



Final survey regarding the experience,
attitudes and perceptions of the
implementation of
Judicial Reforms in Romania

CLIENT:

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Department for Implementation of
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FINAL REPORT

Cuprins

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Methodology

Scope of investigation: the survey investigates the following categories:

- Public servants, state employees in the judiciary,
- Law professionals (lawyers, counsellors),
- The public in the courts of law.

Sampling framework: the sampling framework is based on the list of courts of law included in the project "The Reform of the Judiciary System in Romania" - (LN 4811 RO) –

Element A, defined as the **intervention group**:

- 2 district courts (Tulcea, Oradea),
- 5 tribunals (Tulcea, Iași, Cluj, Dolj, Bihor),
- 3 courts of appeal (Pitești, Iași, Oradea).

To define a control group, another 10 courts were selected, based on the principle of similarity, in order to achieve a sample with a structure as close as possible to that of the intervention group.

Element B, defined as the **control group**:

- 2 district courts (Bucharest – Sector 5, Vaslui),
- 5 tribunals (Arad, Constanța, Harghita, Prahova, Timiș),
- 3 courts of appeal (Bacău, Brașov, Galați).

In order to obtain even more insight into the situation of the courts of appeal network, we included in the survey those other such courts which were not covered by the project, and thus we concluded the third group:

Element C, defined as the **courts of appeal group**:

- 12 courts of appeal (Constanta, Bacău, Brașov, Târgu-Mureș, Suceava, Alba Iulia, Galați, Ploiești, Cluj, Timișoara, Craiova, Bucharest)

Sample sizing:

- State employees: 512 persons (250 judges, 170 prosecutors, 92 court clerks);
- Law professionals (lawyers, counsellors): 505 persons,
- The public in the courts of law: 1514 beneficiaries of judicial services (1013 natural persons and 501 juridical persons).

Subject selection: for each category and for each class of employees, the number of subjects to be interviewed was established based on the statistical data provided by:

- the portal of the Romanian courts of law (<http://port.just.ro>)
- the Superior Council of Magistracy (<http://www.csm1909.ro>)
- the lawyers' lists (<http://www.ifep.ro/Justice/Lawyers/LawyersPanel.aspx/>)

The assignment of the various courts was made based on the proportions of their respective populations (but at least 3 subjects for each court from each category). The

selection was made systematically, out of the entire pool of qualified subjects, on the basis of a list of names sorted in alphabetical order.

For the public, the selection was random, from the individuals recently involved with the courts, and the public present in the courts for the duration of the survey.

In order to ensure the best possible quality of the samples, the interview operators engaged the respondents in one main meeting and four follow-ups. The follow-ups were scheduled in four different days of the week, at different hours.

Data collection was performed face-to-face, on the premises of the courts, in the period December 2016 – February 2017.

Executive summary

The “Romanian judicial system reform” project’s main objective is to offer consultancy to the Government relating to the implementation of structural reforms in the justice sector:

The project is structured into four main components:

- Rehabilitation of the courts infrastructure;
- Improvement of court administrative capacity;
- Court computerization;
- Growth of the institutional capacity of the judicial system.

As a result of the implementation of the four components and in accordance with the general objective of the project, the aim is to reach the following specific outcomes:
Improvement of institutional capacity of the judicial system to dispose cases (in terms of fairness, speed, costs and feasibility of decision implementation);
Improving the courts infrastructure and conditions within the courts;
Improvement of the public image and of procedural transparency in the justice field;
Improvement of court efficiency alongside the development of skills, professionalism and integrity of judges and auxiliary court personnel.

The objective of the study was to evaluate experiences with, as well as perceptions and attitudes toward the juridical system’s performance and efficiency (celerity, fairness, capacity for decision implementation etc.), transparency, the integrity and professionalism of judicial personnel, together with the impact of the “Romanian Judicial System Reform” project upon implementation, as compared to the main results of similar anterior studies, especially the initial and interim surveys.

For project impact evaluation, a double reference was used:

a longitudinal one, having as points of reference the Baseline survey (Gallup, 2008), the interim study carried out by MMT in 2014, as well as other relevant studies, for assessing the progress,

a transversal one, taking as reference a “control group” (a similar sample of courts) to measure the effect of the of the intervention.

The studied universe contains three relevant populations: justice field employees (judges, prosecutors and clerks), domain professionals (lawyers and legal counselors) as well as the courts’ public (litigants, general public as well as legal entities).

Component A defined as the intervention group, made up out of two district courts (Tulcea, Oradea) five tribunals (Tulcea, Iasi, Cluj, Dolj, Bihor) and three courts of appeal (Pitesti, Iasi, Oradea).

Component B, defined as the control group, included two district courts (Bucharest sector 5, Vaslui) five tribunals (Arad, Constanta, Harghita, Prahova, Timiș) and three

courts of appeal (Bacau, Brasov, Galati). For a more faithful illustration of the situation in the courts of appeal network, a third group has been selected, **Component C** defined as the courts of appeal group, containing 12 such institutions (Constanta, Bacau, Brasov, Targu Mures, Suceava, Alba Iulia, Galati, Ploiesti, Cluj, Timisoara, Craiova, Bucuresti).

The volume of the samples consists of 512 employees of the judiciary system (250 judges, 170 prosecutors and 92 clerks) 505 professionals (lawyers and legal counselors), 1514 litigants (1013 private citizens and 501 legal entities representatives).

The first investigated aspect was a presentation of the courts, the analysis of the material and human infrastructure which these courts possess. It revealed the fact that the courts which were included in the "Romanian Judicial System Reform" project possess a superior infrastructure both qualitatively and quantitatively, as compared to the control group courts.

Data indicates useable floor areas larger by about 35%, public waiting area about three times larger, office space larger by approx. 50%, and almost double archive space. The number of public facilities (toilets and parking spaces) is much higher for the courts subject to intervention. Taking this into account, it appears normal that the proportion of courts in need of major repairs is much smaller for the intervention group (20%), compared to the control group (60%).

There is no significant difference concerning the number of employees between the two groups, the only difference being the number of interns from the intervention group (5 interns) as compared to the control group (1 intern).

Data indicates that, on average, the number of pending cases, at the beginning of 2015 is higher for the courts subject to the intervention (4127 cases, compared to 3105, from the control group). Out of the total which includes new cases (8861 cases) 5359 were disposed (about 60%), while in the control group, out of the 9645 pending cases registered with the courts, 6353 were disposed (66%). These numbers are similar to data revealed in 2014 (68% in both types of courts).

The computer network for the intervention group is composed of 133 devices, out of which 98% are connected to the internet. Within the control group, out of the 117 existent devices (on average) 90% are connected to the internet. Comparing these results to the ones of the 2014 study, we can observe a more developed computer network, both in terms of numbers and regarding Internet connectivity.

The case archiving system seems to be more problematic in the control group, considering that five out of the courts either consider it less efficient, or cannot provide a rating. Although the archives were considered problematic in 2008, the situation appeared to have been resolved by 2014, yet has remained the same by 2017.

The questioned **judges'** opinions reveal a high satisfaction level and a perception of the improvement in courts' infrastructure situation, mostly within the intervention group.

Furthermore, in what concerns the act of justice, judges observe an improvement in the quality of the prosecutors body, but less so for the general efficiency of work.

Compared to the judges which were part of the control group, the ones in the intervention group stated to a larger extent that they had noticed improvements in what concerns the progress of the act of justice, especially referring to the lawyers' honesty, where 24% more judges from the intervention group consider that this aspect improved in the past two years. The smallest difference between the two groups (3%) is regarding the time to case disposition.

For generating a better work experience, the judges consider it necessary that a larger number of clerks be employed in courts, but also that a regulatory framework be enacted, to facilitate higher efficiency.

On average, the judges from the group subject to intervention had 796 cases, and the ones from the control group, 740 cases. Approximately 7% of the cases assigned to the judges from the intervention group and 4% of the cases of the control group judges are at least 6 months old. Efficiency wise, in 2015, judges from the first group disposed 597 cases (75% of the total assigned to them) and the judges from the control group disposed 523 cases (71%).

No major differences are observed regarding the number of work hours, the situations of working from home, professional training and adoption of modern technologies. In what concerns the access to legislation, jurisprudence or doctrine, there is a difference between the two groups, 56% of the judges from the group subject to intervention saying that access to this type information is easy, compared to 43% in the case of the control group.

Compared to the last two years, judges state that they can observe improvements in all aspects regarding the courts' qualified human resources, the three attributes of clerks being the most mentioned. We can observe differences between the two groups within the interval 26% (referring to the honor and honesty of clerks) – 29% (in what concerns the clerks' professionalism).

Prosecutors observed improvements in what concerns the courts' infrastructure and facilities. Moreover, the opinion of the prosecutors from the intervention group is that most aspects have improved considerably. Major percentage differences can be identified between the two categories of respondents, showing higher satisfaction levels for the prosecutors in the intervention group, concerning the changes the courts have gone through.

The perception of the act of justice shows that for the good progress of the courts' activity, as well as for a proper performance of the prosecutors' activities, the most important aspects are the number of assigned cases, the time to case disposition, and the provisions of the new Civil Code and of the Civil Procedure Code.

The last two years brought improvements concerning the transparency of the act of justice, acknowledged by prosecutors from both groups (74% of the group subject to intervention and 67% for the control group) and concerning the time needed for case disposition (56% for the group subject to intervention and 65% for the control group),

but less so, concerning the number assigned cases. On average, a prosecutor from a court part of the group subject to intervention, had, in 2015, 623 cases while at the same time, a prosecutor from a court which was part of the control group, had on average, 390 cases.

Out of active cases, on average, 52 (8%) were older than 6 months from their assignment and 251 (40%) older than 6 months since they entered the system, as reported by the prosecutors in the intervention group. According to the statistics in the control group, out of all the assigned cases, on average 31 (8%) were older than 6 months from their assignment and 74 (19%) were older than 6 months since they entered the system.

There were no major differences reported regarding the access to new technologies or the need for more professional training. Instead, perception over the efficiency of the registration and archiving system is higher in the intervention group (93%), compared to the control group (75%). Access to the jurisprudence, legislation and doctrine databases is easier for the intervention sample (59%) compared to the control group (51%).

In what concerns the **clerks'** perception, it matches the improvement perception trend and that regarding the satisfaction with the work environment. For these employees, the aspects which take precedence are the ones regarding the infrastructure (useful floor area, number of courtrooms, equipment of the employees' offices), as compared to the specific aspects which regard the act of justice.

The act of justice is perceived as satisfying and improving, especially in the intervention sample. With the exception of the time to case disposition (with a higher degree of satisfaction found in the control group) data indicates differences of 2% (concerning the number of clerks) up to 20% (provisions of the new Civil Code/Civil Procedure Code), in favor of the group subject to intervention.

Concerning the workload, on average, clerks from the group of courts subject to intervention had to prepare, in 2015, 833 cases each. At the same time, a clerk from a court belonging to the control group had to prepare, on average, 645 cases, the workload being 29% higher for the intervention group. Out of all the active cases, for the clerks in the intervention group, on average, 177 (21%) were older than 6 months since they registration in the system, while for clerks in the control group, out of all the active cases, on average, 36 (6%) were older than 6 months since they entered the system.

We can't identify major differences in what concerns the access to new technologies, but the registering and archiving system is considered to be efficient in a larger proportion (84%) for the intervention group, as compared to the control group (74%).

Regarding the way **lawyers** evaluated the courts' infrastructure, a main aspect is that regardless of which group they belong, they most frequently rated the courtrooms' audio systems, the possibility of researching the archives, as well as the possibility of looking up information on the internet. The aspects which mostly satisfy lawyers are

the building solemnity, the exterior aspect of the building, as well as the cleanliness of public spaces.

The aspects most frequently considered as satisfactory by lawyers in regards to the act of justice are: the way cases are assigned; the way judges treat litigants in the courtroom and the provisions of the new Civil Code/Civil Procedure Code.

Workload seems to be higher for lawyers from the control group, if we analyze the number of cases they prepare. The main reasons for slowing (and sometimes delaying) lawyers' work have to do with work procedures, long terms and expertise.

The attributes used to rate the lawyers' perception of the quality of personnel (attitude, honesty and professionalism of judges, prosecutors or clerks), are positively evaluated. Differences between the two groups appear in regards to the higher proportion of those satisfied in the intervention group, as well as vice versa.

Private citizen - litigants identify the next hierarchy in what concerns the visibility of the courts' infrastructure constitutive elements: public waiting spaces, the audio systems in the courtrooms and the possibility of searching for documents in the archives. Litigants state that they are mostly satisfied with the building aspect, both internal and external, the solemnity of the building, as well as the cleanliness of public spaces. The same as with lawyers, the number of parking spaces is still seen as a problem.

In what concerns the act of justice, the most satisfying aspects, from the perspective of private litigants, are the professionalism, the attitude and the honesty of lawyers. The most frequently improved aspects during the last two years, taken into account by the litigants, are the way judges treat litigants in the courtroom, but also the entire set of attributes applicable to lawyers.

15% of the private citizen litigants from the group subject to intervention and 13% of the litigants from the control group intended to file a complaint regarding certain aspects of their courtroom experience. The main reasons for which they intended to do so were the methods of settlement for cases and the time needed for settlement. The ones that haven't filed their complaints, although they intended to do it, reasoned their choice by the lack of hope that anything would change, the potential deterioration of their relationships with the courts' employees, and the fact that they didn't know where to file the complaint or the time needed to do so.

The most visible elements form the courts, from the perspective of litigants which are representatives of **legal entities**, were: the public waiting spaces, the possibility of looking up documents in the archive, but also the audio system in the courtrooms. The most satisfying aspects regarding the courts' infrastructure for this population are the internal and external aspect of the building, as well as the building solemnity.

The perception over the act of justice in this case underlines a higher satisfaction with the attitude of the lawyers; the way judges treat litigants within the courtroom and the lawyers' professionalism. During the last two years, the most evident improvements

were made to the way judges treat litigants in court, as well as all the analyzed attributes applicable to lawyers.

15% of the legal entities representatives from the group subject to intervention and 7% of the representatives from the control group intended to file a complaint regarding certain aspects or situations encountered in court. The main reasons for taking these actions are the methods of settlement or the attitude of the personnel. The reasons for which this population did not file their complaints although they intended to, are the fact that they reasoned nothing would change, or that in doing so, they would endanger their relationship with the court.

The litigants, irrespective of category, offered a predominantly positive evaluation regarding almost all tested aspects/attributes (attitude, honesty, professionalism) of judges, prosecutors and lawyers.

I. Presentation of the courts

Narrative Report

To reach a more thorough understanding of the survey, we collected statistical data which are peculiar to the 29 courts included in the sample. Therefore, the first part of this section consists of general descriptive information about the courts.

Regarding the buildings where the courts are located, in the intervention group, four out of 10 were constructed more recently than the year 2000 (in 2011 and in 2013), with all the others dating back to 1802-1905. In the control group, there are also 2 courthouses built in the 2000s, while the rest were constructed in 1860-1997; for the Courts of appeal group, 3 buildings were more raised after 2000.

Capital repairs (consolidation or extension of the premises) have been performed for 5 of the 10 institutions included in the intervention group, and for 7 of the 10 courts in the control group. In 8 courts of appeal there was no capital repair work. In the intervention group, there are 7 institutions which do not require any capital repairs, modernisation, consolidation or extension, whereas in 2 of them, such work has been scheduled for 2018. In the control group there are only 3 such institutions not requiring any capital repairs, whereas for another 4 courts, the repairs were scheduled for 2017.

The two groups (intervention and control) exhibit the following traits with regard to structural compartmentalisation:

- Control group institutions have one less courtroom, on average, than those in the intervention group,
- The total useable area for the institutions in the intervention group is larger by 1300 m², on average,
- The courtrooms, the public waiting areas and the office spaces area all, on average, larger in the intervention group,
- The number of restrooms for the use of the public and the number of parking places (both for the employees, and for the public) are also much larger in the courts included in the intervention group.

	Group		
	Intervention	Control	Courts of appeal
Number of courtrooms	7	6	7
Total useable surface area (offices, court rooms, archives etc.)	5510 m ²	4223 m ²	6256 m ²
Of which, total area of the court rooms	679 m ²	503 m ²	551 m ²
Of which, public waiting areas	769 m ²	208 m ²	636 m ²
Of which, office space	2571 m ²	1.668 m ²	2592 m ²
Of which, archive facilities	662 m ²	349 m ²	1009 m ²
Number of restrooms for the public	5	1	2
Total number of parking places	40	11	21
Of which, parking places for the public	17	3	5

As expected, the level of satisfaction with all previously stated elements is higher for intervention group institutions, just as it was described in 2014. Most often, the useable surface area, the number of courtrooms and the archive facilities appear to cause the most dissatisfaction in the control group. Regarding the quality of furnishings, in most courts, the situation is rated as good or very good, regardless of the group. However, there is a certain

difference between the control group and the intervention group in the absolute number of elements causing discontent.

The problems identified by the employees of the courts seem to bear consequences on the manner in which they perform their activities: in the control group, there are 7 institutions where these issues have an important or very important impact on day-to-day work for the staff, whereas in the intervention group, the same has only been reported in only 4 institutions. In the Courts of appeal group, there are 9 courts out of 12 for which the issues bear an important or very important impact on the activities of the employees.

There are no significant differences between the numbers of employees in the two groups. The same situation can be discerned with judges and with support staff, however the average number of interns is much larger in the intervention group (5 interns) than what is found in the control group (1 intern).

In 4 of the intervention group courts, and in 5 of the control group courts, the judges also perform non-judiciary, administrative tasks. The percentage is larger with Courts of appeal, where such practices are found in 7 institutions.

There are no major differences regarding the numbers of judges and support staff attending training programs in 2013. In the intervention group, there are, on average, 25 judges attending per court, as compared to 20 in the control group; and 22 support staff, as compared to 25 in the control group. The data concerning the workloads in 2015 may be synthesized as follows:

	Group		
	Intervention	Control	Courts of appeal
	Average	Average	Average
... number of cases pending as at the beginning of 2015	4127	3105	2798
... number of cases disposed as at 31st of December 2015	5359	6353	7306
... number of new cases filed up to the 31st of December 2015	4734	6540	6738
... number of pending cases which are older than 6 months	1425	1224	594

The above table reveals that, on average, the number of pending cases at the beginning of 2015 is larger for intervention group courts than for those in the control group. Of the total 8861 cases pending with the intervention group courts in 2015, 5359 have been disposed (approximately 60%), whereas of the total 9645 cases pending with the control group courts, 6353 have been disposed (66%). The efficiency indicators calculated in the present survey are similar to those presented in 2014 (68% for both court groups).

The average number of cases older than 6 months is larger in the intervention group than in the control group: they account for 41% of pending cases (intervention) as compared to 37% (control). This indicator shows an increase of the values from the year 2014 (14% and 20%, respectively).

In half of the courts of the intervention group, the average time to case disposition has dropped; the same has been reported by 40% of the courts in the control group.

Regarding the practices adopted by the courts, in most situations the cases are assigned randomly, and the courts do observe the principle of panel continuity until the disposition of the cases (with the exception of two courts in the intervention group). Furthermore, in a majority of institutions from both groups, cases are assigned to magistrates based on their level of complexity, as well as on the time periods required for disposition. Nevertheless, there

are two courts in the intervention group and one in the control group, where these two principles of case assignment are not observed.

In the intervention group, the computer network consists, on average, of 133 machines, of which 98% have Internet access. In the control group, out of 117 computers available on average, 90% are connected to the Internet. On average, judges use 38 (29%) of the available computers in the intervention group courts, and 37 (32%) in the control group courts. Compared to the 2014 survey, the computer networks appear to be better developed, both in terms of increased availability, and in terms of Internet connectivity.

The case archiving system of the courts appears to cause some issues in the control group, as five institutions either rated its efficiency as low, or they failed to provide a rating. Even if in 2008 the archiving system was considered a problem by several more courts, this aspect appears to have been resolved by 2014 and remains at the same stage in 2017. Regarding the legislation, jurisprudence and doctrine databases – their accessibility is rated as very good by 8 of the intervention group courts, but only by 3 of those in the control group. In other 6 control group courts, this indicator is stated as good.

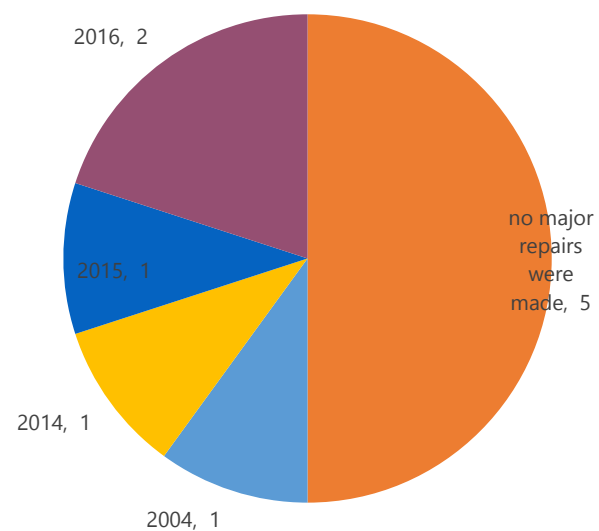
The relationship with the Ministry of Justice and with the Superior Council of Magistracy is considered by the courts as mostly good and very good, in both survey groups, a situation similar to the previous survey (from 2014).

Data about the institution's headquarters

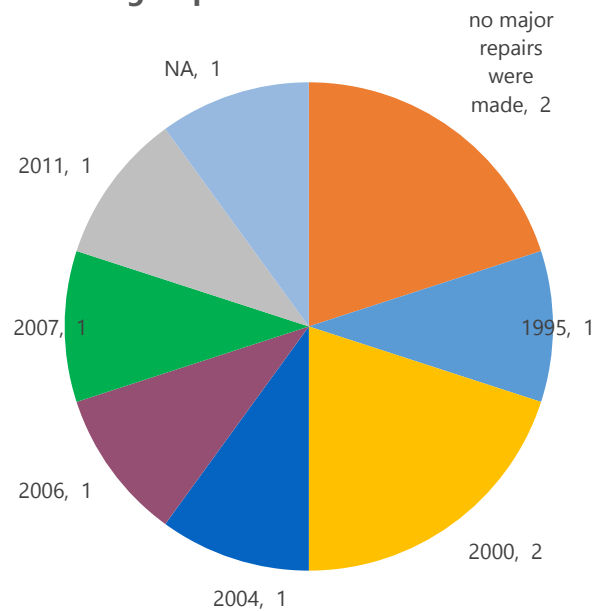
Intervention group	Year of building	Control group	Year of building	Appeal Courts	Year of building
DOLJ TRIBUNAL	1802	TIMIS TRIBUNAL	1860	COURT OF APPEAL TIMISOARA	1860
ORADEA COURT OF LAW	1868	BUCHAREST (SECTOR 5) COURT OF LAW	1895	COURT OF APPEAL SUCEAVA	1885
BIHOR TRIBUNAL	1868	ARAD TRIBUNAL	1895	COURT OF APPEAL BUCURESTI	1895
COURT OF APPEAL ORADEA	1896	VASLUI COURT OF LAW	1897	COURT OF APPEAL TARGU MURES	1896
CLUJ TRIBUNAL	1902	COURT OF APPEAL BRASOV	1900	COURT OF APPEAL ALBA IULIA	1900
COURT OF APPEAL PITESTI	1905	CONSTANTA TRIBUNAL	1904	COURT OF APPEAL BRASOV	1900
COURT OF APPEAL IASI	2011	HARGHITA TRIBUNAL	1904	COURT OF APPEAL CLUJ	1907
IASI TRIBUNAL	2011	COURT OF APPEAL GALATI	1997	COURT OF APPEAL PLOIESTI	1932
TULCEA COURT OF LAW	2013	COURT OF APPEAL BACAU	2005	COURT OF APPEAL GALATI	1997
TULCEA TRIBUNAL	2013	PRAHOVA TRIBUNAL	2016	COURT OF APPEAL BACAU	2005
				COURT OF APPEAL CONSTANTA	2005
				COURT OF APPEAL CRAIOVA	2010

Table 1. In what year was built the building where you work today?

Intervention group



Control group



Courts of appeal

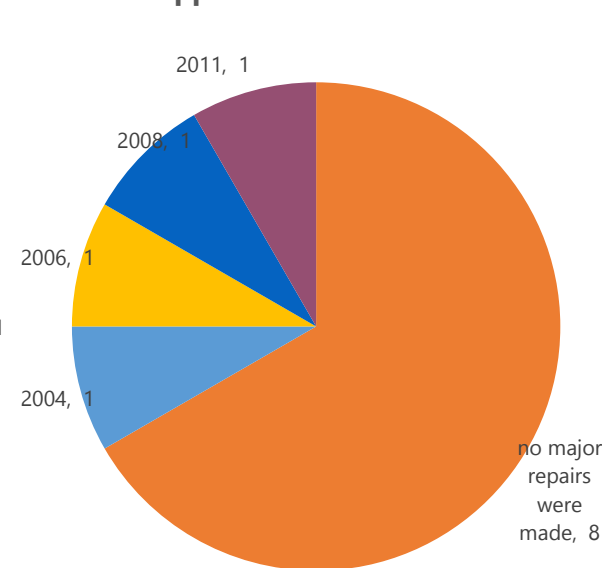
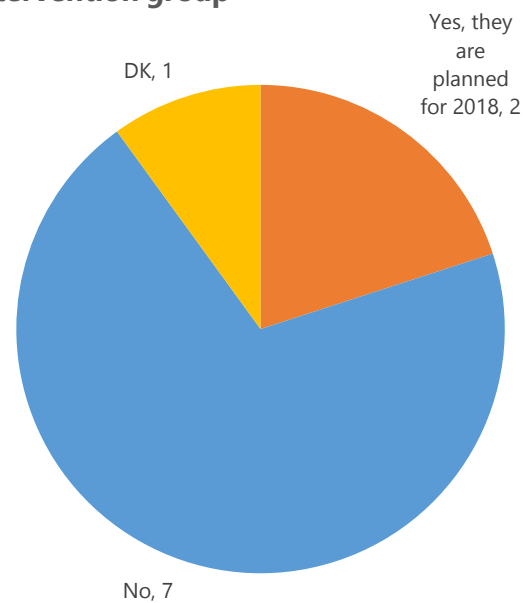
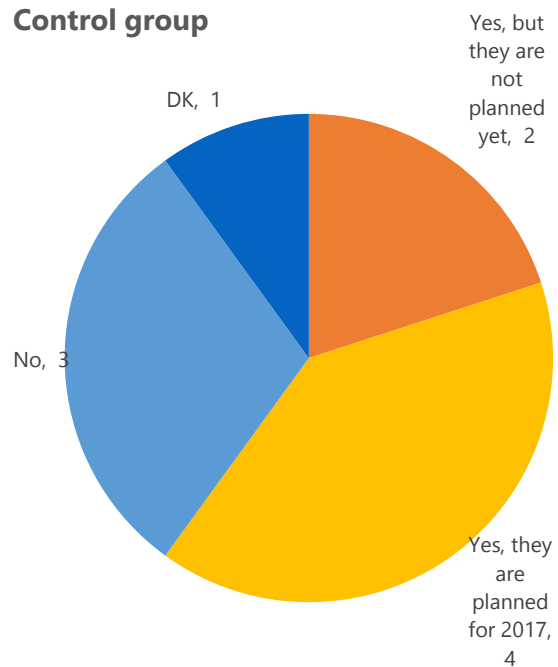


Figure 1. In what year were made last repair works, consolidation or expansion of the building where you work?

Intervention group



Control group



Courts of appeal

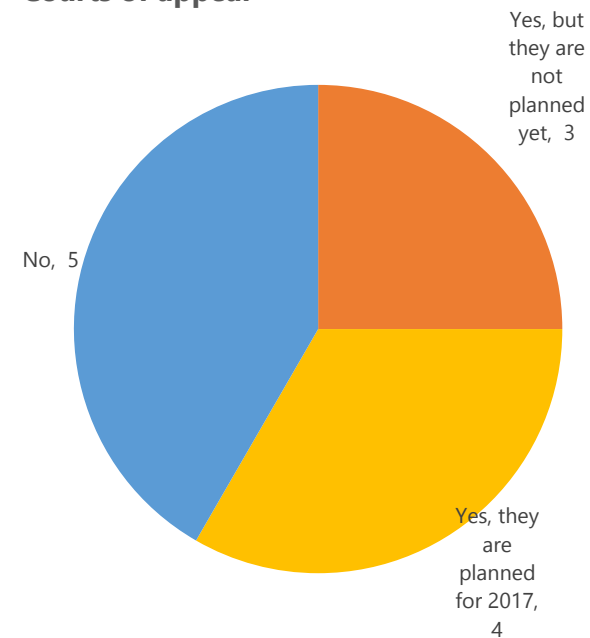


Figure 2. The building of your institution currently requires repair works, consolidation, modernization or expansion?

	Intervention group	Control group	Appeal Courts
Number of courtrooms	7	6	7
Total surface area of use (offices, courtrooms, archives)	5510 m ²	4223 m ²	6256 m ²
from which the total area courtrooms	679 m ²	503 m ²	551 m ²
from which the total area of waiting areas for general public	769 m ²	208 m ²	636 m ²
from which the total area of offices	2571 m ²	1668 m ²	2592 m ²
from which the total area of archives	662 m ²	349 m ²	1009 m ²
Number of restrooms for general public	5	1	2
Total number of parking places	40	11	21
from which number of parking places for general public	17	3	5

Table 2. What is approximately... from this court?

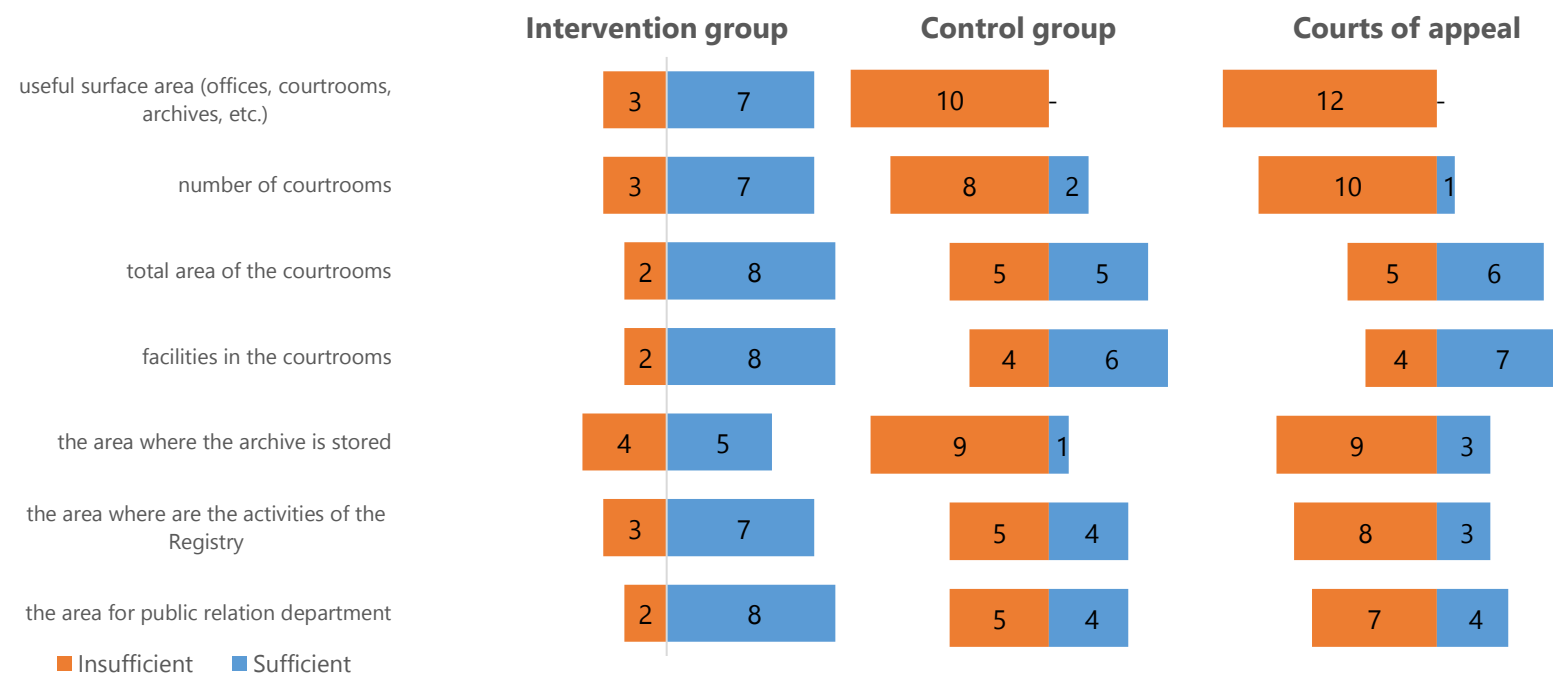


Figure 3. How would you rate the following aspects of the building situation where you work?

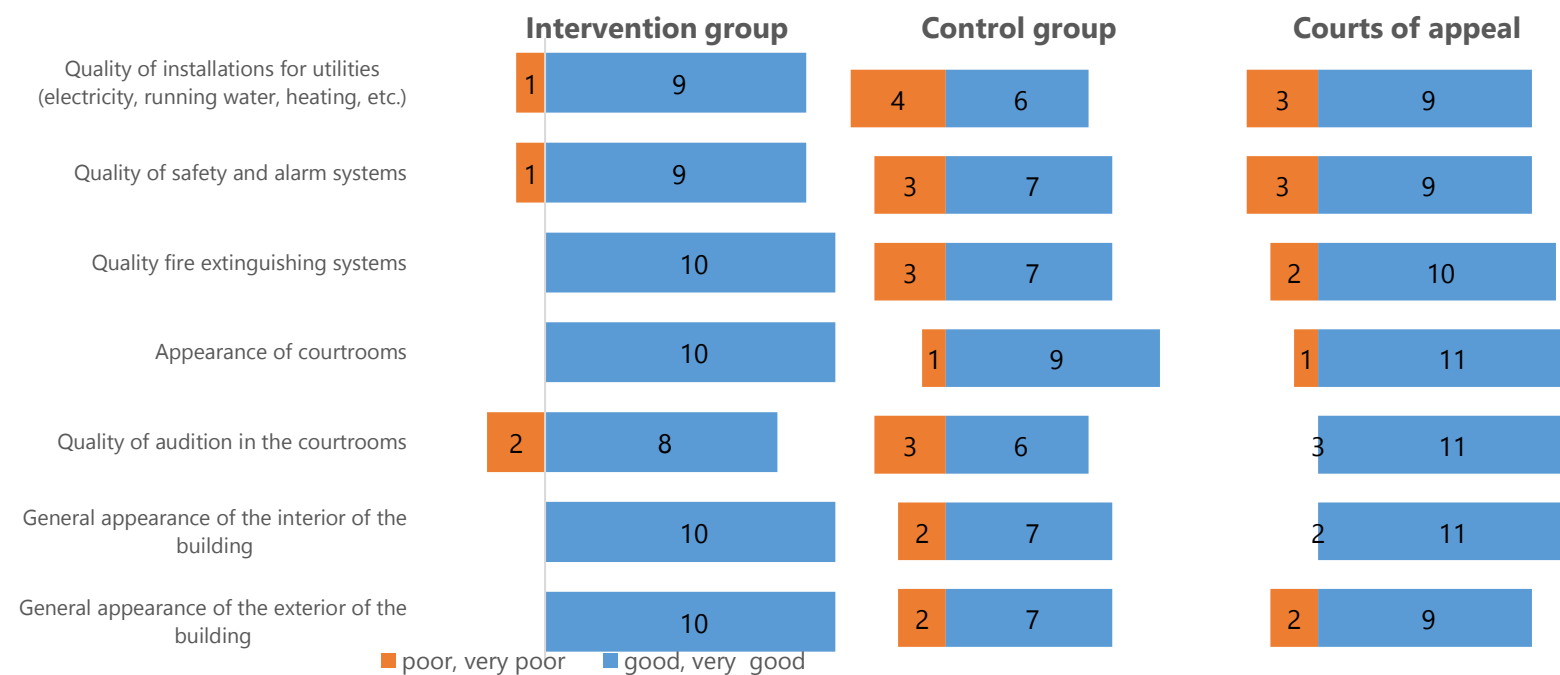
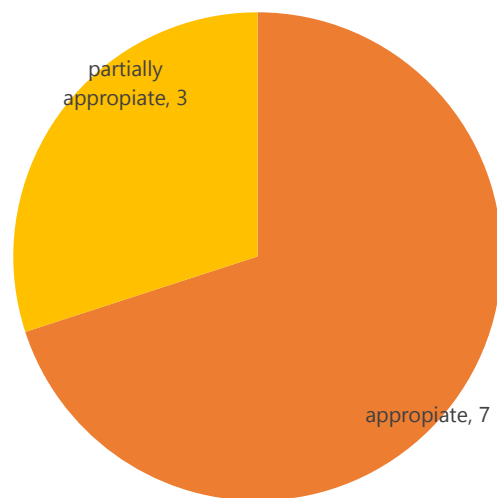
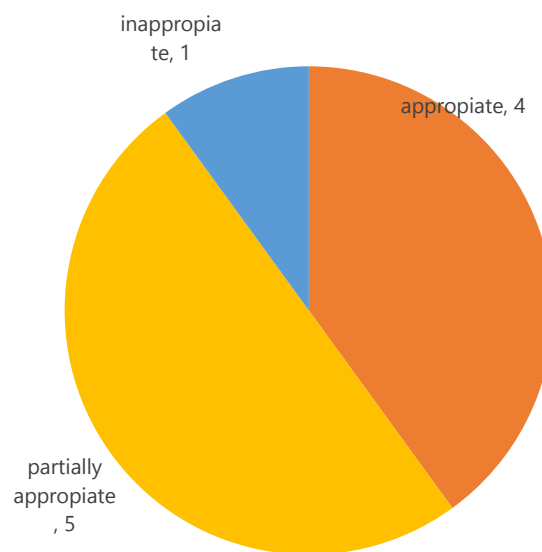


Figure 4. How would you rate the following aspects of the premises where you work?

Intervention group



Control group



Courts of appeal

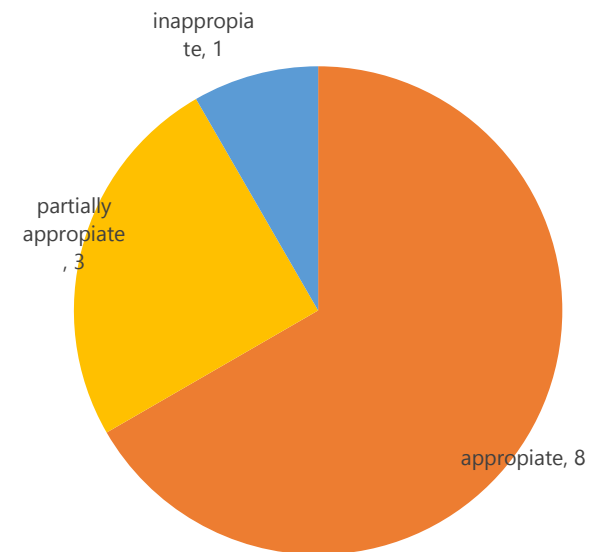
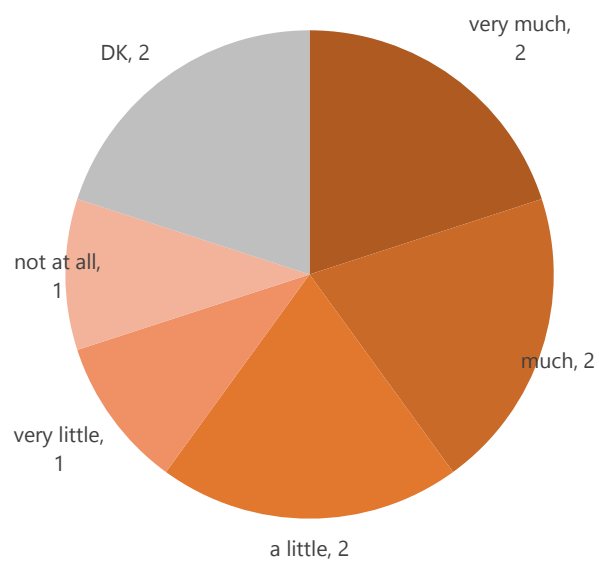
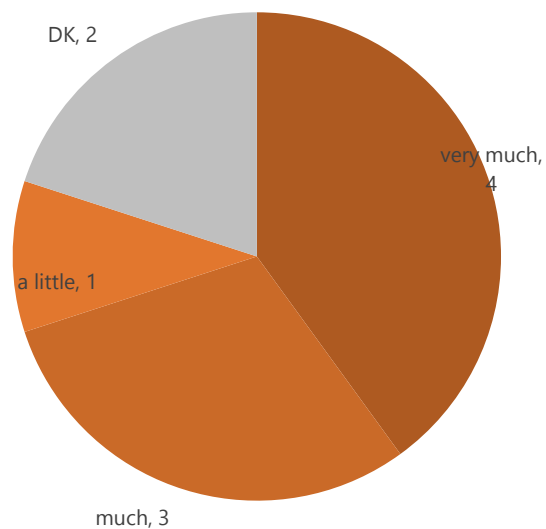


Figure 5. What do you think of the way office functions are currently separated in the office space (location of courtrooms, offices, archive, registry etc) from the perspective of access / use?

Intervention group



Control group



Courts of appeal

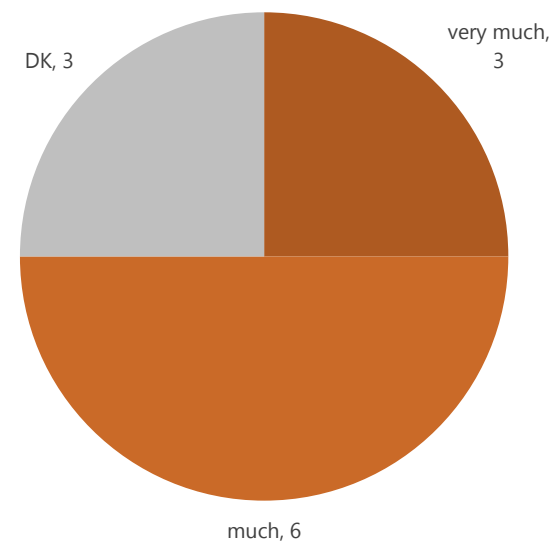


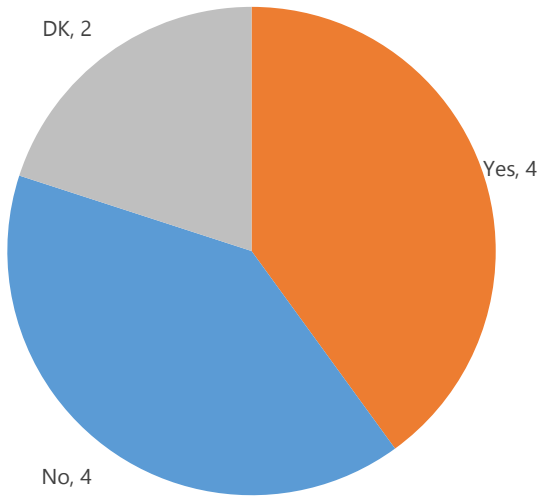
Figure 6. How much influence these issues activity in your institution?

Personnel data

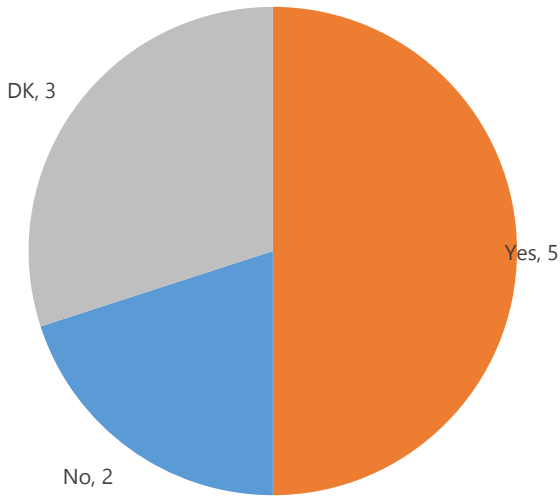
	Intervention group	Control group	Appeal Courts
... the total number of employees in your court	120	113	163
... from which how many judges	37	33	62
... from which trainees (auditors in courts)	5	1	
... from which how many auxiliary personnel	62	59	81

Table 3. What is... ?

Intervention group



Control group



Courts of appeal

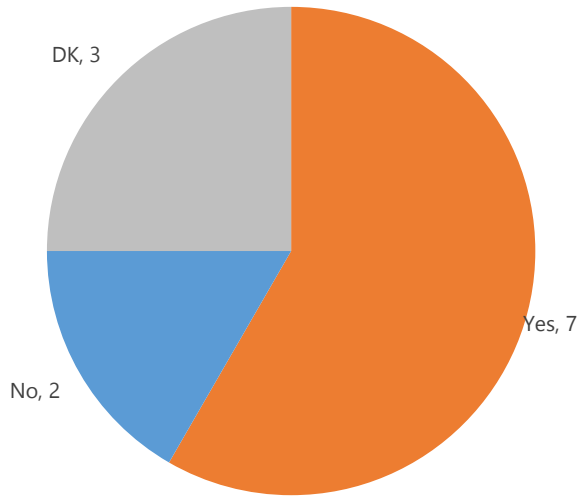


Figure 7. Currently the judges perform non-judicial administrative activities?

Data on personnel training and evaluation

	Group		
	Intervention	Control	Appeal Courts
	Medie	Medie	Medie
... the judges from this court attended training courses in 2015	24	20	34
... the auxiliary personnel attended training courses in 2015	22	25	24

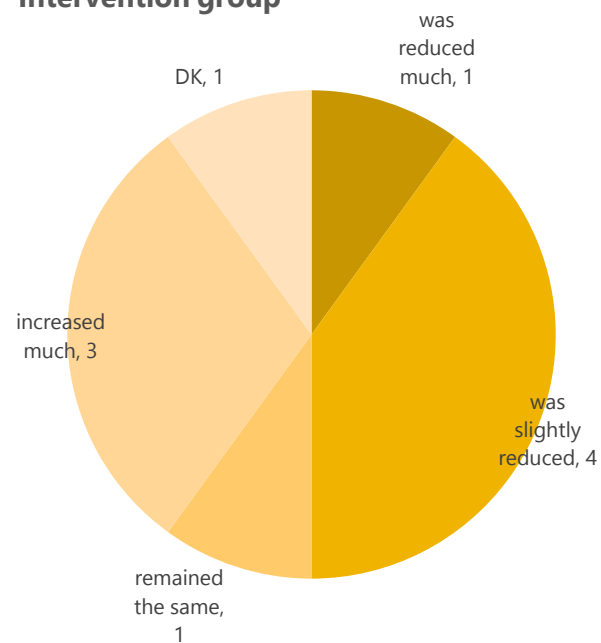
Table 4. How many of...?

Data on the amount of cases in your court

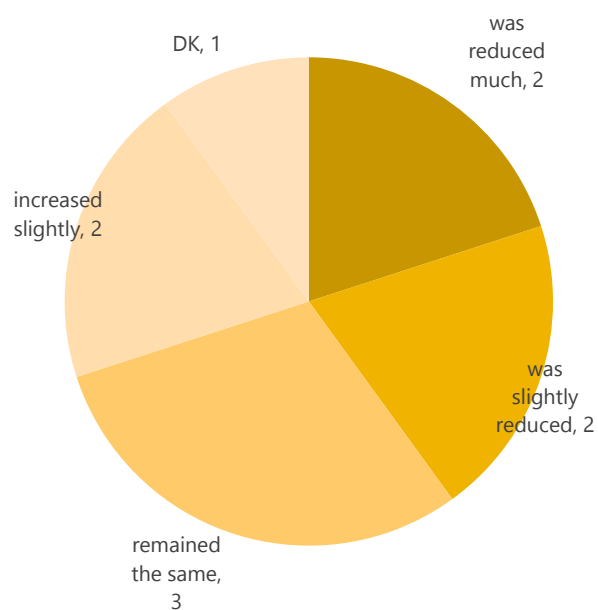
	Group		
	Intervention	Control	Appeal Courts
	Mean	Mean	Mean
... were pending at the beginning of 2015	4.127	3.105	2.798
... were resolved by December 31, 2015	5.359	6.353	7.306
... new files have entered until December 31, 2015	4.734	6.540	6.738
... currently older than 6 months	1.425	1.224	594

Table 5. How many files... ?

Intervention group



Control group



Courts of appeal

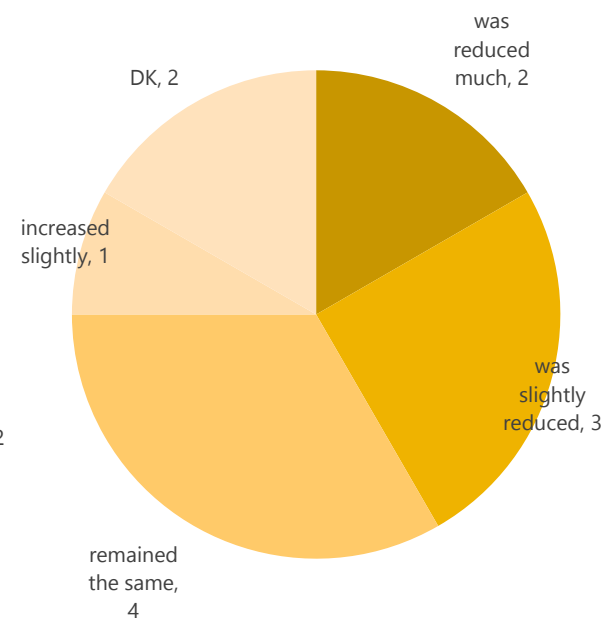


Figure 8. Compared with a year ago, now consider that the average duration of a case in your court... ?

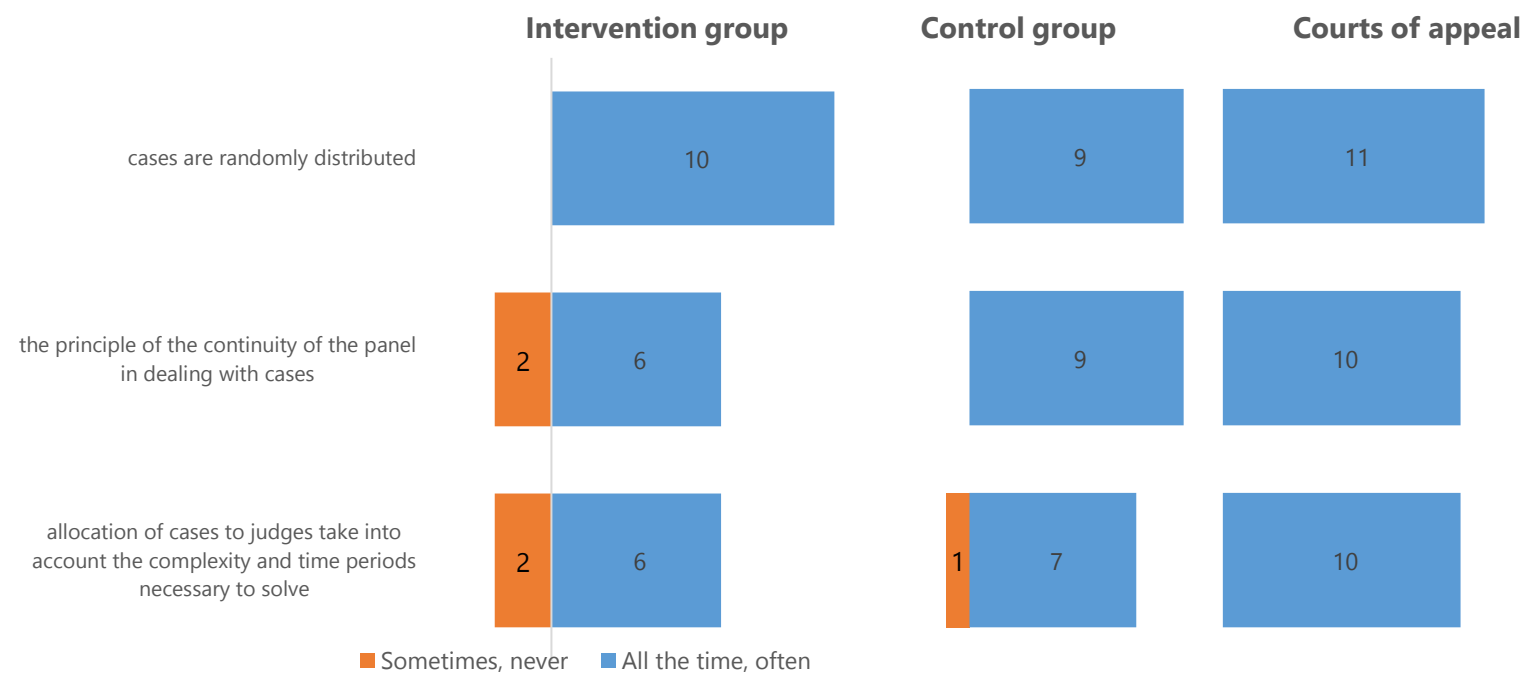


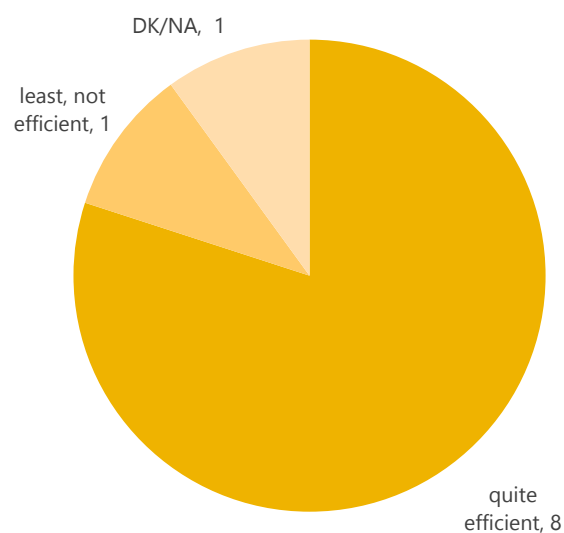
Figure 9. On the activity of your court, how often happens the following ...?

Data on the IT network

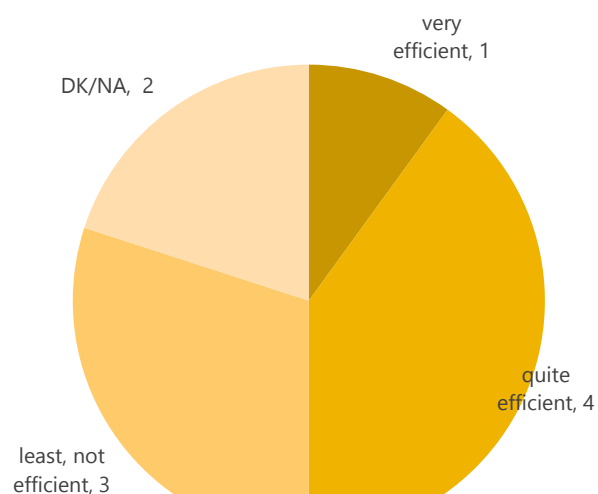
	Group		
	Intervention	Control	Appeal Courts
	Mean	Mean	Mean
... how many computers are there	133	117	189
... from which how many have Internet access	130	105	174
... from which how many are used by the judges	38	37	58

Table 6. In your institution....?

Intervention group



Control group



Courts of appeal

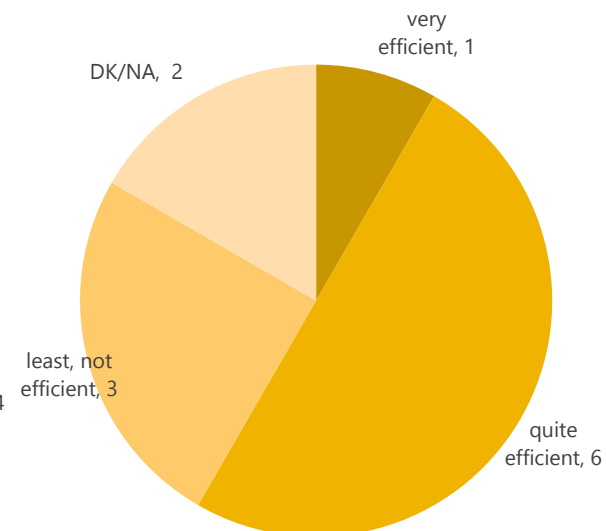


Figure 10. How do you assess the current archiving system of the files?

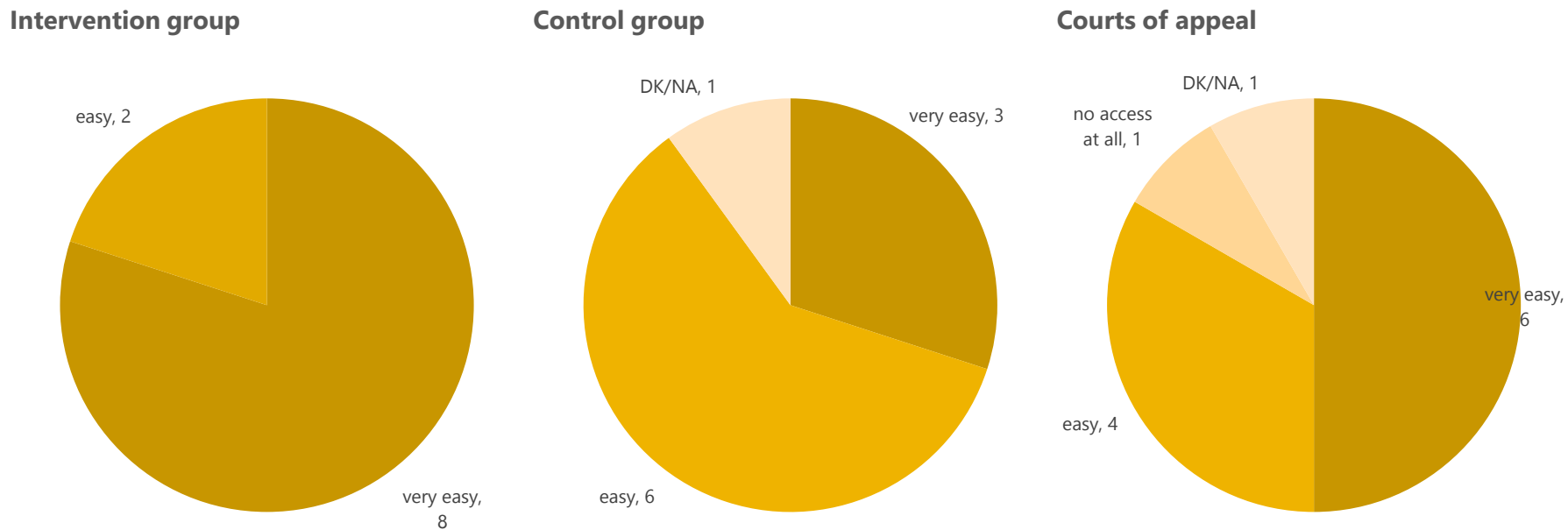


Figure 11. How easily can you access databases of legislation or case law?

Communication

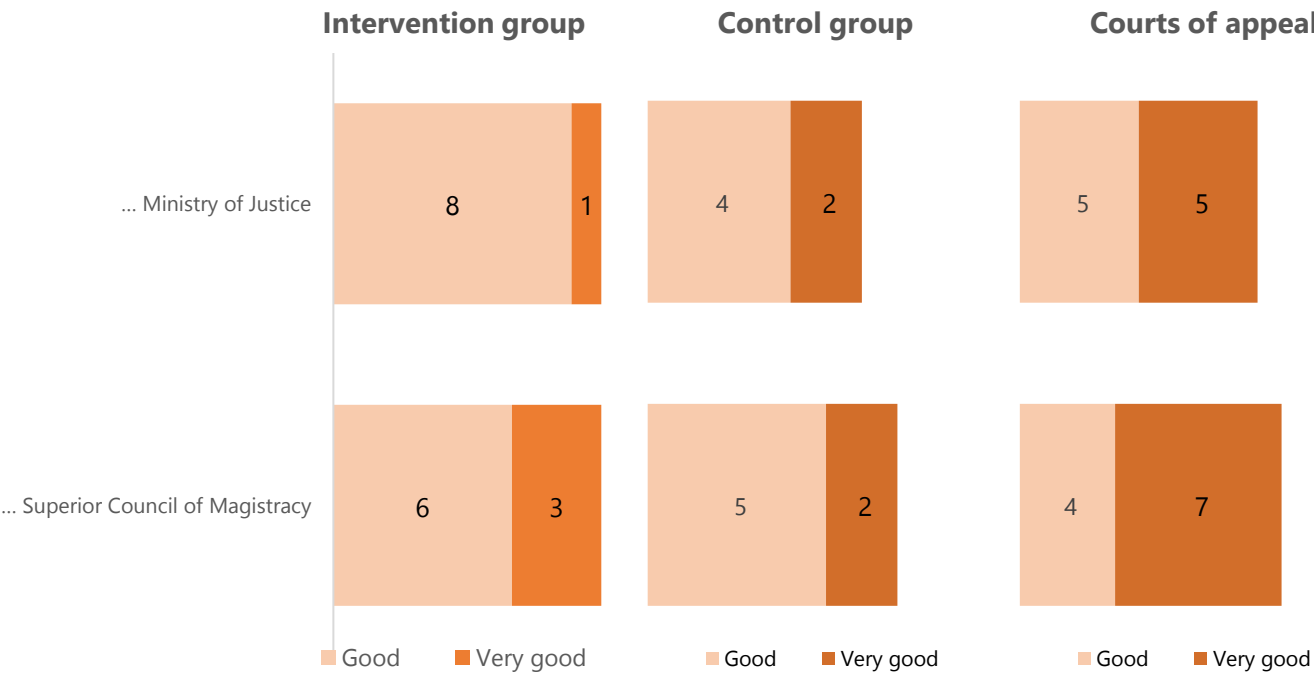


Figure 12. How would you rate the communication between your institution and ...?

II. Judges

Narrative Report

The present survey involved interviews with a sample of 173 judges distributed as follows: 94 judges from the intervention group (38 with Courts of appeal, 13 with District courts and 43 with Tribunals), and 79 judges from the control group (20 with Courts of appeal, 11 with District courts and 48 with Tribunals).

The first subject engaged by the research was to perform an **assessment of the infrastructure**. Therefore, the judges were invited to provide a rating of their levels of satisfaction with 15 aspects related to the organization of the courts where they perform their activities. With a few exceptions, the judges indicated they are satisfied with the infrastructure at their disposal.

The most appreciated aspects were the following:

- **External appearance of the courthouse:** 94% of the intervention group judges, and 83% of the control group judges.
- **Courthouse dignity** (the building inspires respect): 92% of the intervention group judges, and 83% of the control group judges.
- **Security and alarm system**, 92% satisfied or very satisfied in the intervention group, versus 73% in the control group.
- **The cleanliness of public waiting areas**, 88% satisfied or very satisfied in the intervention group, versus 79% in the control group.
- **The courtroom audio system** (microphone, speakers, recording): 88% satisfied or very satisfied in the intervention group, versus 78% in the control group.

The least satisfying aspects indicated were:

- **Number of parking places for the employees:** 46% of the intervention group, and 92% of the control group.
- **Number of parking places for the public:** 64% of the intervention group, and 78% of the control group.
- **Useable surface area** (offices, courtrooms, archives etc.): 19% of the intervention group, and 60% of the control group.
- **Number of courtrooms:** 19% of the intervention group, and 60% of the control group.

It may be concluded that the judges from the intervention group courts are more satisfied with those aspects of court infrastructure which were discussed, as compared with their colleagues in the control group. The differences between the percentages of satisfied or very satisfied respondents vary between 8% in the case of the cleanliness of public waiting areas, and 43% in the case of the useable surface area or the number of courtrooms available.

To ensure a better general performance of the court's activity, the judges of both groups indicated that the most important aspects are the following:

- **Number of courtrooms** (indicated by 54% of the intervention group judges, and again by 54% of their control group counterparts).
- **Useable surface area** (55% of the intervention group and 52% of the control group).
- **Furnishing the staff offices** (21% in the intervention group and 32% in the control group).

Regarding the aspects which are considered the most relevant for the personal activities of the judges, the hierarchy does show some variance, although it is not very substantial. Firstly, the most frequently indicated element is the useable surface area (47% for the intervention group and 49% for the control group), followed by furnishing the staff offices (45% for the intervention group and 51% for the control group); the number of courtrooms only comes on the third place (47% of the intervention group and 40% of the control group).

The participant judges declared that for most aspects taken into consideration by the survey, there was an improvement over the course of the last two years. In this context, there are quite large differences between the two groups, and the perception gap varies between plus 44% for the **cleanliness of the restrooms** and 58% for the **dignity of the courthouse**, in favour of the intervention group. Out of the 15 elements rated, there are none for which the perception differences rank in favour of the control group. Upon analysing the average number of improvements perceived, the judges in intervention group courts are on the first places with 11 improvements on average, whereas the control group only indicated 5.

The perception of the administration of justice was evaluated both from the quantitative perspective (time to case disposition, number of cases pending, number of clerks employed), and the qualitative perspective (assessing the provisions of the new Civil Code and the new Code of Civil Procedure; and regarding certain behavioural attributes of the lawyers: attitude, honesty, professionalism).

The aspects which give the most satisfaction to the judges are the following:

- **Lawyers' attitude**: 95% of the intervention group and 84% of the control group.
- **Time to case disposition**: 90% of the intervention group judges and 86% of their control group colleagues are satisfied or very satisfied with this aspect.
- **Lawyers' honesty and integrity**: 85% of intervention group respondents and 64% of control group respondents.

Again, it may be concluded that within the intervention group, there are more frequent expressions of satisfaction concerning the aspects under investigation, with the exception of the number of court clerks (where the control group comes ahead of the intervention group, with 49% satisfied versus 35%). The percentage differences

range between -14% (for the number of clerks in court) and +21% (for lawyers' professionalism).

The hierarchy of importance for those aspects which impact the court's activity is generally similar across both groups; elements worth mentioning are:

- **Number of assigned cases:** considered important by 67% of intervention group judges, and 73% of their control group counterparts.
- **Number of clerks in the institution:** 54% of the intervention group and 49% of the control group.
- **The provisions of the new Civil Code and Civil Procedure Code:** considered important by 31% of intervention group judges and 30% of their control group counterparts.

The hierarchy remains the same when evaluating what are the most important aspects in ensuring proper conditions for the activity of the judges, however there are certain small differences in the percentages, an increase in the percentage of judges who indicated the number of assigned cases, and a decrease in the percentage of respondents who indicated the option "number of clerks in court".

As compared to the judges in the control group, those in the intervention group recognize more frequently that improvements were brought to the act of justice. The largest percentage gap is found when ranking the lawyers' honesty: 24% more judges in the intervention group consider this aspect to have improved in the previous two years. The smallest difference (3%) is recorded in relation to the time to case disposition.

Assessment of the workloads. On average, the judges in the intervention group were assigned 796 cases, while those in the control group dealt with 740 cases. Approximately 7% of the cases in the intervention group and 4% of those in the control group had been pending for longer than 6 months. Throughout the year 2015, the judges from the first group resolved 597 cases (75% of their assigned pool), whereas their colleagues in the control group resolved 523 cases (71%). The percentage gap, in terms of disposition efficiency, is 4%.

The main causes for delays in case processing exceeding 6 months were given as below:

- **Case complexity:** identified by 65% of respondents in the intervention group and also by 65% of those in the control group.
- **Paucity of experts and judiciary expertise:** indicated by 45% of the intervention group judges and by 59% of their control group colleagues.

In addition to the two reasons quoted above, it is worth recalling that the respondents deem excessive the volume of cases itself. The other elements only

account for minor percentages. When matching these results against those from 2014, we can conclude there were no significant shifts in the mechanisms leading to delays.

On average, an intervention group judge works 48 hours per week, same as the control group judges. The 2014 data indicates similar average values. 70% of the respondents in the intervention group and 56% of those in the control group state that it was necessary to work some hours at home, to ensure the performance of their duties. Those judges who work at home do so for 9 hours per week (on average).

	Court of appeal		District court		Tribunal	
	Intervention	Control	Intervention	Control	Intervention	Control
Number of hours worked per week	45	44	54	53	47	50
Percentage of staff working at home	71%	60%	46%	73%	67%	50%

By factoring in the type of court, we notice that in District courts, the average number of hours worked is larger than in the other institutions.

On average, each judge in the intervention group disposes for 48 cases, whereas a judge in the control group disposes 53 cases. In the last year, on average there were 8 dispositions modified via recourses or appeals out of those handed out by a judge in the intervention group, as compared to 12 dispositions modified for the control group.

With regard to the degree of control perceived by judges, both over their own numbers of cases, and over the manner in which their work schedules are organized, the percentages reveal that those respondents in the intervention group are more confident than their colleagues in the control group.

The data referring to the technicalities of case assignment, to the selection of the judicial panels and to the performance of the activities in the various sections illustrate relatively similar perceptions for the two groups of courts. Nevertheless, we can still glimpse the following differences:

- 72% of the intervention group respondents consider that the situations where case assignment methodologies maintain an optimal balance between their levels of complexity and a reasonable timeframe for disposition are frequent and very frequent, as compared to 27% respondents who hold the same views in the control group.
- 93% of the respondents in the first group have stated that most frequently, the selection for the panels and/or the sections is made on the basis of the specialization principle, as compared to 81% of respondents who confirmed the same for the control group.

Adoption of new technologies appears to be quite pervasive among the judges in both groups; this is also in accordance with the results of the 2014 investigation. There is, however, a minority (3%) of judges in the control group who stated that the legislation, jurisprudence and doctrine databases are not accessible.

The case recording and archiving system is perceived as efficient by a majority of the judges included in the survey. However, within the intervention group, the satisfaction levels appear to be superior: 30% of the respondents consider it as very efficient, whereas only 8% of the judges in the control group think the same.

Concerning the ease of access to the databases (legislation, jurisprudence, doctrine), there are different perceptions between the two groups of judges. 56% of those in the intervention group state that the databases are easily accessible, as opposed to 43% who think the same in the control group.

Professional Training. The judges, irrespective of which group they belonged to, felt to a larger extent the need for additional professional training, specific to their duties. The percentages of the answers related to this issue are similarly distributed among the two categories of respondents: 2% indicated a need for additional training only to a very small extent, 16% to a small extent, and a majority (85% in the intervention group and 81% in the control group) consider that additional training is required to a large, or a very large extent.

The perception of staff quality was assessed on one hand by measuring the satisfaction of judges with the social prestige associated with their profession. Thus, we could establish a significant difference between the perceptions of the two groups: 37% of the respondents in the first group maintained that they were dissatisfied or very dissatisfied with the social prestige associated with being a judge, as compared to 56% of the control group judges who share this point of view. In the intervention group, 63% of judges were satisfied or very satisfied, contrasted to 41% in the control group. The results are reinforced by corresponding values from the 2014 survey.

In this same section, we also evaluated the judges' levels of satisfaction in relation to aspects such as: the attitude, the honesty, the integrity and the professionalism of the prosecutors and the clerks assigned to their respective courts. The clerks' professionalism is the only element for which there were somewhat larger differences between the resulting percentages of each group: 8% of the intervention group judges are dissatisfied or very dissatisfied, and a further 5% in the control group share their view. The other 5 aspects are mostly rated favourably by the respondents of both groups.

