



National Survey on Users' Experience and Perception on the Judiciary

SUPREME COURT OF THE PHILIPPINES

Volume 1
FINAL REPORT

August 2006



A Coffey International Limited Company

T A B L E O F C O N T E N T S

Executive Summary	i
1.0 Project Overview	1
1.1 Introduction	1
1.2 Background and Rationale	2
1.3 Objectives and Focus	3
1.4 Project Scope, Components and Outputs	3
2.0 Research Framework and Methodology	5
2.1 Framework for Analysis	5
2.2 Performance Indicators	10
2.3 Research Design	15
2.4 Survey Design	17
2.5 Design of the Focus Group Discussions	21
3.0 Review of Judicial Surveys	23
3.1 International Judicial Surveys	23
3.2 Judicial Surveys in the Philippines	32
3.3 Synthesis and Learning	39
4.0 The Survey Operations	43
4.1 Training of Interviewers	43
4.2 Problems Encountered in the Field Operations	43
4.3 Strategies Used for Replacements	44
4.4 Editing, Encoding, Tabulation of Data	45
4.5 Limitations of the Survey Data	46
4.6 Distribution of the Sample by Area and Type of Interviewee	46
5.0 Findings of the Study	49
5.1 Profile of Interviewees	49
5.2 Profile of Court Facilities	54
5.3 Awareness of, and Confidence in, the Judiciary	55

5.4	Experience with the Courts _____	59
5.5	Perception on the Judiciary _____	64
5.6	Trust in the Courts _____	80
5.7	Confidence, Satisfaction and Trust in the Courts by Disaggregated _____	84
5.8	Summary of FGD Results _____	102
6.0	Institutional Assessment _____	113
6.1	Accessibility _____	113
6.2	Fairness and Impartiality _____	115
6.3	Efficiency _____	115
6.4	Court Facilities _____	116
6.5	Competence _____	117

Appendices

- A. Reference Tables for Computing the Sample Size
- B. Survey Instruments
- C. Interviewer's Manual
- D. References

VOLUME IIA - IIB SURVEY TABLES

L I S T O F T A B L E S

Table No.	Title	Page No.
2.1	Survey Target Sample Size	17
2.2	Censuses of Justices, January 2006 – March 2006	18
2.3	Number of Judges in Pilot and Control Courts, January 2006 – March 2006	18
2.4	Estimated Number of New Cases Filed in Courts (2000 – 2004)	19
2.5	Number of Targeted Other Stakeholders from the Pilot and Control Sites	20
2.6	Number of Focus Group Discussions Conducted Per Area	21
3.1	Public Opinion Surveys	26
3.2	Comparative Responses on SWS National Opinion Survey, 1985 and 1993	33
3.3	2005 Ranking of Judicial Systems in the Region	39
4.1	Distribution of Interviewees by Area and by Type of Interviewees	47
5.1	Sex of Interviewees by Type of Interviewees	49
5.2	Presence of Physical Handicap of Litigants	49
5.3	Mean Age of Interviewees	50
5.4	Place of Residence of Litigants and Other Stakeholders	50
5.5	Distribution of Type of Litigants, Other Stakeholders, Justices/Judges	50
5.6	Distribution of Lawyers	51
5.7	Distribution of Lawyers and Litigants by Type of Case	51
5.8	Type of Disposition of Cases of Lawyers and Litigants	51
5.9	Civil Status of Litigants and Other Stakeholders	52
5.10	Membership in Any Minority group of Litigants and Other Stakeholders	52
5.11	Dialect Used at Home by Litigants and Other Stakeholders	52
5.12	Distribution of Litigants and Other Stakeholders by Religion	53
5.13	Distribution of Litigants and Other Stakeholders by Highest Educational Attainment	53
5.14	Employment of Litigants	53
5.15	Distribution of Litigants and Other Stakeholders by Average Personal Monthly Income	54
5.16	Distribution of Litigants and Other Stakeholders by Average Family Monthly Income	54
5.17	Facilities of the Courts for the Public	55
5.18	Facilities of the Courts For Its Employees	55
5.19	Litigants' and Other Stakeholders' Source of Information on the Judiciary	57
5.20	Awareness of Litigants and Other Stakeholders on Procedures and Practices in the Judiciary	57
5.21	Knowledge of Litigants and Other Stakeholders of Agency/Organization that Assist the Poor to Access the Court	58
5.22	Source of Information of Litigants and Other Stakeholders on Agencies/Organizations that Assist the Poor to Access the Court	58
5.23	Plaintiffs' Confidence on Court's Ability to Resolve Case and Serve Justice	59
5.24	Fees Paid by Litigants Upon Filing	60

Table No.	Title	Page No.
5.25	Lawyers' and Litigants' Difficulty in Scheduling Case Hearings	60
5.26	Distribution of Responses to Starting of Hearing on Time by Type of Interviewee	60
5.27	Sources of Delay	61
5.28	Responses to Pace of the Whole Litigation Process of the Case by Type of Interviewee	61
5.29	Source of Difficulty of Litigants and Other Stakeholders in Understanding Court Proceedings	61
5.30	Percentage of Positive Ratings of Litigants and Other Stakeholders on Demeanor of Justices/Judges	62
5.31	Experience of Litigants and Other Stakeholders on Biases	62
5.32	Ratings on Court Personnel	62
5.33	Ratings of Justices'/Judges' Behavior during Proceedings	63
5.34	General Satisfaction with Experience in Court	63
5.35	Means of Travel to Court by Litigants and Other Stakeholders	64
5.36	Ratings on Court Efficiency	69
5.37	Ratings on Judicial Competence	71
5.38	Ratings on Judicial Integrity	73
5.39	Ratings on Corruption and Bribery	74
5.40	Honesty in the Administration of Justice	76
5.41	Overall Impression of Litigants on the Court that Heard their Case	77
5.42	Overall Impression of Other Stakeholders on the Court that Heard their Case	78
5.43	General Rating on the Court's Performance as a Whole	78
5.44	Overall Impression on Courts in Angeles and Malolos	78
5.45	Performance Rating on Courts in Angeles and Malolos	78
5.46	Overall Impression on Courts in Lapulapu and Toledo	79
5.47	Performance Rating on Courts in Lapulapu and Toledo	79
5.48	Overall Impression on Courts in Cagayan de Oro and Davao	79
5.49	Performance Rating on Courts in Cagayan de Oro and Davao	79
5.50	Ratings on Trust in the Courts	81
5.51	Net Trust Ratings in the Courts	82
5.52	Perceived Public Ratings and Personal Ratings of the Court	83
5.53	Pilot and Control: Confidence in Court's Resolution of Case and Justice Served	85
5.54	Pilot and Control: General Satisfaction with Experience in Court	85
5.55	Ratings on Trust in the Courts by Pilot/Control	87
5.56	Net Ratings on Trust in the Courts by Pilot/Control	87
5.57	Angeles vs Malolos: Confidence in Court's Resolution of Case and Justice Served	88
5.58	Angeles vs Malolos: General Satisfaction with Experience in Court	88
5.59	Ratings on Trust in the Courts by Angeles/Malolos	89
5.60	Net Ratings on Trust in the Courts by Angeles/Malolos	89
5.61	Lapulapu vs Toledo: Confidence in Court's Resolution of Case and Justice Served	90

Table No.	Title	Page No.
5.62	Lapulapu vs Toledo: General Satisfaction with Experience in Court	90
5.63	Ratings on Trust in the Courts by Lapulapu/Toledo	91
5.64	Net Ratings on Trust in the Courts by Lapulapu/Toledo	91
5.65	Cagayan de Oro vs Davao: Confidence in Court's Resolution of Case and Justice Served	92
5.66	Cagayan de Oro vs Davao: General Satisfaction with Experience in Court	92
5.67	Ratings on Trust in the Courts by Cagayan de Oro/Davao (in %)	93
5.68	Net Ratings on Trust in the Courts by Cagayan de Oro/Davao	93
5.69	Urban/Rural: Confidence in Court's Resolution of Case and Justice Served	94
5.70	General Satisfaction with Experience in Court- Litigants	94
5.71	General Satisfaction with Experience in Court- Other Stakeholders	94
5.72	Litigants' Trust Ratings of the Courts by Urban/Rural	95
5.73	Litigants' Net Trust Ratings of the Courts by Urban/Rural	95
5.74	By Gender: Confidence in Court's Resolution of Case and Justice Served	96
5.75	By Gender: General Satisfaction with Experience in Court	97
5.76	Ratings on Trust in the Courts by Gender	97
5.77	Net Ratings on Trust in the Courts by Gender	98
5.78	Confidence and satisfaction of Litigants by Income Class	99
5.79	By Income Class: Confidence in Court's Resolution of Case and Justice Served	100
5.80	By Income Class: General Satisfaction with Experience in Court	100
5.81	Litigants' Trust Ratings of the Courts by Income Brackets	101
5.82	Litigants' Net Trust Ratings of the Courts by Income Brackets	101

L I S T O F F I G U R E S

Figure No.	Title	Page No.
2.1	Research Design	5a
2.2	Framework for Analysis	15a
5.1	Ratings of Court Users on Impartiality of the Court	68
5.2	Ratings on Court's Efficiency by Lawyers and Judges	70
5.3	Judges' Knowledge of Law and Legal Procedures	72
5.4	Competence of Court Personnel	72
5.5	Ratings on Judges' Honesty, Trustworthiness, Incorruptibility	76

**A B B R E V I A T I O N S A N D
A C R O N Y M S**

ADR	Alternative Dispute Resolution
APJR	Action Program for Judicial Reform
CA	Court of Appeals
CDO	Cagayan de Oro
CTA	Court of Tax Appeals
DOJ	Department of Justice
FGD	Focus Group Discussion
IBP	Integrated Bar of the Philippines
JRSP	Judicial Reform Support Project
JURIS	Justice Reform Initiatives Support
MCTC	Municipal Circuit Trial Court
MeTC	Metropolitan Trial Court
MetroTC	Metropolitan Trial Court
MTC	Municipal Trial Court
MTCC	Municipal Trial Court in Cities
NCR	National Capital Region
NGO	Non-government Organization
OCA	Office of the Court Administrator of the Supreme Court
PAO	Public Attorney's Office
Pct	Percentage
PIO	Public Information Office
PMO	Program Management Office of the Supreme Court
RTC	Regional Trial Court
SB	Sandiganbayan
SC	Supreme Court
VACC	Volunteers Against Crime and Corruption

1.0 Project Overview

1.1 Introduction

The Final Report of the National Survey on Users' Experience and Perception on the Judiciary presents the background of the Study, its objectives, the framework, the indicators, the methodology, and the results of the data collection. It eventually lists strategic reforms based on these results.

This Report is structured as follows:

- Chapter 1: **The Overview** presents a brief background of the Study, its objectives, its scope, the Project components and corresponding outputs.
- Chapter 2: **Research Framework and Methodology** first lays out the over-all context/framework for analysis of the Study and the indicators under consideration. It discusses the research design which includes a survey and focus group discussions as well as the descriptive and inferential statistical analyses used.
- Chapter 3: **Review of Judicial Surveys** discusses a number of studies related to the Project. Furthermore, it draws out lessons learned from these researches which are adopted by the Project.
- Chapter 4: **The Survey Operations** reports the conduct of the Study operations and presents the final count of interviewed court users in the different areas.
- Chapter 5: **Findings of the Study** presents the results of both the survey and the focus group discussions. The sections include the profile of the interviewees, interviewees' awareness and experience on the Judiciary, and the interviewees perception of the performance of the judiciary based on the indicators included in the Study. An evaluation of the overall trust in the courts is then presented for different groups: by gender, by urban/rural area, pilot versus control, and by socioeconomic grouping. The statistical significance of the differences is also discussed. The results of the focus group discussions are presented to provide validation and to complement the survey results.
- Chapter 6: **Institutional Assessment** provides an assessment of the judiciary and discusses strategic reform implications that result from the survey and the focus group discussions.

1.2 Background and Rationale

In 1998, upon his assumption to office, Chief Justice Hilario G. Davide, Jr. formulated the Davide Watch and laid down his Vision and Mission for the Judiciary:

VISION

A Judiciary that is independent, effective and efficient, worthy of public trust and confidence; and a legal profession that provides quality, ethical, accessible and cost-effective legal service to our people and is willing and able to answer the call to public service.

MISSION

In pursuing the stated vision, the Davide Watch articulates the following goals: (1) delivery of speedy and fair dispensation of justice to all; (2) judicial autonomy and independence from political interference; (3) improved access to judicial and legal services; (4) improved quality of external inputs to the judicial process; (5) efficient, effective and continuously improving judicial institutions; and, (6) a judiciary that conducts its business with dignity, integrity, accountability and transparency.

The Davide Watch, together with previous reform efforts by the Supreme Court, became the guiding light for the Action Program for Judicial Reform (APJR) which aims to improve the delivery of judicial services and restore public trust and confidence in the Philippine Justice System. One of the initiatives being implemented by the Court to support the reform program is the Judicial Reform Support Project (JRSP). This endeavor seeks to strengthen the Judiciary, improve case adjudication and access to justice, and enhance the institutional integrity of the courts. It is executed by the Supreme Court through the Program Management Office (PMO).

To address its concern for the efficient and effective implementation of the JRSP, the Supreme Court of the Philippines commissioned SAGRIC International Pty. Ltd. (SAGRIC) to conduct the National Survey on Users' Experience and Perception on the Judiciary, herein referred to as the "Project" or the "Study". The Project was expected to provide a benchmark for the assessment of the JRSP on its users and includes a baseline survey designed with the follow-up survey and impact assessment in mind. It started on August 2, 2005 with a kick-off meeting of the Survey Team and Project mobilization

meeting with the Supreme Court Program Management Office (SCPMO) on August 3, 2005.

1.3 Objectives and Focus

The Project aimed to achieve the following objectives:

- (i) generate current data from a sample of the courts' users on their level of satisfaction of the courts' performance and their confidence in the Judiciary;
- (ii) construct a benchmark picture of the current performance of the Judiciary through the eyes of its users; and
- (iii) formulate recommendations on the focus and implementation of the JRSP.

With reference to the second objective, the benchmark picture is a contribution to the existing data compiled by the Court in its development of the APJR and the JRSP. It would also be the Court's most current information to further validate some of the key components identified in the JRSP.

It must be highlighted that the target population of the Project consists of those who have availed of the services of the judiciary or those who have participated in the judiciary's conduct of its functions: i.e., the users of the judiciary. Thus, the Project did not employ the usual general perception or opinion survey. The evaluation of performance of the Court, however, was on both general perceptions and specific experiences related by the respondents. Both types of assessments provide useful and complementary information. Perceptions can and often do form basis for decision-making. It is also important to understand and report on the real experiences of respondents who actually use judicial services. The data provided by these respondents can constitute a "report card" of the actual performance of the judiciary by those in the position to make such evaluations. A "report card" serves both the static purpose of spotlighting judicial entities reported to have the best and worst performance, and the dynamic purpose of providing a benchmark against which to measure future improvements.

It should be reiterated that another important use of the Project data is to serve as baseline for an impact assessment of the JRSP which can be conducted after a future follow-up survey.

1.4 Project Scope, Components and Outputs

The scope of the Project is nationwide covering different types of court users – the Justices of the Supreme Court and the higher courts, Judges of the lower courts, litigants, lawyers, and other stakeholders. The last category includes court employees, police involved in cases brought to court, and NGOs monitoring court cases.

The project components include a review of the literature of judicial surveys in the Philippines and in other countries, the implementation of the survey, the conduct of focus group discussions, and recommendations.

Thus, the outputs of the Project are: Inception Report, Research Design and Survey Methodology, Survey Instruments, Preliminary Survey Results, Roundtable Discussion, and Final Report.

2.0 Research Framework and Methodology

As mentioned in the former section, the choice of performance indicators of the judiciary is based on the objectives of the Study and its theoretical framework. This section discusses in detail the framework from which performance indicators were determined by the Project.

2.1 Framework for Analysis

The main functions of the Judiciary are to promote the rule of law, protect the rights of individuals and preserve democratic institutions.

To perform these functions effectively, there must be trust and confidence in the justice system. The general acceptance of judicial decisions by the citizens and by the government, which is essential for the peace, welfare and good governance, rests, not upon coercion but upon public confidence. The greater the level of confidence in the integrity of the judicial system, the greater freedom and assurance with which the citizenry will engage in judicial process. (Gleeson, 2002)

Over the past years, however, trust and confidence in the justice system have waned due to system gaps brought about by perceived graft and corruption in courts, limited access to judicial services among the poor and the perennial problem of delays in the resolution of cases. Recent public opinion surveys show the declining public satisfaction on the Supreme Court with only 44% satisfaction in their May 28-June 14, 2003 survey and down to 39% based on the November 8-24, 2003 survey. Thus, restoring public trust and confidence tops the list of the reform challenges articulated in the Action Program for Judicial Reform.

In line with the JRSP, National Survey on Users' Experience and Perception on the Judiciary was conducted to generate current data from a sample of court users all over the country on their level of satisfaction of the court's performance and their confidence in the judiciary.

Aside from describing the court users' experience and perception about the judiciary and establishing the overall levels of satisfaction and confidence, the Study also attempts to explain the differences in how the different court users perceive the judiciary. This section discusses the framework for analysis in understanding the levels of satisfaction and confidence of court users on the Judiciary. Figure 2.1 presents a schematic diagram of how the different factors are related to satisfaction and confidence of court users.

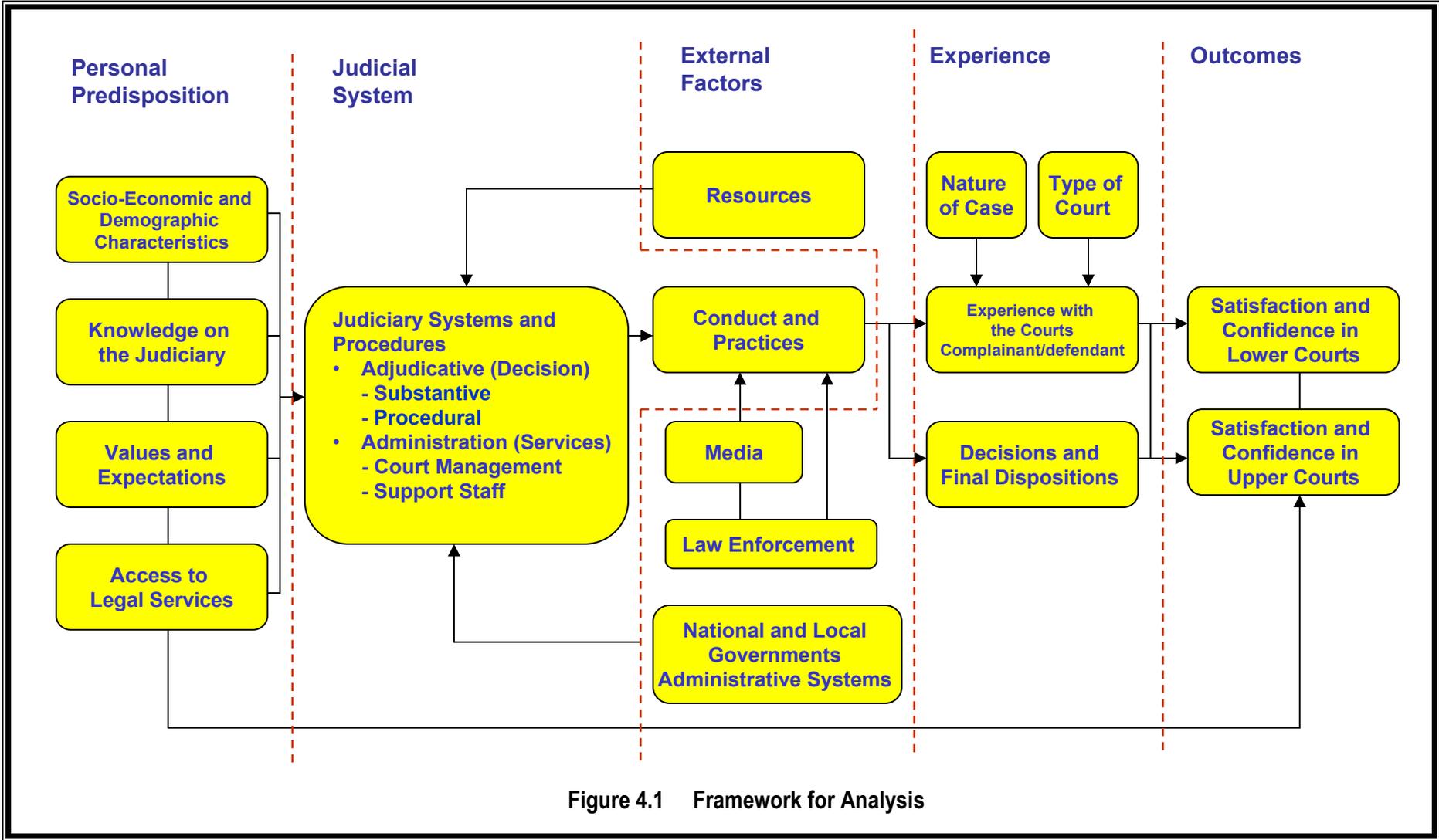


Figure 4.1 Framework for Analysis

Satisfaction and Confidence

This framework considers direct experience as the main source of public satisfaction and confidence. It posits that for each improvement in performance there is a corresponding increment in the amount of satisfaction towards the court. In the same manner, for every court failure, there is a reduction of the public satisfaction. Further, satisfaction in court necessarily translates to confidence.

Consistently, the JRSP considers users' satisfaction and confidence in the Lower and Higher Courts as Key Performance Indicators (KPI). It likewise relates the level of satisfaction and confidence in the different courts. It assumes that those with high satisfaction and confidence level in the Lower Court would also have high satisfaction and confidence level in the Higher Court.

Thus, improvements in the court's performance increase users' satisfaction and confidence in the justice system. Consequently, public trust and confidence regained by the Judiciary will build respect for law, promote peace and security, give confidence to the private sector to invest and strengthen the democratic institutions thereby contributing to socio-economic development and global competitiveness of our Country.

Court users' satisfaction is understood in this Study as a qualitative measure of performance as defined by the users based on their experiences in court and the different actors in the judiciary. The satisfaction rating meets their basic standards and requirements. It expects satisfied court users would turn out to be individuals with confidence in the judiciary.

It is also hypothesized that the levels of satisfaction and confidence in the different courts would tend to affect each other. This implies that a court user with high satisfaction and confidence in the lower court would also have high satisfaction and confidence in the higher courts.

Factors that Influence Public Satisfaction and Confidence

Previous studies show that three (3) major domains affect public trust and confidence: conduct of practices of the justice system, the changing values and expectations of the culture the system serves, and the images of the system portrayed by media to the public. Moreover, it found that changes in each domain are mutually reinforcing (Sherman, 2002).

Within these domains, the Study determines whether impartiality/fairness, access/inclusiveness, speed/promptness and integrity are applied since these improve the levels of public satisfaction and confidence. Below is a description of all the elements in the framework which is also represented in a schematic diagram showing the interrelationships of the variables included in the Study.

The framework includes four (4) key components: (1) personal predisposition, (2) judicial system, (3) external factors, and (4) experience. Although the Study hypothesized experience in court as the main determinant of satisfaction and confidence, other factors that predispose a court user to a particular court experience were also considered.

The Study links these other factors to the satisfaction and confidence directly and indirectly. These factors could either serve as direct explanatory variables or as indirect or intervening variables that impinge on experience variables which consequently affect satisfaction and confidence.

For instance, those who are poor have relatively low access to legal services compared to the rich and this could directly impact on the confidence they have about the courts. In the same way, poverty could have an indirect link to confidence. But, the conduct and practices in court (judicial system) could act as intervening variable to poverty and confidence. Poverty may not be the reason for low confidence, rather the delays brought about by lengthy procedures or the system that affect one's perception about the court.

External factors are considered as exogenous variables that provide context in the interpretation of estimated levels of satisfaction and confidence. They also account for the variations in satisfaction and confidence that are not explained by the independent variables included in the Study. For example, inefficiency in law enforcement (police) can affect speed of trial which consequently impinge on the level of satisfaction and confidence in the Judiciary.

The survey does not intend to measure the impact of external factors on the level of satisfaction and confidence although it includes questions on the police and the other pillars of justice. In the survey, there were no direct questions about other external factors since these variables are subjective and the qualitative approach would be more appropriate in providing depth in understanding of how these external factors influence court users. Thus, data on external factors were generated from the focus group discussions with the different groups of court users.

Personal Predisposition

The court users have personal predisposition about the Judiciary (the agency) and these are formed by several factors such as: (a) socio-economic and demographic characteristics of the users, (b) knowledge about the Judiciary, (c) access to legal services, and (d) values and expectations which are interrelated.

These factors determine the values and expectations they have about the Judiciary. For instance, those who are better-off tend to have greater knowledge about the Judiciary and access to legal services. Consequently, they tend to perceive the agency as more effective which in turn increases satisfaction and confidence. Previous studies also found that those with greater

knowledge about the agency tend to perceive it as more effective. But, some theories and empirical evidence also show that changes in the modern culture have made the procedures and manners of the justice less acceptable and even unacceptable to some people. (Sherman, 2002).

Judicial System

The Philippine Judiciary is a complex system that has evolved through time in response to specific issues. Efforts to improve its performance are now being implemented to address the issues on: court management systems, procedural rule, jurisdictional structure of the courts, and alternative dispute resolution mechanisms.

Court Management refers to the utilization, mobilization and coordination of the various inputs (e.g., cases, facilities and technologies, financial and human resources), as they pass through the staged operating processes within a specified timeframe, and within a defined institutional structure (within court and between courts), such that a defined output and output configuration (case disposition) is generated as the end product, in accordance with the provision of the law. Inefficient court management contributes significantly to court congestion and delay and renders the judicial system vulnerable to corruption and ineptness. (APJR, 2001).

Continuing efforts to improve judicial systems and procedures are striving for efficiency, accountability and integrity of judicial services. Strengthening court management systems at the court, inter-court and enterprise levels, should address the following challenges and issues: Updating Case Management Procedures and Technology; Improving Staffing and Personnel Capacities; Enhancing Operating Budgets; and, Installing a More Effective Judicial Performance Management System.

Procedural Rules refers to the rules being followed by all courts. The rules of court are not inflexible but only the Supreme Court has the power to promulgate or revise rules of procedure for all courts in the Philippines. The rules of court affect both substantive aspects of law and individual rights. They greatly determine the case processing time that could impinge on the access of litigants to justice. They also have administrative and financial implications both on the part of the users and the Judiciary as well.

Jurisdictional Structure of the Court defines and delineates the judicial functions among the various levels of the court system while administrative structure defines and delineates the administrative support functions of the entire judicial organization and the required horizontal and vertical relationships among the various units. It determines the mix of cases that flow into the various courts that influence efficiency of court operations. It impacts on the access, caseload, case management efficiency and the capacity of judges to provide proper adjudication.

Alternative Dispute Resolution Mechanisms (ADR) refer to several formal or informal processes for settlement of conflicts, outside of or in the periphery of institutional judicial process. They are an alternative to the structured adversarial approach of court litigation.

The effectivity of the ADR and its impact in declogging the courts, reducing the costs of litigation and declogging the court dockets must be explored to improve access to justice. Currently, the Supreme Court, through the Philippine Judicial Academy, has embarked on a nationwide mediation project.

External Factors

National and Local Government Administrative Systems. The Judiciary works within the government administrative management system that tends to decrease its efficiency since decisions concerning administrative matters are driven by rules rather than results. Given this, the Judiciary under APJR will pursue full autonomy from the government management system starting from policy down to transaction level (i.e., budget preparation and execution, organization structure, staffing, remuneration and personnel).

Law Enforcement. The criminal justice process is initiated by a private complaint or by a police upon discovery of the crime. Law enforcement affects, not only access to justice, but the quality of criminal justice dispensed by the courts and the efficiency by which these cases are resolved.

Media. The authority of the justice system depends not only on the users of the court but also on the general public. Media plays an important role in creating the image of the Judiciary to the public since the nature of authority has been shifting from vertical (where people look up to leaders in high position) to horizontal (where people look into the center of society to find leaders who are celebrities or who they recognize by face and name).

Results of public opinion surveys could also create a bandwagon effect and greatly influence public confidence on the Agency.

Conduct and Practices in the Justice Systems. The system is only good when it is already implemented. The actual conduct and the practices in implementing the justice system that are perceived to be fair, inclusive and trustworthy builds trust and confidence on the agency. Accessibility, efficiency, competence, courtesy and attentiveness of judges and other court personnel, adequate facilities and the effective handling of complaints increase satisfaction of users. (JRSP, 2003).

Experience with the Courts

The users are “receivers” of the actions and decisions done based on the system that is being used. The actual conduct and practices within the Judiciary defines their experience with the courts. But they are not merely recipients - they are also “reactors”. Their response to the situation also defines their experience with the courts.

There is no substitute for improving basic performance and providing high quality service to users. Users' experience with the court determines their level of satisfaction on the agency. Satisfaction is driven mainly by: (a) how well people are treated by the staff, (b) how people are reliably informed about their case, (c) how they understand the processes involved and (d) how they are being protected against intimidation.

Type of Case. One's experience in the courts varies by the type of case that is being brought to the courts. For instance, heinous crimes require speedy trial compared to other cases such as ordinary civil actions for collection of money and damages. The required facilities, resources and personnel could also vary by the type of case being handled. Special Family Courts that hear testimony of children may require video-conferencing facilities.

Court Decisions and Final Dispositions. Fairness builds confidence in the judiciary and confidence builds compliance with law. Thus, what is fairer is more effective and to be effective it is necessary to be fair. (Sherman, 2002).

2.2 Performance Indicators

The performance of the courts shall be evaluated in ten (10) areas- accessibility, fairness and impartiality, efficiency, competence, integrity, demeanor of judges and court personnel, facilities, handling of complaints, independence, and overall trust in the courts.

Accessibility

The accessibility of the courts is a pre-requisite of a sound judicial system. An effective and efficient judiciary is useless if its intended users are unable to avail of its services. In the Philippines, access to the judicial system is constitutionally enshrined, such that “no person shall be denied his day in court by reason of poverty.” Yet, while major reforms were introduced to make the judiciary accessible to the poor, court access remained a problem. Anecdotal evidence indicates that the poor are discouraged from availing of court services due to the high cost of litigation, delay in the disposition of cases, and perceived bias of the system in favor of rich and educated litigants (Blair 1993).

Judicial accessibility requires a court to eliminate unnecessary barriers to its services. These barriers can be classified into geographic, economic and procedural. (NCSC, 2003)

Geographic

A court is considered accessible if its location and physical structure does not become a disincentive to a user to pursue his case. Geographic and physical considerations require the court to be concerned about matters such as the centrality of its location in the community that it serves, the availability and affordability of public transportation, special access for physically disabled, the design and layout of courtrooms to enable the parties to easily locate their cases within a Hall of Justice (e.g., the availability of signs that guide users to their destinations.)

Economic

A court is considered accessible if the cost of accessing its services is reasonable, fair and affordable. Cost refers to both monetary and non-monetary opportunities that a litigant has to forego in pursuing a case. Cost can be direct (which pertains not only to fees paid to the courts but also to out-of-pocket costs arising from litigation itself e.g., lawyer's fees, transportation expenses of litigants and their witnesses, transcript fees for stenographic notes, etc.) or indirect (lost opportunities arising from delays in the resolution of cases and the time spent by a litigant attending and following up a case).

Procedural

It is a basic requirement that court proceedings must be held publicly and openly except those that necessitate the exclusion of the public (e.g. rape case involving minor). Notwithstanding the public character of court hearings, however, there are other factors that limit the accessibility of court proceedings.

Intimidating court procedures can be psychological barriers to effective access to court proceedings. Because of complicated rules of procedures, parties are unable to fully grasp the intricacies of the proceedings. It is thus crucial that courts should endeavor to give all the users the opportunity to participate effectively in court proceedings. Provision of interpreters for those who cannot speak English (the official language in court hearings), and other forms of assistance to users who are mentally and physically challenged (i.e. interpreter for the deaf and special courtroom arrangements or equipment for blind and speech-impaired litigants) will come a long way in ensuring effective participation and access to judicial proceedings.

It is also important that court personnel are sensitive to the needs of users, especially on matters of court proceedings. They should endeavour to respond courteously and promptly to questions concerning court procedures. This makes the court environment more accommodating and less intimidating.

Finally, alternative modes of dispute resolution must exist to give parties options on how to effectively resolve their cases. These modes can be either mediation or arbitration, both of which can be court-annexed or court referred.

Fairness and Impartiality

The measure of fairness and impartiality demands that court proceedings are conducted in accordance with relevant laws, procedural rules, jurisprudence and established policies. It requires the courts to strictly adhere to the requirements of substantive and procedural due process while impartiality ensures the absence of bias in favor of any party litigant.

There is fairness if the parties are properly and promptly notified about court proceedings and they are given the opportunity to be informed and heard at all stages of the judicial process. Fairness and impartiality also dictate that court decisions must find basis in law and jurisprudence and are supported by competent evidence presented in court. Thus, they apply not only to the decision itself but also to the process by which the decision is made. They put emphasis on the application of laws and procedures fairly and equitably regardless of sex, race, religion, age, handicap or ethnicity.

