



ፌዴራል ጠቅላይ ፍርድ ቤት
FEDERAL SUPREME COURT

COURT USERS' SATISFACTION SURVEY REPORT

THE FEDERAL SUPREME COURT OF ETHIOPIA
IN COOPERATION WITH
USAID'S *FETEH* (JUSTICE) ACTIVITY IN ETHIOPIA

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Addis Ababa, Ethiopia

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LIST OF ACRONYMS

AA	Addis Ababa
ADR	Alternative Dispute Resolution
AGO	Attorney General's Office
CAPI	Computer Assisted Personal Interview
CSAT	Customer Satisfaction Scores
CSOs	Civil Society Organizations
CSPro	Census and Survey Processing
DD	Dire Dawa
EDC	Electronic Data Collection
ESOMAR	European Society of Opinion and Market Research
FSCE	Federal Supreme Court of Ethiopia
FETEH	The Feteḥ (Justice) Activity in Ethiopia
GDPR	General Data Protection Regulations
ICT	Information Communication Technology
PPS	Probability Proportional to Population Size
PWD	Persons with Disabilities
PWSN	Persons with Special Needs
SPSS	Statistical Package for the Social Sciences software
USAID	United States Agency for International Development



*Honorable Chief Justice Meaza Ashenafi,
President of the Federal Supreme Court*

የፕሬዚዳንቷ መልዕክት

የፌዴራል ጠቅላይ ፍርድ ቤት፤ በፌዴራል ፍርድ ቤቶች የተደረገውን የአመራር ለውጥ ተከትሎ የተለያዩ የፊርማ ስራዎችን ሲያከናውን ቆይቷል። ጠንካራ፣ ነጻ ፣ ግልጽ እና ተጠያቂነት ያለው የዳኝነት ተቋም ለመገንባት እንዲያስችል የፌዴራል ፍርድ ቤቶች አዋጅ እና የዳኝነት አስተዳደር አዋጅ በአዲስ መልክ ተሻሽለው ወጥተዋል። በነዚህ አዋጆች ላይ ተመስርቶም ከሀያ በላይ የሚሆኑ ደንቦች እና መመሪያዎች ተዘጋጅተዋል። የነዚህ የፊርማ ስራዎች ዋና ዋና ዓላማ የሕዝብ አመኔታ ያተረፈ የዳኝነት ተቋም መገንባት ሲሆን በዚህ ረገድ ማህበረሰቡ ያለውን የእርካታ ደረጃ

MESSAGE FROM THE PRESIDENT

Following the appointment of new leadership at the Federal Courts, the Federal Supreme Court has been undertaking a wide range of reform activities. The Federal Courts’ Proclamation and the Judicial Administration Proclamation have been revised with a view to building a strong, independent, transparent, and accountable judiciary. Based on these two framework laws, more than twenty (20) regulations and directives have been prepared. While the primary purpose of these

በየጊዜው እያጠኑ ተገቢውን ማስተካከያ ማድረግ ያስፈልጋል። ይህ ዛሬ ይፋ የምናደርገው የፍርድ ቤት ተገልጋዮች የእርካታ ደረጃ ጥናት ውጤት ዓላማም ይኸው ነው።

ፍርድ ቤት ካለው ልዩ ሕገ መንግስታዊ ሚና እና ሃላፊነት አንጻር ማሳበረሰቡ ስለ ዳኝነት ሥራ እና አገልግሎት ያለው የእርካታ ደረጃ ጥናት እና ግኝቱም የራሱ ልዩ ባህሪ አለው። ፍርድ ቤቶች ሁለት ተከራካሪ ወገኖች ያላቸውን ክርክር እና ማስረጃ ሰምተው፣ ፍሬ ነገር በተገቢው ለይተው፣ ከሕግ አንጻር ተመልክተው ለቀረበ ጉዳይ እልባት የመስጠት ኃላፊነት አለባቸው። ጉዳዩ ታይቶ እልባት ሲሰጠው በመሰረታዊነት አንደኛው ተከራካሪ ወገን ተረቺ በመሆኑ ምክንያት በውሳኔው የመርካት ሁኔታው እጅግ አነስተኛ ነው። ይህ ብቻ ሳይሆን ረቺው ወገንም ቢሆን ጉዳዩ ከወሰደው ጊዜ እና ከተጠየቀው ዳኝነት አንጻር በተሰጠው ውሳኔ ላይረካ ይችላል። ወይም ደግሞ ከተከራካሪ ወገኖች ውጪ ያሉ ሌሎች ሰዎች በሚያቀርቡት በየትኛውም አቤቱታ ምክንያት የሥነ-ሥርዓት ፍትህ ለማረጋገጥ ሲባል ጉዳዩ በሚፈለገው ፍጥነት እንዳይወሰን ሊያደርግ ይችላል። በዚህም ምክንያት በየትኛውም ሀገር የዳኝነት አካል ላይ ያለው የእርካታ ደረጃ ከሌሎች የመንግስት አካላት አንጻር ሲታይ ዝቅተኛ ነው። እጅግ የዳቦረ የዳኝነት ሥርዓት ባላቸው ሀገራትም ቢሆን ማህበረሰቡ በፍርድ ቤት ላይ ያለው የእርካታ ደረጃ በየጊዜው የሚለዋወጥ ሲሆን ከ50 ከመቶ የማይበልጥ መሆኑን ልምዶች ያመለክታሉ።

reform efforts is to build a judiciary that enjoys the confidence of the general public, it is essential to continually monitor public opinion of the judiciary and take corrective measures as necessary.

Given the unique constitutional roles and responsibilities of the courts, public satisfaction surveys and findings about the performance of the judiciary have their own distinctive features. In each case, the court has the responsibility to hear the arguments and evidence adduced by the parties to a dispute, to determine the relevant facts, and to resolve the matter on the basis of the law. When a case is considered and disposed of, one of the parties will necessarily lose; the chances of that party being satisfied with the services of the court are likely to be very low. Not only that, even the successful party may still be dissatisfied with the decision due to the time taken by the court process or the relief sought. The process may also have taken longer than normal because of any third-party intervention and the need to render procedural justice. As a result, the level of satisfaction in the judiciary in any country is lower than that of other branches of the government. Even in countries with the most advanced judicial systems, public

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satisfaction in the judiciary often fluctuates, typically not exceeding the 50% mark.

The Federal Supreme Court in cooperation with the Fetch (Justice) Activity in Ethiopia recently commissioned a users' satisfaction survey that focused on the federal courts. The survey, which had twenty-five (25) basic questions that were designed based on four criteria, meets internationally accepted standards. Under these criteria, a result above 75% shows public satisfaction while anything below that shows lack thereof. Of the 25 questions asked, users expressed satisfaction on 13 of them with a survey result above 75%, while they showed dissatisfaction on the remaining 12 with a score below 75%. The findings of the survey may be considered under three categories. In the first group fall those areas on which users showed high degree of satisfaction. Examples under this category include issues related to equal treatment of users, conduct of judicial hearings in public, and access to information. It is essential to build on these accomplishments and take them to higher levels. The second category covers those areas where the level of satisfaction is at a medium level. Examples include

አሰጣጥ እና ተያያዥ መረጃዎችን በቀላሉ ማግኘት የሚሉት ይገኝበታል። ሦስተኛ የተገልጋይ የእርካታ ደረጃ ዝቅተኛ የሆኑባቸው የዳኝነት አገልግሎት አሰጣጥ አካባቢዎች አሉ። እነዚህም አስተርጓሚና የተከላካይ ጠበቆች መመደብ፣ የውሳኔ ጥራት እና ፤ ውሳኔዎችን በፍጥነት መስጠት የሚሉት ናቸው። በእነዚህ ላይ የታዩ ድክመቶችን ለማሻሻል በቀጣይ በተለይም የአንድ መስኮት አገልግሎት በማጠናከር፣ የፍርድ ጥራትን ከፍ ለማድረግ የሚያስችሉ ተግባራትን ማከናወን፣ የጉዳዮች ፍሰት አስተዳደር መመሪያን መተግበር እና መሰል ተግባራትን አጠናክሮ መሥራት ይጠበቅብናል።

የፌዴራል ፍርድ ቤቶች ተገልጋዮች በዳኝነት አገልግሎት አሰጣጥ ላይ ያላቸውን የእርካታ ደረጃ ለማወቅ የተካሄደው ይህ ጥናት የራሱ ልዩ ባህሪያቶች አሉት። አንደኛ ጥናቱ ነጻ በሆነ አማካሪ ድርጅት የተካሄደ መሆኑ የጥናቱን ግኝት ተዳማኒነት ደረጃ ከፍ ያደርገዋል። ሁለተኛ በጥናቱ ላይ የተገኙ ሀሳቦች በአንድ በኩል በራሱ በፍርድ ቤት በተለያየ መልኩ ሲካሄዱ የነበሩ መለስተኛ ጥናቶችን እንዲሁም ግብረ መልሶችን በሙሉዕነት እንድንመለከታቸው የሚያደርግ ነው። አንዳንድ የጥናቱ ግኝቶች ለምሳሌ የዳኝነት አገልግሎት ጥራት፣ የማስረጃ ምዘና እና ውሳኔ አሰጣጥ ጥራት ላይ ተገልጋዩ ያለው እርካታ ዝቅ ያለ መሆኑ በአንድ በኩል በዚህ ረገድ በቀጣይ ሊሰሩ የሚገቡ ሥራዎች መኖራቸውን የሚያመለክት ሲሆን በሌላ በኩል ደግሞ የዳኝነት አገልግሎት አሰጣጥ ሂደት ላይ ለማህበረሰቡ በቂ የግንዛቤ ማስጨበጫ ሥራዎች በበቂ ሁኔታ አለመስራታችንን ያመለክታል።

the services of the court registrar and related access to information and documents. Thirdly, there are those areas where the satisfaction level is low. These relate to the designation of interpreters and public defenders, the quality of court decisions, and delay in the disposal of cases. Going forward, the public expects us to address these shortcomings by strengthening our one-stop-shop services, initiating measures to enhance the quality of court decisions, designing and implementing service delivery standards and strengthening related activities.

This users' satisfaction survey on the Federal Courts has its own unique characteristics. Firstly, the survey was conducted by an independent consulting firm, which enhances the credibility of the findings more. Secondly, the survey findings enable us to revisit, in a wholistic manner, prior mini-surveys and feedback collected at different times by the court itself. Some of the survey findings that show lower degree of public satisfaction, such as those relating to the quality of judicial services, evaluation of evidence in litigation, and delivery of decisions indicate, on the one hand, the need for

በዚህ ጥናት ተገልጋዮች ለፍርድ ቤቶቻችን የሰጧቸው ግብረ-መልሶች የፌዴራል ፍርድ ቤቶች በወሳኝ ግብአትነት በመወሰድ በቀጣይ የሬፎርም ሥራዎቻችን ላይ የሚያውሏቸው ይሆናሉ። በዚህ አጋጣሚ ለክቡራን ዳኞቻችን፣ የአስተዳደር ሰራተኞች እና አጠቃላይ የህግ ባለሞያዎች የምንሰጠው የዳኝነት አገልግሎት ተገልጋይ ተኮር እንዲሆን፣ የሚቀርቡ ጉዳዮች በጥራት እና በፍጥነት እልባት እንዲሰጣቸው ማድረግ ላይ የአመራሩ፣ የዳኞች እና በአጠቃላይ የፍርድ ቤቱ ማህበረሰብ ኃላፊነት መሆኑን ተገንዝበን በዚህ አግባብ የዕለት ተዕለት ሥራዎቻችንን እንድናከናውን እና የተገልጋዩን እርካታ ከፍ እንድናደርግ ጥሪ አቀርባለሁ።

መጻፍ አሸናፊ

የፌዴራል ጠቅላይ ፍርድ ቤት ፕሬዝዳንት

further work in this area while, on the other hand, also show that we have not made sufficient effort to create public awareness about the judiciary.

The user feedback collected as part of this survey about the services of the Federal Courts shall serve as a critical input for our continuing reform efforts. I take this opportunity to call upon the leadership and members of the judiciary to recognize that it is our collective responsibility to render quality and speedy justice, to conduct our day-to-day activities with court users as the centre of our focus, and to increase their satisfaction in our services.

Meaza Ashenafi

President of the Federal Supreme Court

EXECUTIVE SUMMARY

BACKGROUND AND CONTEXT

The *Feteh* (Justice) Activity in Ethiopia (*Feteh*) is a USAID-funded project designed to assist the Government of Ethiopia in critical democratic reforms. *Feteh* also helps the media, civil society, and legal/academic institutions participate in ongoing legal reforms, and is building the capacity of Ethiopia's democratic and human rights institutions. These efforts include supporting reform initiatives being pursued by the Federal Supreme Court of Ethiopia (FSCE) and the regional federal courts.

The FSCE is currently undertaking multiple judicial reform activities, including the revision of key framework legislation, i.e., proclamations on Federal Courts and Judicial Administration which were recently adopted by the parliament, preparation and adoption of the Judicial Code of Conduct, improving caseload management, conducting court structure and various studies important for identifying core problems or issues requiring reform, enhancing information and communication technology (ICT) related services, and capacity building of judges and other court personnel. Effective reforms can only be realized by understanding the current weaknesses of the judiciary and the effects of past reforms. One way of reaching such an understanding is through customer satisfaction surveys/assessments which, among other things, help identify issues, practices, and inefficiencies that make court processes unnecessarily complicated, in order to constantly improve the service delivery and increase users' confidence in the administration of justice.

With this Judicial Customer Satisfaction Survey, *Feteh* seeks to support the FSCE's effort to improve efficiency, effectiveness, and the provision of quality service to the people of Ethiopia.

AIMS OF THE STUDY

The study aims to gather court users' experiences and perceptions about the judiciary's efficiency, transparency, access to justice, ethics and progress made in implementing reforms. The overall goal is to provide the FSCE and other courts with actionable information to continue their reforms and further improve court services. The survey will also serve as a baseline for future periodic assessments and a source of potential interventions for achieving the fair and effective

functioning of the courts. The study reached court users with active cases as of the survey date.

RESEARCH METHODOLOGY

Research Design. This study follows a descriptive cross-sectional research design, given that it aims to make empirical observations about experiences of court users and to describe their encounters at a single point in time. A quantitative research approach was employed. Consistent with the design and approach, a survey method was used to collect data through a structured questionnaire.

Target Population and Study Area. The study population was court users with active cases before courts who were seeking court services as of the survey date. The study was undertaken in 17 federal court district bench locations, of which 15 are located in Addis Ababa and two in Dire Dawa.

Sample Design. The sample size for this study comprises 1,139 court users and was estimated based on the following statistical parameters — a 95% confidence interval, a margin of error of +/-10, an estimate of one of the key indicators, and the potential effect of non-response. In order to ensure representativeness, the sample was allocated across 17 court locations based on probability proportional to size, and size as measured by the total number of active cases the courts had. Respondents were chosen using systematic sampling and were intercepted at n^{th} interval as they exited the court room. Every 3rd person exiting the courtroom was, thus, interviewed.

Data Collection and Analysis. The survey benefited from electronic data collection (EDC). Census and survey processing (CSPro) version 7.0 was used to design the data entry template, with Amharic and English versions scripted and programmed using CSPro to enhance the quality of the data.

The data were then converted into SPSS (Statistical Package for the Social Sciences) version 26.0 for analysis. Descriptive statistics were used to analyze the data. The overall satisfaction of court users was determined based on customer satisfaction scores (CSAT), and a global benchmark that sets the minimum threshold for a reasonable performance.

BENCHMARK FOR MEASURING USERS' SATISFACTION

The overall satisfaction of court users was determined based on a global standard relevant to data measured on a five-point Likert scale. The standard requires the use of CSAT as a tool to aggregate statements of agreement or disagreement into customer satisfaction scores, which range from 100% (total user/customer satisfaction) to 0% (total user/customer dissatisfaction). The minimum threshold to declare that users/customers are satisfied with a particular service aspect is a satisfaction score 75%.

The satisfaction scores were further subjected to relevant statistical analysis in order to explore the relationship among the variables of interest for this survey. In particular, a chi-square test of independence was made in relation to a variable that measures the overall effectiveness of court performance. We found that satisfaction varies significantly across gender and education level. In this regard, females were more likely to be satisfied with court performance than male users (72.6% vs. 69.2%), and users with primary education were more likely to be satisfied (80.4%) than those with secondary (76.3%), post- secondary (67.2%), and no formal education (58.8%).

KEY FINDINGS: OVERALL SATISFACTION OF COURT USERS

Court users were satisfied with the following aspects of court service, for which the satisfaction scores were greater than or equal to 75%.

Accessibility and Transparency

- ✓ An overwhelming majority of court users indicated that getting into the court compound and court of laws was easy (93% and 87% respectively), and that they felt safe in the court (89%).
- ✓ A great majority of court users reported that their hearing was conducted in an open (public) court (86%).
- ✓ Clear majorities indicated that the courts' information centers provided enough information in relation to the cases they had with the courts (76%), and that getting around the court or finding where they needed to go in the courthouse was easy and convenient.

Ethical Behavior and Impartiality

Performance of the courts in this area stood out as the strength of the federal courts.

- ✓ An overwhelming majority (91%) of users reported being treated equally. Legally irrelevant social characteristics such as ethnicity, religion, gender, economic status, and age had no effect on their cases.
- ✓ For a great majority (85%) of court users, the judge/bench hearing their cases listened to them and was courteous, respectful and fair.
- ✓ Significant majorities of users were treated by court personnel respectfully and courteously (83%), and judges/benches clearly communicated orders and next steps (80%).
- ✓ Clear majorities (78%) of users indicated that the registrar treated them respectfully and courteously in their encounters to submit an application, statement of defense, appeal, etc.

Effectiveness, Efficiency and Predictability of Service Delivery

- ✓ Clear majorities (78%) of users reported that they had confidence in the courts' operations.