The hierarchy of the most significant elements to ensure proper performance of the judges' activities emerges below:

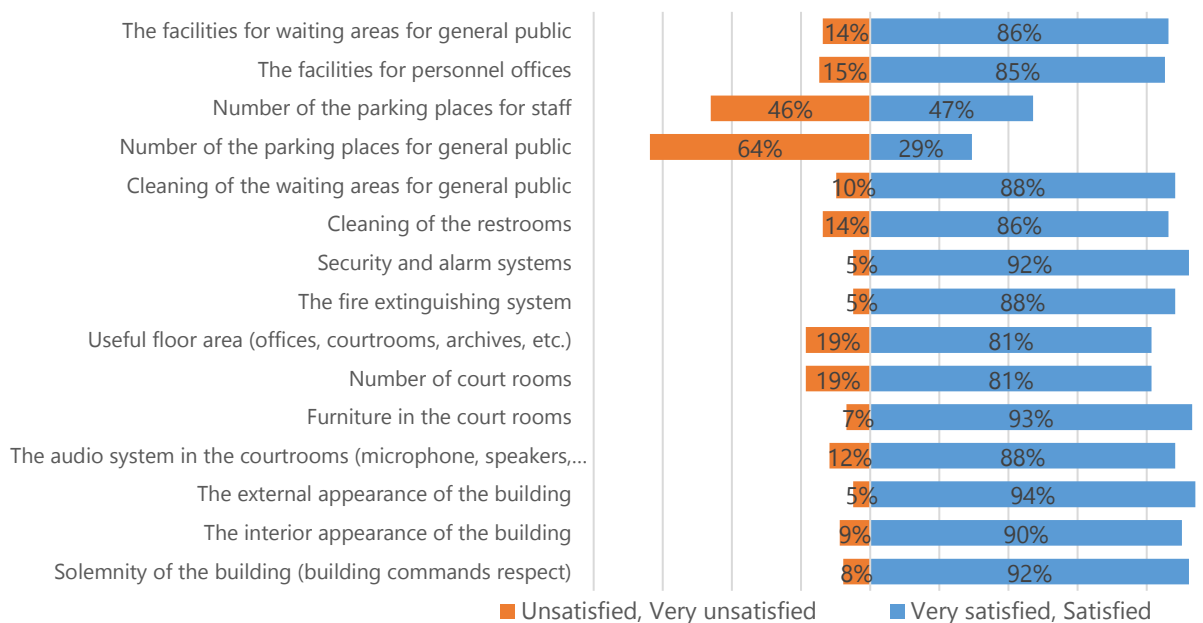
- **Clerks' professionalism:** 75% in the intervention group and 79% in the control group.
- **Prosecutors' professionalism:** 42% in the intervention group and 41% in the control group.
- **Clerks' honesty and integrity:** 27% in the intervention group and 30% in the control group.
- **Clerks' attitude:** 20% in the intervention group and 21% in the control group.

Although the hierarchy maintains its structure, there are differences between the groups in terms of the respective percentages describing the importance granted to the professionalism, the honesty, the integrity and the attitude of the court clerks; the professionalism of the prosecutors appears to be seen as less relevant than in the first situation.

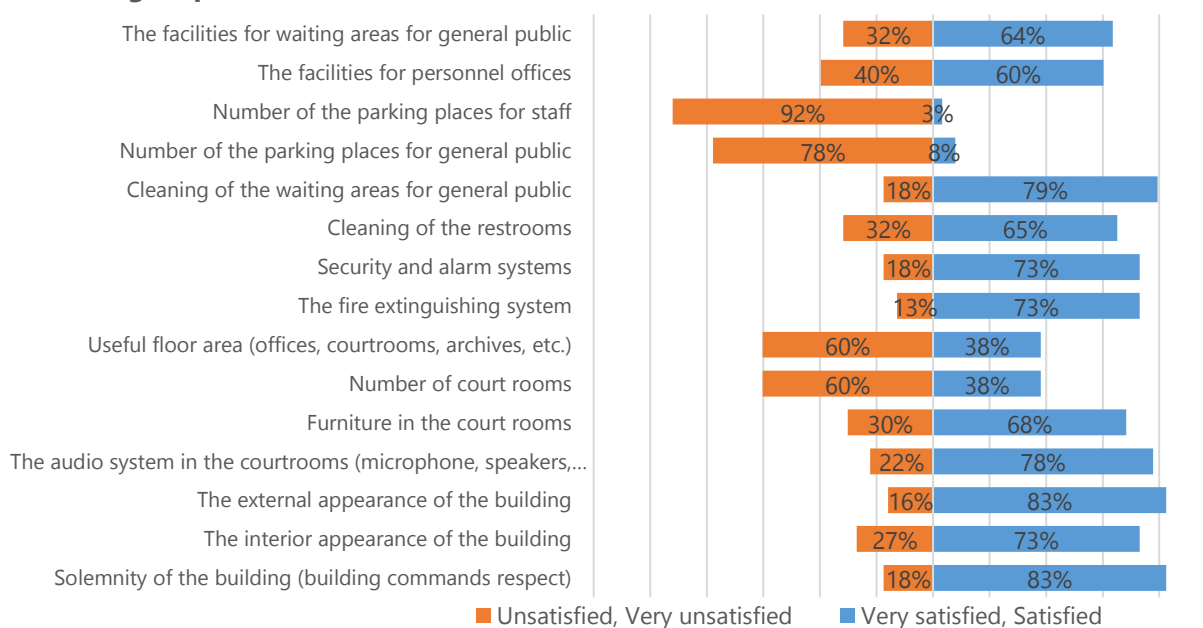
However, the judges did perceive some improvement as compared to the previous two years for all aspects taken into consideration, most frequently in regard to the three attributes of the clerks. There are certain differences between the percentages resulting from the two groups, ranging from 26% for the clerks' honesty and integrity, to 29% for the clerks' professionalism.

Infrastructure evaluation

Intervention group



Control group



Courts of appeal

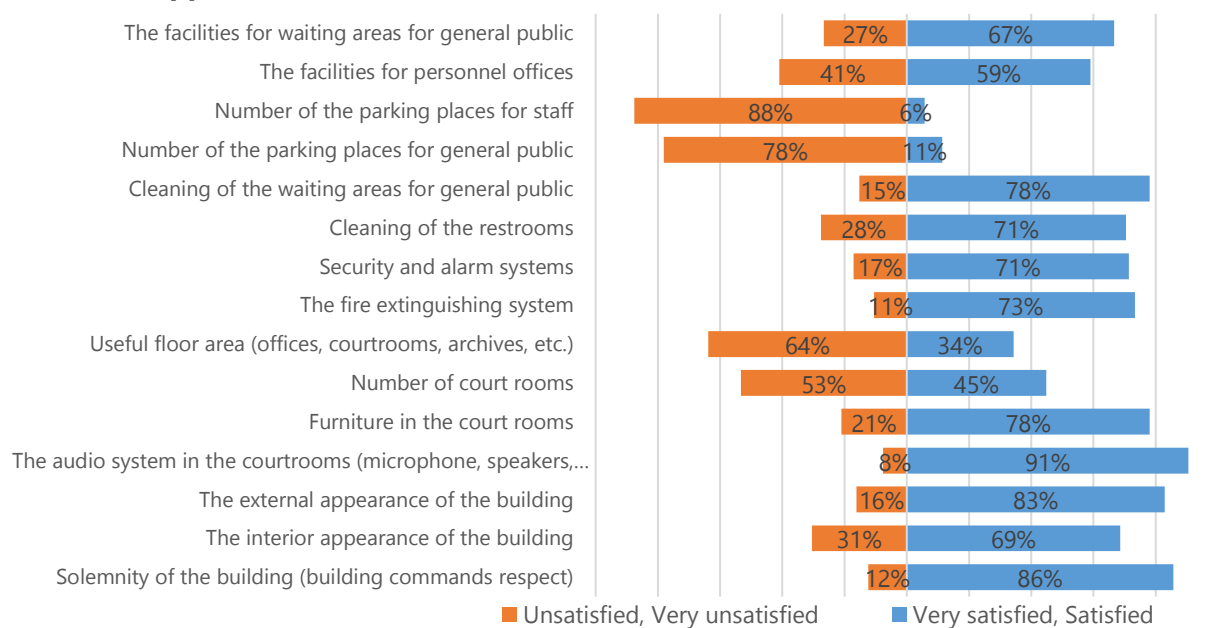


Figure 13. If you think the court in which you work, how satisfied are you with the following aspects? *The difference to 100% represent DK/NA.*

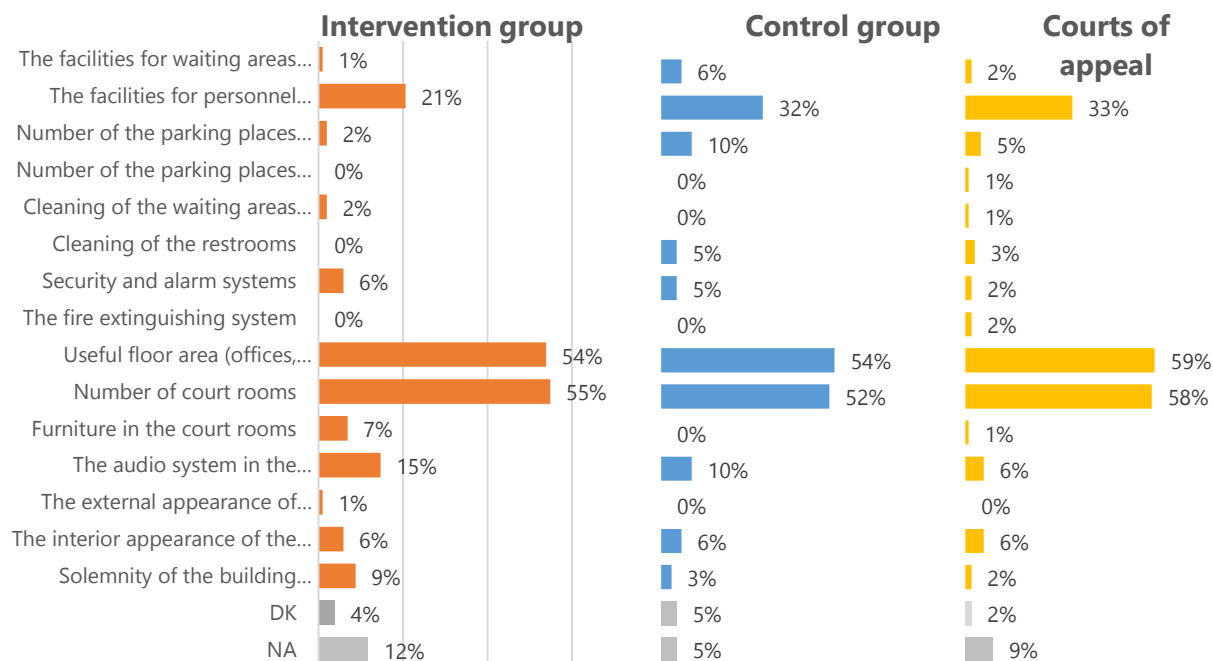


Figure 14. From all of these, which aspect do you think is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

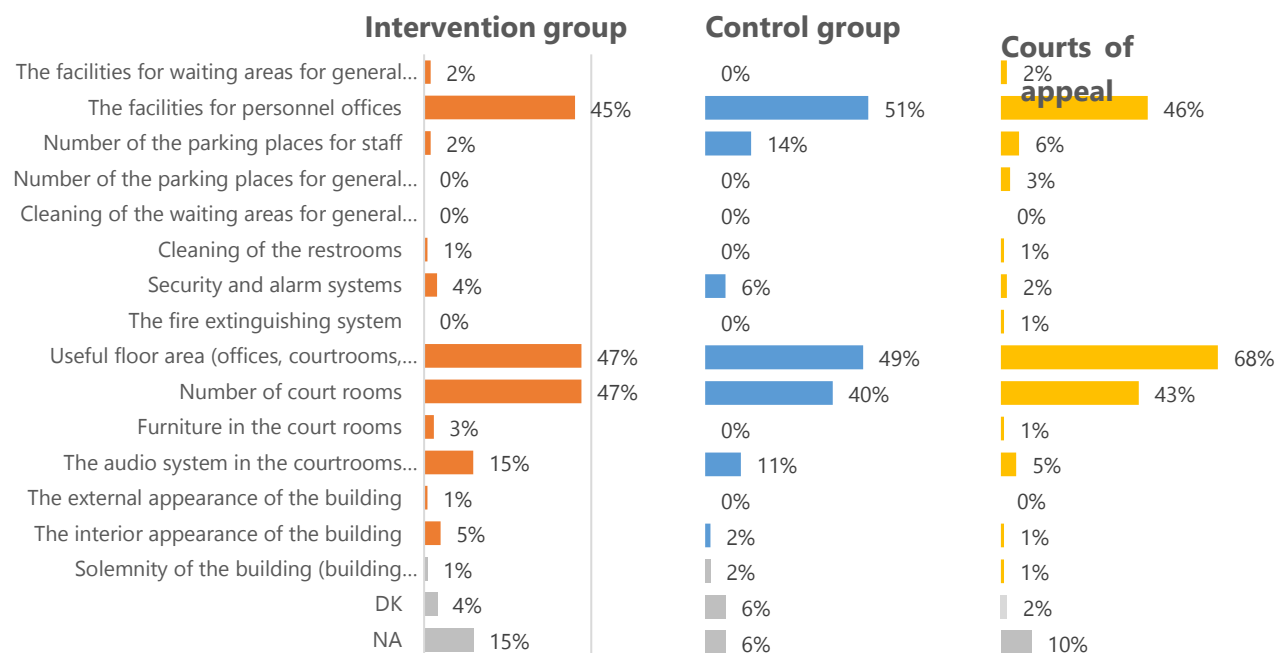


Figure 15. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

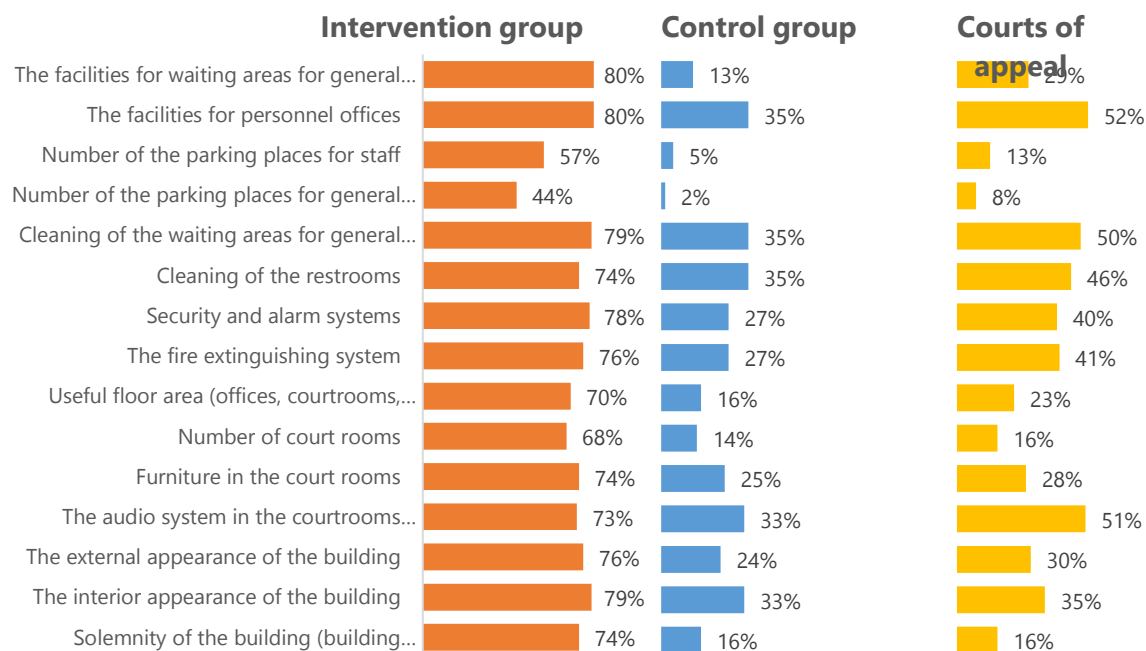
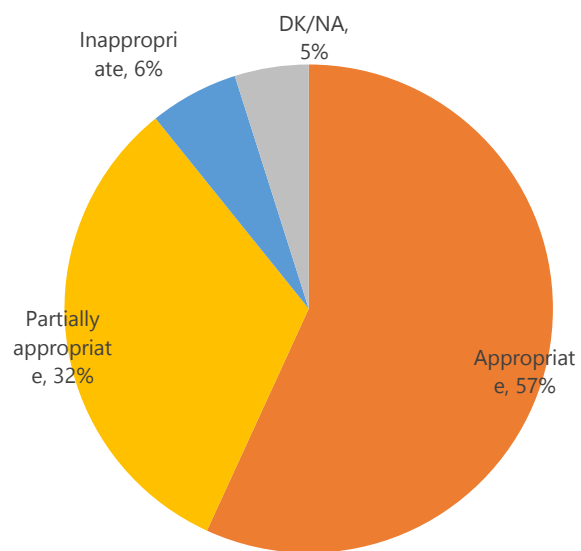
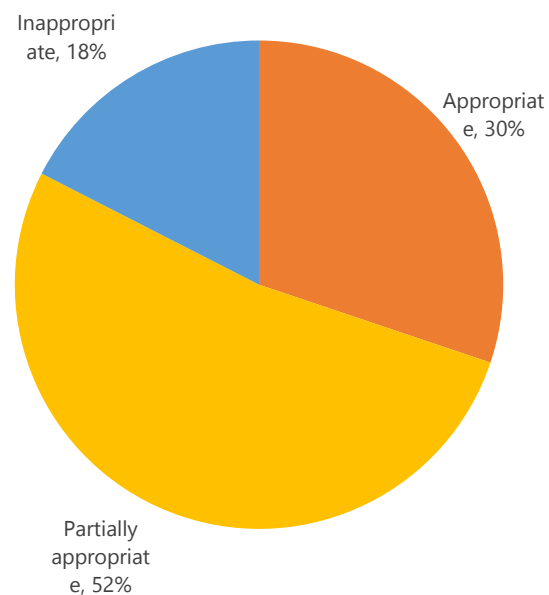


Figure 16. In the last two years, did you notice any improvement of ...?

Intervention group



Control group



Courts of appeal

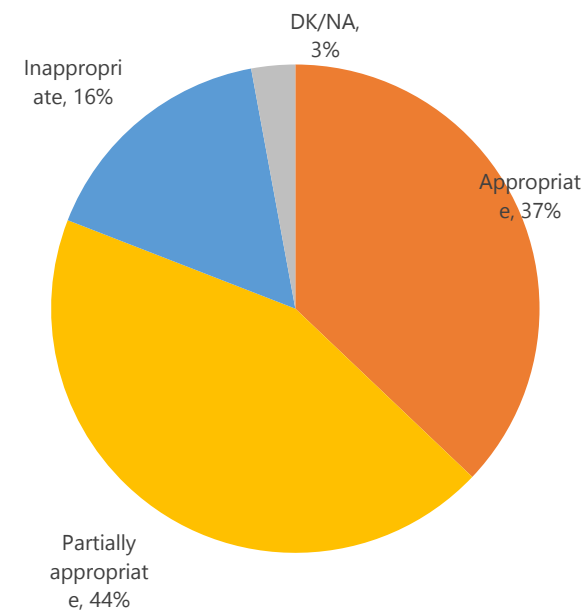
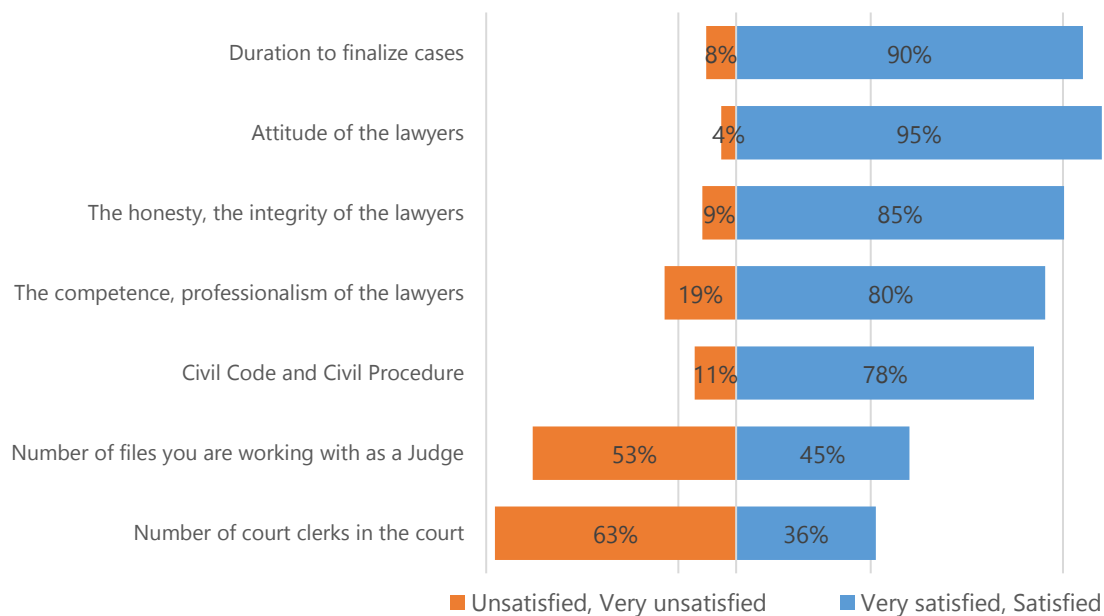


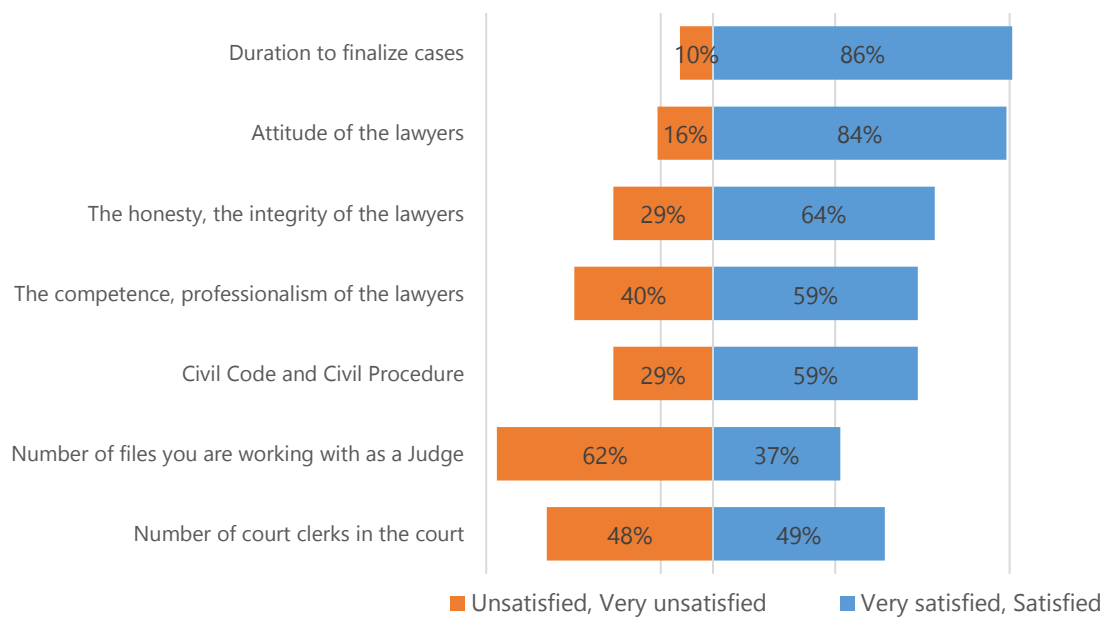
Figure 17. What do you think of the way office functions are currently separated in the office space (location of courtrooms, offices, archive, registry etc) from the perspective of access / use?

Perception over justice act

Intervention group



Control group



Courts of appeal

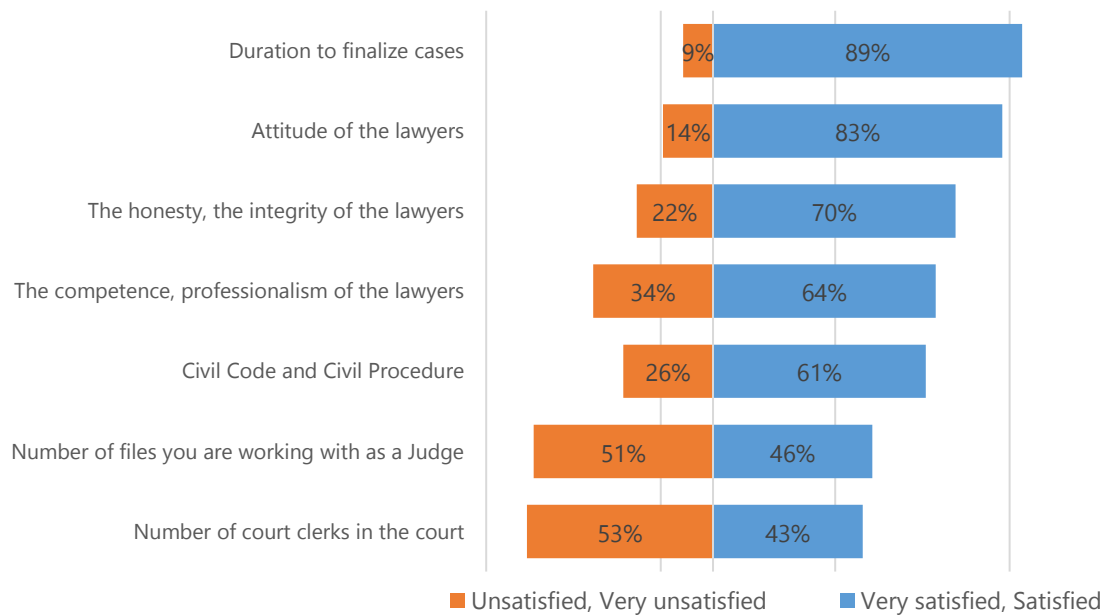


Figure 18. If you think this tribunal / court, how satisfied are you with the following aspects? *The difference to 100% represent DK/NA.*

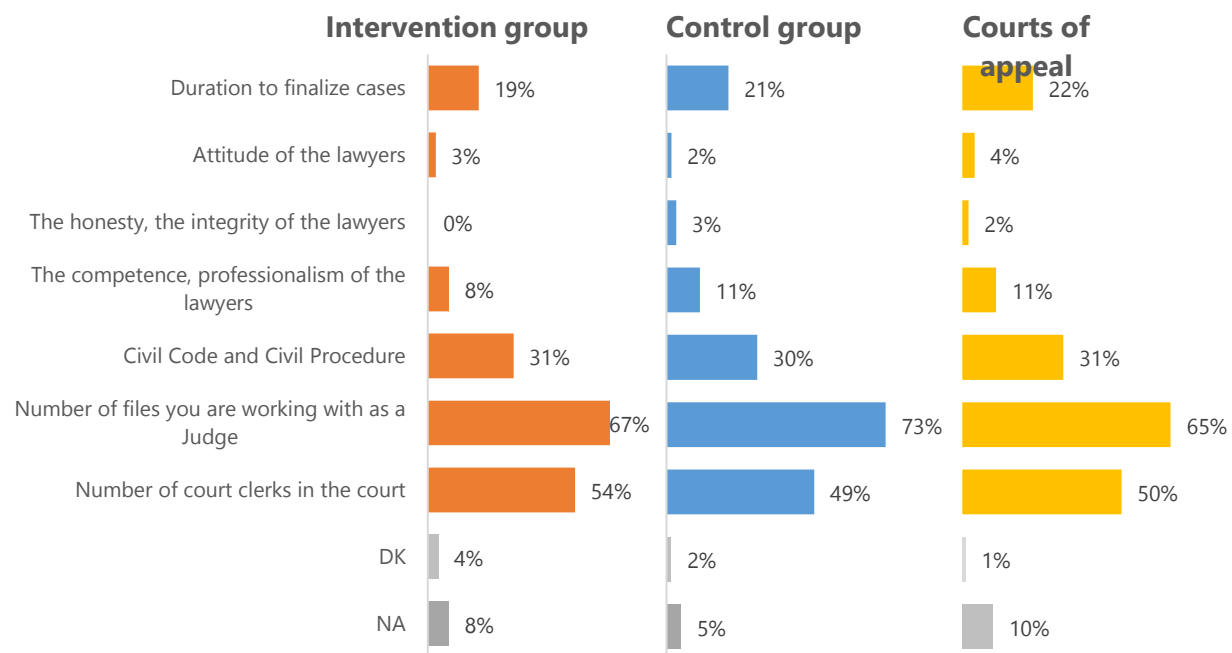


Figure 19. From all of these, which aspect do you think is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

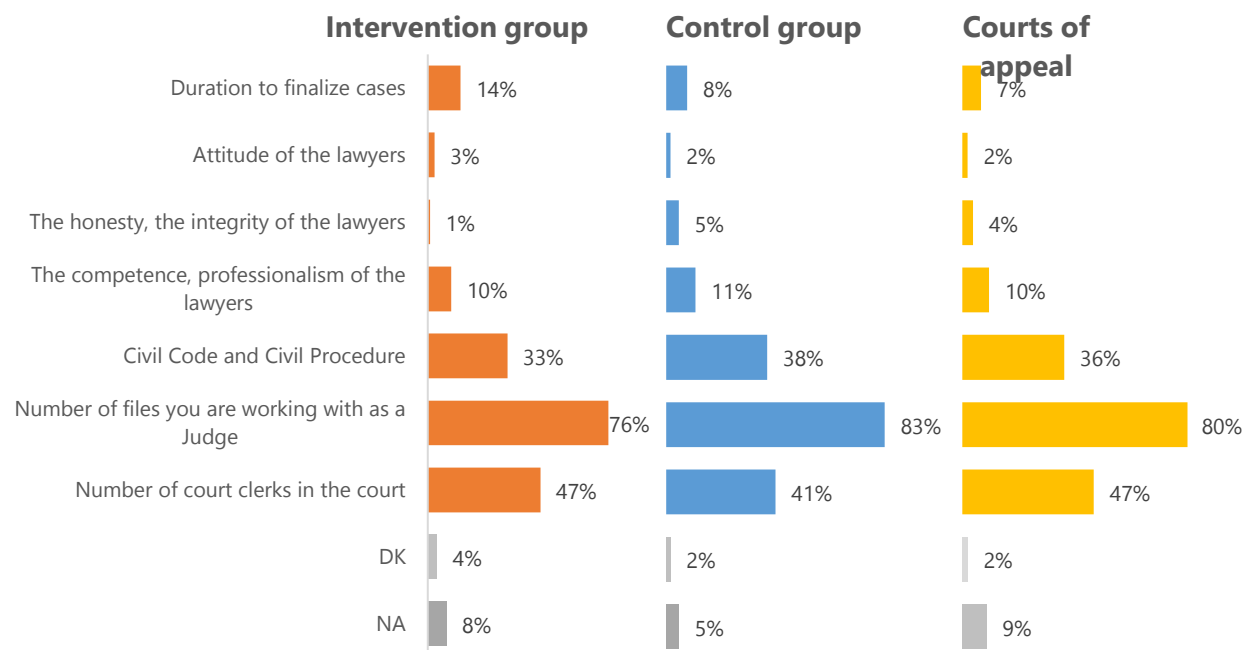


Figure 20. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

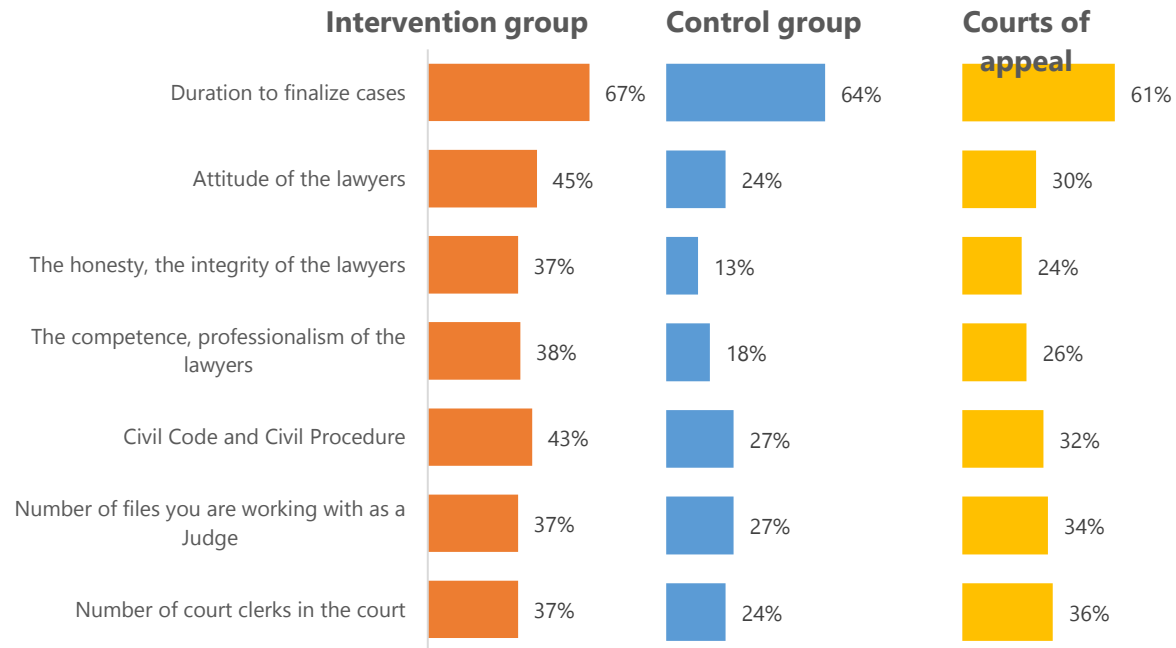


Figure 21. In the last two years, did you notice any improvement of ...?

Workload evaluation

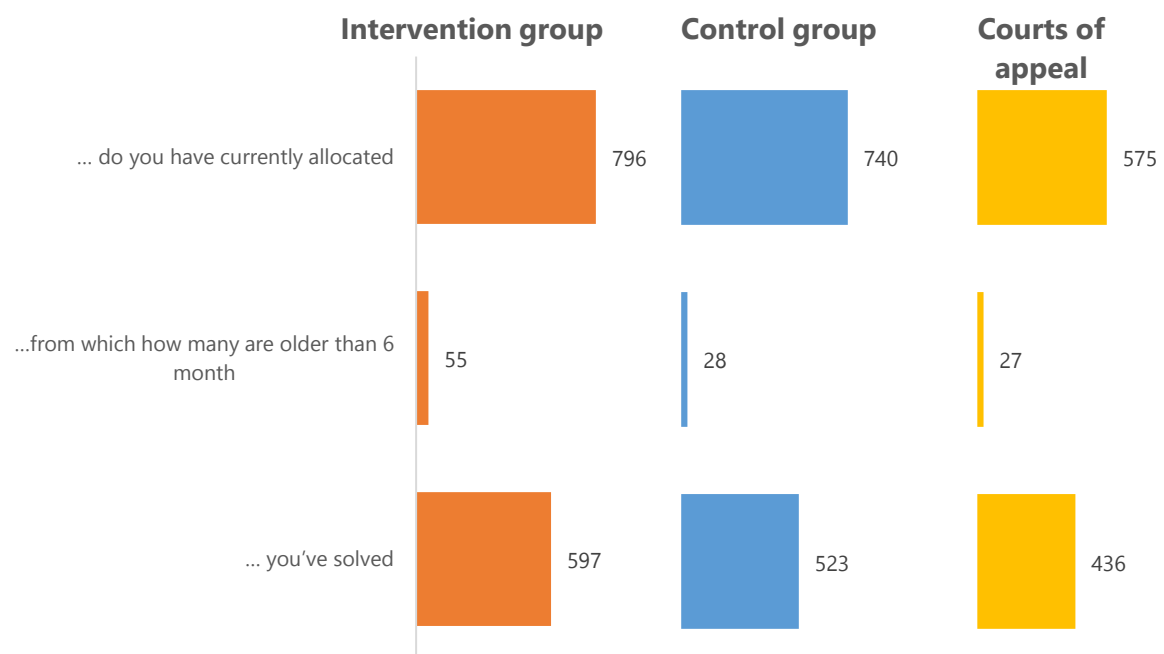


Figure 22. In 2015, how many files ...? *Mean values.*

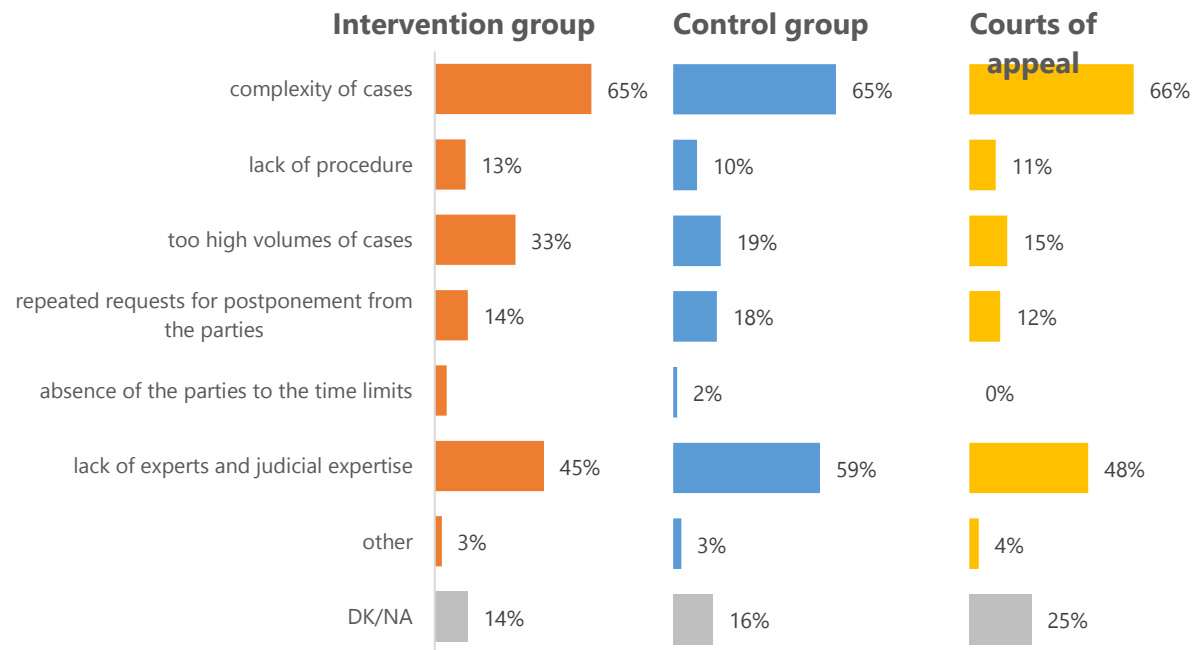


Figure 23. What are the two main reasons why you have files older than 6 months?

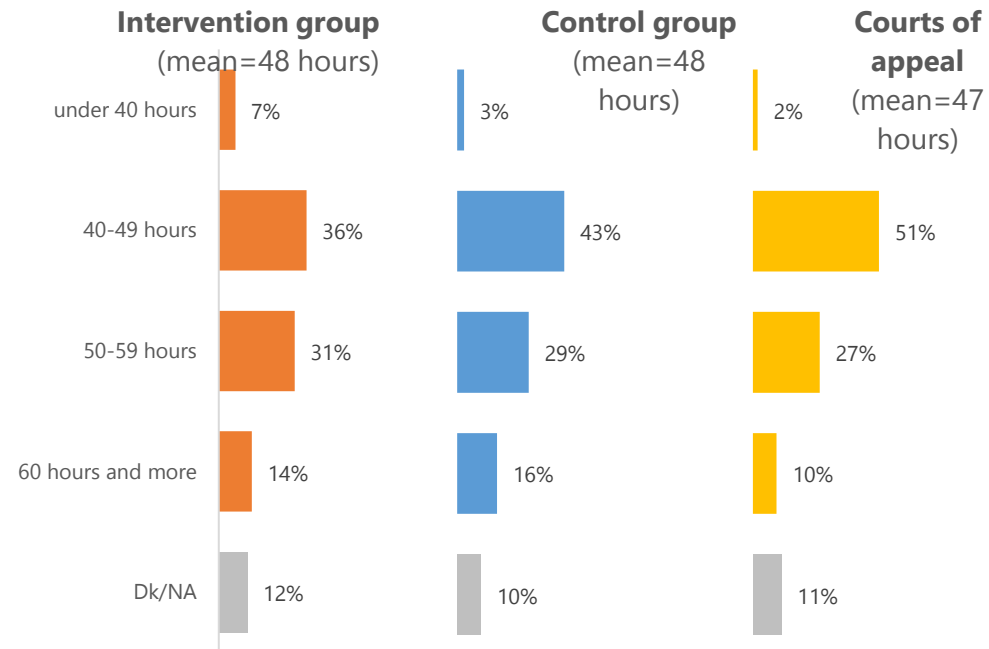
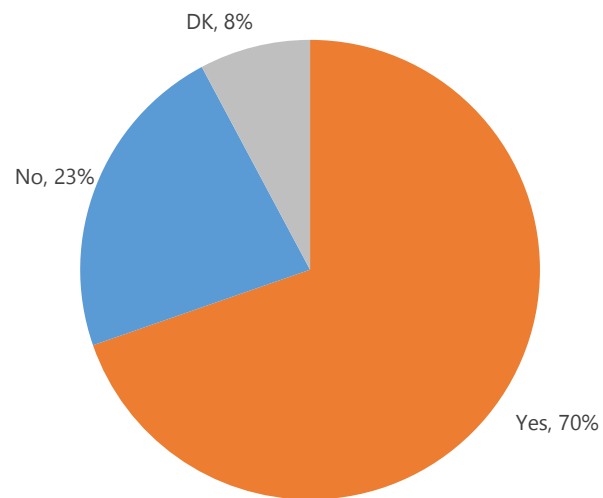
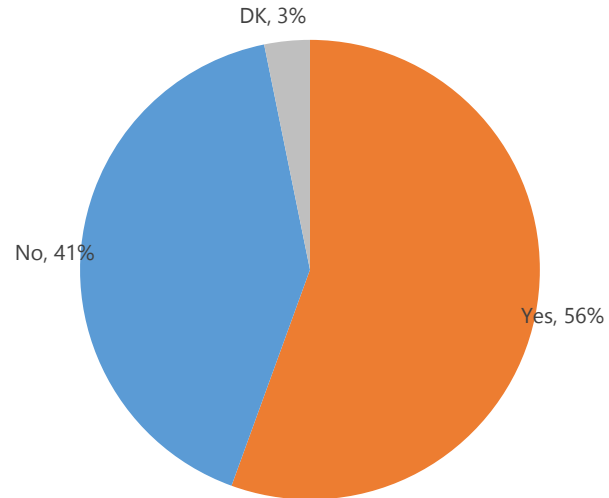


Figure 24. Approximately how many hours do you work in a typical week?

Intervention group
(mean=9 hours/week)



Control group
(mean=9 hours/week)



Courts of appeal
(mean=9 hours/week)

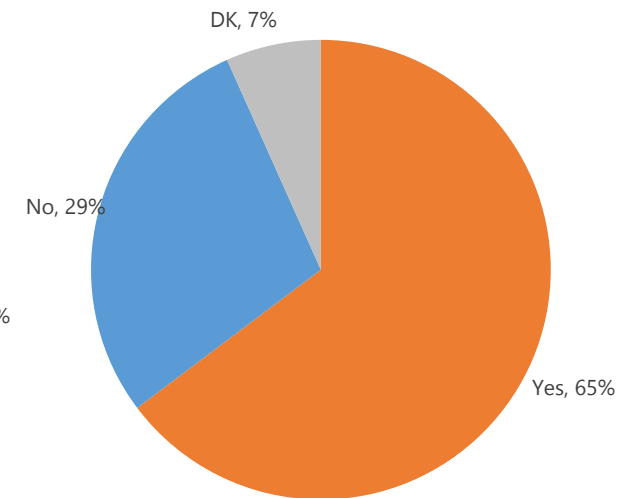


Figure 25. Do you need to take work at home in order to finish tasks from work?

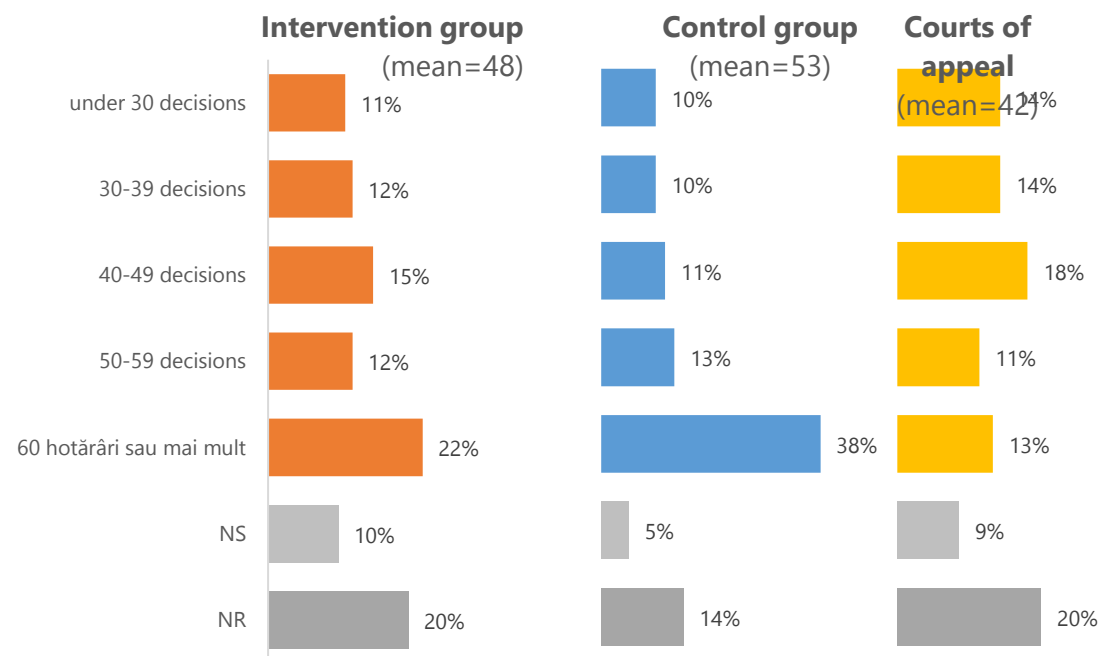


Figure 26. In a typical month, about how many decisions do you make in cases prosecuted?

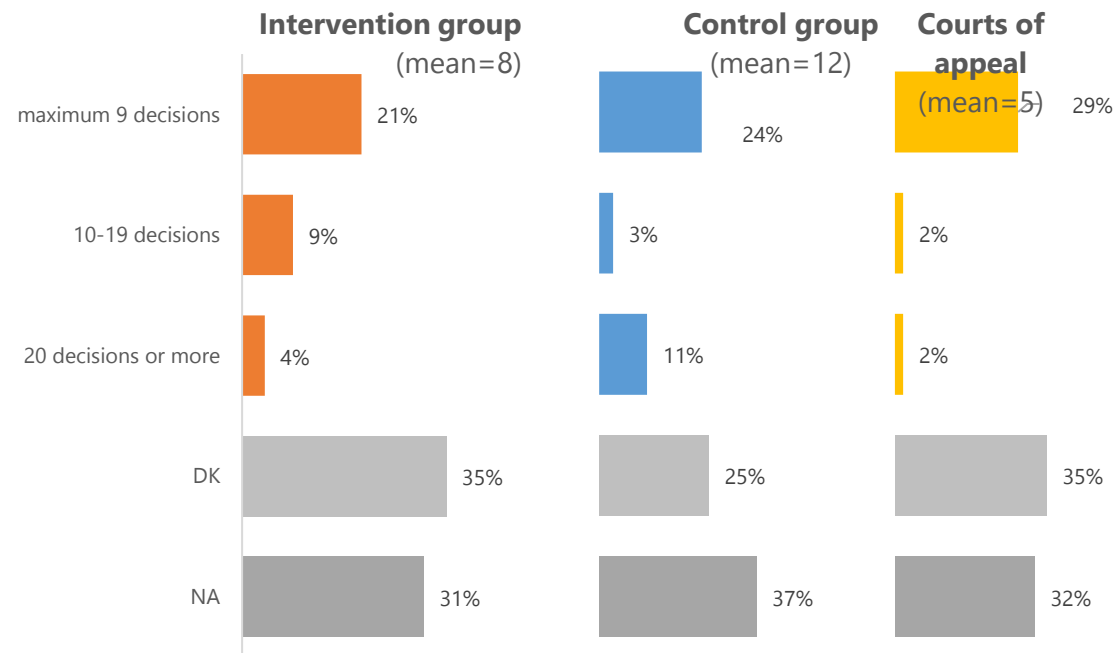


Figure 27. In the last year how many of your decisions were modified by appeal?

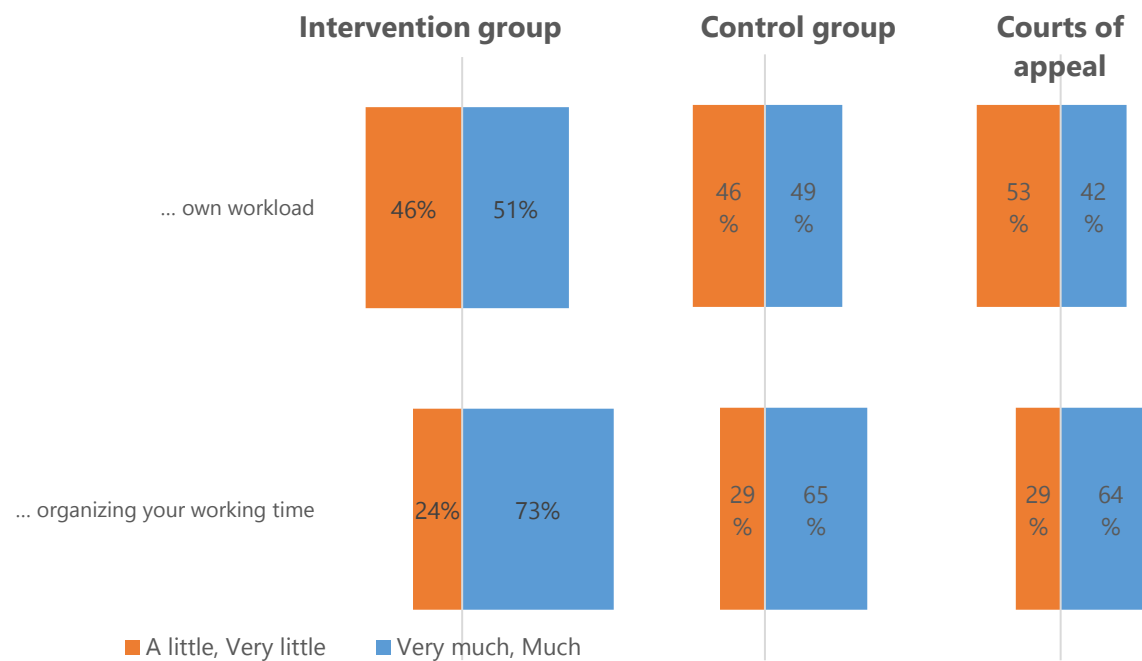


Figure 28. How much control you feel you have on ...? *The difference to 100% represent DK/NA.*

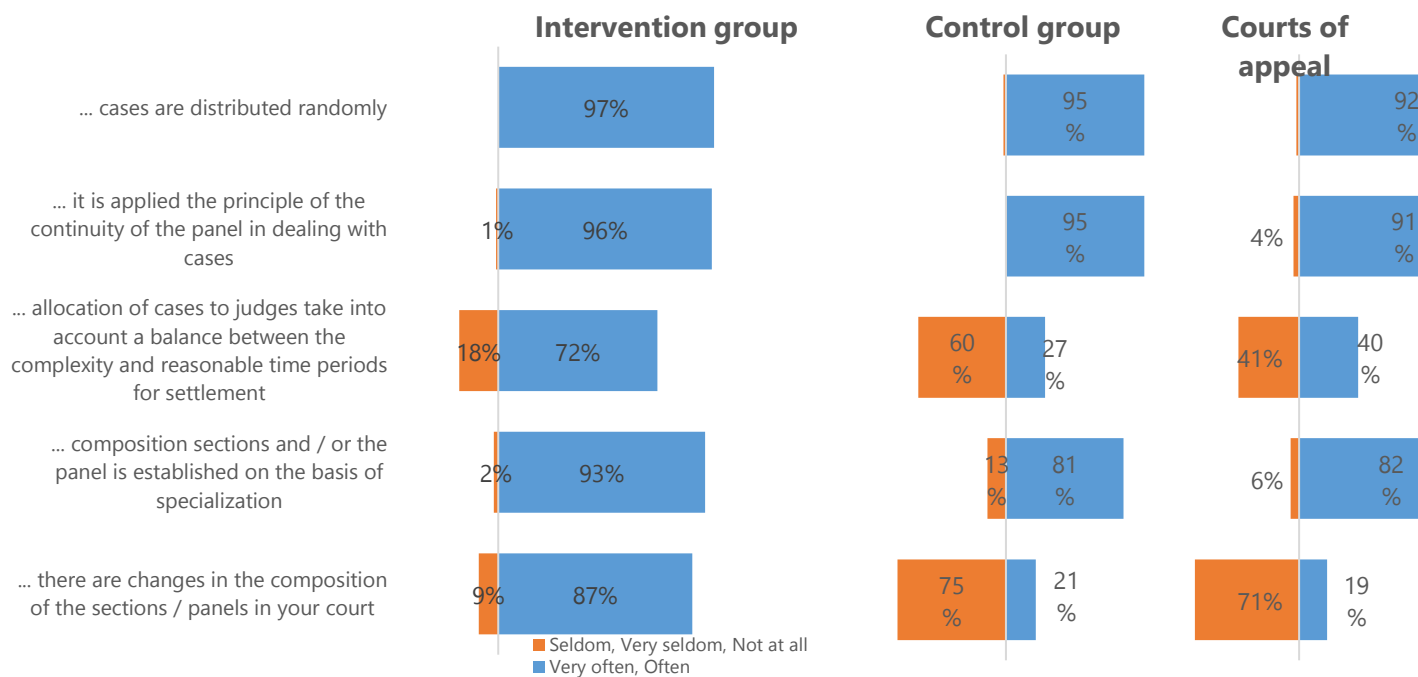


Figure 29.

How often ...? The difference to 100% represent DK/NA.

Computer use, Internet

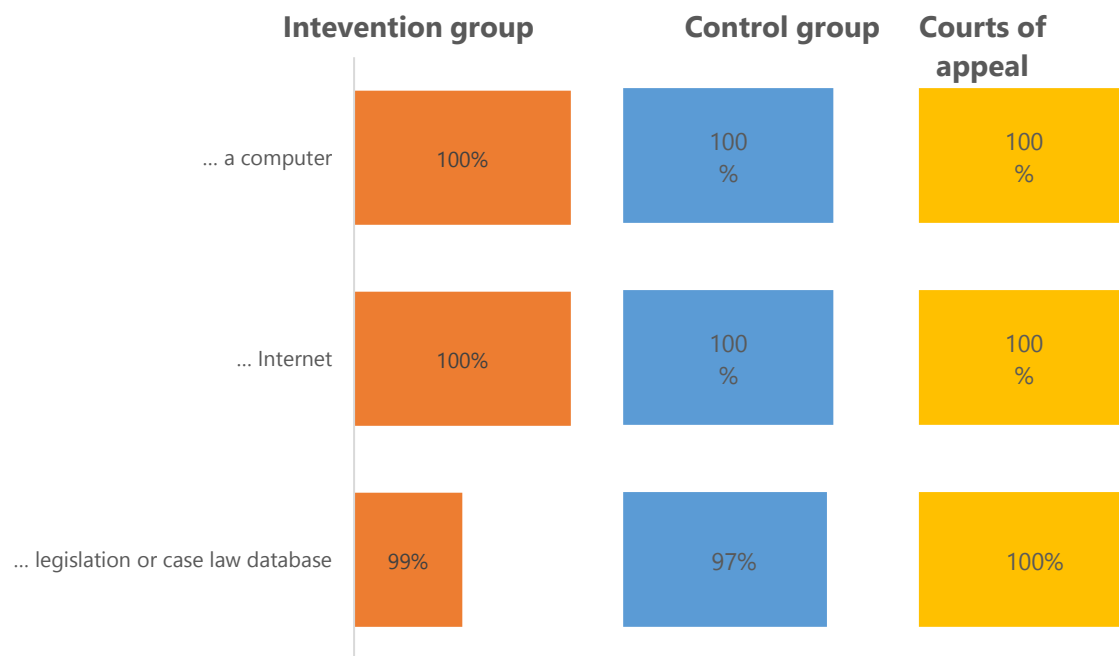
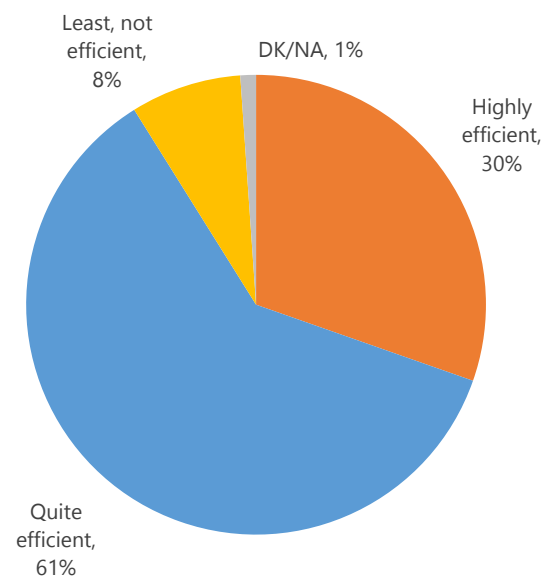
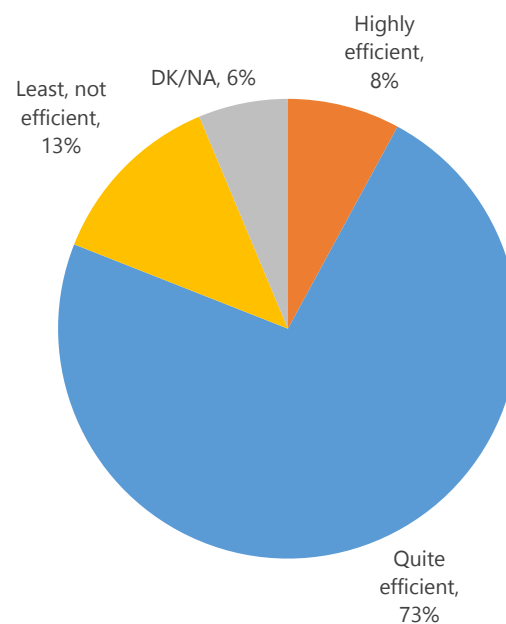


Figure 30. Do you have access to? Percent „yes”.

Intervention group



Control group



Courts of appeal

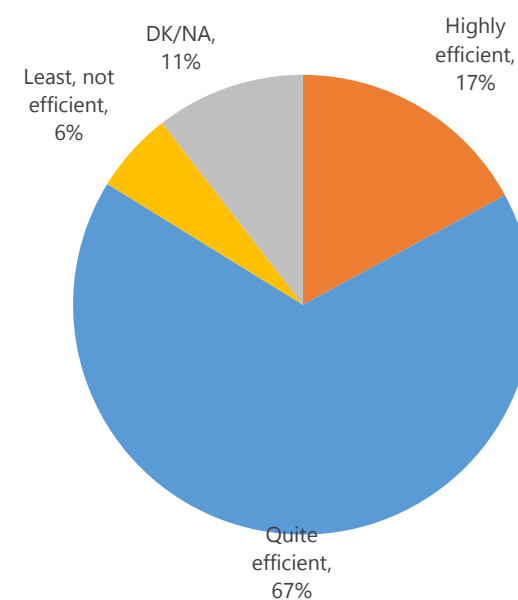
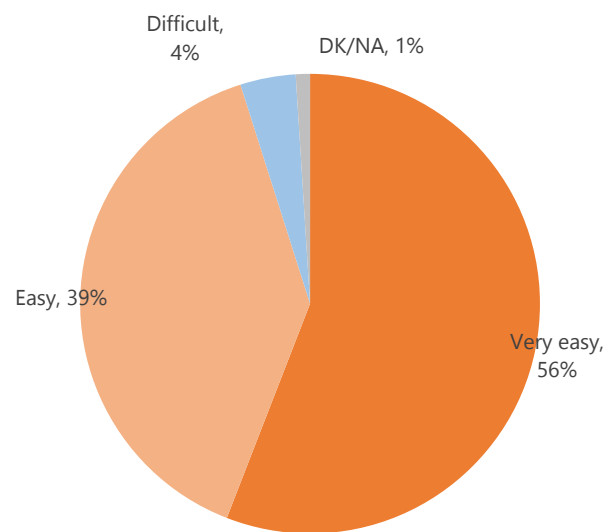
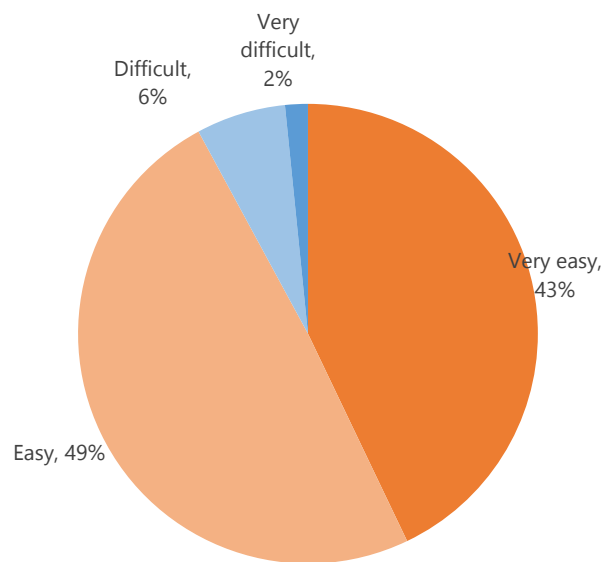


Figure 31. How do you assess the current files archiving system?

Intervention group



Control group



Courts of appeal

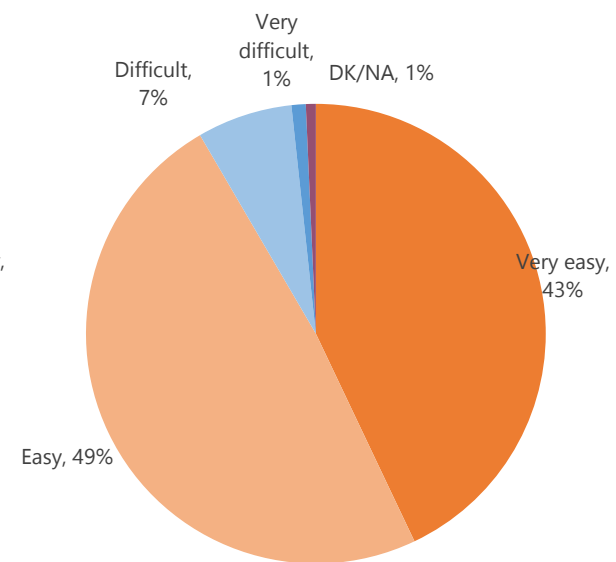
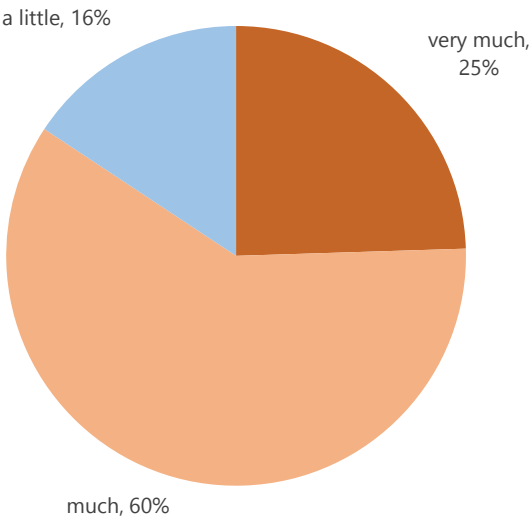


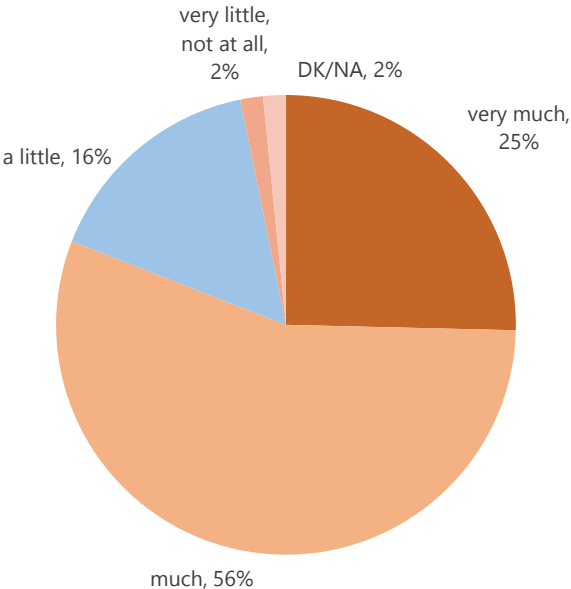
Figure 32. How easily can you access databases of legislation or case law?

Professional training

Intervention group



Control group



Courts of appeal

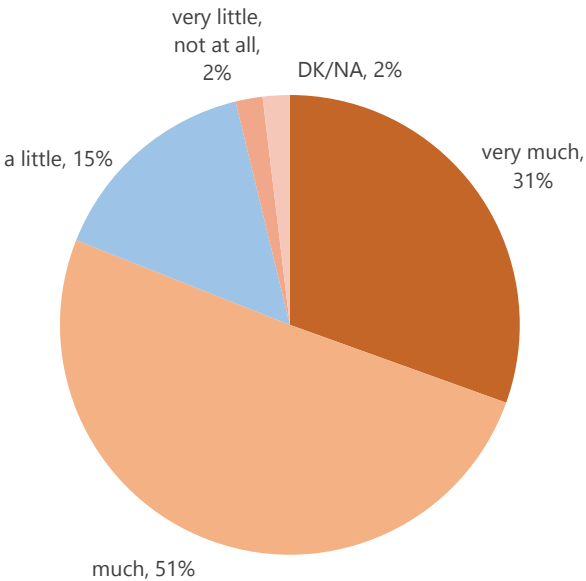
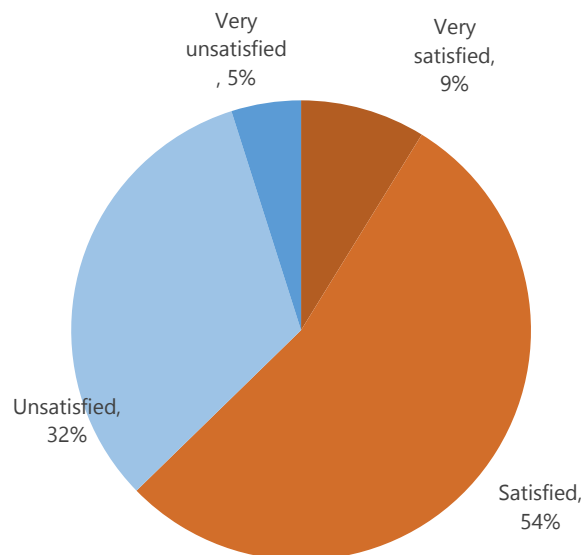


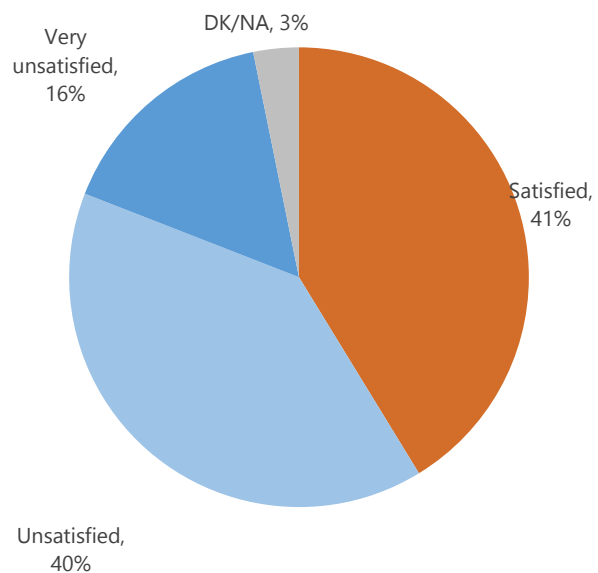
Figure 33. To what extent do you feel you need additional training regarding the specifics of your activity?

Perception over the personnel quality

Intervention group



Control group



Courts of appeal

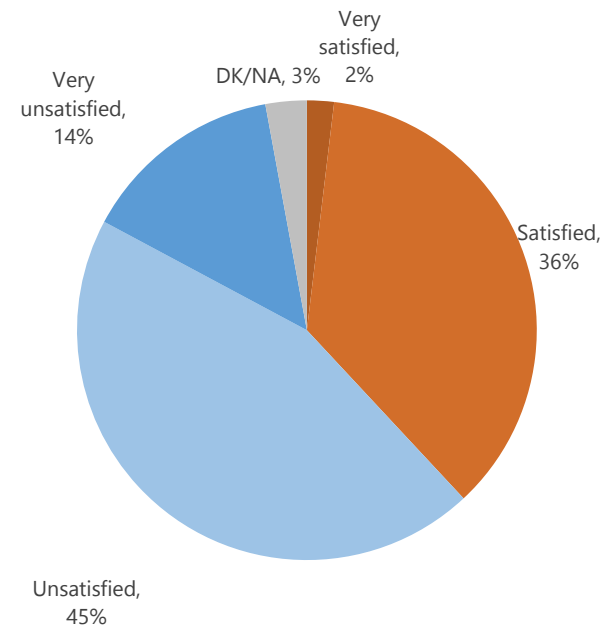
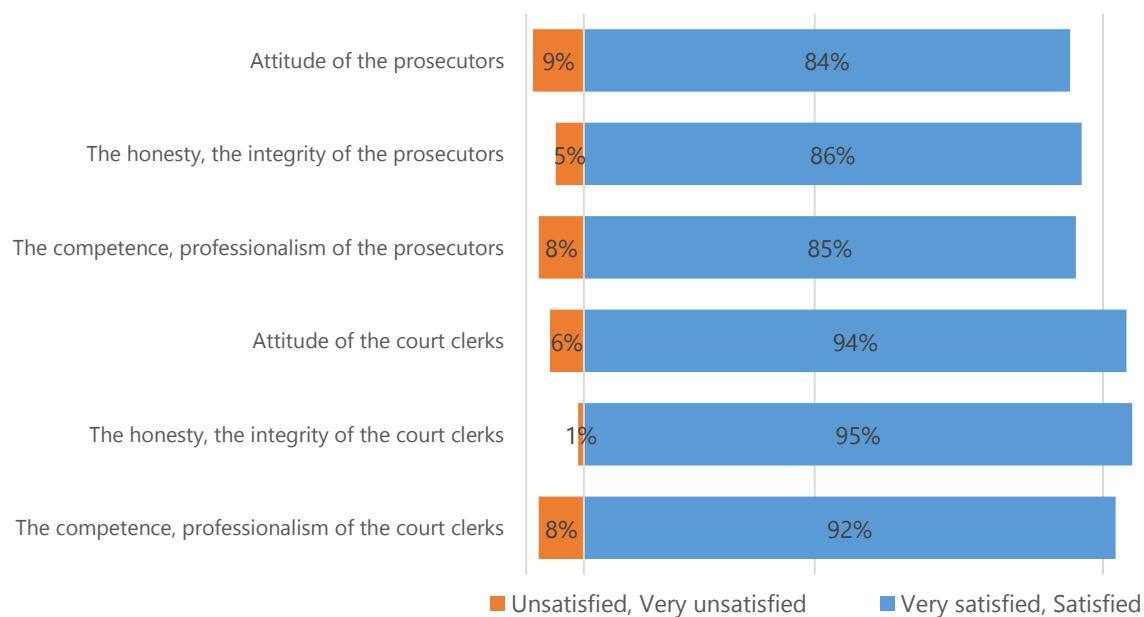


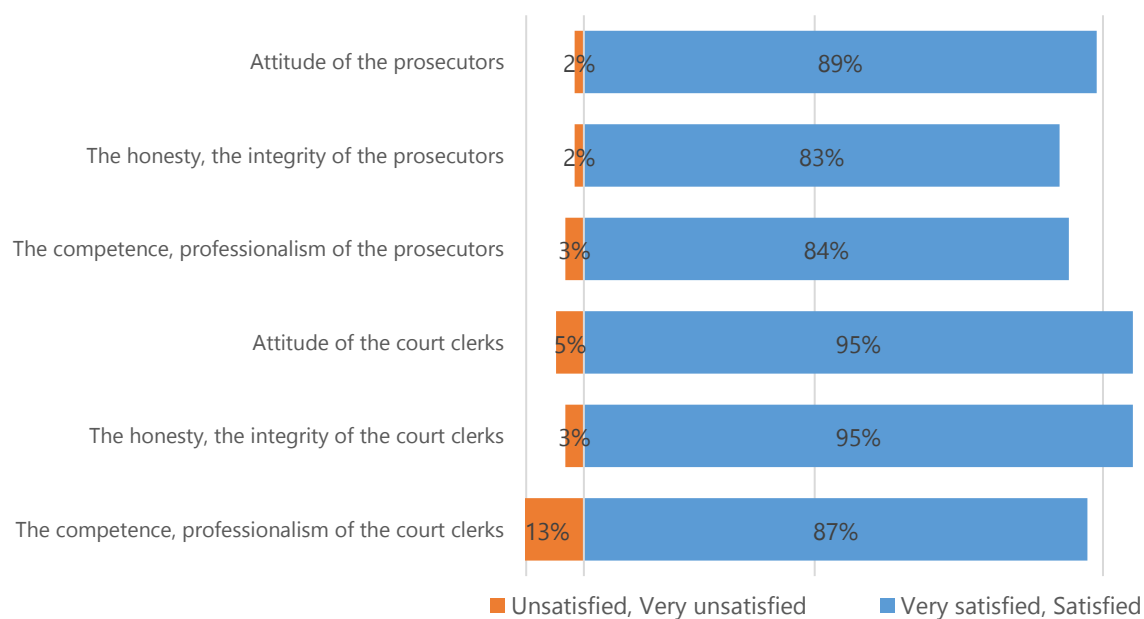
Figure 34.