Efficiency

Judicial efficiency refers to a timely and expeditious disposition of cases. It is the absence of unnecessary delay that causes injustice and hardship to the litigants. Timely disposition is defined in terms of the elapsed time a case requires for consideration by a court, including the time reasonably required for pleadings, discovery, and other court events. Any time beyond what is necessary to prepare and conclude a case constitutes delay.

Various factors affect judicial efficiency. The attitude of judges and court personnel in case processing probably accounts for the major ones. In terms of court management, it is crucial that the presiding judge starts and ends on time.¹ He/she must have control over court proceedings and effectively manage his/her dockets.

The presiding judge should not allow the parties to dictate the pace of the proceedings by disallowing unnecessary and dilatory moves like motions for postponements and continuances. He/she must be able to adhere to periods prescribed by the rules of court in deciding a case and/or motions.

It is also important that the presiding judge is able to make use of pre-trial proceedings for efficient disposition of cases. During the pre-trial stage, he/she must be able to identify cases that can be settled, identify issues of those

¹ Court hearings are supposed to start at 8:30 in the morning and 1:00 in the afternoon (unless the judge reserves it for decision writing) and to end at 12:00 noon and 5:00 in the afternoon.

cases that must be litigated upon and ensure that they will be heard on time, without unnecessary delay caused by the parties or their lawyers.

Competence

Judicial competence refers to the effective and efficient administration of justice, which helps maintain (or restore) people's trust and confidence in the Judiciary. Perceived incompetence of judges and justices, on the other hand, creates a host of problems that include inefficient and delayed case resolution, clogged court dockets, and eroded judicial integrity.

Judicial competence connotes that judges are knowledgeable about laws, procedures and their developments, and that they are trained in the application of legal principles and the art of judging. It also indicates that court personnel possess a high level of competence to assist judges in carrying out their responsibilities and to provide accurate and timely services to the public. It is also manifested in the way court decisions are written, such that the same is easily understandable by the public.

Judicial competence also requires a judge to take reasonable steps to maintain and enhance the his/her knowledge, skills and personal qualities necessary for the proper performance of judicial duties, taking advantage for this purpose of the training and other facilities that have been made available. (Bangalore Principles of Judicial Conduct, 2002).

Integrity

Judicial integrity demands that a judge should ensure that his or her conduct is above reproach at all times and his/her behavior and conduct must reaffirm the people's faith in the integrity of the judiciary. It requires the judge to exhibit and promote high standards of judicial conduct in order to reinforce public confidence in the judiciary

Judicial integrity also requires similar standards of conduct from court personnel and staff, which include the clerks of court, stenographers, process servers and sheriffs.

Demeanour of Judges and Court Personnel

This indicator refers to the degree of courtesy and respect shown to litigants and the public by the judge and court personnel. It requires the judge and his/her staff to be courteous and responsive to the public, and accord respect to all with whom they come in contact. This refers especially to those who are not familiar with court proceedings and/or those who may be intimidated by court proceedings by reason of poverty, educational qualifications and physical disabilities. These requirements extend to the manner by which the judge treats the court personnel and how the court employees treat one another.

The judge is likewise to avoid situations which might reasonably give rise to the suspicion or appearance of favoritism or partiality in favor of individual members of the legal profession who practice regularly in his/her court. It calls upon the judge to remain neutral regarding the proceedings at all times, suppress personal predilections, control his or her temper and emotions, and be patient, respectful, and courteous to defendants, witnesses, victims, lawyers, and others with whom the judge deals in an official capacity. (ABA 1999)

Facilities

Courts must have sufficient facilities, or access to them, to effectively perform duties. They should have an overall appearance of dignity and efficiency and take into account the basic needs of the litigants, including those who are physically challenged.

Among others, a court must have access to telecommunication facilities (e.g. telephone, fax machine, postal service, etc.) to enable it to communicate with court users and vice versa. It must have adequate computers and printers or typewriters, filing cabinets and safe and secured storage facilities for evidence.

Court facilities should provide a comfortable acoustical environment (free from noise disturbance) suitable for public trials, hearings, office work and research. They must be properly lighted to enable all participants in a court hearing to see one another.

Courts must have sufficient measures to ensure the safety of all parties, including the judge, litigants, witnesses, lawyers and court personnel. Detention prisoners should stay in a specially designated area within the courtroom.

Handling of Complaints

This indicator is taken into account in discussing the other indicators, specifically under the Efficiency and Integrity indicators.

Independence

Judicial independence is seen as both institutional and individual. Institutional independence means the freedom of the Judiciary as an institution to operate, take action and make institutional decisions which are free from undue external controls, influence or pressure. Individual decisional independence means the freedom of each justice and judge to make decisions on specific cases without undue pressure or influence by individuals and institutions whether inside or outside of the Judiciary. (CPRM 2004)

Overall Trust in the Courts

Public trust and confidence in the judiciary do not require a belief that all judicial decisions are wise, or all judicial behavior impeccable. What they require is satisfaction that the justice system is based upon values of independence, impartiality, integrity and professionalism, and that within the limits of ordinary human frailty, the system pursues those values faithfully. (Gleeson, 2002)

Maintaining and/or restoring public trust and confidence in the judiciary depends to a large extent upon public understanding of the judicial system and the role of judges in applying a constantly changing body of law to the resolution of everyday problems in a complex society.

2.3 Research Design

This section provides a discussion of the research design (Refer to Figure 2.2) adopted for the Study. The design serves as the foundation of the baseline survey and a future follow-up survey; the reference for collecting the baseline data, focus group discussions and data from other courts outside the coverage of the survey; and statistical methods for analyzing the baseline data.

The Project is a combination of both quantitative and qualitative research as shown in the design.

The quantitative part uses a quasi-experimental matched-comparison design wherein courts in the pilot areas of JRSP have a “partner” non-JRSP area called a control. This facilitates the determination of any improvement in level of satisfaction and confidence in courts due to intervention actions by the JRSP. The control sites have profiles similar to the pilot sites but are not included in JRSP. The similarity of profiles is based on types and volume of cases handled by the courts and location – control site in the same or contiguous province of the pilot site. Impacts of the JRSP in the pilot sites are evaluated by comparing changes in performance indicators between them and their partner control sites. The impact of JRSP is significant if the change in performance from baseline to follow-up is better for pilot than for control sites.

The Study includes a census of judges of the pilot JRSP and control courts. Furthermore, it covers a survey of lawyers and litigants of pilot JRSP and control courts with sample size satisfying a 3% margin of error with 95% confidence. Also, the Study has 100 other stakeholders as additional respondents. These “other stakeholders” consist of other court employees, civil society/NGO groups such as the VACC, and police involved in investigation of cases.

The sample survey employs probability sampling with stratification and the use of statistical methods in summarizing data to produce the analyses on the

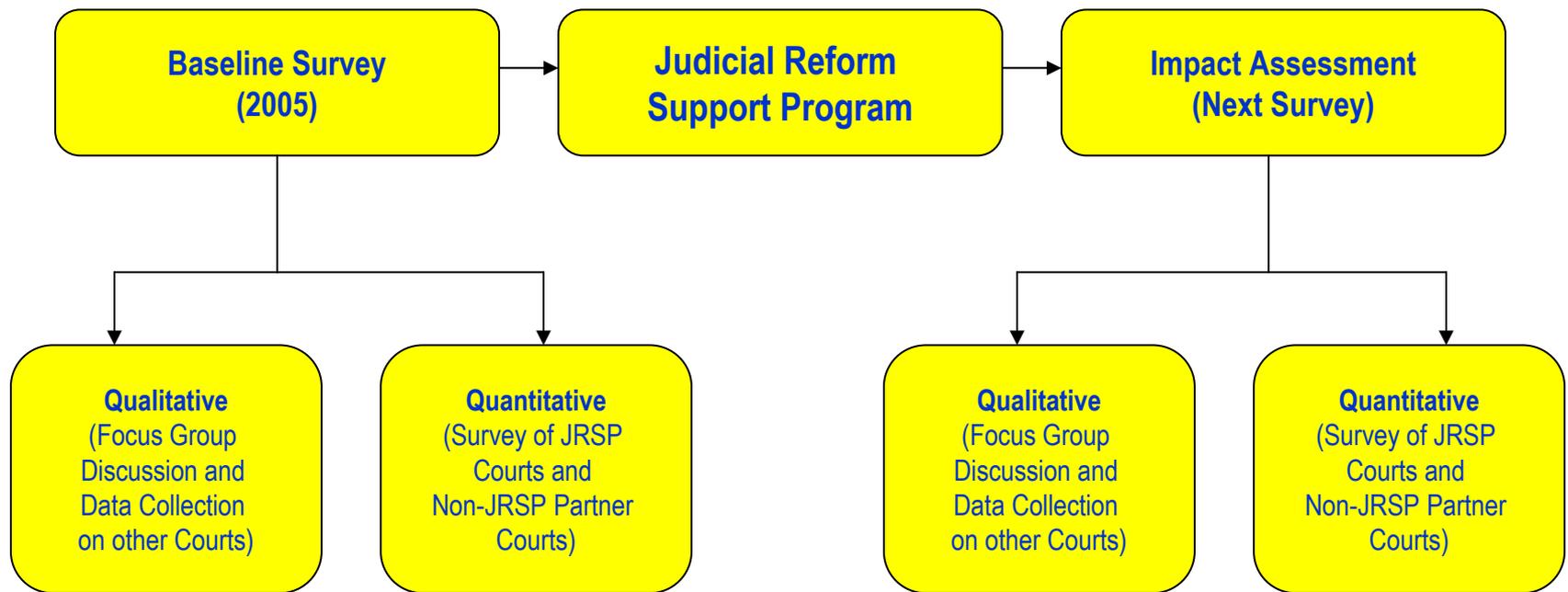


Figure 2.2 Research Design

baseline data. The survey aims to generate nationwide data on the level of satisfaction in the courts' performance and confidence in the judiciary.

The courts covered by the survey consist of the following:

a. JRSP courts:

- (i.) Higher courts: Supreme Court, Court of Appeals, Sandiganbayan and Court of Tax Appeals; and,
- (ii.) Regional Trial Courts and Municipal Trial Courts in Cities for the regional pilot sites of the JRSP representing the Luzon, Visayas and Mindanao Island groups: Angeles City, Pampanga (Luzon); Lapulapu City, Cebu (Visayas); and, Cagayan de Oro City, Misamis Oriental (Mindanao).

b. Control Sites:

Regional Trial Courts and Municipal Trial Courts in Cities not covered by JRSP (these shall serve as control for a future impact assessment): Malolos City, Bulacan as control for Angeles City; Toledo City, Cebu as control for Lapulapu City; and, Davao City as control for Cagayan de Oro.

Data using the survey instruments were collected on the following courts which do not form part of the JRSP pilot to further add insights on users' views of courts outside the JRSP pilot coverage:

- c. a selected Municipal Trial Court and a selected Municipal Circuit Trial Court from each of the provinces of the pilot and control sites- Pampanga, Cebu, Misamis Oriental, Davao del Sur;
- d. a selected Metropolitan Trial Court; and,
- e. a selected Shari'a Court.

Focus Group Discussions (FGDs) with selected judges, lawyers, litigants, other stakeholders and relatives of litigants as well as users of the selected Shari'a court were conducted to provide more insights on the results of the Study. The peculiarities of the judicial process are too complex to be encapsulated by a structured survey. Given this, FGDs were utilized to substantiate survey analysis by allowing the researchers to see how people interact given a topic and how they react to disagreement. This is useful in understanding consensus formation, interaction processes and group dynamics. Further, it captures the attitudes and behaviors to certain issues that are considered socially unacceptable and difficult to obtain in a structured one-to-one interview. In sum, the FGDs allow the researchers to enter the research setting looking for questions as well as answers to arrive at a more in-depth understanding of the satisfaction and confidence of court users.

An instrument consisting of guide questions was used in the conduct of the FGDs. Facilitators for the FGDs were given orientation on the objective of the activity and the instrument to be used.

2.4 Survey Design

The sampling design discussed below defines the population, the sampling frame and the sample sizes, the sampling procedure, and the method of data collection.

Population

The population being targeted by the Survey is the group of users of the courts included in the JRSP and other courts. These users are the justices and judges, lawyers, litigants, and other stakeholders of these courts. Other stakeholders include other court employees, civil society/NGO groups such as the VACC, and police involved in investigation of cases.

Sampling Frame and Sample Sizes

The sampling frames used are the most recent list of judges at the time of the survey operations, the list of newly- filed cases from January 2000 to September 2004 in the courts covered by the Survey, as well as the list of court employees, civil society/NGO groups and police precincts in the areas covered by the survey. The targeted sample sizes are provided in Table 2.1. It must be noted that the targets were not achieved as targeted. However, the main concern of having a 3% margin of error for nationwide estimates of the lawyers and litigants was achieved. These are reported in Chapter 4.

Table 2.1 Survey Target Sample Size

Respondents	Number
Justices	98
Judges	80
Litigants	1,160
Lawyers	1,160
Other Stakeholders	100
Total	2,598

Derivation of the Sample Size

Census of Justices and Judges from the Higher Courts and Regional Trial Courts/Municipal Trial Courts in Cities of Pilot and Control Sites

A census of justices and judges of the Higher Courts, the RTCs, and the MTCCs was targeted to cover 168 individuals - 98 from the third and fourth level courts and 70 from the RTCs and MTCCs. Table 2.2 and Table 2.3 show the updated number of judges/justices occupying the positions.

Table 2.2 Censuses of Justices, January 2006 – March 2006

Court	Number of Positions	Number of Justices Occupying Positions
Supreme Court	15	14
Court of Appeals	69	64
Sandiganbayan	16	14
Court of Tax Appeals	6	6
Total	106	98

Table 2.3 Number of Judges in Pilot and Control Courts, January 2006 – March 2006

Pilot and Control Sites	Number of Positions for Judges in the RTCs and MTCCs	
	Filled	Vacant
Pilot		
Angeles City, Pampanga	8	0
Lapulapu City, Cebu	3	0
Cagayan de Oro City, Misamis Oriental	16	0
Control		
Malolos City, Bulacan	24	3
Toledo City, Cebu	3	0
Davao City, Davao del Sur	16	0
Total	70	3

Selection of Judges of Metropolitan Trial Court, Municipal Trial Court, Municipal Circuit Trial Courts and Shari'a

The Survey focused on the higher courts and lower courts of the pilot and control sites. It is, however, of interest to get information on the other lower courts. These are the Metropolitan Trial Courts (MetroTCs), the Municipal Trial Courts (MTCs) and the Municipal Circuit Trial Courts (MCTCs). Thus, one (1) judge from each of the MTCs and MCTCs in the pilot and control provinces and one (1) judge from a MetroTC were added to the census; this means a coverage of nine (9) judges for these courts. The selection of these courts was done by the team supervisors in consultation with the PMO. Furthermore, one (1) Shari'a judge was included in the survey. These 10 judges along with the RTC and MTCC judges totaled a target of 80 judges.

Sample of Lawyers and Litigants

One (1) randomly selected lawyer and one (1) randomly selected litigant of cases sampled from the list of newly-filed cases from January 2000 to September 2004 were included in the Survey. Table 2.4 gives the estimated cases covered as well as the sample size of 1,106 for cases of the higher courts. It also indicates the RTCs and MTCCs of the control and pilot sites. This means that a total of 2,212 lawyers and litigants are to be interviewed for these courts. The estimates used in computing for the estimated number of

newly filed cases in the courts were derived from the Tables in the Appendix A– Reference Tables for Computing the Sample Size.

Table 2.4 Estimated Number of New Cases Filed in Courts (2000-2004)

Court	Estimated Number of New Cases	Sample Size ²
Supreme Court	60,000.00	263
Court of Appeals	55,690.00	244
Sandiganbayan	2,290.00	10
Court of Tax Appeals	1,131.00	5
Pampanga/Bulacan RTCs and MTCCs (Pilot and Control)	32,354.00	142
Cebu RTCs and MTCCs (Pilot and Control)	12,954.00	57
Misamis Oriental (pilot) and Davao del Sur (Control)	88,412.00	387
Total	252,831.00	1,106

Source: Supreme Court Office of the Court Administrator – Court Management Office

For selected MetroTCs as well as selected MTCs and MCTCs of provinces of the pilot and control sites, it was suggested that six (6) cases per court be randomly chosen. Similar to the higher courts and courts in pilot and control sites, one (1) lawyer and one (1) litigant involved in the randomly selected cases are randomly selected for interview. Thus, six (6) cases in nine (9) courts and two (2) interviewees mean 54 lawyers and 54 litigants in the sample.

The Survey, therefore, was targeted to achieve a sample of 1,160 litigants and 1,160 lawyers.

Sampling Procedure

Varying sampling procedures are used in the Survey design:

- a. Judges are sampled 100%, thus forming a census. For MetroTCs, MTCs, MCTCs, and Shari'a District Court in which no sampling of judges is conducted, selection was done by the team supervisors in the areas in consultation with the PMO. The chosen courts are those which were/are not involved in any other recent projects to develop the courts, e.g. the JURIS project.
- b. Cases are sampled using Stratified Random Sampling with sample size determined such that a margin of error of 3% with 95% confidence and allocation is done using proportional allocation. Strata are the types of courts as well as the type of cases.

² Computed for total sample size using Sloven's Formula and proportionally allocated to the Courts. Sloven's formula is $n=N/(1+N*e^2)$. This gives the sample size n one should get from a population of N in order to produce, with 95% probability, an estimate for a (highly variable) proportion with margin of error of e . In this computation, $e=.03$.

- c. Independent random selection of one (1) lawyer and one (1) litigant from the sampled cases is done. Therefore, a stratified multi-stage random sampling of lawyers and litigants is conducted.
- d. As for the other stakeholders:
 - (i.) The court employees were chosen randomly from a listing of court employees from the different courts.
 - (ii.) NGOs/CSOs and police precincts in Manila, Cebu, Davao and CDO were selected from a listing of such agencies in the respective areas. The interviewed police/NGO employees were those recommended by the heads of offices from among those who were involved in investigation of cases within 2000-2004.
 - (iii.) The three (3) types of stakeholders were given approximately equal representation. Table 2.5 is a distribution of other stakeholders targeted for interview.

Table 2.5 Number of Targeted Other Stakeholders from the Pilot and Control Sites

Area	Number Court Employees
National Capital Region	28
Pampanga	12
Bulacan	12
Cebu(Lapulapu)	12
Cebu(Toledo)	12
Davao del Sur	12
Misamis Oriental	12
Total	100

Data Collection Method

Data were collected through face-to-face interviews employing five (5) survey instruments. These instruments include: an information sheet to collect data on the courts and four (4) versions of a structured questionnaire- one (1) for each of the four (4) types of users of the courts- the judges, the lawyers, the litigants, other stakeholders. Further, the instruments contain demographic profiles of the courts, the judges, the lawyers, litigants, and other stakeholders. Also covered is their satisfaction and confidence in the courts with reference to the different areas/parameters listed in the section on performance indicators. Please refer to Appendix B for the survey instruments.

Appendix C also contains the Interviewer's Manual that serves as a guide in the survey.

Statistical Analysis of the Survey Data

Statistical tables and graphs are used in presenting the results and analyzing patterns of the different indicators identified to be studied. Moreover, summary statistics for numerical indicators are computed to further validate the patterns in the data. Cross tabulations are used and chi square tests of independence done to test the statistical significance of the differences in the data patterns.

2.5 Design of the Focus Group Discussions

One of the most important goals of the Study is to explain satisfaction and confidence of court users based on their experiences. However stories about real experiences and attitudes and behaviors to sensitive issues are difficult to obtain from a structured one-on-one interview. Thus, to complement the data generated from the survey, FGDs among the different court users were conducted.

The FGD aims to generate qualitative data that will provide more insights on the results of the Survey. Particularly, it probes on how trust and confidence is built or ruined among court users. It also explores the challenges to the court system as well as the changes that should be implemented to improve the judicial system and consequently increase trust and confidence in the Judiciary.

At near completion of the survey, 12 FGDs were conducted in three (3) project pilot areas and one (1) control area. The distribution of participants per area is reflected in Table 2.6 below. About 75 men and women who had first hand experience with the court participated in these two-hour long FGDs. They represent the various types of court users.

Table 2.6 Number of Focus Group Discussions Conducted Per Area

Location	Type of Court Users					Total
	Justices	Judges	Lawyers	Litigants	Other Stakeholders	
1. NCR	1	1	1	1P	1	5
2. Angeles City	0	0	1	1D	0	2
3. Lapu-lapu City	0	0	1	1D	0	2
4. Davao City	0	1	1	1P	0	3
Total	1	2	4	4	1	12

Note: P- Plaintiff/Complainant, D- Defendant/Accused

The FGDs were guided by the questions listed below. There were only three (3) main questions. The other questions were specified for probing for details about the issues raised.

FGD Guide Questions

- a. Is it important for the Judiciary to gain public trust and confidence? Why?
- b. How can the Judiciary gain public trust and confidence?
 - i. Does increased court users' satisfaction improve public trust and confidence?
 - ii. What are the specific issues related to judicial independence that you would like to bring to the attention of the court's leadership?
 - iii. What roles do other stakeholders/ other pillars of justice play in building public trust and confidence?
 - iv. Is it important to have a good image in media in order to gain public trust and confidence? Why?
- c. What were the significant improvements in the court system in the past five (5) years? What were the improvements in terms of:
 - i. Case adjudication
 - ii. Alternative dispute resolution
 - iii. Access to justice of poor
 - iv. Institutional capacity of the courts
 - v. Institutional integrity of the courts

What brought about these significant improvements?

 - vi. Who are the major actors?
 - vii. Who should be involved but are not yet involved?

3.0 Review of Judicial Surveys

Similar studies, international and local, were reviewed with the objective of incorporating relevant and appropriate best practices into this Study. For this purpose, three (3) international and eight (8) local researches are identified and compared.

3.1 International Judicial Surveys

Three (3) international judicial surveys present results and good practices relevant to the Project. The following is a discussion of these surveys.

Social Audit of Governance and Delivery of Public Services: Baseline Survey 2002 for Pakistan

The first is the Social Audit of Governance and Delivery of Public Services: Baseline Survey 2002 for Pakistan.³ Commissioned by the National Reconstruction Bureau, the Study was undertaken with financial support from the Canadian International Development Agency (CIDA). The respondents consist of households covering all districts in Pakistan.

The survey of the households merely covers a section of the social audit which is a combination of quantitative (survey) and qualitative (key informant and focus groups)⁴ methods. The process of the social audit was described in the Report as “collect information about public services from people supposed to be served, and from service providers, and use this as a basis for involving the public and service providers in making changes to improve the services. The key steps include: collect information from households in representative communities about their use, experience and perceptions of public services; link this with information from the services themselves; analyze the findings in a way that points to what actions might improve matters; take the findings back to the communities for their views about what could improve the situation; bring the findings and suggestions to discussions among services providers, planners and community representatives to plan and implement changes. The loop is closed when a repeat fact finding exercise assesses the changes and their effect.”

The survey covered 57,321 households (433,107 people) in 444 representative communities. The following public services were evaluated: health, education, water, judiciary, police services, local government and others.

Under the section entitled, “Perception and Experience of Courts,” the following were determined:

³ <http://www.balochistan.org.pk/pdf/Pak2002baseline.pdf>

⁴ In addition to the households, other information sources are 380 community profiles, 751 government schools, 310 government health facilities, 757 union nazims and councilors, 374 male focus groups and 365 female focus groups.

- i.) percentage of household respondents who thought the courts were there to help them and their reasons for their perception;
- ii.) percentage of households who contacted the courts in the last five (5) years and the reasons for the contact;
- iii.) level of satisfaction on the court contact and reasons for satisfaction or dissatisfaction; and,
- iv.) awareness of the reconciliation committees at union council levels intended for small disputes without recourse to the courts.

The results were analyzed according to the following stratified samples: differences by province; differences by gender; differences by rural and urban residency; and differences by household type (very vulnerable households and less vulnerable households)⁵.

While the findings per se may not be relevant to the Project's survey given the differences in cultural and political environment between the two (2) countries, the method of analysis provides insights useful in policy formulation. Of significance are the differences in responses gathered from male and female respondents as well as "very vulnerable" and "less vulnerable" households.

Opinions about the Courts

Forty-six percent (46%) of the household respondents nationwide thought that the courts were there to help them. The proportion was lowest (33%) in Balochistan where the highest proportion of vulnerable households were located. The most common reason for thinking the courts were there to help was that it was "their duty." The most common reason given for thinking the courts were not there to help was that "you need money."

Compared with female respondents, male household respondents were more likely to say that the courts were there to help but this was mainly because female household respondents (more than 40%) were unable to give an opinion as to whether courts were there to help or not. The same is true for urban households compared with rural households (36% of the rural households could not give an opinion about the courts) and for very vulnerable households compared with less vulnerable households (more than 40% of the very vulnerable households could not give an opinion).

⁵ Household vulnerability is determined by three (3) factors: house construction, room occupancy and occupancy of the main breadwinner. A household is any two (2) of the three (3) factors: poor roof construction, overcrowded (high room occupancy) or poor occupation of main breadwinner. If all three (3) factors are present, a household is defined as very vulnerable.

Experience of Contacts with the Courts

Only eight percent (8%) of the respondents nationwide reported contact with the courts during the last five (5) years. These were especially infrequent in Sindh (3%) and Balochistan (3%). Nine percent (9%) of male household respondents reported a household contact with the courts during the last five (5) years compared with only 4% of female respondents who reported a court contact. This may be due to the lack of involvement of women in these important issues. On the other hand, only 4% of very vulnerable households reported a court contact compared with the 7% less vulnerable households who reported. There was no difference between rural and urban households in their contact with the courts in the last five (5) years.

In terms of geographic access, 7% of households in communities within 10 kilometers of a court reported a court contact in the last five (5) years compared with the 6% of households in communities with the nearest court more than 10 kilometers away. The majority of the court contacts in the last five (5) years were by male household members (92%). This is true across all provinces.

Satisfaction with the Courts

Forty-eight percent (48%) of the households who reported contact with the courts during the past five (5) years said that they were satisfied with the way they were treated. There was very little inter-provincial variation. There was also no difference in satisfaction with the courts by gender. People from very vulnerable households in contact with the courts were somewhat less likely to be satisfied with the experience (45%) compared with people from less vulnerable households (49%).

Reason for satisfaction were as follows: got justice (59%), problem solved (18%), good behavior (11%), court helpful (10%). The complaints among those who were dissatisfied were as follows: payments (41%) took too long (35%), made problem worse (17%), and bad behavior (5%).

Awareness of Alternative Mechanisms

Only 7% of households nationwide were aware of reconciliation committees at union council level intended for settling small disputes without recourse to the courts. Across the provinces, the proportion who heard of reconciliation committees ranged from 3% for Balochistan through 4% in New Western Frontier Province and 6% in Sindh and 9% in Punjab.

Eight percent (8%) of men had heard of reconciliation committees compared with only 4% of women. Eight percent (8%) of urban households had heard of reconciliation committees compared with only 4% of rural households. Two

percent (2%) of very vulnerable households were aware of reconciliation committees compared with 6% of less vulnerable households.

Public Trust and Confidence in Courts and the Legal Profession in Texas (1998).⁶

This joint project of the Texas Supreme Court, Texas Office of Court Administration and State Bar of Texas was developed under a technical assistance grant from the State Justice Institute. It is one of the many surveys on public trust and confidence in courts that is conducted all over the United States of America. Other states that have done similar surveys are Arizona, California, Florida, Idaho, Iowa, Massachusetts, Michigan, New Jersey, New Mexico, North Carolina, Pennsylvania, Rhode Island, Utah, Virginia, Washington, and Wisconsin. Table 3.1 shows surveys done by other states.

Table 3.1 Public Opinion Surveys

State	Survey Title	Sponsor(s)	Year
Arizona	Arizona State Court Citizens' Survey: The Public Perspective	Arizona Supreme Court	1997
California(1)	Surveying the Future: Californians' Attitudes on the Court System	Commission on the Future of the California Courts	1992
California (2)	California Public Opinion Surveys	Advisory Committee on Racial and Ethnic Bias In the Courts	1995
Florida	Florida Statewide Public Opinion Survey	Judicial Management Council Committee on Communication and Public Information	1996
Iowa	Public Awareness of the Courts in Iowa	The Steering Committee of the Iowa Supreme Court Commission on Planning for the 21st Century	1996
Massachusetts	Reinventing Justice: 2022	Chief Justice's Commission on the Future of the Courts	1992
Mississippi	Public Attitudes About the Mississippi Judiciary	The Administrative Office of the Courts	1995
National	The American Public, the Media, and the Judicial System	The Hearst Corporation	1983
National	The Public Image of Courts	The National Center For State Courts	1978
New Mexico	Community Survey of Lawyers and the Legal System	State Bar and the Administrative Office of the Courts	1997

⁶ <http://www.courts.state.tx.us/publicinfo/publictrust/>

**SUPREME COURT NATIONAL SURVEY ON
USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
FINAL REPORT**

State	Survey Title	Sponsor(s)	Year
North Carolina	North Carolina Court System Research	Commission for the Future of the Courts in North Carolina	1995
Utah	Doing Utah Justice	Commission on Justice in the Twenty-First Century	1991
Washington	Washington State Judicial Survey: Final Report	Office of the Administrator of the Courts	1988

Source: California Courts website

This survey is merely a first phase of a multidimensional study that includes a mail survey of lawyers, judges and court personnel.

The findings of the Texas survey, based on a telephone survey administered to a stratified random sample of 1,215 Texas adults, covered the following:

- i.) overall opinion of the of the Texas court system;
- ii.) honesty and ethics;
- iii.) quality performance;
- iv.) equality and fairness;
- v.) accessibility and accountability;
- vi.) protection of society;
- vii.) preferred methods of selecting judges and representation on the bench;
- viii.) general knowledge and experience with the Texas courts; and,
- ix.) public attitude towards lawyers.

The results were analyzed according to the following stratified samples:

- i.) differences by racial/ethnic background;
- ii.) differences by rural/urban residency;
- iii.) differences by gender;
- iv.) differences by income level;
- v.) differences by education level; and,
- vi.) differences by recent court experience.

Among the foreign surveys reviewed, the Texas Judicial Survey covered several performance indicators. The following are findings on performance indicators similar to the Project's survey:

Overall rating of the Judiciary

Fifty-two percent (52%) of all respondents had a positive overall impression of the Texas court system, while only 27% had a negative perception. Among Texans with courtroom experience, 82% were

satisfied with the process and the judges they observed in the courts. Sixty percent (60%) rated the services they received as "very good" or "somewhat good."

Demeanor of judges and court personnel

Seventy-three percent (73%) of the respondents felt that judges and court personnel were courteous and respectful to the public.

Integrity

When asked to rate various professions in terms of honesty and ethics, Texans thought highly of judges. Seventy-one percent (71%) rated judges as "very" or "somewhat" honest and ethical. The majority of survey respondents rated the Texas Supreme Court (77%), Texas courts in general (69%), and the Texas Court of Criminal Appeals (66%) as "very" or "somewhat" honest and ethical.

Judicial Competence and Efficiency

Sixty-six percent (66%) of the respondents felt that judges were highly qualified, however, 54% disagreed that court cases were concluded in a timely manner.

Fairness and Equity

Survey respondents provided conflicting answers to questions about equality and fairness in the Texas courts. Seventy-three percent (73%) of survey respondents felt that they would be treated fairly if they had a case pending in the Texas courts. Seventy percent (70%) also felt that people were more likely to receive justice in the courts than with any other method of settling disputes. However, a large percentage of Texans did not feel that the courts treated people alike regardless of gender, race, or socio-economic status: 50% of respondents agreed that the courts treated men and women alike; 41% felt that the courts treated all people alike regardless of race; and only 22% believed that the courts treated poor and wealthy people alike.

Judicial Independence

Eighty-three percent (83%) of the respondents felt that campaign contributions made to judges had a "very significant" (43%) or "somewhat

significant" (40%) influence on the decisions judges make in the courtroom.

Accessibility

The public also had mixed views on several issues related to court accessibility. The majority of Texans felt that the courts adequately accommodated persons with disabilities (74%) and special language needs (70%). Respondents felt that court costs and filing fees are unaffordable to the average citizen. Sixty-nine percent (69%) disagreed that these costs and fees are affordable. Fifty-one percent (51%) believed that the average person does not understand court procedures, compared to 44% who believed that people do understand them.

Differences By Court Experience

Having a recent experience (within the last two -2- years) with the Texas courts did not have a significant impact on how respondents viewed many aspects of the judiciary⁷. However, when asked if they felt that they would be treated fairly if they had a case pending in the Texas courts, only 65% of those with recent Texas courtroom experience agreed compared with the 72% who agreed who have not been in a Texas courtroom in the past two (2) years. When also asked if there were too few racial/ethnic minority judges in Texas, 65% of those with recent experience agreed compared with the 55% who agreed who have no recent courtroom experience.

Other Findings

- Persons with a positive general opinion of Texas lawyers were more likely to have a positive overall impression of the Texas court system, and more likely to feel they would be treated fairly if they had a case pending in the Texas courts. They were also more likely to rate the services received from Texas courts as "very good" or "somewhat good";
- Younger Texans (18 to 34 years old) were more likely to feel that they would be treated fairly if they had a case pending in the Texas courts, and older Texans (55 years or older) were more likely to have a generally positive opinion of lawyers;

⁷ This may be due to the fact that three-quarters of the respondents had been in a Texas courtroom at some point in their life either for jury duty (49%), as a defendant in a traffic court (17%) or to lend support to a family member or friend (16%). Fifty percent (50%) indicated that their most recent Texas court experience was within the past two months.