Performance during the Last Three Years

- ✓ Slim majorities of only one in two users reported that courts process cases more efficiently and provide better services nowadays than compared to three years ago (50% and 52% respectively).
- ✓ With respect to corruption, however, slightly less than half of users (only 46%) agreed that courts were less corrupt now than they were three years ago.

AREAS FOR FURTHER IMPROVEMENT AND SPECIFIC RECOMMENDATIONS

Despite the overall high levels of satisfaction described above, several aspects of client service were identified for future improvement. Even though other commonly accepted court performance standards such as case processing times, disposition rates, percentage of cases in backlog, etc., are much better indicators of performance and “meeting needs” than user perception, it is important to note the findings of the survey revealed that almost half of the 25 measures adopted

in this survey did not meet court users' expectations, as their satisfaction scores were below the minimum threshold (75%).¹ These are:

Accessibility and Transparency

- Users faced no difficulty accessing information they need (74%).
- Provision of support and necessary facilities to vulnerable groups (69%).
- Delivery of rapid services supported by ICT (60%).
- Availability of free legal aid service or hiring/assigning of a defense lawyer in criminal cases for users who cannot afford to pay for the services (46%).
- Prompt assignment of interpreter and adequacy of the service (37%).

Ethical Behavior and Impartiality

- Users received services without any issue of sincerity, loyalty, and integrity (74%).
- Users treated with civility during exchange of copies of rulings, orders, decisions, etc. (73%).

Effectiveness, Efficiency and Predictability of Service Delivery

- Overall, courts perform effectively (71%).
- Case/other business handled in timely and efficient manner (63%).
- Quality of court rulings — thorough investigation of evidence and litigation (63%).
- Court decision proportional to evidence and litigation (56%).
- Court facilitated settlement of civil cases through mediation and reconciliation (52%).

Other Suggestions

Survey respondents also made specific suggestions to improve the operations of federal courts and make them more responsive. Some of the recommendations

¹ In future studies, those measures not meeting the threshold should be reviewed against internationally accepted performance standards to determine if the services are sufficient, in which case the issue is one of perception and not actual service. Enhanced public awareness and communications would be recommended to address perception issues.

forwarded by respondents that the courts should consider investigating further are summarized below:

1. Judges should explain matters in simple understandable language.
2. Judges should spend adequate time for investigation and before giving judgment.
3. Give justice in time – justice delayed is justice denied.
4. Increase the number of judges.
5. Time management of judges should be supervised – they are not punctual, nor are they always present when they are officially on duty.
6. Shorten appointments and avoid recurring appointments.
7. Restrict the number of cases which can be handled reasonably within a given day.
8. Fight corruption by setting clear procedures and improving the administrative system.
9. Management should settle once judges are assigned to handle a case – i.e., avoid switching/assigning several judges for a single case.
10. Judgment should be enforced within a short period of time – cut off unnecessary procedures.
11. Assign adequate number of translators for as many languages as possible.
12. The information center should give adequate and timely information. For this, capable or experienced personnel need to be assigned and modern ICT systems installed.
13. The sound system in the court rooms should be improved so that communications are clearly audible.
14. Enhance the use of SMS text messaging to notify users about changes in schedule.
15. Facilitate easy access to various rooms in the courts including for vulnerable persons, persons with disabilities and special needs.
16. Management must take a sample of cases and evaluate how judges are handling various types of cases. There must be supervision.

1. INTRODUCTION

1.1 BACKGROUND AND CONTEXT

Feteb is a USAID-funded project designed to assist the Government of Ethiopia in critical democratic reforms. *Feteb* also helps the media, civil society, and legal and academic institutions participate in ongoing legal reforms, and is building the capacity of Ethiopia's democratic and human rights institutions.

The FSCE is currently undertaking various judicial reform activities, including the revision of key framework legislations, i.e., proclamations on Federal Courts and Judicial Administration which were recently adopted by the parliament, preparation and adoption of the Judicial Code of Conduct, improving caseload management, conducting court structure and various studies important for identifying core problems or issues requiring reform, enhancing ICT related services, capacity building of judges and other court personnel, etc. Effective reforms can only be realized by understanding the current weaknesses of the judiciary and the effects of past reforms. One way doing so is through conducting customers' satisfaction surveys/assessments which, among other things, helps to identify issues, practices, and inefficiencies that make the court process for users unnecessarily complicated in order to constantly improve the service delivery and increase users' confidence in the administration of justice.

With this Judicial Customer Satisfaction Survey, *Feteb* seeks to support the FSCE's effort to improve efficiency, effectiveness, and provision of quality service.

1.2 AIMS AND SCOPE OF THE STUDY

The survey's aim is to gather court user perceptions about the judiciary's efficiency, transparency, access to justice, ethics, and progress made in implementing reforms. The overall goal is to provide the FSCE and other courts with information to continue their reforms and further improve court services.

Per the scope, the study seeks to reach court users who are involved in active court cases and were seeking court services as of the survey day. The courts covered in this study were the Federal Supreme Court, the Federal High Courts,

and the Federal First Instance Courts. The findings of the study or any inferences thereof should be, therefore, read or understood within this scope.

1.3 ORGANIZATION OF THE REPORT

This survey report is organized in five sections including this introduction, which sets out the background and context, aims and scope of the study. Section 2 deals with the research design, the target population and the study areas, the sample design, the survey tools and measurement variables employed, and data collection and analysis. This is followed by Section 3, which outlines the respondents' profile and their demographics. The results of the study are presented in detail in Section 4, which documents court users' experiences and perceptions about accessibility, transparency, ethical behavior and impartiality, effectiveness, efficiency and predictability of service delivery, and the courts' performance over the last three years. Section 5 provides conclusions and recommendations for future improvements.

2. RESEARCH METHODOLOGY

2.1 RESEARCH DESIGN

This study follows a descriptive cross-sectional research design to derive empirical observations about the experiences and perceptions of court users, and seeks to describe their encounters at a single point in time.

A quantitative research approach is employed in order to assess court users' experiences and perceptions about the judiciary's efficiency, transparency, access to justice, ethics, and progress made in implementing reforms that have been unfolding during the last three years. Quantitative research is indeed appropriate to generate substantial amount of data to answer the “what” questions revolving around these issues. Consistent with the research design and approach, a survey method was used to collect the data from a sample of the target population.

2.2 THE TARGET POPULATION AND STUDY AREA

The target population for this study are court users who had active cases before federal courts and were seeking court services at the time of interview. Court users are defined as persons who have business before courts — litigants (plaintiffs and defendants), appellants, respondents, interveners, cassation bench petitioners, cassation bench respondents, judgment debtors, judgment creditors, witnesses, attorneys, prosecutors, police officers, citizens seeking information or documents, legal aid service providers, civil society organizations (CSOs) advocating for/representing various groups, and defense lawyers.²

The study was undertaken in seventeen federal court district benches including the Federal Supreme Court, of which 15 are located in Addis Ababa and two in Dire Dawa. In early June 2019 (at a time when the sample size was estimated), these courts had a total of 39,673 pending cases as summarized in Table 1. Annex I presents a complete list of the study areas.

² While this sets out inclusion criteria, this study also has clear exclusion criteria. In this regard, the term court users does not include member of the general public with no business before the courts, nor does it include those who are part of the court system (i.e., judges and court staff).

Table 1: Number of courts and active cases

Court level	Location	Number of Courts/Benches	Caseload	Percent
1. Federal Supreme Court	Addis Ababa	1	351	1%
2. Federal High Court	Addis Ababa	4	11,369	29%
	Dire Dawa	1	797	2%
3. Federal 1 st Instance Court	Addis Ababa	10	25,022	63%
	Dire Dawa	1	2,134	5%
Total		17	39,673	100%

As can be noted from Table 1, Federal First Instance Courts in Addis Ababa have a greater number of pending cases, accounting for 63% of the total, followed by Federal High Courts in Addis Ababa (29%). Any variance in the satisfaction of court users associated with the relative volume of active cases in the courts was examined as part of the analysis of the data.

2.3 SAMPLE DESIGN

2.3.1 The Sample Size

The sample size for this study was estimated based on standard statistical parameters with 95% confidence interval, and a margin of error +/-10%. Other relevant criteria, such as an estimate of a key indicator to be measured in the study and the potential effect of non-response rate, were also taken into account to arrive at an optimal sample size.

Moreover, since this study has a finite population, as given by the total number of pending cases exhibited in Table 1, the sample size was further adjusted using a second standard formula. Taken together, these statistical considerations yielded a final sample size of 1,139, which is sufficient to ensure the precision of the survey estimates. In other words, given this sample size, the survey is more

likely to yield estimates that are closer to the true value of the study population³. The complete discussion on sample size estimation is provided in Annex II.

2.3.2 Allocation of the sample

In order to ensure representativeness⁴ of the survey results, the sample was distributed across 17 court locations using probability proportional to population size (PPS) – i.e., population size as measured by the number of outstanding cases each of the courts had at time of the survey. With a PPS allocation, courts that have a higher caseload will have a larger share of the sample. Similarly, courts with lower caseloads will have a smaller share of the sample. Annex II presents the PPS allocation or distribution of the sample across the 17 courts.

2.3.3 Sampling Frame and Sample Selection

A sampling frame is a complete list of a population from which a sample is randomly selected. In the context of this study, it refers to an up-to-date and comprehensive list which contains the names of litigants or their attorney, addresses, types of cases, etc., disaggregated by location and court name. Accessing this information was not possible due to confidentiality and protection of private information. In its absence, an inventory of caseload is used as a sampling frame.

Moreover, we had to resort to a systematic sampling technique in which court users are intercepted for interview at certain interval as they exit from court rooms⁵. With this technique, the n^{th} person or specifically every third person exiting from a court room was interviewed.

³ In the context of this study, a true value of the population is a proportion/percentage of persons who would report to have been satisfied or dissatisfied if all the 39,673 court users were interviewed instead of a sample.

⁴ A representative sample is one which reflects the characteristic of the population of a study. A size variation in the population should be exactly mirrored in the sample if the latter is to be representative.

⁵ If the complete list of the target population had been accessible, respondents of this survey would have been selected using a simple random sampling (SRS).

2.3.4 Response Rate

As per the sample design, 1,139 respondents were contacted for exit interviews to share their experiences and perceptions about the accessibility, transparency, impartiality, efficiency and predictability of services in 17 court sites located in Addis Ababa and Dire Dawa. All respondents voluntarily answered the survey questions. This study, therefore, achieved a 100% response rate. Table 2 presents the allocated sample size and the corresponding responses achieved for each court.

Table 2: Response Achieved vs. Allocated Sample

Court Name	Allocated Sample	Responses Achieved (100%)	Remark
01.Federal Supreme Court	10	10	Addis Ababa
02.Akaki Kality District Bench	35	35	Federal High Court, AA*
03.Bole District Bench	54	54	Federal High Court, AA
04.Lideta Civil District Bench	163	163	Federal High Court, AA
05.Lideta District Bench	74	74	Federal High Court, AA
06.Dire Dawa District Bench	23	23	Federal High Court, DD
07.Addis Ketema District Bench	21	21	Federal 1 st instance court, AA
08.Akaki Kality District Bench	4	4	Federal 1 st instance court, AA
09. Arada District Bench	158	158	Federal 1 st instance court, AA
10. Bole District Bench	106	106	Federal 1 st instance court, AA
11. Kirkos District Bench	71	71	Federal 1 st instance court, AA
12.Kolfe -Keranio District Bench	69	69	Federal 1 st instance court, AA
13. Lideta District Bench	107	107	Federal 1 st instance court, AA

Court Name	Allocated Sample	Responses Achieved (100%)	Remark
14. Nefas Silk Lafto	73	73	Federal 1 st instance court, AA
15. Menagesha (Gulele) District Bench	38	38	Federal 1 st instance court, AA
16. Yeka District Bench	72	72	Federal 1 st instance court, AA
17. Dire Dawa District Bench	61	61	Federal 1 st instance court, DD*
Total	1,139	1,139	All courts, AA and DD

Note: * AA = Addis Ababa; DD = Dire Dawa

2.4 THE SURVEY TOOL AND MEASUREMENT VARIABLES

This research employs structured (close-ended) questionnaire as a survey tool. The questionnaire contains items related to demographic (respondents' profile) and substantive issues. The English and Amharic versions of the questionnaire are presented in Annex III.

A five-point Likert Scale was used to measure users' perception on the substantive issues. The scale requires respondents to indicate how much they agree or disagree with a particular statement, and contains five response options that range from strongly disagree to strongly agree. A sixth option (N/A or Not Applicable) is, however, added to allow respondents to select it if a particular question is not relevant to their cases.

The survey tool is designed based on three broad indicators and uses a host of variables, outlined below, to measure the satisfaction of court users.

2.4.1 Accessibility and Transparency

Accessibility is measured in terms of the: (1) ease of physically getting to both the court's compound and the courtroom, and the ease and convenience of locating where users' need to go; (2) relative difficulty of accessing information needed from court units or their personnel; (3) adequacy of information provided

by courts in relation to the case at hand; (4) promptness of service delivery that is supported by ICT such as video conference, e-filing, SMS, etc.; (5) support and facilities provided by courts to vulnerable groups or person with special needs such as persons with disabilities (PWDs), pregnant women, etc.; (6) availability of free legal aid service/hiring of a defense lawyer in criminal cases for users who cannot afford to pay for the services; and (7) assignment of an interpreter and adequacy of the interpreting service.

This study measures **transparency** by asking respondents to share their experiences in relation to whether or not users received an open (public) hearing in court.

2.4.2 Ethical Behavior and Impartiality

The study draws on multiple variables to measure **ethical behavior** of court personnel, judges, and the registrar in terms of their respectfulness and courteousness towards users in the course of (1) submission of application, statement of claim/defense, or appeal to a given bench, (2) receipt of a copy of rulings, orders, decisions, etc., (3) bench hearings (specifically if judges listen to users' cases), (4) communication of orders and next steps, and (5) whether users received court services with or without sincerity, loyalty and integrity.

By contrast, the measure for **impartiality** focused on a single aspect, i.e., equal treatment, specifically seeking data on whether a user's ethnicity, gender, religious affiliation, economic status or age mattered or made no difference at all in the way courts treated his/her case. Nonetheless, if users disagree with the presence of equal treatment, two follow-up variables asked them to (1) identify the basis of discrimination, and (2) indicate specific behaviors that they observed from judges or court personnel in that regard.

2.4.3 Effectiveness, Efficiency and Predictability of Service Delivery

Effectiveness was measured in terms of the quality of the courts' decisions, particularly whether the latter thoroughly investigated the written evidence and oral litigation of parties before the ruling/decision or judgment. In the event that users noted ineffectiveness, a follow-up variable required them to indicate whether judges or court leadership or non-judicial staff or others were the causes. On the other hand, timely handling of cases/other businesses that users had in

courts and the extent to which users were able to get services without repeated rescheduling or adjournment were used as measures of **efficiency**.

Apart from the aforementioned standard measures of court users' satisfaction, this research also particularly sought to capture perceptions about **court performance** over the last three years starting from the day of the interview. For this purpose, three variables were framed to measure if courts now (1) provide better services, (2) process cases more efficiently and/or (3) are less corrupt when compared to the previous three years.

2.5 DATA COLLECTION, MANAGEMENT AND ANALYSIS

2.5.1 Pre-test of the Survey Tool

Prior to the fieldwork, the questionnaire was pre-tested in a sample of courts and court users in Addis Ababa. This was conducted following the end of the in-house training of fieldworkers. The training and pre-testing were conducted over three days from October 18-22, 2021 in Addis Ababa. The pre-test data was analyzed and used to fine tune the questionnaire.

2.5.2 Data Collection and Ethical Considerations

Face-to-Face Interviews were used to collect data from court users who visited one of the 17 federal courts located in Addis Ababa and Dire Dawa. Respondents were contacted as they exited the court, with every third person exiting the court intercepted for interview. The data was collected over a two-week period from October 25 to November 8, 2021. A total of 16 male and female interviewers and two supervisors were deployed during the data collection.

This survey benefited from EDC – i.e., the use of tablets in the field and a server at the center for transfer and storage of data. CSPro version 7.0 (US Census Bureau, Washington DC, USA) was used to develop a data entry template, to script/program the Amharic and English versions of the questionnaire, and to collect the data in a computer assisted personal interview (CAPI) environment. With the EDC, data collection, entry and validation were conducted concurrently and in real time.

This survey also followed standard ethical considerations related to social and legal research involving human beings as subjects or research participants. In this regard, prior to the interview, a consent form was orally readout to respondents regarding the objectives and importance of the study, confidentiality of the data and anonymity of their names. Only respondents who gave their consent were included in this survey.

2.5.3 Data Management and Analysis

In managing the data, GDPR (General Data Protection Regulations) pertaining to survey research data were complied with. Accordingly, datasets were anonymized before being shared with *Feteh* and the end user, the FSCE.

The data is analyzed using SPSS 26.0 (IBM Inc., New York, USA). Descriptive statistics used to analyze the data and overall satisfaction of court users were determined based on CSAT (customer satisfaction scores).

In analyzing the data, the nature of the substantive questions, which were structured around a Likert scale, were taken into account. Each substantive question had five corresponding response options: *strongly disagree, agree, neutral, agree, and strongly agree*. *Not applicable (N/A)* was also included. It is important to note that disagreement indicates dissatisfaction, while agreement refers to satisfaction with a particular service or phenomenon that users experienced in the court.

The satisfaction level of court users is determined based on a standard set out by the European Society of Opinion and Market Research (ESOMAR) for analysis of data measured on a Likert scale, widely known as CSAT (customer satisfaction score)⁶. The standard involves certain steps. First, the number of responses in which “Not Applicable” is selected is deducted from the total number of responses for each question (this can be designated as “Y”). A respondent’s view is considered relevant to the measurement of satisfaction if only and if only the question was applicable to them. Second, for each substantive question, the number of “Agree” and “Strongly Agree” are added to provide the number of respondents who had indicated their satisfaction (this can be designated as “X”). Third, the total number of satisfaction responses (X) is divided by the total number of applicable responses (Y) to arrive at the level of satisfaction for each

⁶ CSAT is a key performance indicator that tracks how satisfied customers or users of a particular services offered by an entity.

substantive question, as expressed in percentages. Finally, a benchmark is set to answer the lingering question, which goes, "at what point is a user considered satisfied?". By global standards, a satisfaction level of 75% or more is deemed to be a reasonable standard of performance⁷. This means, if (X/Y) times hundred yields greater than or equal to 75%, court users are deemed to be satisfied with a particular service delivered at federal courts surveyed in this research.