Overall, how satisfied are you with the social prestige of the Judge?

Intervention group



Control group



Appeal Courts

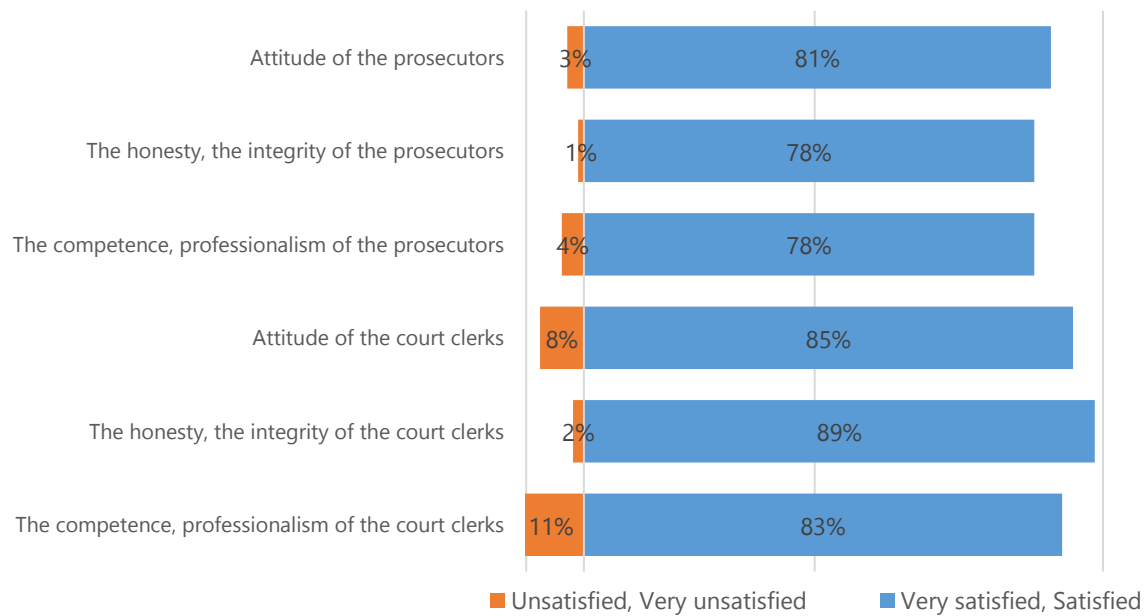


Figure 35. If you think the prosecutors and clerks of the court, how satisfied are you with the following aspects? *The difference to 100% represent DK/NA.*

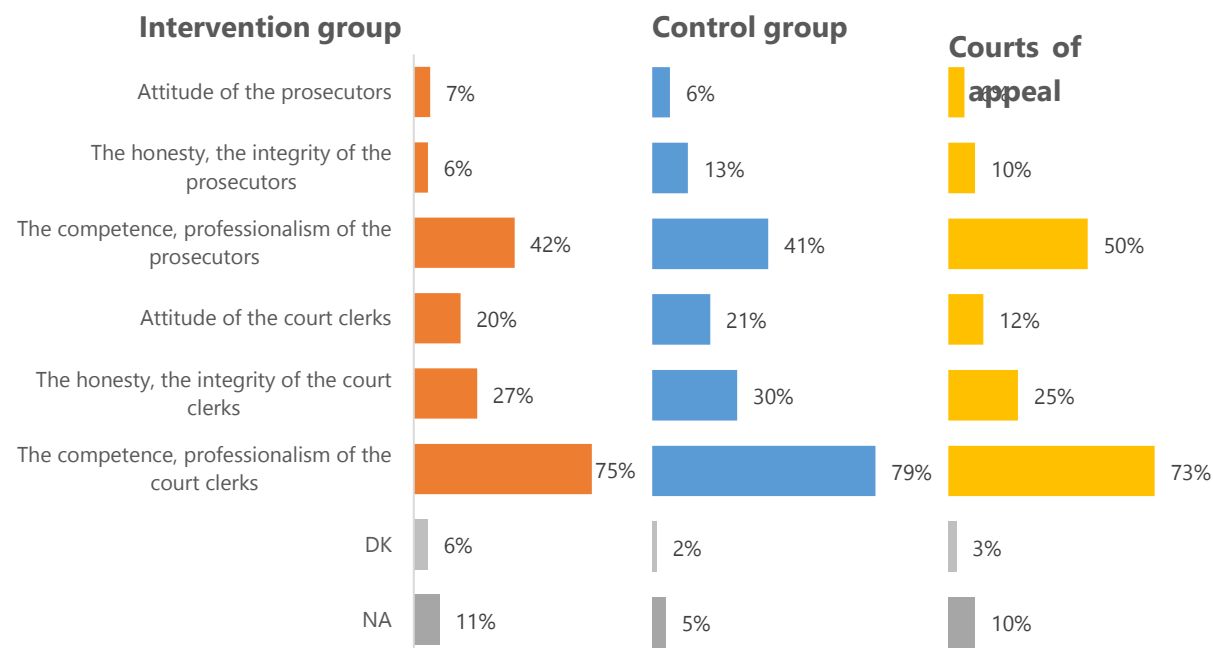


Figure 36. From all of these, which aspect do you think is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

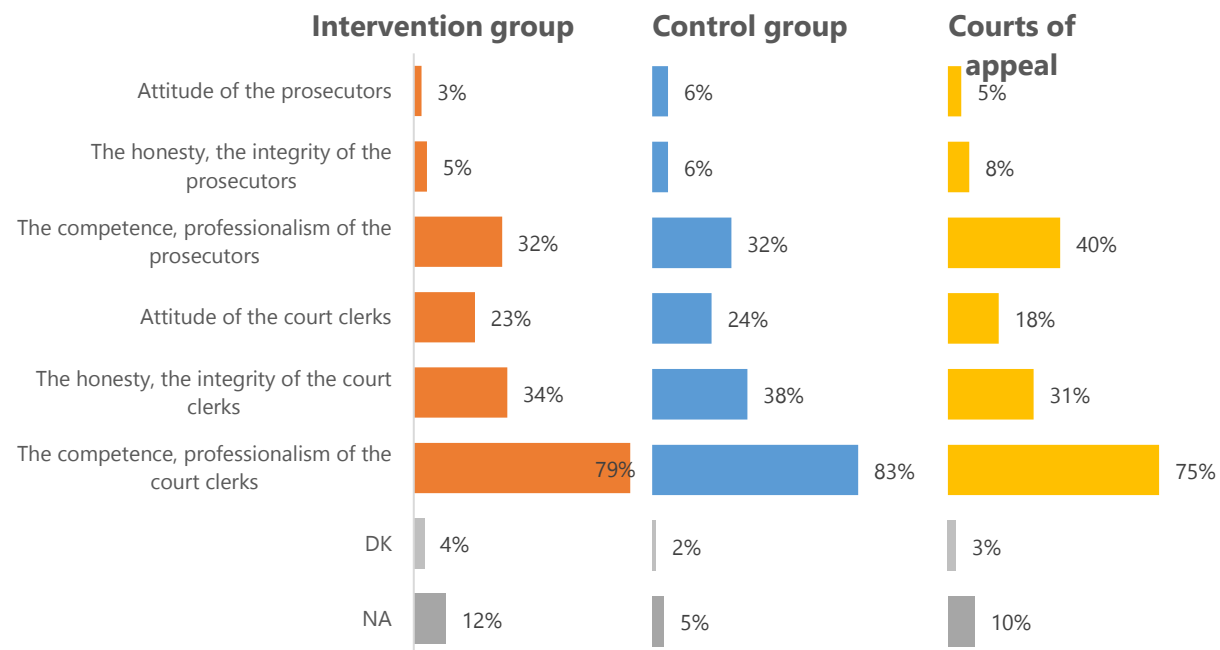


Figure 37. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

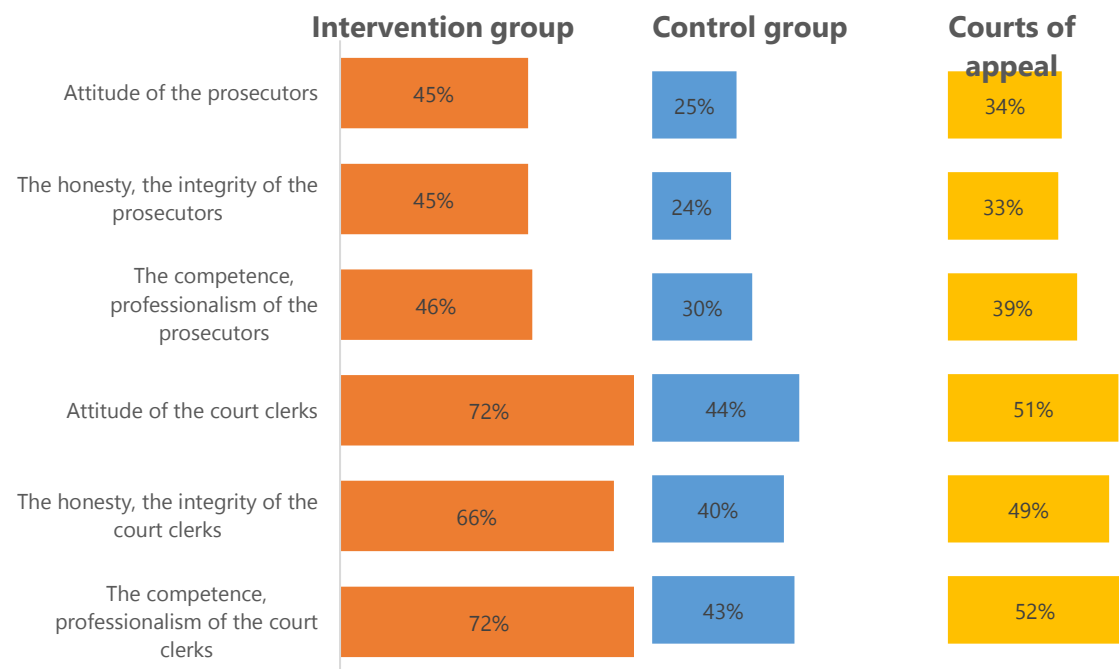


Figure 38. In the last two years, did you notice any improvement of ...?

Socio-demographic data

		Group		
		Intervention	Control	Appeal Courts
Gender	Male	26%	29%	24%
	Female	75%	72%	76%
Age	maximum 30 years	3%	8%	-
	31-50 years	77%	62%	80%
	51 years and more	9%	10%	8%
	NA	12%	21%	12%
For how many years have you been working in the justice?	maximum 4 years	2%	2%	-
	5-9 years	12%	16%	2%
	10 years and more	80%	68%	90%
	NA	6%	14%	9%
For how many years have you been working in the current court?	maximum 4 years	24%	30%	22%
	5-9 years	28%	18%	27%
	10 years and more	40%	41%	41%
	NA	9%	11%	11%
Your work is mainly within a department or a specialized panel...?	...In a specialized section	91%	91%	96%
	...In a specialized panel	57%	62%	48%
For how many years have you been working in the current section?	maximum 4 years	29%	29%	30%
	5-9 years	25%	25%	30%
	10 years and more	31%	33%	28%
	NA	15%	13%	13%
For how many years have you been working in the current specialized panel?	maximum 4 years	28%	33%	25%
	5-9 years	19%	18%	17%
	10 years and more	12%	19%	13%
	NA	41%	30%	45%

Table 7. Socio-demographic data for judges

III. Prosecutors

Narrative Report

The second population under investigation consists of the prosecutors attached to the selected courts. The sample contains 127 individuals distributed as follows: 68 prosecutors attached to intervention group courts (25 magistrates with the Courts of appeal, 14 with the District courts, and 29 with the Tribunals); 59 prosecutors attached to courts which were not subject to the coverage of the project (15 with the Courts of appeal, 12 with the District courts, and 32 with the Tribunals).

Assessment of the infrastructure. By measuring the levels of satisfaction with the central aspects related to the courts' infrastructure, we observed that a majority of prosecutors had a positive opinion and were satisfied with the said aspects. The most satisfying aspects were identified as per the details below (similar to the results of the 2014 survey):

- **Courthouse dignity** (building inspires respect): 93% of the intervention group and 78% of the control group.
- **External appearance of the courthouse:** 91% of the intervention group and 84% of the control group.
- **Internal appearance of the courthouse:** 86% of the intervention group and 80% of the control group.

The least satisfying aspects for the prosecutors were identified as follows:

- **Number of parking places for the public:** 39% for the intervention group and 22% for the control group
- **Number of parking places for the employees:** 43% for the intervention group and 33% for the control group
- **Number of courtrooms:** 61% for the intervention group and 53% for the control group

The fluctuations in the respective percentages were between 6% (for the interior aspect of the building) to 14% (for courthouse dignity), in favour of the intervention group.

In the prosecutors' opinions, the most important aspects which contribute towards court performance are the following (common to both groups):

- **Number of courtrooms:** mentioned by 40% of the prosecutors in the intervention group, and by 33% of their colleagues in the control group.
- **Useable surface area:** 27% of the respondents in the intervention group, and 37% of those in the control group.
- **Furnishing of staff offices:** 21% of the respondents in the intervention group, and 29% of those in the control group.

However, when referring to those aspects which are important for the performance of one's own duty, there are certain minor changes to the hierarchy:

- In the intervention group, priority is given to the useable surface area (39%), the number of courtrooms (37%), and next comes the furnishing of the staff offices (29%).
- In the control group, the most relevant is the furnishing of the staff offices (49%), followed by the useable surface area (41%), and third comes the number of courtrooms (24%).

Since we also investigated the prosecutors' perceptions regarding the potential improvements of the 15 main elements over the course of the previous two years, we could determine that the respondents in intervention group deem the improvements to have been quite considerable. The data illustrates major differences between the two categories of respondents, and so the much increased satisfaction levels of the prosecutors attached to intervention group courts becomes clearly visible.

The spatial compartmentalisation of the courts' functions (positioning of the courtrooms, offices, archives, registrar's office, etc), from the perspective of accessibility/usability, is seen as adequate by 39% of intervention group prosecutors, with another 51% rating it as only partially adequate. In the control group, opinions are distributed as follows: 31% consider the space as adequately compartmentalised, whilst 47% see it as only partially adequate. Only 4% and 12% respectively consider the space as inadequately compartmentalised, given the courts' functions.

The perception of the act of justice was centred on the following aspects: time to case disposition, the lawyers' attitude, honesty and professionalism, the provisions of the new Civil Code / Civil Procedure Code, the number of cases assigned and the number of clerks available in court.

Below are the elements which were most frequently rated as satisfactory or very satisfactory by the prosecutors:

- Time to case disposition (67%), the provisions of the new Civil Code / Civil Procedure Code (64%), the lawyer's attitude and professionalism (63%) for the intervention group
- Time to case disposition (80%), lawyer's attitude (77%) and the number of cases assigned (65%) for the control group.

The prosecutors of the intervention group identified the following aspects as significant both for the proper conduct of the court's activities (in general) and for the performance of their own duties: the number of cases assigned; the time to case disposition; the provisions of the new Civil Code / Civil Procedure Code. In the control group, the highlighted elements are: the number of cases assigned; the number of clerks and the time to case disposition.

The biggest improvements in the administration of justice achieved in the course of the previous two years, as perceived by the prosecutors in both groups, are the transparency of the act of justice (74% of the intervention group and 67% of the control group) and the time to case resolution (56% of the intervention group and 65% of the control group). At the opposite end we find the fluctuations in the numbers of assigned cases, which are deemed less optimised than all other aspects rated by the prosecutors.

Assessment of the workloads. In 2015, on average, a prosecutor attached to a court in the intervention group had 623 pending cases over the course of the year. During the same interval, a prosecutor from the control group had, on average, 390 cases.

From those respective numbers, for the intervention group 52 (8%) were older than 6 months since the date of assignment, and 251 (40%) were older than 6 months since recorded in the system. For the control group, out of the total number, on average, 31 (8%) were older than 6 months since the date of assignment, and 74 (19%) were older than 6 months since recorded in the system. We can thus discern a net difference of 21 percentage points between the respective values of the intervention and the control groups, with regard to the number of cases older than 6 months since first recorded.

The potential explanations for the delays in processing cases older than 6 months were presented as follows:

- **Large workloads:** given by 40% of the intervention group prosecutors, and by 28% of those in the control group.
- **Case complexity:** identified by 23% of intervention group prosecutors, and by 14% in the control group.
- **Insufficient staff numbers:** given by 20% of intervention group prosecutors, and by 16% in the control group.

Other causes were also quoted: the permanent or temporary drop of the lawsuit, cumbersome proceedings, absence of procedural guidelines, cases being redistributed from other courts, difficulties with obtaining expertise.

On average, the prosecutors attached to the intervention group court perform 46 work hours per week, as compared to the 43 hours worked by their colleagues in the control group. Furthermore, 51% of the total number of prosecutors in the intervention group and 31% of those in the control group acknowledged they are forced to also bring home some of their work, to ensure they complete their tasks. The prosecutors in the intervention group each logged 10 home work hours per week on average, while those in the control group, 7 hours each.

On average, a prosecutor attached to an intervention group court will instrument 36 cases, whereas prosecutors in the control group instrument, on average, 30 cases each.

With regard to the prosecutors' perceptions of how much control they maintain over the number of cases and the organization of their work schedules, we discern that the intervention group outperforms by 22% the control group (69% - control group, vs. 47% - intervention group) in managing their volumes, whereas the control group outperforms by 16% the intervention group (77% - control group, vs. 60% - intervention group) in managing their work schedule.

Case repartition, panel selection and section assignment are relatively similar across the two groups of courts:

- A larger percentage for the control group (78%, as compared to 66% in the intervention group) of circumstances where the case distribution is based on objective criteria.

- A larger percentage for the control group (78%, as compared to 66% in the intervention group) of circumstances where the redistribution of cases along hierarchical lines is made strictly in accordance with the explicit and limited provisions of the law.
- A larger percentage for the intervention group (73%, as compared to 67% in the control group) of circumstances where the assignment of cases to each prosecutor is done in observance of the optimal balance between the level of complexity and a reasonable timeframe for resolution.
- A larger percentage for the control group (77%, as compared to 74% in the intervention group) of circumstances where case assignment is frequently made on the basis of the specialization principle.
- A larger percentage for the intervention group (27%, as compared to 12% in the control group) of circumstances where there are frequent changes in the assignment of the prosecutors to a particular court.

Adoption of new technologies. Regarding availability of computers and connection to the Internet, the data indicates that a majority of prosecutors in both groups enjoy access to these technologies, as well as access to legislation, jurisprudence and doctrine databases. The professionals in the intervention group acknowledge this as 100%, whereas in the control group, the percentages are 98% of prosecutors with access to a computer, and 96% respectively with access to the Internet and to the legislation, jurisprudence and doctrine databases.

The case recording and archiving system is rated as satisfactory (efficient or very efficient) by both groups of prosecutors, in varying proportions: 93% for the intervention group and 75% for the control group. The percentage of professionals dissatisfied with the archiving system's efficiency is higher in the control group (14%) as compared to the intervention group (3%).

The databases containing jurisprudence, legislation and doctrine information are relatively easily accessible. 59% of the prosecutors with the intervention group and 51% of those in the control group advised that professional knowledge is very easily accessible.

Professional Training. The need for professional training specific to the prosecutors appears to be similar across the two groups: in the intervention group, 78% of the respondents acknowledge they could benefit from such training either to a large or a very large extent; the same was acknowledged by 79% of the prosecutors in the control group.

The perception of staff quality was the last aspect assessed, in order to identify the potential impact of the project in the perception of the "other" court employees among the prosecutors. The subjects were cross-assessed (each category – judges, prosecutors and clerks – was engaged to offer ratings for the other two categories).

Concerning the prestige associated with being a prosecutor, 68% of the participants in the intervention group stated they were satisfied or very satisfied, whereas the same

was reported by 75% of their colleagues in the control group. There are quite large percentages of responses which express dissatisfaction with the perceived social prestige enjoyed by prosecutors.

The respondents evaluated in a positive manner all the attributes quoted (attitude, honesty and professionalism for both judges and clerks). There are no major differences between the ratings given by the prosecutors in the two groups, however, the largest percentage of those who are very satisfied is found in the intervention group.

In order to answer the question “Which are the main attributes of the judges and of the clerks required for the optimal performance of the court’s duties?” we looked into the mechanisms of selection for such attributes. The data indicates a relatively homogenous hierarchy, along three pillars of importance:

- **Judges’ professionalism** (mentioned by 50% of intervention group prosecutors, and by 61% of those in the control group)
- **Judges’ impartiality** (43% of intervention group prosecutors, and 35% of those in the control group)
- **Judges’ honesty and integrity** (43% of intervention group prosecutors, and 31% of those in the control group)

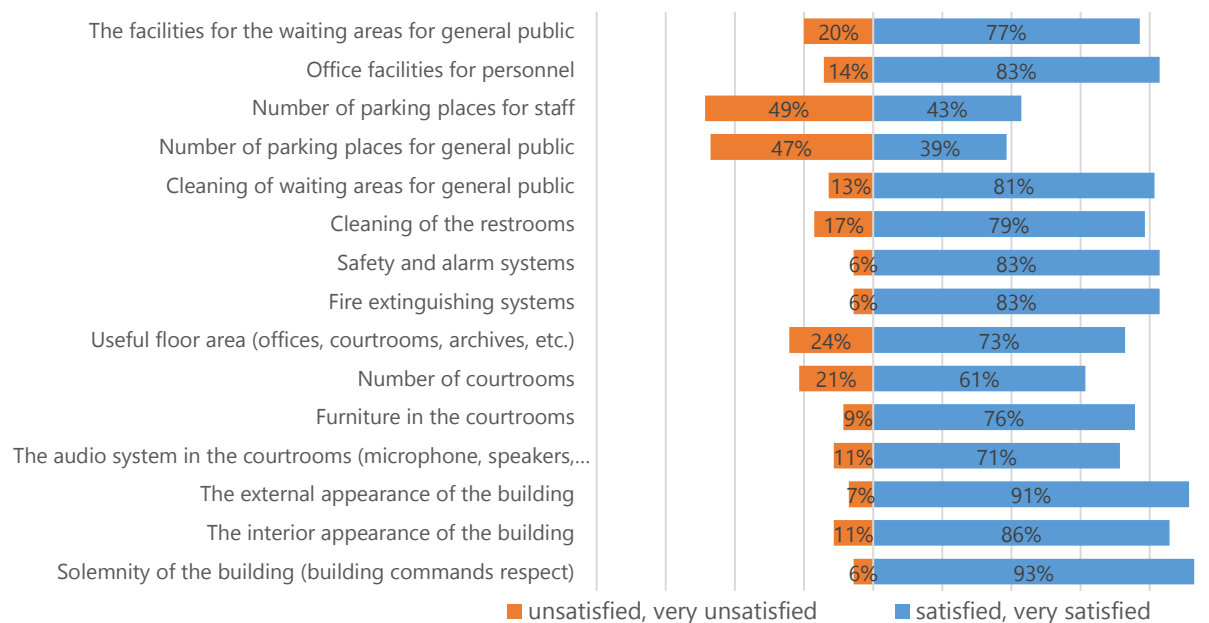
Therefore, in the prosecutors’ opinion, the **judges’ qualities** are the decisive factor for the proper administration of justice, and the cumulative weight of the clerk’s attributes varies between 10% in the intervention group, and 22% in the control group.

The hierarchy is quite similar when rating those elements which impact one’s own duty. The judges’ professionalism (indicated by 53% of prosecutors in both groups); the judges’ honesty and integrity (43% of intervention group prosecutors, and 28% of those in the control group); and the judges’ impartiality (41% of intervention group prosecutors, and 31% of those in the control group) – these three represent the main elements required for a successful performance of a prosecutor’s activities. Clerks were only very seldom invoked, especially in the intervention group.

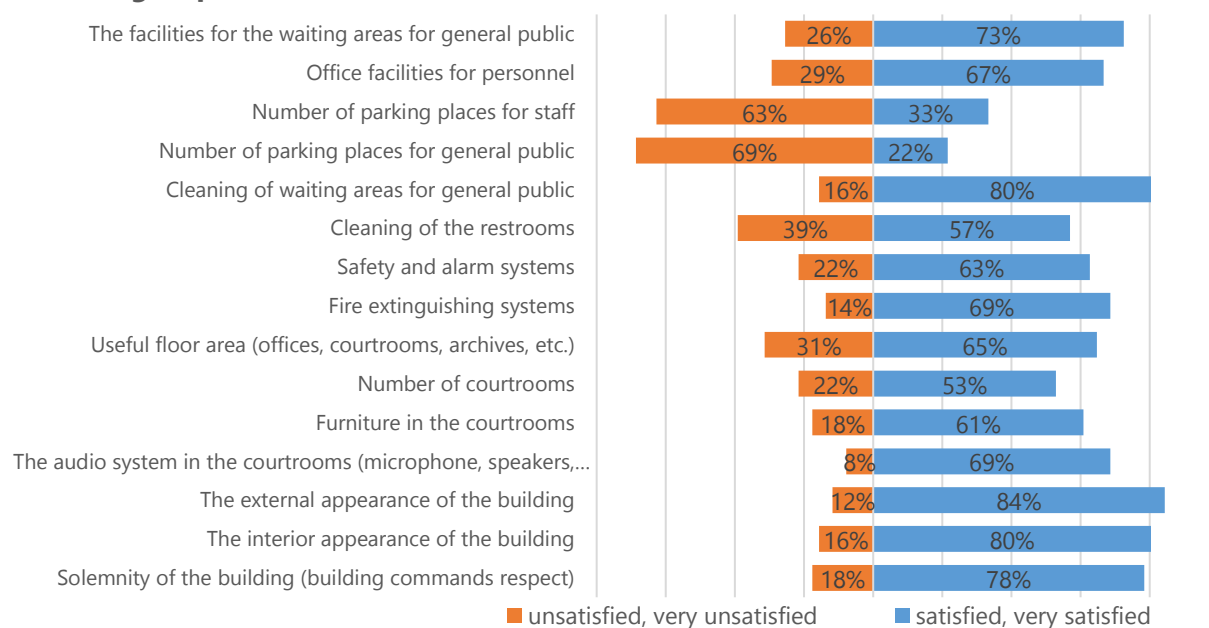
The differences in the perception of improvement of the quoted attributes range from 4% to 8% in favour of the intervention group prosecutors.

Infrastructure evaluation

Intervention group



Control group



Courts of appeal

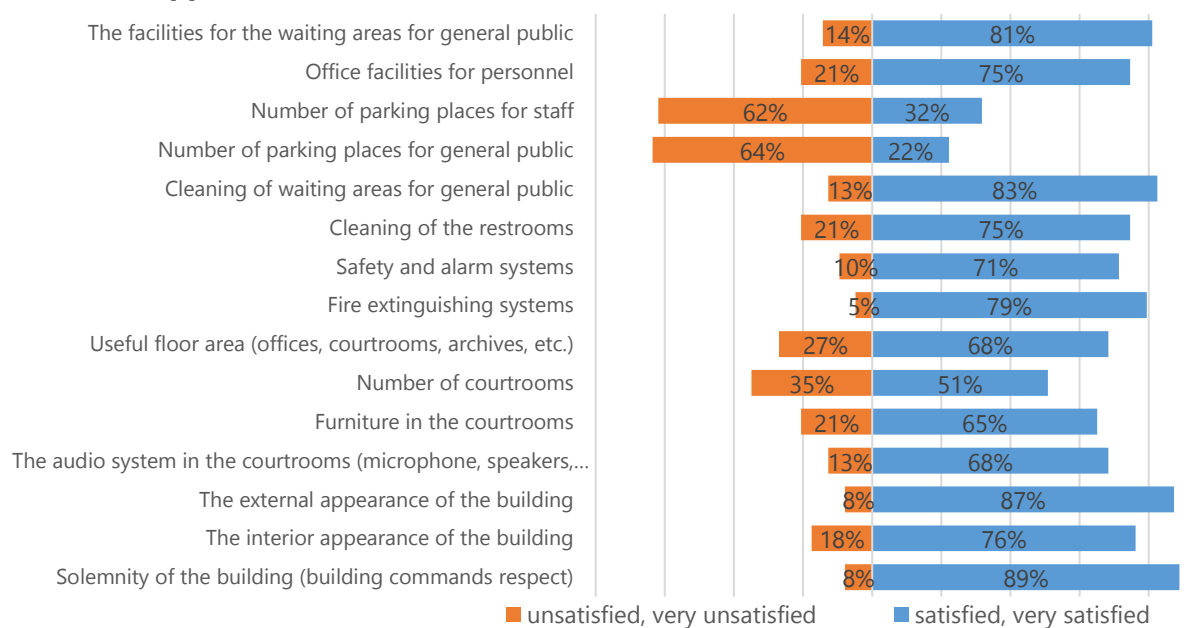


Figure 39. If you think about the Court to which you work, how satisfied are you with the following aspects? *The rest up to 100% is made up of DK/NA.*

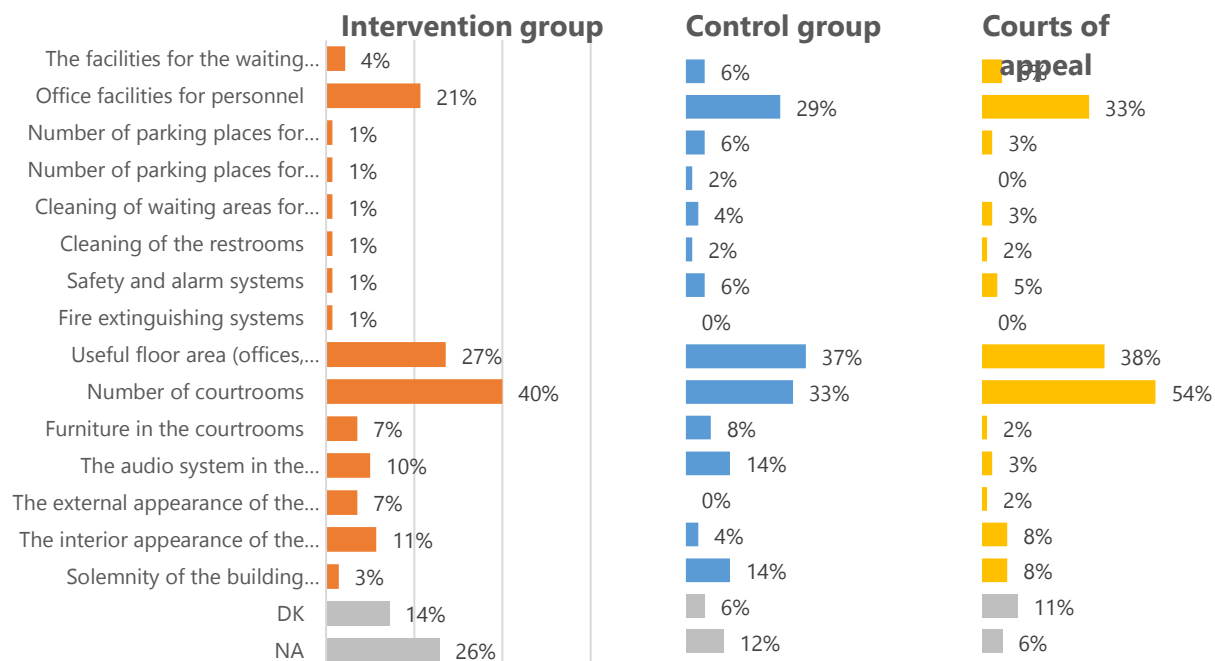


Figure 40. From all of these, which aspect do you think it is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

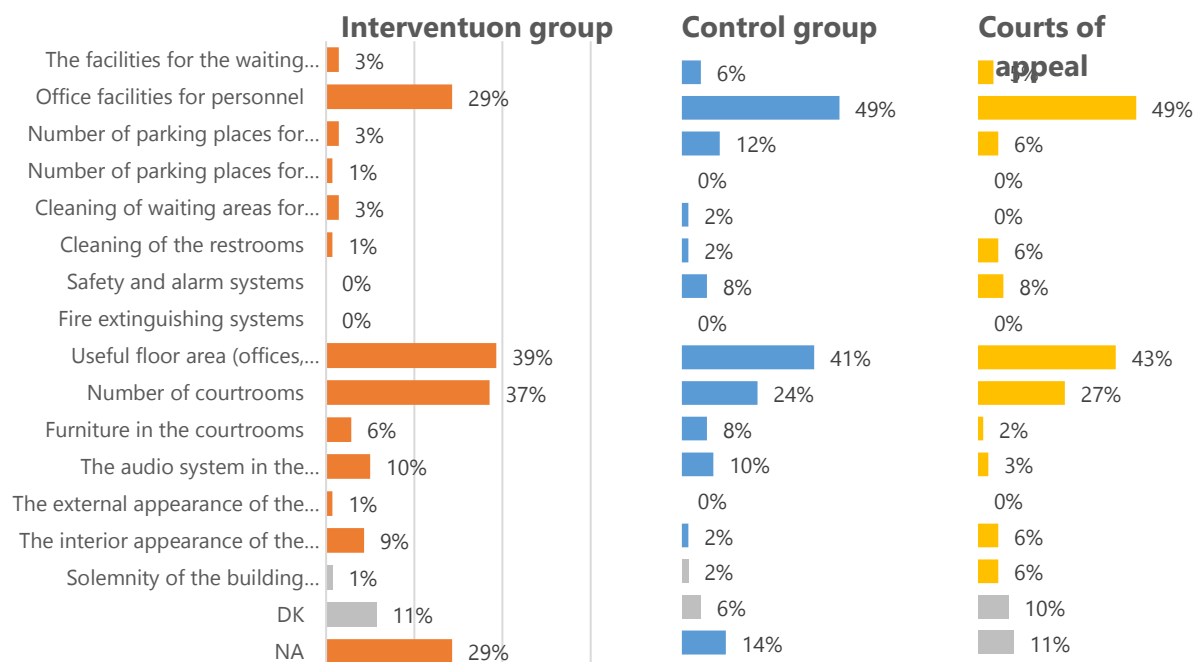


Figure 41. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

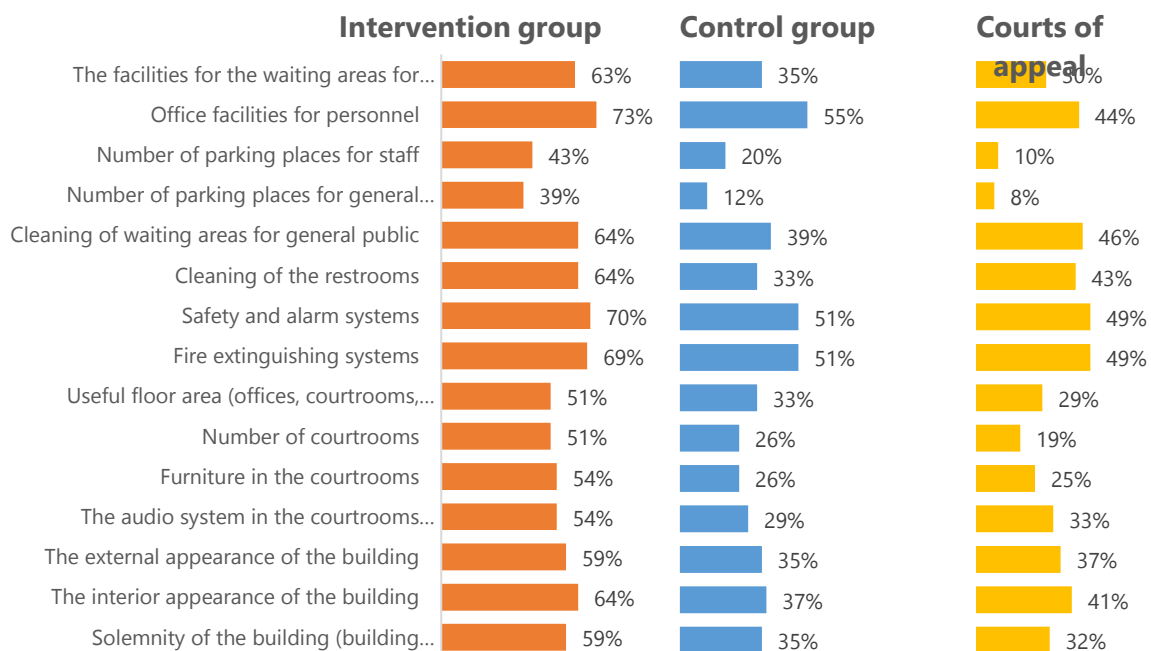


Figure 42. In the last two years, did you notice any improvement of ...?

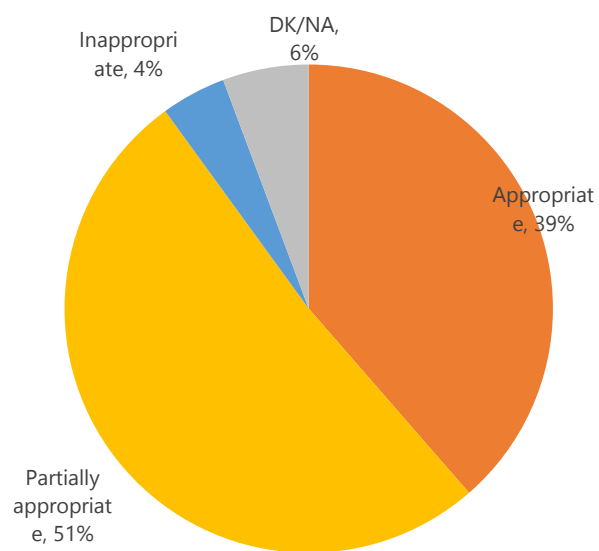
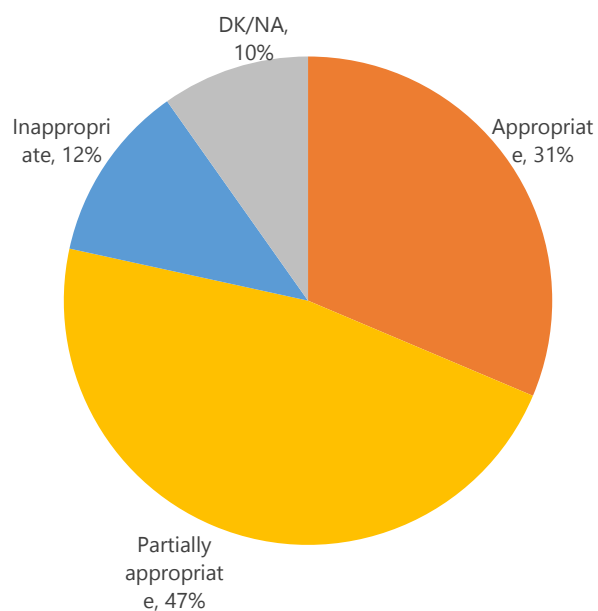
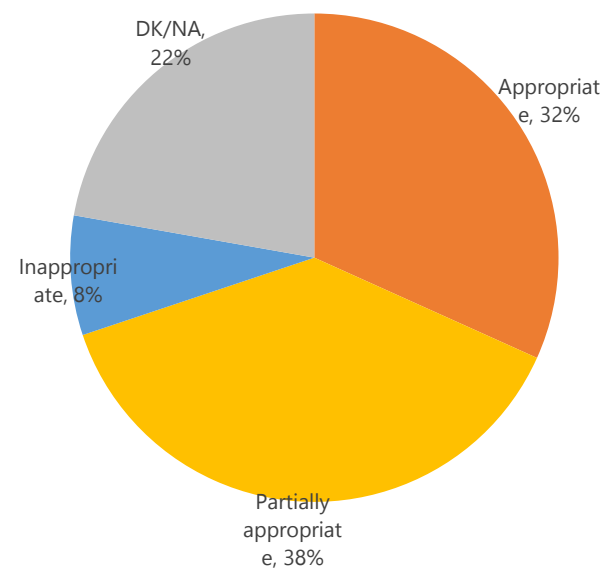
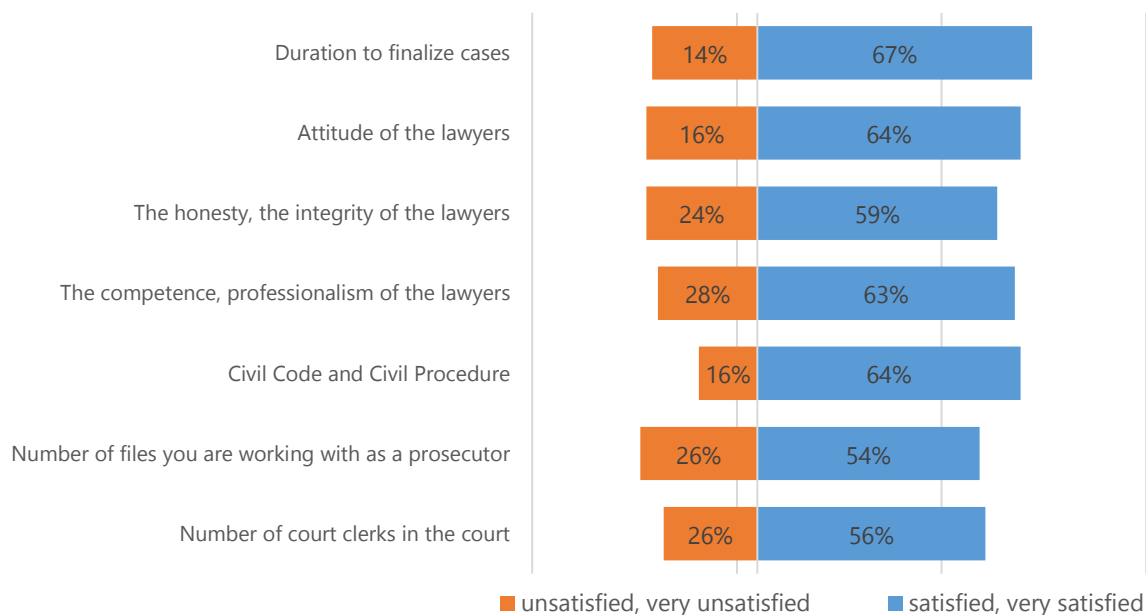
Intervention group**Control group****Courts of appeal**

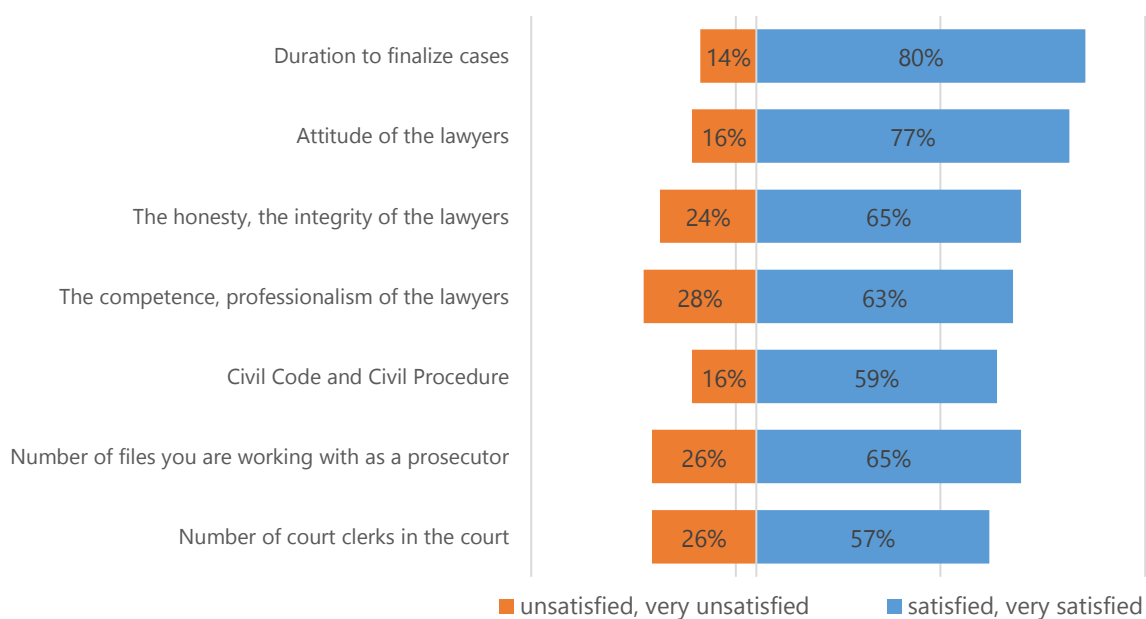
Figure 43. What do you think of the way office functions are currently separated in the office space (location of courtrooms, offices, archive, registry etc) from the perspective of access / use?

Perception over the act of justic

Intervention group



Control group



Courts of appeal

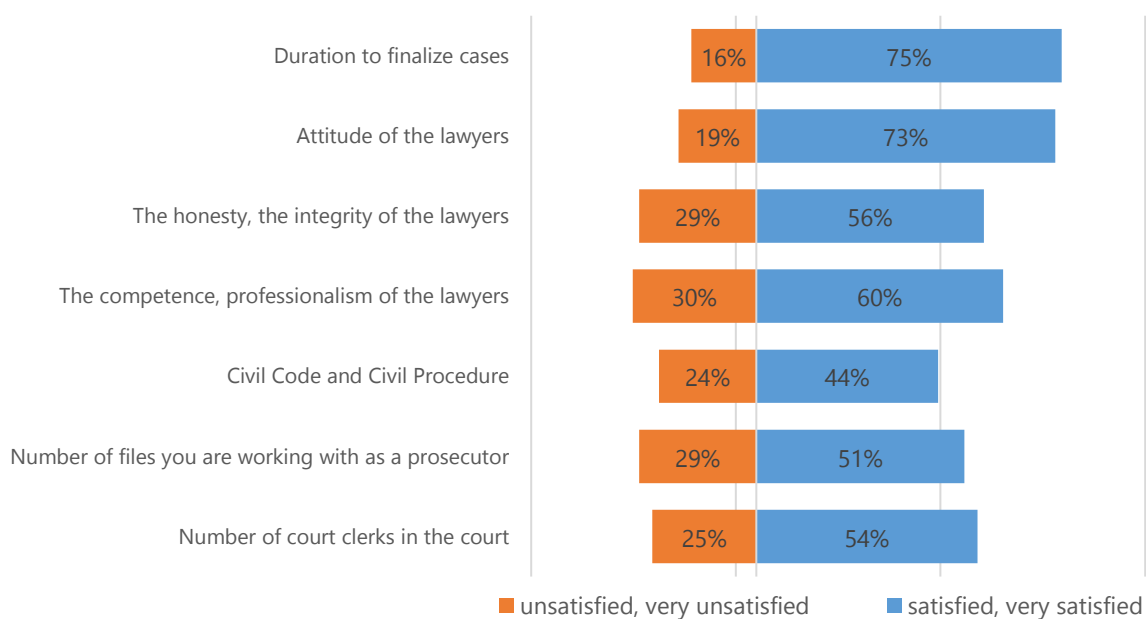


Figure 44. Thinking of this court, how satisfied are you with the following aspects? *The rest up to 100% is made up of DK/NA.*

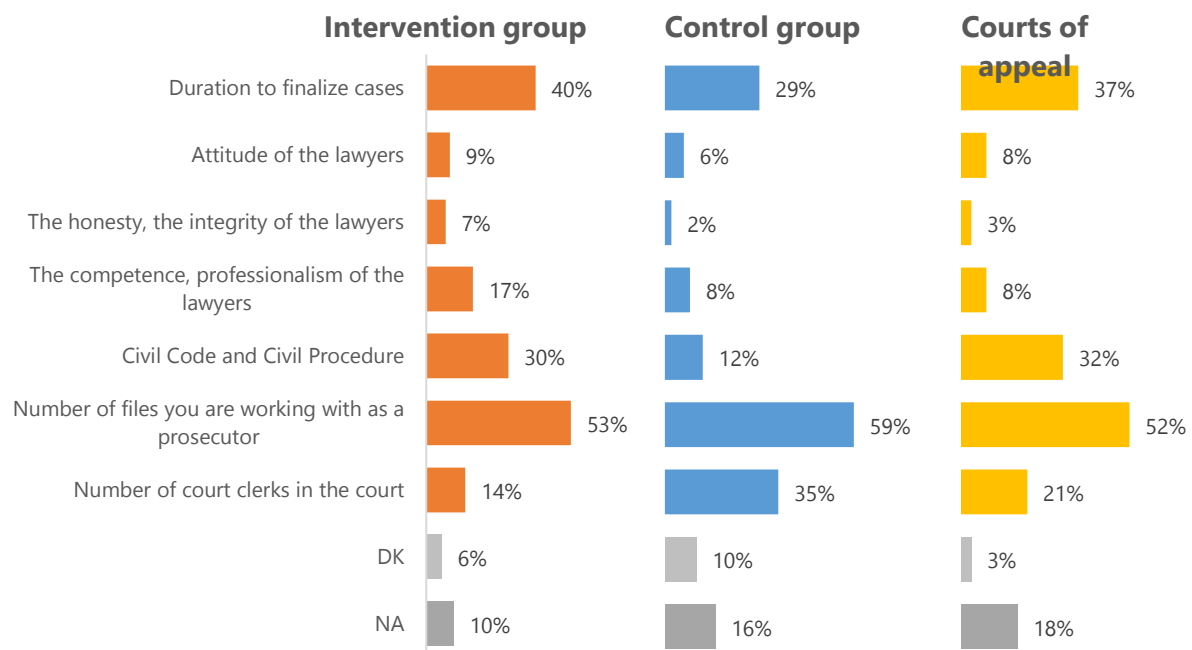


Figure 45. From all of these, which aspect do you think it is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulated percent out of two answers, the sum may go over 100%*

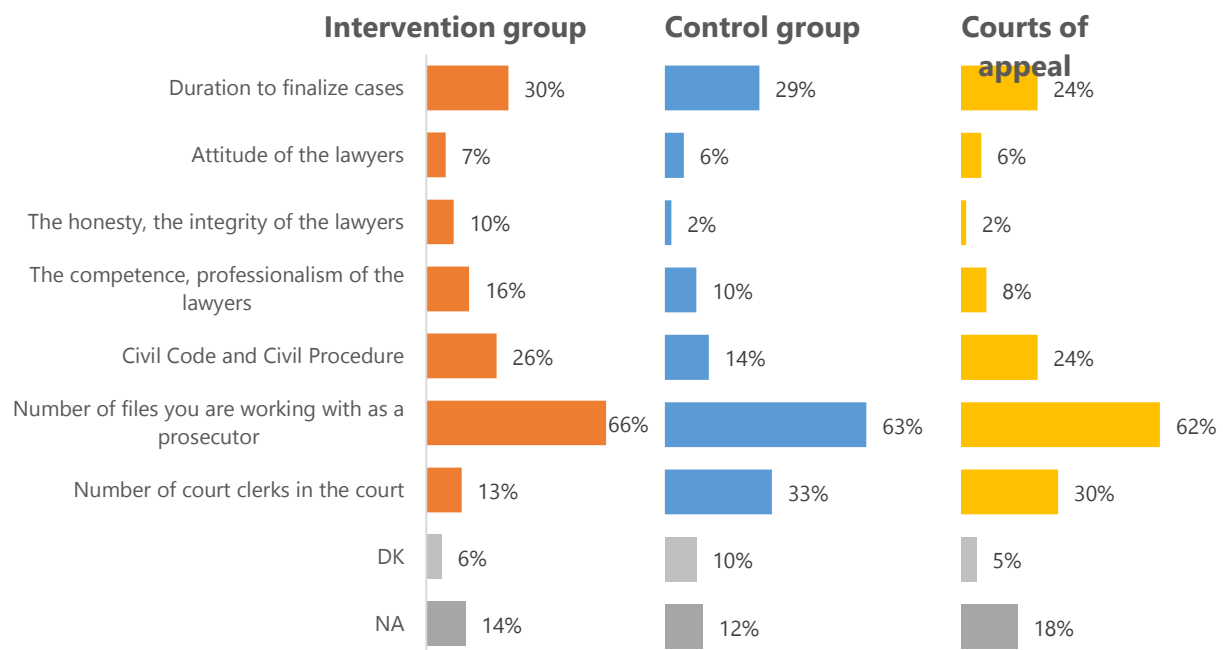


Figure 46. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulated percent out of two answers, the sum may go over 100%*

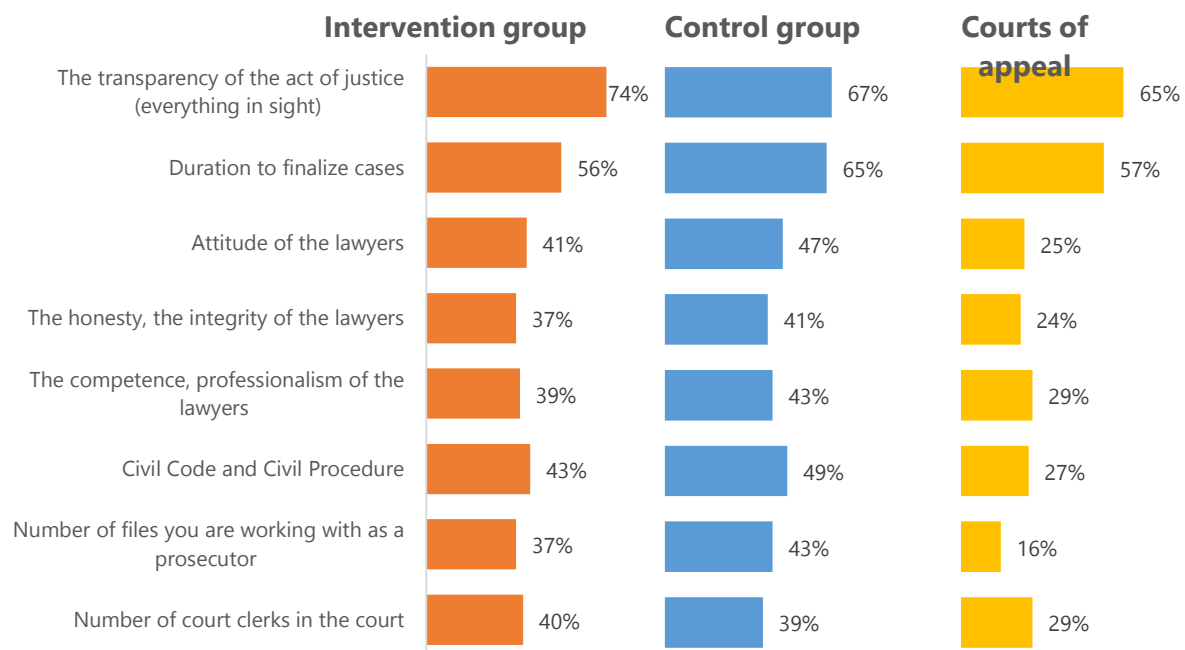


Figure 47. In the last two years, did you notice any improvement of ...

Workload evaluation

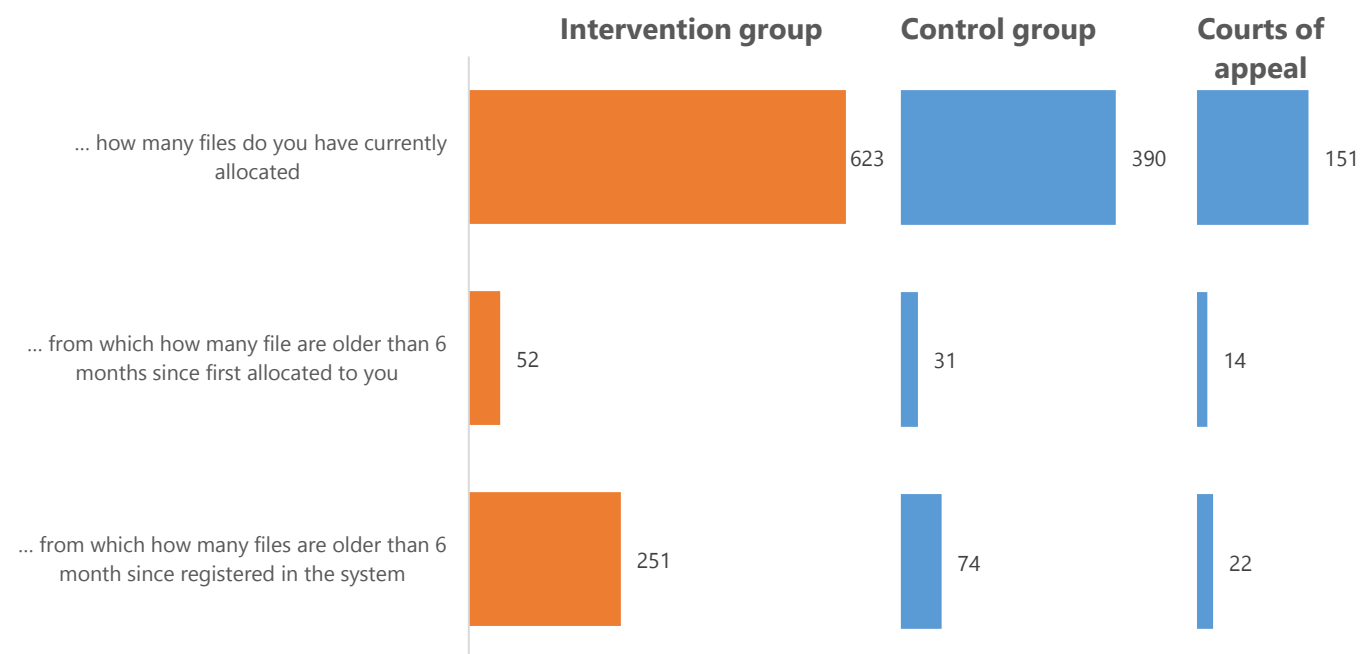


Figure 48. In 2015...? Average values

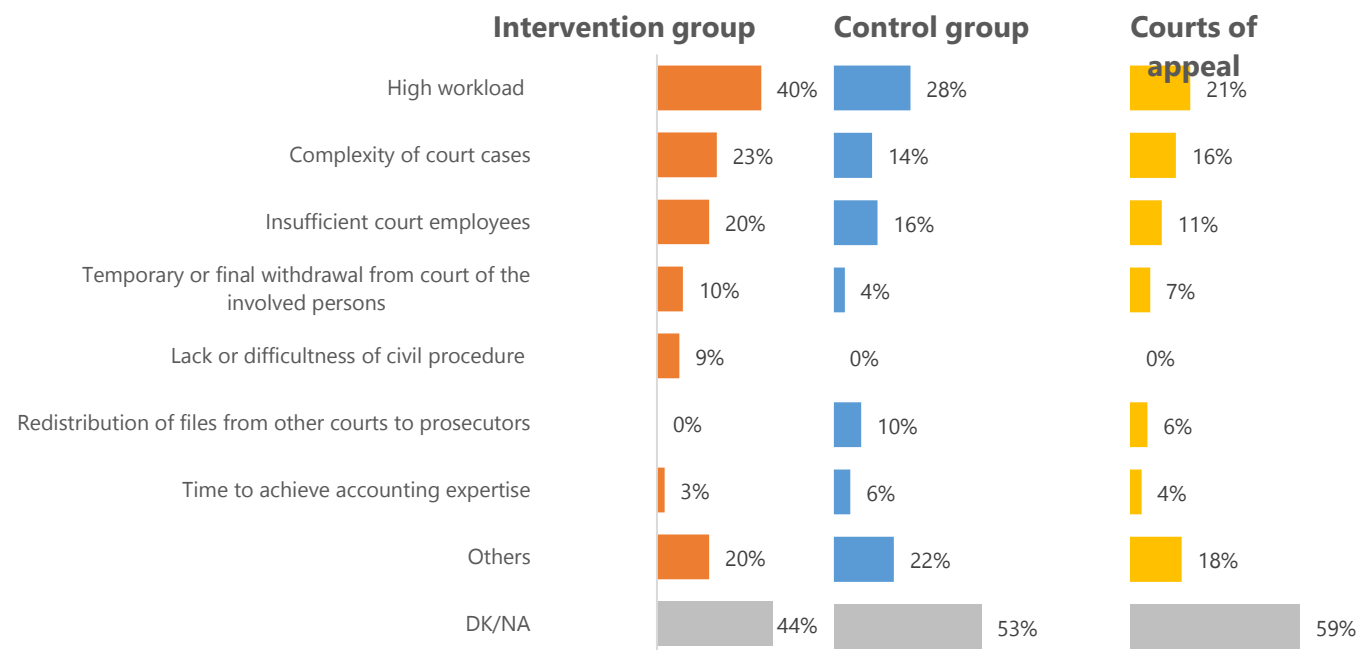


Figure 49. What are the three main reasons why you have files older than 6 months since first allocated to you? *Întrebare deschisă, procente cumulate din trei mențiuni, suma poate depăși 100%.*

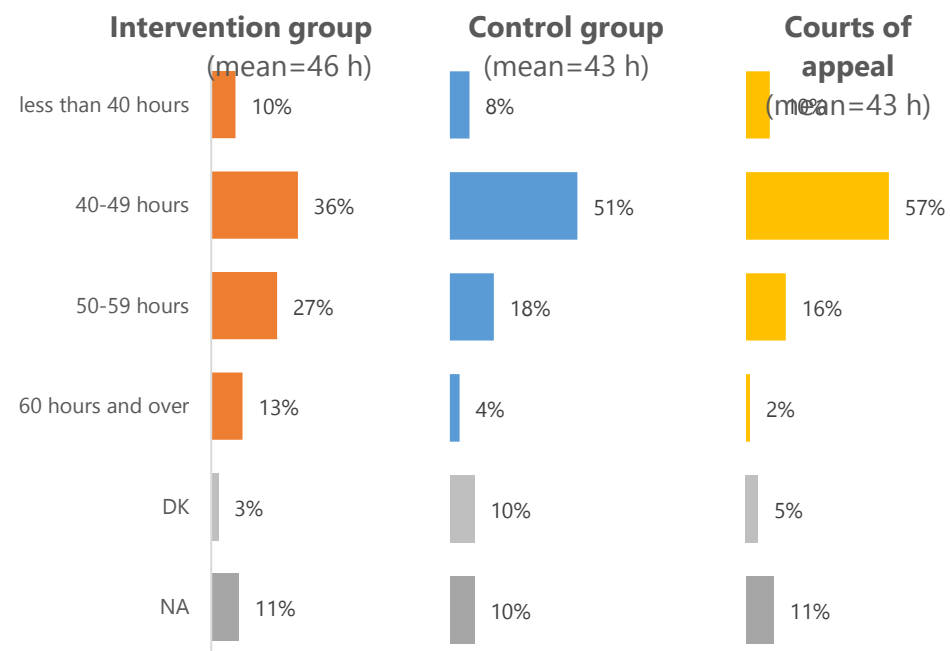
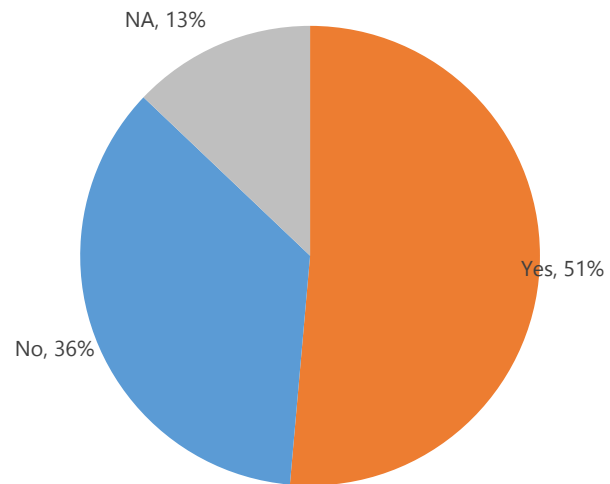
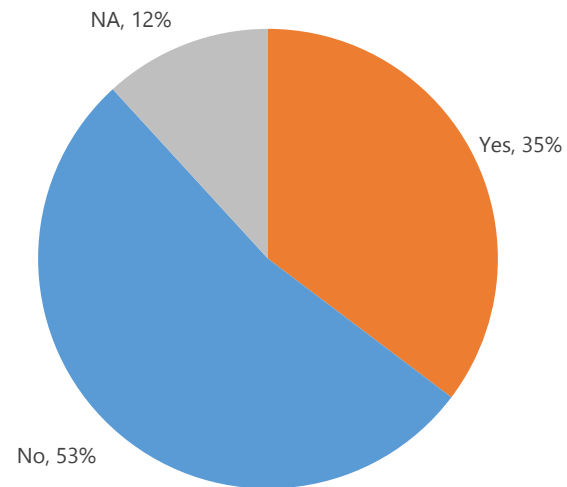


Figure 50. Approximately how many hours do you work in a typical week?

Intervention group
(mean=10 hours)



Control group
(mean=7 hours)



Courts of appeal
(mean=7 hours)

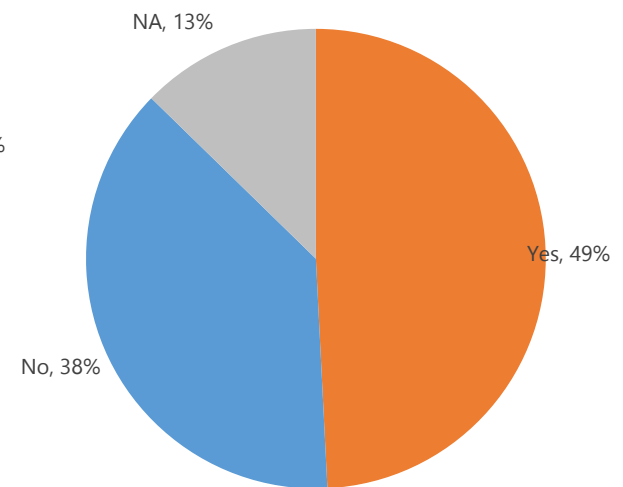


Figure 51. Do you need to take work at home in order to finish tasks from work?

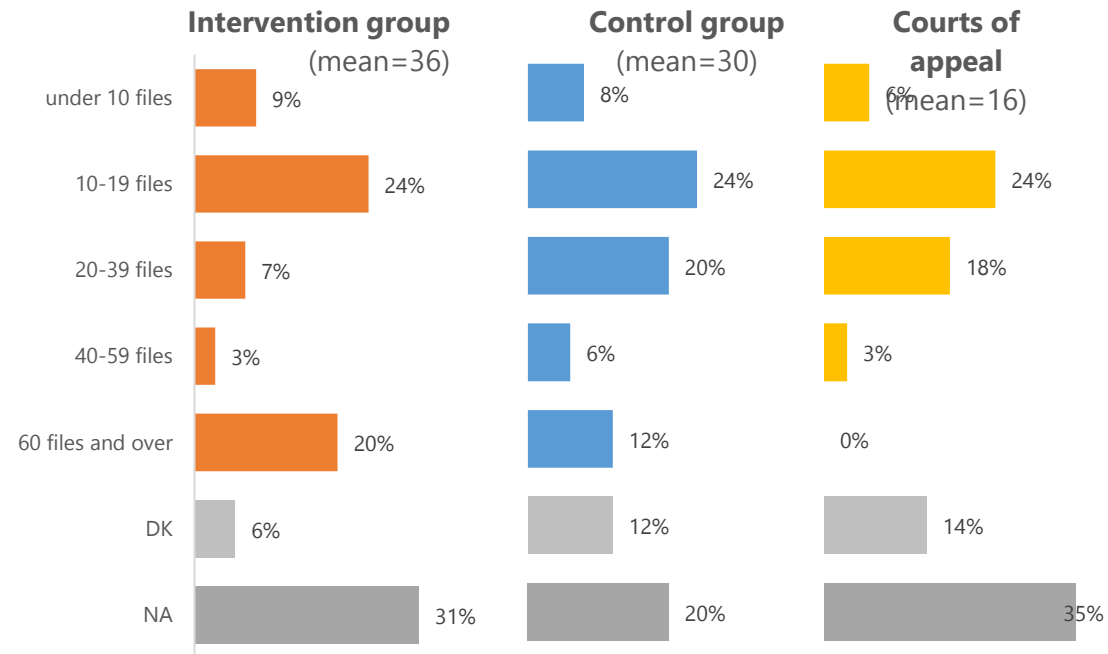


Figure 52. Approximately how many files you have solution in a typical month?