- Persons who said that they were familiar with the Texas courts were more likely to have a positive overall impression of the state's court system. Those familiar with the courts were also less likely to feel that judges are too lenient with criminals;
- Persons who reported that they frequently obtain information about Texas courts through personal experience were less likely to believe that they would be treated fairly if they had a case pending in the Texas courts; and,
- Persons who indicated that they were in court as a defendant in a civil trial were less likely to rate the services received from Texas courts as "very good" or "somewhat good."

Kazakhstan's Surveys of Households, Enterprises and Public Officials (2001)

Kazakhstan's Surveys of Households, Enterprises and Public Officials (2001)⁸ were presented as part of a World Bank paper entitled, "Kazakhstan Governance and Delivery: A Diagnostic Report" in May 2004. Respondents included 1,000 households for the Household Survey, 400 enterprise managers for the Enterprise Survey and 600 public officials for the Public Officials Survey. All three (3) surveys were conducted nationwide in the winter and spring of 2001 by way of face-to-face interviews. Like Pakistan's social audit, the Kazakhstan surveys were used to assess the performance of selected sectors such as health, education, courts, police, enterprise registration and international trade (customs, border crossing and trade licenses). Central to the survey design were the three (3) social goals of public sector service delivery: unhindered access to services, high quality of services and a low level of corruption.

The following items were asked for each sector under study, one of which is the courts:

- i.) Perceptions of accessibility;
- ii.) Perceptions of quality;
- iii.) Satisfaction with government services and treatment (actual user perspectives);
- iv.) Perceptions of corruption; and,
- v.) Experiences with bribery.

⁸ [http://inweb18.worldbank.org/ECA/ecspeExt.nsf/ECADocByUnid/1B062B0DC8A543B485256C63005D49FD/\\$FILE/KazGovServEng.pdf](http://inweb18.worldbank.org/ECA/ecspeExt.nsf/ECADocByUnid/1B062B0DC8A543B485256C63005D49FD/$FILE/KazGovServEng.pdf)

Findings of the survey were analyzed according to respondent type:

- i.) Household (sample stratified by geographical disposition and economic specialization);
- ii.) Enterprise (sample stratified by geographical area and by size); and,
- iii.) Public officials.

This survey is particularly insightful in how it quantified general perception on accessibility, quality and corruption and tried to validate such perception through actual user experiences. Although the questions in this survey are more general than the ones in the Project's survey, it is particularly interesting how the survey was able to identify the courts of Kazakhstan as one of the weakest and poor performing sectors of the government.

Perceptions on Accessibility, Quality and Corruption

Twenty-six percent (26%) of household respondents said that the courts were easily accessible. A higher percentage of enterprise respondents (73%) share the same view. In terms of quality, however, the courts were rated the lowest among the different sectors by both the household and the enterprise respondents. Only 15% of the household respondents and 28% of the enterprise respondents stated that the quality of service of the courts was good. Even public officials considered the courts among the worst in terms of quality with only 25% stating that the quality of service was good. The survey also showed that the courts were perceived to be corrupt. Thirty-five percent (35%) of the household respondents, 20% of the enterprise respondents and 34% of the public official-respondents said that corruption is widespread in the courts. Only the police was perceived to be more corrupt.

Actual User Perspectives on Level of Satisfaction and Bribery

Out of those surveyed, eight percent (8%) of the household respondents and 37% of the enterprise respondents had interacted with the courts in the 12 months preceding the survey. Actual users of court services from both the households and the enterprises rated the quality of court services higher. Forty-four percent (44%) of the household respondents and 41% of the enterprise respondents said that they were satisfied with the services and treatment they received from the courts.

On the other hand, respondents' actual experience with the courts seemed to validate the perception of corruption in the courts. Sixteen percent (16%) of the household respondents that had been to court said that they provided a gift, money or service to court personnel during the trial, all of which were bribes. Ninety percent (90%) were made before or during proceedings. More

than 50% of the unofficial payments made by households were made to ensure that a certain person was assigned to the case or to influence the court decision. In addition, 16% of the enterprise respondents said that they encountered bribery. On the positive side, however, 37% of the enterprise respondents specified that they found the process to be fair and objective, 56% said that the process was not corrupt and 37% indicated that it was fast and without unnecessary delays.

3.2 Judicial Surveys in the Philippines

A review of relevant literature showed that since 1985 a number of surveys on the Philippine judiciary have been conducted by various groups as indicated below:

Public Opinion Survey on the Philippine Judiciary, July 1985

The Philippine Bar Association (PBA), in coordination with the Bishops-Businessmen's Conference for Human Development and with support from The Asia Foundation, conducted a public opinion survey involving 2,000 respondents in July 1985. The Survey was designed to gather people's impressions about the fairness, honesty, competence and efficiency of the judicial system in resolving court cases. The respondents were also asked to rate lawyers according to various standards and were requested to indicate the number of lawyers with the following characteristics: trustworthy, loyal to clients, just, helpful, competent and corrupt. The survey had 16 questions on the judiciary and (six) 6 on the legal profession. Findings of this Survey are discussed in conjunction with December 1993 survey discussed below.

National Opinion Survey, December 1993

In December 1993, the Social Weather Stations (SWS) conducted a survey by interviewing 1,200 respondents. Most of the questions were similar to those in the PBA's July 1985 public opinion survey. Additional items were added such as perceptions of respondents with judicial experience, opinion on the Katarungan Pambarangay System and public knowledge of legal principles.

The following is a comparative table showing how responses differ in the 1985 and the 1993 surveys.

Table 3.2 Comparative Responses on SWS National Opinion Survey, 1985 and 1993

Question / Test Statement ⁹	1985	1993
Whether rich or poor, people who have cases in court receive equal treatment.	+23	+4
Whether rich or poor, people who commit crimes are prosecuted by the government.	+48	+32
[Under a scenario where a crime victim is an ordinary individual and the accused is an important person.] One can expect the court proceedings to move swiftly.	+4	+9
[Under the same scenario.] One can expect the eventual court decision to be a just one.	+25	+24
[Under the same scenario.] The one with the better lawyer will usually win the case.	+22	+34
[Under the same scenario.] Expect the judge of the court cannot be bribed.	+1	Different question
The victim and his family can expect the court to protect them from harassment from the accused.	+8	+12

Source: Social Weather Stations. "Monitoring the State of the Judiciary and the Legal Profession." April 2003.

The 1993 survey had additional questions on corruption in the judiciary, overall trust on judges and judicial competence:

- When asked how many judges they think could be bought or bribed, 10% of the respondents said "most," 39% said "many," 44% said "few" and 6% said "none." Moreover, 14% of the respondents said that they know of a judge who has received a bribe;
- When asked how many judges were trustworthy, 8% said "most," 37% said "many," 53% said "few" and 2% said "none"; and,
- When asked how many judges they think are good at work, 10% said "most," 47% said "many," 41% said "few" and 2% said "none."

The 1993 survey also had an additional series of questions for respondents with judicial experience:

- Eight percent (8%) of the respondents filed a complaint in the court and 5% of the respondents had been charged in court;
- Of those who filed a complaint or had been charged, 60% paid for the court expenses themselves, 15% by relatives, 11% by their parents and 2% by their spouses. Eleven percent (11%) said they paid no expenses;

⁹ A test statement is given to the respondents and they are asked if they agree, disagree or are undecided about it. The columns on the second and third columns pertain to net agreement which is the percentage of respondents who agree minus the percentage of respondents who disagree with the test statement.

- Thirty percent (30%) said that the cost of pursuing a case was expensive, while 47% said it was moderate and 23% said it was cheap;
- When asked about the pace of the courts in resolving their case, 17% said “fast,” 30% said “moderate” and 53% said “slow”; and,
- When asked about how the courts treated their case, 64% said “just” and 36% said “not just.”

Survey of Lawyers, 1994 - 1995¹⁰

Since the findings from SWS's 1993 National Opinion Survey indicated that only a small percentage of people have personal experience with the judicial system on which to base their opinions, a survey on lawyers and on judges were eventually conducted. For SWS's 1994-1995 Survey of Lawyers, a sample of 300 lawyers in the National Capital Region (NCR) were surveyed from May to July 1994. Additional three (3) samples of 100 lawyers in each of the provinces of Pangasinan, Cebu and Davao were also surveyed in November 1995.

The following are the key findings of the survey on the performance indicators that are relevant to the Project's survey.

- Majority of the lawyers interviewed are satisfied with the performance of trial judges;
- In terms of court facilities, 64% of the respondents from NCR and 57% of the respondents from the provinces are of the opinion that the court had either somewhat inadequate or very inadequate facilities in terms of modern equipment;
- In terms of efficiency, majority is of the opinion that the court's pace from the time a case is filed is either too slow or much too slow (69% in NCR and 56% in provinces). Majority are also of the opinion that the court's pace from the time a case is submitted for resolution is either too slow or much too slow (63% in NCR and 54% in provinces);
- In terms of integrity, 31% in NCR and 20% in the provinces said very many or many judges are corrupt. In addition to this, 48% of respondents said that they are aware of a case when a judge took a bribe;
- In terms of competence, majority of the lawyers think that the knowledge of most trial judges are sufficient or highly sufficient for handling specialized cases;
- In terms of economic accessibility, 48% in NCR and 52% in the provinces believe that the poor can get justice under our judicial system; and

¹⁰ Under the sponsorship of The Asia Foundation.

- In terms of fairness and impartiality, majority are of the opinion that judges stay neutral when dealing with women. On the other hand, majority are also of the opinion that a judge's decision can be influenced by certain factors such as fraternity connections, politicians, media, lawyers, relatives and friends.

Survey of Judges, 1995 - 1996¹¹

In 1995-1996, a total of 452 Regional Trial Court (TRC) judges participated in a survey of judges by responding to the questionnaires mailed to them from January to April 1995. A total of 596 Municipal Trial Court (MTC) judges also participated through the same means from November 1995 to August 1996.

The following are the key findings of the survey on the performance indicators that are similar to the Project's proposed survey:

- In terms of trust or respect, majority of the respondents said that they think people have either much respect or moderate respect for judges (94% of RTC and 96% of MTC respondents);
- In terms of competence, 62% of the respondents said that most trial judges have either sufficient or highly sufficient knowledge for handling specialized cases;
- In terms of efficiency, majority is of the opinion that the court's pace from the time a case is filed is either reasonable or speedy (73% of RTC and 79% of MTC respondents). Majority are also of the opinion that the court's pace from the time a case is submitted for resolution is either too slow or much too slow (88% of RTC and 90% of MTC respondents);
- In terms of court facilities, 88% of RTC and 84% of MTC respondents are of the opinion that the court had either somewhat inadequate or very inadequate facilities in terms of modern equipment;
- In terms of economic accessibility, 64% of RTC and 58% of MTC respondents believe that the poor can get justice under our judicial system; and,
- In terms of integrity, only 6% of RTC and 7% of MTC respondents said very many or many judges are corrupt.

National Survey of Inmates (July 2003)

National Survey of Inmates is a project of the Supreme Court of the Philippines and was funded under the Portfolio of Enabling Environment: Poverty Reduction through Good Governance of the Government of the

¹¹ Ibid.

Philippines and the United Nations Development Programme. Its objective is to “generate baseline information on the access to justice of inmates prior to and during their detention and confinement in national penitentiaries and provincial, district, city and municipal jails.”¹² A total of 1,629 inmates from 24 correctional institutions consisting of six (6) provincial jails, two (2) municipal jails, 11 city jails, three (3) national prisons and two (2) rehabilitation centers from seven (7) regions in the country (including the National Capital Region) were interviewed.

The following are the key findings with regard to the attitudes and perceptions of the justice system by inmates:¹³

- The inmates had a rather ambivalent attitude towards the judicial system in general (“full trust in the way the justice system works” had a rating of 3.3). The same was true for their attitude towards the fairness, integrity and competence of judges (“honest, trustworthy and incorruptible” was 2.9, “just and fair” was 3.0, “fully knowledgeable of legal procedures” was 2.9). They too viewed the justice with a slight distrust with regard to its treatment of the rich and poor (“treats both rich and poor equally” was 2.6, “only the rich would have fair treatment” was 3.2, “the poor could not expect fair treatment” was 3.4);
- The inmates were neutral and at times even slightly favorable towards the adequacy of access to information about the justice system (“on how the justice system works” was rated 3.0, “concerning one’s rights” was 3.3, “concerning available legal remedies or options to the poor” was 3.3, “concerning where to file complaints about delays in cases” was 3.1);
- They gave adequacy of legal defense a slightly higher rating. For instance, they gave a rating of 3.7 each for “my legal counsel is concerned with protecting my rights” and “my legal counsel has adequate knowledge and expertise in law”;
- In terms of unlawful or unreasonable delays, the inmates gave a rating of 4.0 the statement “my case is proceeding at a faster pace”;
- The inmates had a clearer opinion on the experience of disadvantaged inmates. They agreed that they could have avoided incarceration if they had more money to post bail and that in general, the poor are more likely to be detained pending trial; and,

¹² Supreme Court of the Philippines and the United Nations Development Programme. “National Survey of Inmates and Institutional Assessment: Final Report.” July 2003.

¹³ Inmates were asked to rate from 1 to 5 (where 1 is strongly disagree and 5 is strongly agree) a series of statements about the judicial system.

- They too agreed that juvenile should be separated from the adults and that there is adequate protection given to juvenile offenders and women inmates under the country's laws.

With regard to the inmates knowledge of the justice system, 36% of the inmates do not know of any office that helps the poor when they have cases in court. However, more inmates in city jails outside NCR (46%) and in provincial jails (53%) were more knowledgeable on the existence of agencies that provide free legal assistance for the poor. In addition to this, 83% of the inmates do not know about agencies that accept complaints against delays in prosecution of cases in courts.

The Inmates Survey includes other information and statistics such as the demographic profile of the inmates, inmate knowledge about legal remedies and options (right to bail, warrant of arrest, right to legal counsel, right against involuntary admission of guilt, etc.) and statistics on duration from arrest to incarceration to last hearing.

Surveys of Lawyers and Judges on the State of the Judiciary and the Legal Profession in the Philippines, 2003-2004

The most recent survey on the judiciary conducted by the Social Weather Stations (SWS) is the 2003-2004 Survey of Lawyers and Judges on the State of the Judiciary and the Legal Profession in the Philippines. The survey was sponsored by The Asia Foundation with support from the United States Agency for International Development. Respondents included 889 trial judges who responded to the mailers sent to all trial court judges and 400 lawyers from Metro Manila, Baguio City, Cebu City, and Davao City who were interviewed face-to-face. The survey tracked changes in the state of the judiciary and the legal profession after the lapse of 8 to 9 years (SWS's 1995-1996 Survey of Judges and 1994-1995 Survey of Lawyers).

Among the different elements covered by the survey are as follows:

- General performance of trial judges;
- Competence of judges in special courts;
- Access to justice for the poor;
- Judiciary's intervention in economic decision-making;
- Judicial procedure;
- Judicial appointment;
- Pace of court cases;
- Predictability of court cases;
- Corruption;
- Institutional rating;
- Judges compensation;

- Court facilities;
- Use of Filipino and local languages; and,
- Job satisfaction.

The following are the key findings of the survey on the performance indicators that are relevant to the Project's survey:

- The survey revealed that 69% of lawyers were satisfied and only 27% were dissatisfied with the general performance of trial judges in the Philippines;
- In terms of economic accessibility, 75% of the judges and 53% of the lawyers agree that poor can get justice;
- In terms of efficiency, 27% of lawyers and 74% of judges answered the usual pace of the courts from the time a case is filed is speedy or reasonable. Percentages are higher when asked about the pace from the time a case is submitted for decision (39% and 89%);
- In terms of integrity, when lawyers were asked to assess the number of corrupt judges, 6% answered "very many", 18% answered "many" and 37% specified "some". Furthermore, 49% of the lawyers said that they were aware of a case where a judge took a bribe;
- In terms of court facilities, court facilities are considered to be poor. On the positive side, however, judges who call their court facilities adequate have doubled (from only 11% in 1996 to 23% in 2004); and,
- In terms of competence as determined by access to legal reference, the access of judges to legal reference materials as well as basic office equipment is low in comparison with the access of lawyers to the same facilities in their offices.

Political Economic Risk Consultancy's Survey Among Expatriate Business Executives, 2005

On June 2005, the Political and Economic Risk Consultancy Ltd. (PERC) released its ranking of the judicial systems of the different countries in the regions. This ranking was based from its annual survey of more than 1,000 senior expatriate executives living in Asia. In ranking the countries or cities, the business executives gave weight to how legal systems are used to enforce contracts, resolve disputes, fight intellectual piracy and enforce securities and exchange regulations. Countries and cities were graded on a scale of zero to 10, zero being the best grade possible and 10 the worst.

In the 2005 survey, the Philippine ranked ninth among 12 countries. Its rating dropped to 8.10 from the previous year's ranking of 7.71. The other countries have the following rank and rating:

Table 3.3 2005 Ranking of Judicial Systems in the Region

Ranking	Country	Rating
First	Hong Kong	1.73
Second	Singapore	1.75
Third	Japan	2.73
Fourth	South Korea	3.96
Fifth	Taiwan	5.07
Sixth	Malaysia	6.06
Seventh	India	7.20
Eighth	Thailand	7.65
Ninth	Philippines	8.10
Tenth	China	8.15
Eleventh	Vietnam	8.40
Twelfth	Indonesia	8.85

Source: "Poll Gives Judiciary Another Black Eye". Manila Times, June 3, 2005.

Survey of Enterprises on Corruption, 2005

Since 2000, the SWS conducted five (5) surveys of enterprises on corruption. For the year 2005, the survey was conducted on January 21 to March 15 with 701 small, medium and large enterprise owners and managers in Manila, Cebu, Davao, Cavite, Laguna, Batangas, Cagayan de Oro and Iligan as respondents.

Of the 26 agencies individually rated in the 2005 survey for sincerity in fighting corruption¹⁴, the Supreme Court was rated "good", next to the Securities and Exchange Commission and the Philippine Stock Exchange, the only agencies which obtained a net sincerity rating of "very good." Sandiganbayan was rated "moderate", while the trial courts are rated "mediocre".

3.3 Synthesis and Learning

The foregoing surveys that were conducted in the past can be grouped into two (2) categories: (a) those that measure respondents' opinion on the judiciary and (b) those that measure respondents' level of satisfaction based on their actual experience. While the second category looked into the actual experience of court users, the respondents were limited to lawyers and judges alone. Court litigants, however, were not included in the survey.

¹⁴ Net Sincerity is the difference between the percentage rating an agency Very/Somewhat Sincere and the percentage rating it Very/Somewhat Insincere. It ranges between +100 for a unanimous rating of sincere and -100 for a unanimous rating of insincere.

Key learnings from the review of related surveys/studies are discussed below.

There is a need to have a respondent pool composed of the right stakeholders, in this case, the general public (or ordinary citizens who are or will be litigants) as well as the service providers such as the judges and lawyers.

Pakistan's social audit acknowledges the need for a closed loop that involves both the households and service providers in order to ensure its effectiveness in bringing about change (see quoted segment above). The Kazakhstan surveys included users of public services (households and enterprises) as well as public officials. It was stated in the report¹⁵ that the three (3) groups complement one another because "enterprise managers and the general population were surveyed about their interaction with state bodies; their responses provide external assessments of the quality of services provided... Public officials were also surveyed, providing insiders' perspectives, as well as self-evaluations of the quality of their work..." Even the Texas judicial survey is viewed to be incomplete without the Phase 2 of the survey, which includes feedback from lawyers, judges and court personnel.

The Social Weather Stations had the same realization when it said, "Since the SWS December 1993 national survey found that only a small fraction of the people have had personal experience with the judicial system on which to base their opinions, the project decided, in later stages, to also poll the opinions of lawyers and of judges themselves, as these would be more based on first-hand knowledge of the situation."¹⁶ The 2003 National Survey of Inmates introduces a new group of stakeholders, the inmates in the national penitentiaries and provincial, district, city and municipal jails. New insights gathered from this group will contribute towards giving new perspectives to the country's judicial system and giving it a more comprehensive assessment.

The importance of this point was also emphasized by Professor Herbert Kritzer, Professor of Law and Political Science at the University of Wisconsin-Madison, when he said, "The public's opinion about how well an agency of government is performing is important for many reasons. But there is a difference between public perceptions of performance and actual performance. As the American experience with judicial reform shows, reformers that would base their prescriptions for institutional reform on perceptions rather than operational data risk attacking the wrong problem with the wrong remedy. Unfortunately, there is a substantial risk that the public's opinion of an institution tells us less about the allegedly sad state of the institution and more

¹⁵ Ibid.

¹⁶ Social Weather Stations. "Monitoring the State of the Judiciary and the Legal Profession." April 2003.

about the arguably sad state of polling, public misinformation about the system, the public disinformation campaigns of interest groups that expect to profit from certain changes in the system... ”¹⁷

Better data analysis can be made possible through the appropriate use of stratified sampling.

The surveys have extensively analyzed their data by comparing and contrasting respondent responses per strata/sub-group. This leads to a better understanding of each sub-group and to more appropriate recommendations for improvement for each sub-group being targeted. The Pakistan social audit, for instance, formed a special sub-grouping, in terms of the vulnerability of the household (very vulnerable households versus less vulnerable households). This is in conformity with project’s end-objective of “improving the lot of the most disadvantaged members of society, enabling them to have a say in decisions affecting their lives and ensuring they are better served by public services.”¹⁸ The Texas judicial survey and the Kazakhstan surveys utilized a more typical stratification method, by socio-demographics and geographical location. The judicial surveys in the Philippines typically used the socio-economic stratification (ABC, D and E) and geographic or regional stratification (National Capital Region and the provinces).

There is a large number of performance indicators that can be used to assess a respondent’s experience and perception of the judiciary.

There appear to be no hard and fast rules on which indicators would be applicable for a specific survey. Much of the decision on which performance indicators to use depends on the objectives of the survey and its theoretical framework. The Pakistan social audit, for instance, asked general questions on the perception and experience on judicial services. An in-depth survey would have been appropriate given that there were several other public services being covered by the same survey. On the other hand, the Texas judicial survey asked more specific questions that attempted to create a clear understanding of what aspects of the judicial services are viewed favorably or unfavorably by the respondents. The Kazakhstan surveys focused on its “paradigm” of public sector performance composed of three (3) social goals of access, quality and (low) corruption. The judicial surveys in the Philippines, particularly those by the Social Weather Stations, have evolved through the years such that from only a handful of performance indicators in 1985 (such as fairness, honesty, competence and efficiency of the judiciary), around 14 indicators in the 2003-2004 survey have been used.

¹⁷ Talk delivered on July 14, 1999 at a World Bank session organized by the Legal Institutions TG. www1.worldbank.org/publicsector/legal/KritzerPremNote.doc

¹⁸ See footnote 1.

In contrast, the National Center for State Courts of United States has standardized its performance measurement system for trial courts. Under its Trial Court Performance Standards and Measurement System, there are 22 standards that establish goals for effective court performance in five (5) areas: (1) access to justice, (2) expedition and timeliness, (3) equality, fairness and integrity, (4) independence and accountability, and (5) public trust and confidence. The measurement component consists of 68 field-tested measures for evaluating how well the court is meeting these performance standards.¹⁹

¹⁹ National Center for State Courts website. http://www.ncsconline.org/D_Research/TCPS/Contents.htm

4.0 The Survey Operations

The survey operations of the Project started in the first week of January 2006 with trainings of interviewers per area. Face-to-face interviewees to meet the targeted sample size for litigants, lawyers, judges of lower courts, and other stakeholders (police, court employees other than justices/judges, NGOs) were completed in the last week of March. Interviews of and self-administration of the questionnaires by justices and judges, on the other hand, ended in April with a number not interviewed due to their unavailability. The data finally collected through survey operations include 2,499 completed interviews. This is 99 respondents less than the targeted overall sample size of 2,598. Despite this, the sample sizes for lawyers and litigants achieved the required 3% margin of error for nationwide estimates.

4.1 Training of Interviewers

The trainings of interviewers were conducted in four (4) separate areas/groups of areas: Luzon (Manila, Angeles, and Malolos); Cebu (Lapulapu and Toledo); Davao City; and, Cagayan de Oro City.

Sessions were designed to emphasize the importance and objectives of the survey, the institutional stakeholders involved (Supreme Court, World Bank, SAGRIC), confidentiality of the data, the questionnaires to be used for the face-to-face interviews, the targeted interviewees, and the administrative and financial forms to accomplish.

The interviewers generally showed potential as those who will succeed in accomplishing the questionnaires. There was a mix of students (Statistics and Law students) and seasoned interviewers, both female and male (Davao had only one female versus 14 male). During the course of the survey operations, some interviewers dropped out and were replaced. The new recruits underwent orientation by the respective team supervisors. Such orientations followed the format of the training of interviewers.

Start of survey operations varied for the different areas. This is expected since the trainings also started at varying periods of time.

4.2 Problems Encountered in the Field Operations

A number of problems were encountered during the field operations. These consist of the following together with the corresponding solutions:

- a. Many litigants' and lawyers' addresses from the frame were not up-to-date and had changed (transfer of residence or office) at the time of the survey. To address this problem, replacements were used.
- b. The list of interviewees sampled from courts' dockets before the survey operations was more than the targeted sample size; i.e., the list included extra names to serve as replacements in case the interviewees drawn would be non-responsive. These extra names were quickly used up and additional replacements had to be drawn. To solve the problem, some team supervisors replaced the interviewees with the help of the courts. For Angeles and Malolos, the process servers helped identify litigants whose addresses they know. Other team supervisors replaced the lawyers who could not be located through the IBP directory in their area (e.g., Davao).
- c. Another problem encountered was incomplete addresses. In this case, many interviewers used the phone directory for lawyers' addresses. Others went to the barangay halls to get specific addresses. If these did not help, their team supervisors provided replacements.
- d. Appointments to interview Justices and Associate Justices required endorsement letters from the Supreme Court or OCA and the PMO facilitated this. Only the Sandiganbayan allowed appointments for interviews without such an endorsement.
- e. Some judges, lawyers, wardens of litigants who are in prison required endorsement letters from the Supreme Court, IBP, and the DOJ, respectively. The PMO facilitated the release of this requirement.
- f. Some litigants did not show up for the interview at the appointed time. More than one call back was conducted.
- g. The additional courts in the survey – MTCs and MCTCs- had to be changed based on location because a number of them required large transportation expenses. The team supervisors replaced the courts with those nearer their respective base of operations.
- h. Malolos and Angeles do not have NGOs that monitor cases in court. Their allocated NGOs were given to Manila.

4.3 Strategies Used for Replacements

The problem of incomplete addresses, transfer of interviewees to new addresses, and non-availability of any address at all were the most prevalent

problems. Thus, the use of replacements was heavily utilized. The following strategies were employed to identify replacements:

- a. Interviewers went back to the courts for cases which needed replacement. The cases with complete addresses for litigants and lawyers were the ones retrieved.
- b. After interviewing a lawyer on a case where the client's address was not available with the project, the lawyer was asked for his client's address. Not all lawyers provided such information, though.
- c. Sampling from the list of lawyers in the IBP directory of lawyers was conducted.
- d. Interviewers went to the courts and the Mediation Center of the Court of Appeals in Manila and interviewed lawyers and litigants before or after their hearings/mediation.
- e. Inmates from the National Bilibid Prisons and the Davao Penal Colony were sampled.
- f. A number of litigants of cases of the Supreme Court and the Court of Appeals who were residing in Malolos, Angeles, Cebu, and Negros Occ./Iloilo at the time of the survey were added to the list of replacements.

4.4 Editing, Encoding, Tabulation of Data

Editing was conducted at three (3) levels: by the interviewer before leaving the field or place of interview, by the team supervisor in the area, and by the Project Office in Manila. Data was processed with the use of an encoding program in MS Access which produced Excel databases per type of interviewee. Tabulation of statistical tables and chi-square statistics to determine significance of differences in responses from different groupings was done using a program in the statistical software SAS.

4.5 Limitations of the Survey Data

Majority of the justices were interviewed face – to - face but some answered the questionnaires themselves. Majority of the sampled names for interviewee at the start of the survey operations were not successfully interviewed. Thus, they had to be replaced using other sources (e.g., list of IBP lawyers, list of PAO lawyers, list of lawyers from the Office of the Solicitor General, litigants' names from interviewed lawyers, litigants' names from the New Bilibid Prisons and the Davao Penal Colony).

The replacements ideally should be those whose cases were filed in 2000-2004 in the court (RTC or MTCC or higher courts) for which replacements are needed. In the case of the Mediation Center, the cases were filed starting from 1998. In the case of inmates in Davao Penal Colony, some interviewees were those whose cases were heard in RTCs and MTCCs outside Davao. These were considered as part of the sample for the control courts.

The sampling design for lawyers and litigants used proportional allocation to meet a 3% margin of error for the nationwide estimates. The allocation originally constructed was not fully implemented due to the problems of looking for the interviewees and replacing them if they are not successfully interviewed. Despite the changes, the final sample sizes still met the required margin of error.

The sample size for other stakeholders do not satisfy the same margin of error as lawyers and litigants and the census of justices/judges and, thus, estimates for this type of interviewees do not have the same accuracy as those for the former ones.

4.6 Distribution of the Sample by Area and Type of Interviewee

Results of survey operations are given below. The data finally collected through survey operations include 2,499 completed interviews. This is lower than the targeted sample size of 2,598. Despite this lower achieved sample, the number of completed questionnaires nationwide for lawyers and litigants achieves the required 3% margin of error. It is noted that, in some areas, the completed questionnaires exceeded the allocated sample size based on proportional allocation, e.g., Manila. This resulted due to over-sampling done when getting replacements in anticipation of high non-response but a lower actual non-response during the last month of the survey operations. Thus, the teams exerted much effort during the last month of the survey to get successful interviews. This helped in achieving the targeted nationwide margin of error of 3%. Areas wherein the actual interviews of judges exceeded the

target is due to over sampling of the additional judges from the MTCs, MCTCs, MeTCs.

The table below presents the distribution of interviewees covering the four (4) higher courts(Supreme Court, Court of Appeals, Sandiganbayan, Court of Tax Appeals), 77 Regional Trial Courts and Municipal Trial Courts in Cities, and eight (8) other courts (Municipal Trial Courts, Municipal Circuit Trial Courts, Metropolitan Trial Courts, Sharia).

Table 4.1. Distribution of Interviewees by Area and by Type

Area	Type of interviewees	Targeted Sample Size	Number of Completed Questionnaires
Nationwide	Justices ²⁰	98	83
	Judges ²¹	80	77
	Lawyers	1,160	1,159
	Litigants	1,160	1,074
	Other stakeholders	100	106
	Total²²	2,598	2,499
Manila	Justices ²³	98	83
	Judges	1	2
	Lawyers	435	489
	Litigants	435	351
	Other stakeholders	36	39
	Total	1,005	964
Angeles	Judges	10	9
	Lawyers	105	87
	Litigants	105	102
	Other stakeholders	8	8
	Total	228	206
Malolos	Judges	25	21
	Lawyers	81	76
	Litigants	81	80
	Other stakeholders	8	8
	Total	195	185
Lapulapu	Judges	4	4
	Lawyers	53	53
	Litigants	53	54
	Other stakeholders	12	9
	Total	122	120

²⁰ The targeted sample size from the inception report is 105. The current positions total 106(15 for SC, 69 for CA, 16 for SB, 6 for CTA). However, there were 8 vacant items at the time of the survey(1 in SC, 5 in CA, 2 in SB); thus, the new targeted sample size of 98.

²¹ The targeted sample size from the inception report is 83 (census of 73 judges of RTCs and MTCCs and 10 sampled judges from other lower courts). At the time of the survey, there were 3 vacant positions and 5 judges on leave. With the 3 vacant positions, the targeted sample size becomes 80.

²² This was 2,608 in the inception report. The new targeted sample size does not include the vacant positions for justices and judges.

²³ This includes CA justices assigned in Cebu and CDO.

**SUPREME COURT NATIONAL SURVEY ON
USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
FINAL REPORT**

Area	Type of interviewees	Targeted Sample Size	Number of Completed Questionnaires
Toledo	Judges	4	4
	Lawyers	27	27
	Litigants	27	27
	Other stakeholders	12	15
	Total	70	73
Davao	Judges	17	19
	Lawyers	290	283
	Litigants	290	308
	Other stakeholders	12	13
	Total	609	623
Cagayan de Oro	Judges	19	18
	Lawyers	169	144
	Litigants	169	152
	Other stakeholders	12	14
	Total	369	328

It should also be noted that some interviewees did not answer fully the questionnaires; thus, totals in the tables do not always add up to the number of encoded questionnaires. All percentages are computed only for the valid responses.

5.0 Findings of the Study

The findings of the survey are discussed in this chapter starting first with a discussion of the overall results in sections 5.1 to 5.5 and a presentation of the court users' confidence, satisfaction and trust in the courts by certain groupings – pilot versus control nationwide, pilot versus control by specific areas (e.g. Angeles versus Malolos), urban versus rural, by gender, and by income classes in section 5.6. The results of the FGDs follow in section 5.7.

5.1 Profile of Interviewees

Interviewed in the survey were the following users of the pilot JRSP courts, control courts chosen for comparison in future impact assessments with the pilot courts, as well additional courts (MTCs/MCTCs/Sharia/MeTCs): justices and judges, lawyers, litigants, and other stakeholders. Other stakeholders consisted of court employees other than the justice/judge, the police involved in cases filed in court, NGOs that monitor cases heard in court. This section gives a profile of these interviewees.

