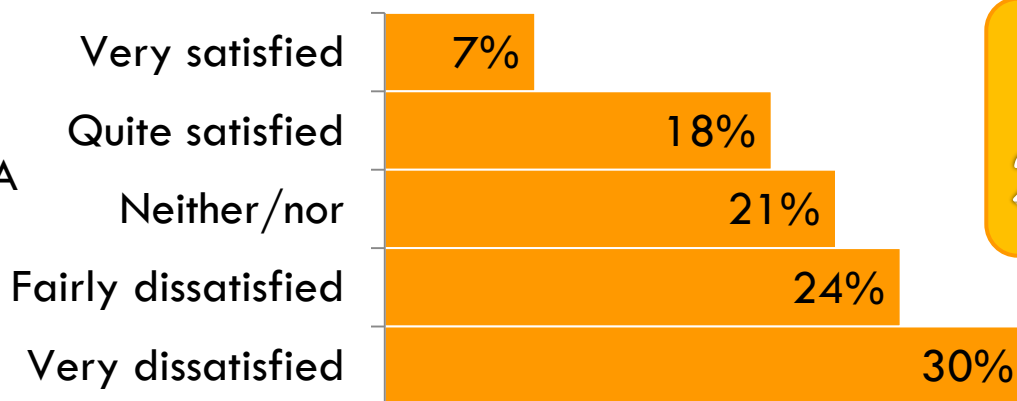


Overall Satisfaction

- Overall satisfaction with the court experience



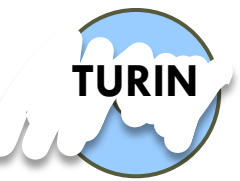
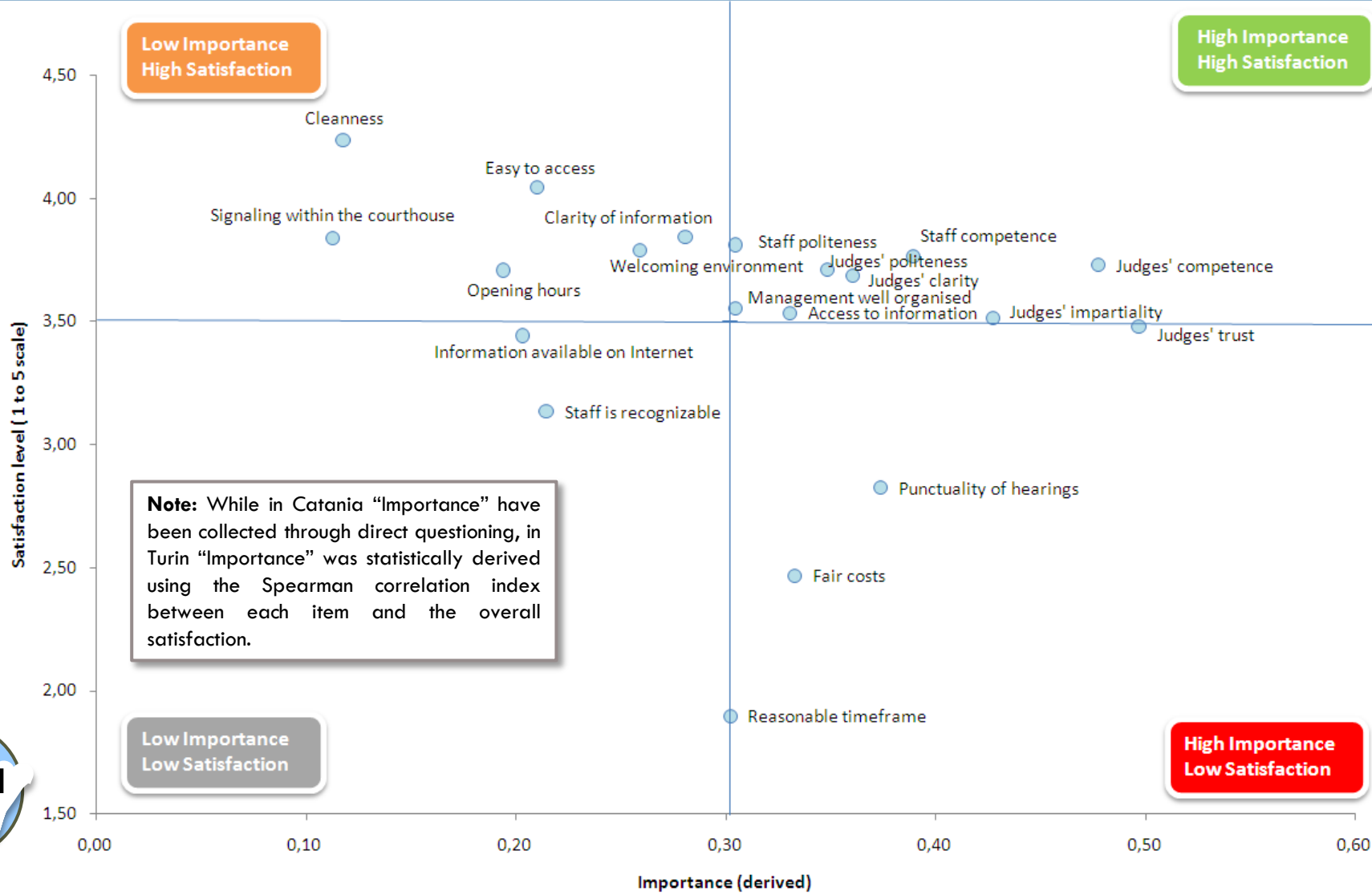
Score:
3.16