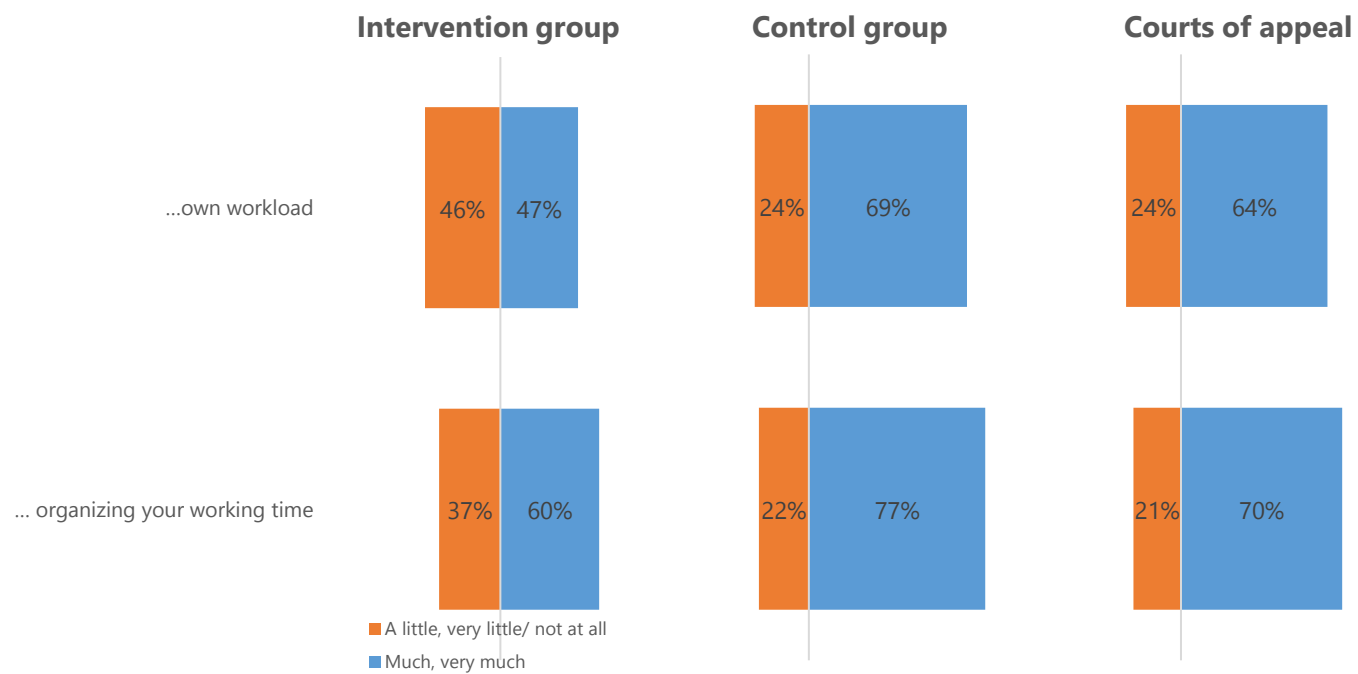


Figure 53. How much control you feel you have on ...? *The rest up to 100% is made up of DK/NA.*

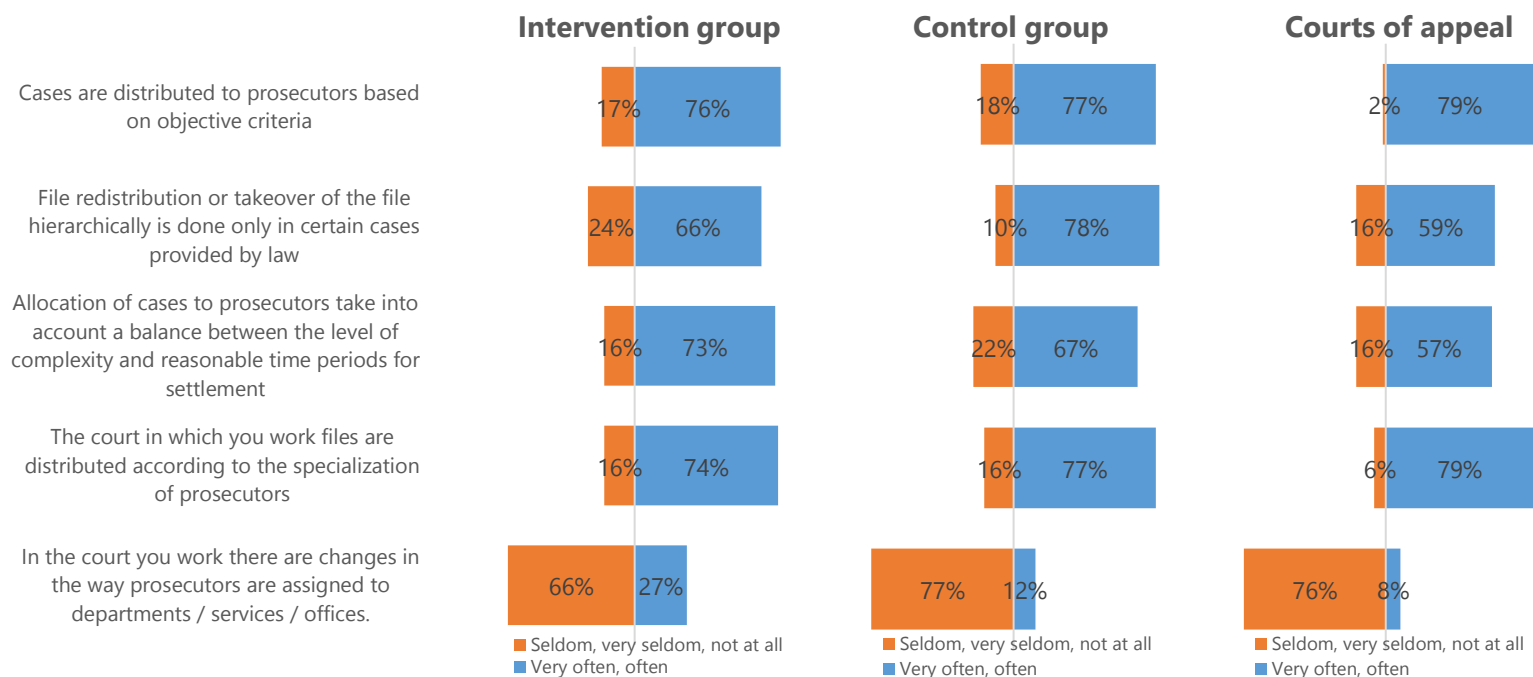


Figure 54. Regarding your activity as prosecutor, how often happens the following ...? *The rest up to 100% is made up of DK/NA.*

Use of computers, internet

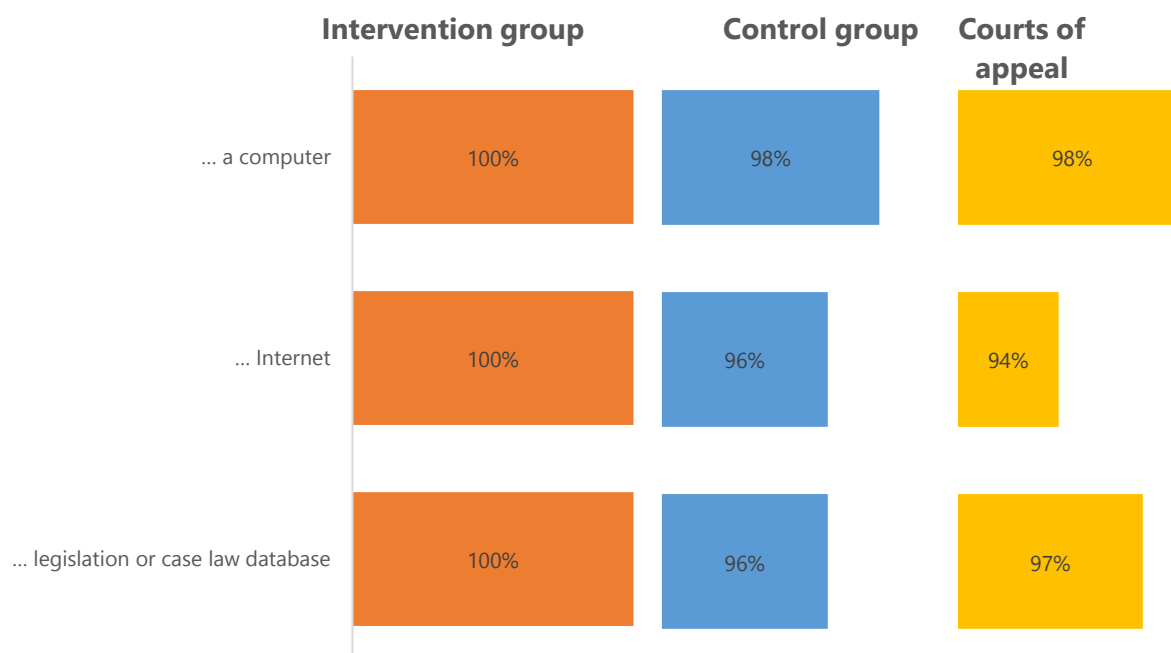


Figure 55. Do you have access to ...? Percent for „yes“.

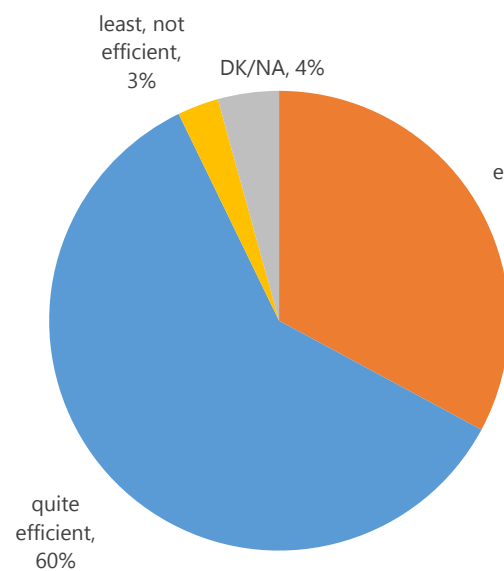
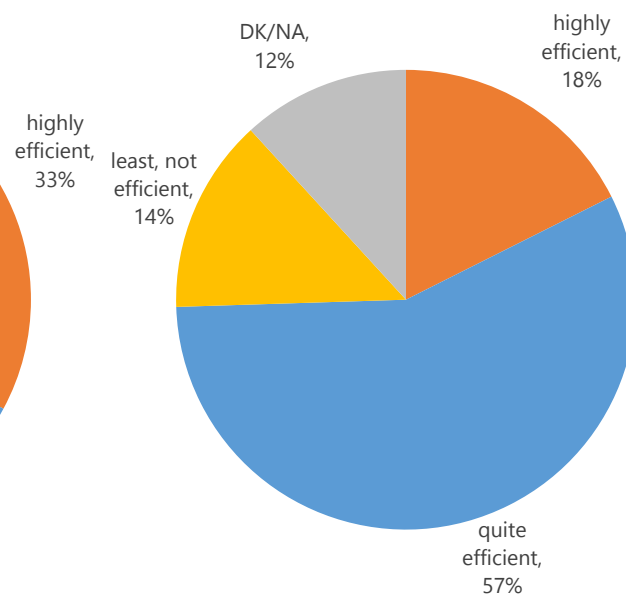
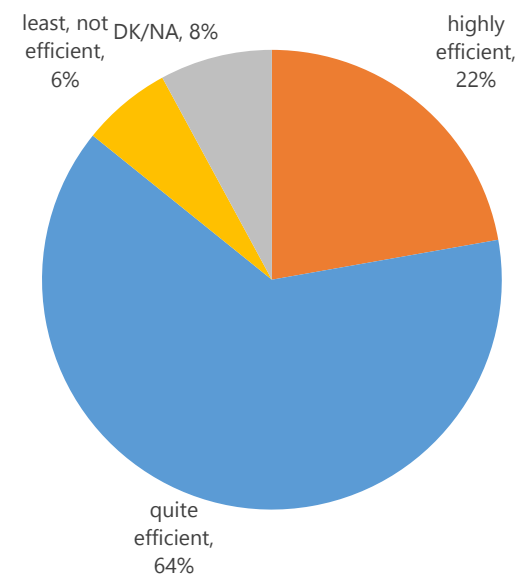
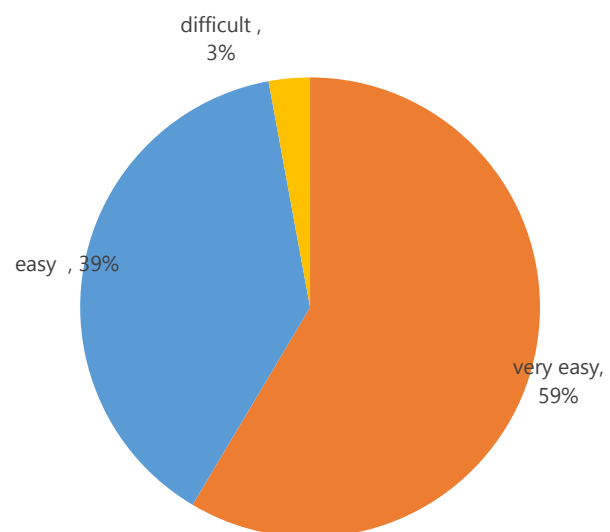
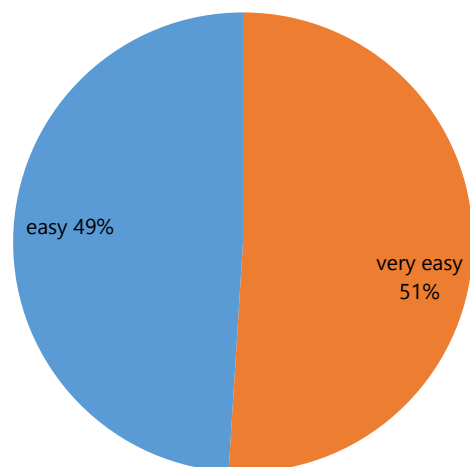
Intervention group**Control group****Courts of appeal**

Figure 56. How do you assess the current files archiving system?

Intervention group



Control group



Courts of appeal

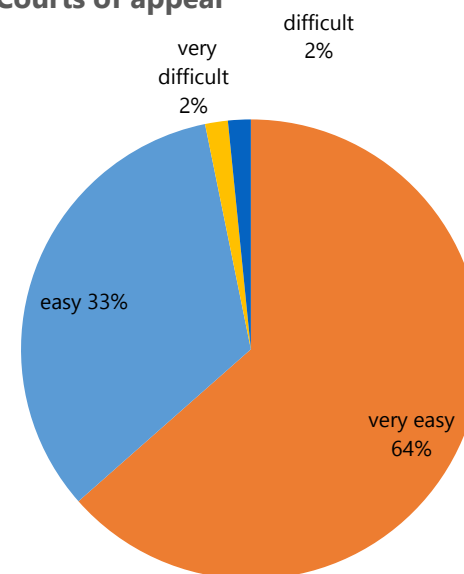
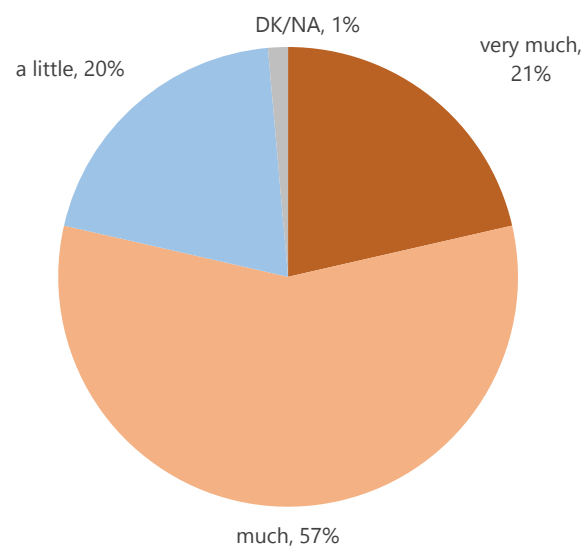


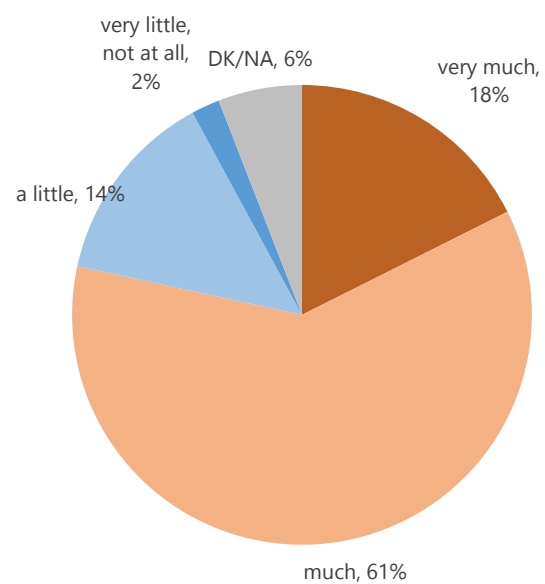
Figure 57. How easily can you access databases or case law?

Professional training

Intervention group



Control group



Courts of appeal

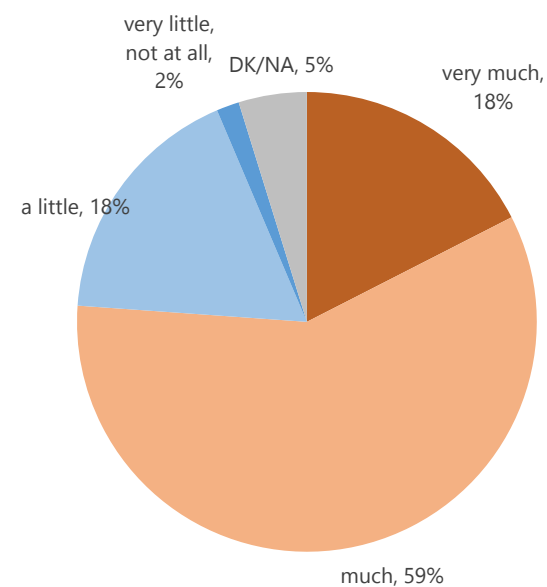


Figure 58. To what extent do you feel you need additional training regarding the specifics of your activity?

Perception over quality staff

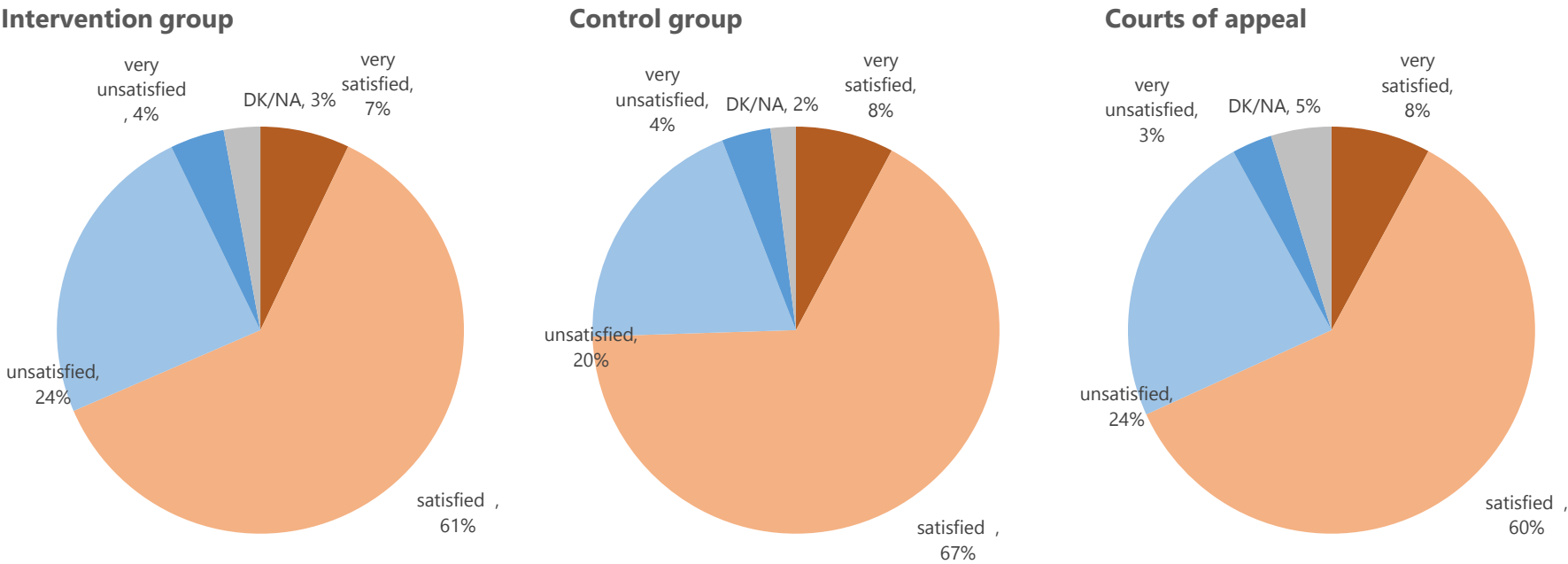
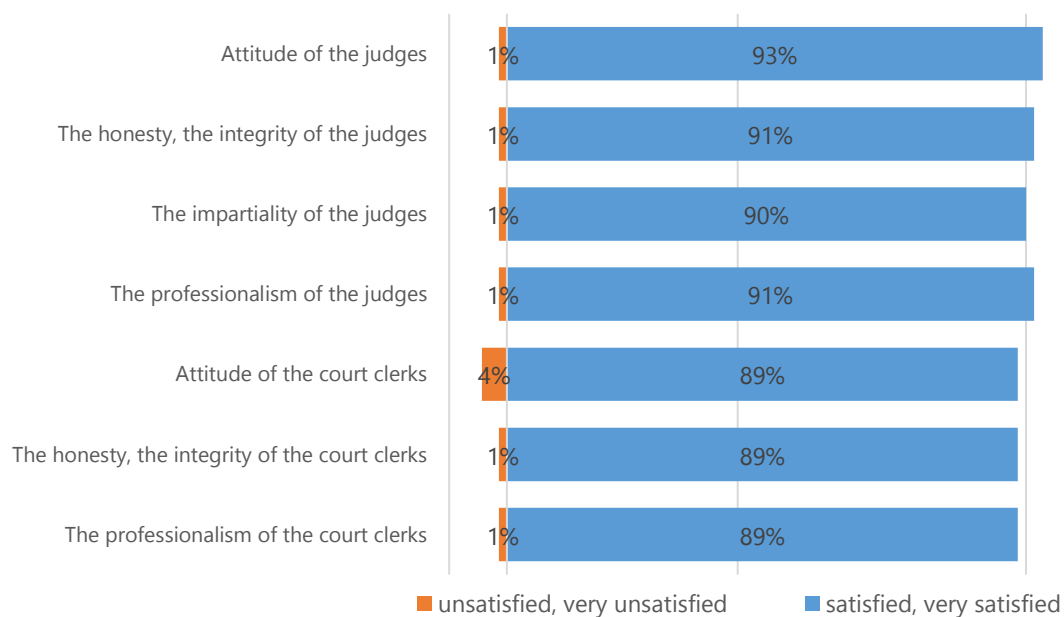
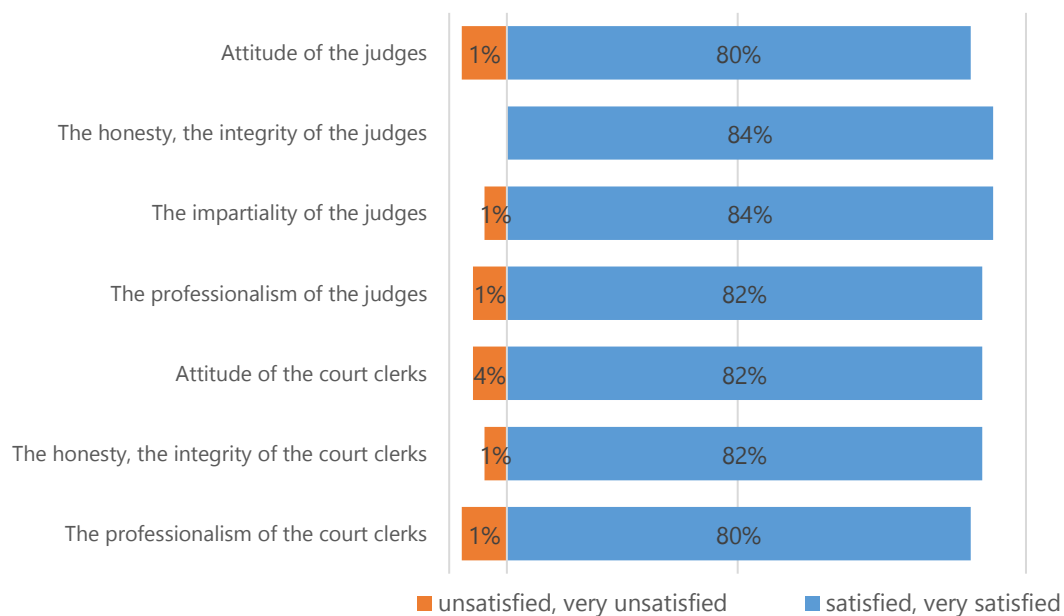


Figure 59. Overall, how satisfied are you with the social prestige of the Prosecutor?

Intervention group



Control group



Courts of appeal

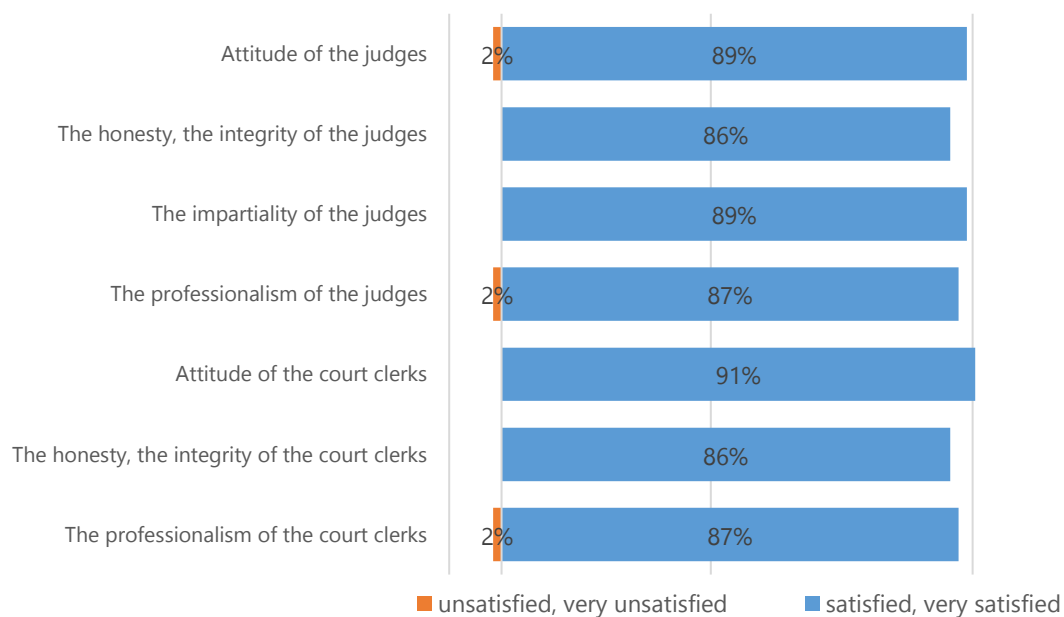


Figure 60. Regarding the judges and court clerks of this court, how satisfied are you with the following aspects? *The rest up to 100% is made up of DK/NA.*

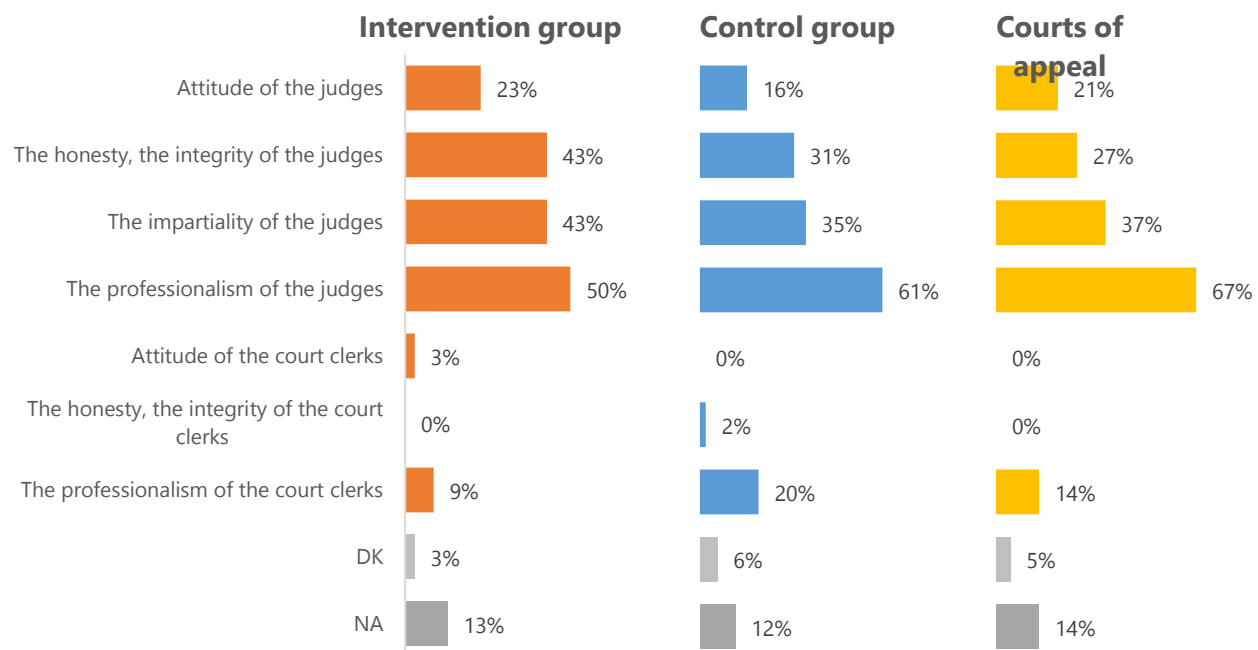


Figure 61. From all of these, which aspect do you think it is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulated percent out of two answers, the sum may go over 100%*

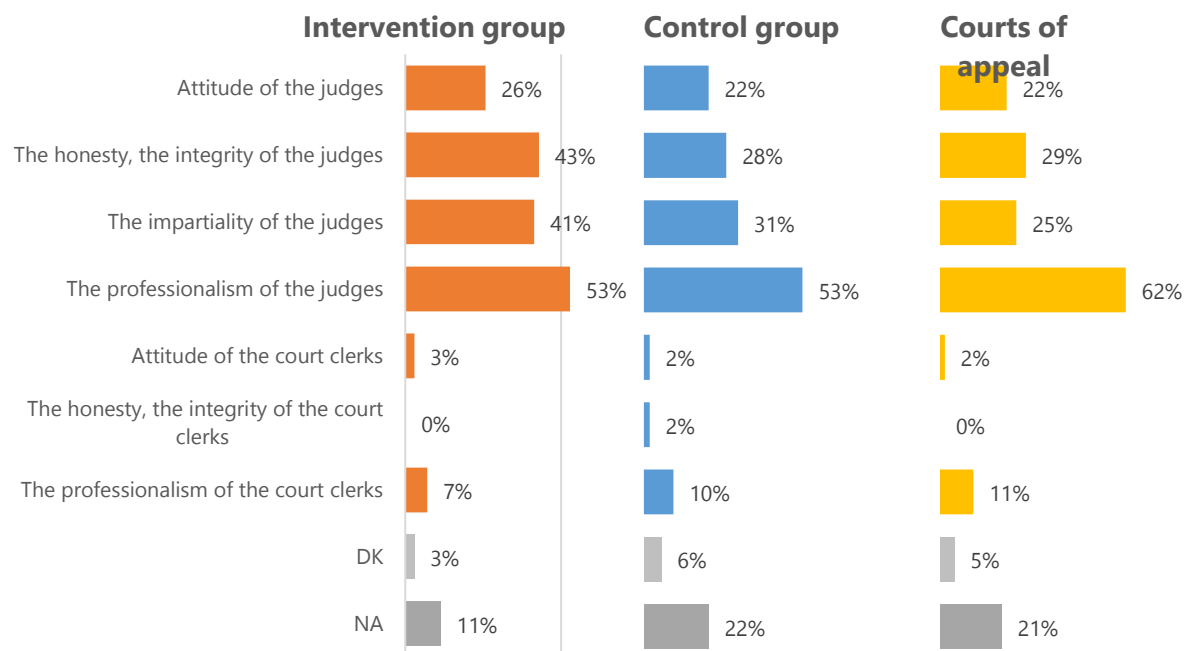


Figure 62. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulated percent out of two answers, the sum may go over 100%*

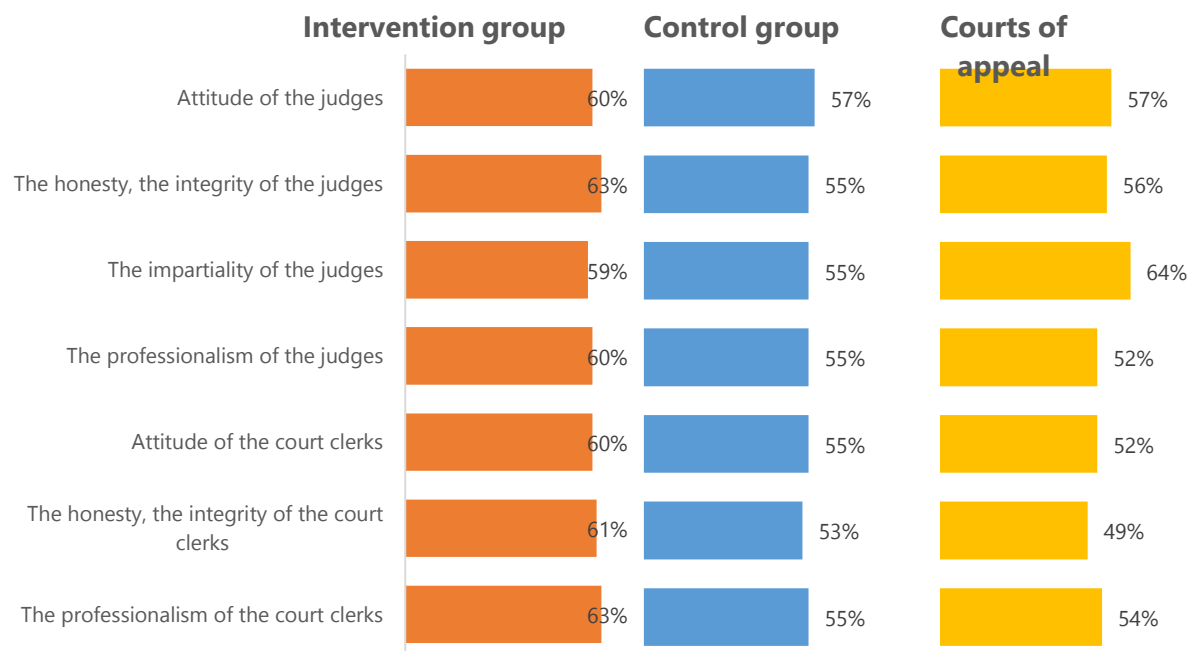


Figure 63. In the last two years, did you notice any improvement of ...

Socio-demographic data

		Group		
		Intervention	Control	Appeal Courts
Gender	Male	51%	49%	35%
	Female	49%	51%	65%
Age	Up to 30 years	6%	6%	
	31-50 years	66%	69%	62%
	51 years and over	10%	12%	18%
	NA	19%	14%	21%
For how many years have you been working in the justice?	Up to 4 years	4%	6%	
	5-9 years	20%	22%	8%
	10 years and over	67%	63%	81%
	NA	9%	10%	11%
For how many years have you been working in the Prosecutor's Office?	Up to 4 years	27%	28%	27%
	5-9 years	27%	26%	18%
	10 years and over	37%	39%	44%
	NA	9%	8%	11%
For how many years have you been working in the current section?	Up to 4 years	37%	39%	30%
	5-9 years	21%	24%	29%
	10 years and over	30%	28%	30%
	NA	11%	10%	11%

Table 8. Socio-demographic data prosecutors

IV. Court clerks

Narrative Report

The population of clerks employed by the courts included in the survey consists of 69 individuals: 39 clerks assigned to courts in the intervention group (12 with the Courts of appeal, 9 with the District courts and 18 with the Tribunals), and 30 clerks assigned to institutions from the control group (7 with the Courts of appeal, 5 with the District courts and 18 with the Tribunals).

Assessment of the infrastructure. By measuring the levels of satisfaction with the main elements that determine the courts' infrastructure, we concluded that a majority of clerks are appreciative of those aspects. The most satisfying items were:

- **External/internal appearance of the courthouse**, which was found appropriate (satisfied or very satisfied) by 98% of the clerks in the intervention group courts, and, respectively, by 91% of those in the control group – for the external appearance, and 78% - for the internal appearance.
- **Courthouse dignity**, (98% of the intervention group and 87% of the control group)
- **Fire extinguishing system**, (98% of the intervention group and 87% of the control group)

At the opposite end of the range, we can find the following aspects:

- **Number of parking places for the public**, (47% of the intervention group and 22% of the control group)
- **Number of parking places for the employees**, (56% of the intervention group and 22% of the control group)
- **Cleanliness**, (84% of the intervention group and 74% of the control group)

The difference between the percentages of satisfied/very satisfied clerks in the two groups range in between 7% for the external appearance and 34% for the number of parking places at the employees' disposal, and suggests an increase in the satisfaction levels of the clerks attached to courts included in the project.

The hierarchy of the most relevant aspects for the proper performance of court functions is similar across the two groups of clerks, and is detailed as follows:

- **Useable surface area** (indicated by 40% of the intervention group clerks, and 61% of those in the control group)
- **Number of courtrooms** (indicated by 37% of the intervention group clerks, and 26% of those in the control group)
- **Furnishing of staff offices** (33% of the intervention group clerks, and 39% of those in the control group)

The situation is quite different when ranking those aspects which impact the performance of the clerk's own duty:

- **Furnishing of staff offices** (49% of the intervention group clerks, and 65% of those in the control group)
- **Useable surface area** (40% of the intervention group clerks, and 61% of those in the control group)
- **Courtroom audio system** (37% of the intervention group clerks, and 22% of those in the control group)

The perception of improvement of those aspects surveyed, over the course of the previous two years, indicates significant differences between the two groups. All fluctuations in visibility are in favour of the intervention group. The gap between the value pairs ranges between +3% for the improvement of the **fire extinguishing system**, to +55%, for the improvement of the **courtroom furniture**.

The analysis of the spatial compartmentalisation of the courts' functions (positioning of the courtrooms, offices, archives, registrar's office, etc), from the perspective of accessibility/usability, indicates that 67% of the clerks in the intervention group consider it to be adequate, whereas 28% rate it as only partially adequate, and 2% rate it as inadequate. In the control group, opinions are more balanced, 52% of the clerks rate the compartmentalisation as adequate, and the remaining 48% see it as only partially adequate.

Perception of the administration of justice . The most satisfying aspects relating to the administration of justice, in the clerks' perspective, are as follows:

- **Lawyers' attitude** (satisfied or very satisfied - 98% of intervention group clerks vs. 83% of the control group).
- **Time to case disposition** (satisfied or very satisfied - 88% of intervention group clerks vs. 100% of the control group).
- **Lawyers' professionalism** (satisfied or very satisfied – 91% of intervention group clerks vs. 78% of the control group).

On the other hand, the number of clerks employed by the courts, the number of cases and the provisions of the new Civil Code/ Civil Procedure Code are the main sources of dissatisfaction.

With the exception of the perceived satisfaction towards the time-to-case-resolution (which ranks better in the control group), the data indicates variations ranging between 2% (for the number of clerks) and 20% (for the provisions of the new Civil Code/Civil Procedure Code) in favour of the clerks affiliated with the intervention group courts.

The hierarchy of the most relevant aspects influencing the proper conduct of court activities is dissimilar across the two groups of clerks:

- **Number of clerks in the institution** (considered important by 63% of intervention group clerks, and by 74% of control group clerks)
- **Number of assigned cases** (considered important by 56% of intervention group clerks, and by 44% of control group clerks)

- **Time to case disposition** (considered important by 30% of intervention group clerks, and by 22% of control group clerks)

The hierarchy does not suffer any substantial changes in the assessment of the most important elements to impact the clerks' personal activities, however the "number of assigned cases" switches places with the "number of clerks in the institution".

The visibility of improvements for the said aspects during the previous two years suggests that the **time to case resolution** is the element most frequently perceived as improved, followed by the **number of clerks in court**. In all situations with only two exceptions - the provisions of the new Civil Code/Civil Procedure Code, and the number of assigned cases (where the percentage of respondents perceiving improvements is larger for the control group), the differences between the groups, ranging between 0% and 23%, are in favour of the intervention group.

Assessment of workloads. On average, the clerks in the intervention group courts each had to prepare 833 cases over the course of 2015. During the same year, the clerks in the control group had to process on average 645 cases each. Therefore, the clerks in the intervention group have an additional workload of 29%.

Out of the total number of cases pending, for the clerks in the intervention group there were on average 177 (21%) cases older than 6 months since first recorded in the system, whereas the same situation applied to 36 cases (6%) for the control group. We can thus identify a net difference of 15% in the proportion of cases aging for more than 6 months, in case of the intervention group.

The main causes for delays of more than 6 months in case processing are **the failure to observe the delivery terms for expertise reports**, mentioned by 16% of the clerks in the intervention group and 26% of those in the control group, and the **Civil Procedure Code**, mentioned by 16% of the clerks in the intervention group and 22% of those in the control group.

On average, the clerks in the intervention group work 51 hours per week, and their colleagues in the control group work 48 hours per week. More specifically, 37% of the clerks in the intervention group and 39% of those in the control group work between 40 and 49 hours per week; 58% of the clerks in the intervention group work at least 50 hours per week, whereas the same can be said about 56% of their colleagues in the control group. 56% of the intervention group and 39% of the control group also work additional hours at home.

A majority of clerks from both groups stated that in the course of a usual month, they are engaged with 90 cases or more (37% of the intervention group and 26% of the control group). They are followed by those who reported between 50 and 69 cases per month (14% in the intervention group and 17% in the control group), and by those who prepare between 30 and 49 cases each month (12% in the intervention group and 22% in the control group).

Concerning the degree of control over their own work, 42% of clerks in the intervention group and 52% of those in the control group appreciated they maintain good and very good control over the number of cases they are assigned. Furthermore,

51% of the clerks in the intervention group and 70% of those in the control group consider they have good and very good control over the organization of their own work schedule.

Adoption of new technologies. Regarding access to a computer and Internet availability, the data shows that 98% of the clerks in the intervention group and all those in the control group have access to a computer connected to the Internet. All clerks confirmed their access to the databases containing information on jurisprudence, legislation and doctrine.

The Baseline Survey data indicate 99% - access to a computer, 75% - Internet access and 82% - access to jurisprudence, legislation and doctrine databases. We conclude there is a certain level of structural improvement of these aspects.

The case recording and archiving system is considered as adequate by both groups of clerks, in the range of 84% for the intervention group, and 74% in the control group. However, the percentage of "very efficient" is higher in the intervention group (35%) than in the control group (9%); furthermore, in the control group 13% of clerks rate it as inefficient, as compared to 9% in the intervention group.

The databases containing jurisprudence, legislation and doctrine information are relatively similarly seen as accessible. 98% of the clerks in the intervention group courts, and 96% of those in the control group, acknowledged that they enjoy easy and very easy access to professional knowledge. The proportion of those who reported difficulties in accessing the databases represents 4% of the professionals in the control group.

Professional Training. The assessment of the requirements and practices of professional training, as a distinctive dimension of the project's effects, shows different percentages: 59% of the clerks in the intervention group, and 48% of those in the control group stated they feel the need for additional training to a large and to a very large extent. In the intervention group, 39% advised they only feel this need to a small and to a very small extent. The same applies to 53% of the clerks in the control group.

The satisfaction derived by the social prestige of the clerk is different in the two groups. 51% of the clerks in the intervention group reported high and very high levels of satisfaction with their prestige. The same was reported by only 35% among the clerks in the control group.

Perception of staff quality. The clerks appreciate in a positive manner the entire range of aspects/attributes under assessment (attitude, honesty, professionalism), as applicable to judges and to prosecutors, in very large percentages, both in the intervention group and in the control group. Regarding the perception of the judges, positive responses are prevalent among the control group, as compared to the intervention group. The percentage differences fluctuate between 1% and 5%. As to the satisfaction with the prosecutors, the intervention group and the control group yield relatively comparable results.

In order to answer the question “Which are the main attributes of the judges and of the prosecutors required for the optimal performance of the court’s duties?” we looked into the mechanisms of selection for such attributes. The data indicates a relatively homogenous hierarchy, along three pillars of importance:

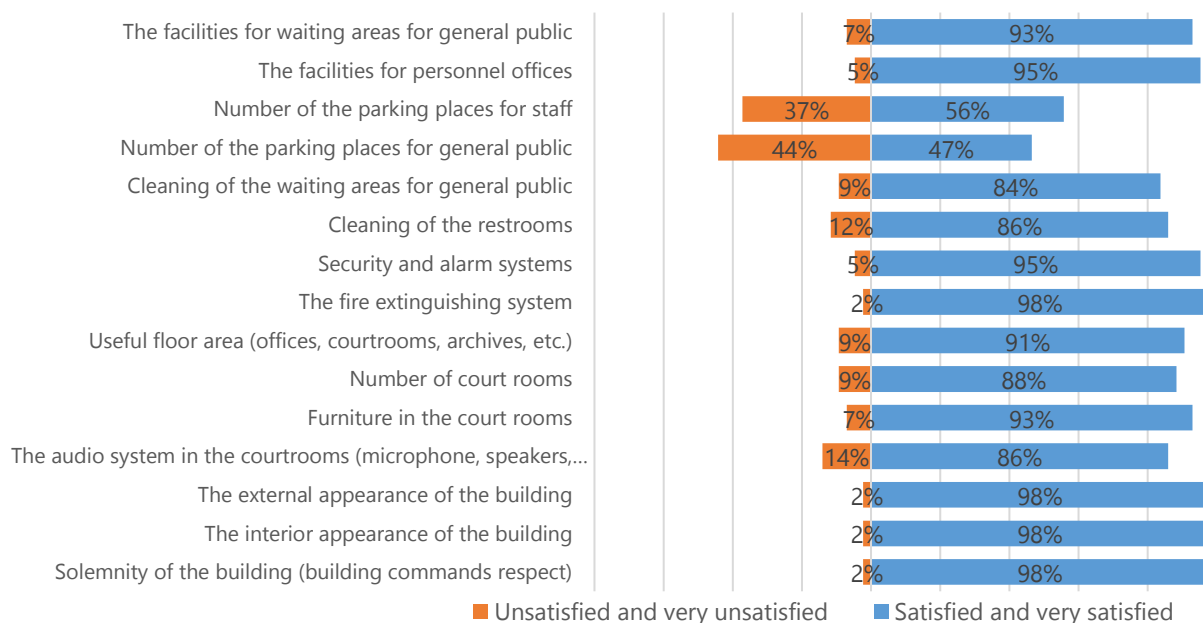
- **Judges’ professionalism** (mentioned by 74% of clerks in the intervention group and 74% of those in the control group)
- **Judges’ impartiality** (42% of clerks in the intervention group and 13% in the control group)
- **Judges’ attitude** (37% of clerks in the intervention group and 48% in the control group)

Therefore, in the clerk’s opinion too, the **judges’** qualities contribute decisively to the proper conduct of the court’s activities. Concerning their own performances, the hierarchy is slightly different, even if it relies on the same attributes of the judges. The main factors for successful performance of the clerks’ duties are the **judges’ professionalism** (acknowledged by 70% of the clerks in intervention group courts, and by 74% of those in the control group) and the **judges’ attitude** (72% of the clerks in intervention group courts, and 52% of those in the control group). The percentage of responses relating to prosecutors is extremely low, at most 9% in the control group.

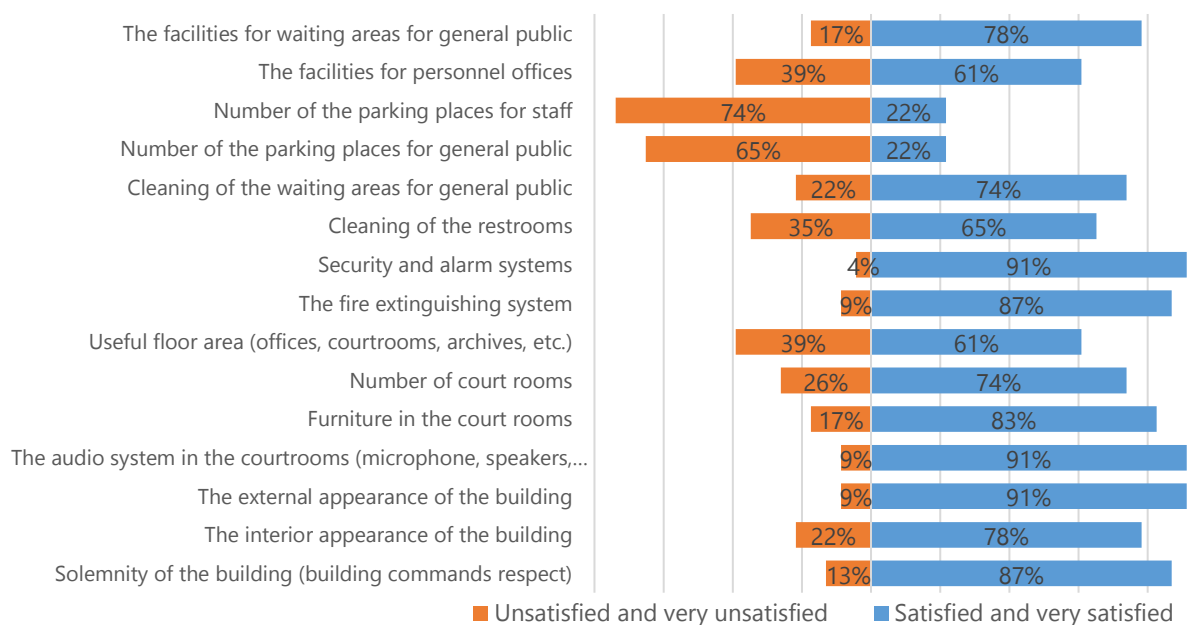
The most visible improvements are those relating to the judges’ professionalism, attitude and honesty. The visibility differences for the majority of the other attributes in the survey are in favour of the control group.

Infrastructure evaluation

Intervention group



Control group



Courts of appeal

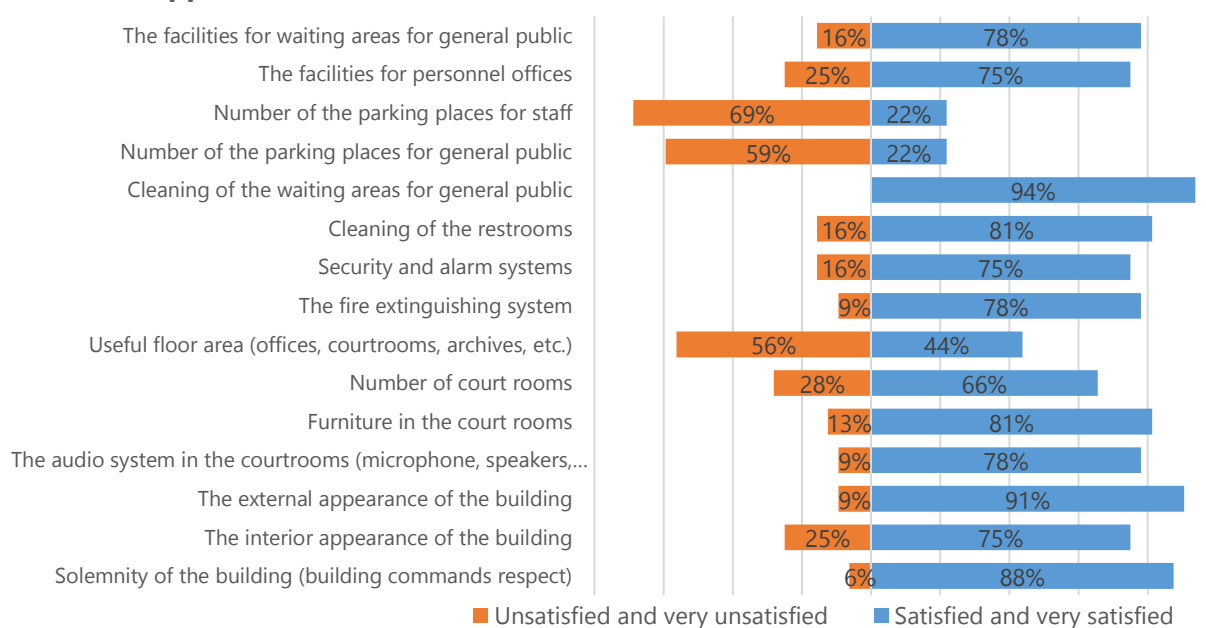


Figure 64. Regarding this court where you are working to, how satisfied are you with following aspects?
The difference to 100% represent DK/NA.

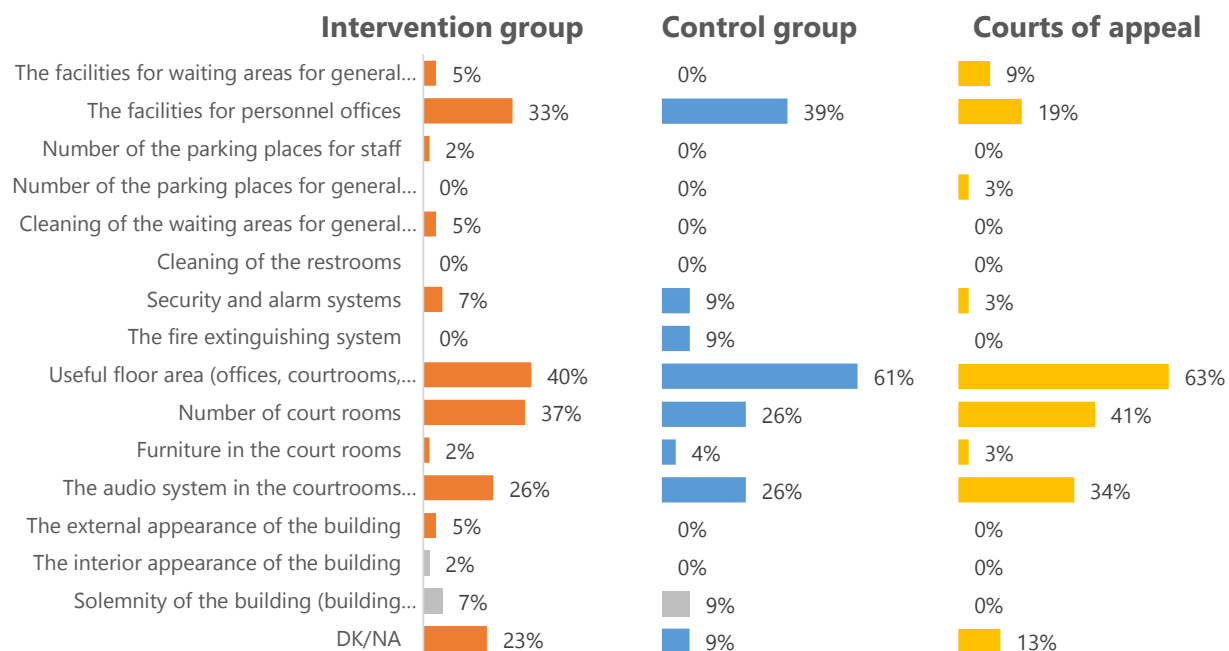


Figure 65. From all of these, which aspect do you think it is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

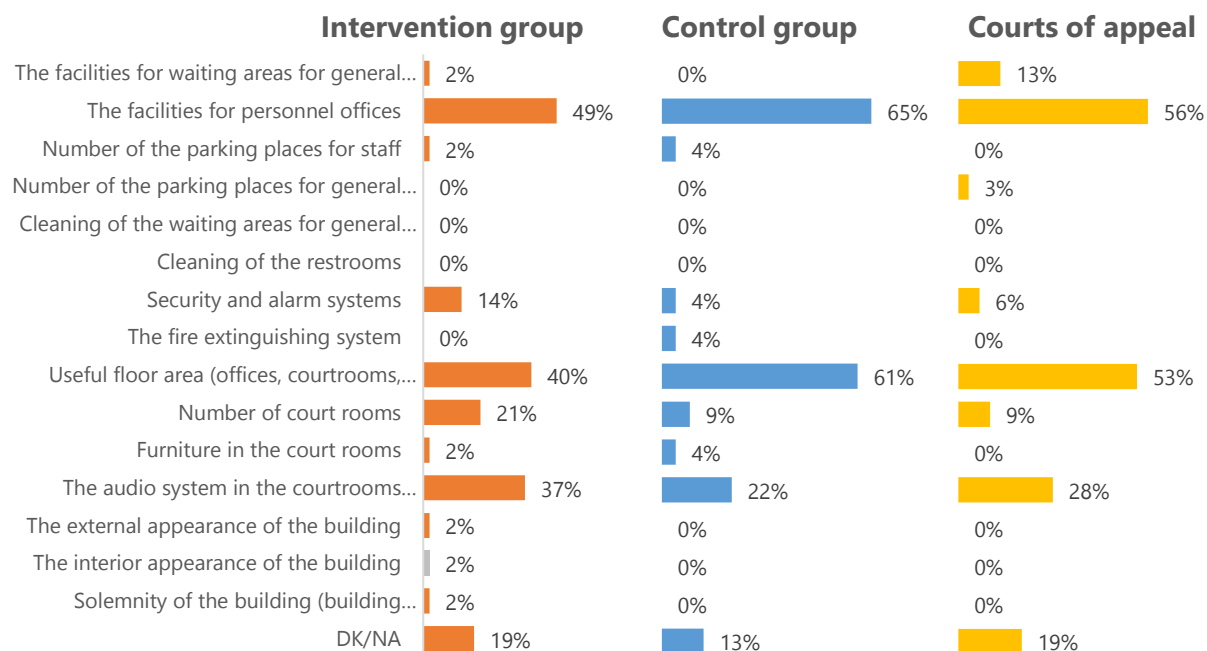


Figure 66. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

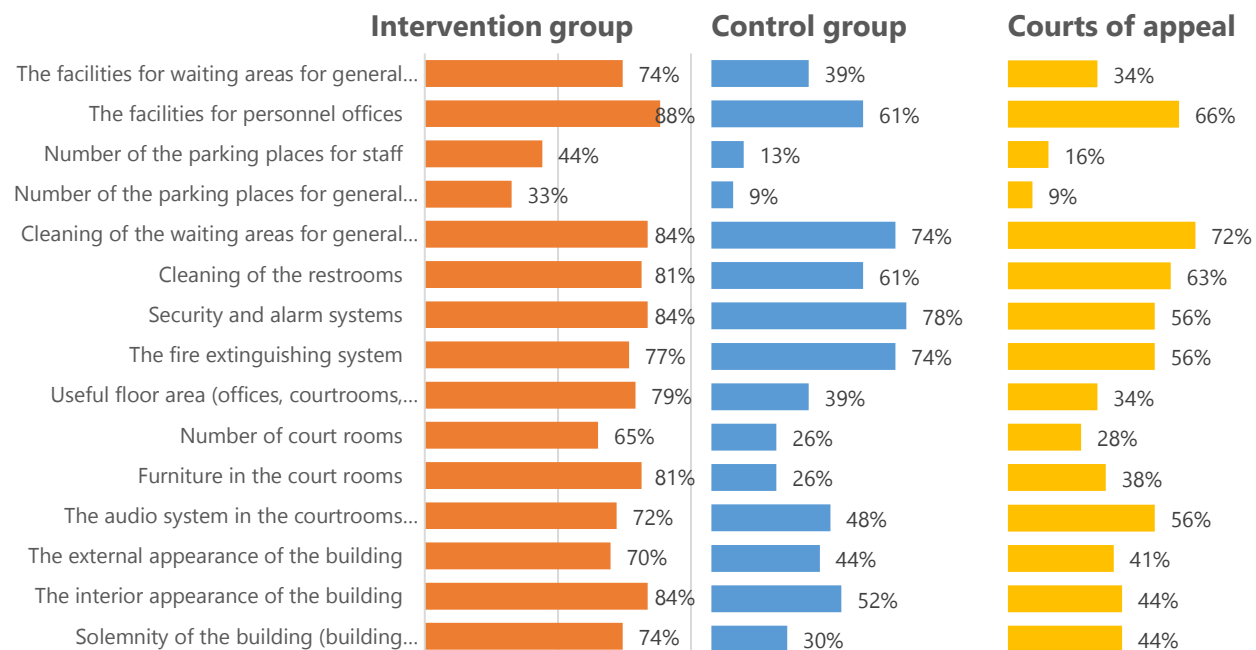


Figure 67. In the last two years, did you notice any improvement of ...?

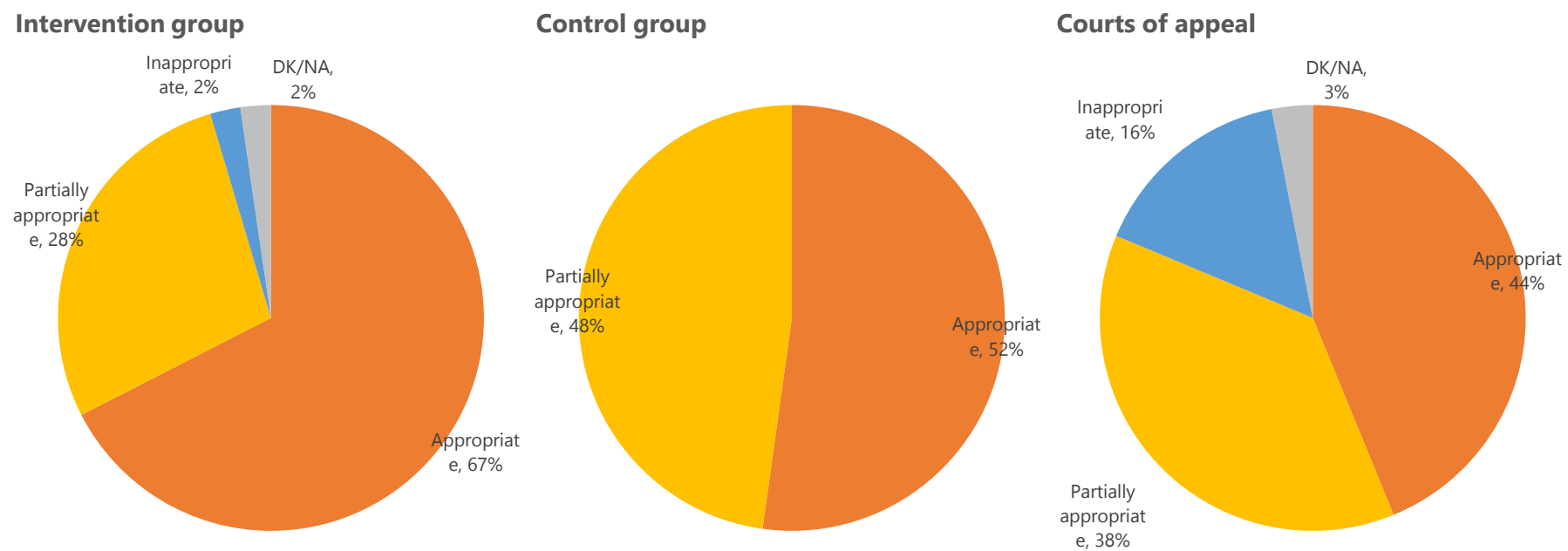
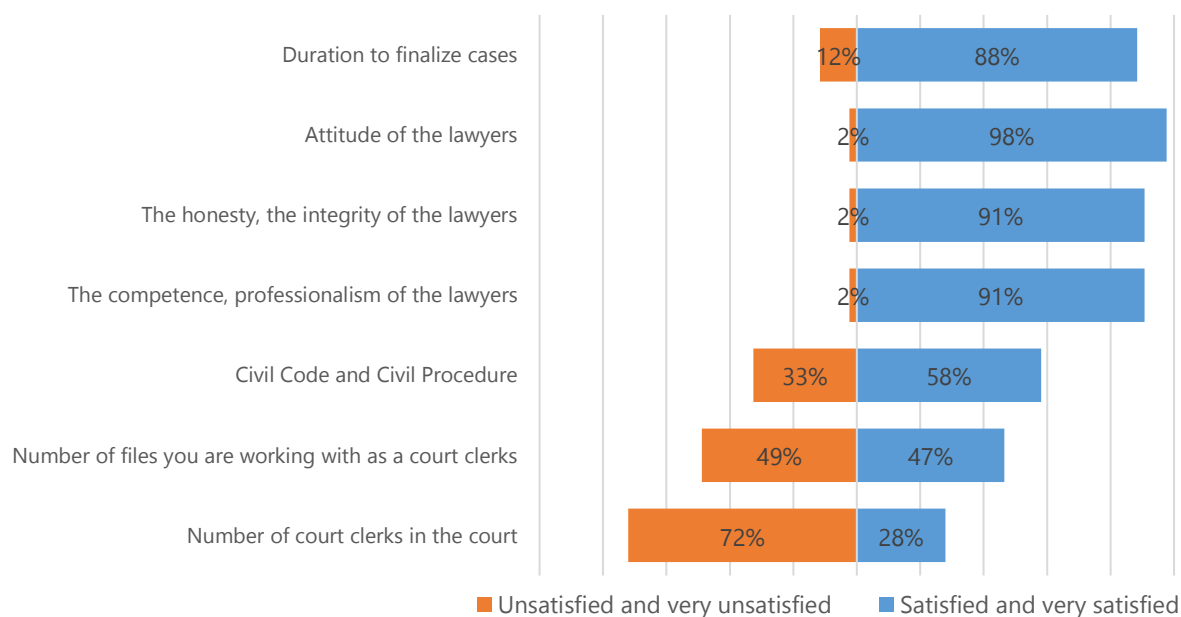


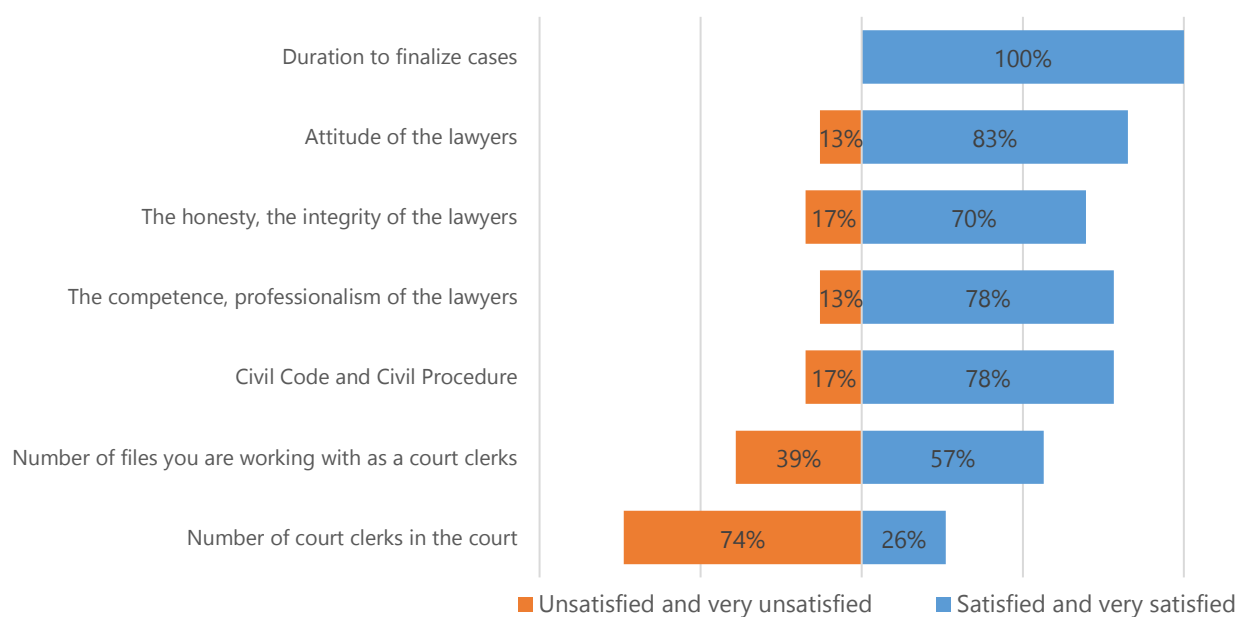
Figure 68. What do you think of the way office functions are currently separated in the office space (location of courtrooms, offices, archive, registry etc) from the perspective of access / use?

Perception over the justice act

Intervention group



Control group



Courts of appeal

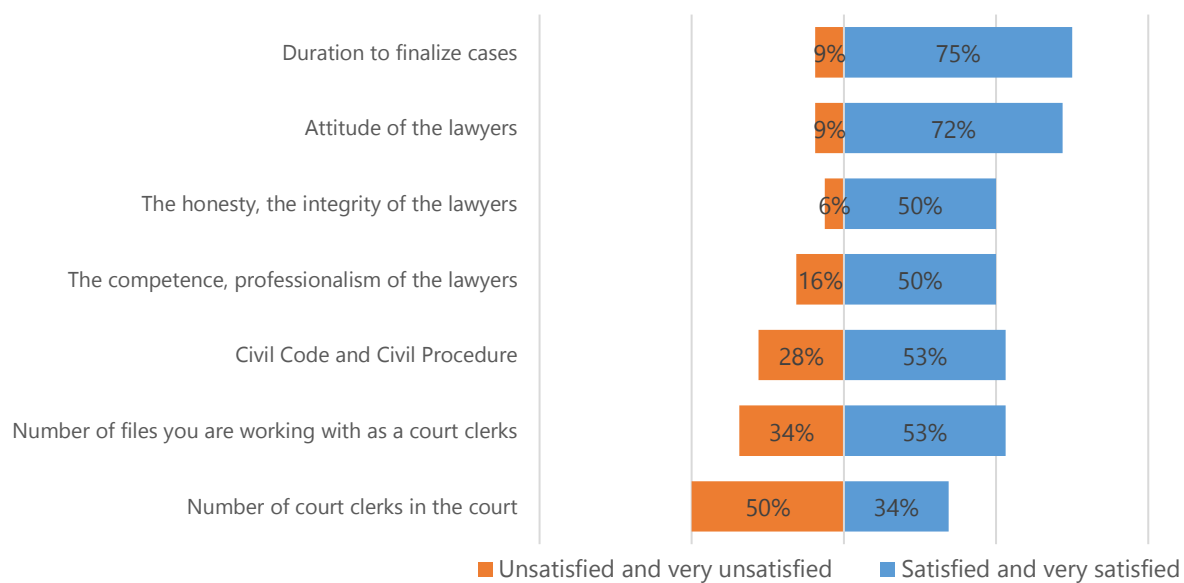


Figure 69. Thinking of this court, how satisfied are you with the following aspects? *The difference to 100% represent DK/NA.*

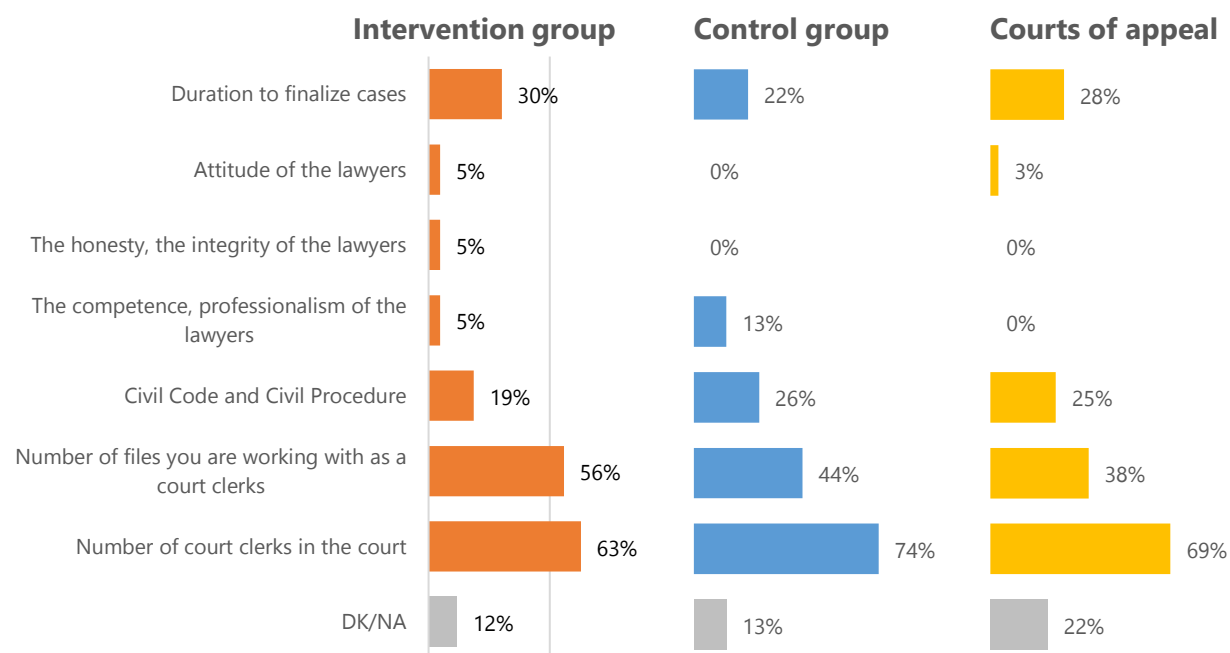


Figure 70. From all of these, which aspect do you think is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

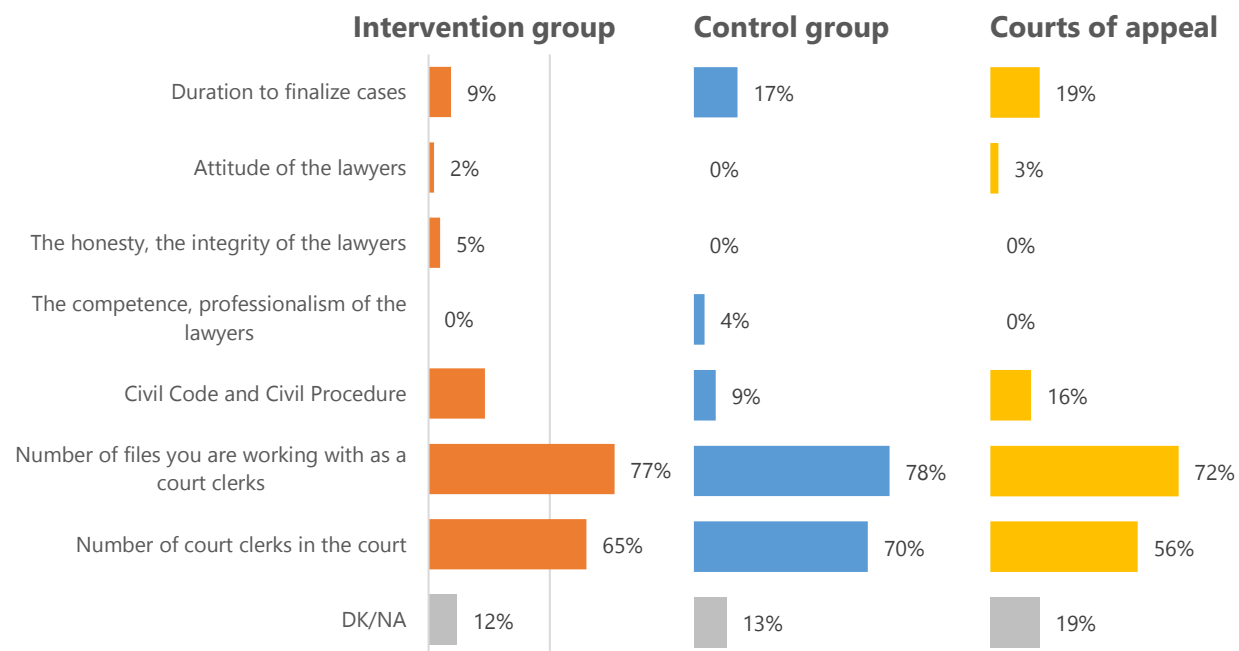


Figure 71. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

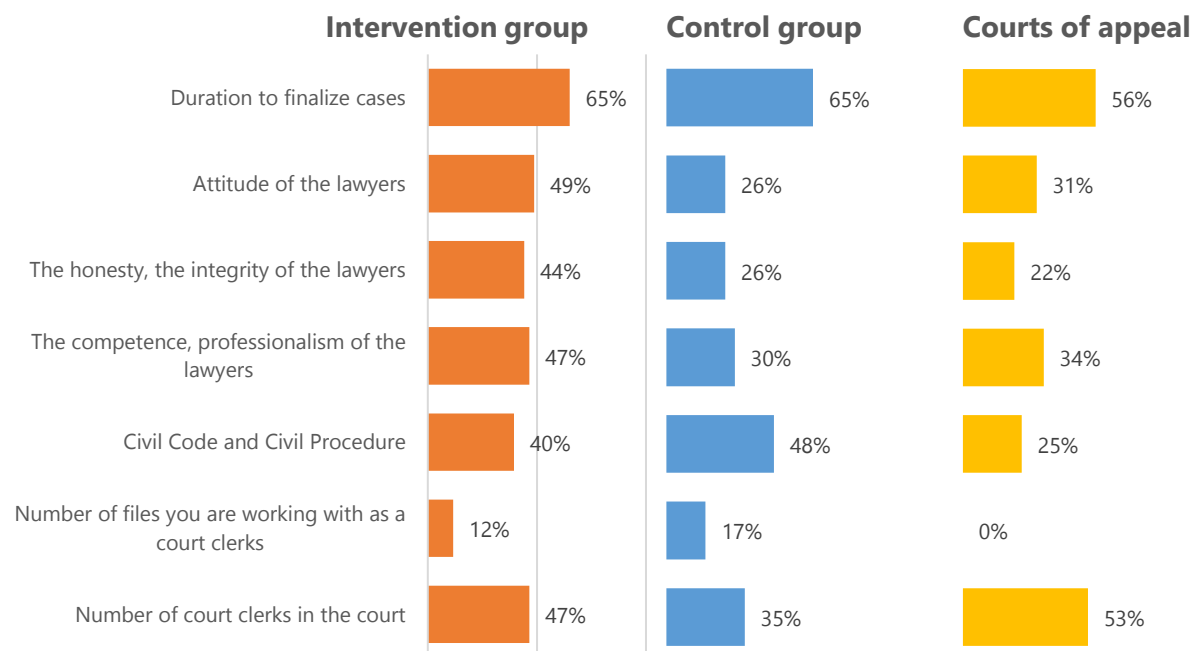


Figure 72. In the last two years, did you notice any improvement of ...?