The Study noted that majority of the interviewees across all types are male. On the average, about 70% of them are male, except in the stakeholders group where about half are female (48%). In the lawyers group, on the other hand, almost 8 out of 10 are male respondents.

Table 5.1 Sex of Interviewees by Type of Interviewees

Interviewee	Number of Observations	Percent Male
Justices	83	70%
Judges	77	66%
Lawyers	1,159	78%
Litigants	1,074	71%
Other Stakeholders	106	52%
Total Responses	2,499	

Less than 2% of the litigants had any discernible physical handicap.

Table 5.2 Presence of Physical Handicap of Litigants

Presence of Physical Handicap of Litigants	Litigants	
	Count	Pct
Yes	16	1.5%
No	1,040	98.5%
Total Responses	1,056	
Total Non-response	18	
Total	1,074	

Except for justices and judges who are more senior, interviewees are, on the average, in their 40s.

Table 5.3 Mean Age of Interviewees

Interviewee	Mean Age(in years)
Justices	59.8
Judges	55.5
Lawyers	46.3
Litigants	43.4
Other Stakeholders	42.5
Total Responses	2,439
Total Non-response	60
Total	2,499

Majority of litigants (76%) and majority (87%) of other stakeholders reside in urban areas.

Table 5.4 Place of Residence of Litigants and Other Stakeholders

Place of Residence	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Urban	804	76%	90	87%	894
Rural	259	24%	13	13%	272
Total Response	1,063	100%	103	100%	1,166
Total Non-response	11		3		14
Total	1,074		106		1,180

The following tables present the interviewees by type:

Table 5.5 Distribution of Type of Litigants, Other Stakeholders, Justices/Judges

Type of Interviewee	Count	Pct	Total Non-response	Total	
Litigants:					
Plaintiff	413	39%	0		
Defendant	645	61%			
Total Responses	1058	100%			
Other Stakeholders:					
Court employee	35	33%	0		
NGO	37	35%			
Police	34	32%			
Total Responses	106	100%			
Justice/Judges:					
Justices	83	52%	16		
Judges	77	48%			
Total Responses	160	100%			
TOTAL	1324		16	1340	

Table 5.6 Distribution of Lawyers

Type of Lawyer	Lawyers	
	Count	Pct
Prosecutor	106	9.4%
Private Practice	748	66.1%
Public Attorney's Office	121	10.7%
Government Lawyer	2	.2%
Others	154	13.6%
Total Responses	1,131	100.0%
Total Non-response	28	
Total	1,159	

Most of the lawyers and litigants in the sample were in criminal cases. This is followed by mostly civil cases.

Table 5.7 Distribution of Lawyers and Litigants by Type of Case

Type of Case	Lawyers		Litigants		Total Count
	Count	Pct	Count	Pct	
Civil	454	39.6%	318	29.9%	772
Criminal	510	44.5%	671	63.1%	1,181
Cadastral Proceeding	4	0.3%	0	0.0%	4
Special Proceedings	123	10.7%	65	6.1%	188
Others	56	4.9%	9	0.8%	65
Total Responses	1,147	100.0%	1,063	100.0%	2,210
Total Non-response	12		11		23
Total	1,159		1,074		2,233

Most of the cases of the lawyers and litigants are ongoing - in the lower courts (30% for lawyers and 33% for litigants), on appeal (12% for lawyers and 20% for litigants), or pending decision (18% for lawyers and 8% for litigants) - but it should be noted that 24% of cases of the lawyers and 21% of cases of the litigants have been resolved. Many lawyers did not provide information regarding the type of disposition. This is because they were replaced by other lawyers while the cases were ongoing. Some litigants, on the other hand, leave to the lawyers the handling of the cases; thus, they did not know the disposition of the case at the time of the interview.

Table 5.8 Type of Disposition of Cases of Lawyers and Litigants

Type of Disposition	Lawyers		Litigants		Total Count
	Count	Pct	Count	Pct	
Resolved	264	24.0%	219	20.9%	483
Dismissed	116	10.6%	124	11.7%	240
Affirmed	24	2.2%	49	4.6%	73
Modified	7	0.6%	10	1.0%	17
Reversed	15	1.4%	3	0.3%	18
On-going (Lower Court)	335	30.2%	349	32.7%	684
On Appeal	133	12.0%	212	20.4%	345
Pending Decision	198	18.2%	89	8.4%	287
Archived	8	0.7%	0	0	8
Total Responses	1,100	100.0%	1,055	100.0%	2,155
Total Non-response	59		19		76
Total	1,159		1,074		2,233

Majority of litigants (71%) and stakeholders (78%) are married.

Table 5.9 Civil Status of Litigants and Other Stakeholders

Civil status	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Single	218	20.3%	20	18.9%	238
Married	764	71.3%	82	77.4%	846
Widowed	44	4.1%	3	2.8%	47
Separated or Divorced	46	4.3%	1	0.9%	47
Total Responses	1,072	100.0%	106	100.0%	1,178
Total Non-response	2		0		2
Total	1,074		106		1,180

Only 4% and 11% of litigants and other stakeholders, respectively, are members of minority groups.

Table 5.10 Membership in Any Minority Group of Litigants and Other Stakeholders

Membership in any minority group	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	43	4%	11	11%	54
No	1,025	96%	91	89%	1,116
Total Responses	1,068	100%	102	100%	1,170
Total Non-response	6		4		10
Total	1,074		106		1,180

Cebuano/Visayan is spoken at home by 50% of the litigants and 44% of other stakeholders. This is followed by the next highest group who speak Tagalog at home- 34% of litigants and 44% of other stakeholders.

Table 5.11 Dialect Used at Home by Litigants and Other Stakeholders

Dialect used at home	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Tagalog	360	33.6%	47	44.3%	407
Cebuano/Bisaya	531	49.6%	47	44.3%	578
Ilonggo/Hiligaynon	31	2.9%	0	0.0%	31
Kapampangan	75	7.0%	7	6.6%	82
Ilocano	36	3.4%	1	0.9%	37
Others	38	3.5%	4	3.8%	42
Total Responses	1,071	100.0%	106	100.0%	1,177
Total Non-response	3		0		3
Total	1,174		106		1,180

Majority of litigants (82%) and other stakeholders (91%) are Catholics.

Table 5.12 Distribution of Litigants and Other Stakeholders by Religion

Religion	Litigants		Other Stakeholders		Total
	Count	Pct	Count	Pct	Count
None	6	0.6%	1	1.0%	7
Roman Catholic	880	82.3%	96	91.4%	976
Protestant	34	3.2%	3	2.9%	37
Iglesia ni Cristo	41	3.8%	2	1.9%	43
Others	108	10.1%	3	2.9%	111
Total Responses	1,069	100.0%	105	100.0%	1,174
Total Non-response	5		1		6
Total	1,074		106		1,180

Few of the litigants (18%) have less than high school education. Thus, the litigant-users are well-educated.

Table 5.13 Distribution of Litigants and Other Stakeholders by Highest Educational Attainment

Highest educational attainment	Litigants		Other Stakeholders		Total
	Count	Pct	Count	Pct	Count
None	13	1%	0	0%	13
Elementary Grade	93	9%	0	0%	93
Elementary Graduate	91	8%	2	2%	93
High School level	155	14%	1	1%	156
High school graduate	130	12%	4	4%	134
Vocational school level	9	1%	1	1%	10
Vocational	11	1%	3	3%	14
College Level	159	15%	17	16%	176
College Graduate	356	33%	57	54%	413
Post Graduate	54	5%	21	20%	75
Total Responses	1,071	100%	106	100%	1,177
Total Non-response	3		0		3
Total	1,074		106		1,180

Majority (54%) of the 954 litigants (i.e., 581 of 954) who gave their employment status are employed with most of them either working in a private company or are self-employed.

Table 5.14 Employment of Litigants

Employment	Litigants	
	Count	Pct
Entrepreneur, Self-employed	198	35%
Employed in a Private Company	222	39%
Employed in Government	109	19%
Others	37	7%
Total Responses	566	100%
Total Non-response	15	
Total	581	

More than a third (39%) of the litigants have an average personal monthly income of less than P10,001 while majority (54%) of other stakeholders have average personal monthly income from P10,001 to P20,000.

Table 5.15 Distribution of Litigants and Other Stakeholders by Average Personal Monthly Income

Average personal monthly income in 2005	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Less than P10,001	202	39%	18	18%	220
P10,001 - P20,000	95	19%	55	54%	150
P20,001 - P30,000	54	11%	6	6%	60
P30,001 - P40,000	44	9%	9	9%	53
P40,001 - P50,000	39	8%	3	3%	42
P50,001 - P75,000	22	4%	4	4%	26
P75,001 - P100,000	18	4%	2	2%	20
P100,001 - P 200,000	24	5%	3	3%	27
More than P200,000	14	3%	1	1%	15
Total Responses	512	100%	101	100%	613
Total Non-response	69		5		74
Total	581		106		687

The same pattern is seen for litigants' average family income. That of other stakeholders, however, is different. Almost a third of families (32%) have an average family income less than P10, 001.

Table 5.16 Distribution of Litigants and Other Stakeholders by Average Family Monthly Income

Average personal monthly income in 2005	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Less than P10,001	159	33%	27	32%	186
P10,001 - P20,000	73	15%	23	27%	96
P20,001 - P30,000	45	9%	7	8%	52
P30,001 - P40,000	41	9%	4	5%	45
P40,001 - P50,000	27	6%	6	7%	33
P50,001 - P75,000	35	7%	3	4%	38
P75,001 - P100,000	38	8%	8	10%	46
P100,001 - P 200,000	37	8%	5	6%	42
More than P200,000	27	6%	1	1%	28
Total Responses	482	100%	84	100%	566
Total Non-response	99		22		121
Total	581		106		687

Justices have been in their present courts 11 years on the average and have worked as a lawyer in the Philippine judiciary for 34 years on the average. Judges, on the other hand, have occupied their present courts 10 years on the average and have worked as a lawyer in the Philippine judiciary for an average of 28 years. Lawyers included in the survey have been practicing in the Philippines for 17 years on the average.

5.2 Profile of Court Facilities

The survey showed that in general, court facilities are rated by majority of the interviewees as either fair or good. Very few gave ratings of either excellent or very good. The highest percentage of interviewees who rated a court facility aspect as either excellent or very good was 16% for lighting facilities.

Among the aspects that were rated poorly, meaning to say that a high percentage of interviewees rated them to be either poor or fair, are as follows:

Availability of communication equipment for the public	75%
Availability of special access for the disabled	73%
Availability of adequate chairs and other facilities for the public	57%
Availability of directional signs	56%
Availability of telecommunication equipment for court's use	56%
Ventilation within the courtroom	50%

The lawyers group appears to be the most critical of all groups since it usually gave the most number of poor/fair ratings per court facility aspect. Conversely, it is usually the justices who gave the most number of excellent/very good ratings per court facility aspect.

When clerks of court were asked regarding available facilities and what else are needed in their courts, they cited public phones and toilet for the handicapped as needed for the public. On the other hand, for the use of court employees, they often identified computers, internet access and library.

Table 5.17 Facilities of the Courts for the Public

Facilities	Available			Not Available		
	No	Pct	Total	No.	Pct	Total
Courtroom	72	99%	73	31	50%	62
Toilet	70	96%	73	42	66%	64
Signs to direct users to the courtroom	47	64%	73	36	59%	61
Public telephones	23	32%	73	55	86%	64
Ramp for the handicapped	35	48%	73	43	66%	65
Toilet for the handicapped	4	5%	73	57	85%	67

Table 5.18 Facilities of the Courts for Its Employees

Facilities	Available			Not Available		
	No	Pct	Total	No.	Pct	Total
Toilet	70	96%	73	39	63%	62
Fax machine	8	11%	72	53	83%	64
Telephone	54	74%	73	39	63%	62
Computer	73	100%	73	65	97%	67
Conference room	10	14%	73	46	71%	65
Internet access	5	7%	72	57	88%	65
Library (Available)	48	66%	73	46	75%	61

5.3 Awareness of, and Confidence in, the Judiciary

While the Study defines users to include judges/justices, court personnel and other stakeholders, it provides more emphasis in the interpretation and analysis of survey results to responses given by litigants and their lawyers, especially with respect to their experience and perception on the judicial system. The Study recognizes that the litigants, and, to a large extent, their lawyers are the principal users of court services. They are the ones who actually experienced how cases are processed,

heard and decided by the courts and can, therefore, give a better, if not a more objective, assessment of the courts' performance. These experiences form their perception and opinion about the effectiveness and efficiency of the judiciary in performing its function.

This does not mean that the responses of judges and justices were disregarded. Assessments given by the judges/justices were compared to those offered by the litigants and lawyers. Also, the judges' and justices' ratings were extensively used in analyzing the general results for strategic implications and coming out with suggested institutional reforms.

The framework of the survey posits that the users' knowledge on the judiciary is a factor that contributes to their assessment of the judiciary's performance. When litigants bring their cases to courts for resolution, they already have some preconceived notions on how the judiciary performs its functions.

But with the exception of those who have had cases in the past, the public's opinion about the judiciary is usually influenced by causes other than their actual experience. Their awareness of the judiciary and how information about it is provided is, to a large extent, a major determinant as to how they will judge its performance. The most common sources of information about the judiciary would include mass media (e.g. TV, radio, newspapers, etc), schools, government agencies, friends or relatives. But opinion can also be formed by one's socio-economic and demographic background, access to legal services and values and expectations on the judiciary, all of which are interrelated. It can be noted that this opinion on judiciary is what is generally captured by public opinion surveys like those conducted by the Social Weather Station (SWS).

The attitude towards the judiciary affects the level of confidence of prospective litigants when they bring their cases to courts or when they are summoned to answer a case filed against them. It is only when litigants undergo the litigation process that their initial mindset about the courts is either confirmed or disproved. Using their actual experience, they develop their own viewpoint and outlook on the court system.

5.3.1 Awareness of the Judiciary

Considering that this is a survey of the actual users of courts' services, it can be said that all of them are aware of the judiciary. The most often cited sources of information by the litigants about the Philippine court system are: mass media (television, radio, and newspaper), lawyer, and family/friends. School is another source of information that is cited often.

Other stakeholders cited the following as among top three (3) sources of information about the Philippine court system: school, mass media (television, radio, newspaper), and lawyer.

Table 5.19 Litigants' and Other Stakeholders' Source of Information on the Judiciary

Source of Information	Litigants	Other Stakeholders
School	37%	56%
Family and friends	39%	21%
Mass media - i.e., TV, radio, newspaper	52%	48%
Books	18%	34%
Government agency	24%	39%
Lawyer	49%	44%
Social worker	2%	4%
Policeman	12%	11%
Barangay official/Community leader	22%	9%
Total Responses	951	106
Total Non-response	123	0
Total	1,074	106

Litigants and stakeholders think they have basic understanding of court's processes and procedures. When asked about their knowledge of certain procedures and practices in the judiciary, large majorities (in the 80% and 90%) gave positive knowledge except on the important basic right that the accused cannot be forced to take the witness stand wherein a relatively small percentage of 74% resulted. Generally, though, there is high level of awareness about the judiciary and its procedures among the litigants.

Table 5.20 Awareness of Litigants and Other Stakeholders on Procedures and Practices in the Judiciary

Statement	Number of those Aware	
	Litigants	Other Stakeholders
Court's ability to resolve legal disputes between two parties	95%	97%
Barangay Justice System to settle civil disputes between two parties from the same barangay	83%	88%
Appeal cases decided unfavorably by the lower court to the Court of Appeals and Supreme Court	94%	97%
You need a lawyer to bring a case to court	95%	84%
Right of access to court as guaranteed by the constitution	96%	97%
The accused in a criminal case cannot be forced to take the witness stand.	74%	86%
The accused in a criminal case has a right to a speedy trial.	93%	99%
The accused in a criminal case has the right to a lawyer and that the court must provide him with a lawyer if he cannot afford to hire one.	99%	98%

Litigants are likewise familiar with organizations, government and non-government, that provide legal assistance. Eighty four percent (84%) of litigants and 97% of other stakeholders stated that they have knowledge of agencies or organizations that assist the poor to access the court. An overwhelming majority of these interviewees named the Public Attorney's Office (76% of litigants and 87% of other stakeholders).

Table 5.21 Knowledge of Litigants and Other Stakeholders of Agency/Organization that Assist the Poor to Access the Court

Responses	Litigants	Other Stakeholders
Public Attorney's Office	812	92
Local government	44	14
Private groups/Non-governmental organizations/Media	20	21
Lawyers' groups	35	26
Courts/judicial bodies	12	1
Total	1,074	106

*multiple responses

Their information about these agencies were basically sourced from the following: mass media, lawyer, family and friends and government agencies.. Other stakeholders also named mass media and lawyers as top sources of information but included government agencies in lieu of family and friends. Interestingly, school was not cited as often as these three (3).

Table 5.22 Source of Information of Litigants and Other Stakeholders on Agencies/Organizations that Assist the Poor to Access the Court

Responses*	Litigants	Other Stakeholders
School	171	25
Family and friends	339	26
Mass media - i.e., TV, radio, newspapers	356	43
Books	67	6
Government agencies	236	37
Lawyer	350	42
Social worker	34	8
Policeman	147	4
Barangay official/Community leader	176	6
Total	1,074	106

*multiple responses

5.3.2 Confidence in the Judiciary

Majority of the plaintiffs who were interviewed expressed confidence that the courts would be able to resolve the cases they filed. Around 77% of them gave a positive rating regarding the court's ability to resolve cases and serve justice. In contrast, only 10% of plaintiffs interviewed were doubtful of the court's capacity in this regard.

Table 5.23 Plaintiffs' Confidence on Court's Ability to Resolve Case and Serve Justice

Responses	Plaintiffs	
	Count	Pct
Definitely not confident	18	4%
Not confident	24	5%
Neither confident nor not confident	62	14%
Confident	281	61%
Definitely confident	72	16%
Total Responses	457	100%

This finding is significant considering that latest public opinion survey conducted by the SWS about the judiciary gave it a low rating of below 50%. The results of this study in the area of confidence in the judiciary suggest that the courts continue to enjoy the confidence of prospective litigants when a need to file a case in court arises.

It must be noted though that it took the plaintiff surveyed about 5.57 months on the average to file their cases in court.

5.4 Experience with the Courts

This section focuses on the experience of court users with the judiciary. When litigants pursue their cases, either as plaintiffs or defendants, their initial outlook of the courts is altered as they participate in the litigation process. The events and/or activities they observe in court hearings become the primary source of their firsthand knowledge on the performance of the judiciary.

The results presented below are the experiences which the litigants had to go through when filing and answering their cases in court.

The first thing that a litigant has to contend with when initiating a court action is the payment of various fees. These would include lawyer's fees, filing fees, mediation fees and others. In criminal cases, litigants do not have to pay filing and mediation fees unless these involve bouncing checks. They are also represented by the Office of the Public Prosecutor, which provides its services to crime victims for free, although the latter can opt to get their own private prosecutor in which case they have to pay. Defendants, either in civil or criminal cases, do not pay filing fees but will have to get the services of a lawyer unless they are indigents, in which case the court can appoint a lawyer from the Public Attorney's Office to represent them.

Of the respondents interviewed, 68% reported paying fees upon filing of their cases with the following fees cited as payments made:

Table 5.24 Fees Paid by Litigants Upon Filing

Fees Paid by Litigant Upon Filing	Number of litigants who said they paid
Lawyer's fees	211
Filing fee	257
Mediation fee	82
Total Observations	306 of 453(68%)

*multiple responses

After the case is filed in court, the next major milestone in case processing is the hearing of the case. Considering the number of cases that are pending in courts today (more than 800,000 cases as of December 2005), it is hardly surprising that 46% of lawyers (450 out of 979) said they experienced difficulties in scheduling court hearings, although only about 26% of litigants (121 of 459) confirmed the same. Of the reasons cited by lawyers and litigants, the number of cases handled by the courts is cited as the primary one. The table below shows the causes of the difficulties encountered by lawyers and litigants.

Table 5.25 Lawyers' and Litigants' Difficulty in Scheduling Case Hearings

Difficulty in scheduling case hearings	Lawyers	Litigants
The court is handling too many cases.	354	67
The Justice/Judge is absent most of the time.	67	33
The court does not start hearings on time - 8:30 in the morning and 1:30 in the afternoon.	125	40
The lawyers are not always available.	146	32
Total Observations	450(46%)	121(26%)

*multiple responses

Lawyers and litigants noted that hearings would sometimes, if not most of the time, not start on time.

Table 5.26 Distribution of Responses to Starting of Hearing on Time by Type of Interviewee

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Never	53	5%	107	10%	7	10%	167
Seldom	190	19%	143	14%	19	26%	352
Sometimes	249	25%	228	22%	17	23%	494
Most of the time	369	36%	450	44%	26	36%	845
All of the time	153	15%	104	10%	4	5%	261
Total Responses	1,014	100%	1,032	100%	73	100%	2,119
Total Non-response	145		42		33		220
Total	1,059		1,074		106		2,339

Lawyers said that, on the average, they wait for around 47 minutes. Litigants wait for an average of around one hour while among stakeholders, the waiting period is one and a half hours.

Judges are most often identified by litigants and other stakeholders as the source of delay, followed by the lawyers. Most lawyers, significantly, are cited by lawyers themselves as the source of delay.

Table 5.27 Sources of Delay

Source of Delay	Lawyers	Litigants	Other Stakeholders
Judge	465	296	37
Lawyer	516	287	32
Complainant/Plaintiff	170	138	9
Defendant	135	116	20
Witness	249	92	9
Total	650	441	43

*Multiple Responses

As expected, majority of lawyers (55.70%), litigants (55.21%), and stakeholders (65.20%) find the pace of the litigation process slow. Only 37% of lawyers, 33 % of litigants and 28% of other stakeholder find the pace of the litigation process just right. This negative rating on the pace of the litigation process is confirmed in the discussion on court's performance indicator, particularly on efficiency..

Table 5.28 Responses to Pace of the Whole Litigation Process of the Case by Type of Interviewee

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Very slow	185	16%	220	21%	25	54%	430
Slow	446	39%	373	36%	23	50%	842
Just right	421	37%	347	33%	20	43%	788
Fast	68	6%	92	9%	5	11%	165
Very fast	10	1%	23	2%	0	0%	33
Total Responses	1,130	100%	1,037	100%	46	100%	2,213
Total Non response	29		37		60		126
Total	1,159		1,074		106		2,339

Understanding court proceedings is also measured in the Study, using litigants and stakeholders actual experience in attending hearings. Some litigants (33%) and other stakeholders (39%) find difficulty in understanding the proceedings because of various factors. Most often cited reasons for the difficulty are the use by the court of English and technical terms:

Table 5.29 Source of Difficulty of Litigants and Other Stakeholders in understanding Court proceedings

Sources	Litigants	Other Stakeholders
Cannot understand English	143	4
Difficulties hearing proceedings	61	7
Too many technical terms	196	26
Number who had difficulty	349 of 1,057(33%)	29 of 74(39%)

*multiple responses

While 29% of the litigants requested for an interpreter to help them understand the proceedings, only 5% of the litigants found the interpreter not helpful.

In the area of judges' and court personnel dealings with the litigants and stakeholders, majority reported a favorable experience. A large majority of litigants and stakeholders said that the justices/judges' demeanor towards them are positive.

It must be noted, though, that the rating for fairness is much lower than the ratings in other areas as shown in the table below.

Table 5.30 Percentage of Positive Ratings of Litigants and Other Stakeholders on Demeanor of Justices/Judges

Demeanor of Justices/Judges	Litigants	Other Stakeholders
Justice/Judges fairness	62%	70%
Justice/Judge in control of proceedings	82%	84%
Justice/Judge attentive to lawyer's question	82%	83%
Justice/Judge attentive to answer of witnesses	79%	84%
Justice/Judge not interrupted or distracted by activities in the courtroom	87%	84%
Knowledge of Justice/Judge about proper procedure of conducting hearing	87%	91%
Appearance of Justice/Judge command respect	89%	94%

Some litigants and stakeholders indicated experiencing biases from the justices/judges and other court personnel. Although the percentages are low (around 25% to 32%), this finding must be noted.

Table 5.31 Experience of Litigants and Other Stakeholders on Biases

Biases	Litigants	Other Stakeholders
Show of bias by Justice/Judge because of economic status, educational attainment, gender, religion, ethnic origin, etc.	26%	32%
Show of bias by Court personnel because of economic status, educational attainment, gender, religion, ethnic origin, etc.	25%	25%

Majority of the interviewees gave positive ratings to the courts' justice/judge and staff courtesy - 80% of lawyers, 98 of justices, and 100% of judges said that justice/judges and court personnel show appropriate courtesy and respect to litigants.

The following gave positive ratings to the court personnel as a whole:

Table 5.32 Ratings on Court Personnel

Statement	Justices	Judges	Lawyers	Litigants	Other Stakeholders
Court personnel, when ask for assistance are always courteous and helpful	94%	99%	79%	57%	70%

Small percentages of the court's users gave the justices and judges poor rating.

Table 5.33 Ratings of Justices'/Judges' Behavior during Proceedings

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Poor	23	2%	92	9%	7	7%	122
Fair	233	21%	296	28%	25	24%	554
Good	494	44%	489	47%	40	38%	1,023
Very Good	317	28%	135	13%	26	25%	478
Excellent	48	4%	36	3%	8	8%	92
Total Responses	1,115	100%	1,048	100%	106	100%	2,269
Total Non-response/ Not applicable	44		26		0		70
Total	1,159		1,074		106		2,339

In the handling of administrative complaints against judges and court personnel, majority of judges and justices think that a system for formal complaint is in place and that it is adequate. Less than 10% of lawyers, litigants and other stakeholders filed any complaint against a judge or court personnel. On the other hand, most of the administrative complaints are those filed by court personnel against other court personnel.

Users' Experience in Court

Majority of lawyers, litigants and other stakeholders indicated positive general satisfaction with their experience in the judiciary. On the other hand, only about 13% among the lawyers, 30% among the litigants and 17% among the stakeholders said that they are not satisfied.

Interestingly, lawyers gave the highest satisfaction rating of 68%. In contrast, litigants only gave 51%, while other stakeholders gave 54%. This is significant considering that in the measurement of court's performance using certain indicators, the lawyers consistently gave the lowest rating to the courts.

The table below summarizes the findings of the survey on court users' general satisfaction in the courts.

Table 5.34 General Satisfaction with Experience in Court

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Very dissatisfied	29	3%	115	11%	3	4%	147
Dissatisfied	116	10%	189	18%	9	13%	314
Neither satisfied nor dissatisfied	221	19%	218	21%	3	4%	442
Satisfied	691	60%	470	45%	40	58%	1,201
Very satisfied	92	8%	58	6%	14	20%	164
Total Responses	1,149	100%	1,050	100%	69	100%	2,268
Total Non-response	10		24		37		71
Total	1,159		1,074		106		2,339

5.5 Perception on the Judiciary

Aside from the measurement of level of satisfaction with the judiciary based on the principal users' actual experience, the Study also asked all the users to rate the performance of the judiciary using performance indicators. This time, users were asked regarding their perception of the courts and their performance.

The study focused on five (5) performance indicators. These are Accessibility, Fairness and Impartiality, Efficiency, Competence and Integrity. Each of these indicators is explained in Part One of the Study. Although Demeanor of Judges, Court Facilities and Handling of Complaints were listed in Part One as among the performance indicators to be measured, the findings on these aspects are not included in this section. Rather, the results on the Profile of Court Facilities are treated under a separate section while discussions on the Handling of Complaints and Demeanor of Judges are included in the discussion in the section on Experience.

5.5.1 Accessibility of the Court System

Geographic Accessibility

In general, interviewees have a positive outlook on the geographic accessibility of the courts. Ninety percent (90%) of all interviewees strongly agree/agree that the courts are centrally located. Among the different groups, the lawyers' group has the highest percentage (92%) of respondents who strongly agree/agree. On the other hand, the other stakeholders and the justices have the highest percentage (10% each) who strongly disagree/disagree.

When asked if they agree that the courts are accessible to public transportation, 93% of all interviewees strongly agree/agree and only 4% strongly disagreed/disagreed. The judges group has the highest percentage (97%) who strongly agreed/agreed. This is a favorable rating considering that most litigants and stakeholders used public transportation to go to court, as shown by the table below.

Table 5.35 Means of Travel to Court by Litigants and Other Stakeholders

Means of travel to court	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Walk	48	5%	8	11%	56
Private Vehicle	272	26%	27	38%	299
Public Vehicle	478	45%	33	46%	511
Others	245	24%	4	6%	249
Total Responses	1,043	100%	72	100%	1,089
Total Non-response		31		34	65
Total		1,074		106	1,154

The interviewees' responses are consistent with the information that clerks of court gave when asked to provide information on geographic accessibility of their courts. All said that their courts are accessible by public transportation with majority specifying that their courts are near the municipal hall (86%) and near public facilities like a public market or church (70%).

Economic Accessibility

In contrast to geographic accessibility of the courts, economic accessibility received a less favorable rating. Only 81% of all interviewees strongly agree/agree that transportation costs to and from the courts are affordable. Fourteen percent (14%) of other stakeholders, 13% of the judges and 10% of the litigants strongly disagree/disagree that the transport costs are affordable.

In addition, there are more interviewees who strongly disagree/disagree that filing fees were reasonable (49%) than those who strongly agree/agree (36%). Among the litigant interviewees, however, there are more interviewees who strongly agree/agree that filing fees are reasonable than those who strongly disagree/disagree (51% versus 32%). It is the lawyer's group that had the highest percentage of interviewees who strongly disagree/disagree (70%). This is followed by the other stakeholders with 41%.

When asked about the total cost of filing a case (inclusive of attorney fees and other incidental expenses), 76% of all interviewees strongly agreed/agreed that it costs too much to file a case in court. Among litigant interviewees, 76% said that they strongly agree/agree with the statement. An even higher percentage among the lawyer interviewees (81%) strongly agreed/agreed with the statement. Among the other stakeholders, justices and judges the percentages of those who strongly agreed/agreed are lower at 62%, 53% and 33%, respectively.

Procedural Accessibility

Majority of the interviewees generally agreed on the accessibility of the court. Seventy-nine percent (79%) of all interviewees strongly agree/agree that court proceedings are easy to understand and follow. Among the interviewees, however, it is the other stakeholders' group with the lowest percentage of those who strongly agree/agree. The following are the percentages of those who strongly agree/agree per group:

Justices	82%
Lawyers	81%
Judges	81%
Litigants	78%
Other Stakeholders	75%

Majority of the interviewees (77%) strongly agree/agree that court decisions are easy to understand. Once again, the other stakeholders have the lowest percentage of those who strongly agree/agree. The following are the percentages of those who strongly agree/agree per group:

Judges	90%
Justices	85%
Lawyers	79%
Litigants	73%
Other Stakeholders	72%

Majority of the interviewees (63%) strongly agree/agree that the court provides enough information to litigants about its procedures and services. Seventy-three percent (73%) of the litigant interviewees strongly agree/agree with this statement. Note that this is higher than the figures for the lawyers and other stakeholders. This indicates that lawyers and other stakeholders are more dissatisfied than the litigants.

In terms of court procedures for physical disabilities, 52% of all interviewees strongly agree/agree that the court attempts to meet the special needs of litigants with physical disabilities. Among the litigants, 58% strongly agree/agree with this statement.

Overall Accessibility

Taking all these into consideration, a high percentage of interviewees (77%) of all interviewees agree that the court is accessible to its users. Only 8% strongly disagree/disagree with the statement. Among the different groupings, the judges' group has the highest percentage of interviewees who strongly agree/agree (95%).

In Summary,

- Overall, 77% of court users agree that the court is accessible to its users. The highest percentage of users who strongly agree/agree are the judges (95%). Other stakeholders have the highest percentage of interviewees who strongly disagree/disagree (14%).
- In terms of geographic accessibility, A great majority of court users agree that courts are centrally located (89%) and accessible by public transportation (92%).
- In terms of economic accessibility, court users gave less favorable ratings on economic accessibility. Only 36% strongly agree/agree that filing fees are reasonable.

- In terms of procedural accessibility, majority of court users agree that court proceedings are easy to understand and follow (79%); court decisions are easy to understand (77%); and, courts provide enough information to litigants about its procedures and services (63%).