In order to put the results in context, findings related to substantive issues were further analyzed using the socio-demographic characteristics of users. The purpose of this further analysis was to examine if variation in education, gender, or age among users made any difference in users' satisfaction. To determine this, a chi-square test of independence was made in relation to variables that measure the overall effectiveness of court performance. We found that satisfaction varies significantly across gender and level education. In this regard, females are more likely to be satisfied than male users (72.6% vs. 69.2%), and users with primary education are more likely to be satisfied (80.4%) than those with secondary (76.3%), post-secondary (67.2%), or no formal education (58.8%).

The subsequent sections of this report present respondents' profiles and demographics, the findings of the study, overall satisfaction of users, and finally recommendations or areas for further improvement.

⁷ According to global practice related to measuring satisfaction levels of users or customers, CSAT scores are often times expressed as percentage scale, 100% being total customer/user satisfaction, 0% total users/customer dissatisfaction. 75% a reasonable performance threshold to declare overall satisfaction of users/customers. The latter is used as a benchmark in this study.

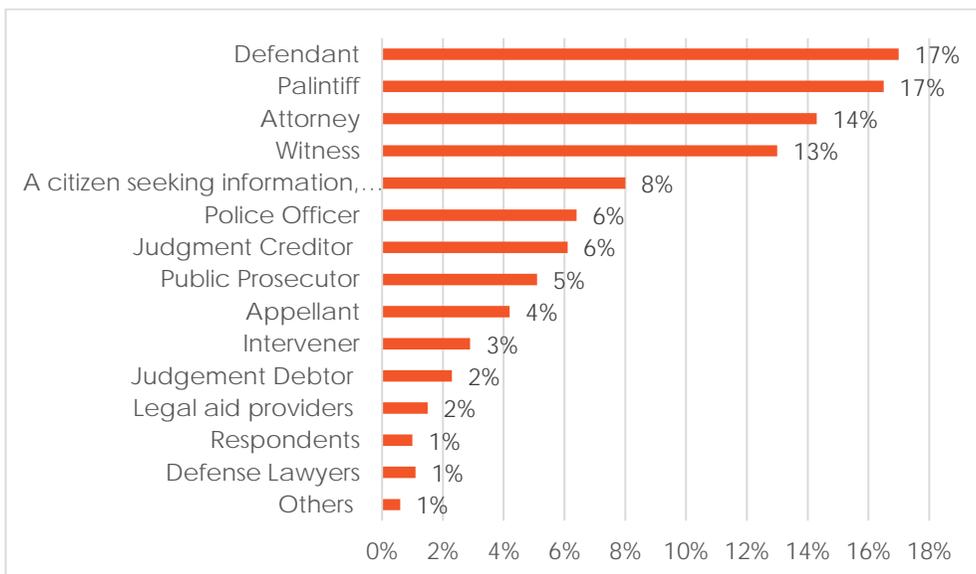
3. RESPONDENTS' PROFILE

This section outlines the profile of court users who participated in the survey. An understanding of their profile is important to put the research findings in context.

3.1 TYPE OF ROLE

Respondents were first asked why they were visiting the court, what their roles were, and how they were involved in the business they had with the court as of the day of interview. The survey drew quite a diverse sample. Figure 1 shows how the sample is spread across different roles. Litigants (plaintiff and defendants) collectively made up a third of the sample (17% each), followed by attorneys (14%), witnesses (13%), and public prosecutors (5%).

Figure 1: Role of the court users

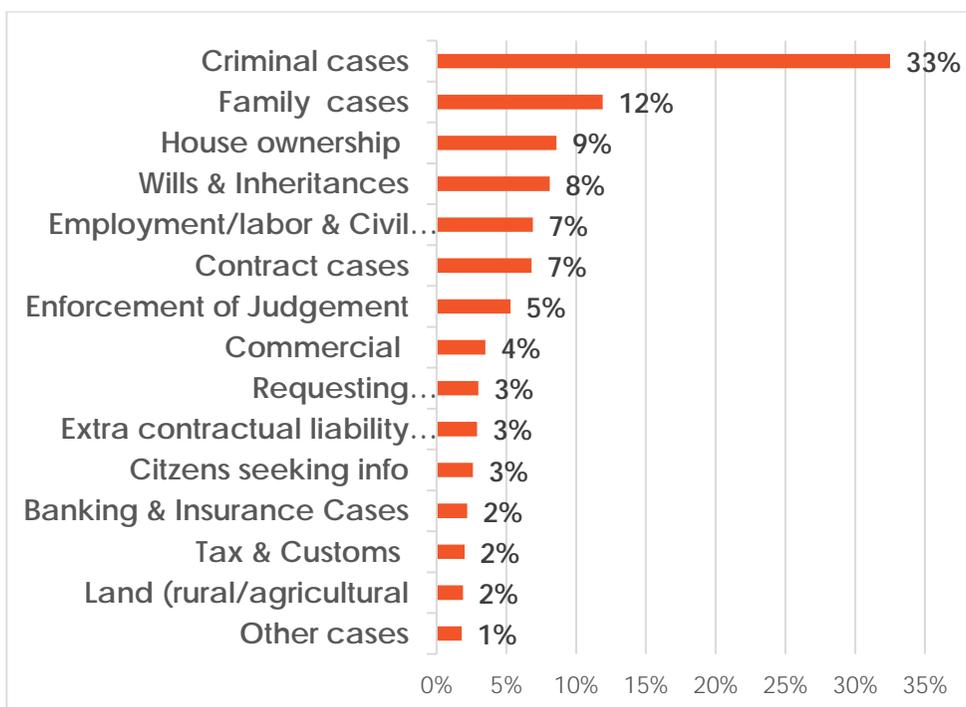


Respondents were asked: What was your role or how were you involved in the matter or business that you had with the court today? (% who identified their roles, out of N=1,139)

3.2 TYPE OF CASES

Respondents were then asked about the kind of matter or case that brought them to the court. Figure 2 shows that the types of cases were as diverse as their roles: criminal cases (33%) and civil cases⁸ (33%) each constituted a third of the matters/cases, followed by family cases (12%), employment/labor and civil servant cases (7%), commercial cases (4%), and enforcement of judgment matters, including requesting copies of judgments (8%).

Figure 2: Type of cases



*Respondents were asked: what type of cases or matter brought you to the court today?
(% who identified types of cases, out of N=1,160 ⁹)*

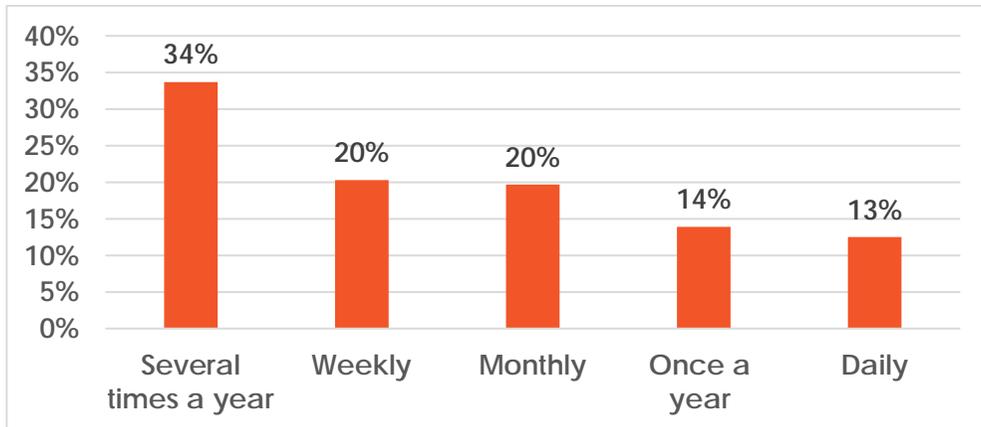
⁸ A variety of cases together: house ownership, will and inheritance, contract cases, extra contractual liability, banking and insurance, taxes and customs, and land (rural/agricultural)

⁹ The response count here is larger than the sample size N=1,139 because multiple type of cases were allowed if a respondent is an attorney.

3.3 FREQUENCY OF VISIT

Asked how often users were in the courthouse or one of its facilities, slightly more than a third of respondents (34%) visited several times a year, whereas 14% visited once a year. Similar proportions of users were also regular visitors (including 20% and 13% who visited weekly and daily, respectively) (Figure 3).

Figure 3: Frequency of attendance at court

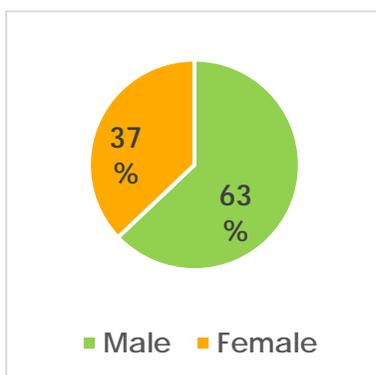


Respondents were asked: How often are you in the courthouse or one of the court's facilities? (% who reported frequency of their visits, out of N=1,139)

3.4 AGE AND GENDER OF RESPONDENTS

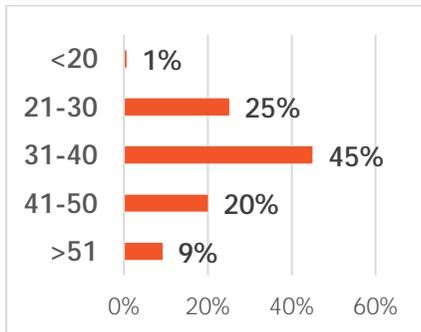
63% of the respondents were male while 37% were female (Figure 4). Age-wise, the majority of the respondents were under 40, including the young who made up one in four (25%) (Figure 5).

Figure 4: Gender of respondents



N = 1,139

Figure 5: Age group of respondents

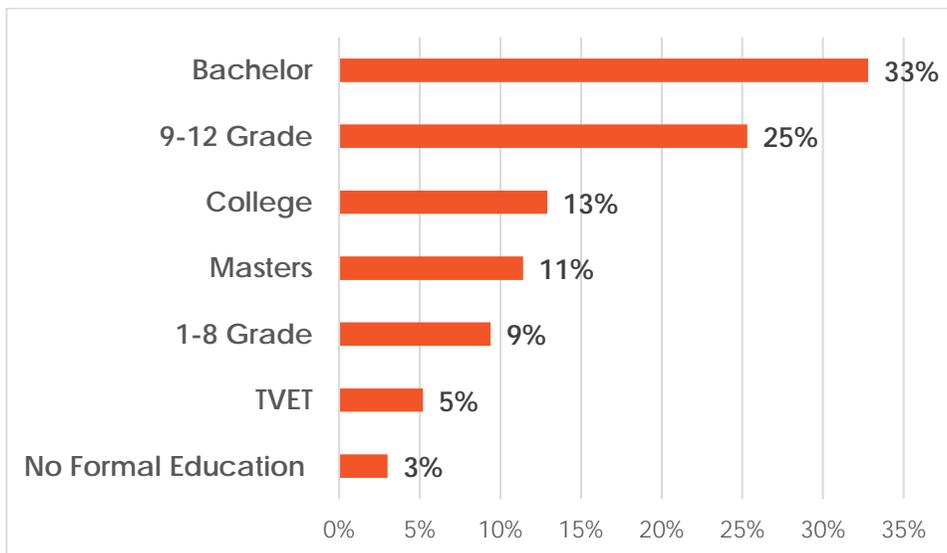


N = 1,139

3.5 LEVEL OF EDUCATION

As Figure 6 suggests, an overwhelming majority (97%) of court users contacted for interview on the survey day had a formal education. About one in six had post-secondary level education (first degree or bachelor 33%, masters 11%, and college 13%).

Figure 6: Respondents' level of education

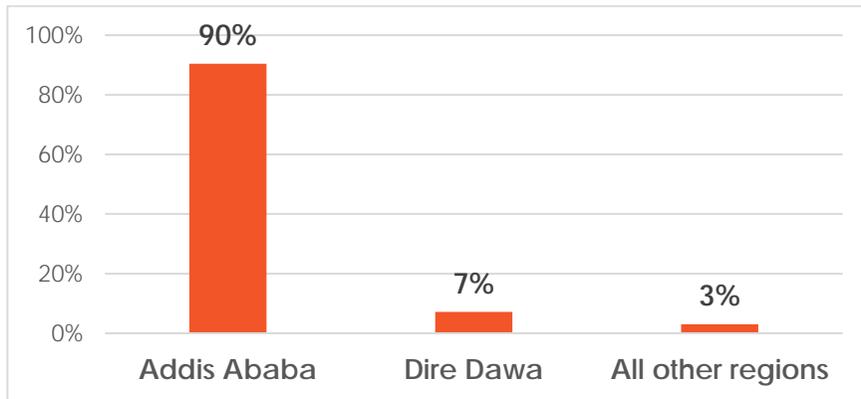


N = 1,139

3.6 AREA OF RESIDENCE

Nine in ten (90%) of respondents lived in Addis Ababa, 7% in Dire Dawa, and an insignificant minority (3%) of users were from other regions (Figure 7).

Figure 7: Respondents' area of residence



N = 1,139

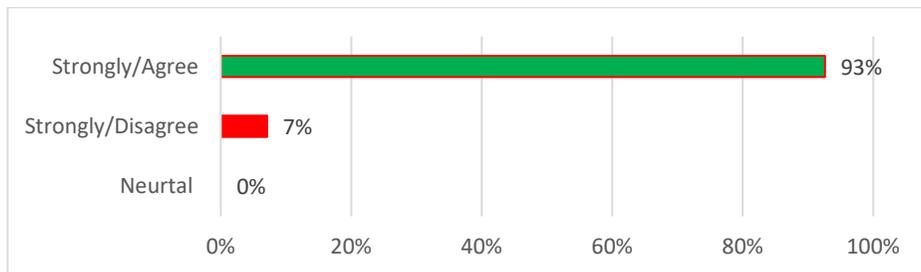
4. FINDINGS

This section outlines the findings of the research in terms of the satisfaction of court users with various aspects of services the courts offer.

4.1 ACCESSIBILITY AND TRANSPARENCY

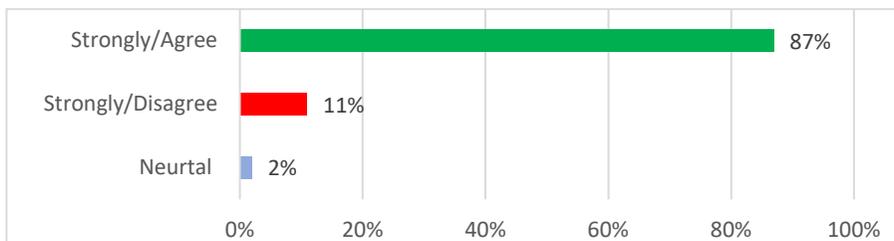
Survey respondents were asked about their experience in getting to court compounds and court rooms. An overwhelming majority of them agreed or strongly agreed that getting to the court compound and the court room was easy (93% and 87% respectively) (Figure 8).

Figure 8: Physical accessibility to compound of court



Respondents were asked: To what extent do you agree or disagree with statements: **Getting to the court compound is easy**
(N = 1,139)

Figure 9: Physical accessibility to court room

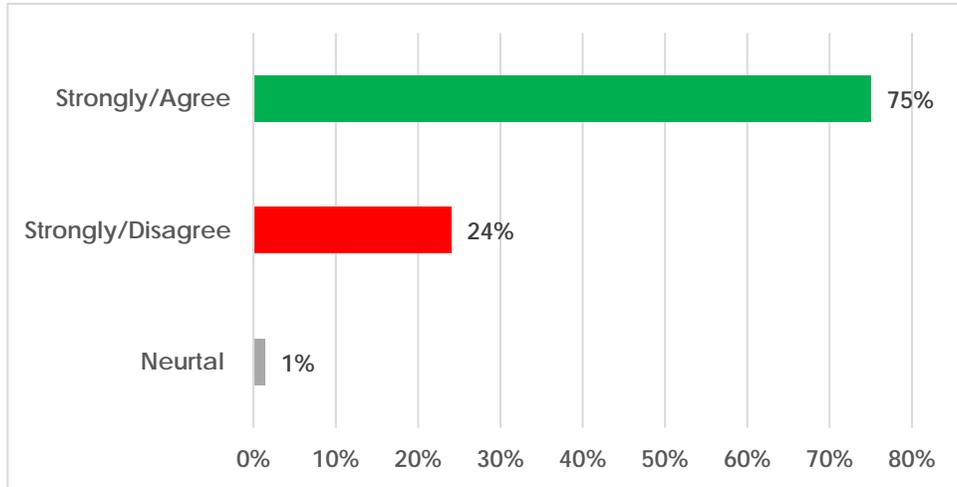


Respondents were asked: To what extent do you agree or disagree with statements **Getting to the court room was easy?**
(N = 1,100)

Finding their way around the courthouse or to where they needed to go in the courthouse was another variable of interest for the survey. This was also

considered easy and convenient by most respondents, as 75% agreed or strongly agreed with the statement (Figure 10).