Workload evaluation

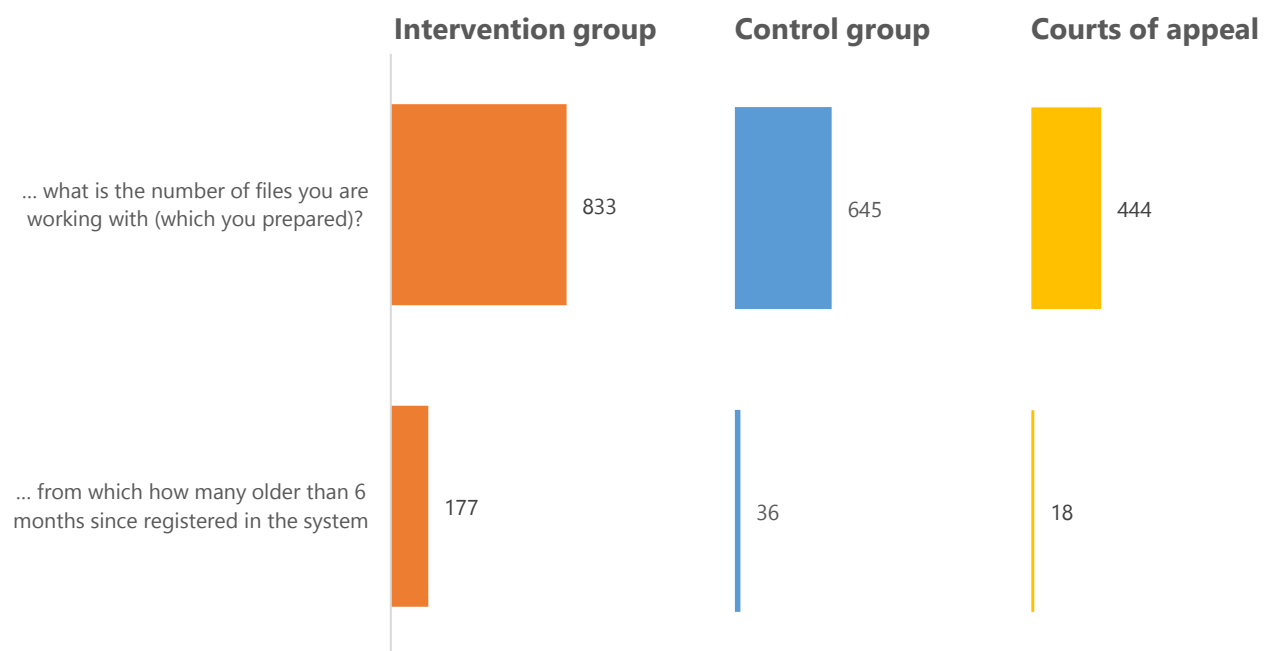


Figure 73. In 2015...? Mean values.

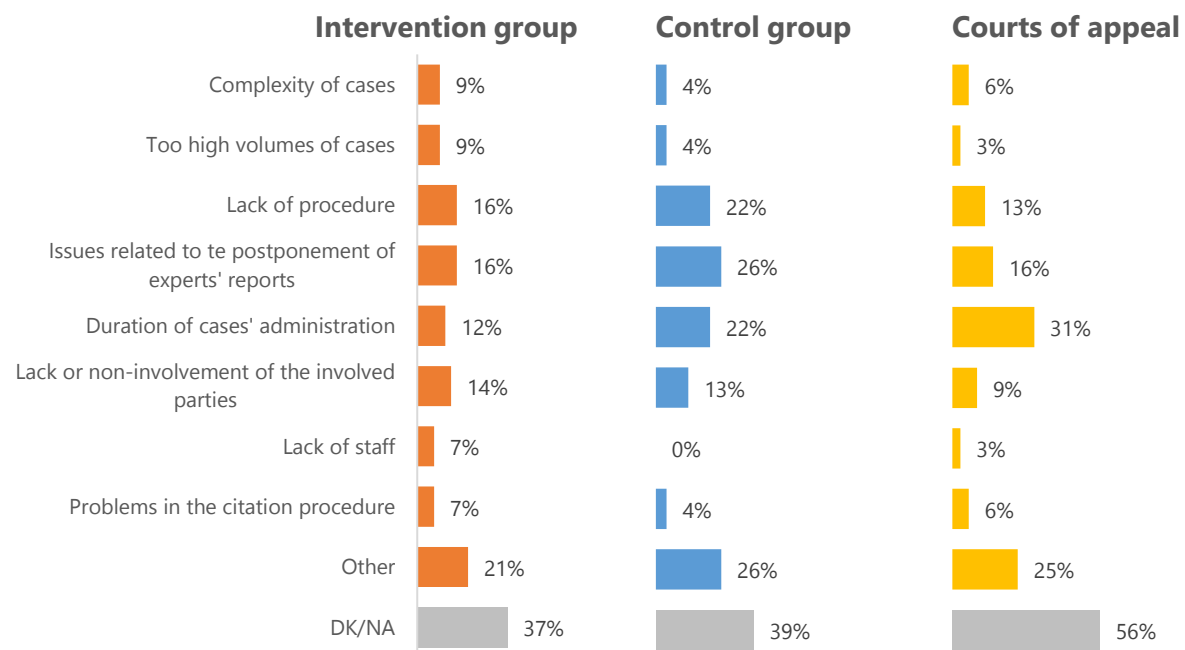


Figure 74. What are the three main reasons why you have files older than 6 months? Open question, cumulative percents from three mentions, the sum can be above 100%.

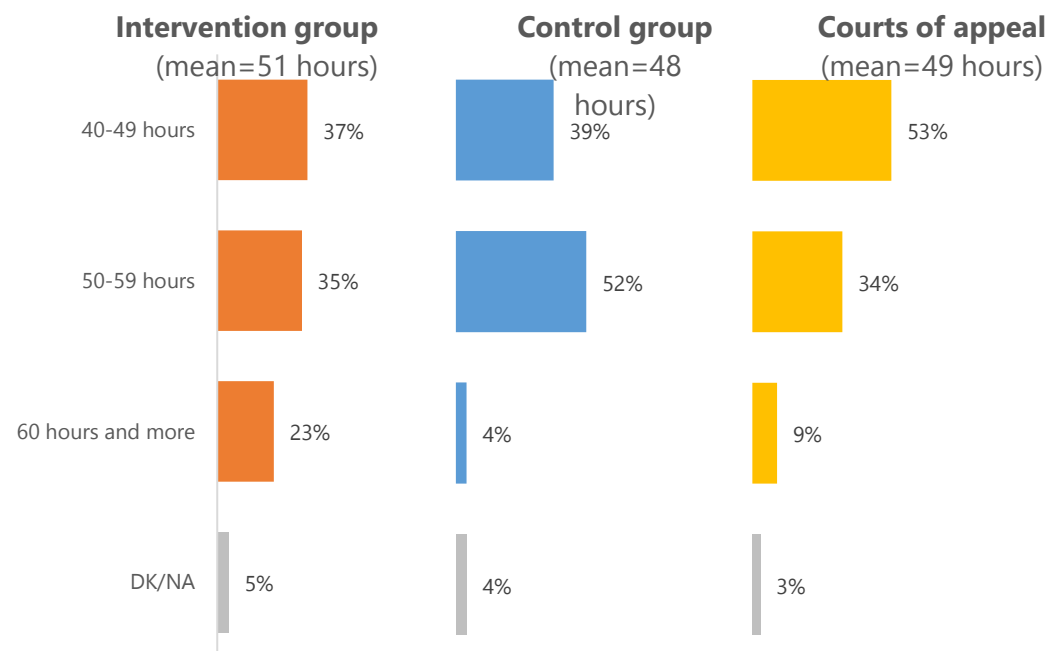
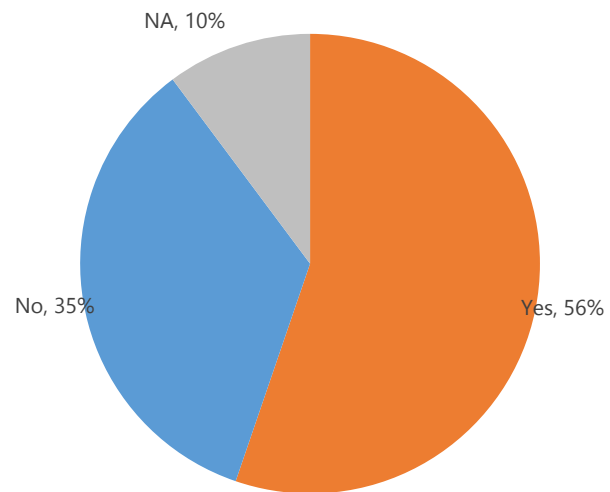
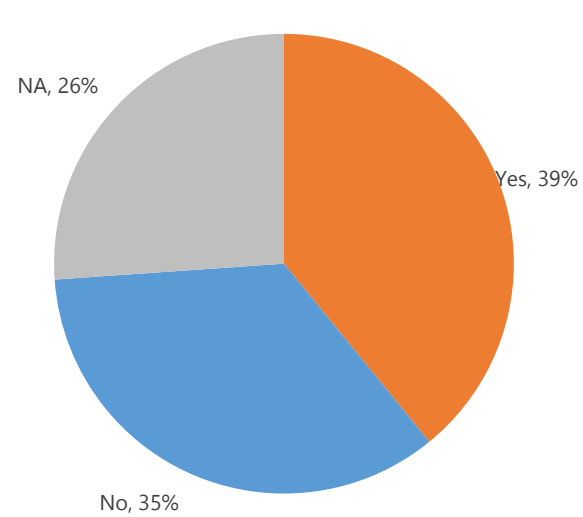


Figure 75. Approximately how many hours do you work in a typical week?

Intervention group
(mean=7 hours/week)



Control group
(mean=8 hours/week)



Courts of appeal
(mean=9 hours/week)

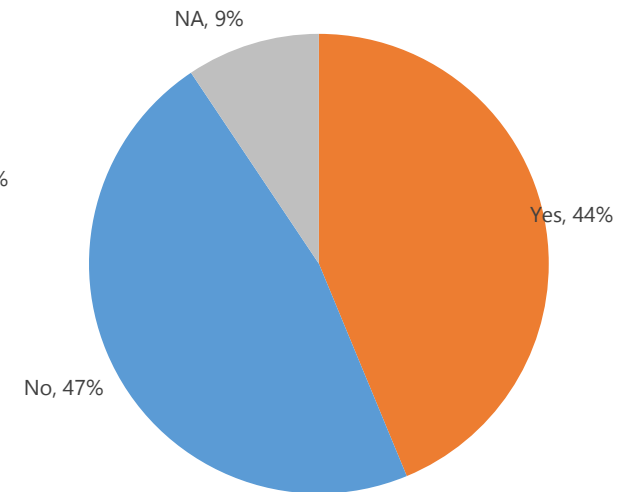


Figure 76. Do you need to take work at home in order to finish tasks from work?

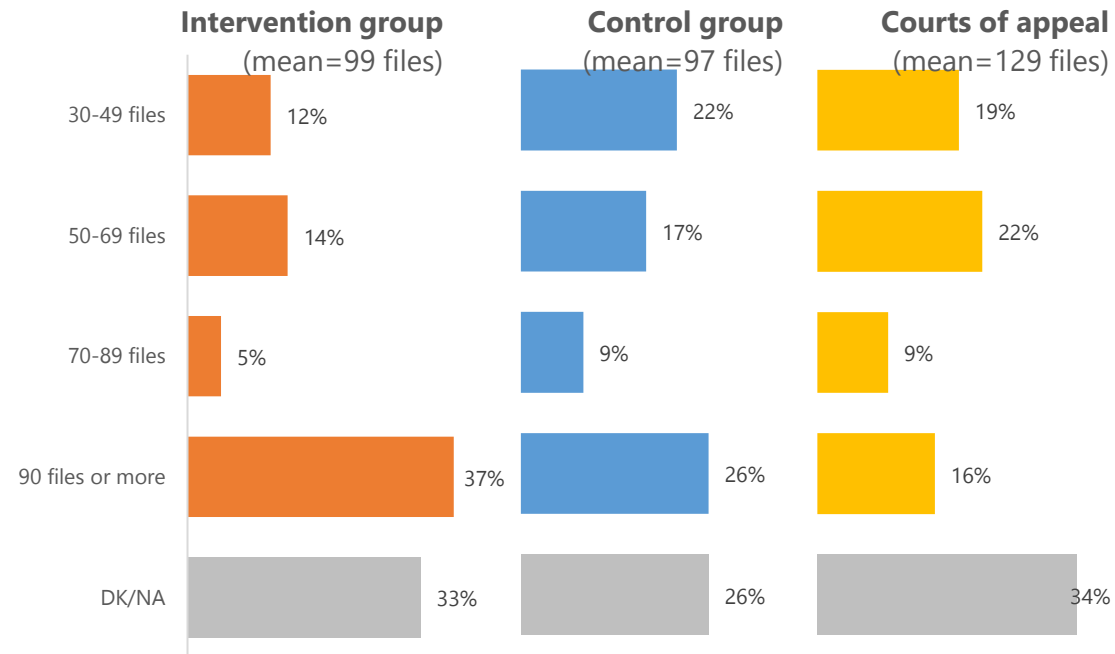


Figure 77. Approximately how many files do you prepare in a typical month?

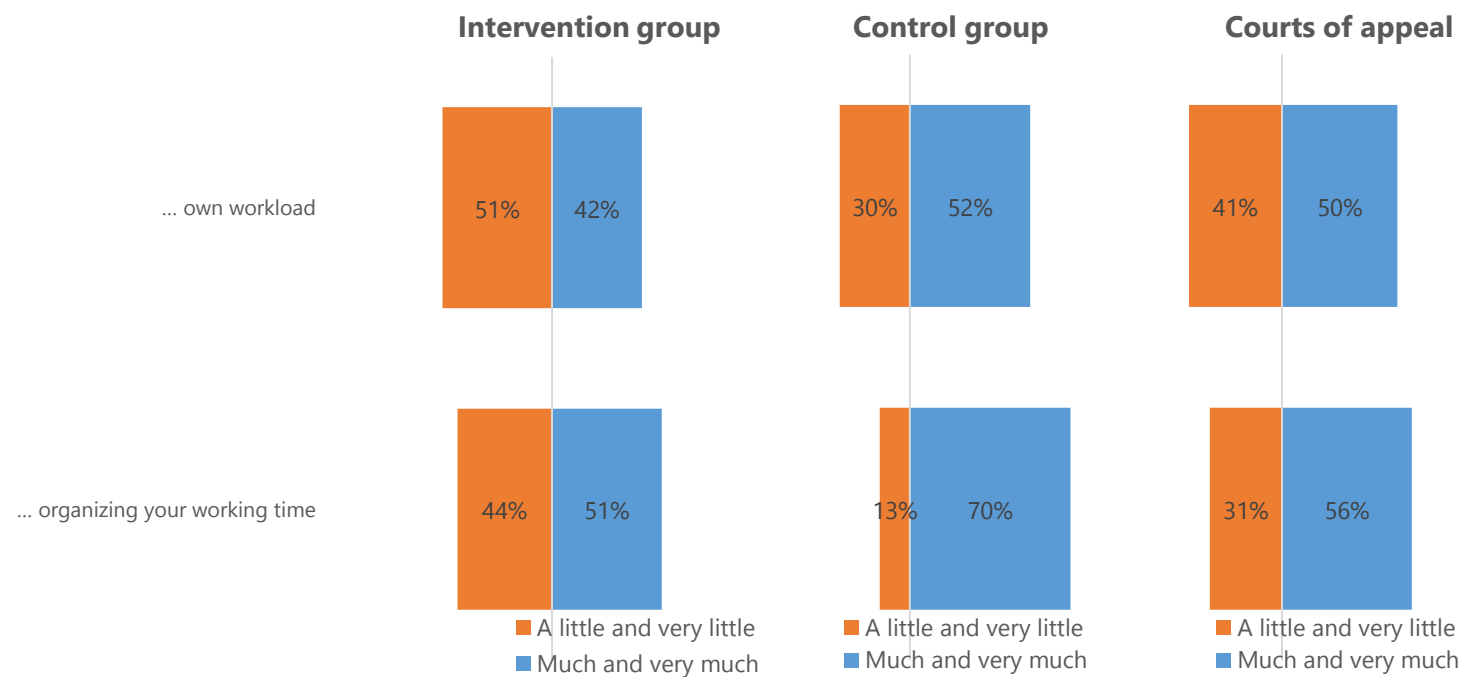


Figure 78. How much control you feel you have on ...? *The difference to 100% represent DK/NA.*

Computer use, Internet

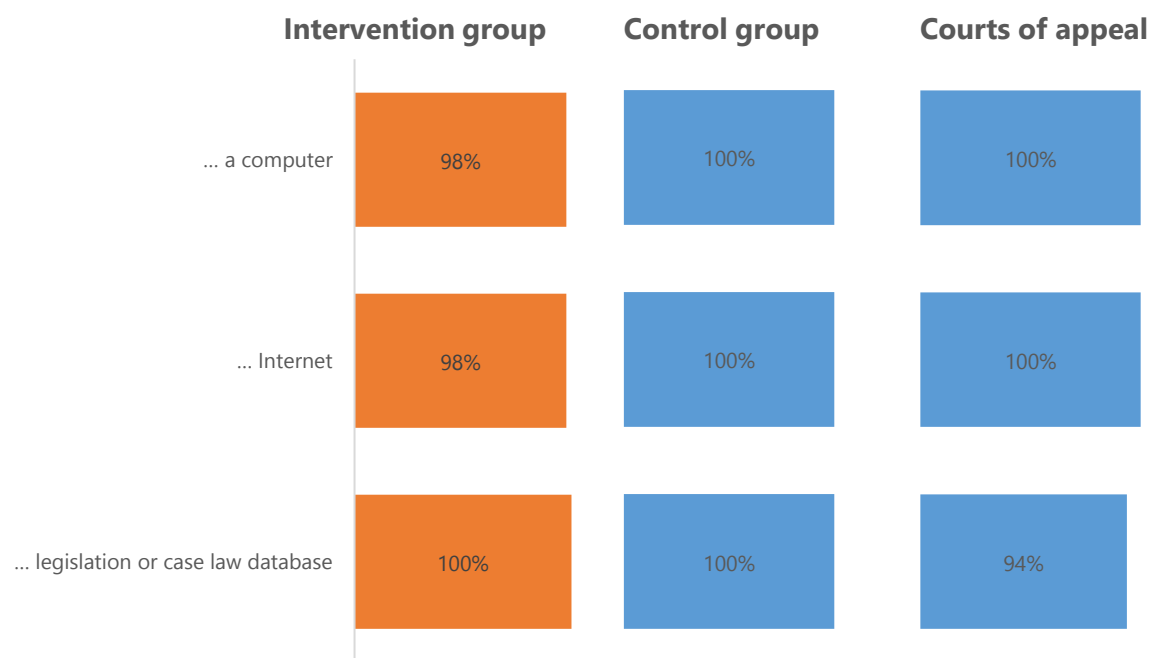


Figure 79. Do you have access to ...? Percent „yes”.

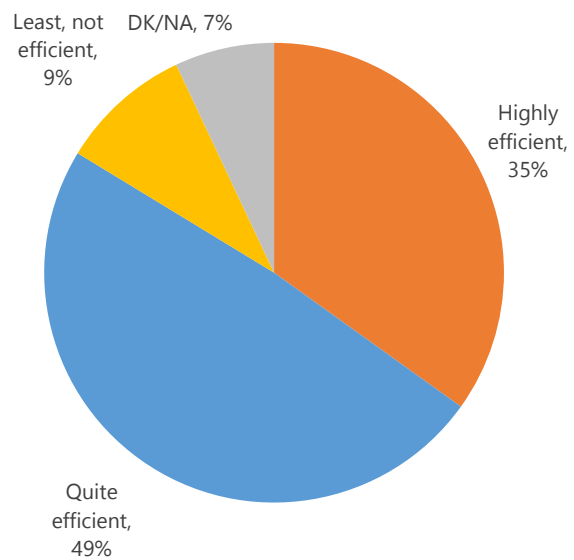
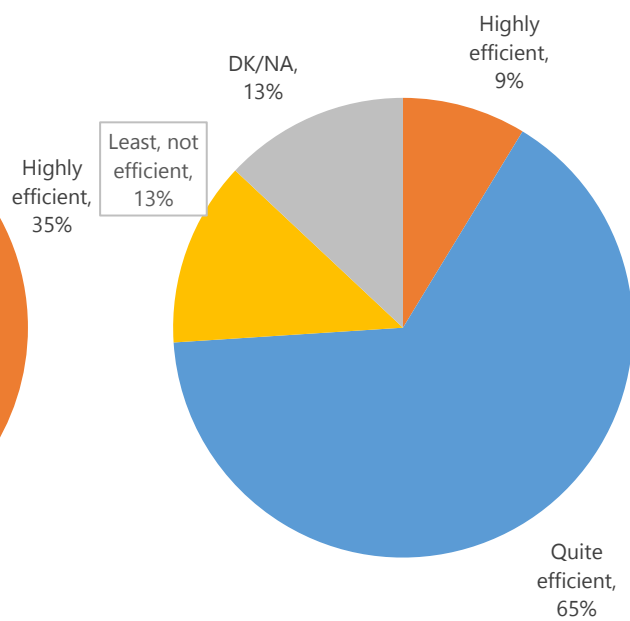
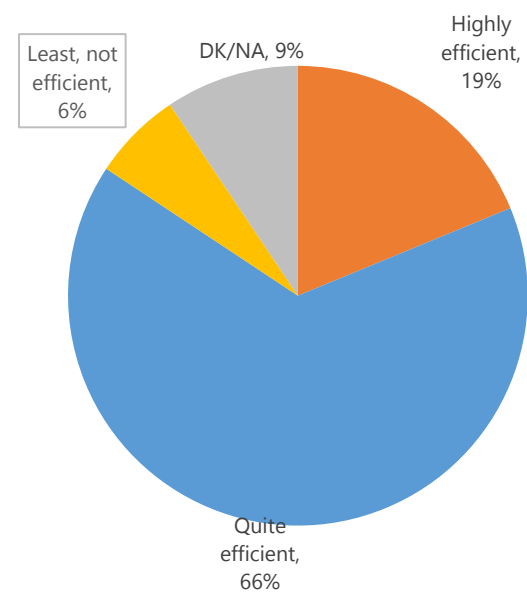
Intervention group**Control group****Courts of appeal**

Figure 80. How do you assess the current files archiving system?

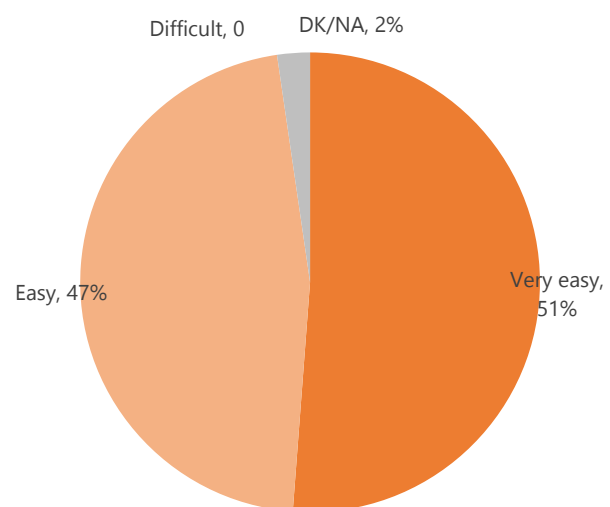
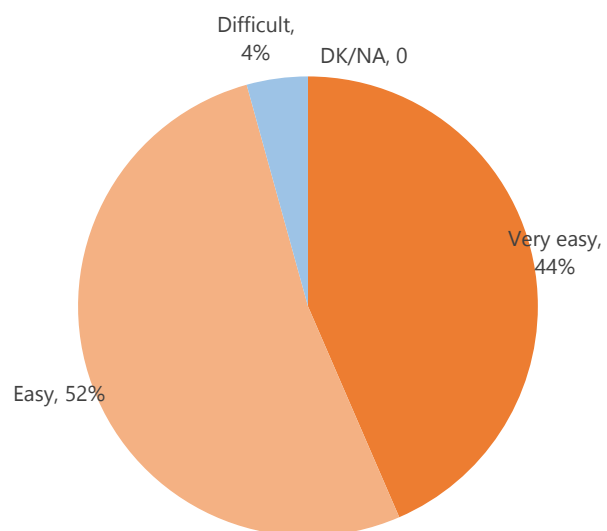
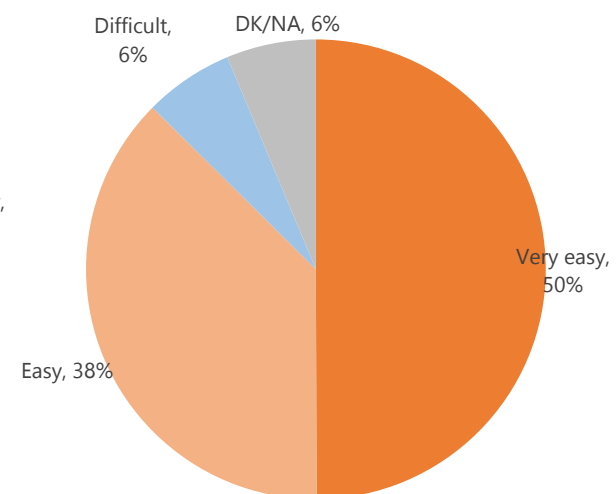
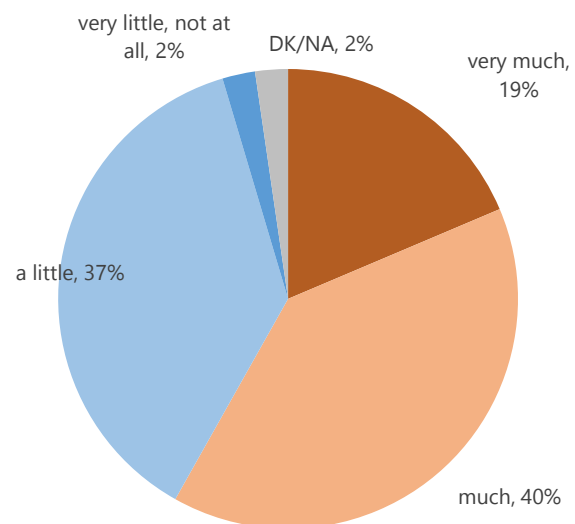
Intervention group**Control group****Courts of appeal**

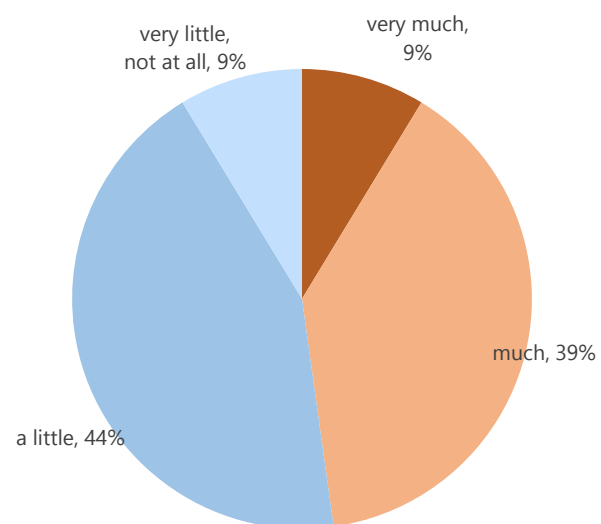
Figure 81. How easily can you access databases or case law?

Professional training

Intervention group



Control group



Courts of appeal

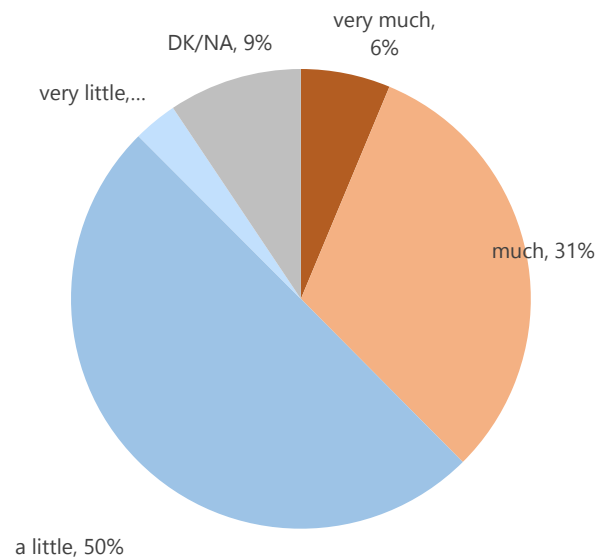
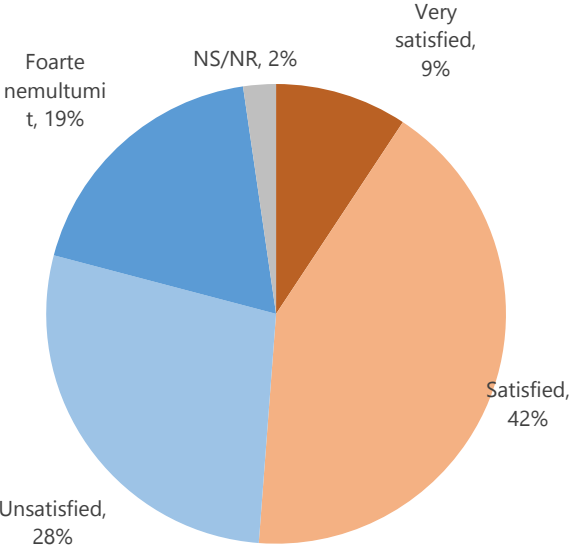


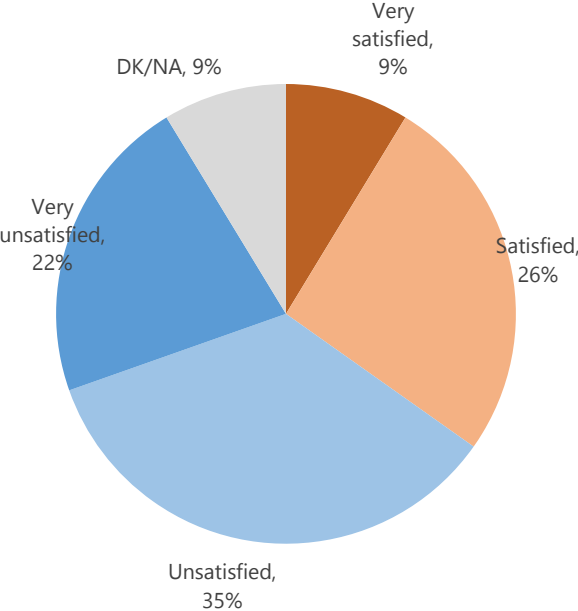
Figure 82. To what extent do you feel you need additional training regarding the specifics of your activity?

Perception over personnel quality

Intervention group



Control group



Courts of appeal

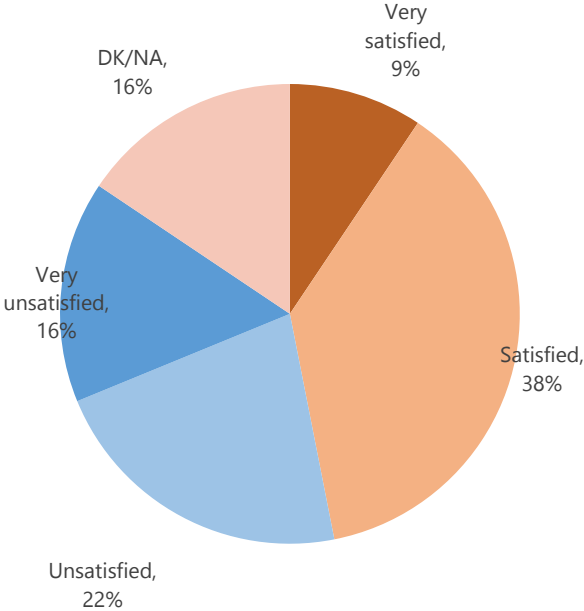
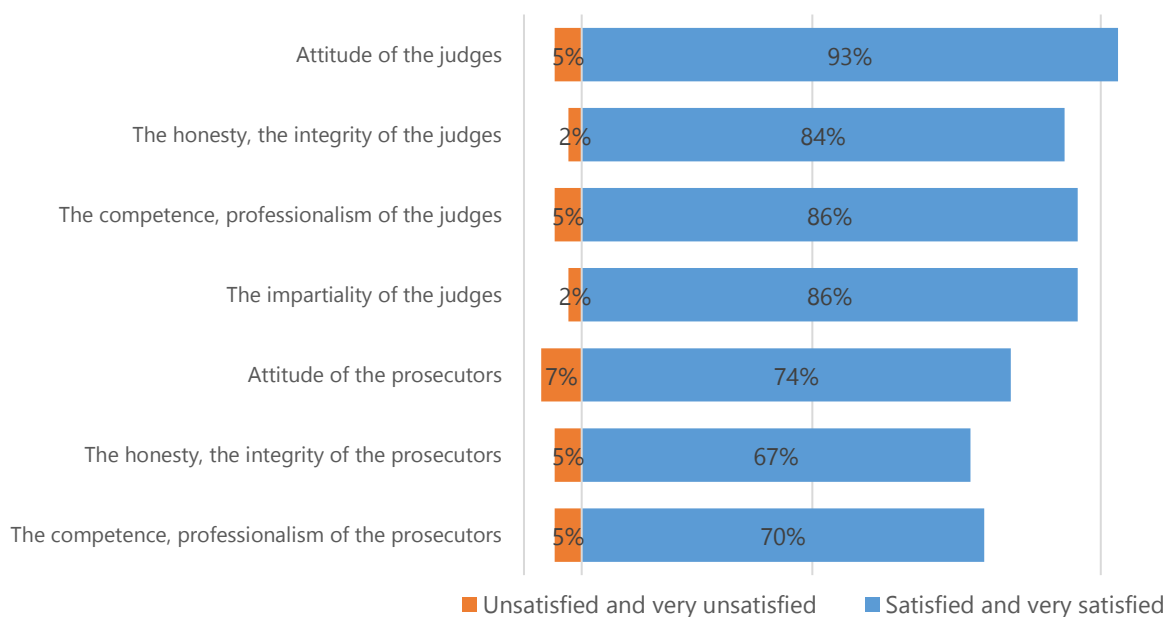
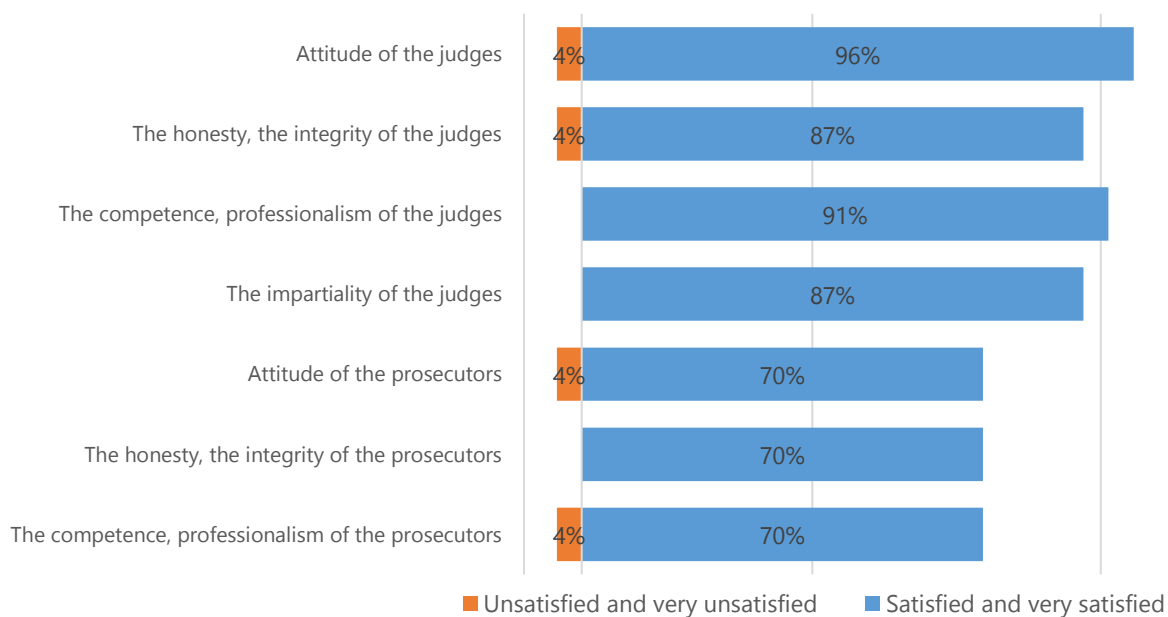


Figure 83. Overall, how satisfied are you with the social prestige of the Court Clerk?

Intervention group**Control group**

Courts of appeal

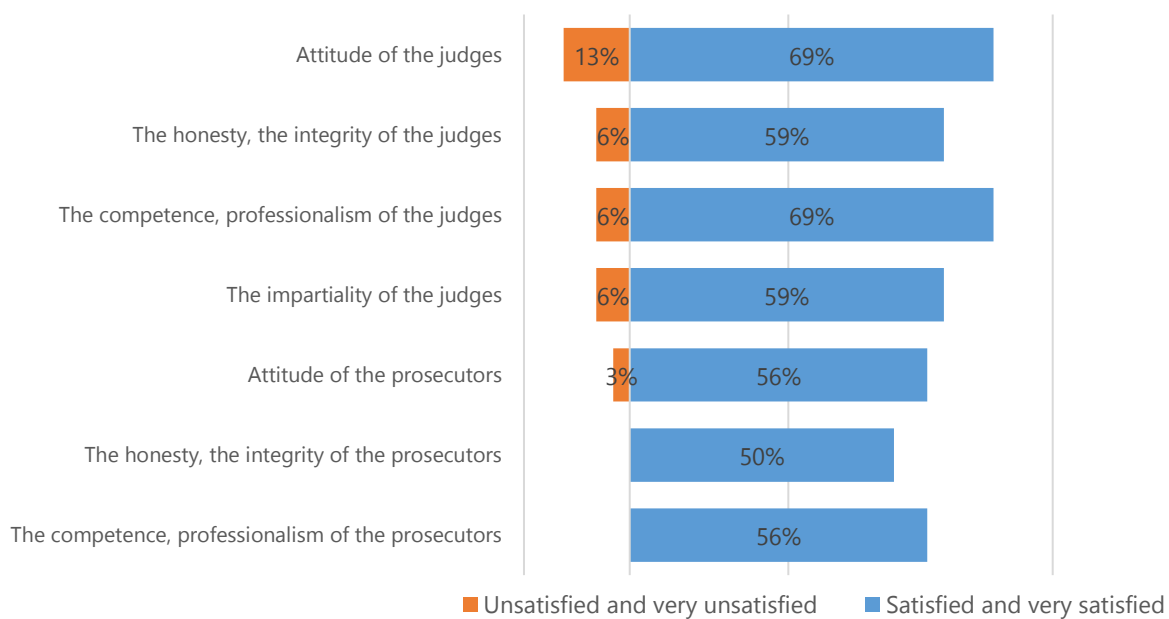


Figure 84. Regarding the judges and prosecutors of this court, how satisfied are you with the following aspects? *The difference to 100% represent DK/NA.*

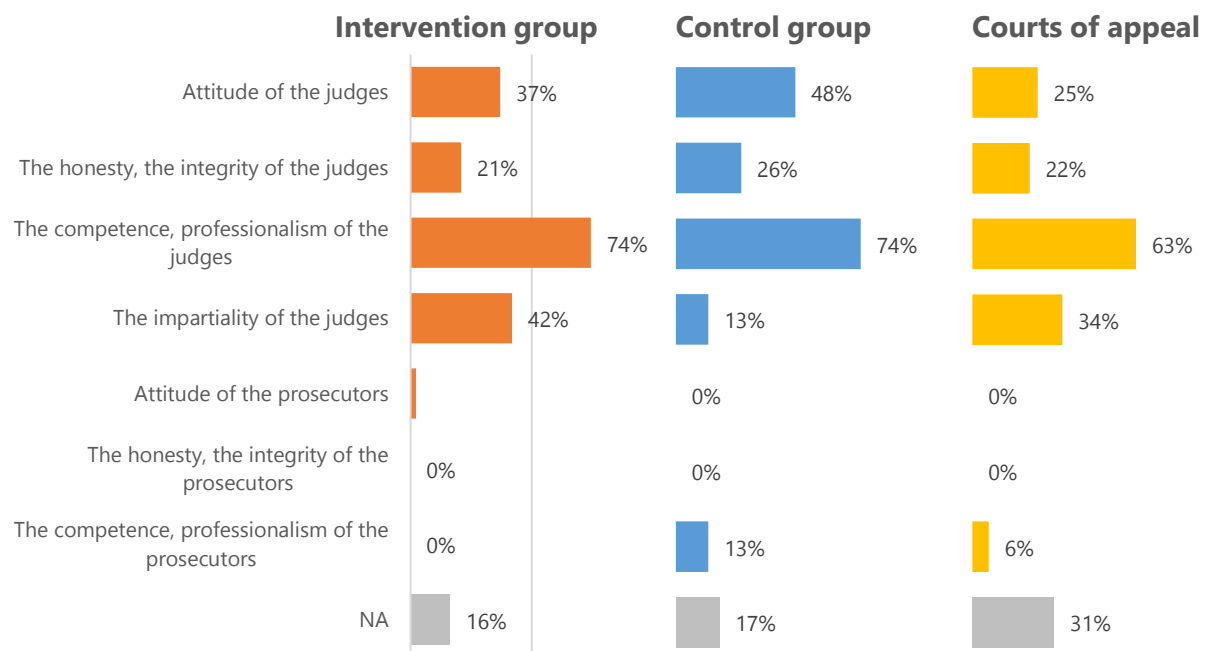


Figure 85. From all of these, which aspect do you think is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

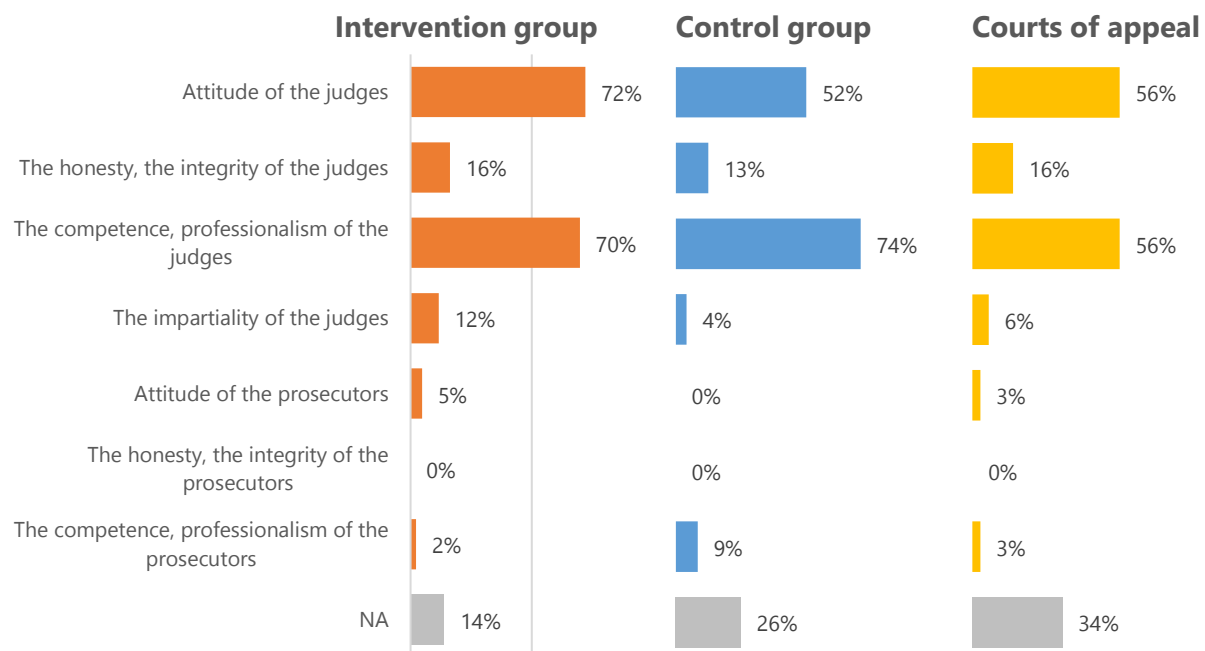


Figure 86. From all of these, which aspect do you think it is most important for the proper conduct of your work? And the second one? *Cumulative percents from two mentions, the sum can be above 100%.*

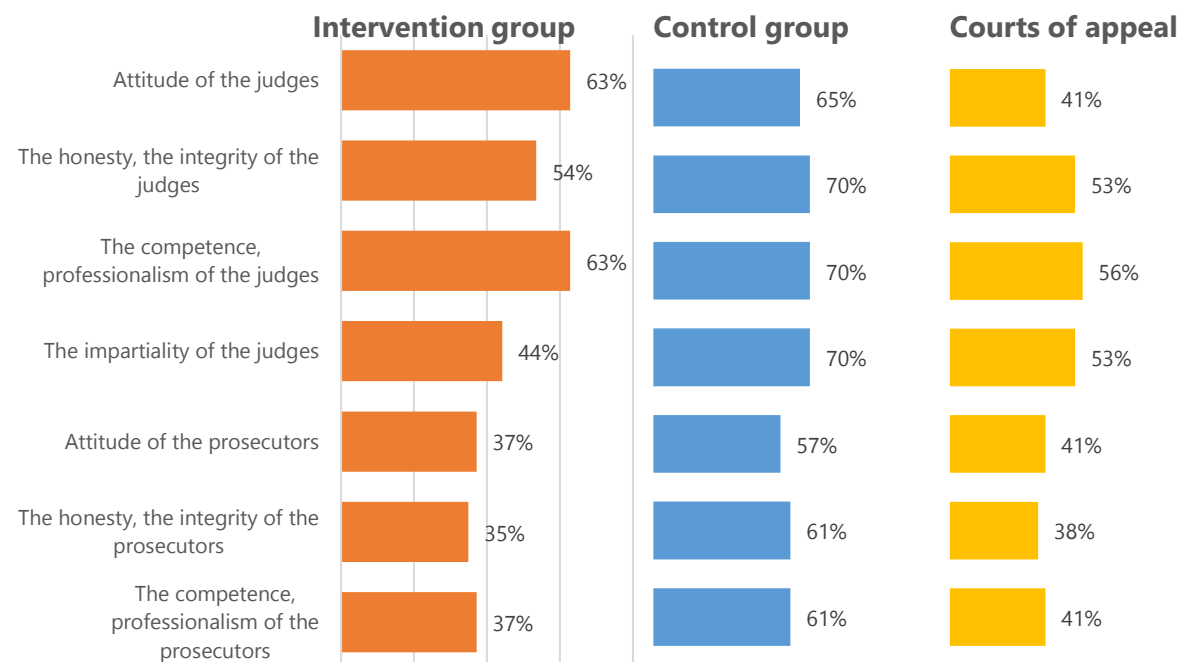


Figure 87. In the last two years, did you notice any improvement of ...?

Socio-demographic data

		Group		
		Intervention	Control	Appeal Courts
Gender	Male	2%	4%	16%
	Female	98%	96%	84%
Age	maximum 30 years	9%	4%	9%
	31-50 years	72%	61%	72%
	51 years and more	9%	26%	16%
	NA	9%	9%	3%
What is your level of education?	High school	14%	30%	6%
	Post high school			3%
	University, undergraduate	77%	57%	69%
	Bachelors, Masters, PhD	9%	9%	22%
	NA		4%	
For how many years have you been working in the justice?	Maximum 4 years	12%	4%	9%
	5-9 years	5%	4%	3%
	10 years and more	79%	83%	88%
	NA	5%	9%	
For how many years have you been working in the current court?	Maximum 4 years	14%	13%	25%
	5-9 years	16%	4%	16%
	10 years and more	61%	74%	59%
	NA	9%	9%	
For how many years have you been working in the current section?	Maximum 4 years	14%	22%	28%
	5-9 years	33%	22%	22%
	10 years and more	42%	44%	41%
	NA	12%	13%	9%

Table 9. Socio-demographic data for the Court Clerk

V. Lawyers and counsellors

Narrative Report

The population of lawyers and counsellors was represented in the survey by a sample of 505 individuals: 169 affiliated with the intervention group, and 161 in the control group.

Assessment of the infrastructure.

When asked whether they were able to notice the presence of certain items in court, the lawyers from both groups offered the following most frequent answers:

- **The court room audio system**, noticed and used by 97% of intervention group lawyers, and 96% of those in the control group
- **Facilities for researching the archives**, noticed and used by 93% of intervention group lawyers, and 94% of those in the control group
- **Facilities for searching the Internet**, noticed and used by 91% of intervention group lawyers, and 90% of those in the control group

The items which were the most frequently noticed but not used are: the automated food dispensers (25% of the intervention group and 15% of the control group), the rooms for the exclusive use of the lawyers (13% of the intervention group and 15% of the control group) and the public waiting areas (11% of the intervention group and 15% of the control group).

The assessment of the satisfaction levels with the main components of court infrastructure indicates that a majority of lawyers appreciate in a positive manner the aspects under investigation, and they expressed satisfaction with those items. The one exception identified relates to the number of parking places for the public, which were seen as rather insufficient. The most satisfying aspects indicated by the lawyers are the following:

- **Courthouse dignity** (94% satisfied and very satisfied – intervention group, 80% - control group), **external appearance** (93% - intervention, 83% - control) **and cleanliness of public areas** (92% - intervention, 68% - control),

Lower levels of satisfaction are recorded in both groups for the following:

- **Number of parking places for the public**, (31% of the intervention group and 14% of the control group)
- **Restroom cleanliness**, (73% of the intervention group and 44% of the control group)
- **Furnishing of public waiting areas**, (78% of the intervention group and 45% of the control group)

As it can be seen, the satisfaction levels for the intervention group are higher than for the control group. With the exception of the courtroom audio system, where the difference between the groups amounted to only 1% in favour of the control group, all other indicators show variations between 10% in the case of the external appearance,

and 33% in the case of the furnishing of public waiting areas, in favour of the intervention group, as applicable to the percentages of lawyers satisfied or very satisfied.

The hierarchy of the elements which have the most significant impact on the optimal performance of their own duties is fairly similar for both groups:

- **The availability of information desks, info-kiosk** (mentioned by 48% of intervention group lawyers, and 45% of their colleagues in the control group),
- **Number of parking places for the public** (22% - intervention group, 19% - control group).
- **The court room audio system** (17% - intervention group, 33% - control group),

The appearance of the courthouse (both external and internal) and its dignity are most frequently quoted as having improved in the last two years. The perception of the improvement of these aspects indicates significant differences between the two groups. The perception gap between the two groups ranges between +18% for the **courtroom audio system** to +47% for the **furnishing of the public waiting areas**.

Perception of the administration of justice. The most satisfying aspects related to the administration of justice, in the lawyers' opinion, are the following:

- **Case assignment methods** (satisfied or very satisfied - 73% of intervention group lawyers and 49% of those in the control group)
- **Judges' treatment of beneficiaries in court** (satisfied or very satisfied - 69% of intervention group lawyers and 72% of those in the control group)
- **The provisions of the new Civil Code and Civil Procedure Code** (satisfied or very satisfied - 60% of intervention group lawyers and 40% of those in the control group).

The hierarchy of the most important aspects for the proper conduct of court activities is similar in both groups:

- **Judges' treatment of beneficiaries in court** (considered important by 52% of intervention group lawyers and by 44% of those in the control group)
- **Time to case disposition** (considered important by 44% of intervention group lawyers and by 45% of those in the control group)
- **The provisions of the new Civil Code and Civil Procedure Code** (considered important by 25% of intervention group lawyers and by 34% of those in the control group)

Therefore, the act of justice appears to rely mostly on three factors: the legislative, the efficiency and the attitude.

There is a difference in improvement visibility between the intervention group and the control group, ranging between 7% (for the judges' treatment of beneficiaries in court) to 28% (for the provisions of the new Civil Code/Civil Procedure Code).

Assessment of the workload. On average, the lawyers affiliated with intervention group courts have been engaged in 2015 in 56 cases. During the same year, the lawyers

in the control group had to manage an average of 86 cases. Therefore, there is a substantial volume of additional work for the lawyers in the control group. In their pending cases pool, the lawyers in the intervention group had on average a number of 24 cases (43%) older than 6 months since the date of being recorded in court, whereas for the control group, this indicator reached 23 cases (27%). We can therefore identify a net difference of 16% in case aging beyond 6 months, throughout the system, in favour of the control group.

The main fault for delays extending beyond 6 months is considered to lie with the **procedural standards**, along with the practice of setting far-off terms and the difficulties of obtaining expertise.

On average, the lawyers in the intervention group work 43 hours per week, and their colleagues in the control group work one hour less. 81% of the respondents in the first category stated they were compelled to work from home (14 hours on average) to complete their work duties, whereas 76% of the lawyers in the other group reported the same situation, with the number of hours reaching 19 per week.

Both the lawyers in the intervention group and those in the control group attend the court 18 times a week.

Perception of staff quality. The lawyers assessed in a positive manner the aspects under investigation (attitude, honesty, professionalism) as applicable to judges, prosecutors and clerks. The differences between the two groups are most visible in terms of a larger percentage of lawyers satisfied in the intervention group – and the reverse for the control group.

In order to obtain the best hierarchy for the attributes, we introduced the question “Out of all these attributes, which one do you consider to be the most important in ensuring the optimal performance of your own activities?” The data indicates a relatively homogenous hierarchy along three pillars of importance:

- **Judges’ impartiality** (mentioned by 47% of intervention group lawyers and 51% in the control group)
- **Judges’ professionalism** (33% of intervention group lawyers and 32% in the control group)
- **Judges’ honesty and integrity** (28% of intervention group lawyers and 15% in the control group)

Therefore, in the lawyers’ opinion, the **judges’** qualities contribute decisively to the optimal performance of their own activities. With regard to the perception of improvement of these attributes, the lawyers rank the judges and the clerks as exhibiting the highest degree of improvement.

Infrastructure evaluation

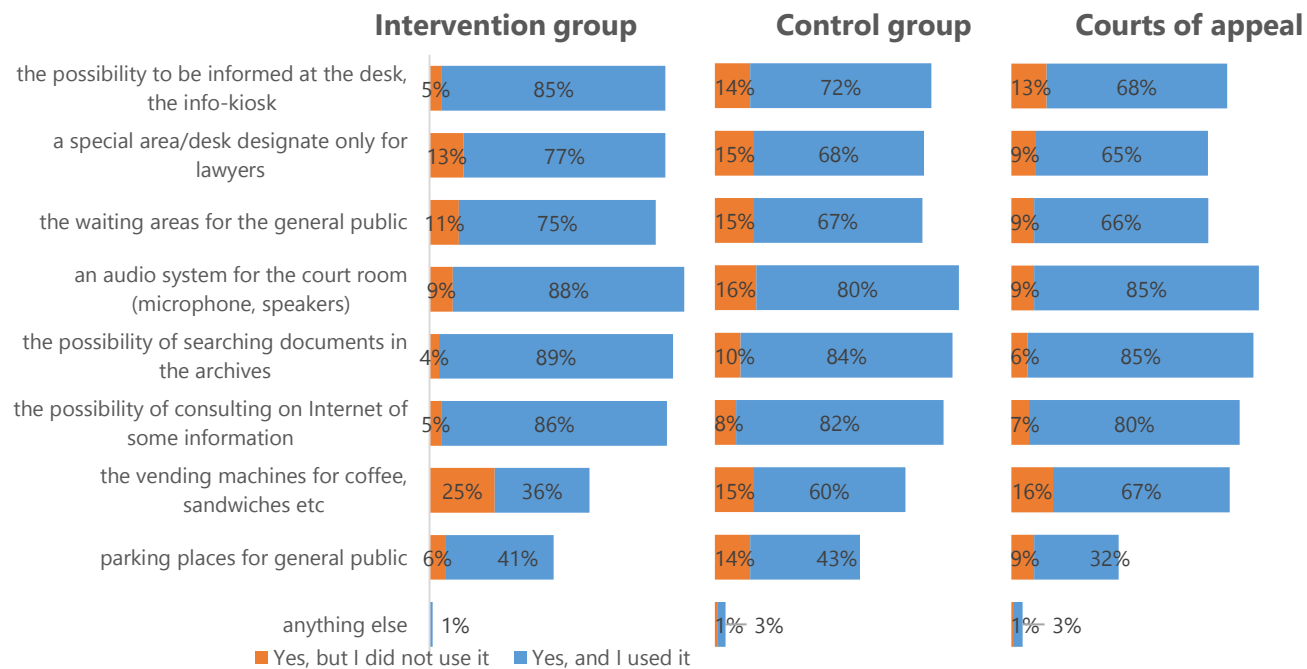
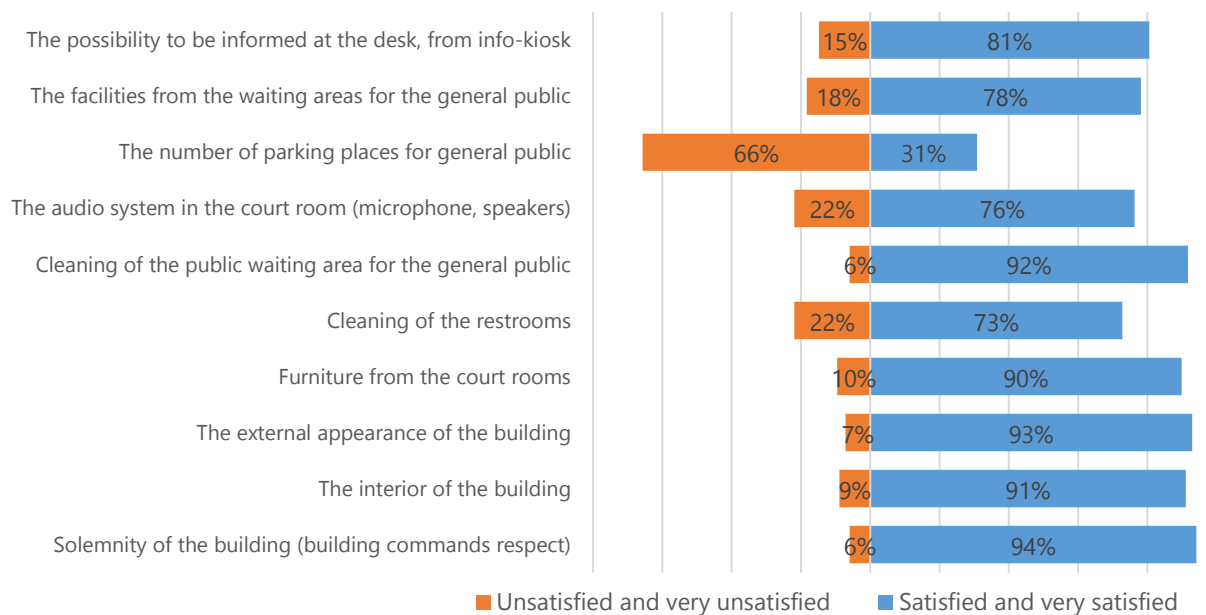
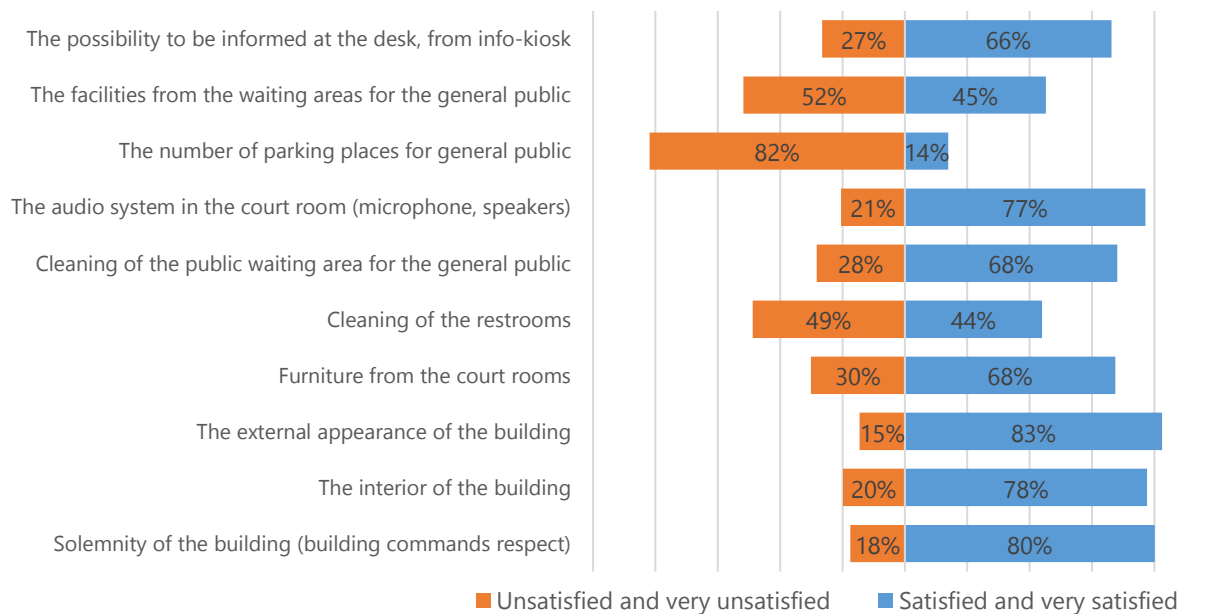


Figure 88. Regarding this court of law, did you notice ...? The difference up to 100% is made up by "I did not notice" and "DK / NA" answers.

Intervention group



Control group



Courts of appeal

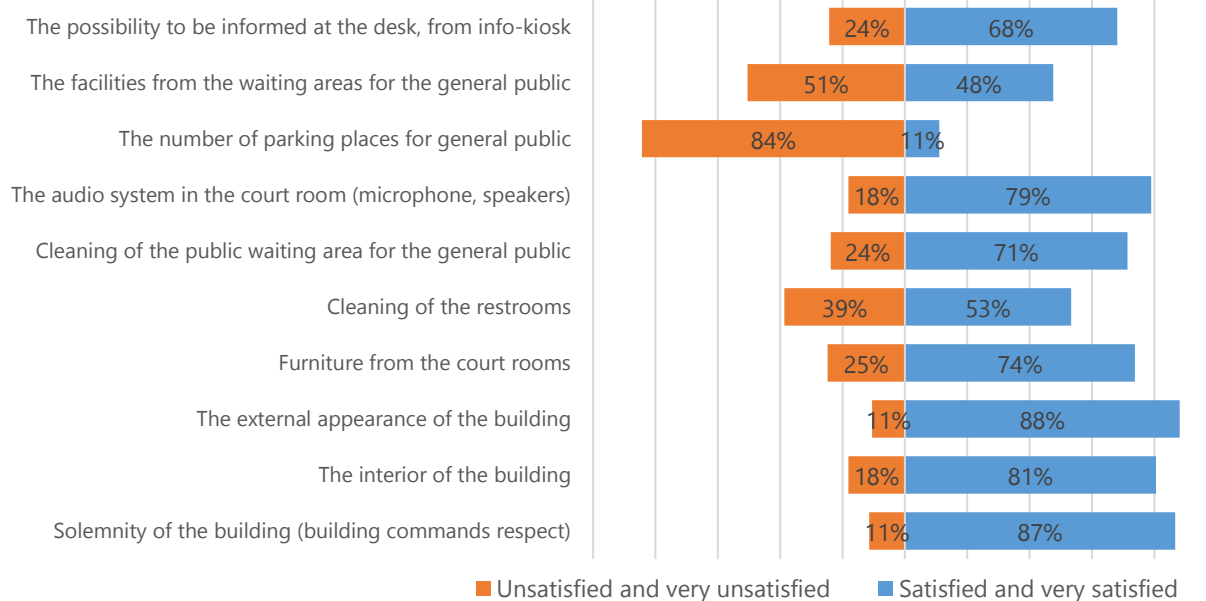


Figure 89. Thinking of this court of law, how satisfied are you with the following aspects? *The difference up to 100% is made up by "I did not notice" and "DK / NA" answers.*

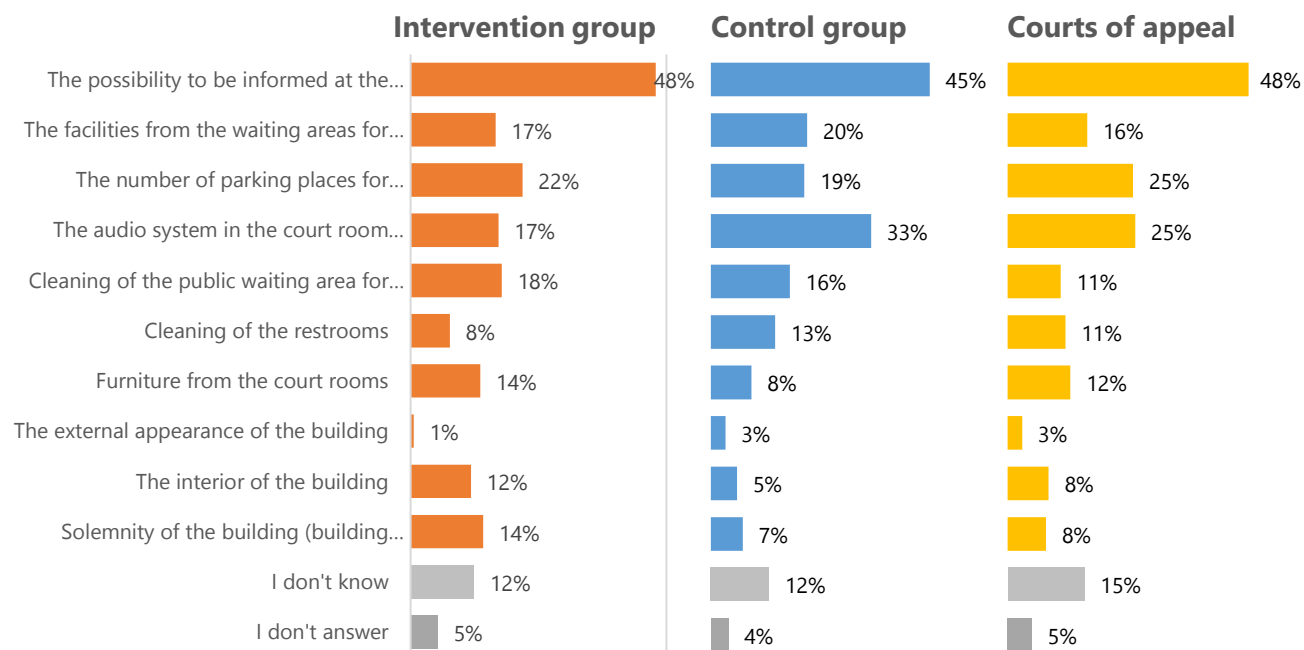


Figure 90. From all of these, which aspect do you think it is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percentages of two mentions, the sum may exceed 100%.*

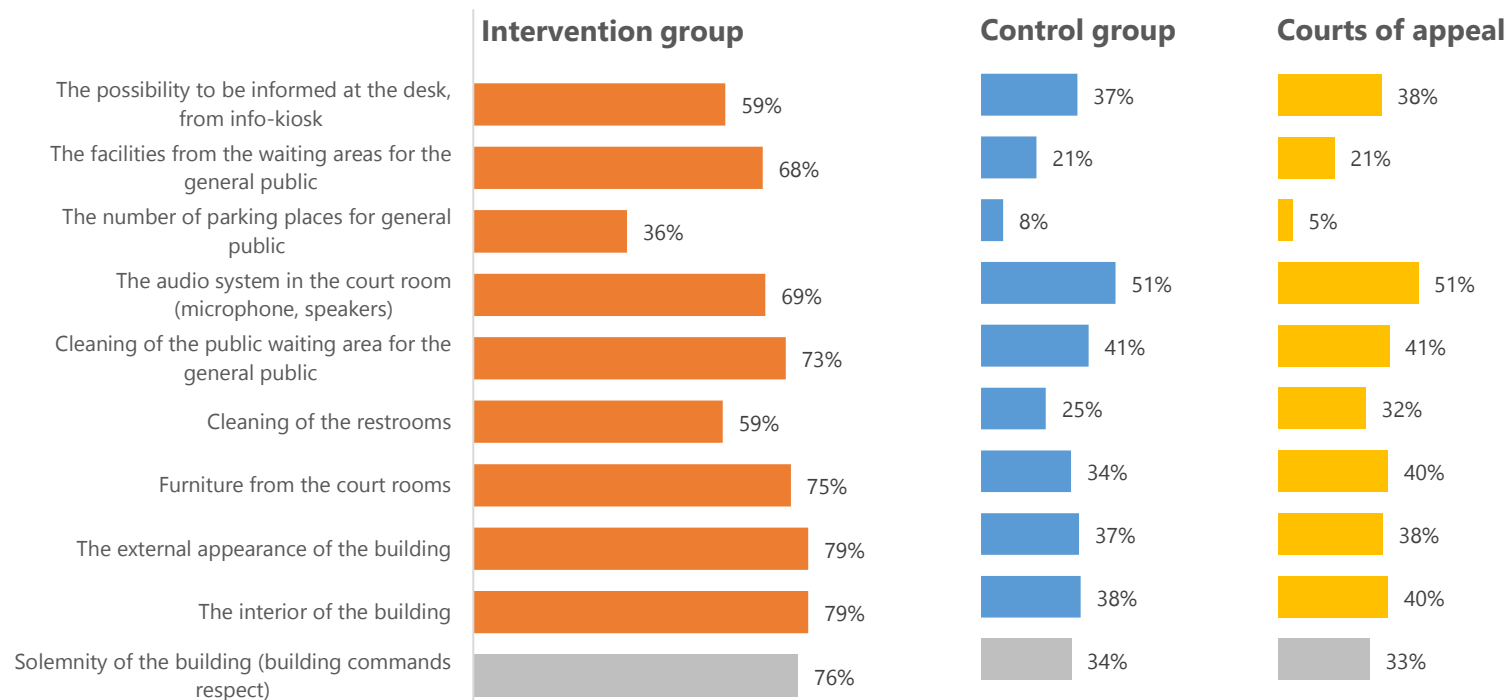
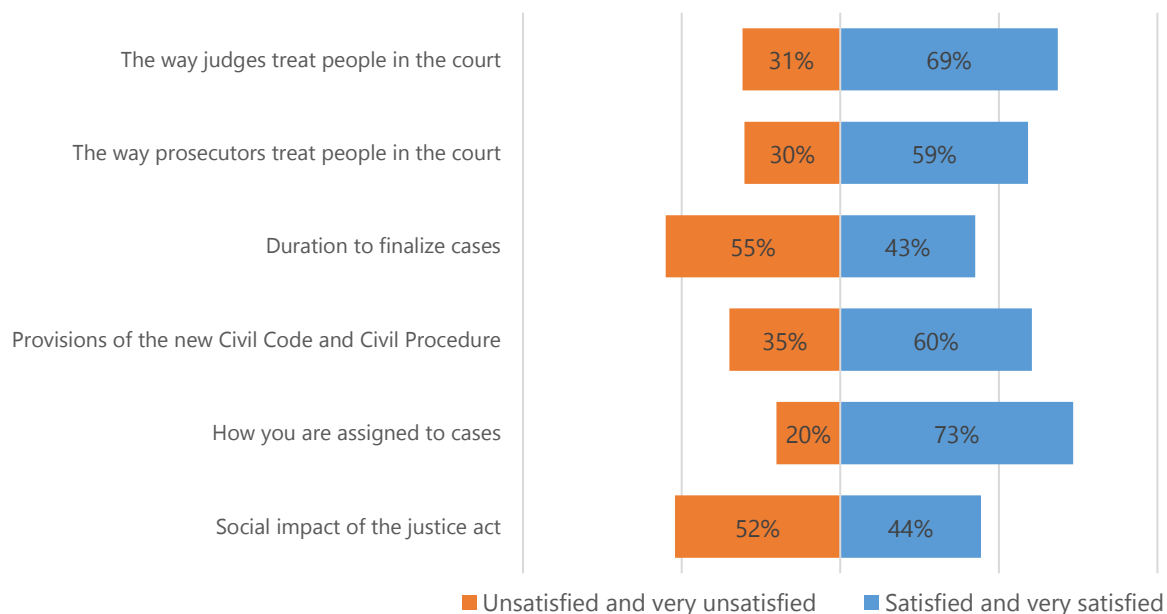


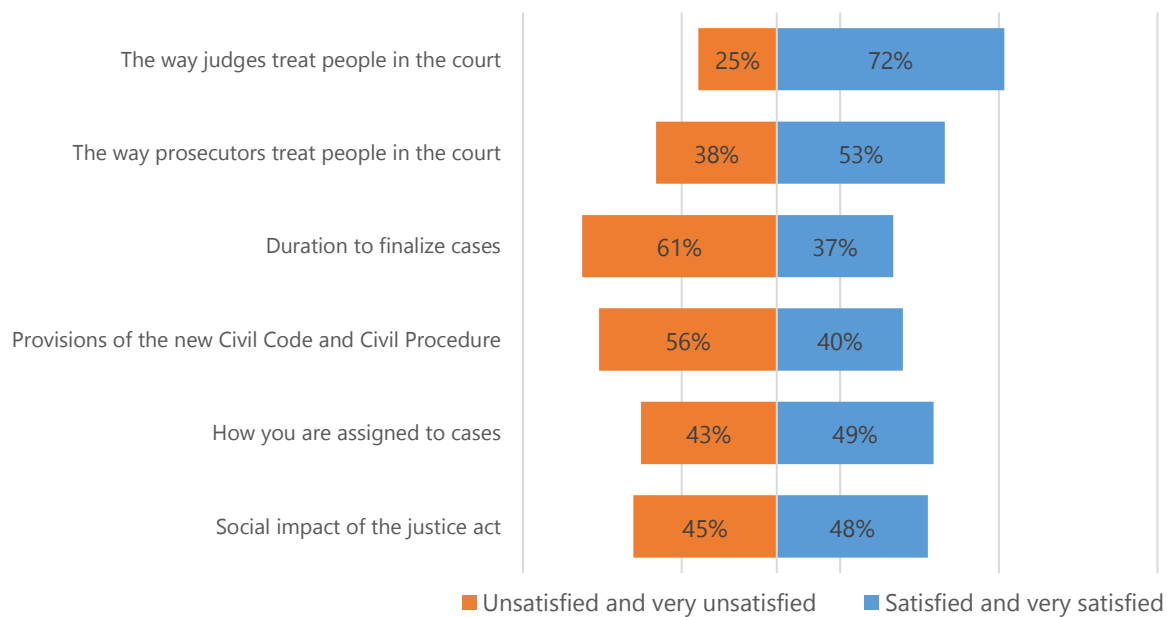
Figure 91. In the last two years, did you notice any improvement of ...?