5.5.2 Fairness and Impartiality

Majority of all interviewees (67%) strongly agree/agree that the court does not treat individuals differently because of income, gender, age, religion or ethnic origin. Only 16% strongly disagree/disagree with the statement. The following are the percentages of those who strongly agree/agree per group:

Justices	99%
Judges	94%
Litigants	66%
Other Stakeholders	64%
Lawyers	64%

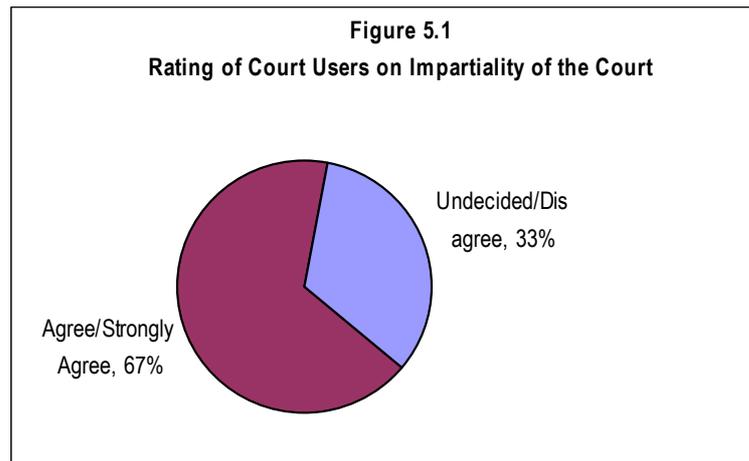
This finding is reaffirmed when an additional question was asked of lawyers, litigants and other stakeholders on whether they agree that the courts treat people fairly. In each grouping, majority of the interviewees (at least 60% per group) answered in the affirmative. However, when the same groups were asked whether they agree that the country's justice system protects both the rich and the poor, the percentages per group dropped: for lawyers, from 61% to 42%; for litigants, from 63% to 42%; and for other stakeholders, from 66% to 52%. The relatively higher percentages of the other stakeholders may be due to the fact when they were asked if any court personnel showed any bias against them, only 14% answered "most of the time," 21% answered "sometimes" and 9% answered "seldom." Majority (56%) said that court personnel never manifested any form of bias against them.

The judges/justices were also asked how confident they are that their peers adhere to the requirements of substantive and procedural due process, jurisprudence, relevant laws and established policies. Ninety-six percent (96%) responded in the affirmative.

In Summary,

- As indicated in Figure 5.1, majority of the users agree that the court does not treat individuals differently because of income, gender, age, religion, or ethnic origin (67%).

- However, the percentages dropped when the users were specifically asked about the treatment given to rich and poor litigants: lawyers (61% to 42%); litigants (from 63% to 42%); and other stakeholders (66% to 52%).



5.5.3 Efficiency

While the interviewees show a clearly positive view on the accessibility, fairness and impartiality of the courts, the same could not be said for efficiency. Percentages of those who responded positively to questions on judicial efficiency were relatively low. For instance, when asked whether they agree that the court's decisions are enforced within a reasonable time, only 50% said that they strongly agree/agree, while 28% said that they strongly disagree/disagree. In addition to this, a large percentage of the interviewees (22%) chose to remain neutral by neither agreeing nor disagreeing. Another observation is that among the different groups, the lawyers have the least positive view on the efficiency of the judiciary. For instance, in the abovementioned question, only 39% of the lawyers strongly agree/agree with the statement. The same results²⁴ were gathered when the following statements were shown to the lawyers, litigants and other stakeholders:

²⁴ Low percentage of interviewees who strongly agree/agree and the lawyers group having the lowest percentage of those who strongly agree/agree.

Table 5.36 Ratings on Court Efficiency

Statement	Percentage of Interviewees Who Strongly Agree/Agree With The Statements		
	Litigants	Stakeholders	Lawyers
The court has adequate resources to do its job within a reasonable period.	55%	44%	36%
The court resolves cases within the period prescribed by law/rules.	48%	43%	28%
Court decisions are promulgated within the period prescribed by law/rules.	61%	61%	38%

When asked if they agree that the court has proper coordination with the police and other pillars of justice, the responses among the different groups varied greatly. The following are percentages of those who strongly agree/agree:

Other Stakeholders	75%
Litigants	70%
Lawyers	61%
Judges	57%
Justices	37%

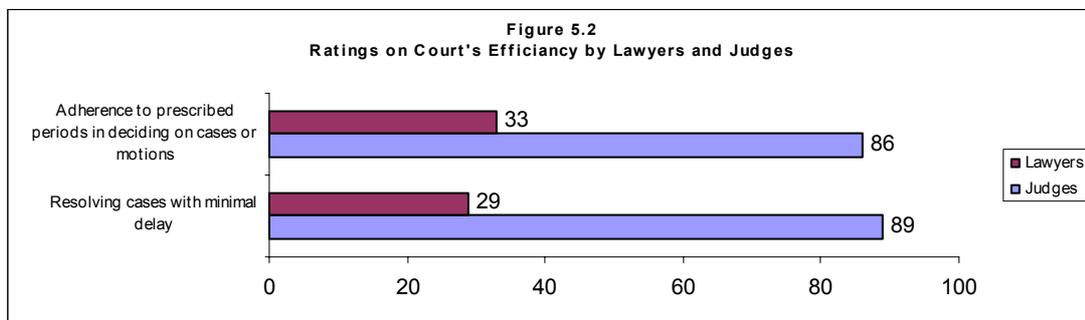
On the other hand, when the litigants, lawyers and other stakeholders were asked if the court responds to request for information in a reasonable time or as prescribed by the court, the response of each group was more consistent with each other: 71% of stakeholders, 65% of lawyers and 63% of litigants said strongly agree/agree.

For the justices, judges and lawyers, additional information on their actual experience with the courts were gathered. Justices and judges usually answered more favorably than lawyers. For instance, when asked how often cases were disposed with minimal delays, 89% of the justices and 79% of the judges answered most of the time/all of the time, while only 29% of the lawyers said the same. Justices, judges and lawyers were also asked how often the judges adhere to the periods prescribed by the rules of court in deciding a case and/or motion. Eighty-six percent (86%) of the judges and 83% of the justices answered most of the time/all of the time, while only 33% of the lawyers said the same. However, when asked how often the judges make proper use of pre-trial proceedings for efficient disposition of cases, the percentages of those who answered most of the time/all the time were higher among the lawyers than among the justices. Eighty-seven percent (87%) of judges, 71% of lawyers and 64% of justices answered most of the time/all the time.

In Summary,

- Judges and lawyers disagree on their ratings regarding the efficiency of the court in resolving cases. On resolving cases with minimal delay, 89% of the judges answered most of the time/all of the time, while only 29% of the lawyers said the same. On adherence to periods prescribed by the rules in deciding a

case or motion, 86% of the judges and 83% of justices answered most of the time/all of the time, while only 33% of the lawyers said the same (Refer to Figure 5.2 below).



5.5.4 Judicial Competence

Judges and Justices

The justices and judges have sufficient access to the different facilities that would allow them to improve the knowledge and skills necessary in performing their duties. The survey shows that a large majority of the justices and judges (90% and 81%, respectively) strongly agree/agree that they are provided with training and similar knowledge facilities. Aside from these, they also strongly agree/agree that they promptly get the complete copies of all Supreme Court decisions and administrative issuances (74% and 60%) and have access to other legal research materials (91% and 64%).

Judicial competence also entails full knowledge about laws and legal procedures. The survey also reveals that justices and judges are generally perceived as fully knowledgeable of law and its procedures. A large majority of the litigants (86%) and the other stakeholders (86%) gave a positive assessment. Although majority of the lawyers answered positively, they registered the lowest percentage (66%). Compared to the litigants, the lawyers may have higher rating standards due to their own knowledge about the law. The highest ratings are given by the justices (99%), followed by the judges (93%).

Judges and justices were asked how confident they are that their peers are well-trained in the application of legal principles when hearing and deciding cases. Fifty-one percent (51%) of the justices and 34% of the judges answered that they are definitely confident. They were also asked how confident they are that their peers are knowledgeable about laws, procedures and their developments. Forty-eight percent (48%) of the justices and 42% of the judges answered that they are definitely confident.

Court Personnel

Court personnel play a crucial role in the delivery of judicial services. They must possess a high level of competence to assist justices and judges in carrying out their responsibilities and to ensure that the public are provided with accurate and

timely services. The survey results imply that they are competent in providing support to justices and judges. Of the four (4) competence indicators used to assess court personnel, efficiency in providing support to justices/judges garnered the highest rating (70% of all interviewees strongly agree/agree). Ninety-eight percent (98%) of the justices and 88% of the judges responded in the affirmative. On the other hand, only 64% of the lawyers responded positively.

When asked if court personnel has adequate knowledge about proper procedure for all cases being heard, 65% of all interviewees strongly agree/agree. Only 55% of the lawyers strongly agree/agree with the statement, while 86% of the justices, 73% of the litigants and of the other stakeholders and 66% of the judges responded positively.

In terms of knowledge about laws and legal procedures, 60% of all interviewees strongly agree/agree that court personnel are competent in this aspect. Only 44% of lawyers think that the court personnel have sufficient knowledge about the law. On the other hand, the rest of the other court users gave them a more positive assessment (89% of the justices, 62% of the judges, 75% of the litigants and 69% of the other stakeholders).

Overall, 71% of litigants strongly agree/agree that court personnel are competent. Only 60% of lawyers strongly agree/agree to this but 94% of justices, 78% of the judges and 68% of the other stakeholders perceive that they are competent. For all four (4) competence indicators used to assess court personnel, justices consistently gave the highest ratings while the lawyers consistently gave the lowest rating.

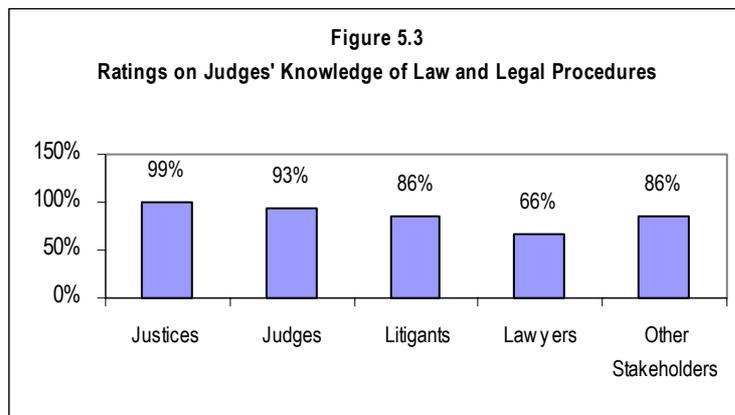
Table 5.37 Ratings on Competence of Judges/Justices and Court Personnel

Statement	Percentage of Interviewees Who Strongly Agree/Agree With the Statements				
	Justice	Judges	Lawyers	Litigants	Other Stakeholders
1. Justices/ Judges in court are fully knowledgeable of law and legal procedures.	99%	93%	66%	86%	86%
2. Court personnel have adequate knowledge about law and legal procedures.	89%	62%	44%	75%	69%
3. In general, court personnel are efficient in providing support to the Justice/Judge.	98%	88%	64%	72%	76%
4. In general, court personnel are competent.	94%	78%	60%	71%	68%
5. In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala.	86%	66%	55%	73%	73%

In Summary,

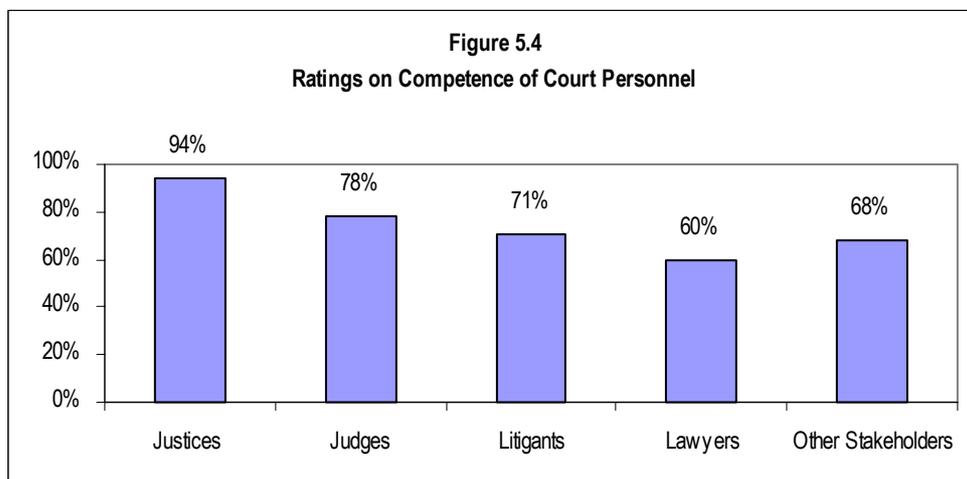
- As shown in Figure 5.3, more than three-fourths of all court users strongly agree/agree that justices and judges in court are fully knowledgeable of law and legal procedures. Specifically the following gave positive assessments:

Justices	99%
Judges	93%
Litigants	86%
Lawyers	66%
Other stakeholders	86%



- Majority of all court users also strongly agree/agree that court personnel are competent:

Justices	94%
Judges	78%
Litigants	71%
Lawyers	60%
Other stakeholders	68%



5.5.5. Judicial Integrity

Six (6) out of ten (10) litigants reported that they never experienced any bias from the justice/judge against the litigants, lawyers or witnesses. This is corroborated by the lawyers as well. About 64% of the lawyers did not undergo any form of bias from the justice/judge.

The judges/justices are also perceived to be fair and impartial in their decisions and resolutions. There are 72% of lawyers who agree with this while 95% of justices and 89% of judges also confirmed that their decisions and resolutions are balanced. However, when asked whether in general, judges/justices can be relied on to give just and fair decisions, the litigants and lawyers were not optimistic. Only 56% of the litigants and 57% of lawyers agreed. On the other hand, the other stakeholders were more confident that they can rely on the decisions of justices/judges (65%).

Table 5.38 Ratings on Judicial Integrity

Judicial Integrity	Justices	Judges	Lawyers	Litigants	Other Stakeholders
1. Percent of those who never experienced a Justice/Judge or a court personnel showing any bias against a litigant, lawyer or witness because of his/her economic status, educational attainment, gender, religion, ethnic origin or physical handicap.	na	na	64%	61% (Justice/ Judges) 62% (Court Personnel)	na
2. Justices/Judges of this court being fair and impartial in deciding on cases submitted for resolution.	95%	89%	72%	na	na
3. In general, Justices/Judges in court can be relied on to give just and fair decisions.	na	na	57%	56%	65%
4. In general, Justices/Judges in court are honest, trustworthy, and incorruptible.	na	na	48%	45%	55%
5. The public can give full trust in the ability of the country's judicial system to protect their rights.	na	na	44%	58%	57%

na - Not asked in the questionnaire

The perception about honesty, trustworthiness and incorruptibility of the justices/judges, in general, is relatively unfavourable. Only four (4) out of ten (10) litigants agreed that generally, Justices/Judges in court are honest, trustworthy, and incorruptible. Slightly higher percentage of lawyers (47%) agreed to the statement while the other stakeholders gave the most favourable response (62%). This rating is expectedly lower as this perception is shaped not only by the court user's personal experience with the justice/judge but also what he/she learns based on the experience of others.

Overall, only half of the litigants and other stakeholders are definite that they can give their full trust to the judicial system to protect their rights (55% and 56%, respectively). This time lawyers are more sceptical with only 44% of them giving their full trust to the judicial system.

Perceived incompetence of judges and justices creates a host of problems that include inefficient and delayed case resolution thus the clogging of court dockets. These have eroded judicial integrity. Corruption is an important aspect of court performance examined in this Study. It is commonly defined as the "abuse of public office for private gain".

In the survey, the court users were asked whether they agree with specific conditions of corruption such as giving gifts, expediting case resolution and bribery. Data in Table 5.39 reveal that majority of them associate corruption with giving of gifts. Seven (7) out of ten (10) litigants said that giving gifts to the justices/judges by any of the parties is definitely corruption. An even higher percentage of lawyers (88%) and other stakeholders (82%) hold the same view.

Many court users consider the clogging of courts as an opportunity for corruption. Bribery is viewed to expedite case resolution. There are 78% of other stakeholders who hold this perception. Consistently, 76% of the litigants and 73% of the lawyers also claimed that the slow pace of case processing opens the possibility for corruption.

Majority of litigants, lawyers and other stakeholders (70%, 68% and 64%, respectively) agreed that there is corruption in court because the justices and judges can be bribed. For lawyers, the same percentage perceives that court personnel can be bribed (68%). Similarly, the litigants and other stakeholders reported that just like the judges and justices, the court personnel can also be bribed (69% and 62%, respectively). As expected, the lawyers reported the lowest percentage who thinks lawyers can be bribed (53%). Compared to the lawyers, there are more litigants and other stakeholders who reported that lawyers can also make corruption happen (72% and 66%, respectively).

More than half of the litigants (57%) identify corruption as the reason why people do not appeal cases to the higher courts. Fewer lawyers held this opinion (32%). Among the other stakeholders, 53% said that corruption prevents people from appealing their case to the higher courts.

Table 5.39 Ratings on Corruption and Bribery

Corruption and Bribery	Lawyers	Litigants	Other Stakeholders
1. During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption.	88%	74%	82%

Corruption and Bribery	Lawyers	Litigants	Other Stakeholders
2. There is great opportunity for corruption when the dockets of the court are clogged.	73%	76%	78%
3. There is corruption in court because Justices/Judges can be bribed.	68%	70%	64%
4. There is corruption in court because court personnel can be bribed.	68%	69%	62%
5. There is corruption in court because lawyers can be bribed.	53%	72%	66%
6. Corruption is the reason why some people do not use the court.	63%	65%	72%
7. People do not appeal cases to higher courts due to corruption.	32	57%	53%

In the survey the court users were asked about honesty of personalities in the justice system. The table below shows the percentage of those who reported that they think there are "very many or many" of those who are honest in the administration of justice.

Data reveals that litigants say honesty is not so common in the judiciary. One-half or even lesser among the litigants think that there are many justices, judges, lawyers, clerks of court, process servers and stenographers who are honest. Furthermore, only about a quarter of the litigants hold the opinion that there are many policemen and sheriffs who are honest. The highest percentage of honest sheriffs was reported by justices (50%). Among the justices, the worst in terms of honesty are policemen with only 37% of them reporting that there are many policemen who are honest. Among all court users, the litigants provided the most unfavourable responses while the justices gave the most favourable responses.

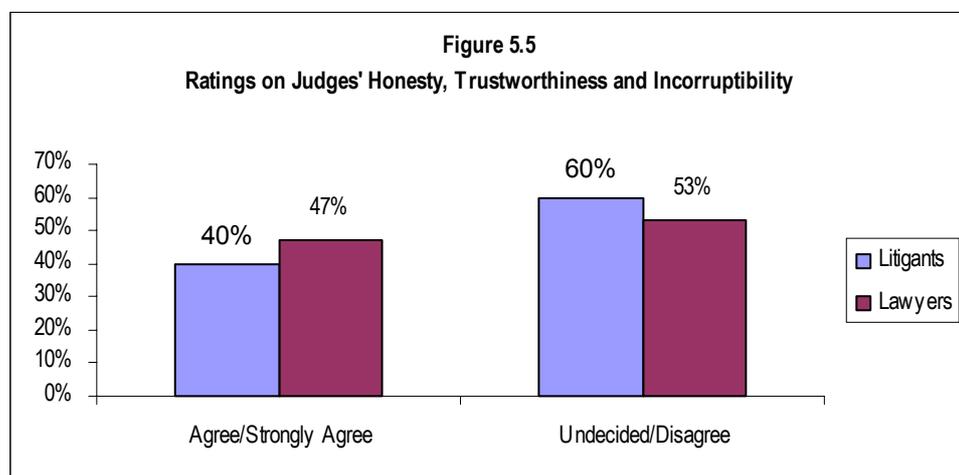
As can be gleaned from the table below, majority of the lawyers, justices and judges believe that there are many justices and judges, lawyers (including the PAO lawyers), clerks of court and stenographers who are honest. It also indicates that the policemen are consistently perceived as least honest by all court users.

Table 5.40 Honesty in the Administration of Justice

Stakeholders	Justices	Judges	Lawyers	Litigants	Other Stakeholders
1. Justices	98%	90%	68%	52%	50%
2. Judges	91%	88%	61%	51%	57%
3. Lawyers/PAO	85%	70%	67%	50%	50%
4. Clerks of Court	88%	82%	63%	52%	58%
5. Process Servers	87%	70%	46%	47%	49%
6. Stenographers	86%	86%	63%	52%	56%
7. Police	37%	30%	20%	27%	35%
8. Sheriffs	50%	42%	27%	28%	39%

In Summary,

- Perception about integrity is relatively less favorable. Only 40% of the litigants and 47% of the lawyers agree that judges are honest, trustworthy, and incorruptible.
- Overall, only half or less than half of court users are definite that they can give their full trust to the judicial system to protect their rights: Litigants (58%); Lawyers (44%); and other stakeholders (57%).
- On corruption, majority of court users link corruption to giving gifts: Litigants (74%), Lawyers (88%); and other stakeholders (82%).
- Majority of litigants and lawyers agree that there is corruption because judges can be bribed: Litigants (70%); Lawyers (68%); and other stakeholders (64%).
- Clogging of court dockets is seen by many court users as an opportunity for corruption: Litigants (76%); Lawyers (73%); and other stakeholders (78%).
- In terms of honesty in the administration of justice, from 47% to 52% of the litigants believe that there are many honest justices, judges, lawyers, clerks of court, process servers; few litigants believe that there are many honest policemen and sheriffs(27% and 28%, respectively); majority of justices, judges, and lawyers believe that there are many honest justices/judges, lawyers, clerks of court, and stenographers; police are consistently perceived as least honest by all court users (from 20% to 37%).



5.5.6 Overall Impression and Rating

Previous sections discussed the perception of court users with respect to specific indicators of performance of the courts. Litigants and other stakeholders were also asked about their overall impression of the court that heard their respective cases. Majority gave positive ratings:

Litigants	53%
Other stakeholders	57%

It must be noted, though, that substantial percentages were either undecided or gave a negative rating:

Litigants	Undecided	21%
	Negative Rating	26%
Other stakeholders	Undecided	14%
	Negative Rating	29%

Furthermore, when asked to rate the court's performance, in general, only a few provided a poor rating:

Litigants	13%
Other stakeholders	15%

Majority rated the court's performance good to excellent:

Litigants	54%
Other stakeholders	60%

The remaining percentage indicated a fair rating.

Pilot versus Control

The table below compares the overall impression of litigants in both the pilot and control sites based on their personal experience, on the court that heard their respective cases.

Table 5.41 Overall Impression of Litigants on the Court that Heard their Case

Response	Pilot	Control
Negative Rating	36%	12%
Undecided	23%	17%
Positive Rating	41%	71%

It is noted that more litigants from control courts gave a positive rating compared to their counterparts in the pilot courts. The same pattern is noted with the responses of other stakeholders as detailed in Table 5.42.

Table 5.42 Overall Impression of Other Stakeholders on the Court that Heard their Case

Response	Pilot	Control*
Negative Rating	34%	17%
Undecided	13%	17%
Positive Rating	53%	66%

The litigants and other stakeholders were further asked to give a general rating on the court's performance as a whole. Again, interviewees from control courts provided more positive ratings than those from pilot courts.

Table 5.43 General Rating on the Court's Performance as a Whole

Performance Rating	Litigants		Other Stakeholders	
	Pilot	Control	Pilot	Control
Poor	20%	3%	16%	13%
Fair	33%	32%	27%	23%
Good to Excellent	47%	65%	57%	64%

Angeles versus Malolos

The following statistics provide the overall impression and performance ratings that the interviewees gave their respective courts in Angeles and Malolos. It reflects the pattern noted earlier that control court litigants give better ratings than pilot court litigants. However, it must be noted that the responses from other stakeholders seem to be the same. A possible explanation for this is that for Malolos and Angeles, other stakeholders are either other court employees or police. There is no representation from NGOs in these areas.

Table 5.44 Overall Impression on Courts in Angeles and Malolos

Overall Impression	Litigants		Other Stakeholders	
	Angeles	Malolos	Angeles	Malolos
Negative Rating	29%	27%	0	0
Undecided	28%	18%	0	25% (1 interviewee)
Positive Rating	43%	55%	100% (3 interviewees)	75% (2 interviewees)

Table 5.45 Performance Rating on Courts in Angeles and Malolos

Performance Rating	Litigants		Other Stakeholders	
	Angeles	Malolos	Angeles	Malolos
Poor	13%	2%	0	0%
Fair	36%	31%	0 (3 interviewees)	33% (2 interviewees)
Good to Excellent	51%	67%	100% (5 interviewees)	67% (4 interviewees)

Lapulapu versus Toledo

The following statistics provide the overall impression and performance ratings that the interviewees gave their respective courts in Lapulapu and Toledo. It reflects the pattern noted earlier that control court litigants/other stakeholders give a better rating than pilot court litigants/other stakeholders. It must be noted, though, that the number of other stakeholders in the tables are not substantial.

Table 5.46 Overall Impression on Courts in Lapulapu and Toledo

Overall Impression	Litigants		Other Stakeholders	
	Lapulapu	Toledo	Lapulapu	Toledo
Negative Rating	15%	7%	0	13%
Undecided	34%	22%	33%	0
Positive Rating	51%	71%	67%	87%

Table 5.47 Performance Rating on Courts in Lapulapu and Toledo

Performance Rating	Litigants		Other Stakeholders	
	Lapulapu*	Toledo	Lapulapu*	Toledo
Poor	4%	4%	14%	0%
Fair	57%	22%	14%	25%
Good to Excellent	40%	74%	72%	75%

Note: The sum is greater than 100% due to rounding off.

Cagayan de Oro versus Davao

Litigants of Cagayan de Oro and Davao reflect the same pattern of responses of litigants of the Angeles/Malolos and Lapulapu/Toledo litigants. Litigants from Davao, the control, give higher ratings than litigants from Cagayan de Oro, the pilot. The pattern is opposite when other stakeholders' responses are considered. It must be noted, again, that just like Lapulapu/Toledo, the quantity of other stakeholders is not substantial in number.

Table 5.48 Overall Impression on Courts in Cagayan de Oro and Davao

Overall Impression	Litigants		Other Stakeholders	
	Cagayan de Oro	Davao	Cagayan de Oro*	Davao
Negative Rating	25%	8%	17%	25%
Undecided	16%	16%	17%	25%
Positive Rating	59%	76%	66%	50%

Note: The sum is greater than 100% due to rounding off.

Table 5.49 Performance Rating on Courts in CAgayan de Oro and Davao

Performance Rating	Litigants		Other Stakeholders	
	Cagayan de Oro	Davao	Cagayan de Oro	Davao
Poor	12%	3%	14%	31%
Fair	33%	33%	21%	15%
Good to Excellent	55%	64%	65%	54%

Detailed tables showing the results specified above are available in Volume II.

5.6 Trust in the Courts

Taking into account the users' experience and perception on the courts, the Study probed into their overall trust in the judiciary. It is posited that the overall trust in the judiciary is independent of the level of satisfaction of the principal users. A litigant may not be satisfied by the way his/her case was handled or decided by the court but would still bring his/her legal disputes to the court in the future because his/her case was decided with impartiality, integrity and professionalism. Similarly, a victorious litigant, however, satisfied he/she may have been in the decision of the court, may not give his/her trust and confidence to the court if he/she employed unethical and corrupt means to secure such a decision.

In this Study, court users were asked about their trust in the different courts after inquiring about their direct experience in the court. The survey question on trust asked them whether they trust or distrust the different courts. Thus, the percentages in Table 5.50 indicate the percent of those who said that they strongly trust or trust the court. As can be gleaned from the table, the Supreme Court was given the highest trust rating by all types of court users. The highest rating (99%) was given by the judges and the lowest by the litigants (77%). The Court of Appeals (CA) received the second highest rating with 94% of justices who said that they trust the CA and 67% of lawyers holding the same opinion.

The Sandiganbayan was highly rated by the justices (92%) but only 61% of the litigants said that they trust the court. Closer examination of the data revealed that 31% of the litigants were undecided as to what trust rating to give the Sandiganbayan. Lawyers and other stakeholders gave a slightly higher rating (both giving a 66% rating). Like the litigants, more than a quarter of the lawyers were undecided whether they trust or distrust the Sandiganbayan.

The Court of Tax Appeals (CTA) was less popular and was given lower ratings compared to the three (3) previous courts mentioned earlier. Like the other courts, it received the highest rating from the justices (92%) and the lowest from other stakeholders (48%). Akin to Sandiganbayan, many litigants, lawyers and other stakeholders are undecided whether they trust or distrust the CTA. Among the lower courts, the Regional Trial Courts (RTCs) registered the highest rating. It received a positive rating from the justices (89%) and judges (94%). Similarly, majority of the other stakeholders, lawyers and litigants mentioned that they trust the RTCs (72%, 72% and 68%, respectively).

The trust given to the municipal trial courts in cities, municipal circuit trial courts, municipal trial court and metropolitan trial court is relatively low compared to that of the RTC, CA and Supreme Court. Majority of the justices and judges, lawyers and other stakeholders maintained that they trust these courts but litigants rated them

unfavourably. Only half or less than half of them reported that they trust these courts.

Of all the courts, the Shari'a Court received the lowest rating from court users. The highest rating given by the justices was (79%) and judges (64%). On the other hand, the lowest rating was of 34% was reported by lawyers.²⁵ The main reason for the low rating is that many of the court users who were interviewed did not provide any rating for the Shari'a Court since they claimed unfamiliarity with the said facility. When the total responses to the question were examined, results reveal that majority of the litigants, lawyers and other stakeholders do not know the Shari'a Court (61%, 71% and 71%, respectively). Even among judges, half of them said that they are not aware of the Shari'a Court and therefore could not give it a trust rating.

Overall, the court users trust the whole judiciary but much is yet to be desired in terms of getting the trust of the litigants who are the most important clients of the judiciary. The justices (94%) and judges (93%) gave the judiciary the highest rating. The litigants, other stakeholders and lawyers reported a lower trust rating of the judiciary (66%, 73% and 74%, respectively).

Table 5.50 Ratings on Trust in the Courts

Courts	Justices	Judges	Litigants	Lawyers	Other Stakeholders
1. Supreme Court	97%	99%	77%	81%	75%
2. Court of Appeals	94%	88%	73%	67%	77%
3. Sandiganbayan	92%	83%	61%	76%	66%
4. Court of Tax Appeals	92%	72%	50%	54%	48%
5. Regional Trial Courts	89%	94%	68%	72%	72%
6. Municipal Trial Courts in Cities	86%	89%	67%	73%	72%
7. Shari'a Court	79%	64%	41%	34%	54%
8. Municipal Circuit Trial Courts	84%	84%	61%	69%	72%
9. Municipal Trial Courts	85%	85%	62%	71%	73%
10. Metropolitan Trial Courts	87%	80%	60%	66%	66%
11. Whole Judiciary	94%	93%	66%	74%	73%

Table 5.51 details the computed net ratings for each of the courts. The net ratings refer to the difference between the percentage of those who trust and those who distrust the court. Results of the net trust ratings are consistent with the trust ratings in terms of the ranking obtained by specific courts. The Supreme Court garnered the highest rank while the Shari'a Court got the lowest. It is also worthwhile to note that all the courts earned a positive net trust rating which implies a general trust in all types of courts.

²⁵ The percentages mentioned in the overall trust rating exclude those who responded "don't know" in the denominator. Therefore, the ratings and the percentages of those not aware of the courts do not add up to 100%.

Table 5.51. Net Trust Ratings in the Courts

Courts	Justices	Judges	Litigants	Lawyers	Other Stakeholders
1. Supreme Court	96%	97%	72%	76%	57%
2. Court of Appeals	94%	81%	66%	56%	60%
3. Sandiganbayan	88%	74%	44%	51%	41%
4. Court of Tax Appeals	84%	48%	27%	36%	20%
5. Regional Trial Courts	85%	96%	58%	63%	55%
6. Municipal Trial Courts in Cities	79%	88%	53%	64%	51%
7. Shari'a Court	55%	32%	12%	10%	16%
8. Municipal Circuit Trial Courts	76%	73%	37%	55%	47%
9. Municipal Trial Courts	79%	80%	46%	60%	59%
10. Metropolitan Trial Courts	79%	64%	36%	53%	35%
12. Whole Judiciary	94%	93%	59%	66%	56%

5.6.1 Perceived Public Ratings of the Courts

Two (2) types of ratings are discussed in this section: (1) public rating and (2) personal rating. The public ratings are based on the perception of justices, judges and lawyers. It may closely resemble the personal ratings although personal ratings are highly related to court experience and public rating is merely an impression so it may also differ. The public rating uses a 5-point Likert scale with 1 being strongly disagree and 5 being strongly agree. The personal ratings use the scale: 1 to 5 with 1 being poor and 5 being excellent'. In the subsequent discussion positive rating refers to the sum of those who gave the rating of good to excellent. Table 5.52 summarizes these ratings.

The justices and judges are very confident that the public trusts the independence and impartiality of the Court but the lawyers think otherwise. About 87% of justices and judges (95%) believe that the public trusts the independence of the court. Consistently, 94% of justices and 96% of judges believe that the court is impartial. On the other hand, only half of the lawyers are confident about court independence and impartiality (53% and 51%, respectively).

In the same vein, the justices and judges assert the integrity and professionalism of the court. Most of them gave the court a favourable rating (91% and 96%, respectively). Conversely, only 53% of the lawyers are confident about the integrity and professionalism in the court.

Perceived public trust is relatively lower compared to users' trust. For instance, 86% of the justices and 71% of the judges perceive that the general public trusts the whole judiciary while both gave a self-rating of 92%. It must be noted, though, that the whole judicial system consists of all the pillars of justice of which the judiciary is just one. On the contrary, when asked about their overall impression of the court where his/her case was heard, only 54% of the litigants gave a positive rating and the general court performance rating is only 56%. The perception of the justices and justices about their respective courts is very positive. All of the justices who were

interviewed in the survey gave their own court a good-excellent rating. The judges were likewise very positive with a 98% rating. On the contrary, only 65% of the lawyers view the courts positively in terms of overall performance.

Overall, the justices and judges gave a positive rating to the whole judicial system of the Philippines. The justices and judges consistently gave it a rating of 92% or a good to excellent rating. On the other hand, lawyers registered a much lower rating of 48%.