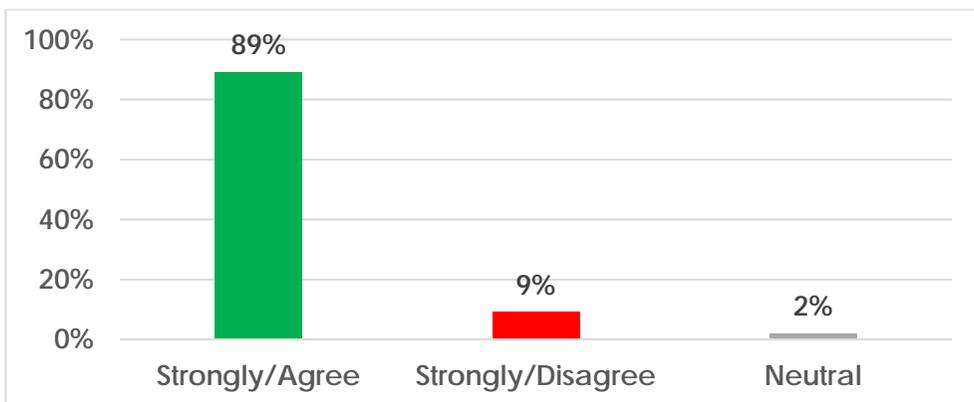
Figure 10: Easiness of locating service point in the courthouse



Respondents were asked: To what extent do you agree or disagree with the statement: “Finding where I need to go in the courthouse was easy and convenient”?
(N = 1,132)

Sense of safety in a court environment, in general, and in the courtroom in particular, is important for users. In this regard, the courts surveyed have generally succeeded in providing users with an environment where they feel safe. Close to nine in ten (89%) felt safe in the courthouse (Figure 11).

Figure 11: Safety of courthouses

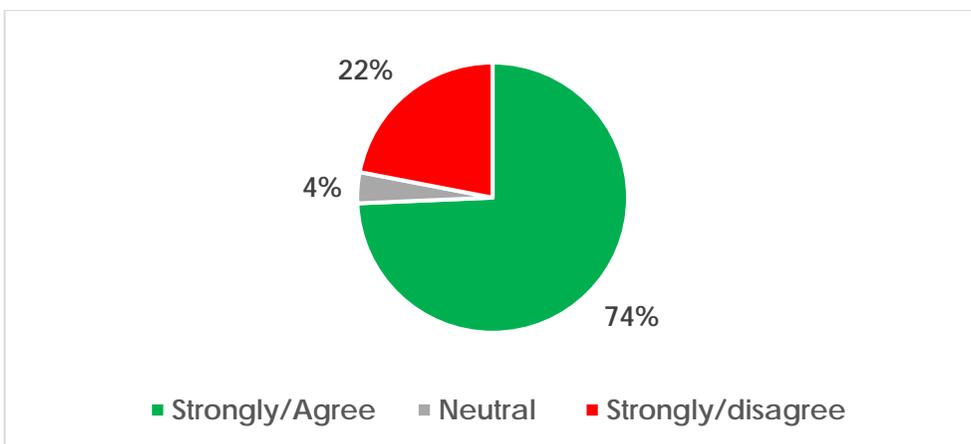


Respondents were asked: To what extent do you agree or disagree with the statement: “I felt safe in the courthouse”?
(N=1,139)

Access to information about one’s case is a basic right that every citizen should enjoy. The survey particularly sought to find out whether citizens who use court services can obtain adequate information about their cases in a manner that is convenient, useful, and expeditious.

The survey findings indicated that flow of information between users and their counterparts (court personnel or units) was generally smooth. A clear majority of users (74%) reported no difficulty in getting the information they needed from either the courts or court personnel (Figure 12). However, a significant minority (22%) of users had difficulty obtaining the information they were seeking.

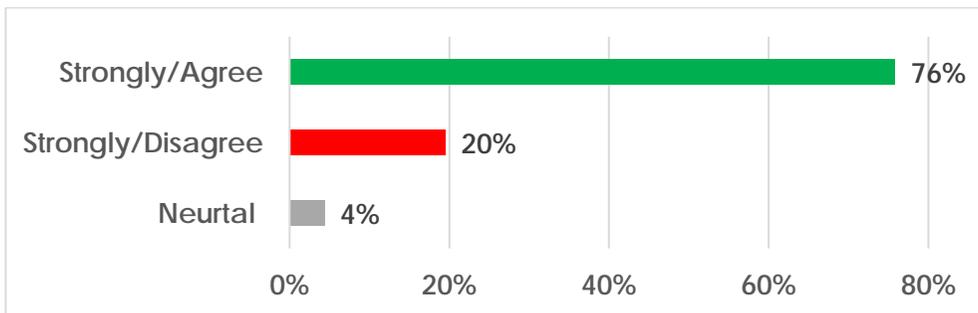
Figure 12: Difficulty of accessing information needed



Respondents were asked: To what extent do you agree or disagree with the statement: “I had no difficulty getting the information I needed from the respective court unit or court personnel”?
(N = 1,127)

Adequacy of the information courts provide to users is another important measure of accessibility. Courts scored better on this count, as a clear majority (76%) of users reported to have received information that is sufficient for the cases they had with the courts (Figure 13).

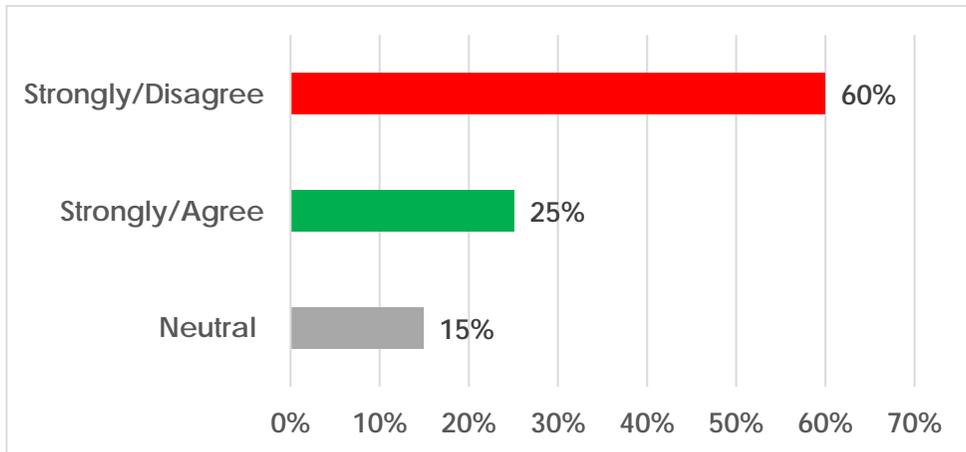
Figure 13: Adequacy of information provided by court information centers



Respondents were asked: To what extent do you agree or disagree with the statement: “the information center gave me enough information in relation to the case I have with the court?”
(N = 1,127)

Despite the overall adequacy of information provided to respondents, the performance of courts with respect to delivery of rapid services supported by ICT was rated considerably low given that large majorities (60%) did not receive expeditious service backed by ICT, such as video conferences, e-filing, or SMS alerts (Figure 14).

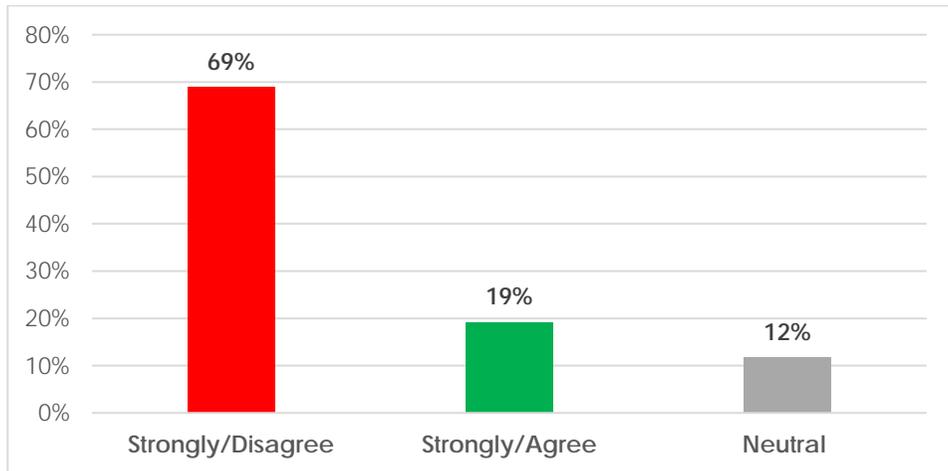
Figure 14: Delivery of rapid service supported by ICT



Respondents were asked: *To what extent do you agree or disagree with the statement: “I received an expeditious service supported by Information Communication Technology (ICT), e.g., video conference, e-filing, SMS, etc.?”*
(N = 1,041)

The data also exhibited a similar low rating on another dimension of accessibility, i.e., supporting vulnerable groups or persons with special needs (PWSN). More than two in three (69%) of users disagreed or strongly disagreed that courts provided support and facilities to persons with disabilities (PWDs), pregnant women and mothers carrying babies (Figure 15).

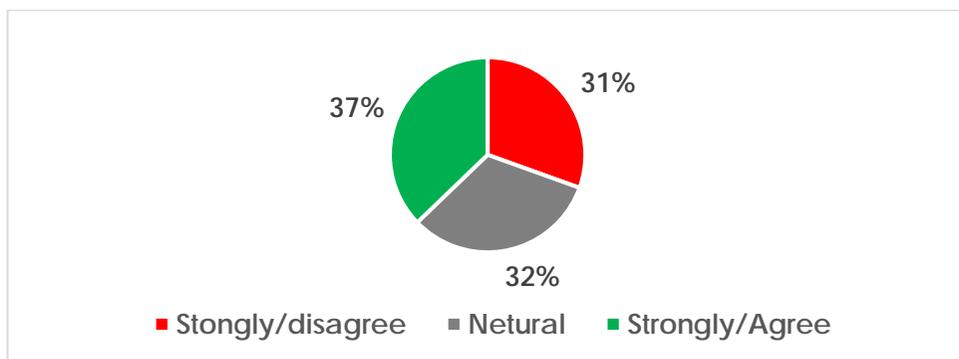
Figure 15: Provision of support and facilities to vulnerable groups or PWSNs



Respondents were asked: To what extent do you agree or disagree with the statement: “the court provided support and necessary facilities to vulnerable groups or persons with special needs (e.g., persons with disabilities, pregnant women, women carrying babies, etc.)?”
(N = 1,120)

The extent of efforts that courts make to remove language barriers to service is an important measure of performance. Of particular interest in this survey was how courts accommodate participants in their proceedings — especially those who have language difficulties. The results are mixed, as the satisfaction levels are almost evenly divided among court users (Figure 16). However, among those who needed an interpreter (N=492), only 37% reported they received one and found the service adequate.

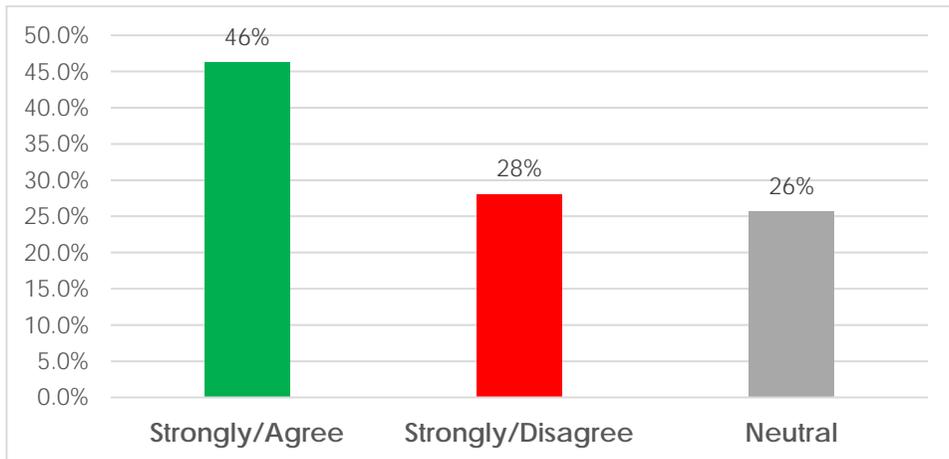
Figure 16: Assignment of interpreter



Respondents were asked: *To what extent do you agree or disagree with the statement: “the court assigned me an interpreter promptly when needed and I received adequate service in this respect”?*
(N = 492)

In criminal cases, many defendants are legally indigent or cannot afford to pay for an attorney. As part of the right of access to justice, the Ethiopian constitution requires that free legal services be provided to those persons. How courts accommodate the legally indigent in their proceedings was, thus, one of the variables of interest in this survey. The findings indicate that less than half (46%) of those in need benefited from free legal aid or a defense lawyer assigned by the courts (Figure 17).

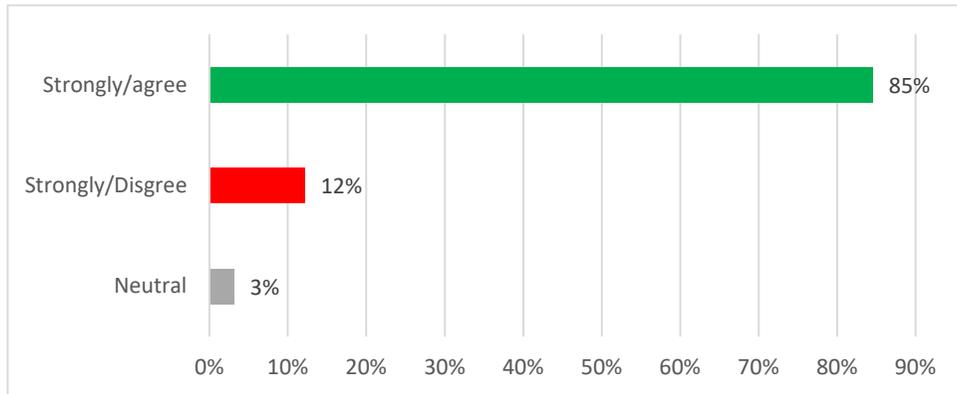
Figure 17: Support in availing legal aid service/defense lawyer in criminal cases



Respondents were asked: *To what extent do you agree or disagree with the statement: “I was not able to hire a lawyer in a criminal cases and court made available/facilitated for me a legal aid service/defense lawyer”?*
(N = 538)

The present survey also sought to find out whether court proceedings took place before a judge and the public. Respondents were particularly asked if they received an open or public hearing in court. A great majority (85%) agreed or strongly agreed with the statement (Figure 18).

Figure 18: Openness of court proceedings to the public



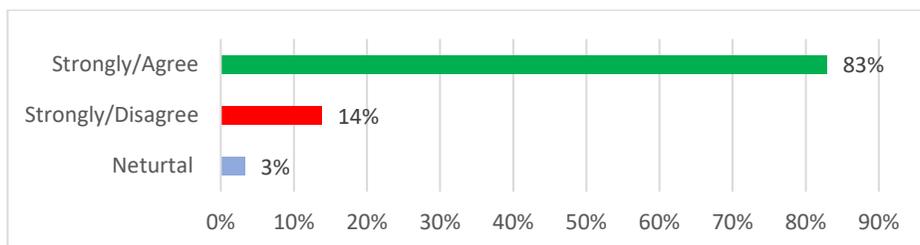
Respondents were asked: To what extent do you agree or disagree with the statement: “I received an open hearing in court”?
(N = 1,081)

4.2 ETHICAL BEHAVIOR AND IMPARTIALITY

This section explores client service provided by court personnel, registrars and judicial officers, with particular emphasis on their ethical behavior and impartiality.

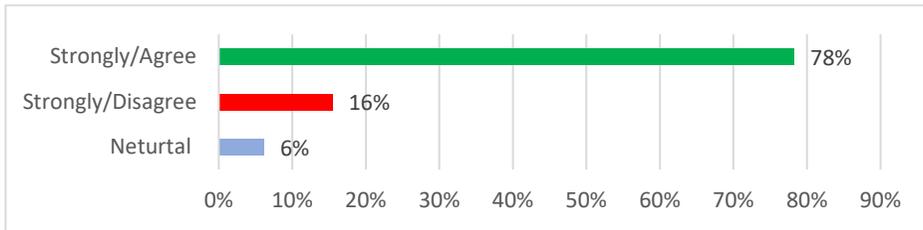
The findings generally confirm that this aspect of client service is a strength of the courts. A great majority of users agreed or strongly agreed that the court personnel and registrar treated them respectfully and courteously (83% and 78% respectively, Figures 19 and 20). 73% of the respondents equally agreed or strongly agreed that they were treated with civility in the course of exchanging rulings, orders, decisions, etc. (Figure 21).

Figure 19: Respectfulness and courteousness of court personnel



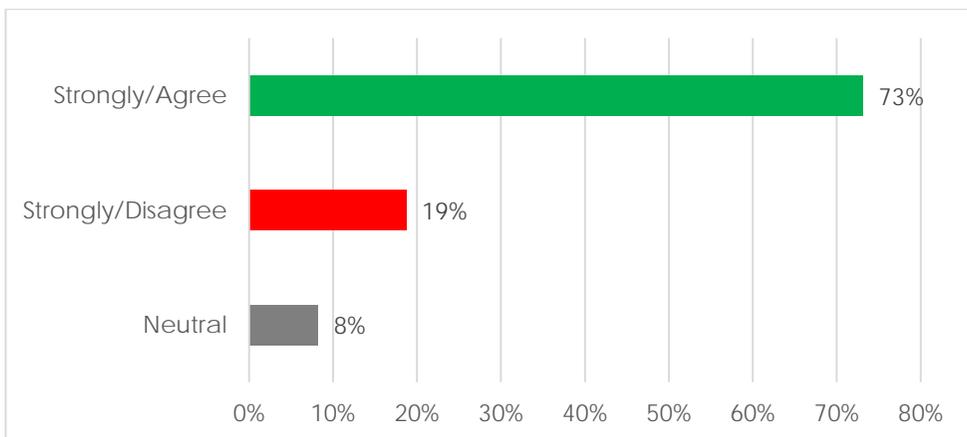
Respondents were asked: To what extent do you agree or disagree with the statements: 1. “the court personnel treated me respectfully and courteously” (N = 1,139)

Figure 20: Respectfulness and courteousness of registrar



Respondents were asked: *To what extent do you agree or disagree with the statements. “the registrar treated me respectfully and courteously in my encounter with them to submit an application, statement of defense, appeal etc. to the bench”?*
(N = 1,047)

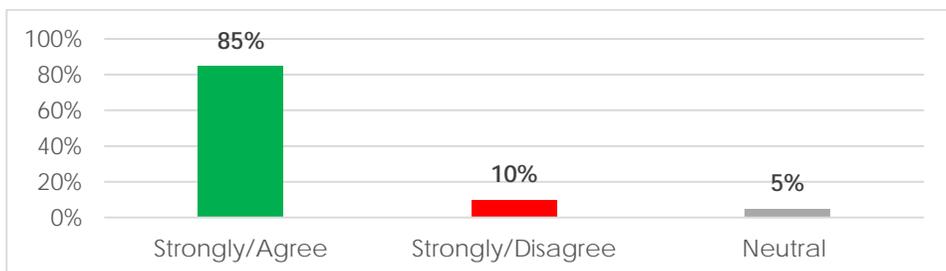
Figure 21: Politeness in communication of court proceedings



Respondents were asked: *To what extent do you agree or disagree with the statement: “I was treated with civility in receiving a copy of rulings, orders, decisions, etc.”?* (N = 1,041)

Moreover, courts performed well with respect to quality of bench hearings, as a significant majority (85%) of users agreed or strongly agreed that judges listened to them and were courteous, respectful and fair (Figure 22).