Perception over the justice act

Intervention group



Control group



Courts of appeal

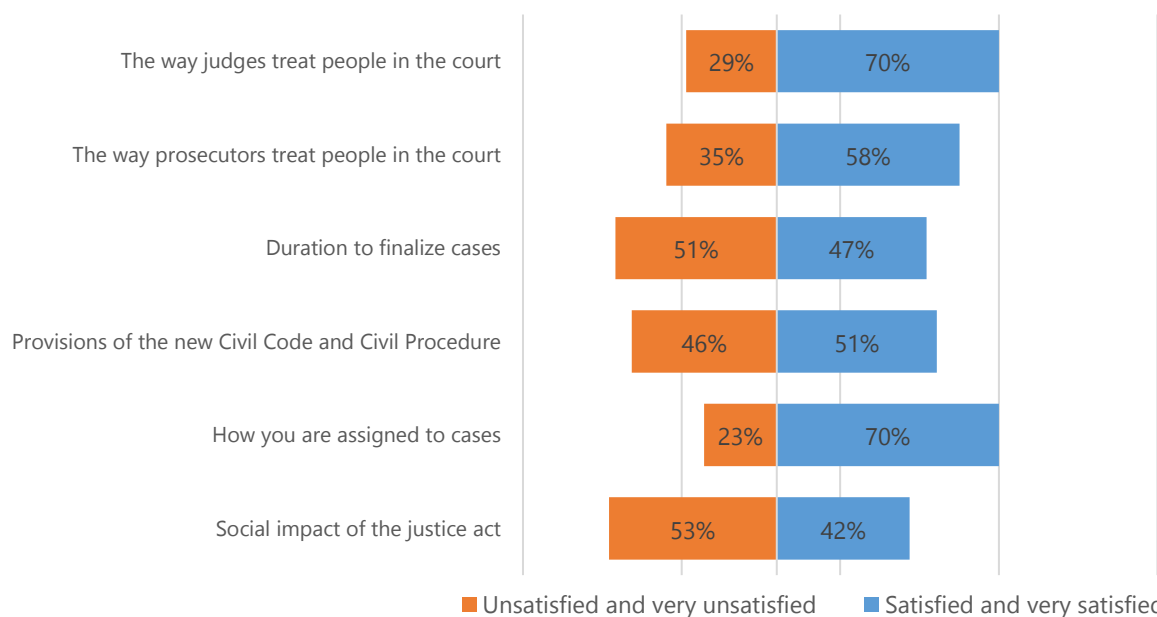


Figure 92. Thinking of this court of law, how satisfied are you with the following aspects? *The difference up to 100% is made up by "DK / NA" answers.*

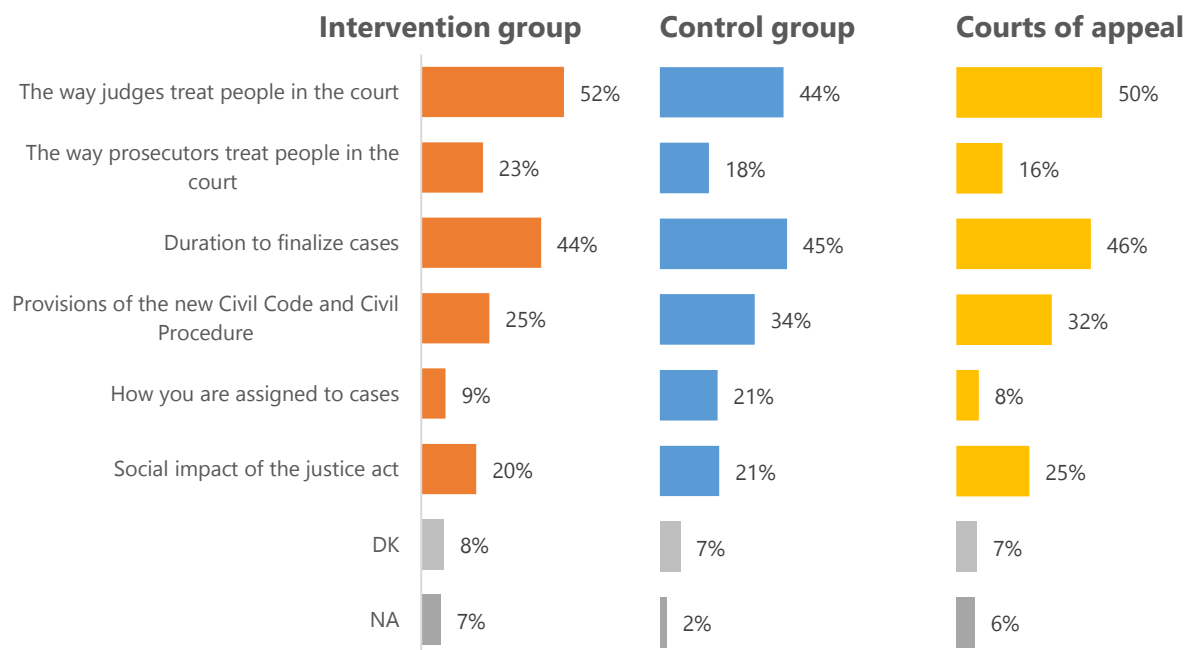


Figure 93. From all of these, which aspect do you think it is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percentages of two mentions, the sum may exceed 100%.*

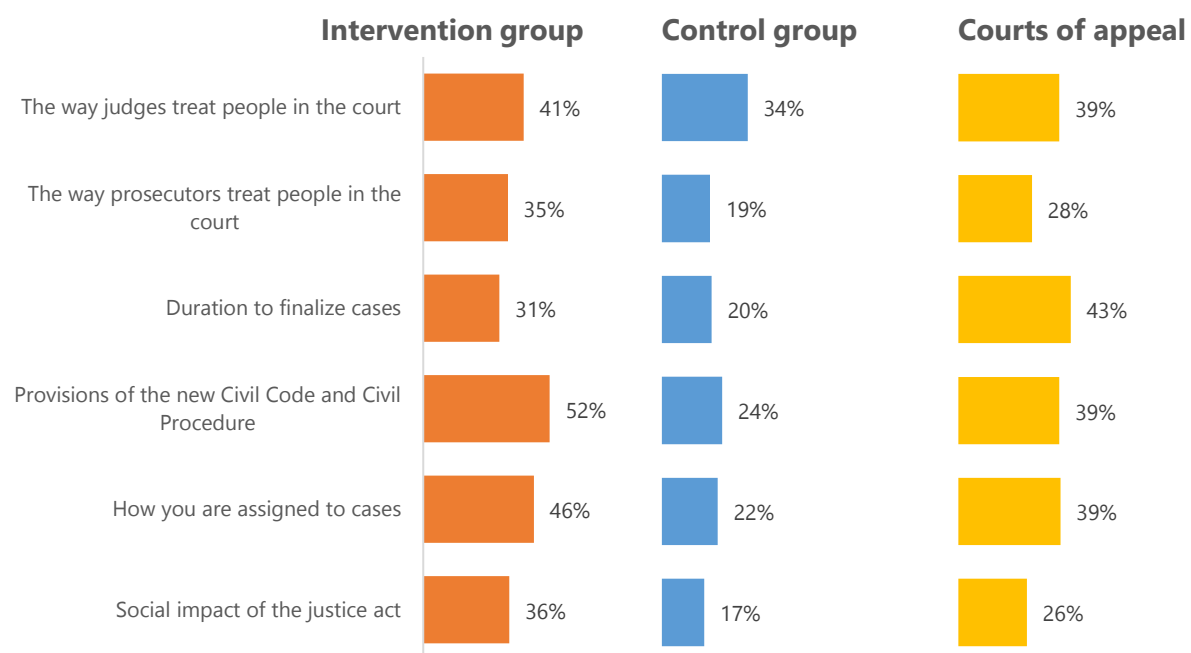
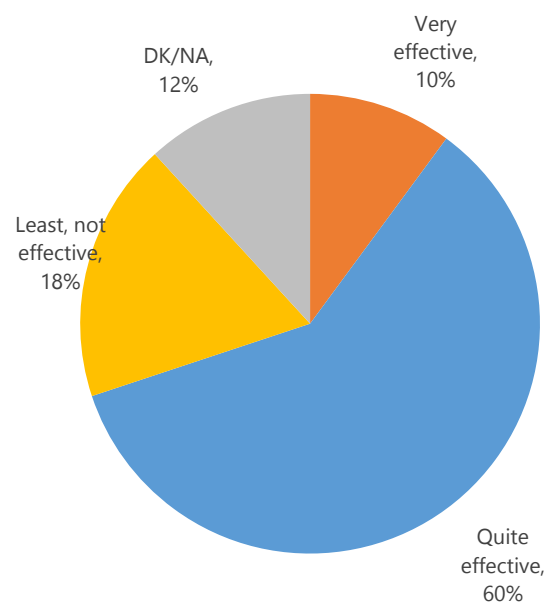
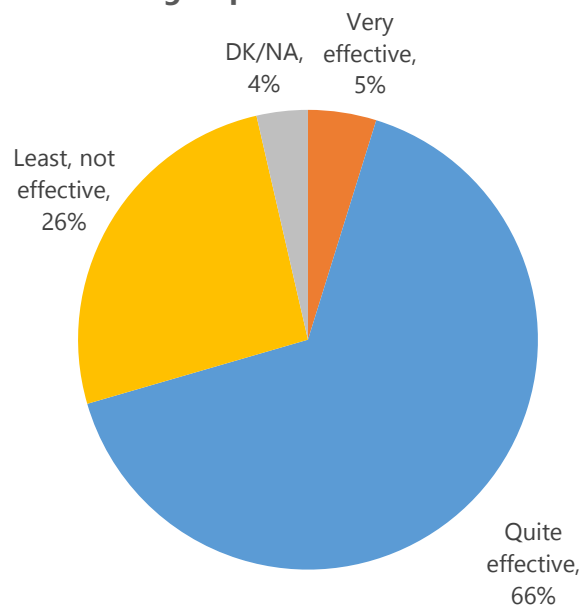


Figure 94. In the last two years, did you notice any improvement of... ?

Intervention group



Control group



Courts of appeal

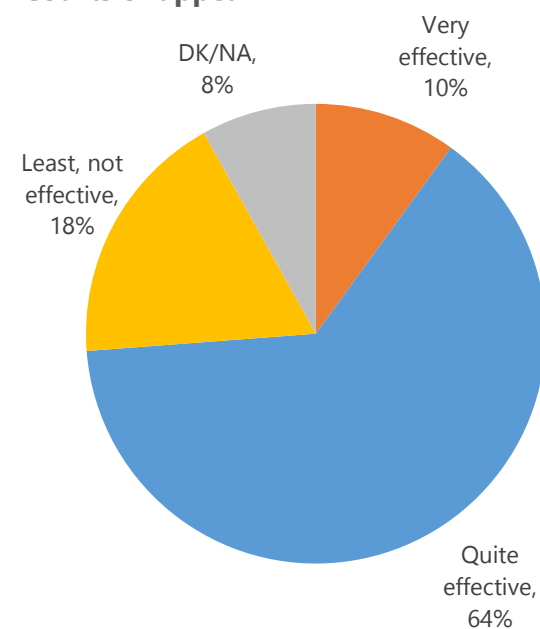


Figure 95. How do you assess the current system of archiving the files?

Evaluation of the workload

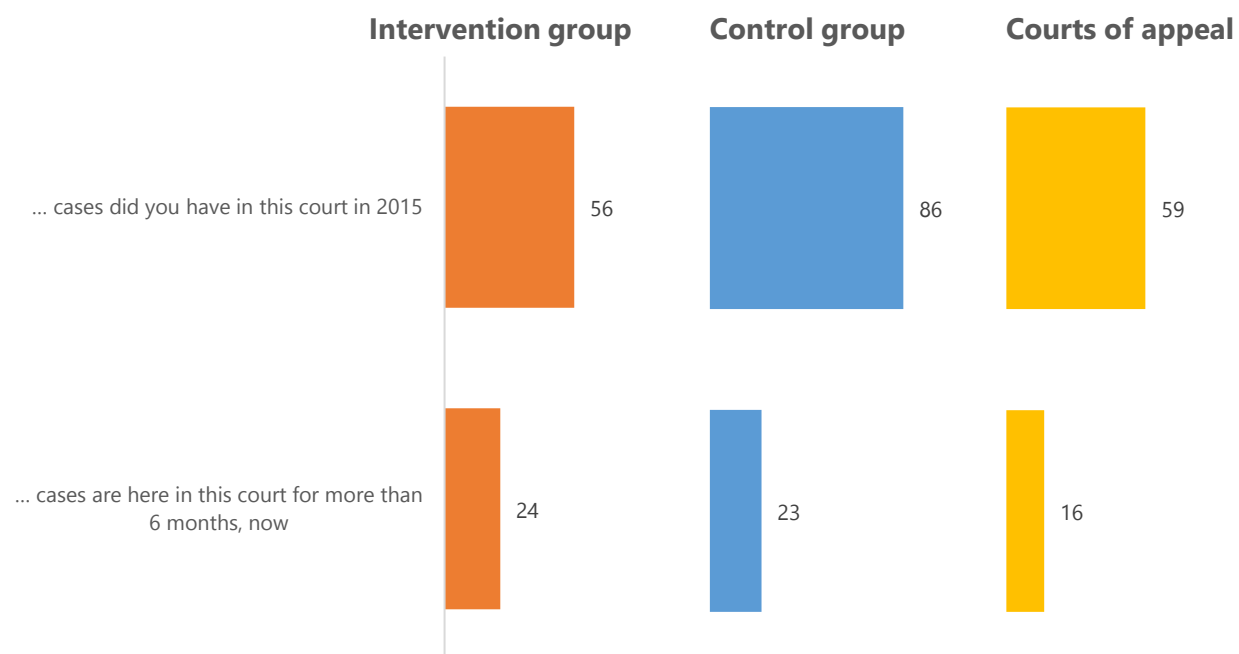


Figure 96. Aproximately how many... ? *Average values.*

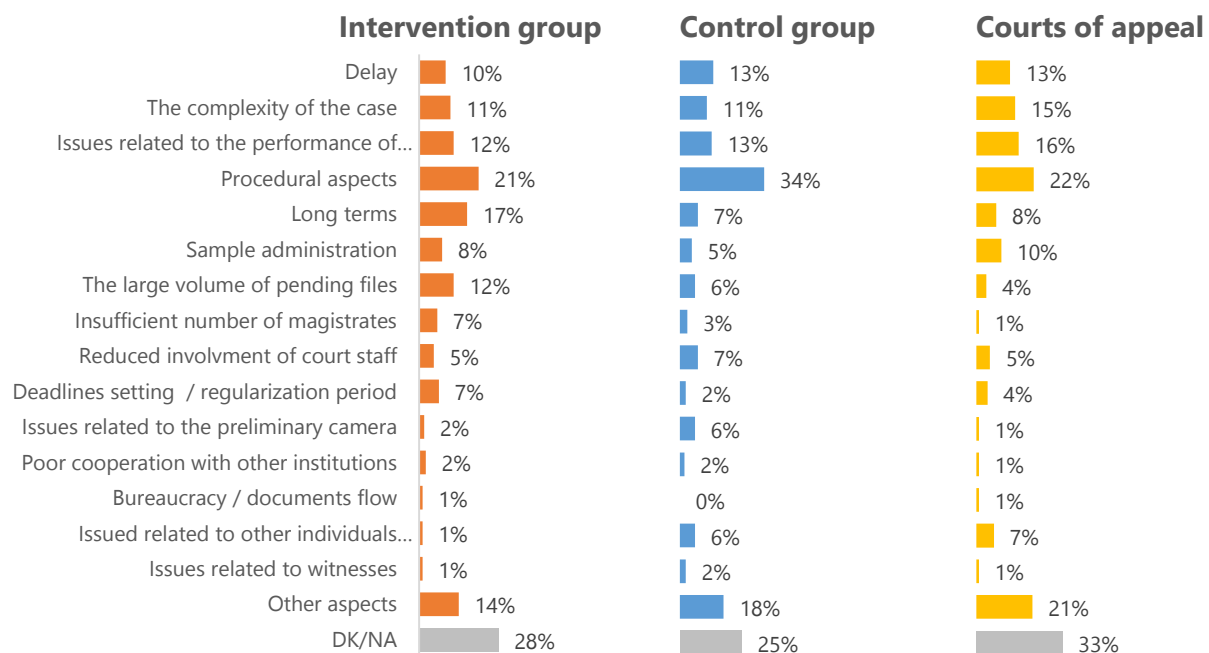


Figure 97. Which are the three main reasons why you have files that are in this instance more than 6 months? *Open question, cumulative percentages of three mentions, the sum may exceed 100%.*

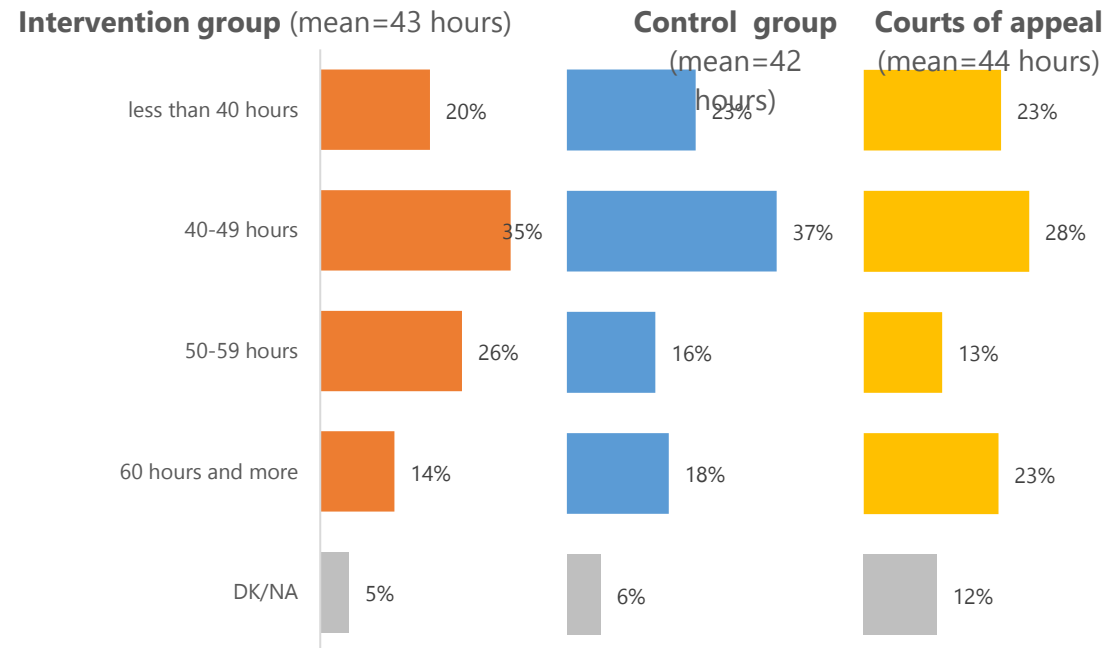
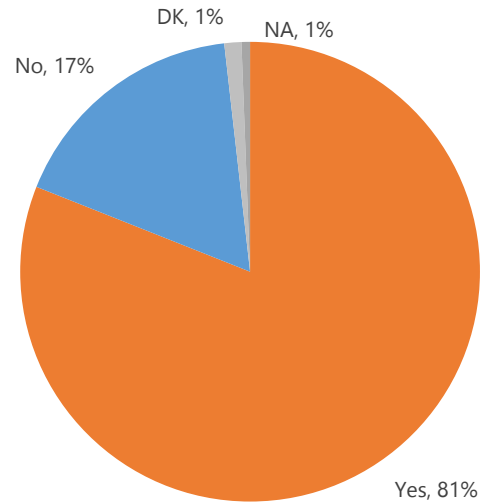
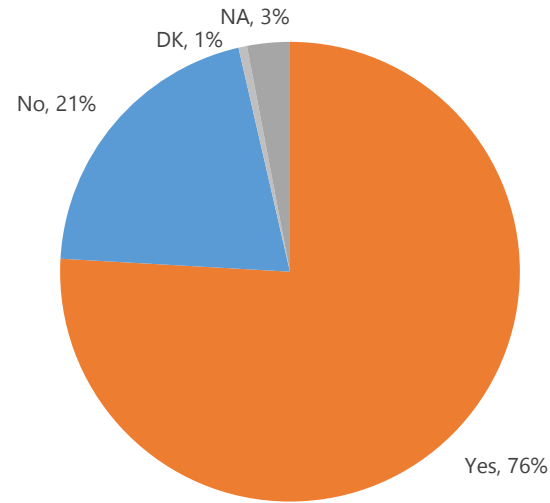


Figure 98. Approximately how many hours do you work in a typical week?

Intervention group
(mean= 14 hours per week)



Control group
(mean= 19 hours per week)



Courts of appeal
(mean=20 hours per week)

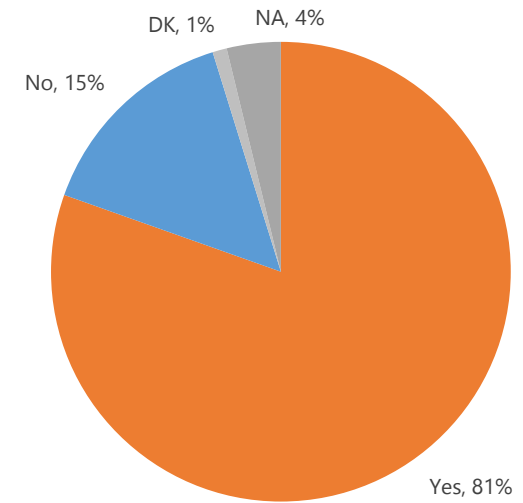


Figure 99. Do you need to take work at home in order to finish tasks from work?

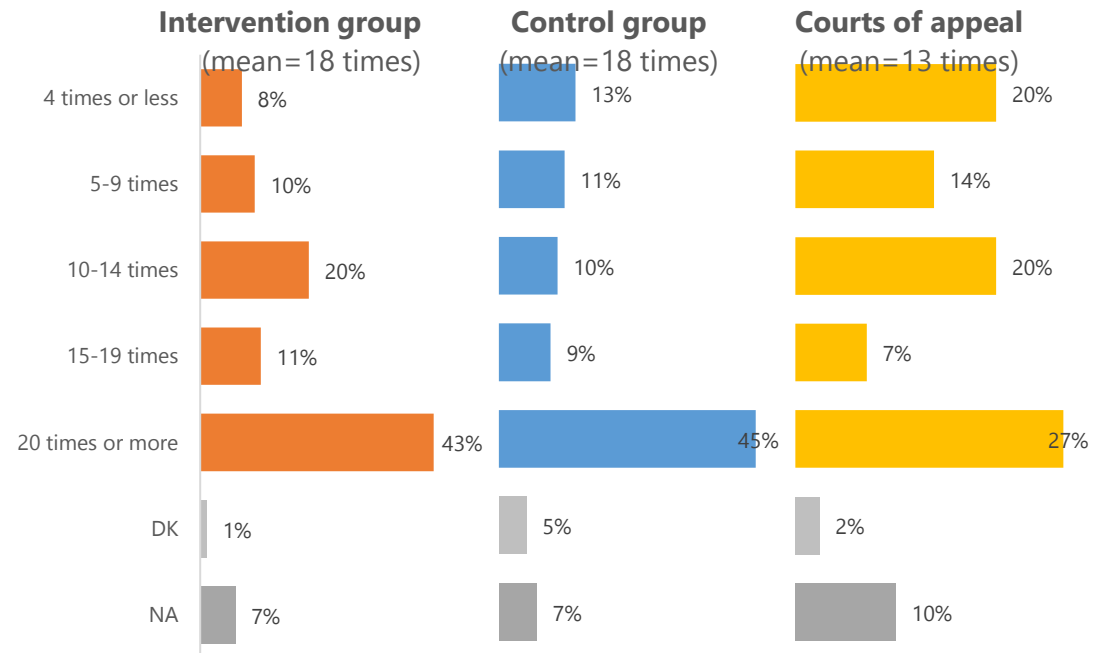
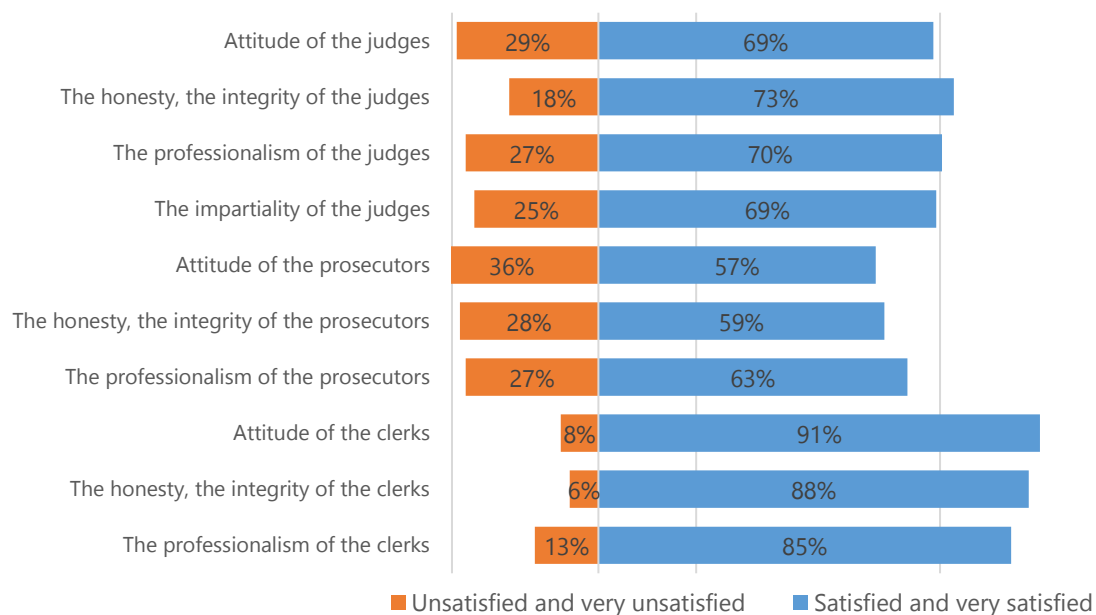


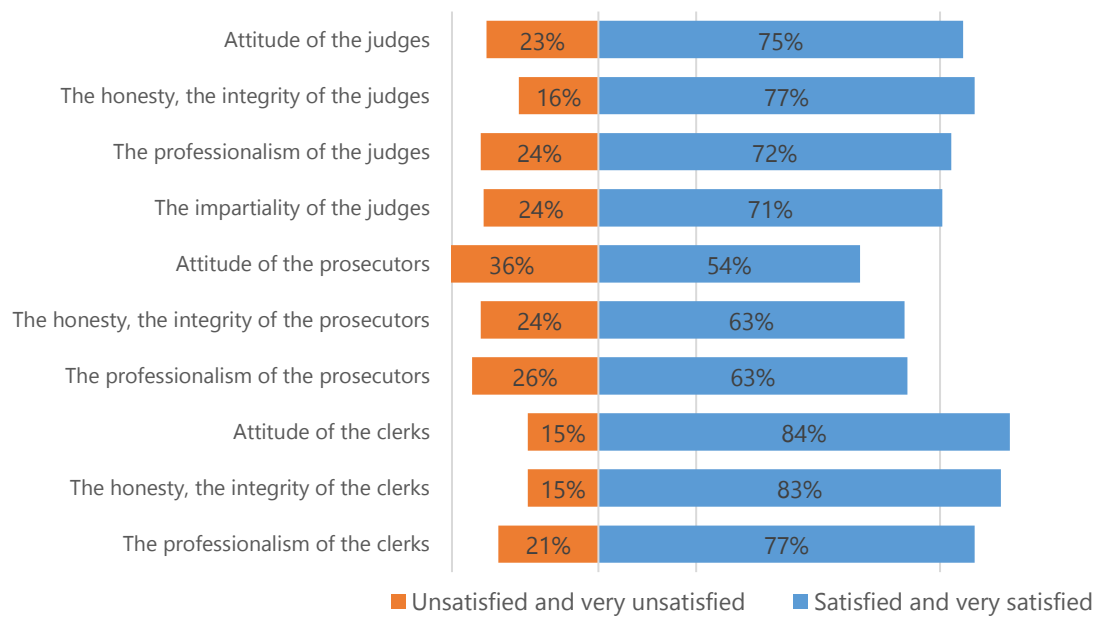
Figure 100. Approximately how many times do you plead in this instance in a typical month?

Perception over staff quality

Intervention group



Control group



Courts of appeal

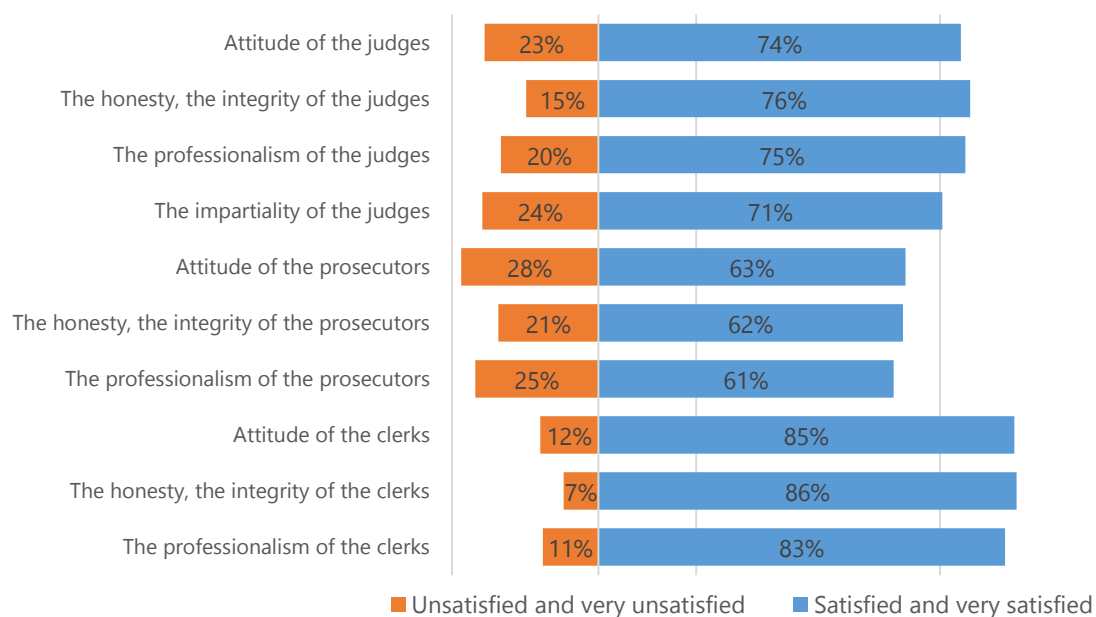


Figure 101. Thinking of judges, prosecutors and clerks of this court, how satisfied are you with these aspects? *The difference up to 100% is made up by "DK / NA" answers.*

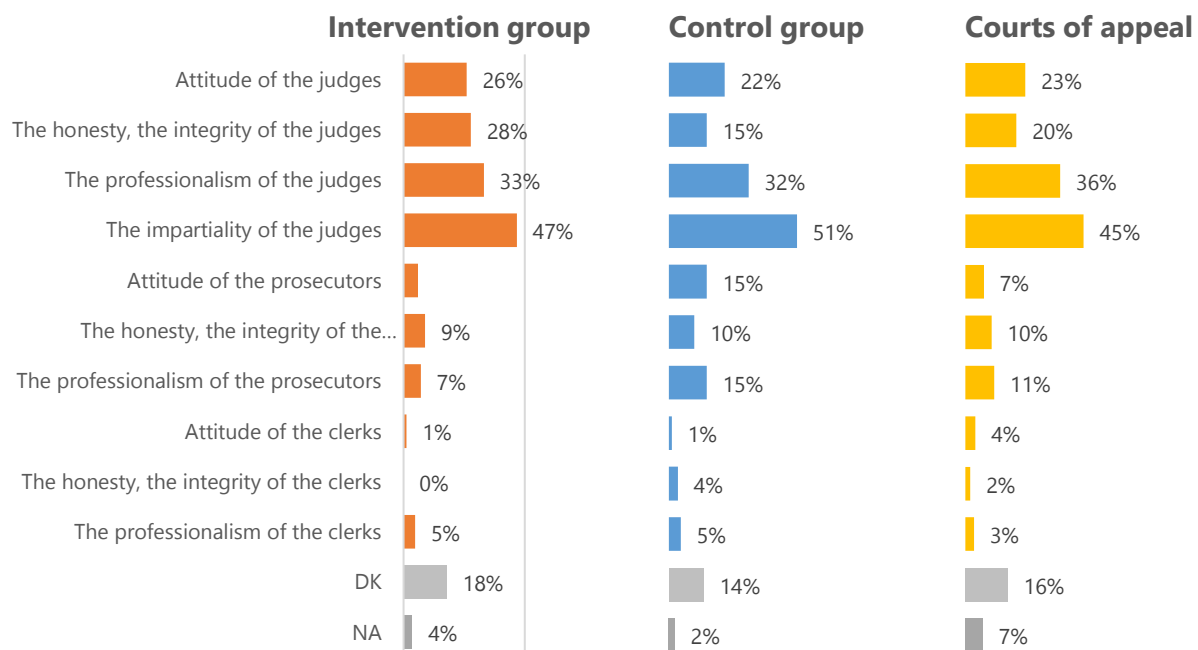


Figure 102. From all of these, which aspect do you think is most important for the effective exercise of the tribunal / court of law? And the second one? *Cumulative percentages of three mentions, the sum may exceed 100%.*

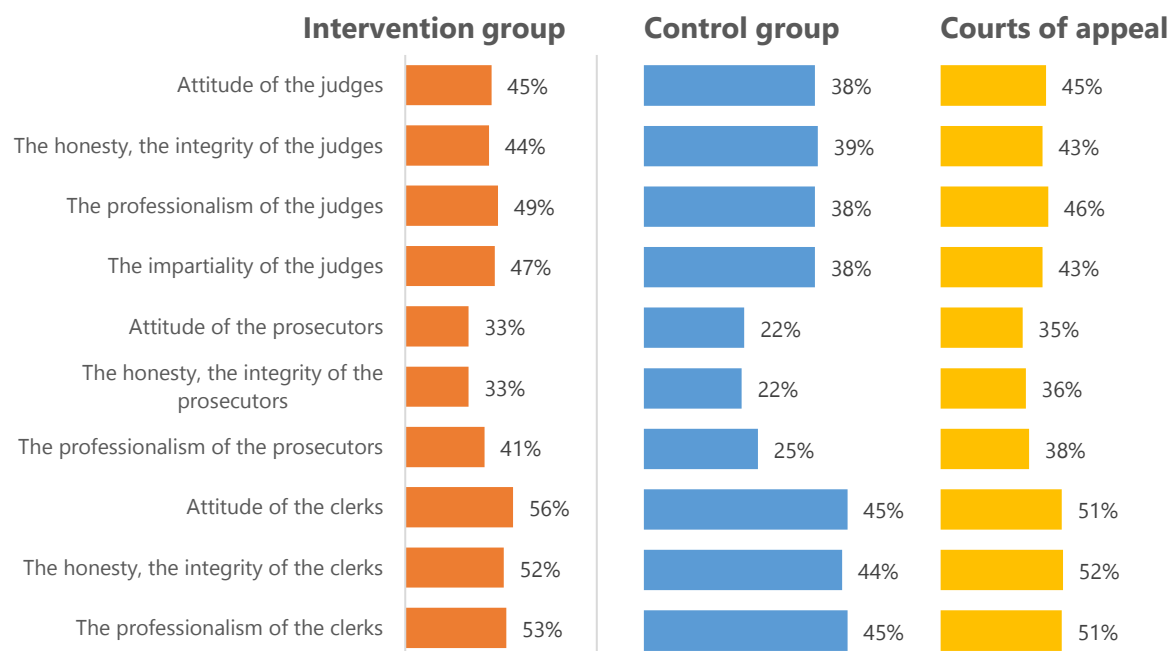


Figure 103. In the last two years, did you notice any improvement of ...

Socio-demographic data

		Group		
		Intervention	Control	Appeal Courts
Gender	Male	56%	49%	51%
	Female	44%	51%	49%
Age	30 years or less	14%	8%	14%
	31-50 years	69%	74%	63%
	51 years and over	15%	16%	19%
	NA	3%	3%	4%
Professional seniority as a lawyer	4 years or less	11%	7%	10%
	5-9 years	27%	21%	26%
	10 years and over	59%	70%	60%
	NA	3%	3%	5%
Before you were a lawyer, did you have a profession involving the interaction with the judiciary (judge, prosecutor, policeman, etc.)?	Yes	22%	21%	30%
	No	78%	75%	68%
	NA	1%	4%	2%

Table 10.Socio-demographic data for lawyers and jurists

VI. Beneficiaries of the judiciary system – natural persons (individuals)

Narrative Report

The population of individual beneficiaries in this survey was represented by a sample of 1076 subjects, which were distributed between the three groups as follows: 339 beneficiaries in the intervention group, 307 in the control group and 430 in the group of Courts of Appeal.

Assessment of the infrastructure.

The visibility of certain elements which define the infrastructure of the courts indicates the following hierarchy:

- **Waiting areas for the public**, quoted by 96% of the individual beneficiaries in the intervention group, and by 96% of those in the control group
- **The court room audio system**, quoted by 93% of the individual beneficiaries in the intervention group, and by 91% of those in the control group
- **Facilities for researching the archives**, quoted by 85% of the individual beneficiaries in the intervention group, and by 89% of those in the control group

Beyond the mere acknowledgement of these elements, we also looked into the frequency of their usage. Here also, the hierarchies are similar for the two groups:

- **Waiting areas for the public**, used by 87% of the individual beneficiaries in the intervention group, and by 92% of those in the control group
- **The court room audio system**, used by 65% of the individual beneficiaries in the intervention group, and by 58% of those in the control group
- **Facilities for researching the archives**, used by 54% of the individual beneficiaries in the intervention group, and by 51% of those in the control group

By measuring the satisfaction levels with the main components of infrastructure, we found that a majority of individual beneficiaries have appreciated in a positive manner the aspects under investigation, and have expressed their satisfaction with the said items. There is one exception – the number of parking places for the public, which causes dissatisfaction. The highest levels of satisfaction were reported in relation to the following:

- **Internal appearance** (99% satisfied and very satisfied), **external appearance** (98%), **courthouse dignity** (98%) and **cleanliness of public waiting areas** (95%) for those beneficiaries affiliated with the intervention group,
- **Internal appearance** (91% satisfied and very satisfied), **external appearance** (90%), **courthouse dignity** (91%) and **cleanliness of public waiting areas** (90%) for those beneficiaries affiliated with the control group.

Lower levels of satisfaction were reported by both groups in relation to the following:

- **Number of parking places for the public**, 45% of the intervention group and 36% of the control group,
- **The availability of information desks, info-kiosk**, (70% of the intervention group and 65% of the control group)

As it can be seen, generally, the satisfaction of individual beneficiaries from the intervention group is higher than the one in the control group, for each element under investigation. The difference between the respective percentages of the two groups varies between 6% - for the courtroom audio system and 17% - for the furnishing of the public waiting areas.

The hierarchy of the factors which contribute the most to the optimal conduct of court activities:

- **The availability of information desks, info-kiosk** (quoted by 33% of the individual beneficiaries in the intervention group, and by 37% of those in the control group),
- **The court room audio system** (32% - intervention group, 34% - control group),
- **Furnishing of public waiting areas** (26% - intervention group, 26% - control group),
- **Number of parking places for the public** (26% - intervention group, 23% - control group),

The courthouse internal/external appearance, its dignity, the cleanliness of the public waiting areas and the furniture in the courtrooms are most frequently quoted as having changed in the previous two years. The perception of improvements for the aspects tested in this interval indicates significant differences between the two groups, with an edge in visibility for the intervention group for each item. The perception gap between the two groups varies from +17% (as pertaining to perceived improvements in the **quality of the courtroom audio system**) to 44% (regarding perceived improvements in the sense of **dignity of the courthouse**).

Perception of the administration of justice. The most satisfying aspects related to the administration of justice are the following, in the opinion of individual beneficiaries:

- **Lawyers' professionalism** (satisfied or very satisfied - 80% of individual beneficiaries in the intervention group, and 65% of those in the control group)
- **Lawyers' attitude** (satisfied or very satisfied - 78% of individual beneficiaries in the intervention group, and 65% of those in the control group)
- **Lawyers' honesty and integrity** (satisfied or very satisfied - 76% of individual beneficiaries in the intervention group, and 63% of those in the control group).

In all situations, the data reveals differences ranging from 1% (for the costs incurred to case resolution) in favour of the control group, to 49% (time to case disposition) in favour of the intervention group.

The hierarchy of the most important factors in ensuring optimal conduct of court activities is quite similar for the two groups of individual beneficiaries; the difference rests with their respective choices for the third position:

- **Judges' treatment of beneficiaries in court** (considered important by 53% of intervention group beneficiaries and by 56% of their control group counterparts)
- **Time to case disposition** (considered important by 38% of intervention group beneficiaries and by 45% of their control group counterparts)

- **Prosecutors' treatment of beneficiaries in court** (considered important by 25% of intervention group beneficiaries and by 40% of their control group counterparts)

Therefore, the act of justice appears to rely mostly on two factors: attitude and efficiency.

The analysis of improvement visibility for the previous two years indicates that the most frequently acknowledged aspects are the **judges' treatment of the beneficiaries in court**, together with **all the attributes applicable to lawyers**. We can detect a perception disconnect, in the sense that the difference in visibility of improvements between the intervention group and the control group is always in favour of the intervention group.

The history and costs of litigation. Classified on the basis of the status of the case in which they are involved, the individual beneficiaries are distributed as follows: 17% of those in the intervention group, respectively 12% of those in the control group, were awarded favourable dispositions; 12% of those in the intervention group and respectively 24% of those in the control group were given unfavourable dispositions; and 69% in the intervention group, respectively 63% in the control group are expecting the disposition to their cases.

On average, the beneficiaries in the intervention group had to attend the court (tribunal/district) for 30 days, as compared to 14 days for the control group. On average, all the beneficiaries spent 4 hours per court attendance. The total costs, excluding the lawyers' fees, amounted to 1480 lei on average for the intervention group, and 1300 lei for the control group. This translates into average costs per day nearly double for the control group (90 lei/day) as compared to the intervention group (50 lei/day).

Involvement in litigation at the level of the court under assessment is relatively similar for both groups. A majority of beneficiaries were involved in their first case with that particular court in the last three years (62% of the beneficiaries in the intervention group, and again 62% for the control group). Furthermore, 47% of the beneficiaries in both groups had such a standing in 2016-2017. To conclude, the number of court attendances for 29% of the beneficiaries in the intervention group, and for 33% of those in the control group, is 1-2. Another 22%-32% attended the court 3 to 5 times, and 34%-37%, attended on more than 6 occasions.

Complaints. 15% of the private (individual) beneficiaries in the intervention group, and 13% of those in the control group, acknowledged their intention to file complaints in relation to certain aspects of their respective experiences in court. The main reasons for filing complaints were the **manner in which the law suit was adjudicated** (46% of the intervention group and 51% of the control group, and the **time to case disposition** (32% of the intervention group and 28% of the control group).

Of those who indicated the reasons described above, 64% to 92% filed such complaints about the manner of adjudication, 71% to 88% complained about the

documents required in court, 65% to 69% filed complaints about the time to disposition, and 50% to 87% filed complaints related to the attitude of the staff.

In the intervention group courts, the complaint resolution rate was 44%, and 46% for the control group. On the other hand, the percentage of complaints resolved in favour of the petitioner was only 2% in the intervention group, and 11% in the control group.

For those who did not file the complaint, even if they intended to, the following reasons applied:

- Not expecting any actual results (55% of the intervention group and 42% of the control group)
- The risk of jeopardizing their relationship with the staff of the Tribunal or the District court (9% of the intervention group and 33% of the control group)
- Not knowing how/where to submit the complaint (9% in the intervention group and 17% in the control group)
- The fact that it would have taken too long to submit the complaint (18% in the intervention group but no one in the control group)

What can be done to improve the **communication with the beneficiaries?** Beyond the diversity of answers submitted, we may identify three main directions:

- Improving the professionalism and the attitude of the employees
- More honesty and integrity
- Clearer communication, accessible to the beneficiaries

Concerning the need to increase the efficiency of court activities, the private beneficiaries pointed to the following opportunities for improvement:

- The time to case disposition
- A fair application of the law
- The number of public servants employed in the courts

Concerning the **appearance of the court**, the beneficiaries (especially those in the control group) indicated the following priorities:

- Renovating the exterior of the courthouse
- More integrity

On the topic of communication and improving the efficiency of the court, there was agreement between the results of the intervention group and those of the control group (with a slightly elevated number of non-answers in the control group); on the topic of the physical appearance of the courthouse, the percentage of respondents who offer non-answers is greater (82%) in the intervention group than in the control group (74%). Corroborating this with previous findings, we might conclude that in this circumstance, non-answers might have a positive connotation, such as a difficulty in identifying any aspects in need of improvement.

Perceptions of staff quality. The expression of confidence in the main actors of the courts (judges, prosecutors and lawyers) indicates positive values of high or very high confidence, as opposed to little or very little confidence. The beneficiaries rated mostly as positive nearly all the aspects/attributes applicable to the judges and the

prosecutors which were presented to them (attitude, honesty, professionalism). However, we notice the high rate of non-answer with regard to prosecutors, especially in the control group, which can be explained by a lack of direct interaction with this professional category, but also via auto-censorship. The differences between the two groups appear especially in relation to the higher percentage of satisfied respondents in the intervention group, for all items under investigation. The gap between the respective percentages of beneficiaries who perceived improvements in the last two years varies from 14% to 18%.

Infrastructure evaluation

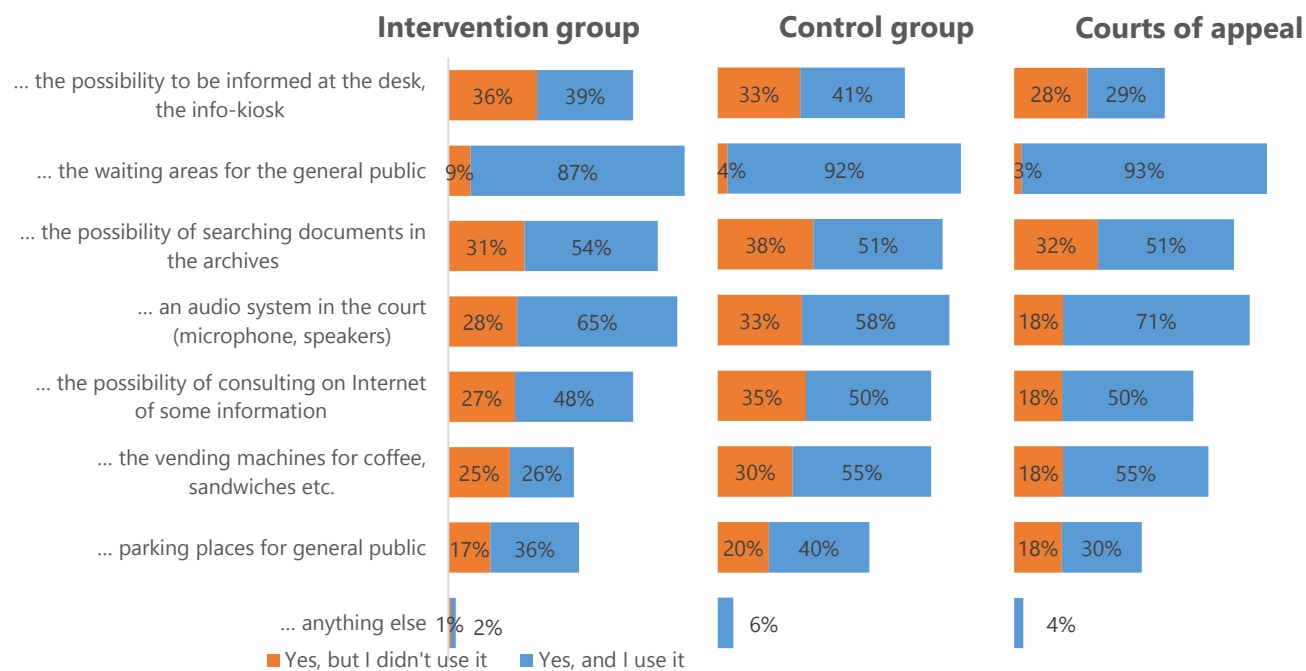


Figure 104. Regarding this court of law, did you notice ...? The rest up to 100% is *Diferența până la 100% is made up of "I didn't notice" și DK/NA.*

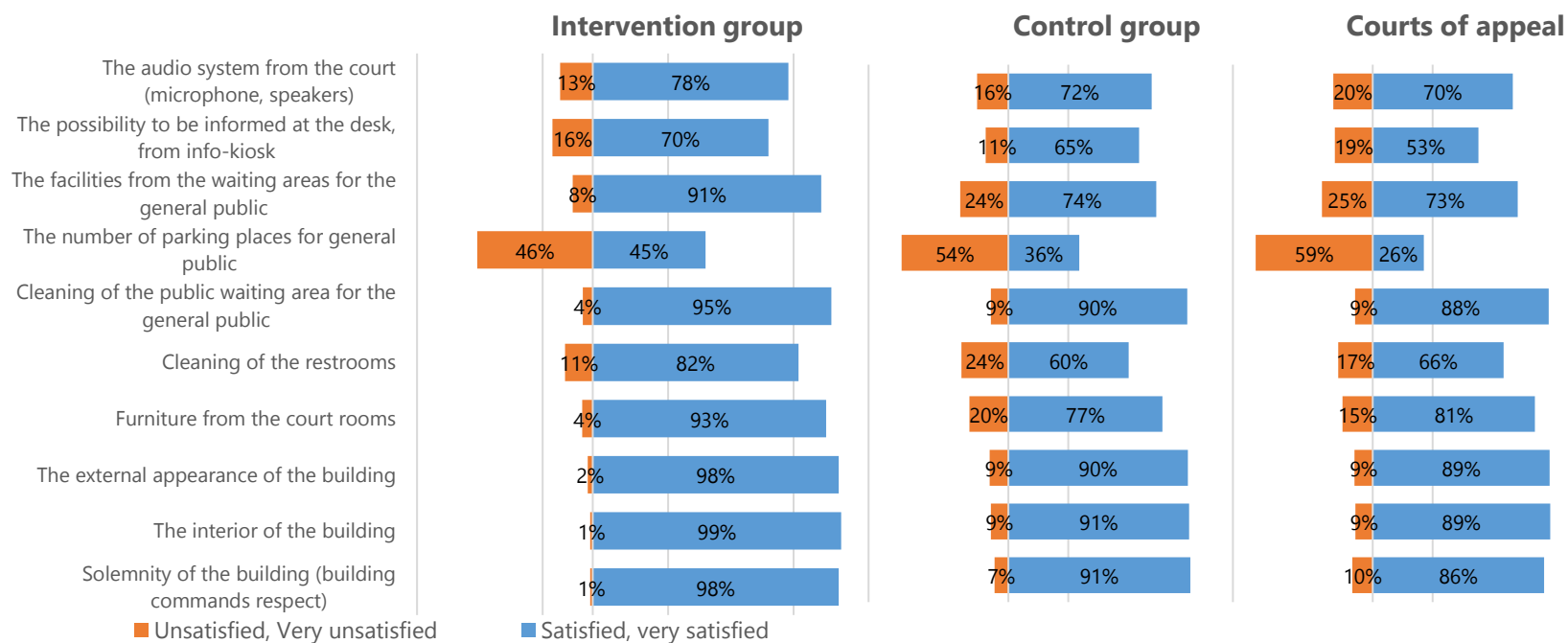


Figure 105. Regarding this court of law, how satisfied are you with the following aspects? The rest up to 100% is made up of DK/NA.

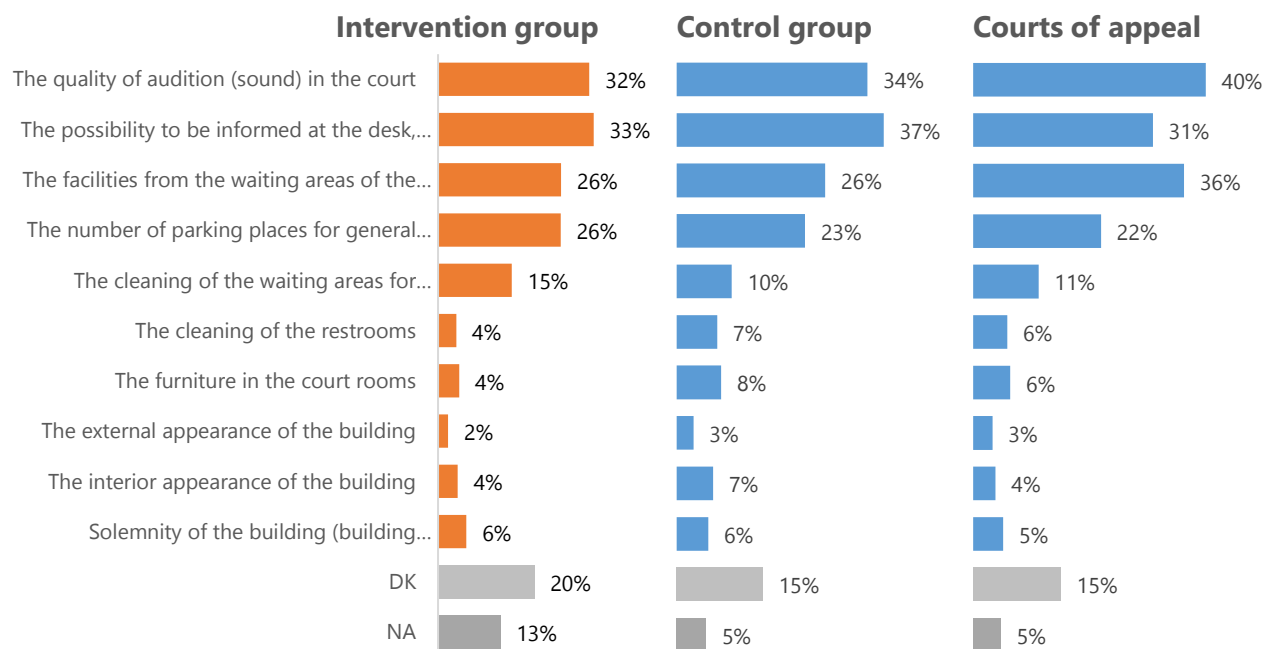


Figure 106. From all of these, which aspect do you think it is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

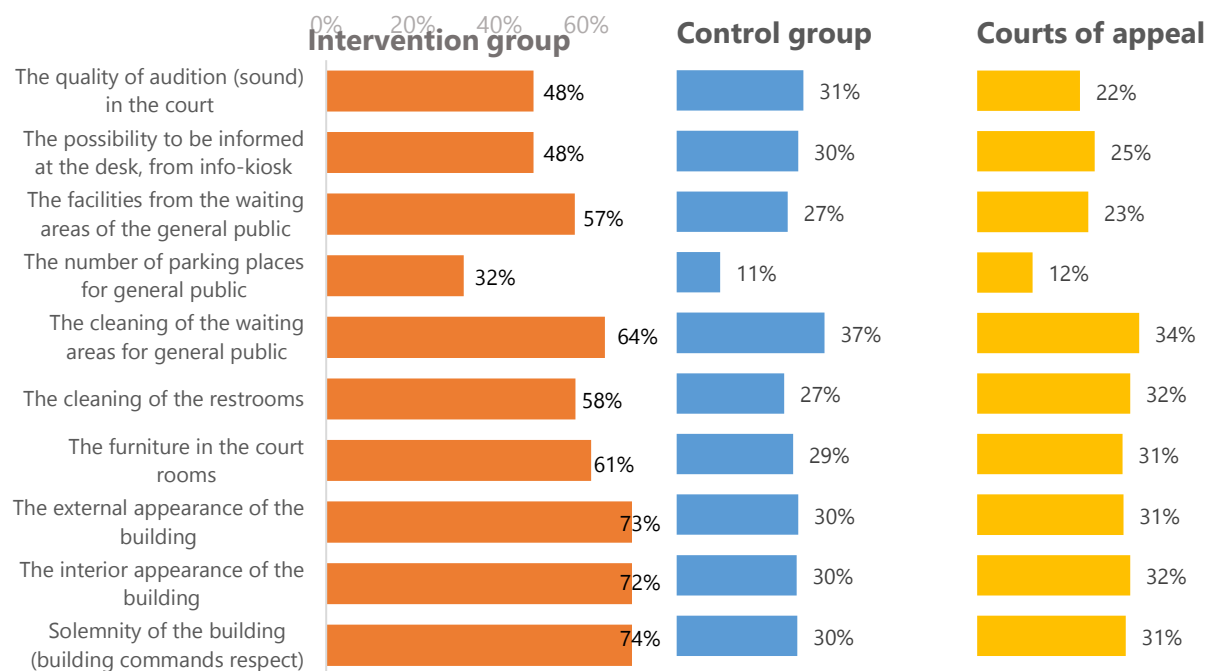


Figure 107. In the last two years, did you notice any improvement of ...?

Perception over the act of justice

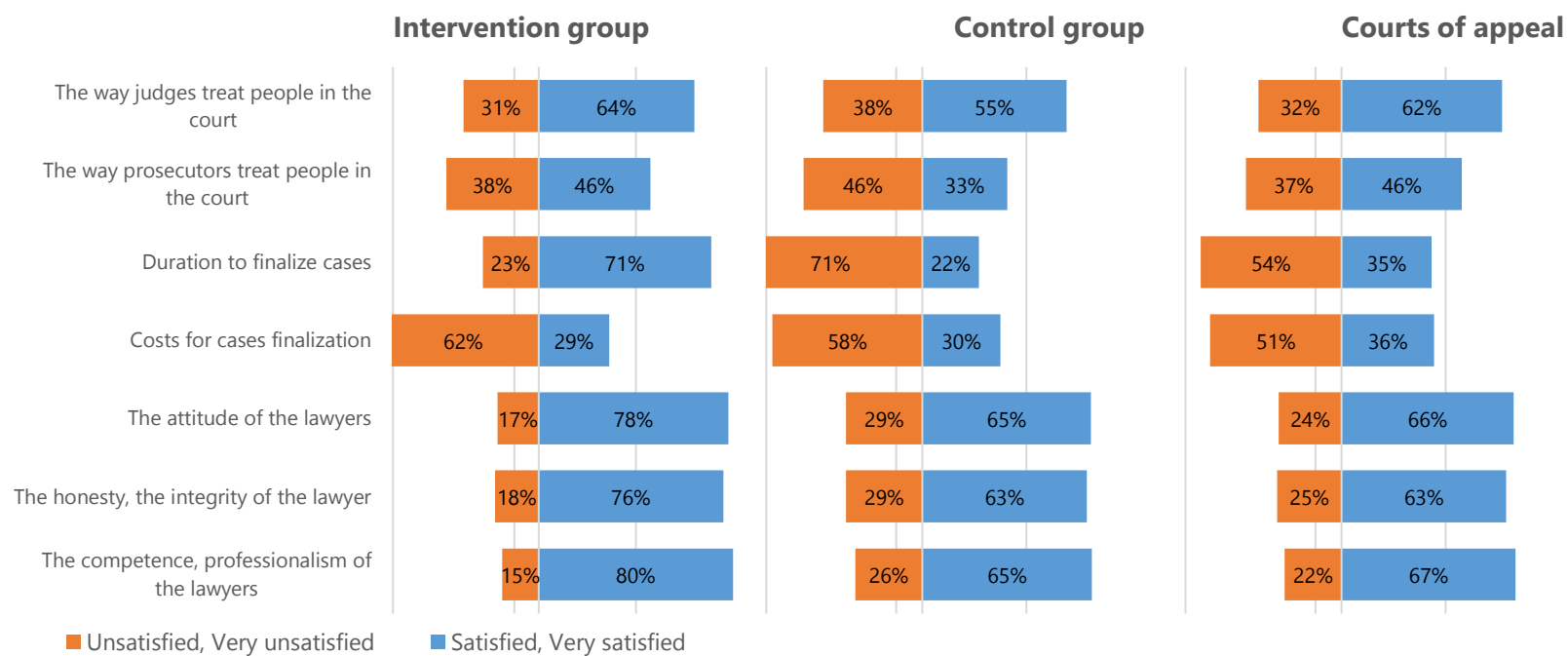


Figure 108. Thinking of this court of law, how satisfied are you with the following aspects? The rest up to 100% is made up of DK/NA.

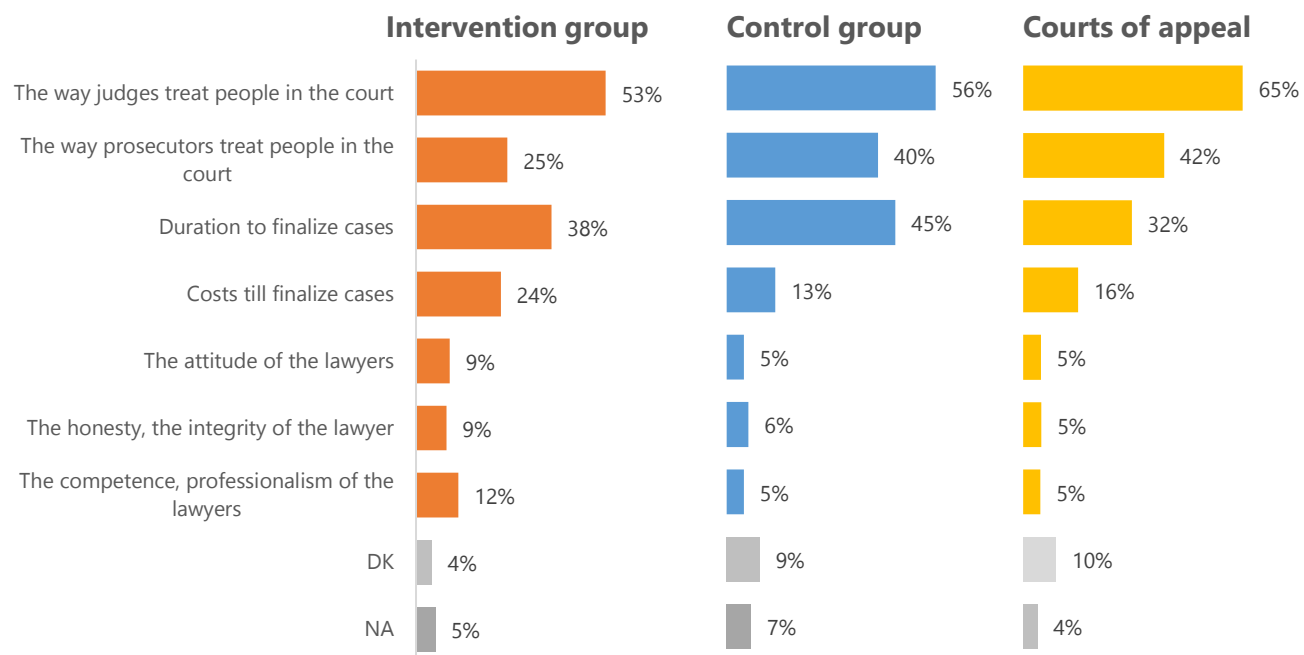


Figure 109. From all of these, which aspect do you think is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

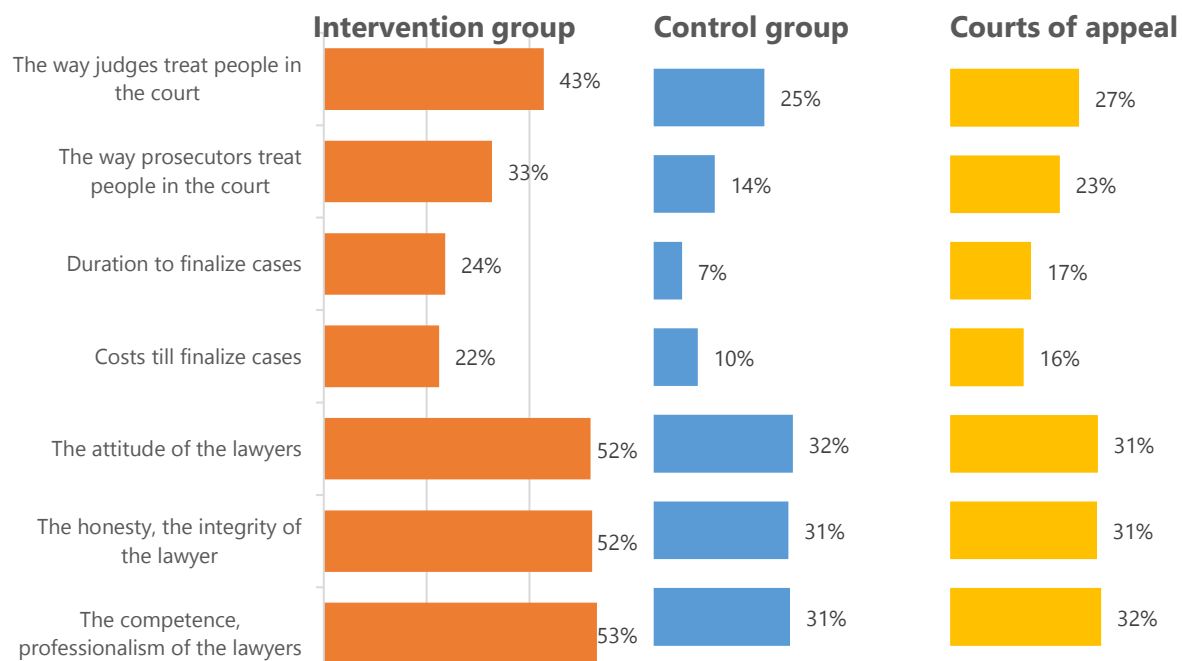


Figure 110. In the last two years, did you notice any improvement of ...?