Consistently, the justices and judges trust the ability of the judiciary to initiate reforms. The justices were unanimous in maintaining this stance. Most of the judges (89%) also trust the judiciary could initiate the needed reforms. Lawyers are less optimistic about the ability of the judiciary to initiate reforms. Although still a majority of them believe in the capability of the judiciary to start reforms, a much lower percentage gave a positive rating of 62%.

Table 5.52 Perceived Public Ratings and Personal Ratings of the Court

Perceived Public Ratings of the Court	Lawyers	Litigants	Other Stakeholders	Judges	Justices
Percent who think that the general public strongly trust/ trust the independence of the Court	53%	na	na	95%	87%
Percent who think that the general public strongly trust/ trust the impartiality of the Court	51%	na	na	96%	94%
Percent who think that the general public strongly trust/ trust the integrity and professionalism of the Court	53%	na	na	96%	91%
Percent who think that the general public strongly trust/ trust the whole judicial system of the Philippines	45%	na	na	71%	86%
Personal Ratings of the Court					
Percent who gave a positive* overall rating of own court	65%	na	na	100%	98%
Rating of the whole judicial system of the Philippines	48%	na	na	92%	92%
Percent who strongly trust/ trust Judiciary's ability to initiate reforms	62%	na	na	89%	99%
Percent with positive overall impression of the court where his/her case was heard	na	54%	56%	na	na
Percent who gave positive general court performance rating	na	54%	59%	na	na

Notes:

* - good, very good and excellent rating

na = Not asked in the questionnaire

The Mantel-Haenszel chi-square test of independence was used to test if there are differences in the responses of the different court users and the test generally resulted in indicating significant differences.

5.7 Confidence, Satisfaction and Trust in the Courts by Disaggregated Results

Majority of responses of litigants from pilot courts are significantly different from those of control courts. The same is noted for lawyers. Justices/judges and stakeholders from pilot and control courts, on the other hand, do not have significantly different responses. An interesting pattern seen from responses of litigants is that those from pilot courts tended to give lower ratings than those from control courts. This pattern is seen for lawyers but not as consistent as the ones seen among litigants.

Significant differences in responses of male versus female litigants and lawyers are also noted, but no consistent patterns are found. This is true for responses of litigants by urban/rural groupings and by income brackets. The responses of stakeholders by these groupings do not indicate significant differences. It must be emphasized that the sampling design did not stratify by these groupings; thus, the estimates by these groupings do not have the same margin of error as the ones for litigants and lawyers nationwide. In effect, the tables serve more for profiling the sample and not for the conduct of statistical tests of significance.

The discussion below focuses on the confidence level of filing litigants, satisfaction and trust ratings of the users of the court by the different groupings. It must be noted that the net trust ratings for all the courts from all its users are all positive. Thus, this indicates that there are more users who trust the courts than those who do not. This is true for any grouping of the users. There are, however, some courts that seem to have more trust than others.

5.7.1 By Control / Pilot Courts

There are slightly more litigants in the control courts who said that they are definitely confident/confident when they filed a case than litigants in the pilot courts (80.1% vs. 75.0%). However, in terms of satisfaction, a wide disparity occurs between the two (2) groups, only 42.7% of the litigants from pilot courts responded that they are very satisfied/satisfied, while 62.0% for litigants from control courts. Same findings hold true for lawyers: 63.7% for the pilot courts and 76.9% for the control courts. The figures for other stakeholders do not follow the same pattern. A slightly higher percentage of other stakeholders in the pilot courts said that they are very satisfied/satisfied than those in the control courts (79.5% vs. 76.0%).

Tables 5.53 to 5.68 present details of findings on confidence and general satisfaction in control and pilot areas.

Table 5.53. Pilot and Control: Confidence in Court's Resolution of Cases and Justice Served

Responses	Pilot		Control		Total Count
	Count	Pct	Count	Pct	
Definitely not confident	7	2.73%	11	5.47%	18
Not confident	20	7.81%	4	1.99%	24
Neither confident nor not confident	37	14.45%	25	12.44%	62
Confident	144	56.25%	137	68.16%	281
Definitely confident	48	18.75%	24	11.94%	72
Total Responses	256	100.00%	201	100.00%	457
Total Non-Response	403		214		617
Total	659		415		1074

Table 5.54. General Satisfaction with Experience in Court

Responses	Litigants					Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied	98	15.34%	17	4.14%	115	24	3.14%	5	1.30%	29	2	4.55%	1	4.00%	3
Dissatisfied	141	22.07%	48	11.68%	189	93	12.17%	23	5.97%	116	6	13.64%	3	12.00%	9
Neither satisfied nor dissatisfied	127	19.87%	91	22.14%	218	160	20.94%	61	15.84%	221	1	2.27%	2	8.00%	3
Satisfied	234	36.62%	236	57.42%	470	437	57.20%	254	65.97%	691	27	61.36%	13	52.00%	40
Very satisfied	39	6.10%	19	4.62%	58	50	6.54%	42	10.91%	92	8	18.18%	6	24.00%	14
Total Responses	639	100.00%	411	100.00%	1050	764	100.00%	385	100.00%	1149	44	100.00%	25	100.00%	69
Total Non-Response	20		4		24	9		1		10	26		11		37
Total	659		415		1074	773		386		1159	70		36		106

Among the different pilot courts, the following are the percentages of litigant respondents who said that they are satisfied/very satisfied with their experience with the courts:

Pilot Courts	
Angeles City, Pampanga	38.2%
Lapu-Lapu City, Cebu	50.9%
Cagayan de Oro, Misamis Oriental	60.1%

Control Courts	
Malolos, Bulacan	50.0%
Toledo City, Cebu	55.6%
Davao City, Davao de Sur	65.8%

Note that the biggest disparity on the satisfaction level is between the litigants in Angeles City, Pampanga and Malolos, Bulacan.

In terms of trust in the courts, in general, litigants and lawyers in the control courts have higher trust than those in pilot courts. There are two (2) exceptions. First, litigants in pilot courts have higher trust rating for Metropolitan Trial Courts than those in control courts (31% vs. 25%). Second, lawyers in pilot courts have higher net trust rating for Regional Trial Courts than lawyers in the control courts (55% vs. 25%). There are no significant differences for judges and other stakeholders in the pilot and control courts.

The tables on trust ratings also show that the Supreme Court consistently received the highest rating from all users and from both pilot and control. They thus reflect what has been discussed in the previous sections. The additional information presented is that lawyers and litigants from pilot courts give lower ratings than those from control. Thus, any assessment of the impact of the JRSP in the future should take this into account.

The patterns observed nationwide by pilot and control are, in general, reflected by the patterns in the specific pilot and control areas – Angeles versus Malolos, Lapulapu versus Toledo, Cagayan de Oro versus Davao. The following are the tables for these specific areas are also presented.

Table 5.55 Ratings on Trust in the Courts by Pilot/Control (in %)

Courts	Users of Pilot Courts					Users of Control Courts				
	Justices	Judges	Lawyers	Litigants	Other Stakeholders	Justices	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	97	94	77**	64**	70	na	98	87	77	81
2. Court of Appeals	93	76	63*	60**	71	na	89	72	70	75
3. Sandiganbayan	89	61	56	40**	59	na	84	65	55	53
4. Court of Tax Appeals	89	45	40*	26**	34	na	57	47	44	33
5. Municipal Trial Courts in Cities	79	91	65**	46**	59*	na	80	83	66	75
6. Regional Trial Courts	86	94	65**	54**	69	na	91	82	70	72
7. Shari'a Court	56	33	14	14*	19	na	30	16	21	31
8. Municipal Circuit Trial Courts	77	82	57**	33*	53	na	61	70	49	59
9. Municipal Trial Courts	81	82	62**	44*	66	na	73	75	56	72
10. Metropolitan Trial Courts	81	61	58**	31*	44	na	64	61	25	47
11. Whole Judiciary	93	94	68	55**	67	na	91	83	70	81

Note: ** highly significant differences (at 1% level of significance) / *significant differences (at 5% level of significance)

Table 5.56. Net Ratings on Trust in the Courts by Pilot/Control (in %)

Courts	Users of Pilot Courts					Users of Control Courts				
	Justices	Judges	Lawyers	Litigants	Other Stakeholders	Justices	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	96	91	70	60	49	na	98	85	74	69
2. Court of Appeals	93	67	52	56	54	na	86	63	66	67
3. Sandiganbayan	88	58	47	34	39	na	82	58	48	44
4. Court of Tax Appeals	84	42	33	19	20	na	50	43	24	22
5. Municipal Trial Courts in Cities	79	91	57	38	43	na	80	78	64	64
6. Regional Trial Courts	85	94	55	43	50	na	91	25	67	61
7. Shari'a Court	56	33	11	10	11	na	30	12	14	31
8. Municipal Circuit Trial Courts	76	82	49	26	41	na	61	66	45	56
9. Municipal Trial Courts	79	82	53	35	53	na	73	70	52	67
10. Metropolitan Trial Courts	79	58	50	25	30	na	64	57	45	42
11. Whole Judiciary	93	91	60	46	47	na	89	78	65	69

Angeles vs Malolos

Table 5.57 Angeles vs Malolos: Confidence in Court's Resolution of Case and Justice Served

Responses	Angeles City		Malolos City		Total Count
	Count	Pct	Count	Pct	
Definitely not confident	1	2%	4	9%	5
Not confident	4	8%	1	2%	5
Neither confident nor not confident	5	10%	3	7%	8
Confident	29	57%	33	77%	62
Definitely confident	12	24%	2	5%	14
Total Responses	51	100%	43	100%	94
Total Non-Response	51		37		88
Total	102		80		182

Table 5.58 Angeles vs Malolos: Degree of Satisfaction with Court Experience

Responses	Lawyers					Litigants					Other Stakeholders				
	Angeles City		Malolos City		Total Count	Angeles City		Malolos City		Total Count	Angeles City		Malolos City		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied	0	0	2	2.63%	2	10	9.80%	7	8.75%	17	0	0	0	0	0
Dissatisfied	4	4.59%	5	6.57%	9	34	33.33%	18	22.50%	52	0	0	1	12.50%	1
Neither satisfied nor dissatisfied	16	18.39%	12	15.78%	28	19	18.62%	15	18.75%	34	0	0	1	12.50%	1
Satisfied	60	68.96%	47	61.84%	107	32	31.37%	39	48.75%	71	5	62.50%	4	50.00%	9
Very satisfied	7	8.04%	10	13.15%	17	7	6.86%	1	1.25%	8	3	37.50%	2	25.00%	5
Total Responses	87	100.00%	76	100.00%	163	102	100.00%	80	100.00%	182	8	100.00%	8	100.00%	16

Table 5.59 Ratings on Trust in the Courts by Angeles/Malolos (in %)

Courts	Angeles Court Users				Malolos Court Users			
	Judges	Lawyers	Litigants	Other Stakeholders	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	100	78	69	100	100	89	83	88
2. Court of Appeals	78	45	59	100	95	75	82	88
3. Sandiganbayan	75	54	43	80	89	70	64	50
4. Court of Tax Appeals	75	33	31	100	71	50	56	0
5. Municipal Trial Courts in Cities	89	77	67	100	68	80	69	63
6. Regional Trial Courts	89	75	77	100	85	77	80	38
7. Shari'a Court	83	31	41	67	50	32	19	All answered "Don't Know"
8. Municipal Circuit Trial Courts	75	2	63	86	72	71	75	50
9. Municipal Trial Courts	75	79	66	75	80	81	76	71
10. Metropolitan Trial Courts	75	70	35	80	78	77	68	0
11. Whole Judiciary	89	69	57	88	95	80	62	88

Table 5.60 Net Ratings on Trust in the Courts by Angeles/Malolos (in %)

Courts	Users of Angeles Courts				Users of Malolos Courts			
	Judges	Lawyers	Litigants	Other Stakeholders	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	100	75	67	100	100	88	79	88
2. Court of Appeals	67	28	57	100	95	71	79	88
3. Sandiganbayan	75	45	32	80	89	66	45	50
4. Court of Tax Appeals	75	21	15	100	71	48	37	0
5. Municipal Trial Courts in Cities	89	76	62	100	68	72	64	63
6. Regional Trial Courts	89	72	73	100	85	72	78	38
7. Shari'a Court	83	31	37	67	50	30	19	All answered "Don't Know"
8. Municipal Circuit Trial Courts	75	0	58	86	72	66	65	50
9. Municipal Trial Courts	75	78	62	75	80	73	70	71
10. Metropolitan Trial Courts	63	68	29	80	78	72	64	0
11. Whole Judiciary	78	67	49	88	95	75	57	88

Lapulapu vs. Toledo

Table 5.61 Lapulapu vs Toledo: Confidence in Court's Resolution of Case and Justice Served

Responses	Lapu-Lapu City		Toledo City		Total Count
	Count	Pct	Count	Pct	
Definitely not confident	0	0	1	9.09%	1
Not confident	3	10.34%	0	0	3
Neither confident nor not confident	8	27.58%	1	9.09%	9
Confident	15	51.72%	9	81.81%	24
Definitely confident	3	10.34%	0	0	3
Total Responses	29	100.00%	11	100.00%	40
Total Non-Response	25		16		41
Total	54		27		81

Table 5.62 Lapulapu vs Toledo: Degree of Satisfaction with Court Experience

Responses	Lawyers					Litigants					Other Stakeholders				
	Lapu-Lapu City		Toledo City		Total Count	Lapu-Lapu City		Toledo City		Total Count	Lapu-Lapu City		Toledo City		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied	1	1.88%	0	0	1	2	3.77%	3	11.11%	5	0	0	0	0	0
Dissatisfied	2	3.77%	0	0	2	2	3.77%	4	14.81%	6	1	12.50%	1	8.33%	2
Neither satisfied nor dissatisfied	8	15.09%	3	11.11%	11	22	41.51%	5	18.52%	27	1	12.50%	0	0.00%	1
Satisfied	37	69.81%	20	74.07%	57	25	47.17%	15	55.56%	40	5	62.50%	7	58.33%	12
Very satisfied	5	9.43%	4	14.81%	9	2	3.77%	0	0.00%	2	1	12.50%	4	33.33%	5
Total Responses	53	100.00%	27	100.00%	80	53	100.00%	27	100.00%	80	8	100.00%	12	100.00%	20
Total Non-Response						1		0		1	1		3		4
Total						54		27		81	9		15		24

Table 5.63 Ratings on Trust in the Courts by Lapulapu/Toledo (in %)

Courts	Angeles Court Users				Malolos Court Users			
	Judges	Lawyers	Litigants	Other Stakeholders	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	100	98	61	100	100	100	71	93
2. Court of Appeals	33	76	50	100	100	73	58	86
3. Sandiganbayan	100	72	59	100	100	90	67	77
4. Court of Tax Appeals	100	67	45	67	100	79	43	62
5. Municipal Trial Courts in Cities	100	86	50	100	100	71	71	87
6. Regional Trial Courts	100	90	55	100	100	78	70	93
7. Shari'a Court	All answered "Don't Know"	52	18	67	100	60	43	63
8. Municipal Circuit Trial Courts	100	2	62	100	100	84	67	87
9. Municipal Trial Courts	100	80	51	100	100	85	67	79
10. Metropolitan Trial Courts	100	82	53	100	100	77	67	77
11. Whole Judiciary	100	85	51	51	100	89	64	64

Table 5.64 Net Ratings on Trust in the Courts by Lapulapu/Toledo (in %)

Courts	Users of Angeles Courts				Users of Malolos Courts			
	Judges	Lawyers	Litigants	Other Stakeholders	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	100	94	59	100	100	99	67	93
2. Court of Appeals	22	59	48	100	100	69	55	86
3. Sandiganbayan	100	62	48	100	100	86	48	77
4. Court of Tax Appeals	100	54	29	67	100	77	24	62
5. Municipal Trial Courts in Cities	100	85	45	100	100	63	67	87
6. Regional Trial Courts	100	88	51	100	100	72	68	93
7. Shari'a Court	All answered "Don't Know"	52	14	67	100	57	43	63
8. Municipal Circuit Trial Courts	100	0	57	100	100	79	58	87
9. Municipal Trial Courts	100	79	48	100	100	77	61	79
10. Metropolitan Trial Courts	88	79	47	100	100	72	63	77
11. Whole Judiciary	89	83	44	51	100	84	59	64

Cagayan de Oro vs Davao

Table 5.65 Cagayan de Oro vs Davao: Confidence in Court's Resolution of Case and Justice Served

Responses	Cagayan de Oro City		Davao City		Total Count
	Count	Pct	Count	Pct	
Definitely not confident	2	3%	6	4%	5
Not confident	10	14%	3	2%	5
Neither confident nor not confident	11	16%	21	14%	8
Confident	33	48%	95	65%	62
Definitely confident	13	19%	22	15%	14
Total Responses	69	100%	147	100%	216
Total Non-Response	83		161		244
Total	152		308		460

Table 5.66 Cagayan de Oro vs Davao: Degree of Satisfaction with Court Experience

Responses	Lawyers					Litigants					Other Stakeholders				
	Cagayan de Oro City		Davao City		Total Count	Cagayan de Oro City		Davao City		Total Count	Cagayan de Oro City		Davao City		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied	5	3.47%	3	1.06%	8	13	8.78%	7	2.30%	20	0	0.00%	1	20.00%	1
Dissatisfied	26	18.06%	18	6.38%	44	26	17.57%	26	8.55%	52	2	40.00%	1	20.00%	3
Neither satisfied nor dissatisfied	29	20.14%	46	16.31%	75	20	13.51%	71	23.36%	91	0	0.00%	1	20.00%	1
Satisfied	76	52.78%	187	66.31%	263	71	47.97%	182	59.87%	253	2	40.00%	2	40.00%	4
Very satisfied	8	5.56%	28	9.93%	36	18	12.16%	18	5.92%	36	1	20.00%	0	0.00%	1
Total Responses	144	100.00%	282	100.00%	426	148	100.00%	304	100.00%	452	5	100.00%	5	100.00%	10
Total Non-Response	0		1		1	4		4		8	9		8		17
Total	144		283		427	152		308		460	14		13		27

Table 5.67 Ratings on Trust in the Courts by Cagayan de Oro/Davao (in %)

Courts	Cagayan de Oro Court Users				Davao Court Users			
	Judges	Lawyers	Litigants	Other Stakeholders	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	94	71	75	71	100	87	79	69
2. Court of Appeals	94	62	64	86	89	71	75	67
3. Sandiganbayan	64	47	56	79	89	69	61	58
4. Court of Tax Appeals	58	37	45	33	73	60	51	40
5. Municipal Trial Courts in Cities	94	77	66	77	100	86	71	69
6. Regional Trial Courts	94	68	65	85	100	84	71	69
7. Shari'a Court	63	16	48	33	63	32	42	75
8. Municipal Circuit Trial Courts	89	7	57	83	91	77	57	64
9. Municipal Trial Courts	89	70	61	93	92	79	60	77
10. Metropolitan Trial Courts	69	57	54	75	92	69	59	78
11. Whole Judiciary	94	65	59	77	89	83	75	69

Table 5.68 Net Ratings on Trust in the Courts by Cagayan de Oro/Davao

Courts	Cagayan de Oro Court Users				Davao Court Users			
	Judges	Lawyers	Litigants	Other Stakeholders	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	94	68	73	71	100	86	75	69
2. Court of Appeals	83	45	62	86	89	68	72	67
3. Sandiganbayan	64	37	45	79	89	65	42	58
4. Court of Tax Appeals	58	24	29	33	73	58	32	40
5. Municipal Trial Courts in Cities	94	76	60	77	100	78	66	69
6. Regional Trial Courts	94	66	61	85	100	79	70	69
7. Shari'a Court	63	16	45	33	63	29	42	75
8. Municipal Circuit Trial Courts	89	5	52	83	91	73	48	64
9. Municipal Trial Courts	89	68	57	93	92	71	54	77
10. Metropolitan Trial Courts	56	54	47	75	92	63	55	78
11. Whole Judiciary	83	62	52	77	89	78	70	69

5.7.2 By Urban/Rural

Respondents were also grouped by their place of residence – urban or rural. In terms of confidence, 78.4% of the urban litigants who filed cases said that they were definitely confident/confident when they filed their cases, while 71.4% of the rural litigants said the same. Unlike the pilot-control disaggregation, however, the urban-rural disaggregation revealed that there is no marked difference between the satisfaction level of litigants in rural and urban areas (49.5% for urban litigants vs. 51.8% for rural litigants). The figures are different for other stakeholders. A higher percentage of rural stakeholders said that they are very satisfied/satisfied (90.9%) compared to urban stakeholders (75.0%).

Table 5.69 Urban/Rural: Confidence in Court's Resolution of Case and Justice Served

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Definitely not confident	15	4.15%	3	3.29%	18
Not confident	15	4.15%	9	9.89%	24
Neither confident nor not confident	48	13.29%	14	15.38%	62
Confident	228	63.15%	50	54.94%	278
Definitely confident	55	15.23%	15	16.48%	70
Total Responses	361	100.00%	91	100.00%	452

Table 5.70 General Satisfaction with Experience in Court – Litigants

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Very dissatisfied	3	5.35%	0	0	3
Dissatisfied	8	14.28%	1	9.09%	9
Neither satisfied nor dissatisfied	3	5.35%	0	0	3
Satisfied	33	58.92%	5	45.45%	38
Very satisfied	9	16.07%	5	45.45%	14
Total Responses	56	100.00%	11	100.00%	67

Table 5.71 General Satisfaction with Experience in Court – Other Stakeholders

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Very dissatisfied	3	5.35%	0	0	3
Dissatisfied	8	14.28%	1	9.09%	9
Neither satisfied nor dissatisfied	3	5.35%	0	0	3
Satisfied	33	58.92%	5	45.45%	38
Very satisfied	9	16.07%	5	45.45%	14
Total Responses	56	100.00%	11	100.00%	67

For the whole judiciary and higher courts, litigants residing in urban areas give significantly higher trust ratings than litigants living in rural areas. On the other hand, for the lower courts and the Shari'a Court, the differences of responses of urban and rural litigants are not significantly different. The table on net trust ratings reveal the same findings.

Table 5.72 Litigants' Trust Ratings of the Courts by Urban/Rural (in %)

Courts	Urban	Rural
1. Supreme Court	71*	62
2. Court of Appeals	67**	55
3. Sandiganbayan	47*	44
4. Court of Tax Appeals	34	30
5. Municipal Trial Courts in Cities	53	56
6. Regional Trial Courts	61	58
7. Shari'a Court	15	20
8. Municipal Circuit Trial Courts	38	43
9. Municipal Trial Courts	47	51
10. Metropolitan Trial Courts	39	36
11. Whole Judiciary	63**	55

Notes: ** highly significant differences (at 1% level of significance)

*significant differences (at 5% level of significance)

Table 5.73 Litigants' Net Trust Ratings of the Courts by Urban/Rural (in %)

Courts	Urban	Rural
1. Supreme Court	67	57
2. Court of Appeals	63	49
3. Sandiganbayan	41	37
4. Court of Tax Appeals	26	22
5. Municipal Trial Courts in Cities	47	50
6. Regional Trial Courts	53	50
7. Shari'a Court	10	17
8. Municipal Circuit Trial Courts	32	38
9. Municipal Trial Courts	41	45
10. Metropolitan Trial Courts	34	30
11. Whole Judiciary	56	43

5.7.3 By Gender

On questions on confidence and satisfaction, female litigants have a more favorable response than male litigants. In particular, 47.4% of female filing-litigants have confidence on the courts when they filed their cases (vs. 26.8% of the male filing-litigants). Similarly, there are more female litigants who said that they are very satisfied/satisfied with their experience in court (57.6% versus 45.6%). For lawyers, the pattern is reversed. A slightly higher percentage of male lawyers (68.5%) said that they are very satisfied/satisfied than female lawyers (64.1%). On the other hand, for other stakeholders, satisfaction levels are not affected by gender differentiation.

On questions dealing with trust in the courts, in general, male litigants and lawyers gave significantly higher positive ratings for the whole judiciary and the higher courts, with the exception of the Supreme Court and the Court of Tax Appeals. For the lower courts, there are some differences in how male and female lawyers rate the courts but no consistent pattern is noted. Justices, judges, other stakeholders' sex do not significantly result in different responses when asked about their trust in the courts.

Table 5.74 By Gender: Confidence in Court's Resolution of Case and Justice Served

Responses	Gender				Total Count
	Male		Female		
	Count	Pct	Count	Pct	
Definitely not confident	10	1.31%	8	2.54%	18
Not confident	14	1.84%	10	3.18%	24
Neither confident nor not confident	37	4.86%	25	7.96%	62
Confident	157	20.65%	124	39.49%	281
Definitely confident	47	6.18%	25	7.96%	72
Total Non-Response	495	65.13%	122	38.85%	617
Total Responses	760	100.00%	314	100.00%	1074

**SUPREME COURT NATIONAL SURVEY ON
USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
FINAL REPORT**

Table 5.75 By Gender: General Satisfaction with Experience in Court

Responses	Litigants					Lawyers						Other Stakeholders							
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Very dissatisfied	103	13.55%	12	3.82%	115	21	2.31%	8	3.18%	0	0	29	2	3.63%	1	2.00%	0	0	3
Dissatisfied	137	18.02%	52	16.56%	189	91	10.04%	24	9.56%	1	50.00%	116	4	7.27%	5	10.00%	0	0	9
Neither satisfied nor dissatisfied	154	20.26%	64	20.38%	218	164	18.10%	57	22.70%	0	0	221	2	3.63%	1	2.00%	0	0	3
Satisfied	308	40.52%	162	51.59%	470	547	60.37%	143	56.97%	1	50.00%	691	21	38.18%	18	36.00%	1	100.00%	40
Very satisfied	39	5.13%	19	6.05%	58	74	8.16%	18	7.17%	0	0	92	7	12.72%	7	14.00%	0	0	14
Total Non-Response	19	2.50%	5	1.59%	24	9	.99%	1	.39%	0	0	10	19	34.54%	18	36.00%	0	0	37
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

Table 5.76 Ratings on Trust in the Courts by Gender (in %)

Courts	Male					Female				
	Justices	Judges	Lawyers	Litigants	Other Stakeholders	Justices	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	96	96	82	72	81	100	96	76	63	66
2. Court of Appeals	93	84	68**	66**	78	92	81	60	60	68
3. Sandiganbayan	88	78	61**	47	71	92	65	51	43	42
4. Court of Tax Appeals	82	47	42	32*	42	88	62	43	34	26
5. Municipal Trial Courts in Cities	84	65	73*	52*	71	76	88	64	58	58
6. Regional Trial Courts	88	61	73	59**	72	84	92	64	65	62
7. Shari'a Court	67	43	14	17**	24	58	46	17	16	22
8. Municipal Circuit Trial Courts	79	59	64**	38**	65	72	73	51	42	44
9. Municipal Trial Courts	82	61	68**	48**	75	76	77	57	50	62
10. Metropolitan Trial Courts	82	63	61*	39**	55	76	62	50	38	36
11. Whole Judiciary	91	92	75*	62**	80	96	92	67	57	62

Note: ** Highly significant differences (at 1% level of significance), *significant differences (at 5% level of significance)

Table 5.77 Net Ratings on Trust in the Courts by Gender (in %)

Courts	Male					Female				
	Justices	Judges	Lawyers	Litigants	Other Stakeholders	Justices	Judges	Lawyers	Litigants	Other Stakeholders
1. Supreme Court	93	94	76	67	73	100	96	68	60	38
2. Court of Appeals	93	80	58	61	71	92	73	45	56	46
3. Sandiganbayan	86	75	55	41	62	92	65	38	37	18
4. Court of Tax Appeals	82	41	37	25	27	88	58	34	26	14
5. Municipal Trial Courts in Cities	81	65	67	46	60	76	88	54	52	40
6. Regional Trial Courts	86	65	65	50	69	84	88	54	58	36
7. Shari'a Court	65	65	11	12	22	88	88	13	10	14
8. Municipal Circuit Trial Courts	77	65	58	33	58	72	88	42	35	34
9. Municipal Trial Courts	81	65	62	42	69	76	88	49	40	46
10. Metropolitan Trial Courts	81	61	55	33	45	76	62	42	31	22
11. Whole Judiciary	91	90	67	59	73	96	88	59	52	34

5.7.4 By Income Classes

The income class disaggregation did not reveal any correlation between income level and confidence level or between income level and satisfaction level. Responses to questions on confidence and satisfaction among the four (4) income classes did not differ by a wide margin (especially on the satisfaction levels) and did not reveal any clear pattern. Note, however, that among the different income classes, it is the second lowest income class (P10,001 to P30,000) who had the highest percentage responding favorably to the questions on confidence and satisfaction.

Table 5.78 Confidence and Satisfaction of Litigants by Income Class

Income Class	Definitely Confident/ Confident	Very Satisfied/ Satisfied
Less than P10,001	73.0%	61.4%
P10,001 – P30,000	80.6%	64.3%
P30,001 – P50,000	71.7%	57.6%
More than P50,000	80.4%	57.9%
Don't know/Refused to Answer	79.3%	56.6%

Table 5.79 By Income Class: Confidence in Court's Resolution of Case and Justice Served

Responses	Socio-Economic Group										Total Count
	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Definitely not confident	3	4.05%	1	1.61%	3	6.52%	2	2.29%	4	4.59%	13
Not confident	3	4.05%	3	4.83%	1	2.17%	5	5.74%	4	4.59%	16
Neither confident nor not confident	14	18.91%	8	12.90%	9	19.56%	10	11.49%	10	11.49%	51
Confident	45	60.81%	36	58.06%	28	60.86%	55	63.21%	54	62.06%	218
Definitely confident	9	12.16%	14	22.58%	5	10.86%	15	17.24%	15	17.24%	58
Total Responses	74	100.00%	62	100.00%	46	100.00%	87	100.00%	87	100.00%	356

Table 5.80 By Income Class: General Satisfaction with Experience in Court

Responses	Socio-Economic Group										Total Count
	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Very dissatisfied	6	3.79%	5	4.34%	2	3.03%	6	4.51%	9	5.92%	28
Dissatisfied	23	14.55%	9	7.82%	12	18.18%	15	11.27%	30	19.73%	89
Neither satisfied nor dissatisfied	32	20.25%	27	23.47%	14	21.21%	35	26.31%	27	17.76%	135
Satisfied	89	56.32%	64	55.65%	34	51.51%	67	50.37%	76	50.00%	330
Very satisfied	8	5.06%	10	8.69%	4	6.06%	10	7.51%	10	6.57%	42
Total Responses	158	100.00%	115	100.00%	66	100.00%	133	100.00%	152	100.00%	624

The following tables shows that for the whole judiciary, the Supreme Court, and the Court of Appeals, the high-income litigants tended to give higher trust rating. For the Sandiganbayan and the Court of Tax Appeals, the differences are not significant. For the lower courts and the Shari'a, only the RTCs had significantly different ratings across income brackets with the higher income litigants giving lower ratings. The differences in ratings from the other lower courts across income brackets are not significant. It must be noted, though, that for the lower courts, the ratings seem to be lower when the litigants belong to the higher income brackets.

Table 5.81. Litigants' Trust Ratings of the Courts by Income Brackets (in %)

Courts	Less than P10,001	P10,001 - P30,000	P30,001 - P50,000	More than P50,000
1. Supreme Court*	69	72	75	77
2. Court of Appeals*	62	67	75	71
3. Sandiganbayan	48	50	53	50
4. Court of Tax Appeals	39	34	44	39
5. Municipal Trial Courts in Cities	68	68	60	55
6. Regional Trial Courts*	74	77	68	61
7. Shari'a Court	28	20	19	18
8. Municipal Circuit Trial Courts	51	51	41	41
9. Municipal Trial Courts	62	64	51	48
10. Metropolitan Trial Courts	50	49	40	40
11. Whole Judiciary*	63	67	71	72

Notes:

** Highly significant differences (at 1% level of significance)

* Significant differences (at 5% level of significance)

Table 5.82 Litigants' Net Trust Ratings of the Courts by Income Brackets (in %)

Courts	Less than P10,001	P10,001 - P30,000	P30,001 - P50,000	More than P50,000
1. Supreme Court	64	70	72	74
2. Court of Appeals	57	64	69	67
3. Sandiganbayan	41	46	49	42
4. Court of Tax Appeals	31	26	40	29
5. Municipal Trial Courts in Cities	64	64	55	47
6. Regional Trial Courts	69	73	60	54
7. Shari'a Court	25	13	10	9
8. Municipal Circuit Trial Courts	48	46	35	33
9. Municipal Trial Courts	59	59	46	40
10. Metropolitan Trial Courts	47	45	33	33
11. Whole Judiciary	56	62	66	66

5.8 Summary of FGD Results

Court users' focus groups shared common as well as unique experiences in court and identified areas of concerns in order to improve public perception about the Judiciary.

5.8.1 Importance of Trust in the Judiciary

There is a general agreement among all court users that it is important for the public to have trust and confidence in the Judiciary. Court users perceive that trust is the main reason why people go to court. Trusting the Judiciary means people believe that justice will be served. When there is trust, court decisions will be respected and accepted by those who are concerned. Without trust, the Judiciary is bound to fail and people turn to other means of getting justice.