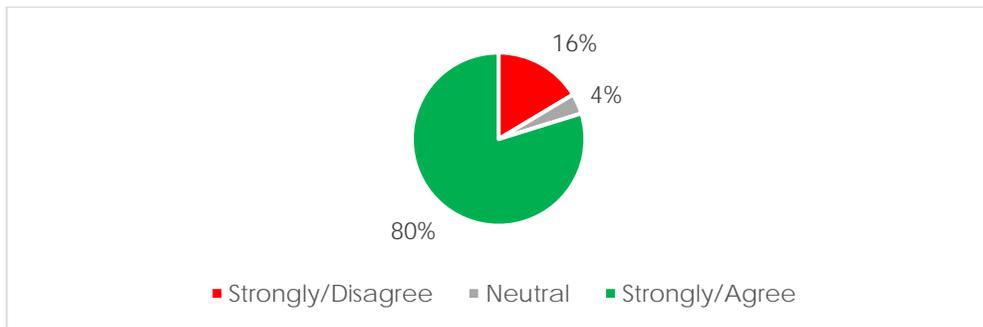
Figure 22: Courteousness, respectfulness and fairness of bench hearing



Respondents were asked: *To what extent do you agree or disagree with the statement: “the judge/bench hearing my case listened to me and was courteous, respectful, and fair”?*
(N = 1,082)

Clarity is one of the standard measures of court performance. Users were very satisfied with this aspect of client service, too. As Figure 23 indicates, eight in ten (80%) agreed or strongly agreed that judges/benches communicated orders and next steps clearly.

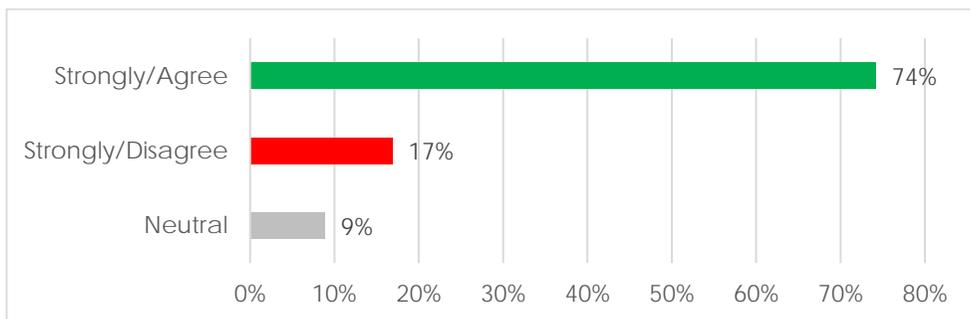
Figure 23: Clarity of communication of orders and next steps



Respondents were asked: *To what extent do you agree or disagree with the statement: “the judge/bench clearly communicated orders and what I need to do next about my case”?*
(N = 1,059)

Courts were also rated high for delivering clean/ethical services given that a clear majority (74%) of court users reported to have received court services without any issue of sincerity, loyalty, and integrity (Figure 24).

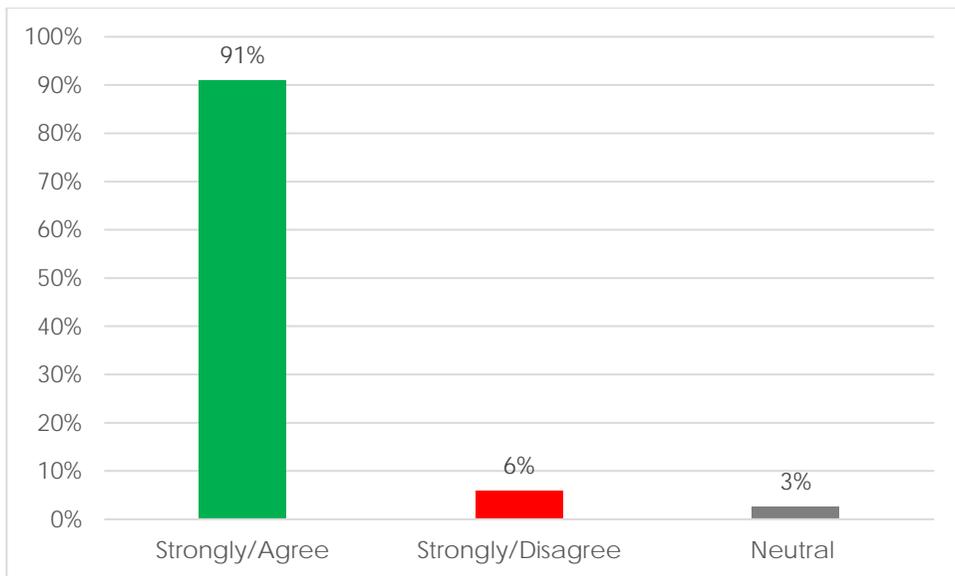
Figure 24: Delivery of clean/ethical court services



Respondents were asked: *To what extent do you agree or disagree with the statement: “I received the services of the court without any issue of sincerity, loyalty and integrity”?*
(N = 1,134)

An important measure of court performance requires that litigants or citizens receive services without any variation due to legally irrelevant characteristics such as ethnicity, religion, gender, economic status or age. The satisfaction of users with respect to this aspect was exceptionally high. An overwhelming majority (91%) reported that they were treated equally or in the same as everyone else (Figure 25).

Figure 25: If service delivery varies with users' socio-demographic characteristics



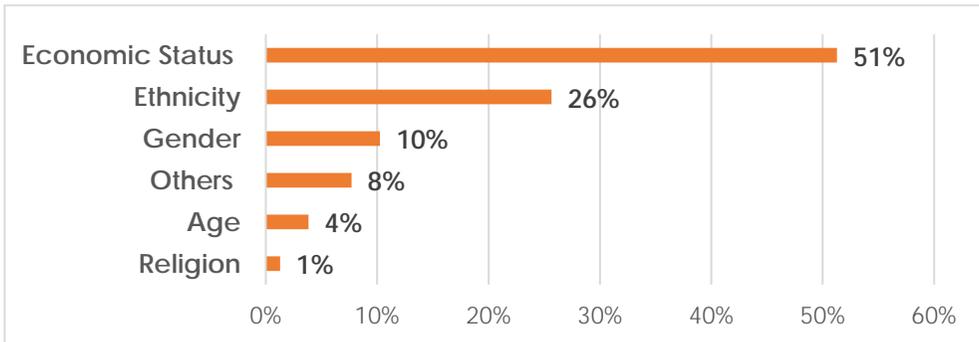
Respondents were asked: To what extent do you agree or disagree with the statement: "I was equally treated."

My ethnicity, gender, religion, economic status or age made no difference in how I was treated by the court?"

(N = 1,130)

A few (6%, N=78) reported to have faced some form of discrimination mainly due to their economic status (51%) and ethnicity (26%) (Figure 26). However, a closer look into the findings suggests that the reasons that led them to believe or make the claims were not relevant mainly because their responses to a follow-up question did not match with those they identified as the basis of discrimination.

Figure 26: Basis of discrimination



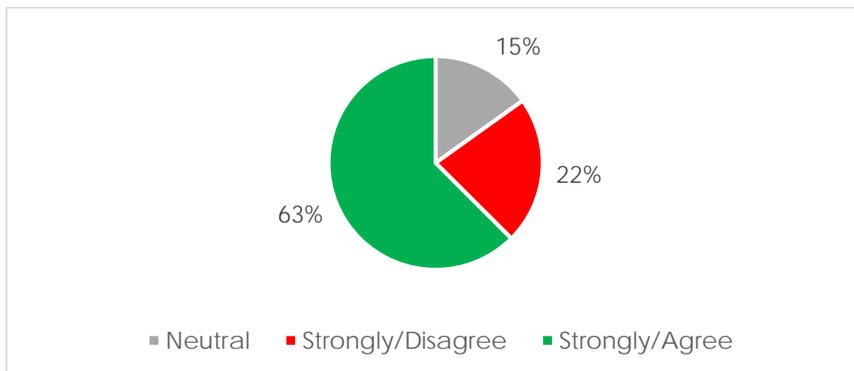
Respondents who reported discrimination were asked: Based on what do you think you were treated unequally?
(N = 78)

4.3 EFFECTIVENESS, EFFICIENCY AND PREDICTABILITY OF SERVICE DELIVERY

This section explores experiences and perceptions of court users with respect to effectiveness, efficiency, and fairness. Taken together, the satisfaction of users on these aspects of client service were generally lower when compared to those presented in the preceding section.

Users were asked to evaluate the quality of decisions over their cases. About six in ten (63%) agreed or strongly agreed that their case was handled with quality by thoroughly investigating the evidence and the oral litigation of parties. (Figure 27).

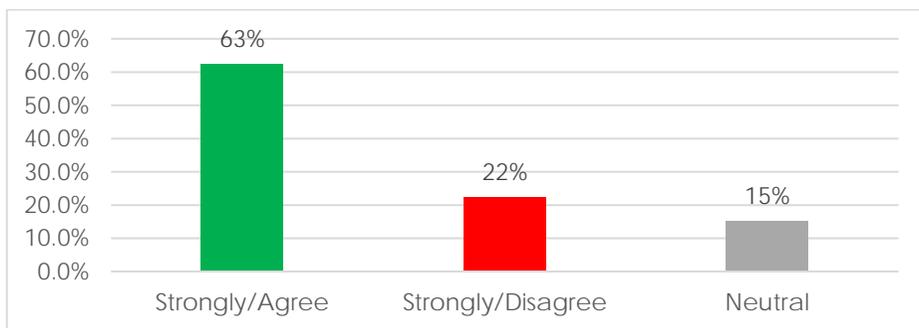
Figure 27: Quality of court rulings



Respondents were asked: *To what extent do you agree or disagree with the statement: “the court decided the case with quality by thoroughly investigating the evidence and litigation”?* (N = 1,048)

One measure of efficiency adopted in this survey is timely handling of the cases or business matters users had with courts, particularly whether or not they were able to get services without repeated rescheduling or adjournment. The satisfaction of users is somewhat below the minimum threshold,¹⁰ as only 63% of them agreed or strongly agreed that the court handled their case or business in timely manner (Figure 28).

Figure 28: Efficiency of court service delivery

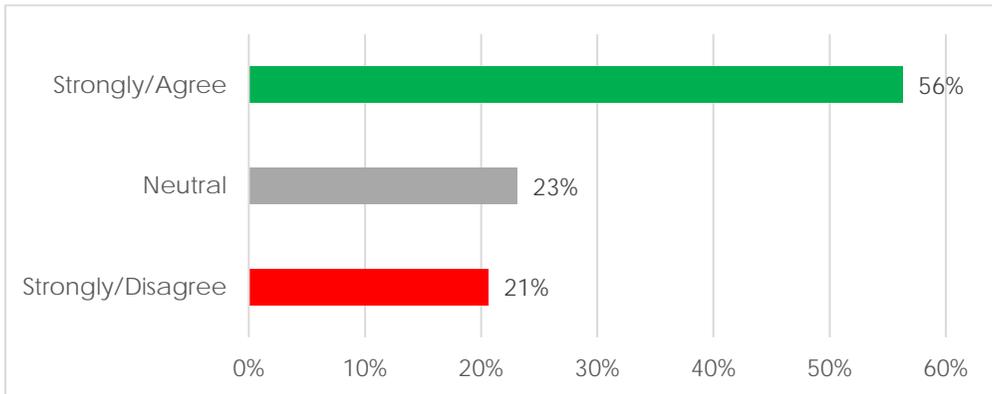


Respondents were asked: *To what extent do you agree or disagree with the statement: “the case or other business I had with the court was handled in a timely and in efficiently”?* (N = 1,118)

Another dimension related to client service asked court users to assess the fairness of court decisions vis-à-vis evidence and litigation. The satisfaction level was still low on this aspect, too. Slightly more than one in two (56%) of users reported that court decisions on their cases were proportional to the evidence they provided and the litigation they made (Figure 29).

¹⁰ See the discussion under 2.5.3 for this.

Figure 29: Fairness of court's decision

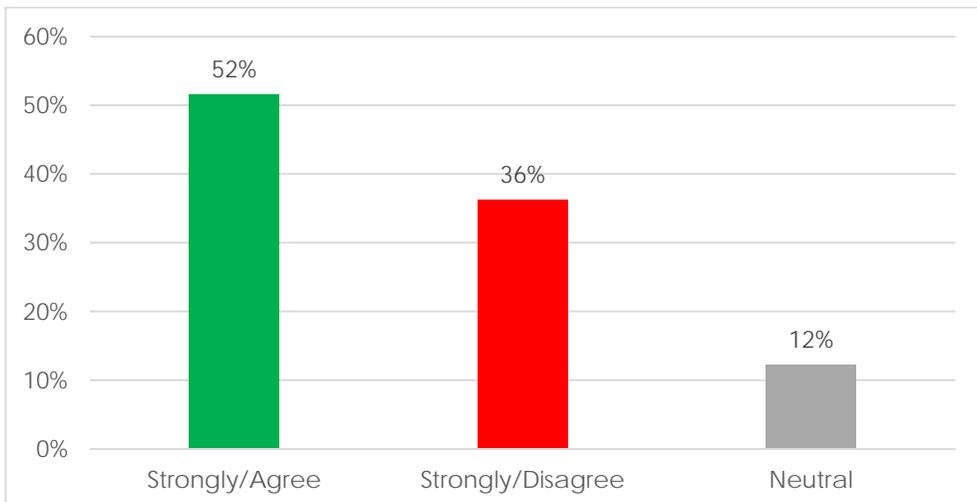


Respondents were asked: *To what extent do you agree or disagree with the statement: “the court’s decision on my case was proportionate to the evidence I produced and the litigation I made”?*

(N = 1,007)

The availability of alternative dispute resolution (ADR) mechanism for users engaged in civil cases was also a variable interest in this survey. Respondents were thus asked if the courts offered them an opportunity to settle their cases through alternative mechanisms. The results are not that impressive given that only one in two (52%) agreed or strongly agreed that courts facilitated a forum or offered a chance to settle their civil cases through mediation and reconciliation (Figure 30).

Figure 30: Court’s support for ADR in civil cases

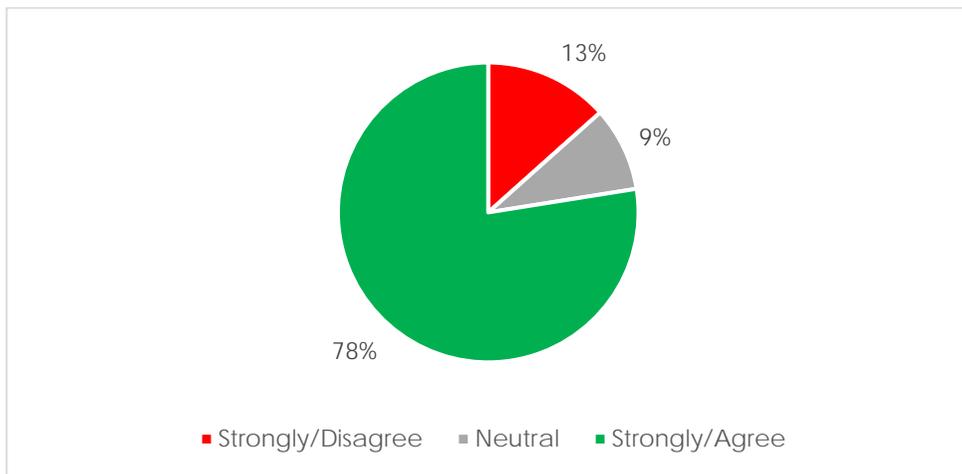


Respondents were asked: *To what extent do you agree or disagree with the statement: “the court facilitated a chance/forum for me to settle my civil case with mediation and*

reconciliation?
(N = 785)

Notwithstanding that a clear majority (78%) of users have expressed confidence in the operation of courts (Figure 31). The data were subjected to further correlation analysis to determine which client services led users to express so much confidence. We found out that confidence is greater for court users who were satisfied with ethical behavior and impartiality of court personnel, registrars and judicial officers.