History of access and costs

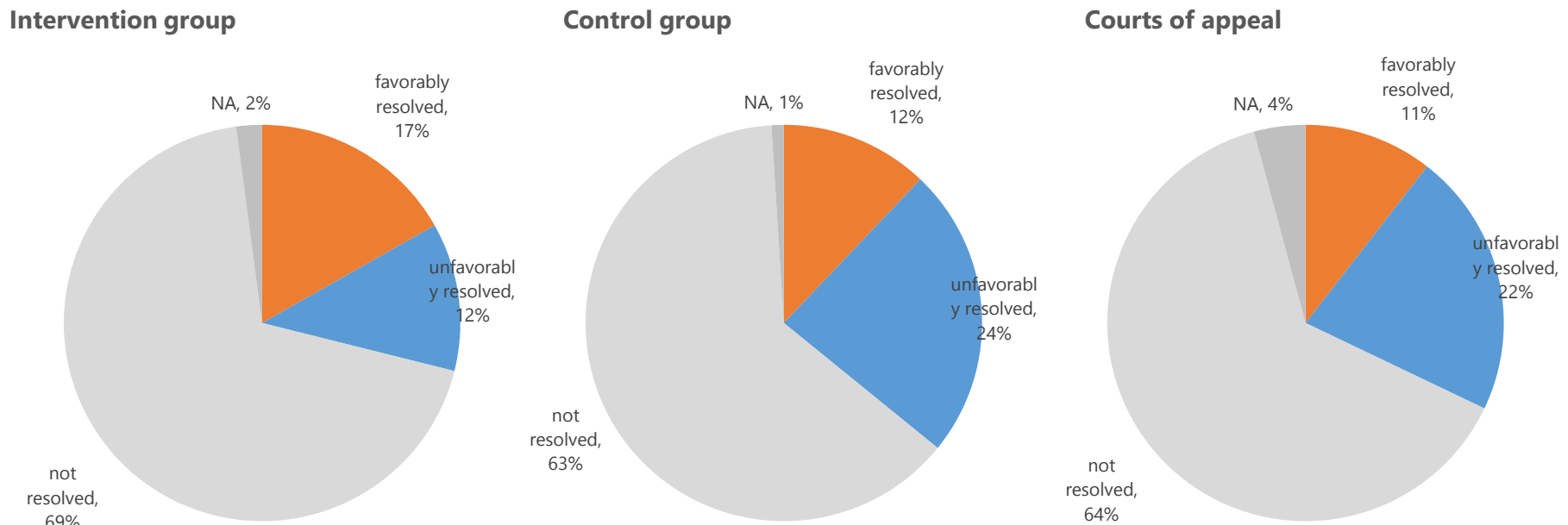


Figure 111. Regarding the trial in which you are involved now ...?

	Group		
	Intervention	Control	Appeal Courts
Average	Average	Average	Average
In how many days you had to go to the court?	30 days	14 days	18 days
Approximately how many hours, average, did you spent visiting the court?	4 h	4 h	3 h
So far in this trial, what was approximately the total cost paid by you (the commencement of the action, transport costs, copying etc.), taking out the cost of lawyers?	1.480 RON	1.300 RON	2.030 RON
Cost / day	50 RON / day	90 RON / day	110 RON / day

Table 11.Regarding the trial in which you are involved now ...?

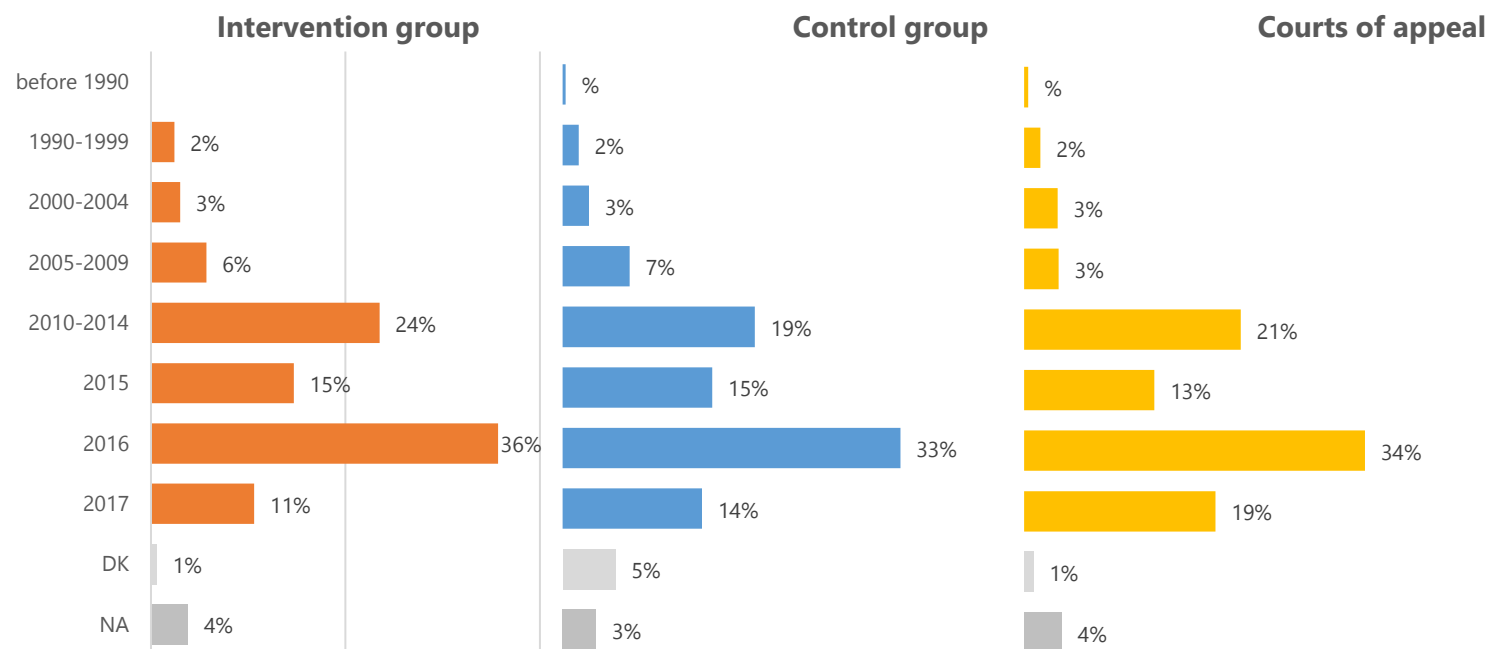
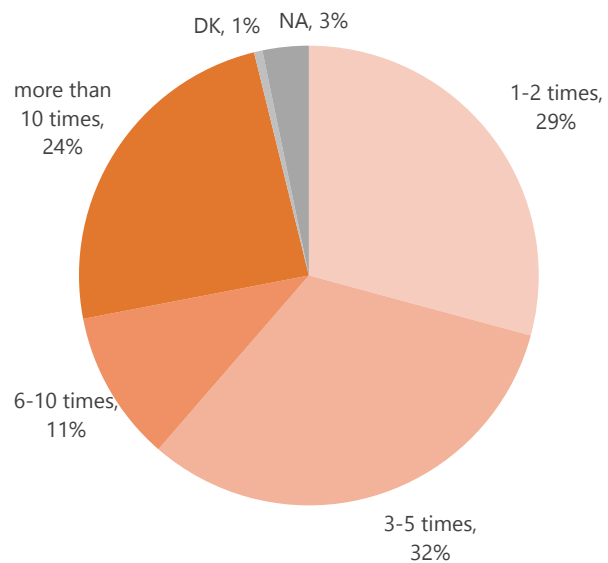
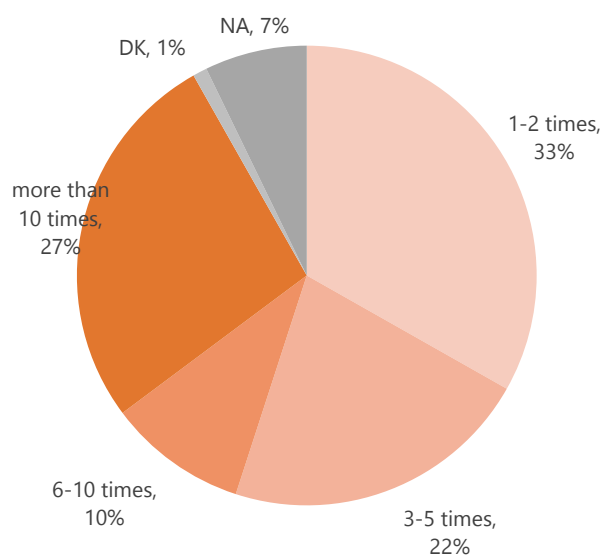


Figure 112. When have you been involved for the first time in a trial in this court?

Intervention group



Control group



Courts of appeal

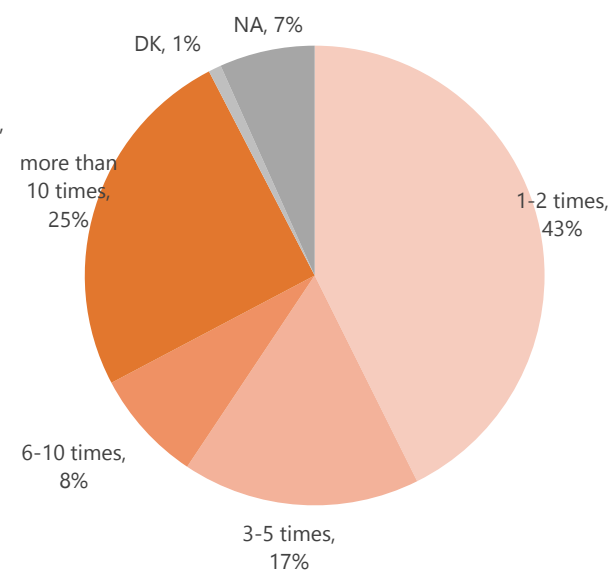
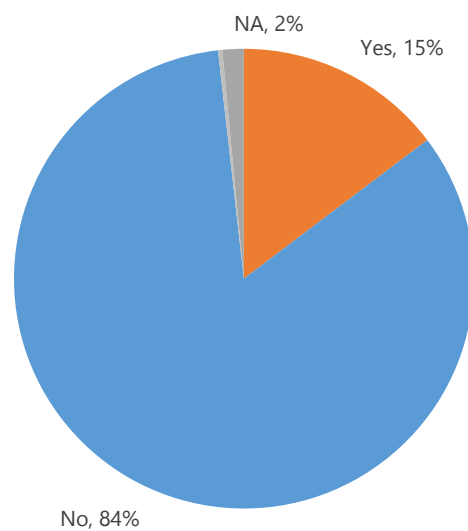


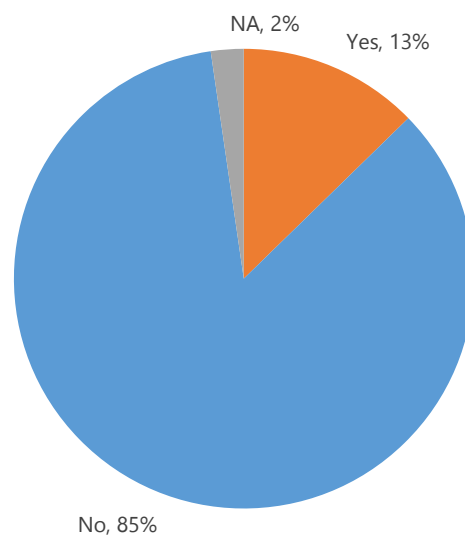
Figure 113. Approximately how many times did you visit this court?

Grievances and complaints

Intervention group



Control group



Courts of appeal

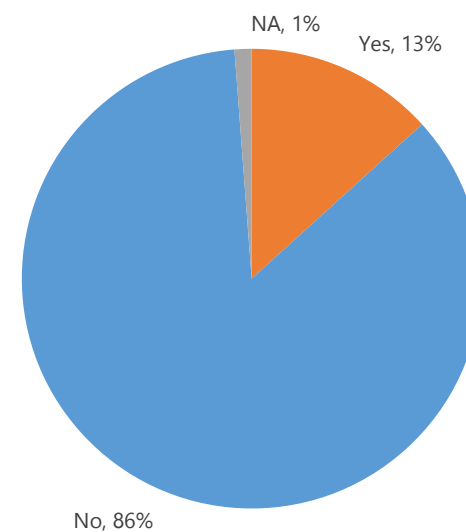


Figure 114. Have you ever wanted to file a grievance or complaint about any aspect or condition of this court of law?

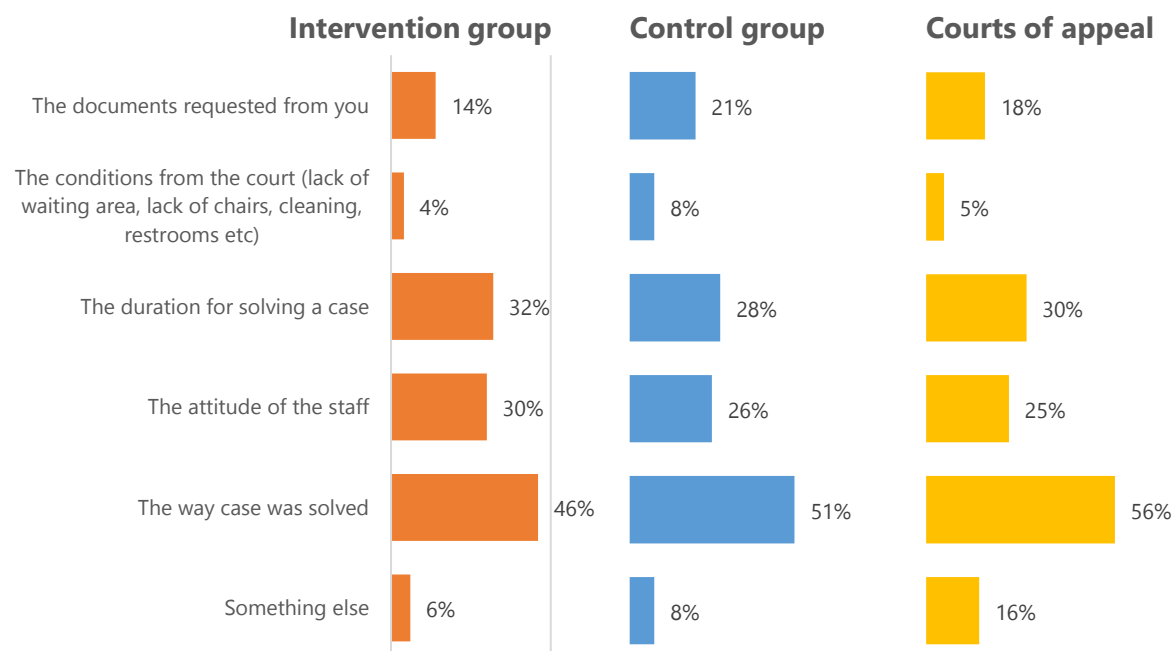


Figure 115. If the respondent wanted to file a complaint of grievance. What this grievance or complaint was about? Multiple answer.

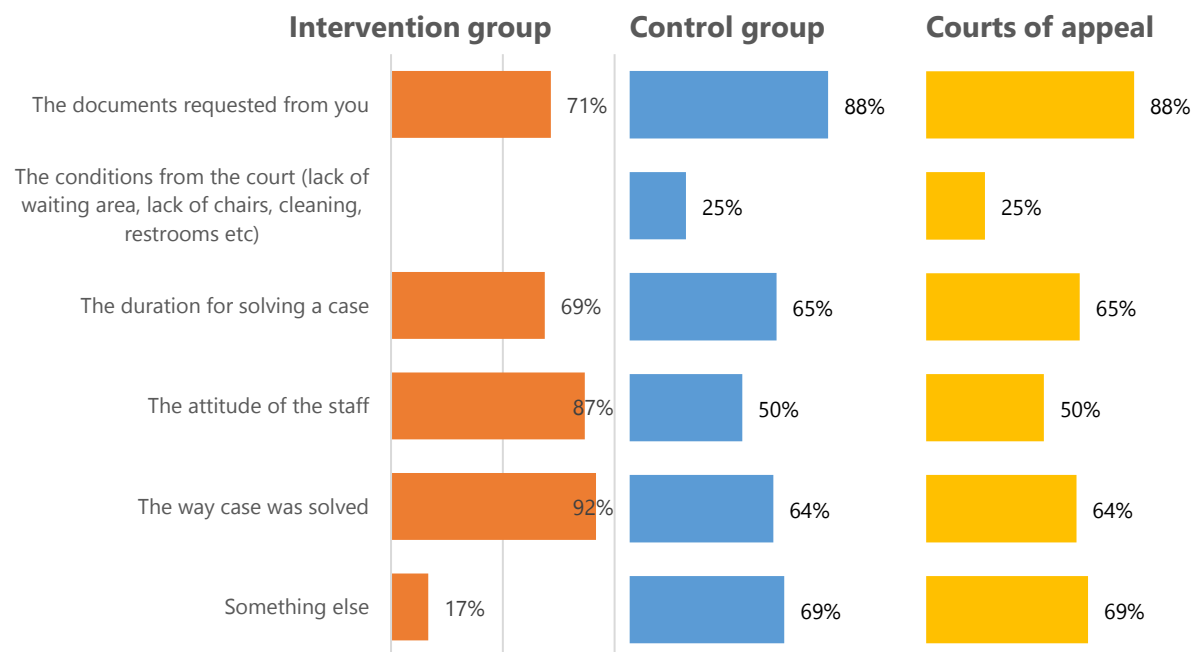


Figure 116. If the respondent wanted to file a complaint of grievance. Eventually you filed the grievance or complaint on this issue? Percentage of "yes".

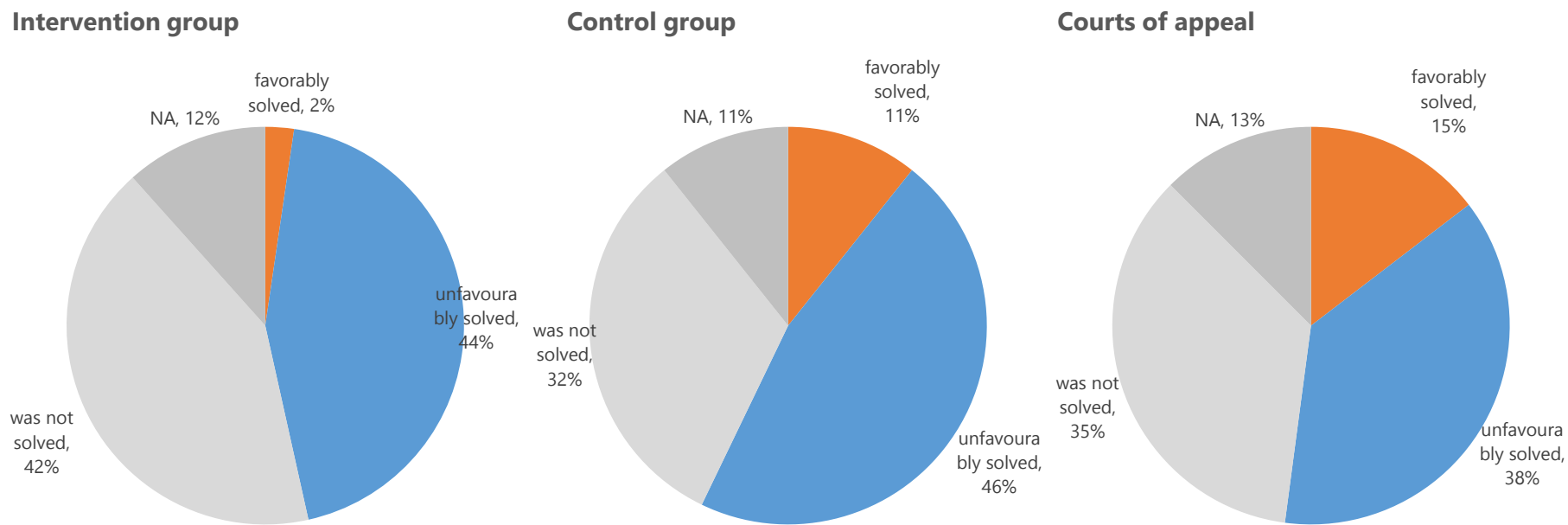


Figure 117. If a complaint or grievance was filed. Your grievance or complaint was ...?

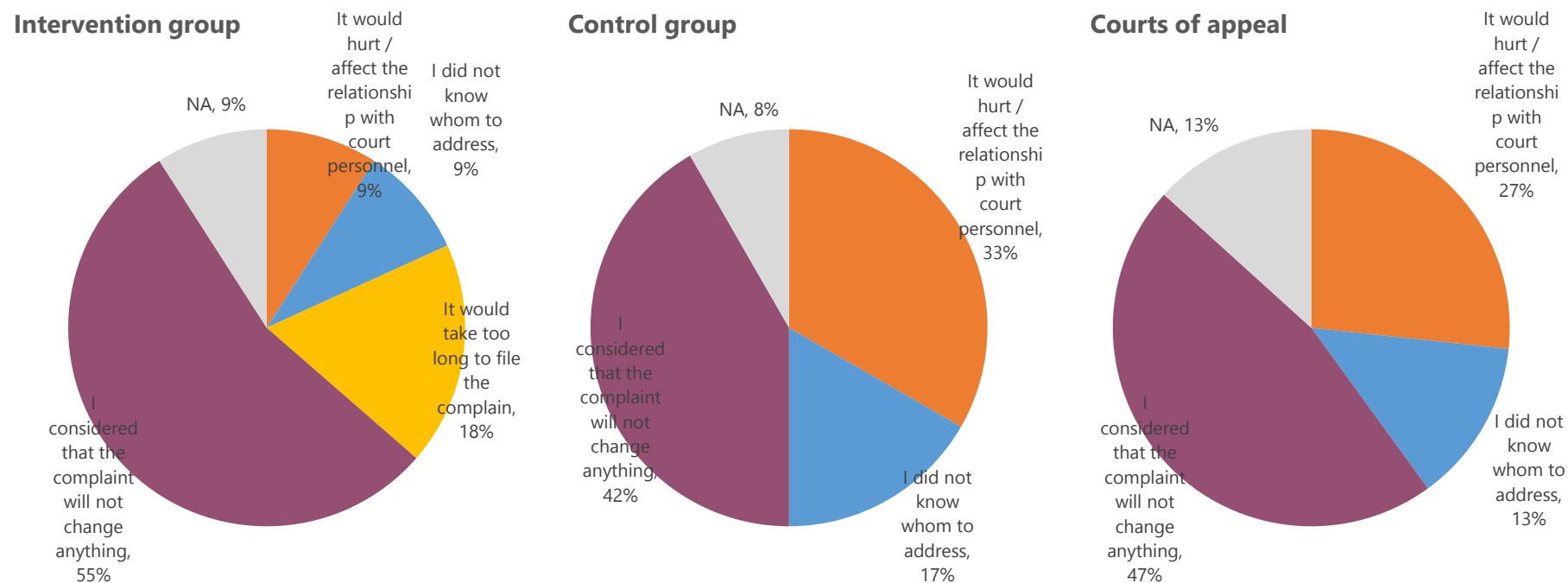


Figure 118. *If the complaint hasn't been filed. Why you have not filed a grievance or complaint?*

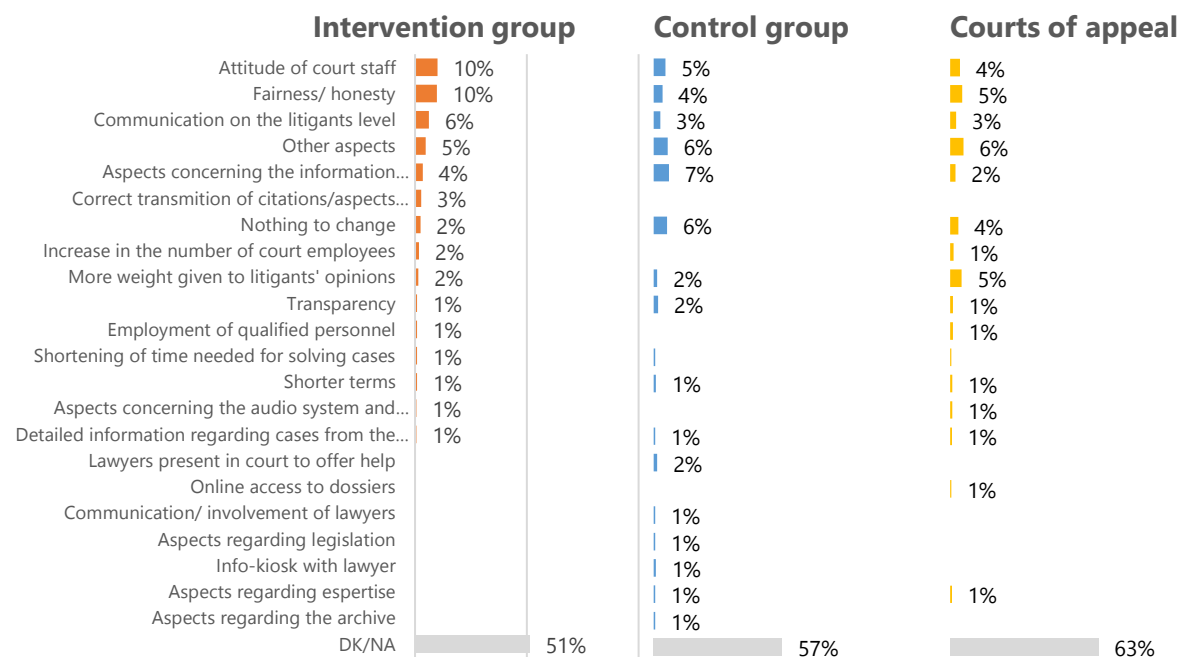


Figure 119. What do you think should be improved by this court of law on ...? **Communication with the public?** *Open question.*

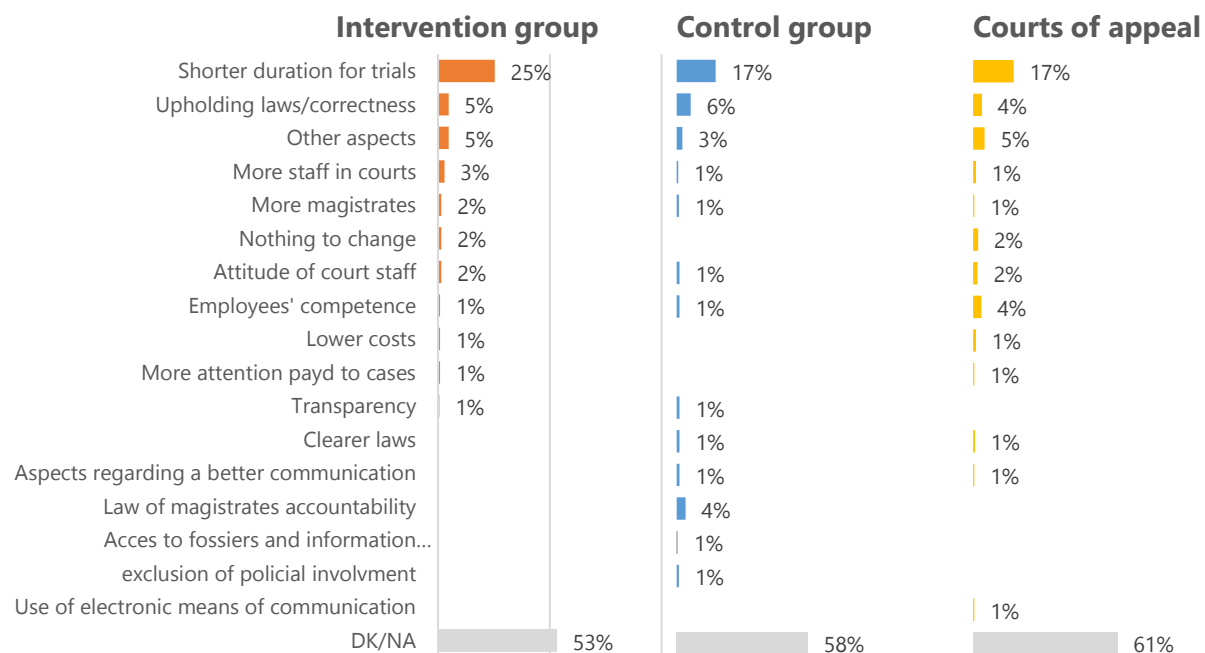


Figure 120. What do you think should be improved by this court of law on ...? **Work efficiency of the court?** *Open question.*

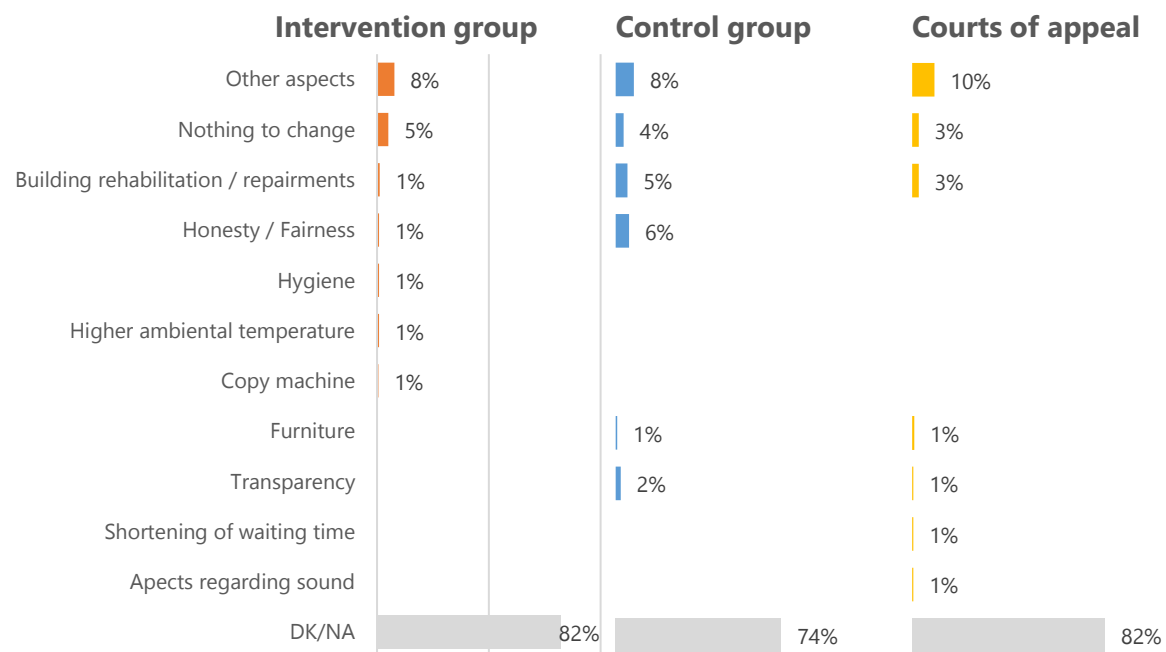


Figure 121. What do you think should be improved by this court of law on ... **The appearance of the court?** *Open question.*

Perception over personnel quality

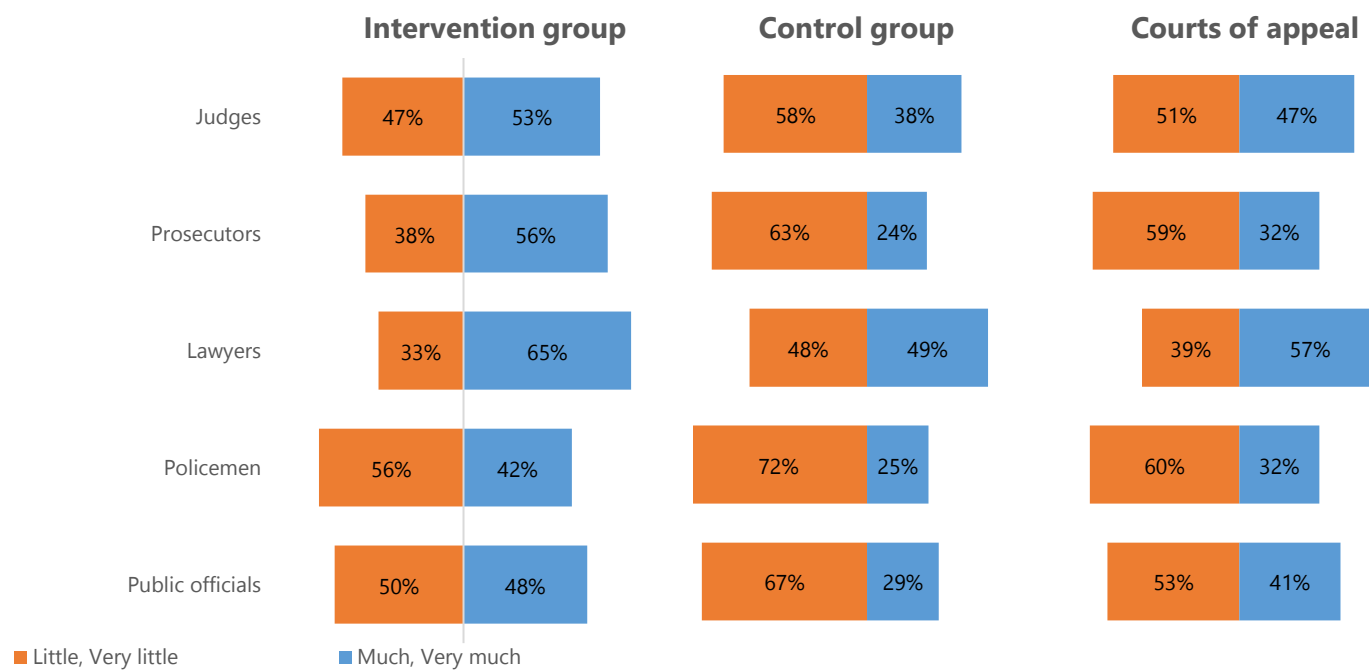


Figure 122. How much do you trust...? Difference up to 100% is made up of DK/NA.

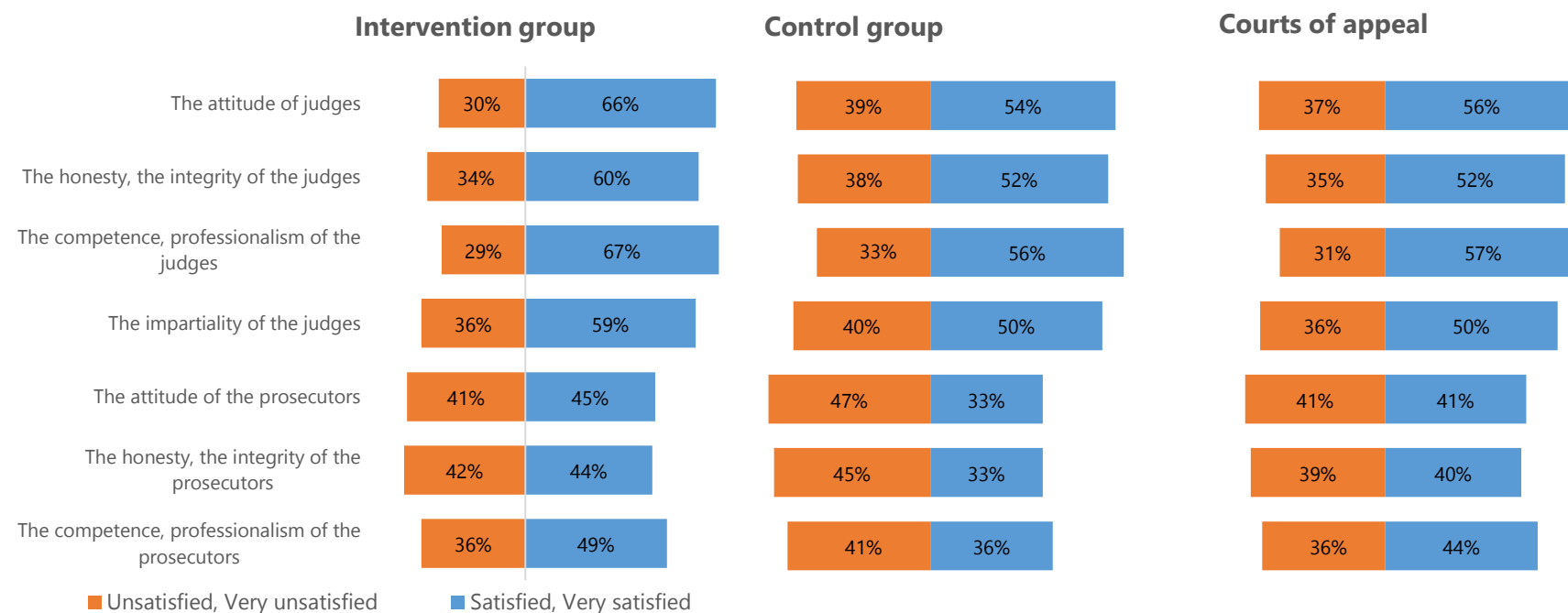


Figure 123. Thinking of judges and prosecutors from this court, how satisfied are you with the following aspects? *Difference up to 100% is made up of DK/NA*

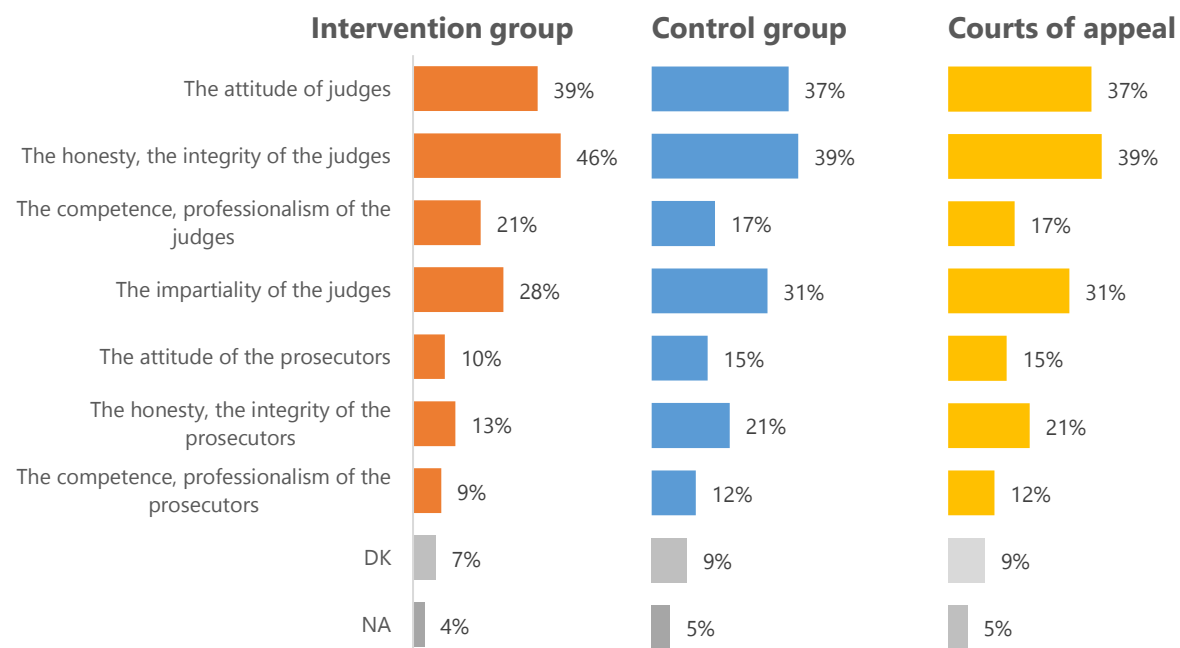


Figure 124. From all of these, which aspect do you think is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

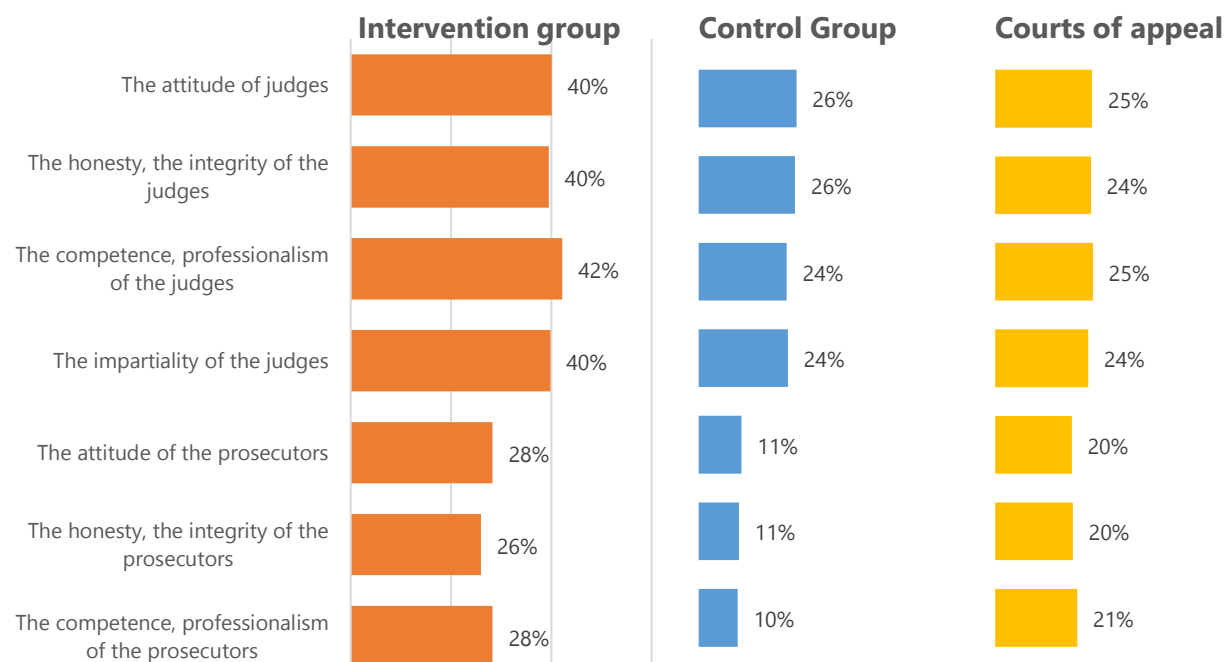


Figure 125. In the last two years, did you notice any improvement of ...?

Socio-demographic data

		Grup		
		Intervention	Control	Appeal Courts
Gender	Male	62%	61%	67%
	Female	38%	39%	33%
Age (years old)	18-30	13%	20%	15%
	31-50	43%	41%	38%
	51-70	37%	31%	35%
	Over 70	6%	8%	6%
	NA	2%	1%	6%
Which is the last graduated school level	No schooling	0%	1%	1%
	Primary school, 4 grades	2%	4%	4%
	Secondary school, 8 grades	6%	16%	12%
	Vocational school, 10 clase	19%	18%	13%
	Highschool	30%	31%	29%
	Post-highschool, technical school	6%	9%	8%
	University	36%	22%	25%
	NA	1%	1%	8%
Are you a...?	Pupil, student	2%	2%	1%
	Housewife	7%	9%	8%
	Registered or unregistered unemployed	2%	6%	8%
	Pensioner, incapacitated	24%	25%	27%
	Hired for the day, with/without contract	4%	3%	2%
	Farmer	3%	1%	2%
	Employed with contract	49%	48%	37%
	Employer with employees	2%	1%	3%
	Authorized person	4%	2%	3%
	NA	5%	3%	10%
Average monthly income	No income	0%	5%	10%
	Up to 1000 RON	14%	24%	23%
	1001 – 2000 RON	27%	43%	30%
	2001 – 3000 RON	18%	7%	15%
	3001 – 4000 RON	9%	7%	8%
	4001 – 5000 RON	5%	5%	5%
	5001 – 6000 RON	0%	0%	0%
	Peste 6000 RON	5%	7%	3%
	NA	23%	2%	8%
Is your ethnicity ...?	Romanian	91%	91%	94%
	Hungarian	5%	4%	1%
	Roma	4%	5%	4%
	Other	0%	0%	1%
	NA	0%	0%	1%
The locality where you live is a...?	Town	57%	52%	70%
	Village	43%	48%	30%
Average distance from the court, for people living elsewhere.		50 km	55 km	76 km

Table 12. Socio-demographic data, litigants – private citizens

VII. Beneficiaries of the judiciary system – juridical persons (corporate)

Narrative Report

The population of corporate beneficiaries in this survey was represented by a sample of 533 subjects, which were distributed between the three groups as follows: 172 beneficiaries in the intervention group, 161 in the control group and 200 in the group of Courts of Appeal.

Assessment of the infrastructure.

The visibility of certain elements which define the courts' infrastructure indicates a hierarchy relatively similar to that obtained in sampling the lawyers, as follows:

- **Waiting areas for the public**, quoted by 96% of the corporate beneficiaries in the intervention group, and by 92% of those in the control group.
- **Facilities for researching the archives**, quoted by 95% of the corporate beneficiaries in the intervention group, and by 94% of those in the control group.
- **The courtroom audio system**, quoted by 95% of the corporate beneficiaries in the intervention group, and by 92% of those in the control group.

Beyond the mere acknowledgement of these elements, we assessed the degrees of actual utilisation and found that here, too, the hierarchies are consistent across both groups:

- **Waiting areas for the public**, used by 89% of the corporate beneficiaries in the intervention group, and by 88% of those in the control group.
- **Facilities for researching the archives**, mentioned by 75% of the corporate beneficiaries in the intervention group, and by 78% of those in the control group.
- **The courtroom audio system**, observed by 73% of the corporate beneficiaries in the intervention group, and by 78% of those in the control group.

Upon assessing the levels of satisfaction with the main constitutive elements of court infrastructure, we determined that a majority of corporate beneficiaries have appreciated in a positive manner the situations under investigation, and expressed satisfaction with those aspects. The exception relates to the number of parking places for the public, which is rather a cause for discontent.

The most satisfying aspects quoted are indicated below:

- **Internal appearance** (97% satisfied and very satisfied), **external appearance** (97%) and **courthouse dignity** (96%) indicated by intervention group beneficiaries,
- **Internal appearance** (93%), **courthouse dignity** (91%), **external appearance** (91%) indicated by control group beneficiaries,

Lower levels of satisfaction were reported by both groups for the following items:

- **Number of parking places for the public**, (36% of the intervention group and 32% of the control group)

- **Restroom cleanliness**, (79% of the intervention group and 55% of the control group)
- **The availability of information desks, info-kiosk**, (77% of the intervention group and 81% of the control group)

As it can be seen, generally, the satisfaction of the corporate beneficiaries in the intervention group is higher than what has been expressed in the control group, for every aspect except the availability of information desks / info-kiosks. The difference between the satisfaction percentages of the two groups varies from 2% (for the parking places) to 24% (for restroom cleanliness).

The hierarchy of factors which influence the most the optimal performance of court activities does not differ from one group to the other, and is practically similar to that presented by lawyers.

- **The availability of information desks, info-kiosk** (mentioned by 34% of beneficiaries in the intervention group and by 44% of those in the control group),
- **The court room audio system** (31% - intervention group, 48% - control group),
- **The number of parking places for the public** (26% - intervention group, 24% - control group),

The cleanliness of public waiting areas, the external appearance of the courthouse or the quality of the audio system are the most frequently quoted elements described as having exhibited improvements in the course of the previous two years. The perception of improvement indicates significant differences between the two groups, with an extra amount of visibility for the beneficiaries in the intervention group, for each item. The perception gap between the two groups varies from +10% (for the perceived improvement of the facilities for **obtaining information at the info-desk/info-kiosk**) to 46% (for the perceived improvements in **courthouse dignity** and **furnishing of the public waiting areas**).

Perceptions of the administration of justice. In the opinion of the corporate beneficiaries, the most satisfying aspects relating to the administration of justice were the following:

- **Lawyers' attitude** (satisfied or very satisfied - 82% of intervention group juridical-person beneficiaries, and 76% of their counterparts in the control group)
- **Judges' treatment of beneficiaries in court** (satisfied or very satisfied - 66% of intervention group juridical-person beneficiaries, and 83% of their counterparts in the control group)
- **Lawyers' professionalism** (satisfied or very satisfied - 77% of intervention group juridical-person beneficiaries, and 73% of their counterparts in the control group).

The differences in the percentages of satisfied respondents most often indicate superior levels of satisfaction among the control group.

The hierarchy of the most important aspects required to ensure optimal performance of court activities is rather similar for the two groups of corporate beneficiaries; the difference is made by their respective choices for the second place:

- **Judges' treatment of beneficiaries in court** (considered important by 50% of intervention group beneficiaries, and by 64% of their control group counterparts)
- **Time to case disposition** (considered important by 44% of intervention group beneficiaries, and by 41% of their control group counterparts)
- **Prosecutors' treatment of beneficiaries in court** (considered important by 28% of intervention group beneficiaries, and by 47% of their control group counterparts)

The visibility of improvements in the said aspects, throughout the previous two years, indicates the fact that the **judges' treatments of beneficiaries in court, together with all the attributes of the lawyers**, are most frequently seen as improved. We are also witnessing a perceptual disconnect: the difference in visibility between the intervention group and the control group is most often in favour of the intervention group, except for the costs incurred to resolution (a gap of 9 percentage points in favour of the control group).

The history and costs of litigation.

Classified on the basis of the status of the case in which they are involved, the corporate beneficiaries are distributed as follows: 20% of those in the intervention group, respectively 22% of those in the control group, were awarded favourable dispositions; 10% of those in the intervention group and respectively 19% of those in the control group were given unfavourable dispositions; and 65% in the intervention group, respectively 56% in the control group are expecting the disposition to their cases.

On average, the beneficiaries in the intervention group had to attend the court (tribunal/district) for 36 days, as compared to 20 days for the control group. On average, all the beneficiaries spent 3 hours per court attendance. The total costs, excluding the lawyers' fees, amounted to 1039 lei on average for the intervention group, and 875 lei for the control group. This translates into average costs per day that are 33% lower in the intervention group.

Involvement in litigation at the level of the court under assessment is relatively similar for both groups, and on average, takes longer than for individual beneficiaries. In the last three years, 52% of the respondents in the intervention group were party to a lawsuit; for the control group, the percentage is 45%. Therefore, the number of court attendances for 15% of the beneficiaries in the intervention group, respectively 18% of those in the control group, is 1-2. 35% of those in the intervention group attended court proceedings in 3 to 4 occasions (22% for the control group). 48% (intervention group), and 53% (control group) attended the court in at least occasions.

Complaints. 15% of the juridical person beneficiaries in the intervention group and 7% of those in the control group intended to file a complaint regarding one particular aspect or situation they encountered in court. The main reasons for this were the **manner in which the lawsuit was adjudicated** (44% of the intervention group and 64% of the control group); the **time to case disposition** (28% of the intervention group and 27% of the control group); or the **attitude of the courts' employees** (24% of the intervention group and 36% of the control group).

Of those who mentioned the above-quoted reasons, 100% in the intervention group and 67% in the control group filed complaints regarding the documents required of them in court, 100% in the intervention group and 33% in the control group filed complaints regarding the time to disposition.

In the intervention group courts, the complaint resolution rate was 71%, versus 43% in the control group. The percentage of complaints resolved in favour of the petitioner was 18% in the intervention group, and 29% in the control group.

For those who did not submit a complaint, although they intended to do so, the reasons were as follows:

- Not expecting any actual results (77% of the intervention group and 67% of the control group)
- The risk of jeopardizing their relationship with the court (17% of the control group)

What can be done to improve the **communication with the beneficiaries**? Beyond the diversity of responses to this question, we identify the same three basic dimensions, as found with individual beneficiaries:

- Honesty and fairness
- Improving the staff attitude and professionalism
- Setting up information facilities (info-desks, info-kiosk)

To increase the **efficiency of court activities**, the corporate beneficiaries, in the same vein as the private beneficiaries, suggest the following:

- Honesty and fairness
- Improving the staff attitude and professionalism
- Setting up information facilities (info-desks, info-kiosk)

Regarding the **appearance of the courthouse**, the suggestions point to:

- Renovating the exterior of the courthouse,
- More honesty and integrity

Perception of staff quality.

The expression of confidence in the main actors of the courts (judges, prosecutors and lawyers) indicates positive values of high or very high confidence, as opposed to little or very little confidence. The beneficiaries rated mostly as positive all the

aspects/attributes applicable to the judges and the prosecutors which were presented to them (attitude, honesty, professionalism). Same as for individual beneficiaries, we notice the high rate of non-answer with regard to prosecutors, especially in the control group, which can be explained by a lack of direct interaction with this professional category, but also via auto-censorship. The differences between the two groups appear especially in relation to the higher percentage of satisfied respondents in the intervention group, for all items under investigation.

Infrastructure evaluation

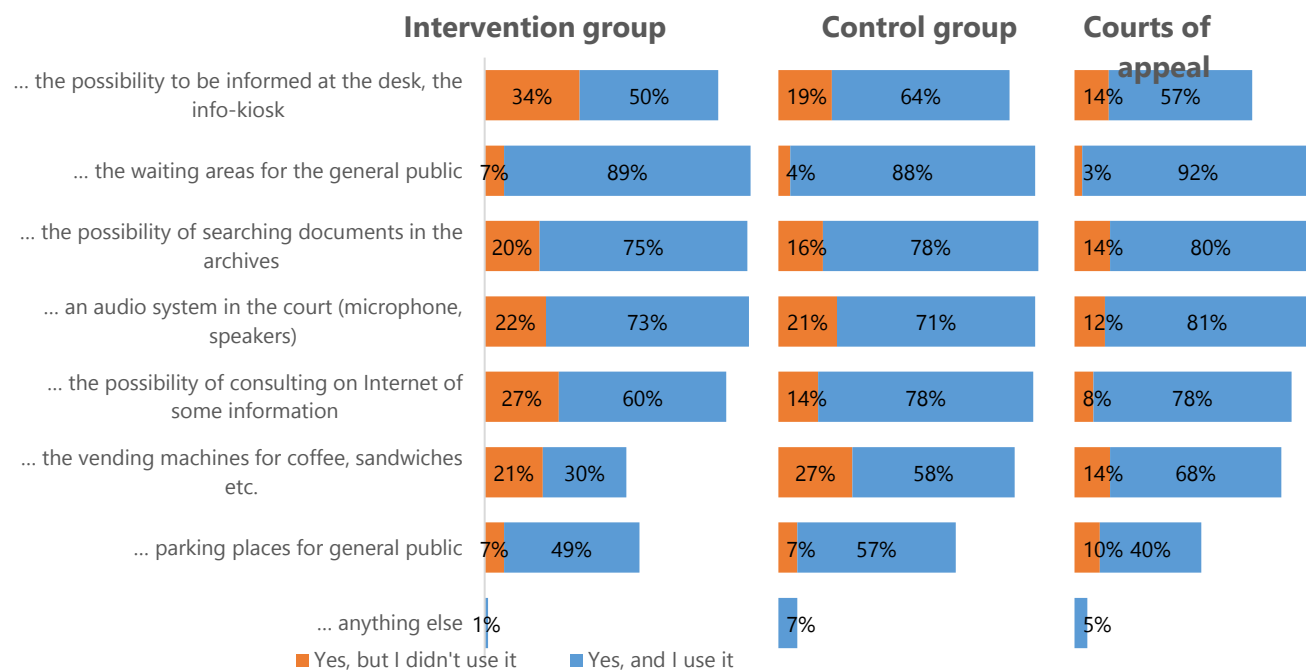


Figure 126. Regarding this court of law, did you notice ...? The rest up to 100% is *Diferența până la 100% is made up of "I didn't notice" și DK/NA.*

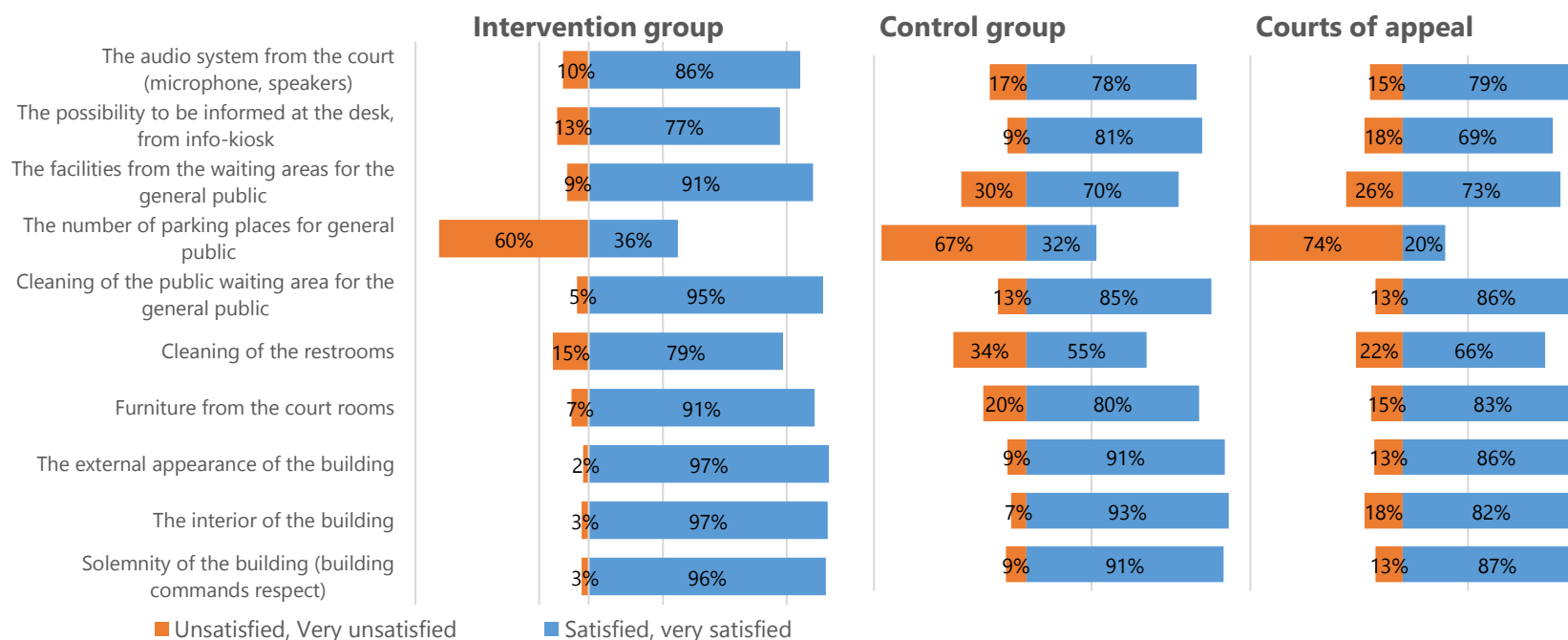


Figure 127. Regarding this court of law, how satisfied are you with the following aspects? The rest up to 100% is made up of DK/NA.

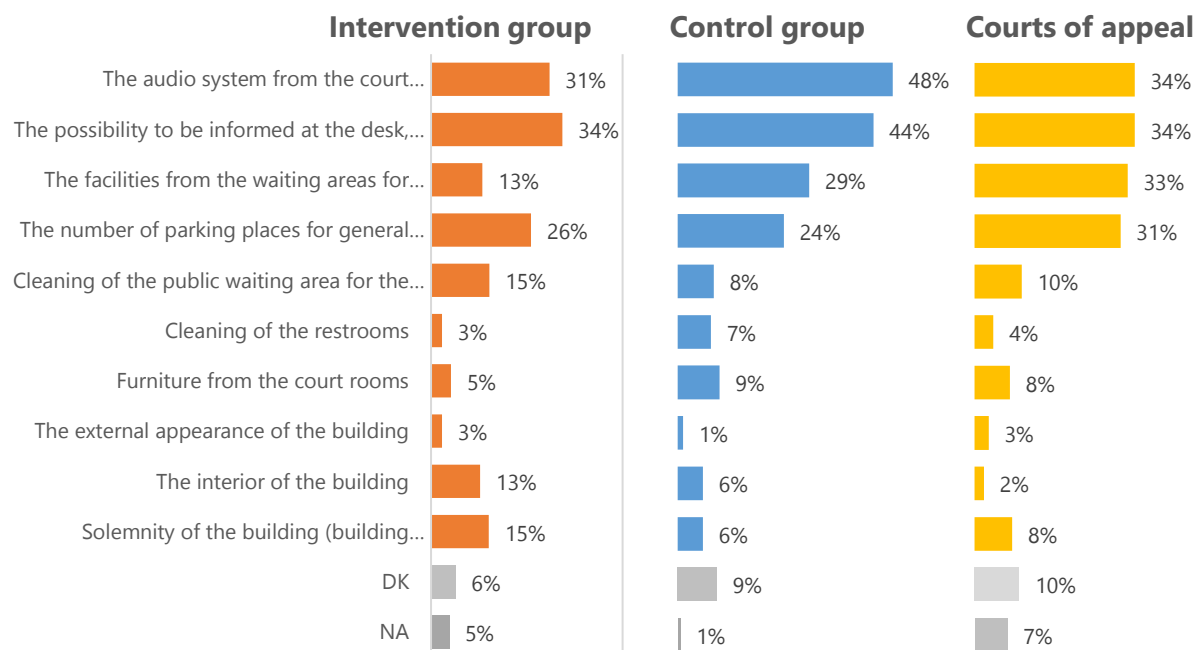


Figure 128. From all of these, which aspect do you think it is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

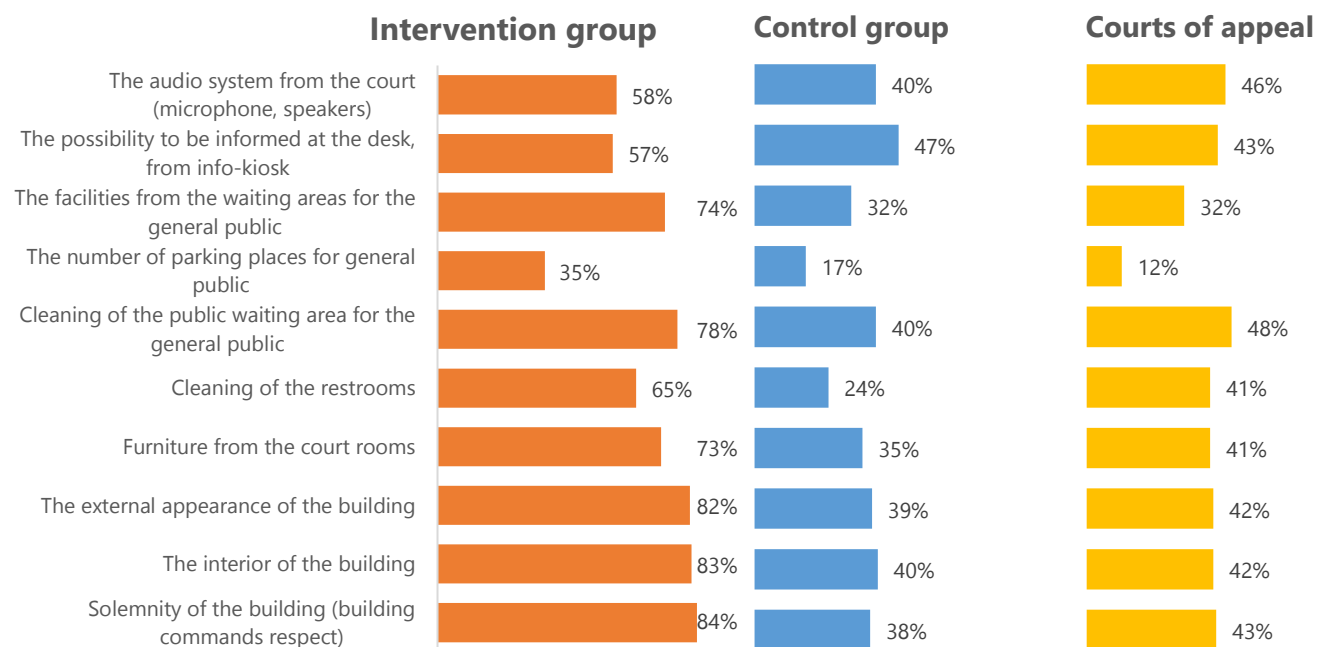


Figure 129. In the last two years, did you notice any improvement of ...?

Perception over the act of justice

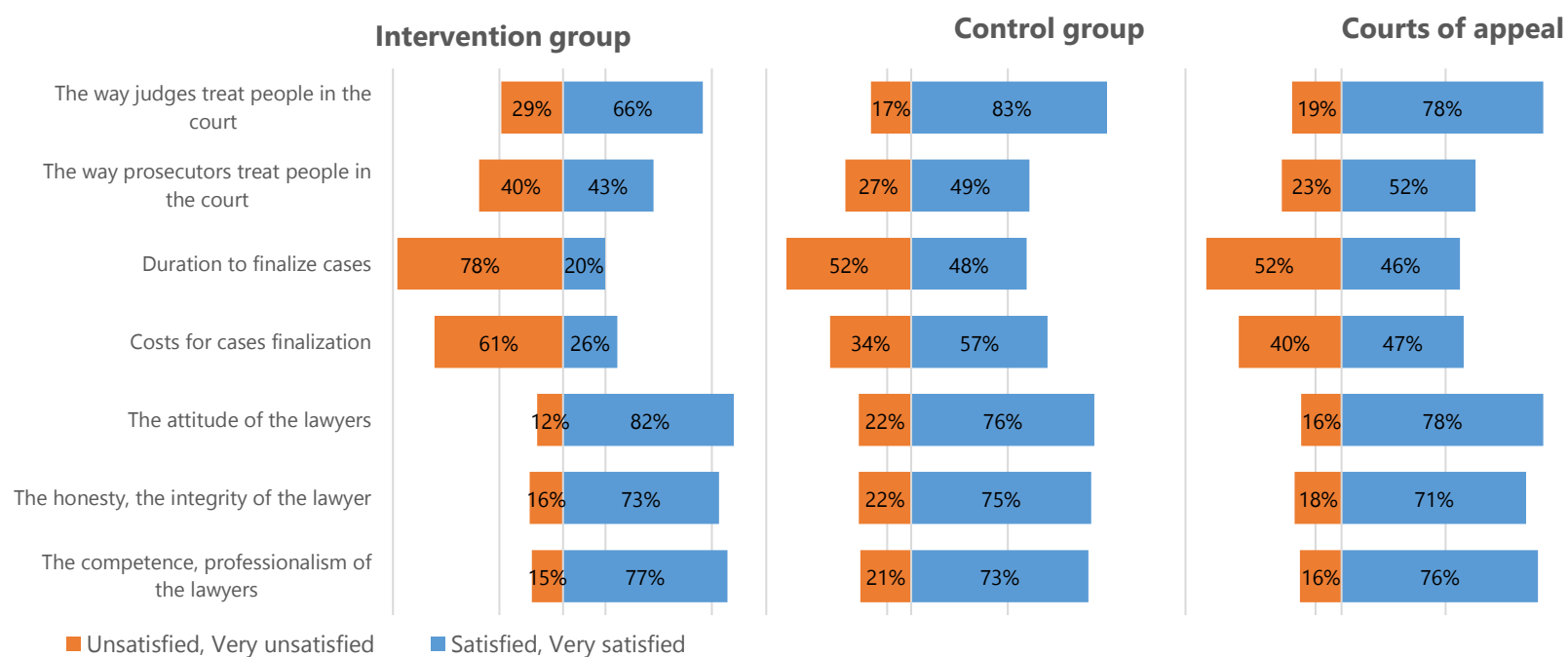


Figure 130. Thinking of this court of law, how satisfied are you with the following aspects? The rest up to 100% is made up of DK/NA.

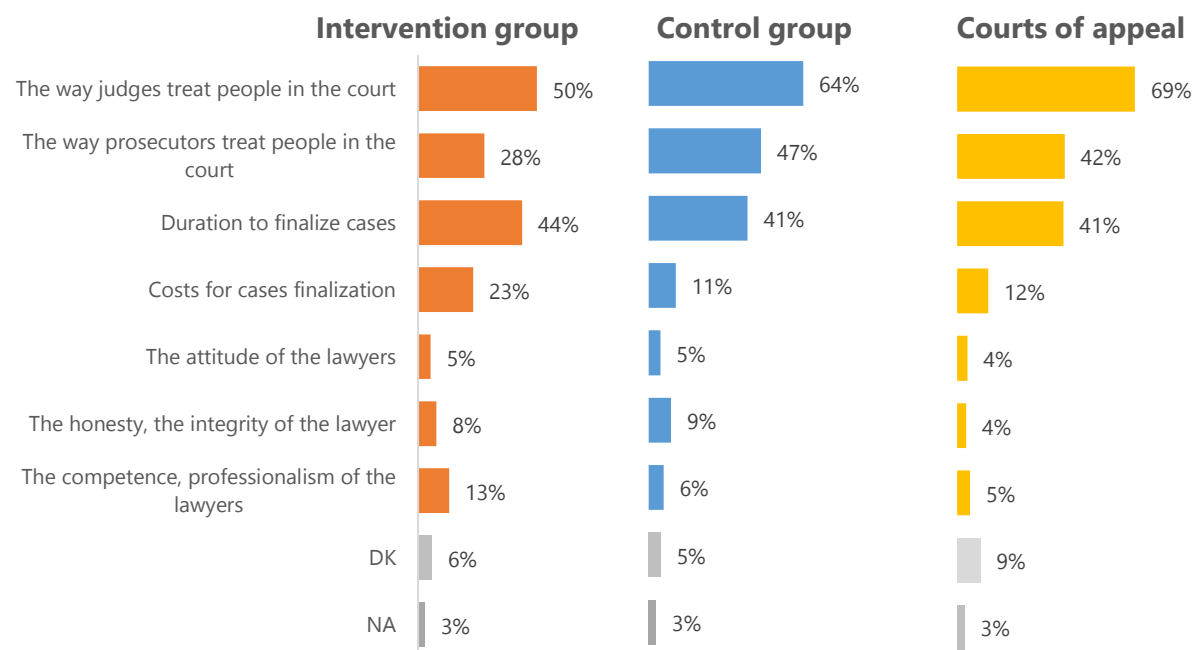


Figure 131. From all of these, which aspect do you think is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

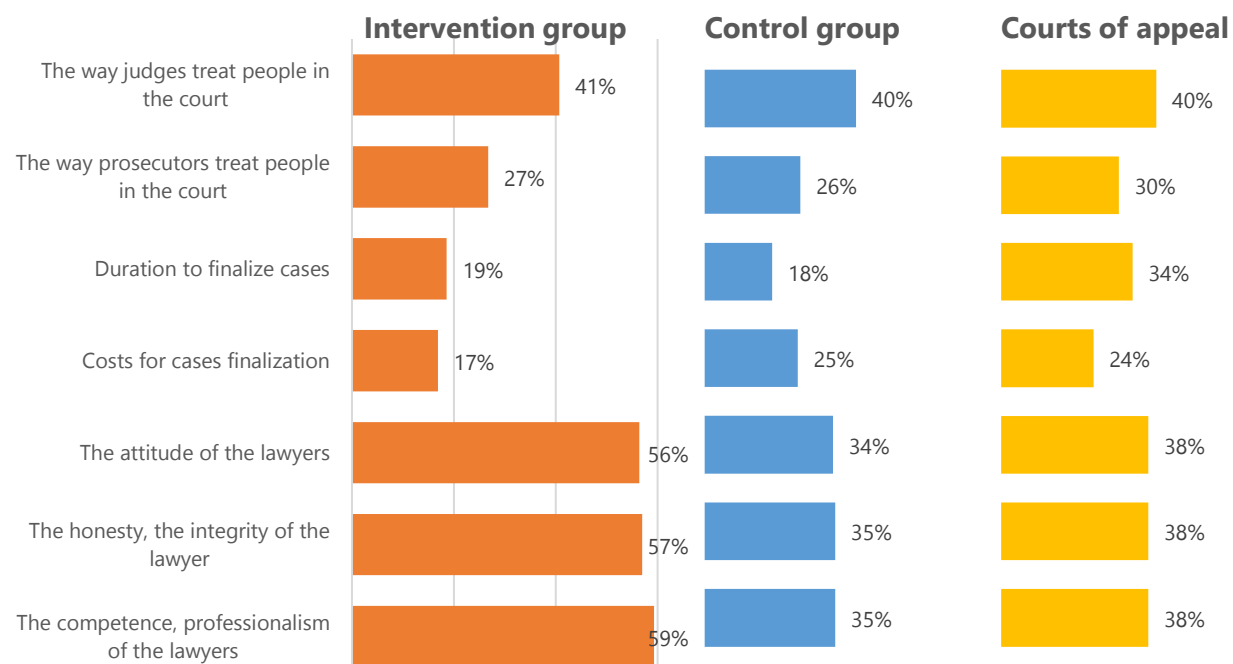
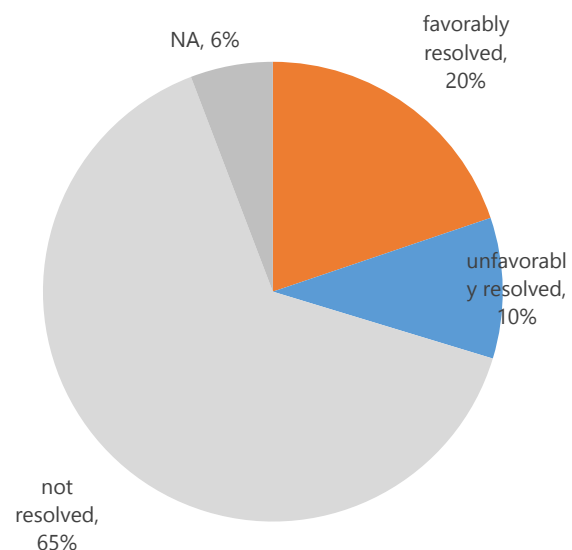


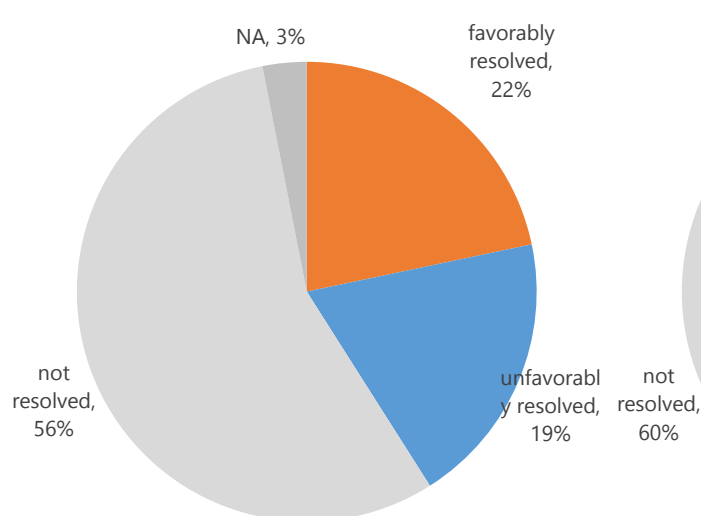
Figure 132. In the last two years, did you notice any improvement of ...?