"Public trust and confidence is a condition sine qua non of the Judiciary. If the public or the litigants do not trust the Judiciary, it cannot settle issues much less expect its decisions to be respected at all." (Justice)

"Being the 'last bastion of democracy,' the Judiciary should be seen as a means by which one can get justice. Failing to perform its role, our society can deteriorate to a 'barbaric state.'" (Other Stakeholder)

"Filing a case, no matter if it involves only 'petty quarrel,' is a way of making people realize that the court is the only forum that can determine whether one, or something, is right or wrong. One's being wrong, if determined by the court, is more acceptable since the court is deemed as the proper authority for ascertaining such." (Litigant)

"..without it, the justice system fails in our country and it might lead people to take the law into their own hands." (Lawyer)

5.8.2 Gaining Trust and Confidence in the Judiciary

Many litigants bring their case to court because they believe that the court can serve justice. This means that initially trust is already there. However, trust is dynamic; it can be built and ruined by a host of factors. When asked how the Judiciary can gain trust, the justices emphasized that judicial competence and integrity beget public trust. The litigants, on the other hand underscored the link between trust and court efficiency. They believe that it is the prompt disposition of cases and acceptability of and respect for court decisions that build public trust. Furthermore, they suggest that there must be a periodic performance evaluation of judges to avoid suspicions and maintain the integrity of the court. These findings

therefore imply that it is not only important to come up with quality but also timely case resolutions.

"A high perception of the Judiciary in terms of its integrity, capacity, and the qualifications of justices commands public respect." (Justice)

"A negative perception of a member of the Judiciary will reflect not only on the person of the judge or justice but on the institution to which he/she belongs as well." (Justice).

"...contributing to the long court proceedings is the endless filing of motions by defense counsels to reset hearings due to the continued non-appearance of a respondent whose warrant is yet to be issued by the court." (Litigant)

"Management of cases should follow the "first-in, first out" procedure. There should be a timeframe for disposition of cases." (Litigant)

"Periodic performance evaluation of trial judges should be conducted specifically in order to determine the performance level of judges as well as delve into suspicions of doubtful integrity among certain judges." (Litigant)

"dapat dagdagan ang judges para di masyadong mainit ang ulo" (Litigant)

Litigants also pointed out that the court's physical environment affects their outlook about the court. They claimed the poor appearance of the courtroom and the hall of justice reflects the poor performance of the court. They suggest that the physical set-up of the court should be improved.

"There must be improvements in the physical setup of the courtroom. The tons of documents seen on the judge's table validate impressions of drawn-out disposition of cases. (Litigant)

5.8.3 Court Performance Indicators

In the FGDs, the participants were probed regarding specific court performance indicators that were utilized in the survey. Below is a summary of their comments.

Accessibility

- There is generally good geographic access to the court although it was also pointed out that there is lack of directional signs within court buildings. (All types of Court Users)
- Court fees are considered too high. Costs other than court fees make it more unaffordable particularly among the poor. (Litigants)
- Language is a barrier in understanding what transpires during court hearings. Court Interpreter cannot properly translate. Since NCR is a melting pot, language has always been a problem. Court users speak different languages and translation becomes problematic. (Judges)

Efficiency

- Court congestion is a deterrent to court efficiency. There are too many cases but too few Judges and as a result, the courts become congested.
- There is slow disposition of cases due to the following reasons:
 - Case overload. Some judges are efficient but due to heavy inflow of cases, they cannot immediately resolve them. In some areas, there is an inadequate number of justices to handle cases. (Litigants, Lawyers, Judges, Other Stakeholders)
 - Poor performance of some Judges; particularly, cases have not been decided within prescribed time. (Lawyers)
 - Judges, Fiscals and PAO Lawyers are underpaid.
 - Too much time spent is on correcting the minutes of the previous hearing. (Judges)
 - There is difficulty in scheduling and re-scheduling of hearings. (Litigants)
 - Litigants are not promptly informed that the hearing is postponed. (Litigants)
- Rules of Court are insufficient to ensure efficiency in court. Judges must employ their own system to improve efficiency. (Judges)

- Use of information technology to promote efficiency
- Courts should use e-mail instead of snail mail. The turn-around of communication between court and litigants/lawyers is slow because of snail mail which adds to the slow disposition of cases. (Litigants and Lawyers)

Court Facilities

- Very few courts have good facilities. These are described as "pamprobinsyang korte" (Litigants)
 - There is poor ventilation system. (Lawyers)
 - Work spaces and the court room are too crowded. (Lawyers)
 - There are inadequate toilet facilities in courts. (Judges)
 - There is lack of space for keeping records and storage room in courts. Some files are just piled on tables and can be easily accessed by anybody. (Judges)
 - Filing system is manual. It should be computerized to manage the space problem and slow processing. (Lawyers)
 - There should be a holding room so that lawyers and clients need not wait and talk in corridors. (Lawyers)
- Improvement in court facilities come from LGU funds. This could become problematic since court independence could be at stake. (Other Stakeholders)
- Many courts have poor environment. There is poor security in the court room and inadequate number of police escorts for prisoners (Litigants)
- There is lack of office supplies and equipment such as photocopying machines, telephone and fax machines. (Judges and Lawyers)

Fairness and Impartiality

- Accessibility of information about the court (i.e., direction) seems to be in favor of those who look rich or are well-connected among court personnel.
 - Court personnel are helpful only when the one asking them for information and directions looks rich or if he/she knows somebody in the court; otherwise, they neither provide information nor directions on where to go. (Litigants)
- Lawyers can protect their clients from experiencing biases and prejudices. (Lawyers)

Demeanor

- Punctuality in court appointments should be strictly observed particularly by Judges. (Litigants)
- Court personnel, including judges, must be reminded that their positions are public offices, thus making them public servants. The predilection for arrogant behavior must therefore be checked. Court users, especially litigants, must also be treated with respect. (Lawyers)
- Litigants are intimidated when Judges shout in court. Judges must maintain their composure while in court. Seminars on personality development and stress management could be helpful. (Litigants and Judges)
- Court personnel lack courtesy in dealing with litigants (Litigants).
- Litigants, lawyers and witnesses must also be reminded about proper decorum in the courtroom. (Justices)

Competence

- Some incompetent judges are appointed because of political patronage. Incompetence results in poor performance. (Lawyers, Judges)
 - Some judges do not have actual experience as trial lawyers; thus, they do not know the procedures.
 - Qualifications of a lawyer should be carefully investigated before he/she is appointed as judge.
- Court interpreters cannot interpret well; they are poor in English. Poor transcripts in court were identified as causes of delay in court proceedings since too much time is spent in correcting errors. (Judges)
- Some Clerks of Court are not qualified for the position. Lawyers prefer to practice rather than become Clerks of Court. (Lawyers)
- A system of rewards for good performance by justices and judges is in place (e.g., Judicial Excellence Award). (Justices)

Integrity and Independence

- Integrity must be the most important qualification of Judges (Judges, Lawyers)
- Appointment of Judges must solely be the task of Supreme Court. Political appointments tend to impair the good image of the Court. (Lawyers, Other)

Stakeholders)

- Political contributions in the improvement of court buildings and facilities could affect the credibility of the Judge. (Other Stakeholders)

Other Factors that Influence Court Performance

The court users also agreed that aside from improving court performance, other factors affect public trust. The justices stressed the importance of increased public awareness about the judiciary. In an FGD with the justices, it was mentioned that a book that aims to orient children at the grade school level on respect of law and judicial institutions has recently been launched. At an early age, the schools can already instill positive values about law and justice to its students. In the Justices' FGD, it was also pointed out that other court personalities should be educated and re-educated as well.

"Lawyers should be educated on good professional ethics. The number of units offered in law school for the course should be increased." (Justice).

"Members of the Judiciary must strictly comply with the rules and expectations called for by the Code of Judicial Conduct." (Justice).

"Court personnel, who are taking advantage of inside information to make money from litigants out to influence decisions on cases, must be educated and/or sanctioned."(Justice).

Other stakeholders' group suggested that the community court users can be educated toward eliminating their tendency for transactions that involve bribery of court personnel.

The image of the judiciary that is portrayed in media can also influence public perception. It is advantageous in the sense that it can expedite case resolutions but it can also be disadvantageous since it tends to cover only the high profile and sensational cases. While the media can serve as watchdogs against erring court officers and personnel, they can also exert unnecessary pressure on the judge who is handling sensational cases. On the other hand, the other stakeholders' group pointed out that the mainstream media are important instruments for disseminating information about the judiciary. In a lawyers' group, it was stressed that the media must take it upon itself to help enhance the judiciary's positive traits and inform the public of the courts accomplishments; for example, in terms of the quantity and quality of cases resolved.

Law enforcement is viewed as a significant factor to court efficiency. The accuracy of their reports is crucial in determining the merits of the case. It was also pointed out in an FGD with the litigants that the policemen involved in the filing of the case can be instrumental in initiating out-of-court settlement of cases which can alleviate court congestion.

Police operatives involved in the filing of a case can be instrumental in first exploring possibilities for out-of-court settlement of cases. Complainants can be at the mercy, however, of unscrupulous police elements that are out to economically exploit the transactions with them (Litigant).

5.8.4 Significant Improvements in the Court System in the past Five years

Improvement in mediation and plea bargaining improved the institutional capacity of the Judiciary but it was suggested that the mediation period be reduced to 30 days. Barangay mediators helped in resolving many cases, but they need more training so that they would be able to contribute more.

The computerization project at the Sandiganbayan was instrumental in the compliance of courts to the Speedy Trial Act. The courts' use of advanced equipment like computers and communication system (primarily facsimile machines, etc.) contributed to better service for court users. Improvements in court buildings and facilities will add to a positive impression of the courts.

The creation of the family courts was also mentioned to be a significant improvement. The adoption of the law and the corresponding rules of court, which protects child victims from having to give their testimonies in the presence of the accused, is a good development. Vigilance, however, must be exercised, to ensure compliance with the law.

The ongoing practice by the city judge and fiscal of Muntinlupa of bringing court sessions to the city jail is a commendable one. This allows review of long pending cases which enables the judge to know the reasons for the long disposition and take measures to speed up the process.

The creation of the Public Information Office (PIO) allows the judiciary to engage in a proactive information dissemination campaign about its projects and activities. Through the PIO, the judiciary has, for example, launched a TV program that informs the public how alternative dispute resolution (ADR) works. It likewise has a radio program that dispenses legal advice and discusses new legislations.

5.8.5 Suggestions for Improvement of the Judiciary

The following are the suggestions for the improvement of the Judiciary as an institution.

- The best reward for good performance is better pay and retirement benefits. Offer a more attractive compensation and benefits package to the judges.
- Legislative branch should increase the budget allocation of the judiciary.
- Executive branch should not politicize the judiciary.
- Upgrade technology of the courts. Amend procedures- use computers and email.
- Add more courts, hire more court employees and increase their compensation.
- Review policy on promotion particularly the criteria on age which is a deterrent to most career judges who served the judiciary for a very long period.

5.8.6 Conclusion and Implications of FGD Findings

The strategic implications that can be culled from the quantitative survey focus on court administration or the supply side of judicial services. On the other hand, the focus group discussions complement quantitative survey since it includes discussions on factors other than the court performance indicators which influence the quality of judicial service delivery. As indicated in the study framework of analysis, these external factors include the media, law enforcement, and the political landscape. The last factor determines the national and local governments' administrative systems as well as the flow of resources.

In the FGDs, the litigants underscored the importance of court efficiency and competence in gaining public trust.

A court is perceived as efficient when it provides quality and timely case resolutions.

- **Quality case resolutions**
 - Periodic performance evaluation of Judges to check whether cases are decided within the prescribed time.
 - Assess quality and the issue of integrity is also indirectly addressed.

- **Timely case resolutions**

- Improvement in management of cases
- Hiring more Judges to de-load those who are handling too many cases and avoid court congestion.
- Ensuring that the code of ethics and judicial conduct is held.
- Developing or increasing competency of court personnel since they provide support to the judges who facilitate timely as well as quality case resolutions.
- Using information technology can promote efficiency in court. For instance, it could speed up the communication between the court and the parties to the cases being heard.

Maintaining a system of rewards for a good record can enhance performance. It is suggested that existing excellence award should be continued to recognize good performers and encourage others to improve their performance.

The integrity and independence of the court is likewise strongly associated with public trust. When there is trust in the court, its decisions are accepted and respected.

- **Court Integrity**

- Promote trustworthiness through efficiency in court.
- Abolish political appointment of Judges.

- **Court Independence**

- Political appointments impair the good image/ independence of the court.
- Political contribution in the improvement of court buildings and facilities also affect the credibility/ independence of the Judge.

Another crucial factor in enhancing court efficiency is having good court facilities. The courts must be equipped with the proper facilities to effectively and efficiently provide services to court users.

- **Improvement of court environment**

- Improvement of court room and building

- **Space management necessary for**

- Safe storage of files
- Security of court users within the court room and building

- **Adequacy of supplies and equipment**

External factors that influence court performance are education, media, police and political landscape. These factors are directly identified with the demand side of judicial services.

- **Education**

The public must be educated about the judiciary to ensure that they are aware of the specific aspects of the law, their basic rights, court procedures and code of conduct and ethics. Education can be at different levels and types: (1) primary, secondary and tertiary schools, (2) law school and (3) community/ general public.

- **Media**

Communicate relevant information about the judiciary (e.g. accomplishments in the areas of: quantity and quality of cases resolved, results of public surveys, research findings) through a well-designed communication plan using mass media.

Encourage media to serve as catalyst to inform the judiciary about relevant issues and public sentiment.

- **Law enforcement**

Effective law enforcement is viewed as a significant factor in the efficiency of the court. For instance, the accuracy of reports is crucial and determining the merits of the case.

Efficient police force could prevent delays in filing of case, initiate out-of-court settlement and alleviate court congestion.

Political landscape. This is closely associated with court efficiency and court independence.

- **National Administrative System**

The national administrative system determines the flow of resources which consequently affect efficient functioning of courts.

- **Abolishment of Political Appointment**

It is suggested that political appointment must be abolished to promote court independence and to ensure that only competent judges and justices are selected.

Based on the FGDs, the participants recognized some initiatives for judicial reform as significant improvements in the past five (5) years. The following improvements were noticed and mentioned:

- Mediation and plea bargaining
- Computerization project
- Improvement in court buildings and facilities
- Establishment of family courts
- Mobile courts
- Proactive information dissemination through the establishment of the Public Information Office.

This implies that the initiatives mentioned above are successful. Since it is recognized by court users, the project impacts are plausibly being felt by its target beneficiaries.

6.0 Institutional Assessment

Overall, the courts still enjoy the trust and confidence of the majority of its users. Even among the lawyers and litigants, the most critical court users, the overall net trust rating is relatively high (66% and 59%). When the various courts were rated separately, some individual courts had more positive scores, especially the higher courts. The Supreme Court, for example, is trusted by 77% of the litigants with a net trust rating of 72%. On the other hand, 81% of the lawyers said that they trust the Supreme Court and only 5% of those surveyed declared otherwise, for a net trust rating of 76%. Among the justices and judges, an even higher net trust rating was recorded. Ninety-four percent (94%) of the justices said that they trust the whole judiciary while 93% of the judges said the same.

Having observed the foregoing, there appears however a disconnect between the expectations of the litigants/lawyers and the justices/judges regarding the issue of trust in the judiciary. While, overall, the courts recorded a modest rating in the area of trust from among the lawyers and litigants, the justices and judges consistently have given a very high score of 94% and 93% in net trust rating.

Furthermore, all the court users think that the public would give a lower trust rating to the courts. Only 77% per cent of the justices and judges, for example, believe that the public would trust the judiciary even though 94% and 93% of them, respectively, said that they trust the judiciary. Lawyers are less confident of the public's trust of the judiciary. Only 45% said that the courts enjoy the trust of the public.

Court users' trust of the judiciary is a product of various factors, which were measured by the survey. They are discussed below:

6.1 Accessibility

Courts are generally accessible, especially when it comes to geographic considerations. In terms of procedural accessibility, court users also generally gave a positive response. One thing though that they complained about is their inability to follow the proceedings either because these are too technical or because the official language used is English. They would normally rely on what their lawyers told them.

In general, court users gave a mixed rating regarding the accessibility of the court system. Geographic accessibility, for example, is not considered to be a primary concern as 90% of them agreed that the courts are located centrally. Ninety-three percent (93%) of all interviewees also said that the courts are easily accessible by public transportation, the cost of which is considered affordable by 81%. There

appears to be no significant difference between the responses of rural and urban litigants and stakeholders. It must be noted that the courts' location and geographic accessibility rated highest among the other performance indicators.

On the other hand, there is a need to focus greater attention on making the court more accessible in the economic sense. In the survey, 76% of litigants strongly agreed/agreed that it costs too much to file a case in court. Only 36% of the interviewees think that the filing fees are reasonable.

It must be taken into account, however, that only about a fourth (257 out of 1,074) of the litigants-interviewees paid filing fees upon filing their case. Most of them, presumably, filed criminal cases (no filing fee) and/or are defendants. Thus, it can be deduced that there are other expenses that make litigations costly and expensive. These would include lawyer's fees, payment for transcript of stenographic notes, and other expenses.

A secondary concern on the issue of accessibility is procedural accessibility. While court proceedings and decisions are said to be relatively easy to understand (strongly agreed/agreed by 79% and 77% of the interviewees, respectively), only 63% responded positively when asked if the court provides enough information to litigants about procedures and services. Interestingly, only 52% of the lawyers agreed with the statement.

This seems to indicate that while the litigants themselves may be satisfied with the information provided by the courts, the lawyers who have a more encompassing knowledge of the judicial system may have felt that more information should have been provided to them. Furthermore, it is likely that in the course of providing services to their clients, the lawyers may have felt that they have taken on the responsibility of giving their clients information that should have been provided by the court.

The implication of this finding is that more information should be open to litigants, prospective litigants and to the general public in order to familiarize everyone with court procedures, thus, improving procedural accessibility. According to the respondent profiles, aside from family and friends and lawyers, primary sources of information are mass media and school. As such, information campaigns should be done through these channels.

Furthermore, the Study also revealed that most interviewees have basic knowledge of the procedures and practices of the judiciary. Therefore, information campaigns should be aimed at further expanding the knowledge of the public on specific aspects of the law, specific rights and on specific procedures that are of practical use to those wanting to file a case (i.e., "the accused criminal cannot be forced to take the witness stand," etc.). Although existing radio and TV programs have

contributed greatly towards expanding awareness of the general public on legal and judicial issues, there is still a need to make it more comprehensive. Information gaps could be identified so these could be further addressed by Supreme Court-initiated programs.

In addition to this, judicial education should be given due attention in schools to ensure a more systematic and formal judicial education for all citizens. At the court level, there should be a more systematic means of making procedures and services of the courts more transparent to everyone specially those who have no lawyers to guide them (like stakeholders).

6.2 Fairness and Impartiality

Although an important factor in judicial performance, fairness and impartiality are not considered by court users to be problematic. For each group, at least 60% of the interviewees strongly agree/agree that the courts treat people fairly and do not treat people differently on the basis of income, gender, age, religion or ethnic origin.

When asked about their actual experience, only 26% of the litigants and 32% of the stakeholders said that the judge/justice was biased. Almost the same rating was given by litigants to court personnel. These are relatively low figures that indicate that the court users generally regard the courts as fair and impartial

Nonetheless the fact that such incidents do exist calls for the creation of preventive mechanisms. People who were victims of flagrant prejudice and discrimination should have recourse. The difficulty of identifying parameters of fairness and impartiality means that clear-cut rules cannot be imposed like other misdemeanors. However, like sexual harassment, a greater consciousness/ awareness about discrimination and prejudice will greatly aid towards preventing it from happening.

An interesting finding, however, was the drop in ratings when the question was rephrased to identify discrimination against the poor. Thirty-two percent (32%) of the litigants, lawyers and stakeholders strongly disagreed/disagreed that the country's judicial system protects both the rich and the poor. The FGDs also revealed this to be true.

6.3 Efficiency

Judicial efficiency is consistently one of the performance indicators which has been traditionally targeted for reform. This seems to be a proper approach since among the performance indicators, it is in efficiency where the courts registered low ratings.

Court users find the courts' performance of its main functions (i.e. hearing of cases, promulgating and enforcing decisions) generally unsatisfactory. Study findings show

that majority of the lawyers, litigants and stakeholders find the whole litigation slow/ too slow. Respondents cited the lawyers followed by the judges as the major source of delay

FGD discussions, on the other hand, suggested that the inefficiency is due to the following reasons: (1) court congestion; (2) difficulty in scheduling hearings; (3) postponement of hearings; (4) internal problems on the part of the court – too much time spent correcting the minutes of the previous hearing; and (4) disincentive to perform more efficiently on the part of judges, fiscals, PAO lawyers since they are underpaid.

Data gathered from the Study supported this. According to the lawyers and litigants, difficulty in scheduling hearings (encountered by 46% of the lawyers and 26% of the litigants) are due to: first, the court is handling too many cases; second, the lawyers are not always available; and third, the court does not start the hearing on time (24% of lawyers and litigants said that hearing never/seldom start on time).

Note that among the different groups, the lawyers' group usually gives the most unfavorable rating except on the question of coordination with police and other pillars of society, in which the justices gave a significantly lower rating versus the others. This seems to point out that the justices would have other special concerns that they felt that the police and other institutions should respond to.

6.4 Court Facilities

Based on Study results, court facilities need major upgrading. A great majority of the court users complain about the dilapidated and/or non-existent facilities in their court rooms. While the cost of acquisition and/or improvement of these facilities would entail great financial burden on the part of the government, there are sufficient reasons why the government should address this issue.

To garner and sustain public confidence in the administration of justice, courts must not only be technically competent and credible, but also reliably functional. An efficient court system requires upgrading the basic amenities necessary to conduct court business. Without adequate equipment – typewriters, tables, filing cabinets – and sufficient legal research materials, the system struggles in an environment that neither inspires confidence nor instills respect and cannot be expected to dispense prompt justice. Setting up equipment in these institutions is the first step toward improving overall operation of the formal justice system.

Should there be a need, however, to prioritize the procurement of court facilities because of limited budget, it is important to take into account that the Study showed that the following are rated by at least 50% of the interviewees as either poor or fair:

- Telecommunication equipment for the public ²⁶
- Special access for the disabled
- Adequate chairs and other facilities for the public
- Directional signs
- Telecommunication equipment for court's use
- Ventilation within the courtroom

6.5 Competence

Judges and Justices

Judges and justices are generally viewed to be competent by litigants and stakeholders. Lawyers also see them as competent but not to a lesser degree. Their closer and more frequent interaction with judges and justices as well as their more in-depth knowledge of the law and the judicial system may have given them a more accurate insight when compared with the litigants and stakeholders.

In the same manner, when the judges and justices were asked how confident they are in the competence of their peers, they gave a lower rating (highest percentage is 51%). Their responses indicate the need to install reforms so as to improve competence and make continuous learning easily accessible to all judges and justices (i.e., Supreme Court decisions, administrative issuances, and legal research materials).

Furthermore, there is a need to ensure that training and access to information is available to everyone. The discrepancy in the percentages between the justices and judges seems to indicate that while almost all justices have easy access to training and information, the same cannot be said to be true for all judges. Some judges might find access easy while others might find it difficult. The system has to be formalized and institutionalized to ensure that no one is left out of the loop.

Court Personnel

Court personnel are viewed to be generally competent but to a lesser degree compared to judges and justices. They are seen to give adequate support to judges and justices (from whom they got high ratings). An area for improvement is on their knowledge about law and legal procedures and about proper procedures for all cases being heard in their sala. Among the court users, the lawyers gave the lowest rating.

Court personnel should be oriented to view lawyers and litigants as their clients. In effect, there is a need to establish good relations with the latter while at the same time installing safeguards to avoid any corruption. The move to professionalize

²⁶ It has been pointed out however that the prevalence of cellular phone lessens the need for public telephone in the court room.

their interaction with others will ensure that court personnel not only provide efficient and effective support to judges and justices. They also extend accurate and timely information to litigants, lawyers and other concerned parties.



APPENDICES

APPENDIX A



REFERENCE TABLES FOR COMPUTING THE SAMPLE SIZE

REFERENCE TABLES FOR COMPUTING SAMPLE SIZE

Table A1. Distribution of New Cases Filed in Court , 2000-2004

Court	Number of New Cases Filed in Court	Sample Size¹
Supreme Court	23,336	122
Court of Appeals	55,690	289
Sandiganbayan	2,290	12
Court of Tax Appeals	1,131	6
Pampanga/Bulacan RTCs and MTCCs(pilot and control)	32,354	168
Cebu RTCs and MTCCs(pilot and control)	12,954	67
Misamis Oriental pilot and Davao del Sur control	85,102	442
Total	212,857	1,106

Note: ¹ Computed for total and proportionally allocated to Courts.

Table A2. New Cases Filed in MTCCs and RTCs in Pilot Sites in Angeles City and Control Sites in Malolos City, 2000-2004

Court	City	Number of New Cases Filed	Sample Size
Municipal Trial Courts in Cities	Angeles City	9,241	48
	Malolos City	5,709	30
Regional Trial Courts	Angeles City	8,702	45
	Malolos City	8,702	45
Total		32,354	168

Source: Records of Angeles and Malolos Courts

Table A3. New Cases Filed in MTCCs and RTCs in Pilot Sites in Lapulapu City and Control Sites in Toledo City, 2000-2004

Court	City	Number of New Cases Filed	Sample Size
Municipal Trial Courts in Cities	Lapulapu City/Cordova	4,775	25
	Toledo City	1,470	8
Regional Trial Courts	Lapulapu City	4,272	22
	Toledo City	2,437	13
Total		12,954	67

Source: Records of Lapu-lapu and Toledo Courts

Table A4. New Cases Filed in MTCCs and RTCs in Pilot Sites in Davao City and Control Sites in Cagayan de Oro City, 2000-2004

Court	City	Number of New Cases Filed	Sample Size
Municipal Trial Courts in Cities	Cagayan de Oro City	22,398	116
	Davao City	37,327	194
Regional Trial Courts	Cagayan de Oro City	7,957	41
	Davao City	17,420	90
Total		85,102	442

Source: Statistical Profile of Lower Courts and Records of RTCs in Davao City and Cagayan de Oro City

APPENDIX B



SURVEY INSTRUMENTS

Survey Instrument 1



**Questionnaire for Clerks of Court
(English – Filipino Version)**

Background Information

A1 **City/Municipality** (*Siyudad/Munisipyo*) _____

A2 **Type of Court** (*Klase ng Korte*):

- | | | | |
|---------|---------------------------------|----------|-------------------------------|
| 1 _____ | Supreme Court | 6 _____ | Regional Trial Court |
| 2 _____ | Court of Appeals | 7 _____ | Shari'a Court |
| 3 _____ | Sandiganbayan | 8 _____ | Municipal Circuit Trial Court |
| 4 _____ | Court of Tax Appeals | 9 _____ | Municipal Trial Court |
| 5 _____ | Municipal Trial Court in Cities | 10 _____ | Metropolitan Trial Court |

A3 **Branch Number, if applicable** (*Bilang ng Sangay, kung nararapat*): _____

A4 **Type of Court by Nature of Cases Filed in Court** (*Uri ng korte batay sa uri ng kasong isinasampa*):

- | | |
|----------|--|
| 1 _____ | Family (<i>Pamilya</i>) |
| 2 _____ | Drug (<i>Droga</i>) |
| 3 _____ | Heinous (<i>Karumaldumal</i>) |
| 4 _____ | Forestry (<i>Kagubatan</i>) |
| 5 _____ | Comprehensive Agrarian Reform Law (<i>Komprehensibong Agraryong Repormang Panlupa</i>) |
| 6 _____ | No Specific Type (<i>Walang partikular na uri</i>) |
| 96 _____ | Others, specify (<i>Iba pa, tukuyin</i>): _____ |

A5 **Number of Employees by Position** (*Bilang ng Empleyado ayon sa Posisyon*)

Position (<i>Posisyon</i>)	Number of Employees (<i>Bilang ng Empleyado</i>)
Justice / Judge	
Prosecutor	
Lawyer	
Clerk of Court	
Process Server	
Stenographer	
Interpreter	
Administrative Staff	
Utility Worker	
Security Guard	
Others, specify (<i>Iba pa, tukuyin</i>):	
Total	

Accessibility of Location of Court

A6 **Is the court accessible by public transportation?** 1 _____ Yes (Oo) 0 _____ No (Hindi)
(*Mararating ba ang korte sa pamamagitan ng pampublikong sasakyan?*)

A7 **Is the court near* the Municipal Hall?** 1 _____ Yes (Oo) 0 _____ No (Hindi)
(*Ang korte ba ay malapit* sa munisipyo?*)

*Near means either walking distance or one jeepney/tricycle ride worth the minimum fare.
(*Ang "malapit" ay pinakakahulugan na ang distansya ay maaaring lakarin o isang sakay lamang ng jeep o tricycle sa minimum na halaga ng pamasaha.*)

A8 **Is the court near public facilities like public market or church?** 1 _____ Yes (Oo) 0 _____ No (Hindi)
(*Malapit ba ang korte sa pampublikong pasilidad tulad ng palengke o simbahan?*)

Court Facilities

Please indicate whether each court facility listed below is adequate or inadequate.
 (Sagutin kung ang mga pasilidad na nakatala sa baba ay sapat o di sapat.)

	Facilities for the Public (Pasilidad para sa Publiko)	Is it Available? Put 1 for Yes and 0 for No (Meron bang pasilidad? Ilagay ang 1 kung meron at 0 kung wala.)	If available, need more? If not available, is it needed? (Put 1 if Yes or 0 if No) (Kung meron, nangangailangan ba ng karagdagan? Kung wala, kailangan ba ito?)
A9	Courtroom (Silid-hukuman)		
A10	Toilet (Palikuran)		
A11	Signs to direct users to the courtroom (Direksyon patungong silid-hukuman)		
A12	Public telephones (Pampublikong telepono)		
A13	Ramp for the handicapped (Daanan para sa may pisikal na kapansanan)		
A14	Toilet for the handicapped (Palikuran para sa may pisikal na kapansanan)		
A15	Others, please specify (Iba pa, tukuyin)		

	Facilities for the Court Personnel (Pasilidad para sa Empleyado ng Korte)	Is it Available? Put 1 for Yes and 0 for No (Meron bang pasilidad? Ilagay ang 1 kung meron at 0 kung wala.)	If available, need more? If not available, is it needed? (Put 1 if Yes or 0 if No) (Kung meron, nangangailangan ba ng karagdagan? Kung wala, kailangan ba ito?)
A16	Toilet (Palikuran)		
A17	Fax machine (Fax machine)		
A18	Telephone (Telepono)		
A19	Computer (Kompyuter)		
A20	Conference room (Silid pulungan)		
A21	Internet access (Koneksyon sa Internet)		
A22	Library (Silid-Aklatan)		
A23	Others, please specify (Iba pa, tukuyin)		

Thank you very much. (Maraming Salamat.)

Survey Instrument 1



**Questionnaire for Clerks of Court
(English –Visayan Version)**

Background Information

A1 **City/Municipality** (*Syudad/Munisipyo*) _____

A2 **Type of Court** (*Klase sa Korte*):

- | | | | |
|---------|---------------------------------|----------|-------------------------------|
| 1 _____ | Supreme Court | 6 _____ | Regional Trial Court |
| 2 _____ | Court of Appeals | 7 _____ | Shari'a Court |
| 3 _____ | Sandiganbayan | 8 _____ | Municipal Circuit Trial Court |
| 4 _____ | Court of Tax Appeals | 9 _____ | Municipal Trial Court |
| 5 _____ | Municipal Trial Court in Cities | 10 _____ | Metropolitan Trial Court |

A3 **Branch Number, if applicable** (*Numero sa Branch , kung naa*): _____

A4 **Type of Court by Nature of Cases Filed in Court** (*Klase sa Korte nga Gisang-at*):

- | | |
|----------|--|
| 1 _____ | Family (<i>Pamilya</i>) |
| 2 _____ | Drug (<i>Droga</i>) |
| 3 _____ | Heinous (<i>Makalilisang</i>) |
| 4 _____ | Forestry (<i>Kalasanagan</i>) |
| 5 _____ | Comprehensive Agrarian Reform Law (<i>Comprehensive Agrarian Reform Law</i>) |
| 6 _____ | No Specific Type (<i>Walang partikular nga klase</i>) |
| 96 _____ | Others, specify (<i>Uban pa, hinganli</i>): _____ |

A5 **Number of Employees by Position** (*Bilang ng Empleyado ayon sa Posisyon*)

Position (<i>Posisyon</i>)	Number of Employees (<i>Kadaghanon sa Empleyado</i>)
Justice / Judge	
Prosecutor	
Lawyer	
Clerk of Court	
Process Server	
Stenographer	
Interpreter	
Administrative Staff	
Utility Worker	
Security Guard	
Others, specify (<i>Uban pa, hinganli</i>):	
Total	

Accessibility of Location of Court

A6 **Is the court accessible by public transportation?** 1 _____ Yes (Oo) 0 _____ No (Dili)
(*Sayon ba maanha ang korte pinaagi ug pampublikong sakyanan?*)

A7 **Is the court near* the Municipal Hall?** 1 _____ Yes (Oo) 0 _____ No (Dili)
(*Duol ra ba ni sa munisipyo?*)

*Near means either walking distance or one jeepney/tricycle ride worth the minimum fare.
(*Ang duol nagpasabot nga malakaw ra o masakay ug usa ka sakayan sa minimum nga bayad*)

A8 **Is the court near public facilities like public market or church?** 1 _____ Yes (Oo) 0 _____ No (Dili)
(*Duol ba ni sa ubang lugar pampubliko sama sa merkado o simbahan?*)

Court Facilities

Please indicate whether each court facility listed below is adequate or inadequate.
(Palihug ibutang kung ang pasilidad nga gilista sa ubos igo o dili igo.)