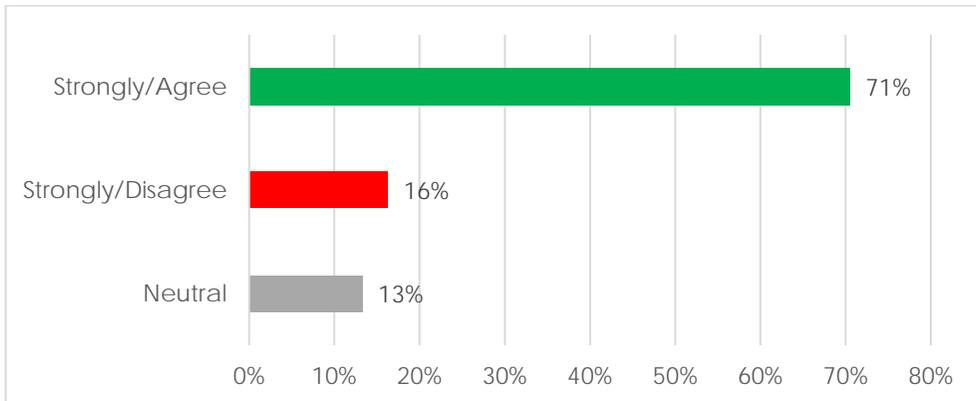
Figure 31: Users' Confidence in Courts' Operation



Respondents were asked: To what extent do you agree or disagree with the statement: “I have confidence in the court’s operation”?
(N = 1,136)

Taking all of their experiences together, users were then asked to assess the overall performance of courts. The findings point out to a fairly positive assessment although the term “effective” was left to be defined at the discretion of each individual court user. In any case, 71% of the users agreed or strongly agreed that, overall, the courts perform effectively (Figure 32).

Figure 32: Users' perception on overall effectiveness of court performance



Respondents were asked: To what extent do you agree or disagree with the statement: “overall, I think the court performs effectively?”
(N = 1,131)

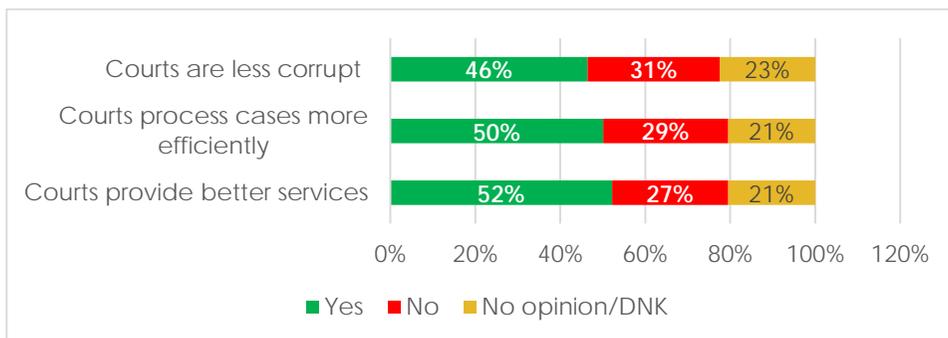
4.4 COURTS' PERFORMANCE DURING THE PAST THREE YEARS

Finally, respondents were asked to assess the present performance of courts by comparing it to the previous three years. This question was fully answered by all respondents¹¹ randomly intercepted for exit interview, suggesting that the users have had experience that covers three years or beyond the reference point (i.e., the day of interview).

The results are mixed. Slim majorities of only one in two users reported that courts process cases more efficiently and provide better services now compared to three years ago (50% and 52% respectively). With respect to corruption, however, less than half of users (only 46%) agreed that courts are less corrupt now than they were three years ago (Figure 33).

¹¹ 100% response rate was achieved with no missing data. If the sample included newcomers, we would have some missing data.

Figure 33: Courts' performance compared to past three years



Respondents were asked: Compared to three years ago, do you think the courts 1. provide better services?

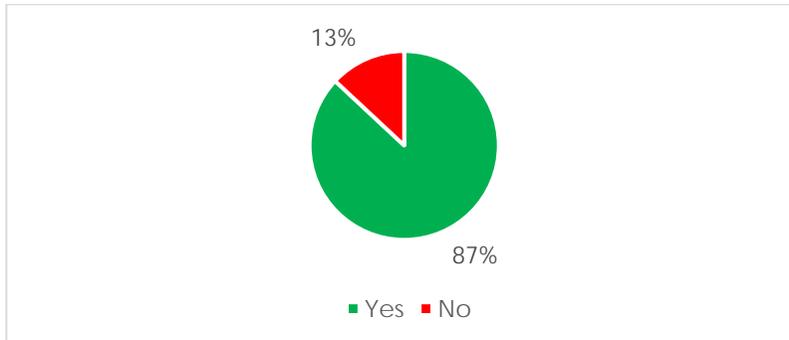
2. process cases more efficiently? 3 are less corrupt?

(% who responded yes/no or declined to give opinions/DK, out of N=1,139)

4.5 STATUS OF CASES

An overwhelming majority (87%) of users were successful in their case/business before the court (Figure 34).

Figure 34: Proportion of court users successful in their cases



Respondents were asked: Were you successful in your case/business before the court? (N = 1,139)

5. CONCLUSIONS AND RECOMMENDATIONS

This section first presents the overall satisfaction of court users as a concluding note. In so doing, it answers the key question: what does the satisfaction of federal court users look like? Specifically, which service aspects are court users satisfied or dissatisfied with? Finally, the service aspects that need further improvements are presented along with recommendations.

5.1 CONCLUSION: SATISFACTION LEVELS OF COURT USERS

The satisfaction level of court users is determined based on a global standard relevant to data measured on a five-point Likert scale. The standard requires the use of CAST as a tool to aggregate statements of agreement or disagreement into customer satisfaction scores, which range from 0% (total user/customer dissatisfaction) to 100% (total user/customer satisfaction). The minimum threshold to declare users/customers are satisfied on a particular service aspect is 75%.

Accordingly, the service aspects where users were satisfied, i.e., those where at least three out of four users agreed or strongly agreed with the statement, are summarized in Table 3. Overall, courts satisfactorily met users' needs and expectations in the following areas.

Table 3: Service aspects or experiences users are satisfied with

Experiences or service aspects	Satisfaction Scores
I. Accessibility and Transparency	
1.1. Getting into court compound easily	93%
1.2. Safety of courthouses	89%
1.3 Getting to the court of law easily	87%
1.4 Users received an open (public) hearing in court	86%
1.5 Adequacy of information provided by information center	76%
1.6. Locating service point in the courthouse – easy and convenient	75%

II. Ethical Behavior and Impartiality	
2.1. Users treated equally	91%
2.2. Judge/bench hearing listened users and were courteous, respectful and fair	85%
2.3. Treated by court personnel respectfully and courteously	83%
2.4. Judge/bench clearly communicated orders and next steps	80%
2.5 Registrar treated users respectfully and courteously	78%
III. Effectiveness, Efficiency and Predictability of Service Delivery	
3.1. Confidence in courts' operation	78%

User satisfaction levels across specific areas of court experience varied quite significantly. The two areas where users were most satisfied, that is where at least 9 out of 10 interviewees agreed or strongly agreed, were ease of getting into the court compound (93%) and equal treatment of users, that is, where users ethnicity, gender, religion, etc., made no difference (91%) in how they were treated. From the preponderance of data, the courts performed well on most of the measures of ethical behavior and impartiality.

5.2 RECOMMENDATION: AREAS FOR FUTURE IMPROVEMENT

Despite the overall high levels of user satisfaction outlined in the preceding section, several aspects of client service are identified as potential areas for further investigation and improvement. In this regard, it is important to note that almost half of the 25 measures adopted in this survey did not meet court users' expectations as their satisfaction scores are below the minimum threshold (75%). These are summarized in Table 4 below. An evidence-based review is required to determine if their low satisfaction was due to shortcomings in court performance versus insufficiencies in public communications and awareness.¹²

¹² The FSCE could consider tasking appropriate committees, etc. with further investigating and reporting back on these areas, and may further consider piloting court user committees in select courts. Courts around the world have experimented with court user committees.

Table 4: Service aspects or experiences identified for future improvement

Experiences or service aspects	Satisfaction Scores
I. Accessibility and Transparency	
1.1. Users faced no difficulty accessing information they need	74%
1.2. Provision of support and necessary facilities to vulnerable groups	69%
1.3. Delivery of rapid services supported by ICT	60%
1.4. Courts avail free legal aid assign defense lawyer in criminal cases	46%
1.5. Prompt assignment of interpreter and adequacy of the service	37%
II. Ethical Behavior and Impartiality	
2.1. Users received services without any issue of sincerity, loyalty, and integrity	74%
2.2. Users treated with civility during exchange of copies of rulings, orders, decisions	73%
III. Effectiveness, Efficiency and Predictability of Service Delivery	
3.1. Overall, courts perform effectively	71%
3.2. Case/other business handled in timely and efficient manner	63%
3.3. Quality of court rulings – though investigation of evidence and litigation	63%
3.4. Court decision proportional to evidence and litigation	56%
3.5. Court facilitated settlement of civil cases through mediation and reconciliation	52%

Furthermore, the survey respondents have made specific suggestions to improve the operations of federal courts and make them more responsive. Annex IV presents a long list of general and specific suggestions. Some of the recommendations are summarized here¹³:

1. Judges explain matters in simple understandable language.
2. Judges should spend adequate time for investigation and before giving judgment.
3. Timely resolution of cases – *justice delayed is justice denied*.

¹³ As noted above, an evidence-based review is required to determine if the suggested recommendations, based on users' perceptions, accurately reflect shortcomings in court performance, or if they are more indicative of insufficiencies in public communications and awareness.

4. Increase the number of judges.
5. Time management of judges should be supervised – they are not punctual, nor are they present or on duty all the time.
6. Shorten appointments and avoid recurring appointments.
7. Restrict the number of cases which can be handled reasonably within a given day.
8. Fight corruption by setting clear procedures and improving the administrative system.
9. Management should settle once judges are assigned to handle a case – i.e., avoid switching/assigning several judges for a single case.
10. Judgment should be enforced within a short period of time — cut down unnecessary procedures.
11. Assign adequate number of translators for as many languages as possible.
12. The information center should give adequate and timely information. For this, capable or experienced personnel need to be assigned modern ICT systems installed.
13. The sound system in the court rooms should be improved so that communications are clearly audible.
14. Enhance the use of SMS text messaging to notify users about a change in schedule.
15. Facilitate easy access to various rooms in the courts including for vulnerable persons, persons with disabilities and persons with special needs.
16. Management must take a sample of cases and evaluate how judges are handling various types of cases. There must be supervision.

6. ANNEXES

ANNEX 1: STUDY LOCATIONS AND RELATIVE SIZE OF ACTIVE CASES

In estimating the sample size for the study, the following standard parameters were taken into account.

Court Name	Location	Name of Bench/Court	Number of Active Cases
1. Federal Supreme Court	Addis Ababa	1.Federal Supreme Court	351
2. Federal High Court	Addis Ababa	2.Akaki Kality District Bench	1,221
		3. Bole District Bench	1,895
		4.Lideta Civil District Bench	5,679
		5.Lideta District Bench	2,574
	Dire Dawa	6.Dire Dawa District Bench	797
3. Federal 1 st Instance Court	Addis Ababa	7.Addis Ketema District Bench	726
		8.Akaki Kality District Bench	82
		9. Arada District Bench	5,512
		10. Bole District Bench	3,691
		11. Kirkos District Bench	2,472
		12. Kolfe -Keranio District Bench	2,420
		13. Lideta District Bench	3,735
		14. Nefas Silk Lafto	2,550
		15. Menagesha (Gulele) District Bench	1,321
		16.Yeka District Bench	2,513
	Dire Dawa	17. Dire Dawa District Bench	2,134
Total			39,673

ANNEX 2: SAMPLE SIZE ESTIMATION AND ALLOCATION OF THE SAMPLE

In estimating the sample size for the study, the following standard parameters were taken into account.

$$n = \frac{Z^2 * (p) * (1 - p) * (k) * (u)}{E^2}$$

Where,

- ✓ **n**= is desired sample size for each of the 17 court locations.
- ✓ **z**= is the statistic that defines the desired level of confidence which as stated in the RFP is 95%. The z-value for this confidence level is **z=1.96**
- ✓ **p**= an estimate of a key indicator to be measured in the survey. As stated in the RFP, the study seeks to "*gather court users' perceptions about the judiciary's efficiency, transparency, access to justice, ethics, and etcetera*". Although all these indicators are equally valid, one indicator should be selected for purpose of calculating the sample size. We may, for example, consider access to information or experience of court users related to ease of obtaining info from a court about their case. For example, the percentage or proportion of court users to whom accessing info easy. As part of our review of literature, we tried to get this estimate from similar previous studies, with no success. The extant empirical literature is not definitive about % of the court users who easily access info at courts about their cases. In the absence of credible data, we estimate the value of **p= 0.50** in order to obtain a fairly large sample size which allows us have better precision of the survey estimates that are closer to population parameter.
- ✓ **1-p** which designates proportion of court users who have difficulty of accessing info from courts about their cases. Since p is 0.50 then **1-p** is 1-.0.50 = **0.50**
- ✓ **E**= is the margin of error tolerable for this survey which as stated in the RFP is 10%. Hence, **E=0.10**
- ✓ **u** is the number of units in the population. In this case, 17 court locations.
- ✓ **k**= is a multiplier for possible non-responses necessary to have sufficient sample in the end. From previous user surveys that we have conducted at institutional level in Ethiopia, we estimate non-responses at 2% and hence **k= 1.02**

Substituting the parameters in the formula, $n = \frac{Z^2 * (p) * (1 - p)}{E^2} * (k) * (u)$, the minimum sample size will be 1, 173.

However, the minimum sample size shown above is for infinite population. Based on Annex II of the RFP, the number of cases per court totals 39,888 although the figure for Dire Dawa District Bench is yet to be provided. The minimum sample should primarily be adjusted to reflect the total number of active/pending cases (N). We do this using the following formula

$$n = \frac{n}{1 + \frac{n-1}{Population\ Size}} = \frac{1,173}{1 + \frac{1,173}{39,673}} = 1,139.3 = 1,139$$

The sample size proposed to this study was, therefore, 1,139.

Since the population of active cases varies from one court location to another, the sample size should be allocated to each of the 17 courts in accordance with **probability proportional to population size (PPS)**. In this way, courts that have large number of active cases will have larger share of the sample. PPS makes the sample a representative one. Figure 2 below shows PPS allocation of the sample across 17 court locations.

Figure 2: Sample Size Distribution across 17 court locations

Court Name	Location	Name of Court/Bench	N Population # of Active cases	n Sample Size per court
1. Federal Supreme Court	Addis Ababa	1.Federal Supreme Court	351	10
2. Federal High Court	Addis Ababa	2.Akaki Kality District Bench	1,221	35
		3. Bole District Bench	1,895	54
		4.Lideta Civil District Bench	5,679	163
		5.Lideta District Bench	2,574	74
	Dire Dawa	6.Dire Dawa District Bench	797	23

3. Federal 1 st Instance Court	Addis Ababa	7. Addis Ketema District Bench	726	21
		8. Akaki Kaliti District Bench	82	4
		9. Arada District Bench	5,512	158
		10. Bole District Bench	3,691	106
		11. Kirkos District Bench	2,472	71
		12. Kolfe -Keranio District Bench	2,420	69
		13. Lideta District Bench	3,735	107
		14. Nefas Silk Lafto	2,550	73
		15. Menagesha (Gulele) District Bench	1,321	38
		16. Yeka District Bench	2,513	72
	Dire Dawa	17. Dire Dawa District Bench	2,134	61
Total			39,673	1,139

ANNEX 3: SURVEY QUESTIONNAIRE (AMHARIC AND ENGLISH VERSIONS)

Court User Satisfaction Survey

Good morning/afternoon. My name is _____. I work as an interviewer for ABCON PLC, a subcontractor of USAID's *Feteh* (Justice) Activity in Ethiopia.

The USAID funded *Feteh* (Justice) Activity in Ethiopia (*Feteh*) is supporting the Federal Supreme Court of Ethiopia (FSCE) to conduct this judicial customer satisfaction survey with a view to learning about court users' experiences with the federal courts. Your responses will help the court evaluate and improve its services. Would you please take few minutes to answer some questions? All responses are confidential — we do not need to know your name. Thank you for your help.

Question No. 1 What was your role or how were you involved in the matter or business that you had with the court today?

Target group

1. Plaintiff
2. Defendant
3. Appellant
4. Respondent
5. Intervener
6. Cassation Bench Petitioner
7. Cassation Bench Respondent
8. Judgment Debtor
9. Judgment Creditor
10. Witness
11. Public Prosecutor
12. Police Officer
13. Attorney
14. A citizen seeking information or document
15. Legal aid service providers and CSOs advocating for/representing various groups
16. Defense Lawyer
17. Other

Note: The term “court users” does not include members of the general public with no business before the courts, nor does it include those who are part of the court system (i.e., judges and court staff).

- **If they are not the court users we seek:** I appreciate your time, though, and wish you a good day.
- **If they are the court users we seek:** Great. I wish you well with your business before the court. Before you go, would you be willing to participate in our survey? It’s only 27 questions, and it will take a maximum of 20 minutes of your time.
 - **Yes:** Great! Thanks so much. (*And, we proceed to filling out the table and asking the questions below*)
 - **No:** I understand. Thanks for your time, and I wish you a good day.

General Information	
Form Number	
Date of Interview	
Place of Interview (Level of Court)	
Interviewer	
Interview Start Time	
Place of Residence	CODE
1. Addis Ababa	01
2. Dire Dawa	02
3. Amhara Region	03
4. Afar Region	04
5. Benishangul Gumuz Region	05
6. Gambella Region	06
7. Harari Region	07
8. Oromia Region	08
9. SNNPR Region	09
10. Somali Region	10
11. Sidama Region	11
12. Tigray Region	12
Respondent's Gender	
1 Male	
2 Female	
Respondent's Age Category	
≤ 20 = 1, 21-30 = 2, 31-40 = 3, 41-50 = 4, ≥ 51 = 5	
Level of Education	
1. PhD	
2. Masters	
3. Bachelor	
4. College Diploma	
5. TVET	
6. 9-12 Grades	
7. 1-8 Grades	
8. No formal education	

<p>How often are you in the courthouse or one of the court's facilities?</p> <ol style="list-style-type: none"> 1. Daily 2. Weekly 3. Monthly 4. Several times a year 5. Once a year 	
<p>What type of case or matter brought you to the court today? (if the respondent is an attorney, multiple responses are possible)</p> <ol style="list-style-type: none"> 1. Criminal case 2. Wills and Inheritances 3. Family matter (e.g, divorce, maintenance allowance, paternity, child custody, adoption) 4. Enforcement of Judgments 5. Commercial Case 6. House ownership related case 7. Land (rural/agricultural) related case 8. Employment/labor case 9. Contract case 10. Extracontractual liability case 11. Citizens seeking/requesting information 12. Requesting documents/copies of judgments 13. Tax and customs case 14. Banking and insurance case 15. Construction case 16. Civil servants' case 17. Other cases 	

Directions: Please respond to the statements below based on your experience in the courthouse today. The questions are being rated on a scale of 1-5. Only one score will be selected for each statement.