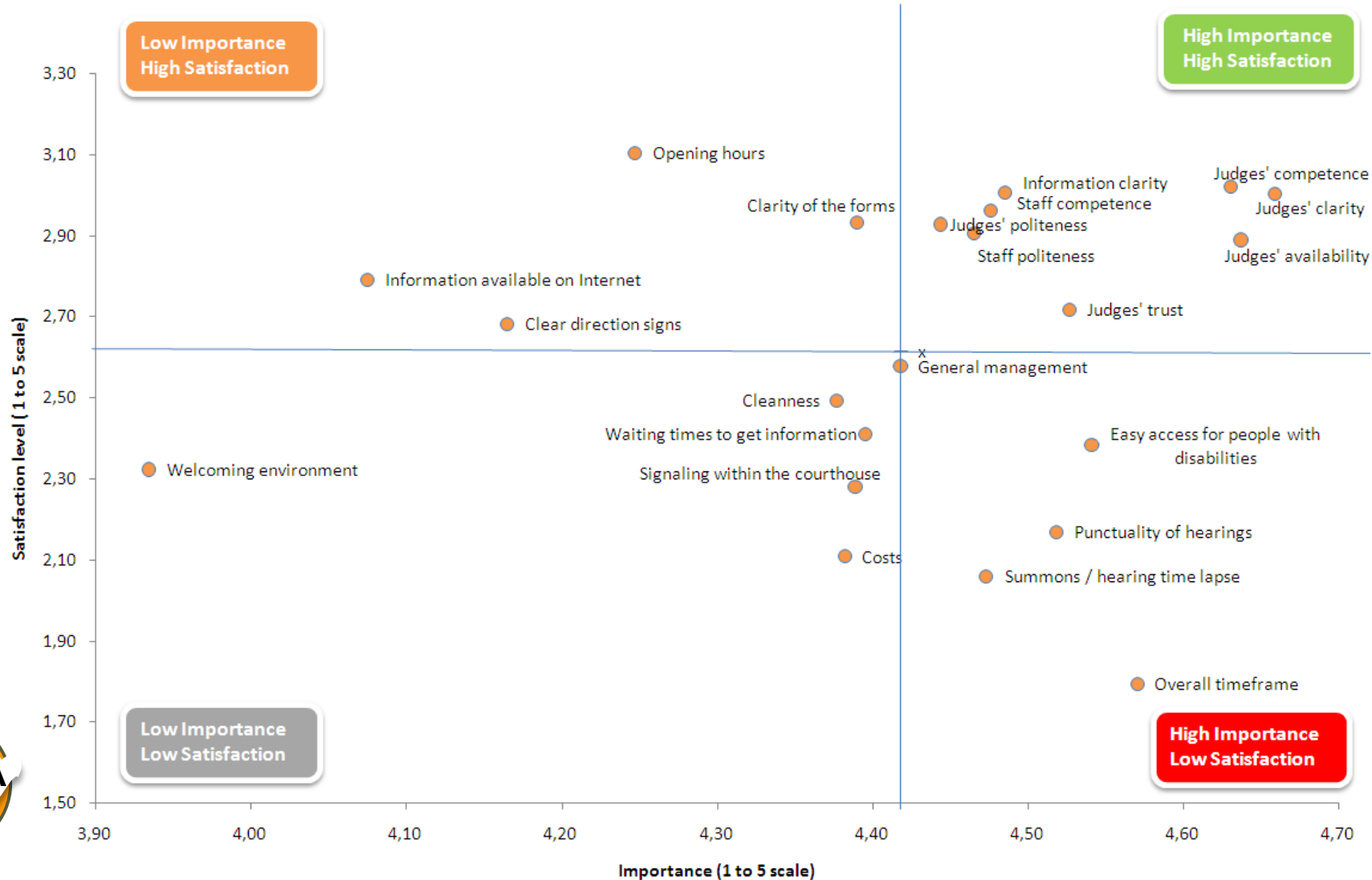
Score:
2.48

Note: Scores are calculated applying a weighted mean. Weights range from 1 (Very Dissatisfied) to 5 (Very satisfied).

Satisfaction x Importance



Satisfaction x Importance



Ministero della Giustizia



Direzione Generale di Statistica