History of access and costs

Intervention group



Control group



Courts of appeal

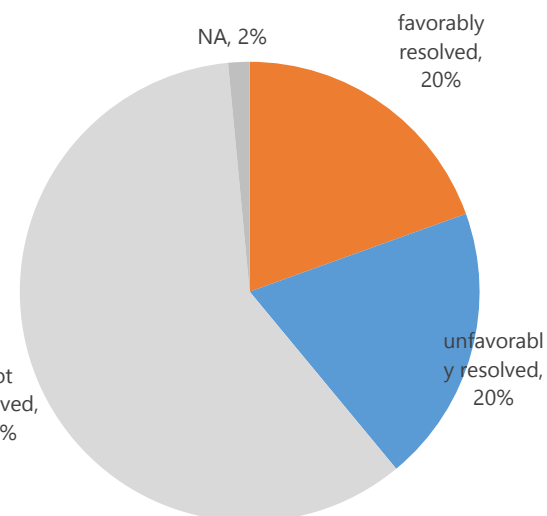


Figure 133. Regarding the trial in which you are involved now ...?

	Group		
	Intervention	Control	Appeal Courts
In how many days you had to go to the court?	Average 36 days	Average 20 days	Average 13 days
Approximately how many hours, average, did you spent visiting the court?	3 h	3 h	3 h
So far in this trial, what was approximately the total cost paid by you (the commencement of the action, transport costs, copying etc.), taking out the cost of lawyers?	1039 RON	875 RON	1241 RON
Cost/day	30 RON / day	45 RON / day	95 RON / day

Table 13. Dacă vă referiți doar la procesul în care sunteți parte în prezent...?

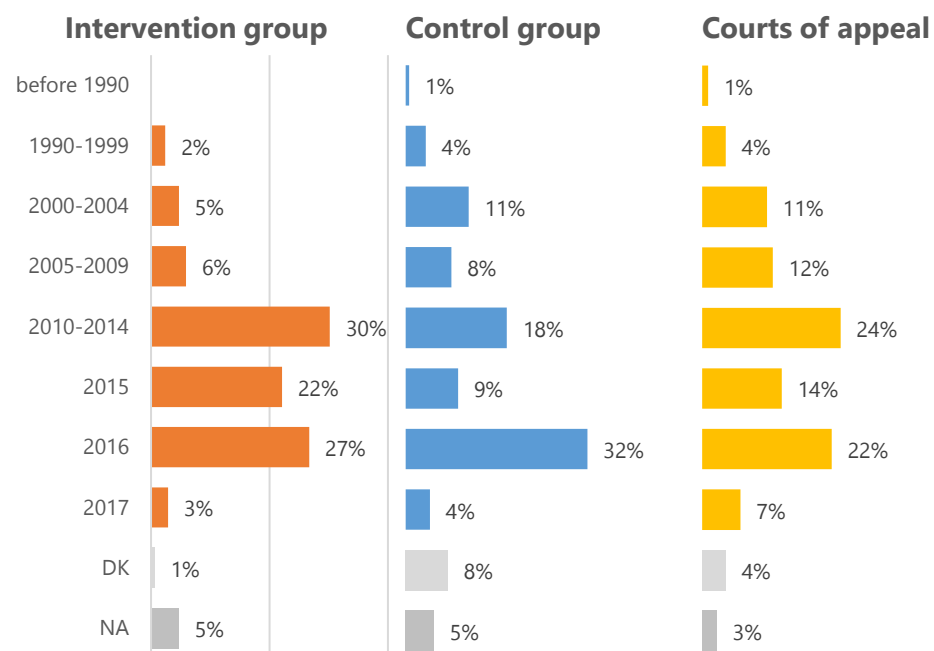
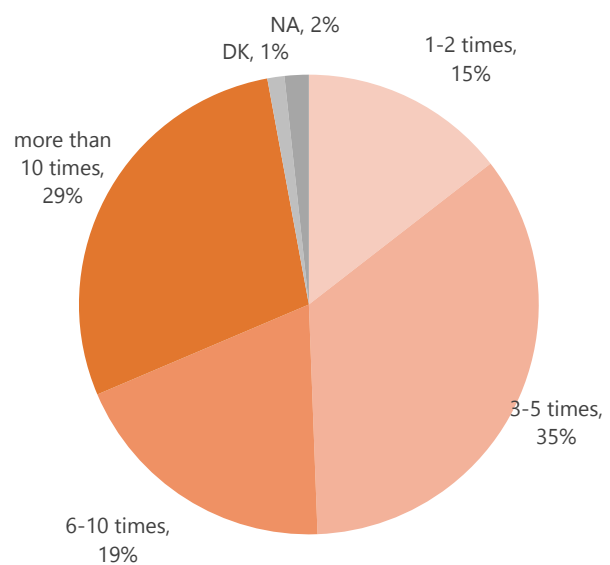
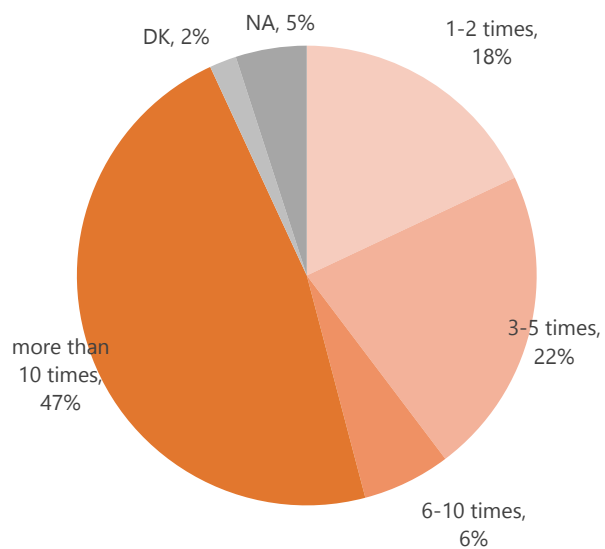


Figure 134. When have you been involved for the first time in a trial in this court?

Intervention group



Control group



Courts of appeal

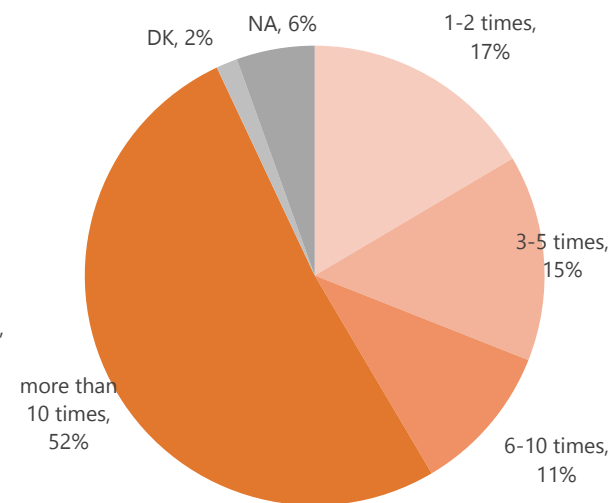
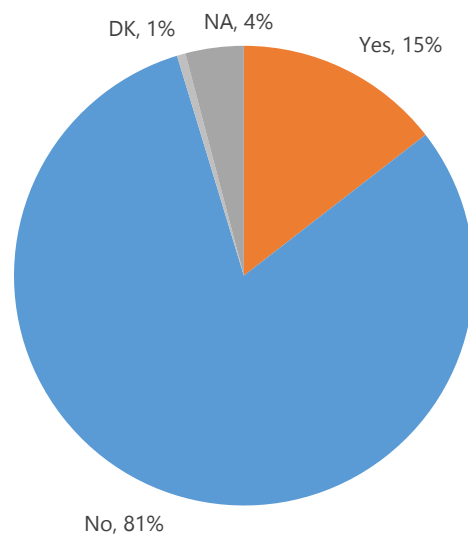


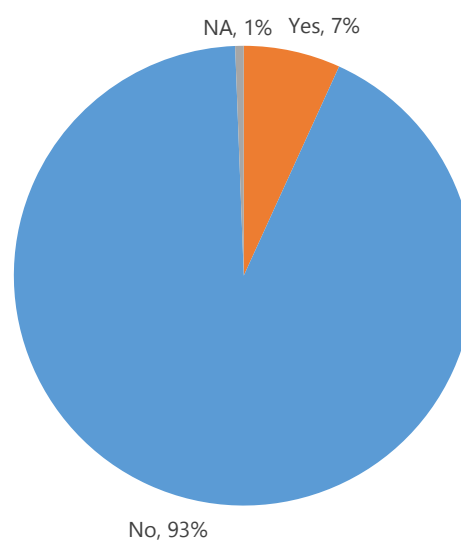
Figure 135. Approximately how many times did you visit this court?

Grievances and complaints

Intervention group



Control group



Courts of appeal

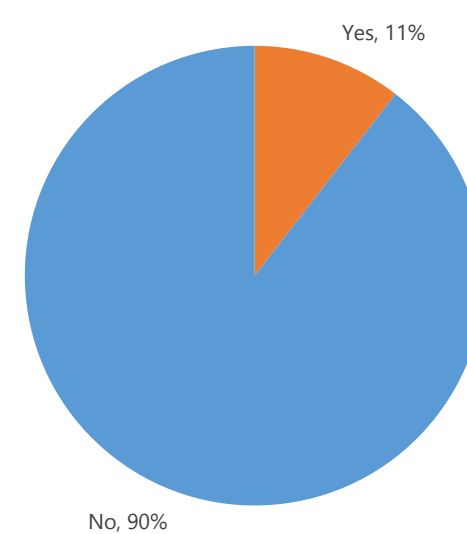


Figure 136. Have you ever wanted to file a grievance or complaint about any aspect or condition of this court of law?

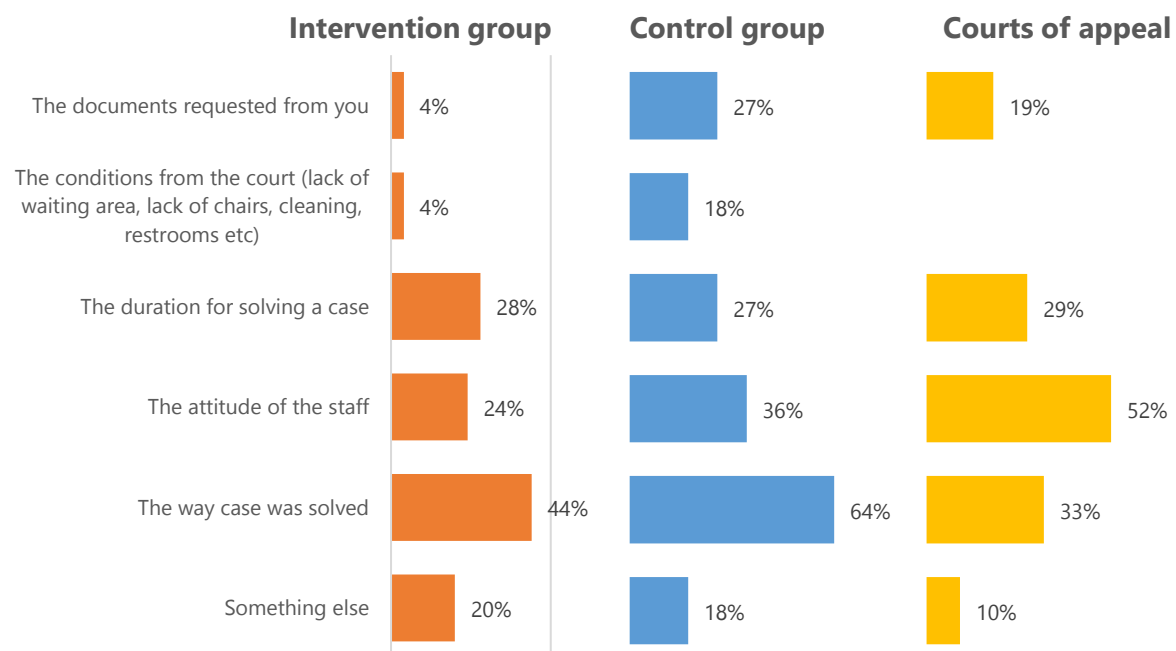


Figure 137. *If the respondent wanted to file a complaint of grievance. What this grievance or complaint was about? Multiple answer.*

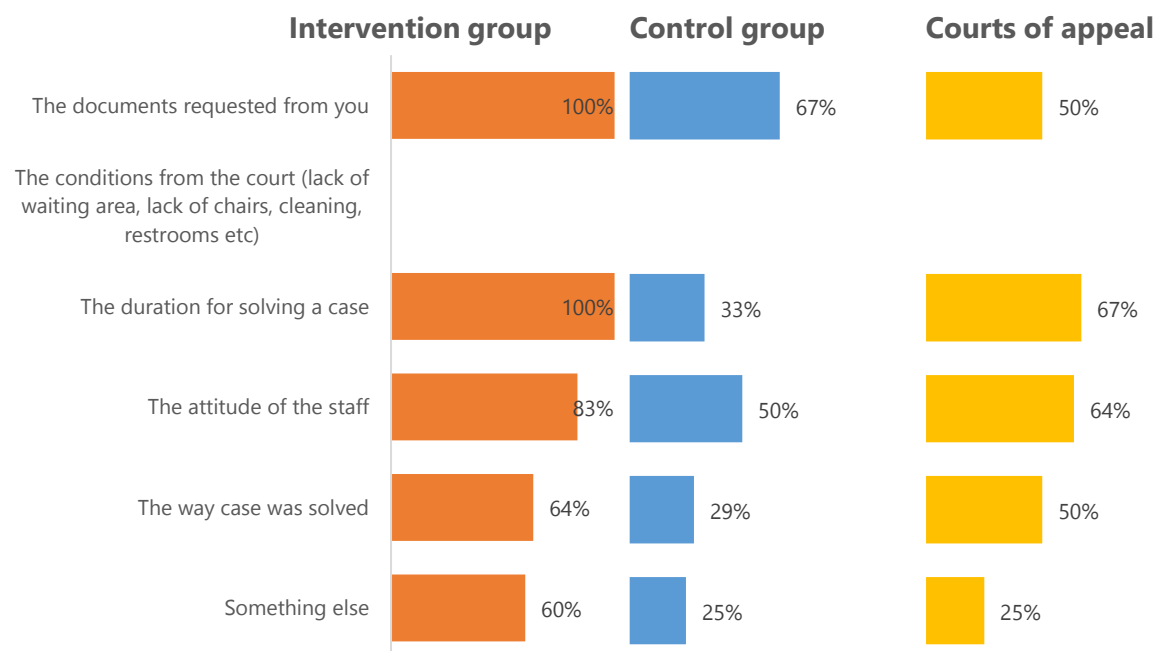
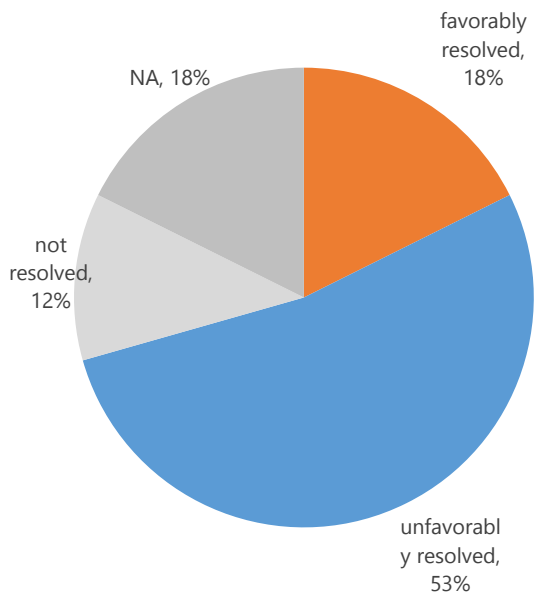
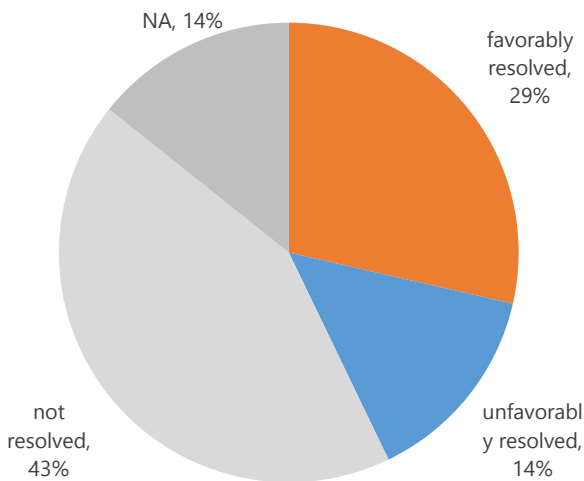


Figure 138. *If the respondent wanted to file a complaint of grievance. Eventually you filed the grievance or complaint on this issue? Percentage of "yes".*

Intervention group



Control group



Courts of appeal

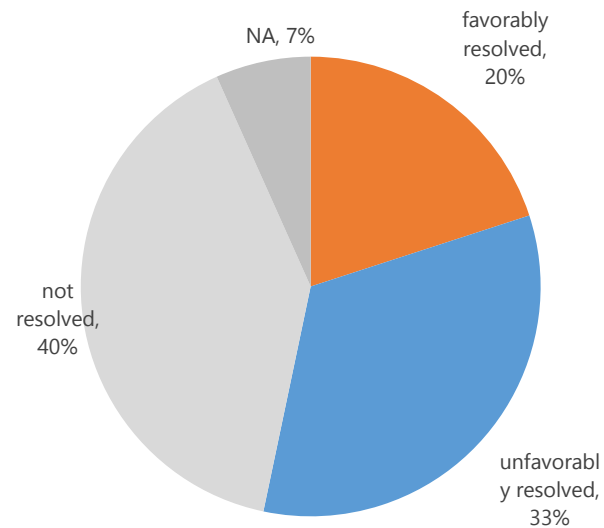
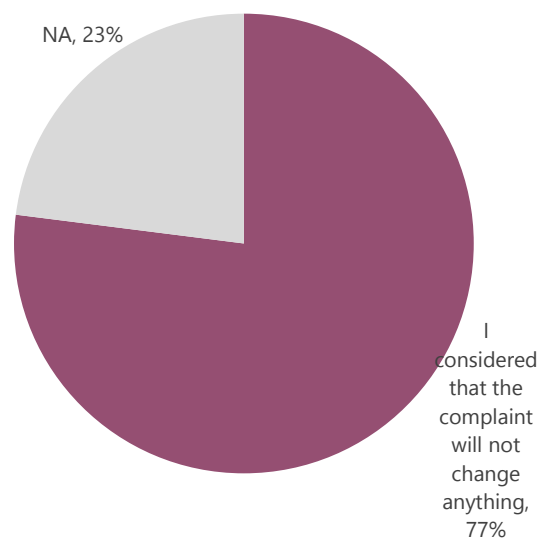
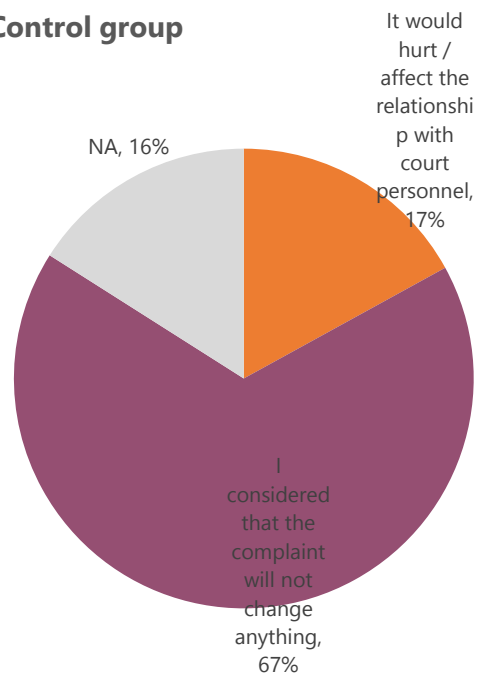


Figure 139. *If a complaint or grievance was filed. Your grievance or complaint was ...?*

Intervention group



Control group



Courts of appeal

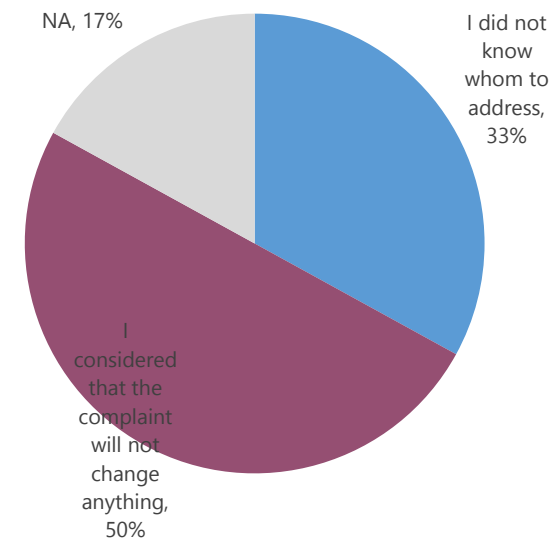


Figure 140. *If the complaint hasn't been filed. Why you have not filed a grievance or complaint?*

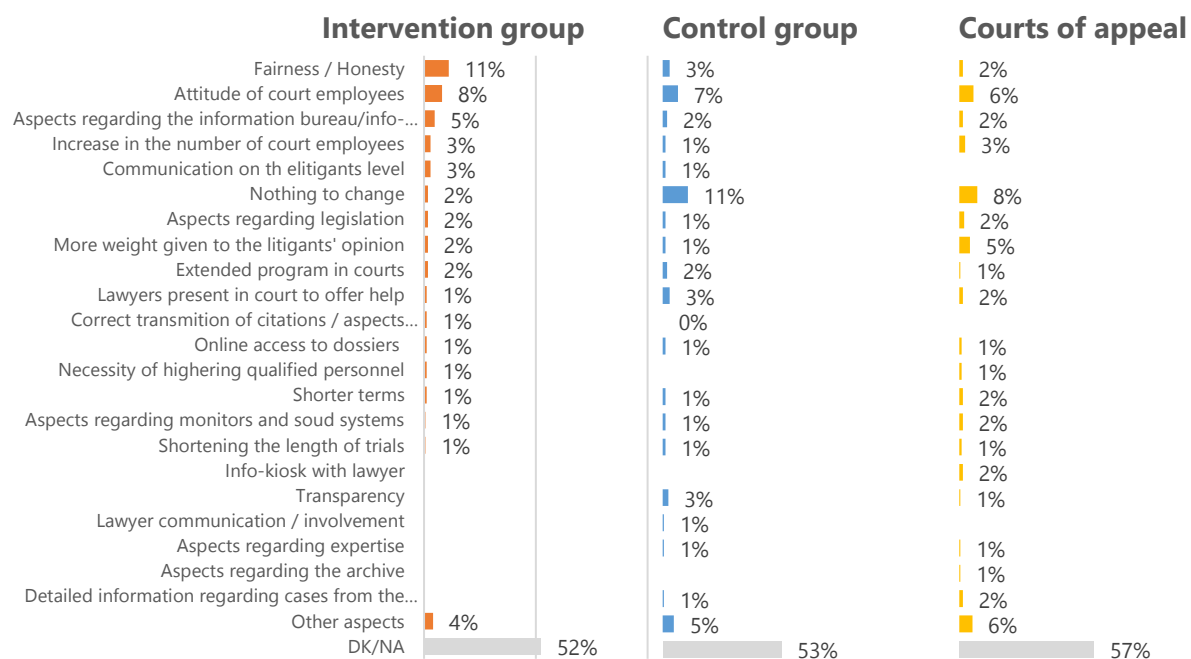


Figure 141. What do you think should be improved by this court of law on ...? **Communication with the public?** *Open question.*

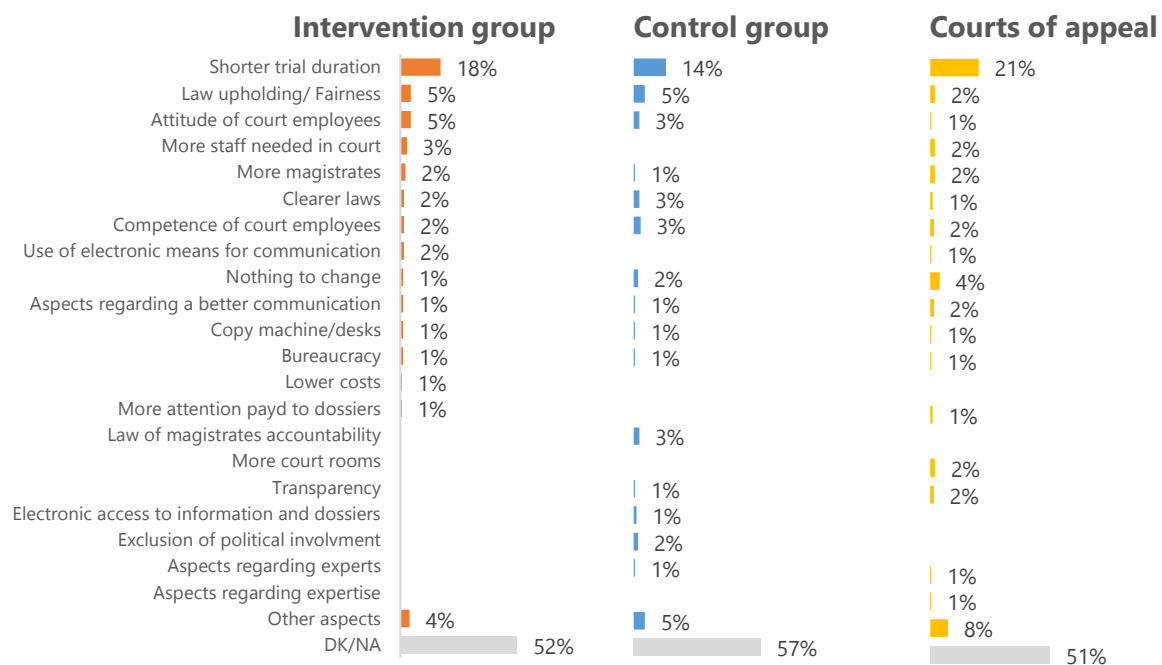


Figure 142. What do you think should be improved by this court of law on ...? **Work efficiency of the court?** *Open question.*

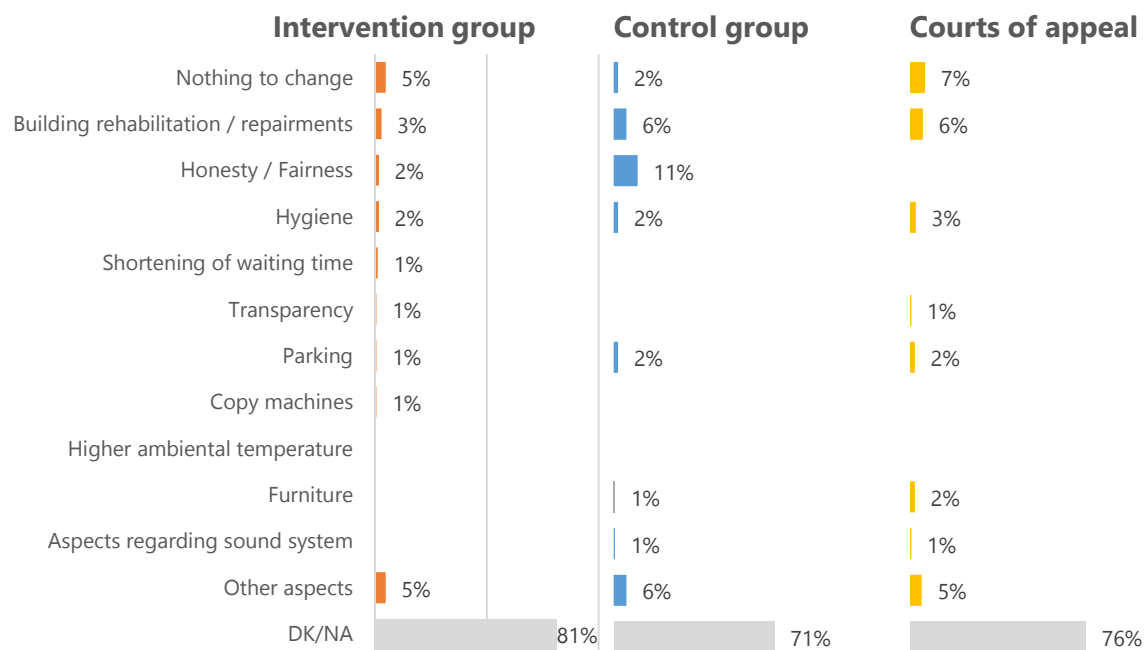


Figure 143. What do you think should be improved by this court of law on ... **The appearance of the court?** *Open question.*

Perception over personnel quality

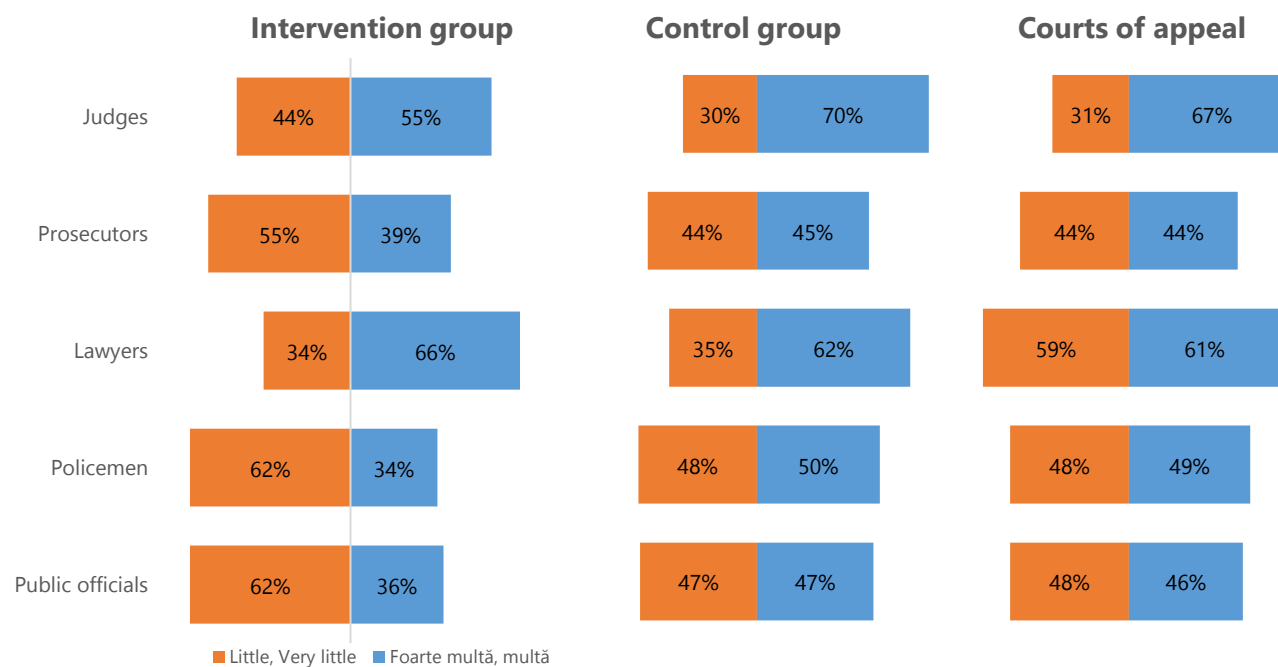


Figure 144. How much do you trust...? Difference up to 100% is made up of DK/NA.

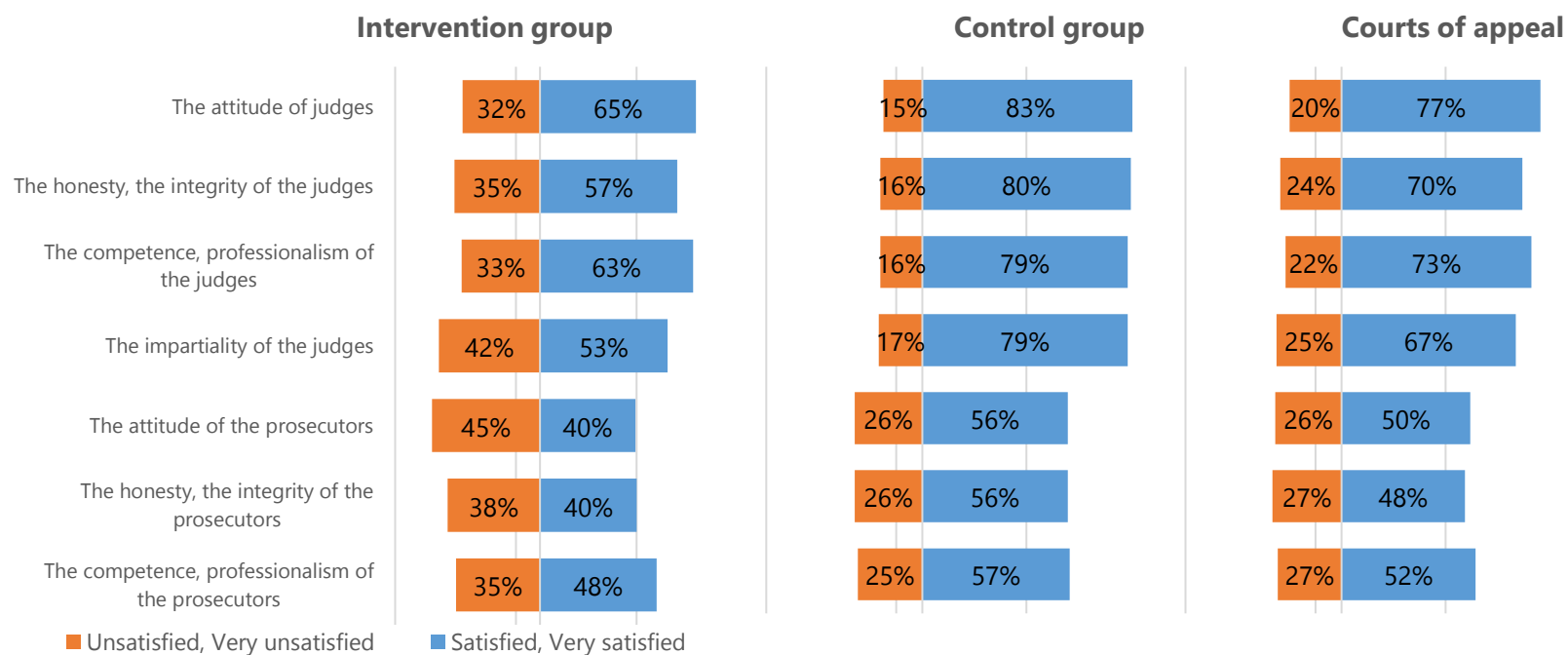


Figure 145. Thinking of judges and prosecutors from this court, how satisfied are you with the following aspects? *Difference up to 100% is made up of DK/NA.*

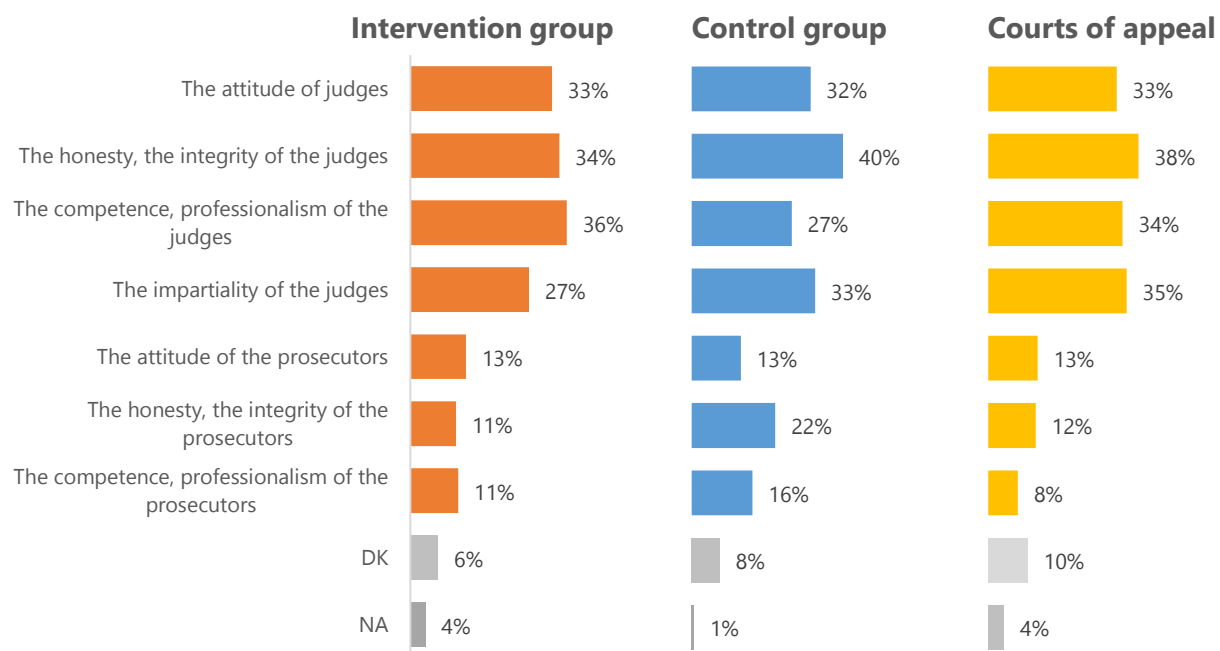


Figure 146. From all of these, which aspect do you think is most important for the effective exercise of the court? And the second one? *Cumulated percent out of two answers, the sum may go over 100%.*

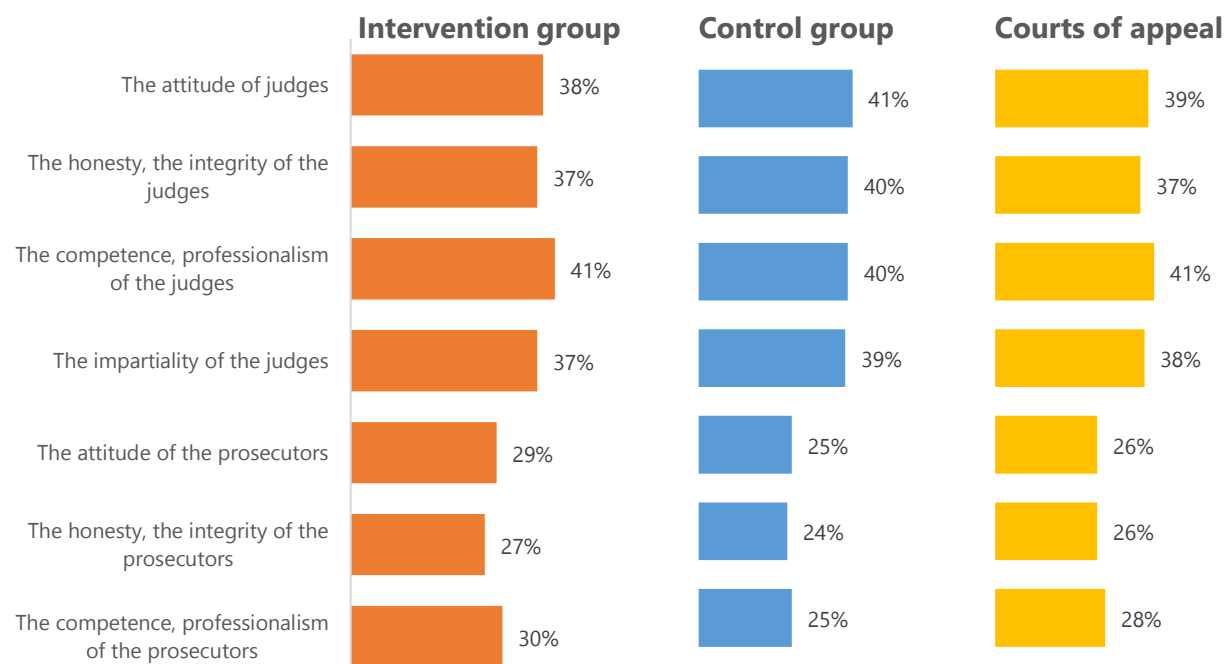


Figure 147. In the last two years, did you notice any improvement of ...?

Date socio-demografice

		Group		
		Intervention	Control	Appeal Courts
Gender	Male	55%	48%	57%
	Female	45%	52%	44%
Age (years old)	18-30	15%	8%	9%
	31-50	55%	63%	63%
	51-70	28%	27%	25%
	Over 70	1%	1%	3%
	NA	2%	1%	2%
Which is the last graduated school level?	Highschool	12%	21%	16%
	Post-highschool, technical school	4%	7%	7%
	University	83%	71%	76%
	NA	1%	1%	2%
Are you a...?	Pupil, student	1%	1%	0%
	Housewife		1%	1%
	Registered or unregistered unemployed	1%	1%	1%
	Pensioner, incapacitated	3%	9%	8%
	Hired for the day, or without contract	3%	1%	0%
	Employed with contract	30%	54%	66%
	Employer with employees	45%	16%	14%
	NA	14%	14%	6%
Average monthly income	Up to 1000 RON	21%	4%	5%
	1001 – 2000 RON	14%	18%	20%
	2001 – 3000 RON	14%	21%	20%
	3001 – 4000 RON	14%	11%	5%
	4001 – 5000 RON	7%	4%	5%
	5001 – 6000 RON	7%	1%	1%
	Over 7000 RON	7%	18%	20%
	DK/NA	14%	21%	25%
Is your ethnicity ...?	Romanian	94%	98%	99%
	Hungarian	4%	2%	1%
	Roma	1%		
	Other	1%		
The locality where you live is a...?	Town	88%	62%	78%
	Village	12%	38%	23%
Average distance from the court, for people living elsewhere.		61 km	60 km	100 km

Table 14.Socio-demographic data, litigants – legal entities representatives

Assessing the impact of the project: Justice Reform in Romania

In order to measure the impact of the project in the designated courts, we quantified the main directions which were subject to change (including investments, renovations, improvements, practices or opinions). Therefore, we propose a set of basic dimensions for court attendees, ranging from the various categories of law professionals to the beneficiaries of the act of justice:

- | | |
|---|------------------------------------|
| 1. Assessment of the infrastructure | 5. Professional training |
| 2. Perceptions of staff | 6. Adoption of new technologies |
| 3. Perceptions on the administration of justice | 7. History and costs of litigation |
| 4. Work loads | 8. Complaints |

Themes 1-3 were submitted to all categories of population; themes 4-6 were submitted exclusively to law professionals (judges, prosecutors, clerks and lawyers); themes 7 and 8 were submitted exclusively to beneficiaries.

We further compared a series of items measured by the interim assessment (2014) and by the Baseline Survey which was undertaken in 2008, against the data resulting from the control group, in order to highlight as well the structural changes in the judiciary system, independently from the impact of the project, and to compare the two sets.

The following tables illustrate the data in two distinctive manners:

- Comparative, (V_I vs. V_C) or (V_I vs. V_C vs. V_B), where V_I represents the values for the intervention group, V_C – the values for the control group, and V_B , the values of the Baseline Survey, in order to also capture the changes occurring since the start of the project,
- As variance, $\Delta_{I/C} = V_I - V_C$, where V_I represents the values for the intervention group, V_C – the values for the control group, in order to capture and illustrate the effects of the intervention, based on the premise that for both groups (intervention and control), the impact of exogenous factors was similar.

To facilitate reading, $\Delta_{I/C}$ was highlighted in red if it represents a significant positive value, and in blue, if it represents a significant negative value. The baseline for establishing these limits is set by the maximum margins of error for the sub-samples included in the survey:

Estimated maximum margins of error*:

- Judges: **+/- 5%**
- Prosecutors: **+/- 6%**
- Court clerks: **+/- 10%**
- Lawyers, counsellors: **+/- 5%**
- Beneficiaries, natural persons: **+/- 3%**

- Beneficiaries, juridical persons: **+/- 5%**

* the values are calculated for a confidence threshold of +/- 95%, adjusted for the size of the respective population, rounded to the nearest integer.

Assessment of court infrastructure

Concerning the **assessment of the courts' infrastructure**, the data collected at the court level via the data collection sheets indicate that, during approximately 10 years, the percentage of courts requiring capital repairs has dropped more than threefold, for those courts included in the project, whereas for the others, the reduction was only of 10%. Regarding the useable surface areas, the differences against the 2014 data is caused by the variations in the sample structure – linked to a larger percentage of Courts of appeal. Nevertheless, the courts in the intervention group do have larger areas for the courtrooms, for the public waiting areas and for the offices. The number of restrooms is 5 times as large, the overall number of parking places is 3 times as large, and the number of parking places for the public is 5 times as large. As compared to 2014, the evolution of the courts which were not included in the project was also positive, yet the growth rate is much slower.

	2016		2014		2008
	Intervention	Control	Intervention	Control	Baseline Survey
Percentage of institutions in need of capital repairs	20%	63%	40%	70%	71%
Number of courtrooms (average)	7	6	3	4	4
Total useable surface area (offices, court rooms, archives etc.) (average)	5509 m ²	4223 m ²	3040 m ²	2500 m ²	
Of which, total area of the court rooms (average)	679 m ²	503 m ²	270 m ²	270 m ²	
Of which, public waiting areas (average area)	769 m ²	208 m ²	200 m ²	170 m ²	
Of which, office space (average area)	2571 m ²	1668 m ²	550 m ²	460 m ²	
Of which, archive facilities (average area)	661 m ²	349 m ²	140 m ²	110 m ²	
Number of restrooms for the public (average)	5	1	4	1	
Total number of parking places (average)	39	11	19	8	
Of which, parking places for the public (average)	17	3	9	3	

In a majority of the situations referenced below, the satisfaction with the infrastructure is significantly higher for the intervention group, than for the control group. Basically, as compared to the survey conducted in 2014, we can identify several more situations where the difference between the percentages of those who are satisfied bear statistical significance, and all these differences are in favour of the respondents from the intervention group. We also notice a somewhat less pronounced segregation of opinions in the ranks of prosecutors; here, although the satisfaction levels are higher in the intervention group, the perception of improvements is clearer in the control group.

Dimension	Indicator	$\Delta_{I/C}$					
		Judges	Prosecutors	Clerks	Lawyers	Beneficiaries NP	Beneficiaries JP
Satisfaction with court infrastructure (% satisfied and very satisfied)	Furnishing of public waiting areas	12%	8%	13%	33%	11%	9%
	Furnishing of staff offices	19%	14%	27%	-	-	-
	Number of parking places for the employees	34%	21%	32%	-	-	-
	Number of parking places for the public	24%	28%	23%	19%	19%	21%
	Cleanliness of public waiting areas	3%	1%	0%	21%	7%	10%
	Restroom cleanliness	6%	28%	7%	24%	18%	19%
	Security and alarm systems	14%	-	9%	-	-	-
	Fire extinguishing system	12%	-	12%	-	-	-
	Useable surface area (offices, courtrooms, archives etc)	35%	13%	34%	-	-	-
	Number of courtrooms	26%	1%	13%	-	-	-
	Courtroom furniture	8%	9%	7%	20%	13%	11%
	Courtroom audio system (microphone, speakers, recording)	0%	12%	11%	-1%	14%	0%
	Courthouse exterior appearance	13%	3%	6%	8%	9%	9%
	Courthouse interior appearance	13%	6%	13%	12%	10%	11%
	Courthouse dignity	6%	10%	10%	11%	10%	8%
Perceptions on the improvement of court infrastructure (% yes)	The availability of information desks, info-kiosk	-	-	-	14%	14%	8%
	Furnishing of public waiting areas	48%	30%	26%	47%	19%	11%
	Furnishing of staff offices	31%	19%	23%			
	Number of parking places for the employees	41%	26%	36%			
	Number of parking places for the public	39%	30%	24%	29%	31%	41%
	Cleanliness of public waiting areas	28%	31%	15%	32%	27%	33%
	Restroom cleanliness	24%	31%	15%	30%	26%	30%
	Security and alarm systems	39%		12%			
	Fire extinguishing system	35%		2%			
	Useable surface area (offices, courtrooms, archives etc)	43%	25%	40%			
	Number of courtrooms	44%	29%	30%			
	Courtroom furniture	42%	30%	42%	37%	30%	33%
	Courtroom audio system (microphone, speakers, recording)	28%	19%	10%	18%	20%	20%
	Courthouse exterior appearance	45%	26%	26%	42%	41%	40%
	Courthouse interior appearance	43%	27%	29%	41%	39%	40%
	Courthouse dignity	51%	29%	29%	41%	41%	41%
Perceptions on adequacy of compartmentalisation	The availability of information desks, info-kiosk				21%	21%	14%
	Adequate	18%	9%	11%			
	Partially adequate	-12%	2%	-9%			
	Inadequate	-10%	-5%	-2%			

Regarding **judges**:

- The fact that in general, the difference between the respective percentages of satisfied or very satisfied judges in the intervention group and the control group varies in between 3% and 35%.
- In 10 out of 15 situations investigated, the difference is statistically significant.
- Higher satisfaction levels in relation to the basic infrastructure and the utilities (useable surface area, number of courtrooms, and number of parking places).
- A clearer perception of improvements. The perception gap between the two groups ranges between 24% and 51% in favour of the intervention group, for all 15 situations under investigation.

Regarding **prosecutors**:

- Variations in the satisfaction levels of the intervention group compared to the control group, ranging between 1% and 28% (location of top-box responses switches between the two groups), all in favour of the prosecutors affiliated with courts included in the project, but not all differences are statistically significant.
- Higher satisfaction with the courts' public utility infrastructure (parking areas, clean restrooms), however there are further slight advantages for the other two dimensions as well.
- Higher perception of improvements in the intervention group, with the gap between the groups in the range of 19%-31%.

Regarding **clerks**:

- Similar to judges, the fact that the difference between the percentage of satisfied/very satisfied clerks in the intervention group and likely-minded clerks in the control group is positive for all situations under investigation, up to a plus of 36%. Nevertheless, the difference is not statistically significant in 7 cases, due to the small sample sizes for the clerks.
- Higher satisfaction with the courts' basic infrastructure (useable surface area, number of courtrooms and number of parking places for the employees).
- More pronounced perception of improvements. The gap between the two groups is in the range of 3% to 36% in favour of the intervention group, for all 15 situations under investigation.

Regarding **lawyers**:

- With the exception of one single aspect (the courtroom audio system), the difference between the percentage of satisfied/very satisfied lawyers in the intervention group and the percentage of such lawyers in the control group varies in between 8% and 33%.
- Satisfaction levels are higher in the intervention group, especially due to the factors which relate to amenities for the public and courthouse appearance (furniture, cleanliness).

- The gap between the two groups in perceiving improvements varies from 18% to 47%, all in favour of the intervention group, in all situations under investigation.

Regarding **individual beneficiaries**:

- The difference between the satisfaction percentages goes between 7% and 19%, in favour of the intervention group, in all situations under investigation.
- Satisfaction levels are also higher with the beneficiaries as pertaining to the number of parking places and court cleanliness.
- The improvement perception gap between the two groups varies from 19% to 41% in favour of the intervention group, in all situations under investigation.

Regarding **corporate beneficiaries**:

- The difference between stated satisfaction levels varies between 0% and 21% in favour of the intervention group, in all situations under investigation.
- For corporate beneficiaries too, the satisfaction is more pronounced with regard to cleanliness and the parking places for the public.
- The improvement perception gap between the two groups varies from 11% to 41% in favour of the intervention group, in all situations under investigation.

To conclude, at the level of infrastructure, the project has generated a real impact, the differences being statistically significant in a majority of situations, with a plus for the courts' basic infrastructure as reported by judges and clerks, and a plus for the public utility infrastructure, as reported by prosecutors, lawyers and beneficiaries. Furthermore, one of the possible outcomes of the project is the fact that it managed to increase the visibility of improvements in the near entirety of the situations under investigation. As compared to the survey done in 2014, we notice a disparity of situations where higher satisfaction or more pronounced perceptions of improvement are to be found with respondents in the control group.

Perceptions of courts' staff

Regarding the **perception of courts' employees**, on average, the number of staff in the intervention group is 6% larger than in the control group (120 employees as compared to 113, respectively). The percentage of judges within the court's total staff numbers is also slightly elevated.

As compared to 2008, we determined an increase of the percentage of judges who also perform non-judiciary (administrative) tasks, from 20% to 50%-60% in 2014, followed by a decline back to 40%-50% in 2016. The increase of the confidence in court employees, from 26%-28% in 2008 to 55%-61% in the intervention group and 43%-55% in the control group (for 2014) reached a plateau in 2016, for the beneficiaries in the intervention group, but suffered a decline for those in the control group. Of course, in this case, the range of determinants is more diverse, and the influence of the media's discourse on the topic of the judiciary and its stakeholders has gained much importance.

	2016		2014		Baseline Survey 2008
	Intervention	Control	Intervention	Control	
Number of judges per court (average)	37	33	10	9	
Number of support staff (average)	62	59	31	28	
Percentage of judges in total court staff	31%	29%	30%	27%	27%
Percentage of courts where the judges perform non-judiciary, administrative tasks	40%	50%	50%	60%	21%
Public confidence in judges (% high, very high)	53%	43%	61%	55%	28%
Public confidence in prosecutors (% high, very high)	56%	29%	55%	43%	26%
Public confidence in lawyers (% high, very high)	65%	53%	61%	52%	28%
Public confidence in the police (% high, very high)	42%	28%	47%	36%	29%

Upon analysing the data from all 6 populations involved, we observed that the satisfaction does not vary significantly between the intervention group and the control group, when we assess the satisfaction with "the other" (i.e., judges with prosecutors and clerks; prosecutors with judges and clerks; etc). Even if those differences are in favour of the intervention group, they do not carry much statistical significance. On the other hand, we acknowledged the much clearer levels of satisfaction of the private (individual) beneficiaries in the intervention group, as compared to their counterparts in the control group. Oppositely, the corporate beneficiaries in the control group expressed more satisfaction with the performance of the courts professionals, than their counterparts in the intervention group.

All these aspects reflect on the level of confidence maintained in the judges, prosecutors, lawyers and other categories of professionals. The individual beneficiaries in the intervention group are more confident in these categories than their counterparts in the control group courts. However, in the case of corporate beneficiaries, the situation is reversed.

Regarding **judges**:

- A relatively similar perception of prosecutors and clerks across both groups, without any nuances and statistically significant differences, although they are all in favour of the intervention group.
- Significant perception differences between the intervention group and the control group in the matter of improving attributes of their fellow professionals.

Regarding **prosecutors**:

- A slight advantage in satisfaction levels as compared to judges and clerks, in the intervention group, even if these differences are at the very limit of statistical significance.
- Significant perception differences between the intervention group and the control group in the matter of improving attributes of judges and clerks.

Regarding **clerks**:

- The same quasi-similar satisfaction with judges and prosecutors for both groups (intervention and control), with a slight advantage for the intervention group.

- Perception differences in the matter of improving attributes of judges and prosecutors, but this time in favour of control group clerks.

Regarding **lawyers**:

- The satisfaction levels gap between the intervention group and the control group in the matter of the attributes of law professionals varies between -6% and 7% for all elements under investigation. Highest satisfaction with judges and prosecutors is found in the control group, while for clerks the advantage is in the intervention group. The differences are at the limit of statistical significance.
- The differences in perception of improving attributes range between 2% and 11%, all in favour of the lawyers affiliated to the intervention group.

Regarding **individual beneficiaries**:

- A statistically significant difference between the two groups, in favour of the intervention group, in the matter of the satisfaction with the judges and with the prosecutors.
- Differences in the levels of confidence in the various categories of law professionals and adjacent occupations, ranging between 10% (judges) and 27% (prosecutors), all in favour of the beneficiaries from the intervention group.

Regarding **corporate beneficiaries**:

- The gap between the percentage of satisfied respondents in the intervention group and the corresponding value in the control group varies between 4% and 18%, in favour of the beneficiaries from the control group.
- With the exception of lawyers, whom the beneficiaries from the intervention group trust 5% more than those in the control group, to all other professional categories, the beneficiaries in the control group extend more confidence than their counterparts in the intervention group.

To conclude, at the level of perception of the courts' employees, the project generated a detectable impact quantified as satisfaction for the professionals in the courts (positive, but at the very limit of significance) and for individual beneficiaries. Among lawyers, the impact is lacking statistical significance, whereas for corporate beneficiaries, it appears to be negative. Concerning the perception of improvement, the impact is positive, and those courts included in the project show to a greater extent signs of improvement in the attributes of their respective professionals. Nevertheless, at the beneficiaries' level, the confidence gap is significant: individuals are more confident in the court professionals in the intervention group, whereas corporate beneficiaries are more confident in the court professionals in the control group.

Dimension	Indicator	$\Delta_{I/C}$					
		Judges	Prosecutors	Clerks	Lawyers	Beneficiaries NP	Beneficiaries JP
Satisfaction with the quality of court staff (% satisfied and very satisfied)	Judges' attitude	-	9%	9%	-6%	10%	-14%
	Judges' honesty and integrity	-	7%	4%	-4%	8%	-17%
	Judges' impartiality	-	5%	1%	-4%	11%	-11%
	Judges' professionalism	-	8%	7%	-2%	9%	-18%
	Prosecutors' attitude	0%	-	4%	-1%	8%	-11%
	Prosecutors' honesty and integrity	4%	-	0%	-4%	8%	-9%
	Prosecutors' professionalism	5%	-	-1%	1%	10%	-4%
	Clerks' attitude	3%	4%	-	7%	-	-
	Clerks' honesty and integrity	0%	6%	-	4%	-	-
	Clerks' professionalism	6%	6%	-	4%	-	-
Perception of improvements in the quality of court staff (% yes)	Judges' attitude	-	14%	11%	11%	-	-
	Judges' honesty and integrity	-	15%	-9%	3%	-	-
	Judges' impartiality	-	13%	1%	2%	-	-
	Judges' professionalism	-	18%	-19%	5%	-	-
	Prosecutors' attitude	14%	-	-11%	5%	-	-
	Prosecutors' honesty and integrity	13%	-	-14%	4%	-	-
	Prosecutors' professionalism	12%	-	-13%	3%	-	-
	Clerks' attitude	21%	16%		10%	-	-
	Clerks' honesty and integrity	19%	17%		7%	-	-
	Clerks' professionalism	17%	15%		3%	-	-
Confidence (% high and very high)	Judges	-	-	-	-	10%	-12%
	Prosecutors	-	-	-	-	27%	-5%
	Lawyers	-	-	-	-	12%	5%
	Police officers	-	-	-	-	14%	-15%
	Public servants	-	-	-	-	13%	-10%

Perceptions of the administration of justice

The third dimension investigated, namely the perception of the administration of justice, indicates increased satisfaction among the intervention group, with one exception (the juridical person beneficiaries). There are also significant increments in the perception of improvements to the quality of court staff - for the intervention group, this applies to law professionals and to individual beneficiaries, however for juridical person beneficiaries, things look better in the control group.

The collected data illustrates the following facts:

For **judges**:

- Notwithstanding a few exceptions where the differences are positive but lack statistical relevance, there are clear signs of increased satisfaction with the attributes of the act of justice in the intervention group.
- Furthermore, there is a clear difference regarding perceptions of improvement, among the judges of the courts included in the reform program.

For **prosecutors**:

- A smaller gap in the satisfaction levels of the two groups, most often statistically indistinguishable. Even more, the control group prosecutors are more satisfied with the number of cases assigned, than their intervention group counterparts.
- However, in a majority of courts in the intervention group, we noticed increasing trends for the prosecutors' perception of improvements in the quality of staff.

For **court clerks**:

- Differences between 2% and 23% in the satisfaction levels of the two groups, in favour of the intervention group, with a single exception: the provisions of the Civil Procedure Code.
- Regarding the improvements, the differences between the two groups generally favour the intervention group, even if they are only significant in two cases.

For **lawyers**:

- There are differences between the groups in terms of satisfaction levels, but for the majority, they are not statistically significant. The only aspects where major differences are recorded relate to the provisions of the new Civil Code/Civil Procedure Code, and to the manner in which case distribution is performed.
- The difference in improvement perception between the intervention group and the control group is significant in nearly all cases, and ranges between 4% and 19%.

For **individual beneficiaries**:

- In all circumstances under assessment, the data indicates differences between 5% and 42% in favour of the individual beneficiaries from the intervention group, with a maximum for the time-to-case-disposition.

- Regarding the perception of improvements in the act of justice, with one single exception, the individual beneficiaries from the intervention group provide higher levels than their control group counterparts.

For juridical person beneficiaries:

- The satisfaction level variance favours the control group, and in four cases it is statistically significant
- Practically, the juridical person beneficiaries are those who acknowledge to a less degree the improvement of the act of justice in those courts which were included in the reform program.

Therefore, we can conclude that the project generated a detectable impact in terms of satisfaction for certain categories (judges, clerks, individual beneficiaries), and less so for lawyers or corporate beneficiaries. The visibility of the improvements is rather general, all subject categories acknowledging the improvement of the situation.

Dimension	Indicator	$\Delta_{I/C}$					
		Judges	Prosecutors	Clerks	Lawyers	Beneficiaries NP	Beneficiaries JP
Satisfaction with certain attributes of the act of justice (% satisfied and very satisfied)	Time to case disposition	3%	-7%	2%	-2%	42%	-25%
	Lawyers' attitude	13%	-8%	18%		13%	5%
	Lawyers' honesty and integrity	19%	6%	23%		13%	0%
	Lawyers' professionalism	24%	6%	21%		15%	-2%
	The provisions of the new Civil Code and Civil Procedure Code	18%	18%	-4%	13%		
	Number of cases assigned	10%	-13%	4%			
	Number of clerks in the institution						
	Judges' treatment of beneficiaries in court				-2%	4%	-13%
	Prosecutors' treatment of beneficiaries in court				4%	5%	-7%
	Case assignment methods				12%		
	Social impact of the act of justice				-2%		
	Case disposition costs					-3%	-23%
Perceptions of improvement in the quality of court staff (% yes)	Time to case disposition	5%	-7%	1%	-3%	11%	-8%
	Lawyers' attitude	18%	14%	17%		20%	20%
	Lawyers' honesty and integrity	17%	9%	11%		20%	20%
	Lawyers' professionalism	15%	11%	4%		20%	22%
	The provisions of the new Civil Code and Civil Procedure Code	13%	10%	5%	19%		
	Number of cases assigned	6%	7%	1%			
	Number of clerks in the institution	3%	6%	-8%			
	Judges' treatment of beneficiaries in court				4%	15%	0%
	Prosecutors' treatment of beneficiaries in court				11%	13%	-1%
	Case assignment methods				14%		
	Social impact of the act of justice				13%		
	Case disposition costs					8%	-9%

Workloads

Regarding individual **workloads**, the data collected in courts indicate a larger number of cases pending for more than 6 months, as compared to 2008 and to 2014, at the Tribunals and District courts level, however the a much smaller percentage for Courts of appeal. Furthermore, the clearance efficiency is lower in Tribunals and District courts, as compared to the average values found in the 2008 Baseline Survey, or in 2014, but is much higher for Courts of appeal. Of course, it is possible that the structure of the courts included in the 2008 and 2014 investigations be different from that of the courts included in the present survey.

The data provided by the law professionals' category (via individual sampling, not at the court level) reveals:

For the **judges**:

- an additional 14% net workload for the control group (cases assigned),
- an additional 3 dispositions per month, in the intervention group,
- Approximately the same number of hours worked per week in court, but slightly fewer at home.

For the **prosecutors**:

- a workload 1.5 times larger in the intervention group (number of cases assigned),
- 5 extra hours of work per week, as compared to the control group,
- less control over their workloads
- a relatively similar degree of observance, regarding the case distribution requirements (objective assignment, applying the specialization principle), for the courts included in the control group

For the **clerks**:

- a 16% reduction in the workload of the intervention group clerks, in terms of number of cases processed
- the same number of hours worked per week in court, but 3 hours less at home, as compared to the control group
- nevertheless, a lower degree of control over the number of cases and the work schedule (approximately 19% less in the intervention group)

For the **lawyers**:

- a relatively lower (minus 16%) workload for intervention group lawyers.

The manner in which the project impacted the workloads for individual professionals does not seem to point to any significant reduction in the number of cases or in the rate of resolving cases older than 6 months, nor in improving celerity or the degree of control maintained by the clerks and the prosecutors on their individual volumes and schedules.

	2016		2014		Baseline Survey 2008
	Intervention	Control	Intervention	Control	
Number of cases pending at the start of the last year (average)	4127	3492	4180	5163	
Number of cases disposed by the end of the year (average)	5359	6353	6955	7485	
Number of new cases filed in the course of the last full year (average)	4734	6540	6034	5824	
Number of pending cases which are currently older than 6 months (average)	1425	1224	444	711	
Case disposition efficiency in tribunals	47%	50%	66%	65%	68%
Case disposition efficiency in district courts	50%	60%	78%	77%	62%
Case disposition efficiency in courts of appeal	77%	79%			
Percentage of cases older than 6 months in tribunals	24%	15%	11%	14%	18%
Percentage of cases older than 6 months in district courts	29%	35%	16%	13%	12%
Percentage of cases older than 6 months in courts of appeal	4%	3%			
High frequency of random case assignment, applicability of the continuity principle in panel constitution, and proper distribution of workload in accordance with case complexity and time requirements for disposition	100%	80%	90%	80%	80%
Number of hours worked per week by judges (hours)	47 hours	48 hours	45 hours	44 hours	48 hours
Number of hours worked per week by prosecutors (hours)	47 hours	42 hours	41 hours	44 hours	43 hours
Judges – being in control of the number of cases assigned and of scheduling requirements (%)	49%	44%	72%	72%	79%
Percentage of assignments to judicial panels based on specialization (% frequently, very frequently)	87%	79%	77%	78%	79%
Percentage of random case assignment (% frequently, very frequently)	93%	94%	95%	96%	97%
Percentage of assignments to judicial panels based on case continuity (% frequently, very frequently)	88%	90%	96%	95%	95%
Percentage of optimal case assignment methods (% frequently, very frequently)	44%	33%	65%	62%	49%

Access to new technologies

Regarding the **access to new technologies**, the data for all three reference populations (judges, prosecutors and clerks) indicate notable differences between the intervention groups and the control groups, especially for the number of computers available in court, however we find the same average numbers of computers at the judges' disposal, and similarly rated efficiencies of the archiving systems (which also shows a slight improvement). Furthermore, we observe a significant improvement as compared to the 2014 data and the Baseline Survey 2008, regarding Internet and professional knowledge accessibility, which points to a structural improvement of these aspects.

	2016		2014		Baseline Survey 2008
	Intervention	Control	Intervention	Control	
Number of computers per court (average)	133	117	92	57	
Average number of computers used per judge	3.6	3.5	1.8	1.7	1
Computers with Internet access (%)	97%	90%	59%	74%	30%
Perception of the efficiency/adequacy of the archiving system (%)	90%	85%	90%	100%	44%

Professional Training

There are no major differences in relation to the matter of **professional training**, and the data is quite similar to the results of the Baseline Survey 2008. Regarding the need to attend professional training courses, it appears we are witnessing a decreasing trend against the 2008 data, and as compared to the control group.

	2016		2014		Baseline Survey 2008
	Intervention	Control	Intervention	Control	
Percentage of very easy access to legislation, jurisprudence and doctrine databases (%)	55%	44%	100%	40%	53%
Percentage of easy access to legislation, jurisprudence and doctrine databases (%)	38%	49%	-	60%	45%
Percentage of judges who identify as requiring professional training (% of strongly and very strongly agree)	83%	81%	88%	89%	84%
Percentage of clerks who identify as requiring professional training (% of strongly and very strongly agree)	54%	46%	56%	64%	67%

Beneficiaries of the judiciary system

If on the matter of the interaction with the courts and the behavioural patterns of submitting complaints there are no major differences between the two groups of beneficiaries (intervention and control), the other cost effects generated by the project, measured via a set of indicators, reveal the following aspects, for both categories:

- There was an increase in the number of days of court attendance for the intervention group, as opposed to the control group. This aspect might be due, of course, to different case complexity, and therefore it could be seen as beyond staff control, however the average length of court sessions appears to be relatively similar, around 3-4 hours.
- Nevertheless, the total costs incurred (filing the case, transportation costs, copies of documents, etc., excluding attorney fees), are significantly lower, by 12%, in the intervention group (1488 lei) than in the control group (1683 lei), for individual beneficiaries, and relatively similar (around 1050 lei) for juridical persons.

Therefore, we may relate the intervention group to an increase in the absolute number of court attendances, but at a lower cost to beneficiaries, either natural or juridical persons.

Conclusions

Reinforcing the findings of the interim report from 2014, the current survey identifies several dimensions of the project's impact. We observe a number of different effects, either based on factual indicators, or by variations in the levels of satisfaction and the perceptions of improvement, between the intervention group and the control group.

A first dimension relates to the impact of the project on the courts' infrastructure. The data reveals much higher values for those institutions which were beneficiaries of the intervention, as compared to their control group counterparts:

- Courtrooms are larger by 35%,
- Public waiting areas are nearly 3 times larger,
- Office spaces increased by approximately 50%,
- Archive spaces are nearly double in size.

Furthermore, the availability of amenities for the public (restrooms, parking places) is markedly superior in intervention group courts.

Another dimension is represented by the impact on the satisfaction and the perception of improvement to infrastructure – the most accessible criterion, evaluated on the basis of the mere physical presence in the court. As compared to 2014, in 2016 all categories of participants in the survey have stated increased levels of satisfaction and increased perception of improvements to court infrastructure. At this level, the impact is differentiated also on the basis of accessibility to particular infrastructure elements (beneficiaries and lawyers are more satisfied with the amenities implemented for their convenience, whereas judges are more satisfied with the offices and the courtrooms).

The quality of the staff, the manner in which the law professionals perceive each other, is the third dimension. Here we notice a clear shift from 2014, as the perceptions of the law professionals in the intervention group are better than those in the control group.

A fourth dimension relates to the perceptions on the administration of justice. Here, the differences are clear, especially in the category of beneficiaries, but visible across all categories (with the exception of judges). Time to case disposition and the attitude towards the beneficiaries are perceived differently in the two groups. Aside certain exceptions, the comparison favours the intervention group.

Yet another dimension relates to the workloads assigned to law professionals. Here, the impact relates to reductions of the workload, shorter time-to-disposition and increased efficiency, but only for court clerks and for lawyers. Judges and prosecutors appear to be negatively impacted, albeit only slightly. Of course, other factors do influence their activity, but since they may not be equally controllable, the figures deemed to represent the result of the intervention should be treated prudently.

The costs associated to the administration of justice (both in terms of time and money), also suggest a relatively low impact, translated by an increase of the number of days in court, but at a lower cost per day, for cases submitted to the courts in the intervention group. This means that certain services provided by the courts or related to the beneficiaries' presence in courts are now much more accessible cost-wise, and contribute towards the decrease of the overall cost.

The last dimension consists of the ease of access to new technologies and to professional training. Here, we identify minor differences between the intervention group and the control group, but improvements are seen as compared to the situation in 2008, which suggests a structural improvement of the entire system, and a certain pervasiveness of the new technologies throughout the system.