- If you choose 5 you are indicating strong agreement with the statement.
- If you choose 4 you are indicating agreement with the statement.
- If you choose 3, it indicates neither agreement nor disagreement, or that you have no opinion on the statement.
- If you choose 2, it indicates disagreement.
- 1 denotes that you strongly disagree with the statement.
- If the statement does not apply to your experience with the court, “not applicable (N/A)” box will be selected.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Accessibility and Transparency							
1.	Getting to the compound of the court was easy.	5	4	3	2	1	
2.	Getting to the court room was easy.	5	4	3	2	1	
3.	Finding where I needed to go in the courthouse was easy and convenient.	5	4	3	2	1	
4.	I felt safe in the courthouse.	5	4	3	2	1	
5.	I had no difficulty getting the information I needed from the respective court unit or court personnel.	5	4	3	2	1	
6.	The information center gave me enough information in relation to the case I have with the court.	5	4	3	2	1	
7.	I received an expeditious service supported by Information Communication Technology (E.g., Video Conference, e-filing, SMS ...etc.).	5	4	3	2	1	
8.	The court provided support and necessary facilities to vulnerable groups or persons with special needs (e.g., persons with disabilities, pregnant women, women carrying babies ... etc.)	5	4	3	2	1	
9.	The court assigned me an interpreter promptly when needed and I received adequate service in this respect.	5	4	3	2	1	
10.	I was not able to hire a lawyer in a criminal case and the court made	5	4	3	2	1	

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
	available/ facilitated for me a free legal aid service/defense lawyer.						
11.	I received an open hearing in court.	5	4	3	2	1	
Ethical Behavior and Impartiality							
12.	The court personnel treated me respectfully and courteously.	5	4	3	2	1	
13.	The registrar treated me respectfully and courteously in my encounter with them to submit an application, statement of defense, appeal ... etc. to the bench.	5	4	3	2	1	
14.	I was treated with civility in receiving a copy of rulings, orders, decisions... etc.	5	4	3	2	1	
15.	The judge/bench hearing my case listened to me and was courteous, respectful, and fair.	5	4	3	2	1	
16.	The judge/bench clearly communicated orders and what I needed to do next about my case.	5	4	3	2	1	
17.	I received the services of the court without any issue of sincerity, loyalty, integrity ... etc.	5	4	3	2	1	
18.	I was treated equally. My ethnicity, gender, religion, economic status, or age made no difference in how I was treated by the court.	5	4	3	2	1	
<p><i>If the interviewee disagrees or strongly disagrees that s/he was treated equally, you may ask a follow-up question – Based on what do you think you were treated unequally? (Multiple responses are possible).</i></p> <p>A. Ethnicity B. Religion C. Gender D. Age. E. Economic status F. Other _____</p>							

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
	<i>What problems/issues did you observe the judge or the court personnel who handled your case or provided you the service, that led you to believe that you were not treated equally _____</i>						
Effectiveness, Efficiency, and Predictability of Service Delivery							
19.	The court decided the case with quality by thoroughly investigating the evidence and litigation.	5	4	3	2	1	
20.	The case/other business I had with the court was handled in a timely and in an efficient manner.	5	4	3	2	1	
<i>Timely and efficient handling means the court user was able to get the services of the court without repeated rescheduling or adjournment.</i>							
21.	The court's decision on my case was proportionate to the evidence I produced and the litigation I made.	5	4	3	2	1	
22.	The court facilitated a chance/forum for me to settle my civil case with mediation and reconciliation.	5	4	3	2	1	
23.	I have confidence in the court's operation.	5	4	3	2	1	
24.	Overall, I think the court performs effectively.	5	4	3	2	1	
<i>If the interviewee disagrees or strongly disagrees that s/he was treated equally, you may ask a follow-up question – in which aspect of the court's functioning do you observe problems of ineffectiveness? (Multiple responses are possible).</i>							
A. Judges B. Court Administration/leadership C. Non-Judicial/support staff D. Other_____							

The Court's Performance Compared to the Past Three Years		
25. Compared to three (3) years ago, do you think the courts -		
- Provide better services?	1.Yes 2. No 3. No opinion/Unknown	
- Process cases more efficiently?	1.Yes 2. No 3. No opinion/Unknown	
- Are less corrupt?	1.Yes 2. No 3. No opinion/Unknown	

26. What are your suggestions/recommendations to make in connection with the operation of the federal courts?

27. Were you successful in your case/business before the court?

- 1. Yes**
- 2. No**

If not, what was the reason?

የፍርድ ቤት ተጠቃሚዎች እርካታ ጥናት

እንደምን አደሩ/ዋሉ፤ ስሜ _____ ይባላል። በአሜሪካ የልማት ተራድኦ ድርጅት የፍትሕ ተግባራት በኢትዮጵያ/USAID's Feteḥ (Justice) Activity in Ethiopia/ በኢትዮጵያ ንዑስ-ኮትራክተር ለሆነው አብኮን ኃ/ላ/የተ/የግ/ማህበር ቃለመጠይቅ አቅራቢ በመሆን እየሰራሁ እገኛለሁ።

በአሜሪካ የልማት ተራድኦ ድርጅት የፍትሕ ተግባራት በኢትዮጵያ/USAID's Feteḥ (Justice) Activity in Ethiopia / በኢትዮጵያ፤ የፍርድ ቤት ተገልጋዮች የፌደራል ፍ/ቤቶችን በሚጠቀሙበት ጊዜ ያላቸውን ልምድ የመረዳት አላማ በመያዝ፤ የኢትዮጵያ ፌደራል ጠቅላይ ፍርድ ቤት ይህን የፍርድ ቤት ተጠቃሚዎች እርካታ ጥናት እንዲያከናውን ድጋፍ እያደረገ ይገኛል። እርስዎ የሚሰጧቸው ምላሾች ፍ/ቤቱ የሚሰጣቸውን አገልግሎቶች እንዲገመገምና እንዲያሻሽል ይረዳሉ። ጥቂት ደቂቃዎችን ወስደው ጥያቄዎችን ለመመለስ ይችላሉ? የሚሰጧቸው ሁሉም ምላሾች በምስጢር ይጠበቃሉ - የእርስዎን ስምም አንመዘግብም። ለትብብርዎ እናመሰግናለን።

ጥያቄ 1. በዛሬው እለት በዚህ ፍ/ቤት ያመጣዎት ጉዳይ ላይ የእርስዎ ሚና ምን ነበር ወይም እንዴት ነው የተሳተፉት?

በናሙናው ውስጥ የሚካተቱት፡-

1. ከሳሽ
2. ተከሳሽ
3. ይግባኝ ባይ
4. ተጠሪ
5. ጣልቃ ገብ
6. ሰበር አመልካች
7. ሰበር ተጠሪ/ መልስ ሰጪ
8. የፍርድ ባለዕዳ
9. የፍርድ ባለመብት
10. ምስክር
11. አቃቤ-ህግ
12. ፖሊስ
13. ጠበቃ
14. መረጃ ወይም ሰነድ ለመጠየቅ የመጣ ግለ-ሰብ
15. የሕግ ድጋፍ አገልግሎት ሰጭዎች እና የተለያዩ ቡድኖችን የሚደግፉ/ የሚወክሉ ሲቪል ማኅበራት ተወካይ
16. ተከላካይ ጠበቃ
17. ሌላ

ማሳሰቢያ: የፍርድ ቤት ተጠቃሚ የሚለው ቃል በፍርድ ቤቶች ውስጥ የሚከናወን ምንም ጉዳይ የሌላቸውን ግለሰቦች አያካትትም፤ እንዲሁም የፍርድ ቤቱ ስርዓት አካል የሆኑትን (ማለትም ዳኞችን እና የፍርድ ቤት ሰራተኞችን) አያካትትም።

- እኛ የምንፈልጋቸው የፍርድ ቤት ተጠቃሚዎች ካልሆኑ:- ለሰጡን ጊዜ እናመሰግናለን፤ መልካም ቀን እንዲሆንልዎት እመኛለሁ።
- እኛ የምንፈልጋቸው የፍርድ ቤት ተጠቃሚዎች ከሆኑ:- የመጡበት ጉዳይ እንዲሳካት ልባዊ ምኞቴ ነው። የመጡበትን ጉዳይ ጨርሰው ከመሄዶ በፊት በምናደርገው የዳሰሳ ጥናት ላይ ለመሳተፍ ፈቃደኛ ናት? 27 ጥያቄ ሲሆን ቢበዛ ከጊዜዎት ላይ 20 ደቂቃ ብንወስድ ነው።
 - አዎ: መልካም! በጣም አመሰግናለው። (የሚከተሉትን ጥያቄዎች በመጠየቅ ሳጥኑን መሙላት እንቀጥላለን)
 - አይሆንም። እረዳዎታለሁ፤ ግዜዎትን ስለሰጡኝ አመሰግናለው እናም ጥሩ ቀን እመኝልዎታለሁ።

አጠቃላይ መረጃ		
የቅፅ ቁጥር		
የቃለ-መጠይቁ ቀን		
የቃለ መጠይቁ ቦታ (የፍርድ ቤት ደረጃ)		
ቃለ መጠይቅ አድራጊ		
ቃለ መጠይቁ የጀመረበት ሰዓት		
የመኖሪያ ቦታ	ኮድ	
1. አዲስ አበባ	01	
2. ድሬደዋ	02	
3. አማራ	03	
4. አፋር	04	
5. ቤኒሻንጉል ጉሙዝ	05	
6. ጋምቤላ	06	
7. ሐረሪ	07	
8. ኦሮሚያ	08	
9. የደ/ብ/ብ/ህ	09	
10. ሶማሌ	10	
11. ሲዳማ	11	
12. ትግራይ	12	
የመልስ ሰጪ ስም		

<p>1 ወንድ 2 ሴት</p>	
<p>የመልስ ሰጪ ዕድሜ $\leq 20 \equiv 1$; $21-30 \equiv 2$; $30-40 \equiv 3$, $40-50 \equiv 4$; $\geq 51 \equiv 5$</p>	
<p>የትምህርት ደረጃ</p> <ol style="list-style-type: none"> 1. ፒ.ኤች.ዲ 2. ሁለተኛ ዲግሪ/ ማስተርስ/ 3. የመጀመሪያ ዲግሪ 4. የኮሌጅ ዲፕሎማ 5. የቴክኒክ እና ሙያ 6. 9 - 12ኛ ክፍል 7. 1 - 8ኛ ክፍል 8. መደበኛ ትምህርት የለኝም 	
<p>በየምን ያህል ጊዜ ወደ ፍርድ ቤት ችሎት ወይም የፍ/ቤቱ ተቋማት ይመጣሉ?</p> <ol style="list-style-type: none"> 1. በየቀኑ 2. በየሳምንቱ 3. በየወሩ 4. በአመት ውስጥ በርካታ ጊዜ 5. በዓመት ውስጥ አንድ ጊዜ 	

<p>በዛሬው እለት ወደ ፍርድ ቤት፤ ምን አይነት ጉዳይ አመጣዎት? (ተጠያቂዉ ጠበቃ ነኝ ካለ/ ካለች ከአንድ በላይ መልስ መስጠት ይቻላል)</p> <ol style="list-style-type: none"> 1. የወንጀል ጉዳይ 2. ኑዛዜ እና ውርስ (ወራሽነት) 3. የቤተሰብ ጉዳይ (ለምሳሌ ፍቺ፣ የልጅ ቀለብ፣ አባትነት፣ ሞግዚትነት፣ ልጅነት፣ ጉድሬጊቻ) 4. የፍርድ አፈፃፀም 5. የንግድ ጉዳይ 6. ከቤት ባለቤትነት ጋር የተገናኘ ጉዳይ 7. ከመሬት (የገጠር/የእርሻ) ጋር የተገናኘ ጉዳይ 8. የአሰሪና ሰራተኛ ጉዳይ 9. የውል ጉዳይ 10. ከውል ውጭ ጉዳይ 11. መረጃ ጠያቂ/ፈላጊ/ 12. የሰነድ/ ዉሳኔ ግልባጭ ለመውሰድ 13. የግብርና ጉሙሩክ ጉዳይ 14. የባንክና ኢንሹራንስ ጉዳይ 15. የኮንስትራክሽን ጉዳይ 16. የመንግስት ሰራተኞች ጉዳይ 17. ሌላ ጉዳይ 	
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መመሪያ:- እባክዎትን ከዚህ በታች ያሉትን መጠይቆች ዛሬ በፍርድ ቤት በነበረዎት ልምድ ላይ ተመስርተው ይመልሱ። ጥያቄዎቹ ከ1-5 ደረጃ ተሰጥቷቸዋል። ለእያንዳንዱ አረፍተ ነገር አንዱን መልስ ብቻ ይምረጡ።

- 5ን ከመረጡ በአረፍተ ነገሩ በጣም መስማማትዎትን ይገልጻል።
- 4ን ከመረጡ በአረፍተ ነገሩ መስማማትዎትን ይገልጻል።
- 3ን ከመረጡ መስማማትዎትንም ሆነ አለመስማማትዎትን አይገልፅም ወይም በአረፍተ ነገሩ ላይ ምንም ሀሳብ እንደሌሎት ይገልጻል።
- 2ን ከመረጡ በአረፍተ ነገሩ አለመስማማትዎትን ይገልጻል።

- 1 በአረፍተ ነገሩ ፍፁም እንደማይሰማው ያመለክታል።
- የቀረበው አረፍተ ነገር እርስዎ በፍርድ ቤት ባለዎት ልምድ ላይ የማይፈፀም/ተግባራዊ የማይሆን ከሆነ «አይመለከተኝም» የሚለውን ሳጥን ይምረጡ።

	በጣም እስማማለው	እስማማለው	ገለልተኛ	አልሰማማም	ፍፁም አልሰማማም	አይመለከተኝም
ተደራሽነትና ግልጽነት						
1. የፍርድ ቤቱ ግቢ ውስጥ መግባት/ መገኘት ቀላል ነበረ።	5	4	3	2	1	
2. ችሎት ውስጥ መግባት/መገኘት ቀላል ነበረ።	5	4	3	2	1	
3. በፍርድ ቤት ውስጥ የሚያስፈልገኝን ቦታ/ክፍል ለማግኘት ቀላል እና ምቹ ነበረ።	5	4	3	2	1	
4. በፍርድ ቤት ውስጥ ደህንነት ተሰምቶኛል።	5	4	3	2	1	
5. ከሚመለከተው የፍርድ ቤት የሥራ ክፍል ወይም ሰራተኛ የሚሰፈልገኝን መረጃ ብዙም ችግር ሳይገጥመኝ ለማግኘት ችያለሁ።	5	4	3	2	1	
6. በመረጃ ማዕከል የሚሰጠው አገልግሎት ፍርድ ቤት ያለኝን ጉዳይ በቂ መረጃ እንዲኖረኝ አስችሎኛል።	5	4	3	2	1	
7. በኢንፎርሜሽን ኮሚዩኒኬሽን	5	4	3	2	1	

	በጣም እስማማለው	እስማማለው	ገለልተኛ	አልስማማም	ፍፁም አልስማማም	አይመለከተኝም
ቴክኖሎጂ የታገዘ ፈጣን አገልግሎት አግኝቻለው (ለምሳሌ:- ቪዲዮ ኮንፍረንስ፣ኢ- ፋይሊንግ፣ በአጭር የፅሁፍ መልዕክት... ወዘተ)::						
8. ልዩ ትኩረት ለሚሹ የሕብረተሰብ ክፍሎች (ለምሳሌ:- የአካል ጉዳተኞች፣ ነፍሰጡር እና ሕፃናት የያዙ ሴቶች ... ወዘተ) ድጋፍ እና መሰረተ ልማት ተመቻችቶላቸዋል::	5	4	3	2	1	
9. አስተርጓሚ በሚያስፈልግበት ወቅት ፍ/ቤቱ በአፋጣኝ መድቦልኛል፤ በቂ አገልግሎትም አግኝቻለው::	5	4	3	2	1	
10. በወንጀል ጉዳይ በራሴ ጠበቃ ለማቆም ስላልቻልኩ ፍርድ ቤቱ በነጻ የህግ ድጋፍ አገልግሎት/ተከላካይ ጠበቃ እንዲቆምልኝ ተጠቃሚ እንድሆን አድርጎኛል::	5	4	3	2	1	
11. በግልጽ ችሎት ተስተናግጃለው::	5	4	3	2	1	

	በጣም እስማማለው	እስማማለው	ገለልተኛ	አልስማማም	ፍፁም አልስማማም	አይመለከተኝም
መልካም ስነምግባርና ሚዛናዊነት						
12. የፍርድ ቤት ሰራተኞች በትህትና እና በአክብሮት አስተናግደውኛል።	5	4	3	2	1	
13. አቤቱታ/መልስ/ይግባኝ ... ወዘተ ለችሎት እንዲቀርብ ለማድረግ የፊጅስትራር ሰራተኞች በትህትና እና በአክብሮት አስተናግደውኛል።	5	4	3	2	1	
14. በችሎት የሚሰጡ ብይን፣ ትዕዛዝ፣ ውሳኔ ... ወዘተ ግልባጮችን ለማግኘት ሥነ-ምግባር በተሞላው ሁኔታ ተስተናግጃለው።						
15. ጉዳዩን የሚሰሙት ዳኛ/ችሎት በትህትና፣ አክብሮት እና በሚዛናዊነት ሰምተውኛል።	5	4	3	2	1	
16. ዳኛው/ችሎቱ የሰጡትን ትዕዛዝ እና በጉዳዩ ላይ በቀጣይ ምን ማድረግ እንዳለብኝ ግልፅ በሆነ መንገድ ተናግረዋል/ አስረድተዋል።	5	4	3	2	1	

	በጣም እስማማለው	እስማማለው	ገለልተኛ	አልስማማም	ፍፁም አልስማማም	አይመለከተኝም
17. በፍ/ቤት ካገኘሁዋቸው አገልግሎቶች ጋር በተያያዘ፤ የቅንነት፣ የታማኝነት፣ የሀቀኝነት ... ወዘተ ጉድለት አላየሁም፡፡	5	4	3	2	1	
18. በእኩልነት ተስተናግጃለሁ (ብሔራዊ፣ ፆታዊ፣ ሀይማኖቱ፣ የኑሮ /የሀብት/ ደረጃዬ ወይም ዕድሜዬ) በፍርድ ቤት በተስተናገድኩበት ሁኔታ ላይ ምንም ልዩነት መፍጠሩ አልተስማኝም፡፡	5	4	3	2	1	
<p>መልስ ሰጪው በእኩልነት ስለመስተናገዳቸው፤ አልስማማም ወይም ፍፁም አልስማማም የሚል ምላሽ ከሰጡ የሚከተለውን ጥያቄ ይጠይቁ - በእኩልነት ያልተስተናገዱት ምን መሰረት በማድረግ ይመሰልዎታል? (ከአንድ በላይ መልስ መስጠት ይቻላል)</p> <p>ሀ. በብሔር ለ. ሀይማኖት ሐ. ፆታ መ. እድሜ ሰ. የኑሮ ደረጃ ረ. ሌላ _____</p> <p>የአድልዎው/በእኩልነት አልተስተናገድኩም ያሉበት ምክንያት መገለጫውን/በዳኛው ወይም አገልግሎቱን በሰጥዎት ሌላ የፍርድ ቤቱ ሰራተኛ መስተንግዶ ላይ ያስተዋሉትን ችግር ቢገልጹልን</p> <p>_____</p> <p>_____</p>						
የአገልግሎት አሰጣጥ ውጤታማነት፣ ቅልጥፍናና ተገማችነት						
19. ፍርድ ቤቱ ባቀረብኩት ማስረጃ እና ክርክር መሠረት ጉዳዩን መርምሮና አጣርቶ ውሳኔ የመስጠት ተግባሩ ጥራት ያለው ነው፡፡	5	4	3	2	1	

	በጣም እስማማለው	እስማማለው	ገለልተኛ	አልስማማም	ፍፁም አልስማማም	አይመለከተኝም
20. በፍርድ ቤት የነበረኝ ክስ/ጉዳይ ወይም ሌላ ስራ ቀልጣፋ በሆነ መንገድ ተስተናግዶልኛል።	5	4	3	2	1	

በሰአቱ እና ቀልጣፋ መስተንግዶ ማለት የፍርድ ቤት ተጠቃሚው ከፍርድ ቤቱ የሚፈልገውን አገልግሎት ያለተደጋጋሚ እና ተለዋጭ ቀጠሮ ማግኘት ማለት ነው።

21. ለፍርድ ቤቱ ላቀረብኩት ጉዳይ ያቀረብኩትን ክርክርና ማስረጃ የሚመጥን ዳኝነት አግኝቻለሁ።	5	4	3	2	1	
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22. ያለኝን የፍትህ-ብሔር ጉዳይ በእርቅና ድርድር በስምምነት እንድጨርስ እድል ተሰጥቶኝ/ ተመቻችቶልኝ ነበር።	5	4	3	2	1	
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23. በፍርድ ቤቱ አሠራር እምነት አለኝ።	5	4	3	2	1	
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24. በአጠቃላይ የፍርድ ቤቱ አፈፃፀም ውጤታማ ነው ብዬ አስባለው።	5	4	3	2	1	
--	---	---	---	---	---	--

መልስ ሰጪው ሰለፍርድ ቤቱ አጠቃላይ አፈጻጸም ያላቸው አስተያየት፤ አልስማማም ወይም ፍፁም አልስማማም የሚል ከሆነ የሚከተለውን ጥያቄ ይጠይቁ- የአፈጻጸሙ ውጤታማነት ችግር የሚስተዋለው በየትኛው የፍርድቤቱ አካል/ክፍል ላይ ነው? (ከአንድ በላይ መልስ መስጠት ይቻላል)

ሀ. በዳኞች ለ. በአስተዳዳሪ ሐ. በድጋፍ ሰጪ ሰራተኛው መ. ሌላ _____

ከአለፉት ሦስት አመታት ጋር ሲነጻጸር አሁን ያለው የፍ/ቤቶች አገልግሎት

25. ከአለፉት ሦስት (3) አመታት ጋር በንፅፅር ሲመለከቱት፤ እርስዎ ፍርድ ቤቶች _____ ብለው ያስባሉ?

- የተሻለ አገልግሎት ይሰጣሉ?	1.አዎ 2. አይደለም 3. ሀሳብ የለኝም
- ጉዳዮችን በተሻለ ውጤታማነት ይፈጽማሉ?	1.አዎ 2. አይደለም 3. ሀሳብ የለኝም
- የስነምግባር ብልሹነት /አድጋግነት ቀንሷል	1.አዎ 2. አይደለም 3. ሀሳብ የለኝም

26. ከፌደራል ፍርድ ቤቶች አሰራር ጋር በተገናኘ የእርሶ አስተያየቶች / ምክሮች ምንድን ናቸው?

27. ወደ ፍርድ ቤት በመጡበት ጉዳይ ውጤታማ ሆነዋል ወይ?

1. አዎ
2. አይ

መልሶ አይ ከሆነ ምክንያቱ ምንድነው?

ANNEX 4: USERS' SUGGESTIONS – VERBATIM

Suggestion	Male		Female		Total	
	N	%	N	%	N	%
Adjust working hours for judges	2	0.2	0	0.0	2	0.2
Create awareness to the people	1	0.1	2	0.2	3	0.3
Enhance the voice recording system	1	0.1	1	0.1	2	0.2
If there is scheduling changes good to notify with a text message	1	0.1	1	0.1	2	0.2
Keep the momentum on the change that happens in the last 3 years	2	0.2	0	0.0	2	0.2
salary increases	2	0.2	0	0.0	2	0.2
the judges explain things in a simple way	1	0.1	1	0.1	2	0.2
the judges give adequate time for investigation	2	0.2	0	0.0	2	0.2
When you give appointment, make it one case at a time	2	0.2	0	0.0	2	0.2
Facilitate easy access to various rooms in the courts.	2	0.2	1	0.1	3	0.3
improve the administration system	2	0.2	1	0.1	3	0.3
put a clear procedure	3	0.3	0	0.0	3	0.3
They are seen as immoral, need to improve this	1	0.1	2	0.2	3	0.3
Customer Bullying	2	0.2	2	0.2	4	0.3
Give Priority to people in need	3	0.3	1	0.1	4	0.3
Governed by law	2	0.2	2	0.2	4	0.3
improve data management	3	0.3	1	0.1	4	0.3
Improve the infrastructure	4	0.3	0	0.0	4	0.3
Needs translator	3	0.3	1	0.1	4	0.3
Good to take enough time before giving judgment	3	0.3	2	0.2	5	0.4
no judge, no justice, corruption. And I believe that this will not be fixed	4	0.3	2	0.2	6	0.5
Restrict the number of cases which can be covered in one day	4	0.3	2	0.2	6	0.5
Assignee the right person in right place	4	0.3	2	0.2	6	0.5
Good to settle a case for specific judge, meaning not a good idea to switch judges for one case	5	0.4	1	0.1	6	0.5
implement the Judgment quickly, after the judgment	5	0.4	3	0.3	8	0.7

Suggestion	Male		Female		Total	
	N	%	N	%	N	%
made a restructure	6	0.5	1	0.1	7	0.6
the evidence should be verified	3	0.3	4	0.3	7	0.6
The Information desk should give adequate information	5	0.4	2	0.2	7	0.6
Work on the qualification and behavior of writers	2	0.2	5	0.4	7	0.6
good to honor the appointment	5	0.4	3	0.3	8	0.7
Take sample case and evaluate it, there must be supervision	9	0.8	1	0.1	10	0.9
allow open court	4	0.3	7	0.6	11	0.9
Fight the corruption	6	0.5	6	0.5	12	1.0
judges should be impartial	9	0.8	3	0.3	12	1.0
good to treat everyone equally	11	0.9	4	0.3	15	1.3
if judges work for justice	10	0.9	4	0.3	14	1.2
improve time management	9	0.8	5	0.4	14	1.2
make the place suitable for disabled people	5	0.4	9	0.8	14	1.2
work for true justice	8	0.7	6	0.5	14	1.2
Increase staff size	13	1.1	2	0.2	15	1.3
the place is not suitable/ comfortable	11	0.9	4	0.3	15	1.3
Work Delay, we need fast service	6	0.5	10	0.9	16	1.4
all of the staff needs training and they should be responsible	11	0.9	9	0.8	20	1.7
increase the number of judges	19	1.6	4	0.3	23	2.0
Work on the qualification and behavior of Supportive Staff	14	1.2	8	0.7	22	1.9
all the work needs to transform in IT and all files need to be put in soft copy	17	1.5	7	0.6	24	2.0
Good to get justice in time	12	1.0	14	1.2	26	2.2
try to build fair court system	26	2.2	12	1.0	38	3.2
shorten the appointment	20	1.7	22	1.9	42	3.6
lack of Judges qualification, better to improve	44	3.8	9	0.8	53	4.5
recurring appointment, good to solve this	32	2.7	25	2.1	57	4.9
They are not punctual, they are not present on time on their duty, needs to solve this	82	7.0	51	4.4	133	11.4

Suggestion	Male		Female		Total	
	N	%	N	%	N	%
It is Good as it is	91	7.8	47	4.0	138	11.8
no comment	146	12.5	107	9.1	253	21.6
OTHERS	40	3.4	12	1.0	52	4.4
Total	740	63.2	431	36.8	1171	100.0

ANNEX 5: BACKGROUND CHARACTERISTICS OF RESPONDENTS

Characteristic	Court Name							
	Federal Supreme Court		Federal High Court		Federal 1st Instance Court		Total	
	N	%	N	%	N	%	N	%
Gender								
Male	6	.5	220	19.3	491	43.1	717	62.9
Female	4	.4	129	11.3	289	25.4	422	37.1
Total	10	.9	349	30.6	780	68.5	1139	100.0
Age Categories								
< 20	0	.0	5	.4	2	.2	7	.6
21-30	0	.0	69	6.1	217	19.1	286	25.1
31-40	6	.5	156	13.7	351	30.8	513	45.0
41-50	3	.3	73	6.4	152	13.3	228	20.0
>51	1	.1	46	4.0	58	5.1	105	9.2
Total	10	.9	349	30.6	780	68.5	1139	100.0
Education Status								
PhD	0	.0	0	.0	0	.0	0	.0
Masters	1	.1	57	5.0	72	6.3	130	11.4
Bachelor	4	.4	153	13.4	217	19.1	374	32.8
College Diploma	2	.2	40	3.5	105	9.2	147	12.9
TVET	0	.0	11	1.0	48	4.2	59	5.2
9-12 Grades	1	.1	60	5.3	227	19.9	288	25.3
1-8 Grades	1	.1	23	2.0	83	7.3	107	9.4
No formal education	1	.1	5	.4	28	2.5	34	3.0
Total	10	.9	349	30.6	780	68.5	1139	100.0
Place of Residence								
Addis Ababa	6	.5	321	28.2	703	61.7	1030	90.4
Dire Dawa	0	.0	20	1.8	62	5.4	82	7.2
Amhara	1	.1	1	.1	2	.2	4	.4
Afar	0	.0	0	.0	0	.0	0	.0

Characteristic	Court Name							
	Federal Supreme Court		Federal High Court		Federal 1st Instance Court		Total	
	N	%	N	%	N	%	N	%
Benishangul Gumuz	0	.0	0	.0	0	.0	0	.0
Gambella	0	.0	0	.0	0	.0	0	.0
Harari	0	.0	1	.1	0	.0	1	.1
Oromia	2	.2	5	.4	11	1.0	18	1.6
SNNPR	1	.1	0	.0	1	.1	2	.2
Somali	0	.0	1	.1	0	.0	1	.1
Sidama	0	.0	0	.0	0	.0	0	.0
Tigray	0	.0	0	.0	1	.1	1	.1
Total	10	.9	349	30.6	780	68.5	1139	100.0
Place of Interview								
Federal Supreme Court	10	.9	0	.0	0	.0	10	.9
Akaki Kality District Bench	0	.0	35	3.1	0	.0	35	3.1
Bole District Bench	0	.0	54	4.7	0	.0	54	4.7
Lideta Civil District Bench	0	.0	163	14.3	0	.0	163	14.3
Lideta District Bench	0	.0	74	6.5	0	.0	74	6.5
Dire Dawa District Bench	0	.0	23	2.0	0	.0	23	2.0
Addis Ketema District Bench	0	.0	0	.0	21	1.8	21	1.8
Akaki Kality District Bench	0	.0	0	.0	4	.4	4	.4
Arada District Bench	0	.0	0	.0	158	13.9	158	13.9
Bole District Bench	0	.0	0	.0	106	9.3	106	9.3
Kirkos District Bench	0	.0	0	.0	71	6.2	71	6.2

Characteristic	Court Name							
	Federal Supreme Court		Federal High Court		Federal 1st Instance Court		Total	
	N	%	N	%	N	%	N	%
Kolfe -Keranio District Bench	0	.0	0	.0	69	6.1	69	6.1
Lideta District Bench	0	.0	0	.0	107	9.4	107	9.4
Nefas Silk Lafto	0	.0	0	.0	73	6.4	73	6.4
Menagesha(Gulele) District Bench	0	.0	0	.0	38	3.3	38	3.3
Yeka District Bench	0	.0	0	.0	72	6.3	72	6.3
Dire Dawa District Bench	0	.0	0	.0	61	5.4	61	5.4
Total	10	.9	349	30.6	780	68.5	1139	100.0

ANNEX 6: TABULATED SUMMARY OF RESULTS

Survey Item	Strongly Agree/ Agree		Strongly Disagree/ Disagree		Neutral		Total	
	N	%	N	%	N	%	N	%
1. Getting to court compound was easy	1055	92.7	81	7.1	2	.2	1138	100.0
2. Getting into CofLaw easy and convenient	957	87.0	122	11.1	21	1.9	1100	100.0
3. Finding where I need to go easy and convenient	853	75.4	263	23.2	16	1.4	1132	100.0
4. I felt safe in the courthouse.	1013	89.0	106	9.3	19	1.7	1138	100.0
5. I had no difficulty getting the information I needed from the respective court unit and court personnel.	835	74.1	250	22.2	42	3.7	1127	100.0

Survey Item	Strongly Agree/ Agree		Strongly Disagree/ Disagree		Neutral		Total	
	N	%	N	%	N	%	N	%
6. The information center gave me enough information in relation to the case I have with the court.	855	75.9	222	19.7	50	4.4	1127	100.0
7. I received an expeditious service guided by ICT (E.g., Video Conference, e-filing, SMS, etc.).	261	25.1	625	60.0	155	14.9	1041	100.0
8. The court provides support and necessary facilities to persons with special needs (e.g., persons with disabilities, persons with special needs)	215	19.2	773	69.0	132	11.8	1120	100.0
9. The court assigned me an interpreter promptly whenever needed and I have received an adequate service in this respect	183	37.2	150	30.5	159	32.3	492	100.0
10. I was not able to hire a lawyer in a criminal case and the court provided/assigned me a free legal aid service/defense	249	46.3	151	28.1	138	25.7	538	100.0
11. I received an open hearing in court.	914	84.6	132	12.2	35	3.2	1081	100.0
12. The court personnel treated me respectfully and courteously.	944	83.1	154	13.6	38	3.3	1136	100.0
13. The registrar treated me respectfully and courteously while I need to bring an application, defense, appeals ... etc	820	78.3	162	15.5	65	6.2	1047	100.0
14. I was treated with civility in receiving a copy of rulings, orders, decisions etc.	761	73.1	195	18.7	85	8.2	1041	100.0
15. The judge/bench hearing my case listened to me and was courteous, respectful, and fair	916	84.7	117	10.8	49	4.5	1082	100.0

Survey Item	Strongly Agree/ Agree		Strongly Disagree/ Disagree		Neutral		Total	
	N	%	N	%	N	%	N	%
16. The judge/bench clearly communicated his/her orders and what I needed to do next about my case	845	79.8	174	16.4	40	3.8	1059	100.0
17. I received the services of the court without any issue of sincerity, loyalty, integrity? etc.	841	74.2	192	16.9	101	8.9	1134	100.0
18. I was treated equally. My ethnicity, gender, religion, economic status, or age made no difference in how I was treated	1034	91.5	67	5.9	29	2.6	1130	100.0
19. The court decided the case with quality by thoroughly investigating the evidence and litigation.	655	62.5	235	22.4	158	15.1	1048	100.0
20. The case/other business I had with the court was handled in a timely and in an efficient manner	626	56.0	415	37.1	77	6.9	1118	100.0
21. The court's decision on my case was well-grounded on the evidence I produced and the litigation I made.	567	56.3	207	20.6	233	23.1	1007	100.0
22. The court allowed me a chance/forum to settle my civil case through reconciliation and negotiation.	405	51.6	284	36.2	96	12.2	785	100.0
23. I have confidence in the courts' operations.	881	77.6	152	13.4	103	9.1	1136	100.0
24. Overall, I think the court performs effectively.	797	70.5	184	16.3	150	13.3	1131	100.0



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