	Facilities for the Public (Pasilidad para sa Publiko)	Is it Available? Put 1 for Yes and 0 for No (Naa ba? Butangi ug "1" kung Oo ug "0" kung wala)	If available, need more? If not available, is it needed? (Put 1 if Yes or 0 if No) (Kung naa, kinahanglan pa ba ug dugang? Kung wala, kinahanglan ba? Butangi ug "1" kung Oo ug "0" kung dili)
A9	Courtroom (Korte o Hukuman)		
A10	Toilet (Kasilyas)		
A11	Signs to direct users to the courtroom (Mga timailhan paingon sa sulod sa hukmanan)		
A12	Public telephones (Pampublikong telepono)		
A13	Ramp for the handicapped (Agianan para sa mga baldado/bakol)		
A14	Toilet for the handicapped (Kasilyas para sa mga baldado/bakol)		
A15	Others, please specify (Uban pa, hinganli)		
	Facilities for the Court Personnel (Kahimanan para sa empleyado sa korte)	Is it Available? Put 1 for Yes and 0 for No (Kung naa butangi ug "1"-Oo ug "0" – Dili)	If available, need more? If not available, is it needed? (Put 1 if Yes or 0 if No) (Kung naa, kinahanglan pa? Kung wala, kinahanglan ba? Butangi ug "1" kung Oo ug "0" kung dili)
A16	Toilet (Kasilyas)		
A17	Fax machine (Fax machine)		
A18	Telephone (Telepono)		
A19	Computer (Kompyuter)		
A20	Conference room (Conference Room)		
A21	Internet access (Koneksyon sa Internet)		
A22	Library (Library)		
A23	Others, please specify (Uban pa, hinganli)		

Thank you very much. (Daghang Salamat.)

Survey Instrument 2



**Questionnaire for Justices and Judges
(English – Filipino Version)**

1	Name of Interviewer	_____		
2	Date of interview	_____		
3	Interview is:	First visit	Second visit	Replacement
4	Time started	_____	5	Time ended
6	Name of Editor	_____	7	Date of Editing
8	Name of Encoder	_____	9	Date of Encoding
		_____		_____

BLOCK A: IDENTIFICATION

A1 **ID No. of Survey Respondent**
(Tandang Bilang ng Kapanayam) _____

A2 **Name of Interviewee**
(Pangalan ng Kapanayam) _____

A3 **Sex** *(Kasarian)* 1 _____ Male *(Lalaki)* 2 _____ Female *(Babae)*

A4 **Age (in years) as of last birthday**
(Edad base sa huling kaarawan) _____

A5 **Type of Respondent** 1 _____ Justice 2 _____ Judge

A6 **Court Covered** *(Pinamumunuang Korte)*

1 _____ Supreme Court	6 _____ Regional Trial Court
2 _____ Court of Appeals	7 _____ Shari'a Court
3 _____ Sandiganbayan	8 _____ Municipal Circuit Trial Court
4 _____ Court of Tax Appeals	9 _____ Municipal Trial Court
5 _____ Municipal Trial Court in Cities	10 _____ Metropolitan Trial Court

BLOCK B: RESPONDENT'S PROFILE

B1 **How many years have you been a lawyer?**
(Ilang taon na kayo bilang Abogado?) _____ Years *(Taon)*

B2 **How many years have you been a Justice/Judge?**
(Ilang taong na kayo bilang Hukom?) _____ Years *(Taon)*

B3 **How many years have you been a Justice/Judge in this court?**
(Ilang taon na kayo bilang Hukom sa inyong korte nagyon?) _____ Years *(Taon)*

BLOCK C: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD)
Please use this scale in rating the following statements:
(Paki gamit ang pamantayang ito sa pagbibigay ng marka sa mga sumusunod na pangungusap :)

- | | |
|----------------------------------|------------------------------------|
| Strongly Disagree (SD) | <i>(Lubos na di sumasang-ayon)</i> |
| Disagree (D) | <i>(Hindi sumasang-ayon)</i> |
| Neither disagree nor agree (NDA) | <i>(Hindi sigurado)</i> |
| Agree (A) | <i>(Sumasang-ayon)</i> |
| Strongly agree (SA) | <i>(Lubos na sumasang-ayon)</i> |

Accessibility

	Statements	SD	D	NDA	A	SA
C1	The court is centrally located or is near the center of economic activity of the city or municipality. <i>(Ang korte ay nasa sentro o malapit sa kalakalan ng siyudad o munisipyo.)</i>	1	2	3	4	5
C2	The court is easily accessible by public transportation. <i>(Ang korte ay madaling marating sa pamamagitan ng pampublikong sasakyan.)</i>	1	2	3	4	5
C3	Transportation cost to and from court is affordable. <i>(Ang pamasaha papunta at mula sa korte ay abot-kaya.)</i>	1	2	3	4	5
C4	Court proceedings are easy to understand and follow. <i>(Ang proseso ng paglilitis ay madaling maintindihan at sundin.)</i>	1	2	3	4	5
C5	Court decisions are easy to understand. <i>(Ang mga desisyon ng korte ay madaling maintindihan.)</i>	1	2	3	4	5
C6	The court provides enough information to the litigants about its procedures and services. <i>(Ang korte ay nagbibigay ng sapat na impormasyon tungkol sa mga proseso at serbisyo nito.)</i>	1	2	3	4	5
C7	Filing fees paid to the court are reasonable. <i>(Ang halagang binabayaran sa pagsampa ng kaso ay tama lamang.)</i>	1	2	3	4	5
C8	It costs too much to file a case in court. <i>(Ang pagsampa ng kaso sa korte ay sobrang magastos.)</i>	1	2	3	4	5
C9	The court attempts to meet the special needs of litigants with physical disabilities. <i>(Sinisubukan ng korteng tugunan ang mga pangangailangan ng mga may pisikal na kapansanan.)</i>	1	2	3	4	5
C10	Overall, the court is accessible to its users. <i>(Sa kabuuan, ang korte ay madaling puntahan at lapitan ng mga gumagamit nito.)</i>	1	2	3	4	5

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Paki gamit ang pamantayang ito sa pagbibigay ng marka sa mga sumusunod na katangian ng korte:)

- Poor *(Di Kasiya-siya)*
- Fair *(Halos di kasiya-siya)*
- Good *(Di gaanong kasiya-siya)*
- Very Good *(Kasiya-siya)*
- Excellent *(Labis na kasiya-siya)*

	Statements	Poor	Fair	Good	Very Good	Excel- lent
C11	Overall appearance projected by the building and facilities of the court <i>(Kabuuang kaayusan/ hitsura ng gusali at pasilidad ng korte)</i>	1	2	3	4	5
C12	Design and layout of courtroom <i>(Disenyo at kaayusan ng silid-hukuman)</i>	1	2	3	4	5
C13	Availability of directional signs <i>(Pagkakaroon ng mga gabay sa direksyon)</i>	1	2	3	4	5
C14	Court's physical environment <i>(Pisikal na kapaligiran sa korte)</i>	1	2	3	4	5

	Statements	Poor	Fair	Good	Very Good	Excel- lent
C15	Ventilation within the court room <i>(Bentilasyon sa loob ng korte)</i>	1	2	3	4	5
C16	Lighting facilities <i>(Pailaw/Liwanag sa korte)</i>	1	2	3	4	5
C17	Acoustical environment <i>(Pakikinig sa loob ng korte)</i>	1	2	3	4	5
C18	Availability of adequate chairs and other facilities for the public <i>(Pagkakaroon ng sapat na upuan at ibang kagamitang pang-opisina para sa publiko)</i>	1	2	3	4	5
C19	Availability of office equipment like typewriter and computer for court employees <i>(Pagkakaroon ng gamit pang-opisina tulad ng typewriter at computer para sa mga empleyado)</i>	1	2	3	4	5
C20	Availability of telecommunication equipment (telephone, fax machine) for court's use <i>(Pagkakaroon ng mga gamit pangkomunikasyon para magamit sa korte)</i>	1	2	3	4	5
C21	Availability of telecommunication equipment (telephone, fax machine) for the public <i>(Pagkakaroon ng mga gamit pang komunikasyon tulad ng telepono at fax machine para sa publiko)</i>	1	2	3	4	5
C22	Assurance of safety and security of all parties <i>(Kasiguruhan na may pasilidad para sa kaligatasan at seguridad ng lahat)</i>	1	2	3	4	5
C23	Availability of special access for the disabled <i>(Pagkakaroon ng daanan para sa may pisikal na kapansanan)</i>	1	2	3	4	5

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Paki gamit ang pamantayang ito sa pagbibigay ng marka sa mga sumusunod na pangungusap:)

Strongly Disagree (SD)	<i>(Lubos na di sumasang-ayon)</i>
Disagree (D)	<i>(Hindi sumasang-ayon)</i>
Neither Disagree nor Agree (NDA)	<i>(Hindi sigurado)</i>
Agree (A)	<i>(Sumasang-ayon)</i>
Strongly Agree (SA)	<i>(Lubos na sumasang-ayon)</i>

	Statements	SD	D	NDA	A	SA
C24	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang mga empleyado ng hukuman ay may sapat na kaalaman tungkol sa nararapat na hakbang sa mga kasong inilalapat sa hukuman.)</i>	1	2	3	4	5
C25	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kabuuan, ang mga empleyado ng korte ay may sapat na kakayahang magbigay suporta sa mga Hukom.)</i>	1	2	3	4	5
C26	Court personnel are competent. <i>(Ang mga empleyado ay may kakayahang gampanan ang kanilang mga tungkulin.)</i>	1	2	3	4	5

C32c. How confident are you that this case will be resolved satisfactorily?
(Gaano kayo katiwala na ang kasong ito ay mareeresolba nang maayos?)

- 1 _____ Definitely not confident *(Lubos na di nagtitiwala)*
- 2 _____ Not confident *(Di nagtitiwala)*
- 3 _____ Neither confident nor not confident *(Di tiyak)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

C33 How much did the administrative complaint affect your court negatively?
(Gaano sa tingin ninyo nakaapekto ng masama ang administratibong kasong ito sa inyong korte?)

- 1 _____ Very much *(Labis-labis)*
- 2 _____ Much *(Labis)*
- 3 _____ Moderate *(Katamtaman)*
- 4 _____ Not much *(Di-gaano)*
- 5 _____ Not at all *(Hindi naaapektuhan)*

Integrity

C34 Rate each group based on their honesty in the administration of justice.
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Tukuying ang bawat grupo base sa kanilang katapatan sa paggawad ng hustisya.)

Court Personnel <i>(Mga Empleyado ng Korte)</i>	Very few <i>(Napaka-kaunti)</i>	A few <i>(Kakaunti)</i>	Some <i>(Iilan lang)</i>	Many <i>(Marami)</i>	Very many <i>(Napaka rami)</i>	None <i>(Wala)</i>	Don't know <i>(Hindi alam)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

Level of Satisfaction

C35 How satisfied are you with your professional work as a judge or justice?
(Gaano kayo kakuntento sa iyong gawain bilang hukom?)

- 1 _____ Very dissatisfied *(Lubos na di kasiya – siya)*
- 2 _____ Dissatisfied *(Di Kasiya-siya)*
- 3 _____ Neither satisfied nor dissatisfied *(Hindi sigurado)*
- 4 _____ Satisfied *(Kasiya-siya)*
- 5 _____ Very satisfied *(Lubos na kasiya-siya)*

} PROCEED TO C36
 } PROCEED TO D1

C36 Please name the top 3 sources of your dissatisfaction.
(Ano ang tatlong pangunahing dahilan ng inyong di pagka kuntento?)

- 1 _____ Compensation *(Sweldo)*
- 2 _____ Workload *(Dami ng gawain)*
- 3 _____ Court personnel *(Empleyado ng korte)*
- 4 _____ Lawyers and litigants *(Abogado at mga Nagreklamo/Akusado)*
- 5 _____ Other Justices and Judges *(Ibang mga Hukom)*
- 6 _____ Court procedures *(Proseso o pamamaraan sa Korte)*
- 7 _____ Court facilities *(Pasilidad sa Korte)*
- 96 _____ Others, please specify *(Iba pa, tukuyin):* _____

BLOCK D: SELF – ASSESSMENT

Fairness and Impartiality

D1 **How confident are you that the Justices/Judges in your court strictly adhere to the requirements of substantive and procedural due process, jurisprudence, relevant laws and established policies?**

(Gaano kayo katiwala na ang mga Hukom ay mahigpit na ipinapatupad ang tamang proseso, batas at alituntunin sa paglilitis?)

- 1 _____ Definitely not confident *(Di lubos na nagtitiwala)*
- 2 _____ Not confident *(Walang tiwala)*
- 3 _____ Neither confident nor not confident *(Hindi tiyak)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

D2 **How confident are you that the Justices/Judges fairly apply the laws and procedures to all litigants regardless of sex, race, religion, age, handicap or ethnicity?**

(Gaano kayo katiwala na ang mga Hulom ay walang kinikilingan panig ayon sa kasarian, lahi, relihiyon, edad at kapansanan sa pagpapatupad ng batas?)

- 1 _____ Definitely not confident *(Di lubos na nagtitiwala)*
- 2 _____ Not confident *(Walang tiwala)*
- 3 _____ Neither confident nor not confident *(Hindi tiyak kung nagtitiwala o hindi)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

D3 **How confident are you that the Justices/Judges of this court hear and decide cases in an impartial manner?**

(Gaano kayo katiwala na ang mga Hukom ay walang kinikilingan sa pagdinig ng mga kaso?)

- 1 _____ Definitely not confident *(Di lubos na nagtitiwala)*
- 2 _____ Not confident *(Walang tiwala)*
- 3 _____ Neither confident nor not confident *(Hindi tiyak kung nagtitiwala o hindi)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

Efficiency

D4 **How often do Justices/Judges of this court expeditiously dispose of their cases with minimal delay?**

(Gaano kadalas ang mabilis na pagdinig ng mga Hukom ng mga kasong kanilang hinahawakan?)

- 1 _____ Never *(Hindi)*
- 2 _____ Seldom *(Minsan)*
- 3 _____ Sometimes *(Minsan-minsan)*
- 4 _____ Most of the time *(Kadalasan)*
- 5 _____ All of the time *(Palagi)*

D5 **How often do Justices/ Judges adhere to periods prescribed by the rules of court in deciding a case and/or motions?**

(Gaano kadalas nakakasunod ang mga Hukom sa panahong itinakda ng korte sa pagbuo ng desisyon sa mga kaso o mosyon?)

- 1 _____ Never *(Hindi)*
- 2 _____ Seldom *(Minsan)*
- 3 _____ Sometimes *(Minsan-minsan)*
- 4 _____ Most of the time *(Kadalasan)*
- 5 _____ All of the time *(Palagi)*

D6 **How often do Justices/Judges make proper use of pre-trial proceedings for efficient disposition of cases?**

(Gaano kadalas nagagamit ng maayos ng mga Hukom ang mga dokumento sa "pre-trial proceedings" para sa masinop na pagsasara ng kaso?)

- 1 _____ Never (*Hindi*)
- 2 _____ Seldom (*Minsan*)
- 3 _____ Sometimes (*Minsan-minsan*)
- 4 _____ Most of the time (*Kadalasan*)
- 5 _____ All of the time (*Palagi*)

D7 **How confident are you that this court's decisions are enforced within reasonable amount of time?**

(Gaano kayo katiyak na ang desisyon ng korteng ito ay naipapatupad sa loob ng tamang takdang panahon?)

- 1 _____ Definitely not confident (*Di lubos na nagtitiwala*)
- 2 _____ Not confident (*Walang tiwala*)
- 3 _____ Neither confident nor not confident (*Hindi tiyak kung nagtitiwala o hindi*)
- 4 _____ Confident (*Nagtitiwala*)
- 5 _____ Definitely confident (*Lubos na nagtitiwala*)

D8 **How would you rate the working relationship of this court with the police and other pillars of justice?**

(Paano ninyo mamarkahan ang ugnayan ng korteng ito sa pulis at iba pang sangay na nagpapatupad ng hustisya?)

- 1 _____ Poor (*Lubos na di kanais-nais*)
- 2 _____ Fair (*Di Kanais-nais*)
- 3 _____ Good (*Katamtaman*)
- 4 _____ Very Good (*Kanais-nais*)
- 5 _____ Excellent (*Labis na kanais-nais*)

Competence

D9 **How confident are you that the Justices/Judges of this court are knowledgeable about laws, procedures and their developments?**

(Gaano ang inyong tiwala na ang mga Hukom ay may sapat na kaalaman tungkol sa mga batas, proseso at mga pinakahuling kaganapan?)

- 1 _____ Definitely not confident (*Lubos na di nagtitiwala*)
- 2 _____ Not confident (*Di nagtitiwala*)
- 3 _____ Neither confident nor not confident (*Hindi tiyak*)
- 4 _____ Confident (*Nagtitiwala*)
- 5 _____ Definitely confident (*Lubos na nagtitiwala*)

D10 **How confident are you that the Justices/Judges are well-trained in the application of legal principles when hearing and deciding cases?**

(Gaano ang inyong tiwala na ang mga Hukom ay may sapat na kasanayan sa aplikasyon ng mga ligal na panuntunan sa pagdesisyon sa kaso?)

- 1 _____ Definitely not confident (*Lubos na di nagtitiwala*)
- 2 _____ Not confident (*Di nagtitiwala*)
- 3 _____ Neither confident nor not confident (*Hindi tiyak*)
- 4 _____ Confident (*Nagtitiwala*)
- 5 _____ Definitely confident (*Lubos na nagtitiwala*)

D15 **How confident are you that Justices/Judges of this court are able to remain neutral and avoid suspicions of favoritism and partiality?**

(Gaano kayo katiwala na ang mga hukom sa korteng ito ay nananatiling patas at umiiwas sa mga suspetsa ukol sa pagkiling, paboritismo o di pagkakaparehas?)

- 1 _____ Definitely not confident (*Lubos na di nagtitiwala*)
- 2 _____ Not confident (*Di nagtitiwala*)
- 3 _____ Neither confident nor not confident (*Hindi tiyak*)
- 4 _____ Confident (*Nagtitiwala*)
- 5 _____ Definitely confident (*Lubos na nagtitiwala*)

Independence

D16 **Is this court, as an institution, free from external controls, influence or pressure?**

(Ang korte bang ito, bilang institusyon, ay malaya sa pang-labas na impluwensya o presyur?)

- 1 _____ Definitely not free (*Lubos na di malaya*)
- 2 _____ Not free (*Hindi malaya*)
- 3 _____ Neither free nor not free (*Hindi tiyak*)
- 4 _____ Free (*Malaya*)
- 5 _____ Definitely free (*Lubos na malaya*)

D17 **Are the individual Justices/Judges of this court free to make decisions without undue pressure or influence?**

(Malaya bang gumawa ng desisyon ng walang presyur o impluwensya ang bawat Hukom sa korteng ito?)

- 1 _____ Definitely not free (*Lubos na di malaya*)
- 2 _____ Not free (*Hindi malaya*)
- 3 _____ Neither free nor not free (*Hindi tiyak*)
- 4 _____ Free (*Malaya*)
- 5 _____ Definitely free (*Lubos na malaya*)

BLOCK E: OVERALL RATINGS, COMMENTS AND SUGGESTIONS

Overall Public Trust in the Courts

E1 **How well do you think the general public trusts the independence of your Court?**

(Sa inyong palagay, anong antas ang tiwala ng publiko sa pagiging malaya ng korteng ito?)

- 1 _____ Definitely not confident (*Di lubos na nagtitiwala*)
- 2 _____ Not confident (*Walang tiwala*)
- 3 _____ Neither confident nor not confident (*Hindi tiyak kung nagtitiwala o hindi*)
- 4 _____ Confident (*Nagtitiwala*)
- 5 _____ Definitely confident (*Lubos na nagtitiwala*)

E2 **How well do you think the general public trusts the impartiality of your Court?**

(Gaano sa tingin ninyo ang antas ng tiwala ng publiko na ang korteng ito ay patas?)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

E3 **How well do you think the general public trusts the integrity and professionalism of your court?**
(*Gaano sa palagay ninyo ang antas ng tiwala ng publiko sa integridad at propesyunalismo ng inyong korte?*)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

E4 **How well do you think the general public trusts the whole judicial system of the Philippines?**
(*Gaano sa palagay ninyo ang antas ng tiwala ng publiko sa kabuuang sistemang pangkatarungan ng Pilipinas?*)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

Overall Rating of the Judiciary

E5 **Overall, how would you rate your court?**
(*Sa kabuuan, paano ninyo mamarkahan ang inyong korte?*)

- 1 _____ Poor (*Labis na di kasiya-siya*)
- 2 _____ Fair (*Medyo di kasiya-siya*)
- 3 _____ Good (*Di tiyak*)
- 4 _____ Very Good (*Medyo kasiya-siya*)
- 5 _____ Excellent (*Labis na kasiya-siya*)

E6 **How would you rate the whole judicial system of the Philippines?**
(*Paano ninyo mamarkahan ang buong sistemang pangkatarungan sa Pilipinas?*)

- 1 _____ Poor (*Labis na di kasiya-siya*)
- 2 _____ Fair (*Medyo di kasiya-siya*)
- 3 _____ Good (*Di tiyak*)
- 4 _____ Very Good (*Medyo kasiya-siya*)
- 5 _____ Excellent (*Labis na kasiya-siya*)

Confidence on Judicial Reform Initiatives

E7 **Do you have more confidence now than five years ago about the Judiciary's ability to initiate reforms?**
(*Mas may kakayahan ba ang judiciary na magsagawa ng mga reporma ngayon kumpara noong nakaraang 5 taon?*)

- 1 _____ Definitely not confident (*Di lubos na nagtitiwala*)
- 2 _____ Not confident (*Walang tiwala*)
- 3 _____ Neither confident nor not confident (*Hindi tiyak kung nagtitiwala o hindi*)
- 4 _____ Confident (*Nagtitiwala*)
- 5 _____ Definitely confident (*Lubos na nagtitiwala*)

E8 Overall, what is your level of trust on the following?
(Sa kabuuan, ano ang antas ng inyong pagtitiwala sa mga sumusunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Lubos na Hindi Nagtitiwala)</i>	Distrust <i>(Di Nagtitiwala)</i>	Undecided <i>(Di Tiyak)</i>	Trust <i>(Nagtitiwala)</i>	Much Trust <i>(Lubos na Nagtitiwala)</i>	Don't Know <i>(Di Alam)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Hanggang dito na lamang ang aming panayam. Maraming salamat.)

Survey Instrument 2



**Questionnaire for Justices and Judges
(English –Visayan Version)**

QRE NO.	
----------------	--

1	Name of Interviewer	_____		
2	Date of interview	_____		
3	Interview is	First visit	Second visit	Replacement
4	Time started	_____	5	Time ended
6	Name of Editor	_____	7	Date of Editing
8	Name of Encoder	_____	9	Date of Encoding

BLOCK A: IDENTIFICATION

A1 **ID No. of Survey Respondent**
(ID No. sa Tagatubag) _____

A2 **Name of Interviewee**
(Ngalan sa Tagatubag) _____

A3 **Sex** (*Sekswal nga Gibarogan*) 1 _____ Male (*Lalaki*) 2 _____ Female (*Babaye*)

A4 **Age (in years) as of last birthday**
(Edad Base sa Katapusang Birtdey) _____

A5 **Type of Respondent**
(Klase sa Tagatubag) 1 _____ Justice 2 _____ Judge

A6 **Court Covered** (*Gikasakupan sa Korte*)

1 _____ Supreme Court	6 _____ Regional Trial Court
2 _____ Court of Appeals	7 _____ Shari'a Court
3 _____ Sandiganbayan	8 _____ Municipal Circuit Trial Court
4 _____ Court of Tax Appeals	9 _____ Municipal Trial Court
5 _____ Municipal Trial Court in Cities	10 _____ Metropolitan Trial Court

BLOCK B: RESPONDENT'S PROFILE

B1 **How many years have you been a lawyer?**
(Pila ka na ka-tuig nagserbisyo isip Abogado?) _____ Years (*Tuig*)

B2 **How many years have you been a Justice/Judge?**
(Pila ka na ka-tuig nga Hukom/Huwes?) _____ Years (*Tuig*)

B3 **How many years have you been a Justice/Judge in this court?**
(Pila ka na ka-tuig nga Hukom/Huwes niini nga korte?) _____ Years (*Tuig*)

BLOCK C: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD)
 Please use this scale in rating the following statements:
Palihug ug hatag sa imong opinion ani nga scale :)

- | | |
|----------------------------------|------------------------|
| Strongly Disagree (SD) | <i>(Misupak kaayo)</i> |
| Disagree (D) | <i>(Misupak)</i> |
| Neither disagree nor agree (NDA) | <i>(Dili sigurado)</i> |
| Agree (A) | <i>(Mi-uyon)</i> |
| Strongly agree (SA) | <i>(Mi-uyon kaayo)</i> |

Accessibility

	Statements	SD	D	NDA	A	SA
C1	The court is centrally located or is near the center of economic activity of the city or municipality. <i>(Ang korte naa sa sentro o duol sa lugar nga naay ekonomikanhong kalihukan sa syudad o munisipyo.)</i>	1	2	3	4	5
C2	The court is easily accessible by public transportation. <i>(Ang korte dali ra adtuon sa pampublikong sakyanan.)</i>	1	2	3	4	5
C3	Transportation cost to and from court is affordable. <i>(Makaya ra ang pliti paduong ug pagbalik sa korte.)</i>	1	2	3	4	5
C4	Court proceedings are easy to understand and follow. <i>(Sayun ug dali masabtan ang paghusay sa kaso.)</i>	1	2	3	4	5
C5	Court decisions are easy to understand. <i>(Sayun ug dali masabtan ang paghusay sa kaso.)</i>	1	2	3	4	5
C6	The court provides enough information to the litigants about its procedures and services. <i>(Ang korte naghatag ug eksaktong impormasyon sa sinumbong ug nagsumbong bahin sa proseso ug serbisyo.)</i>	1	2	3	4	5
C7	Filing fees paid to the court are reasonable. <i>(Resonable ang bayad sa pagsang-at o pagpasaka sa kaso.)</i>	1	2	3	4	5
C8	It costs too much to file a case in court. <i>(Dako kaayo ang gasto sa pagsang-at ug kaso sa korte.)</i>	1	2	3	4	5
C9	The court attempts to meet the special needs of litigants with physical disabilities. <i>(Ang korte nisulay sa paghatag sa mga kinahanglanon sa mga sinumbong ug nagsumbong nga naay pisikal na depekto.)</i>	1	2	3	4	5
C10	Overall, the court is accessible to its users. <i>(Sa kinatibuk-an ang korte sayon ra maduol sa mga naggamit.)</i>	1	2	3	4	5

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Palihug graduhi ang mosunod base sa scale:)

- Poor *(Dili maayo)*
- Fair *(Ensakto lang)*
- Good *(Maayo)*
- Very Good *(Maayo kaayo)*
- Excellent *(Maayo gyud kaayo)*

	Statements	Poor	Fair	Good	Very Good	Excellent
C11	Overall appearance projected by the building and facilities of the court <i>(Kinatibuk-ang hitsura sa korte ug pasilidad sa korte)</i>	1	2	3	4	5
C12	Design and layout of courtroom <i>(Disenyo o plano sa pagkaplastar sa korte)</i>	1	2	3	4	5
C13	Availability of directional signs <i>(Adunay makitang mga direksyon)</i>	1	2	3	4	5
C14	Court's physical environment <i>(Ang palibot sa korte)</i>	1	2	3	4	5

	Statements	Poor	Fair	Good	Very Good	Excel- lent
C15	Ventilation within the court room <i>(Bentilasyon sa sulod sa korte)</i>	1	2	3	4	5
C16	Lighting facilities <i>(Kahayag sa palibot)</i>	1	2	3	4	5
C17	Acoustical environment <i>(Ensakto ang kahilumon sa palibot)</i>	1	2	3	4	5
C18	Availability of adequate chairs and other facilities for the public <i>(Adunay igong lingkuranan ug uban nga pasilidad para sa publiko)</i>	1	2	3	4	5
C19	Availability of office equipment like typewriter and computer for court employees <i>(Adunay kagamitan sa opisina sama sa typewriter ug computer para sa mga empleyado sa korte)</i>	1	2	3	4	5
C20	Availability of telecommunication equipment (telephone, fax machine) for court's use <i>(Adunay kagamitan pang komunikasyon sama sa telepono ug fax machine para sa mga empleyado sa korte)</i>	1	2	3	4	5
C21	Availability of telecommunication equipment (telephone, fax machine) for the public <i>(Adunay kagamitan pang komunikasyon sama sa telepono ug fax machine para sa publiko)</i>	1	2	3	4	5
C22	Assurance of safety and security of all parties <i>(Adunay kasiguruhan ug siguridad para sa tanan)</i>	1	2	3	4	5
C23	Availability of special access for the disabled <i>(Adunay espesyal nga dalan para sa mga adunay pisikal nga depekto o baldado)</i>	1	2	3	4	5

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Palihug graduhiang mosunod base sa scale:)

Strongly Disagree (SD)	<i>(Misupak kaayo)</i>
Disagree (D)	<i>(Misupak)</i>
Neither Disagree nor Agree (NDA)	<i>(Dili sigurado)</i>
Agree (A)	<i>(Mi-uyon)</i>
Strongly Agree (SA)	<i>(Mi-uyon kaayo)</i>

	Statements	SD	D	NDA	A	SA
C24	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang empleyado sa korte adunay igong kasayuran sa balaod ug legal nga pamaagi.)</i>	1	2	3	4	5
C25	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kinatibuk-an ang mga empleyado sa korte adunay daghang nahatag nga suporta para sa Hukom/Huwes)</i>	1	2	3	4	5
C26	Court personnel are competent. <i>(Ang mga empleyado adunay katakos sa ilang gimbuhaton.)</i>	1	2	3	4	5

C32c. How confident are you that this case will be resolved satisfactorily?
(Unsa ka kakampante na ang kaning kaso maayong pagkaresolba?)

- 1 _____ Definitely not confident *(Siguradong dili kampante)*
- 2 _____ Not confident *(Dili kampante)*
- 3 _____ Neither confident nor not confident *(Dili Sigurado)*
- 4 _____ Confident *(Kampante)*
- 5 _____ Definitely confident *(Siguradong kampante)*

C33 How much did the administrative complaint affect your court negatively?
(Unsa kadako ang negatibong epekto niining administratibong reklamo nga imong gisang-at sa imong kaso?)

- 1 _____ Very much *(Dako Kaayo)*
- 2 _____ Much *(Dako)*
- 3 _____ Moderate *(Ekaskto lang)*
- 4 _____ Not much *(Wala kaayo)*
- 5 _____ Not at all *(Wala)*

Integrity

C34 Rate each group based on their honesty in the administration of justice.
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Palihug graduhi base sa ilang kamatinud-anon sa administrasyon sa hustisya.)

Court Personnel <i>(Mga Empleyado sa Korte)</i>	Very few <i>(Gamay kaayo)</i>	A few <i>(Gamay)</i>	Some <i>(Adunay gamay)</i>	Many <i>(Daghan)</i>	Very many <i>(Daghan kaayo)</i>	None <i>(Wala)</i>	Don't know <i>(Wala Kahibalo)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

Level of Satisfaction

C35 How satisfied are you with your professional work as a judge or justice?
(Unsa kadako ang imong pagsalig sa propesional nga trabaho sa huwes o hukom?)

- 1 _____ Very dissatisfied *(Dili gyud kontento)*
 - 2 _____ Dissatisfied *(Dili kontento)*
 - 3 _____ Neither satisfied nor dissatisfied *(Dili sigurado)*
 - 4 _____ Satisfied *(Kontento)*
 - 5 _____ Very satisfied *(Kontento kayo)*
- } PROCEED TO C36
 } PROCEED TO D1

C36 Please name the top 3 sources of your dissatisfaction.
(Unsa ang gigikanan nganong wala ka mosalig? Palihug hinganli ang tulo ka importante nga rason.)

- 1 _____ Compensation *(Sweldo)*
- 2 _____ Workload *(Kadaghanon sa trabaho)*
- 3 _____ Court personnel *(Mga nagtrabaho sa Korte)*
- 4 _____ Lawyers and litigants *(Abogado ug sinumbong ug nagsumbong)*
- 5 _____ Other Justices and Judges *(Ubang mga Hukom ug Huwes)*
- 6 _____ Court procedures *(Proseso sa Korte)*
- 7 _____ Court facilities *(Pasilidad sa Korte)*
- 96 _____ Others, please specify *(Uban pa, hinganli):* _____

BLOCK D: SELF – ASSESSMENT

Fairness and Impartiality

D1 How confident are you that the Justices/Judges in your court strictly adhere to the requirements of substantive and procedural due process, jurisprudence, relevant laws and established policies?

(Unsa ka kasiguro nga ang mga Kukom/Huwes nagsunod gyud sa mga gikinahanglan nga processo, nga balaod ug polisiyas sa hukmanan?)

- 1 _____ Definitely not confident (*Dili gyud sigurado*)
- 2 _____ Not confident (*Dili sigurado*)
- 3 _____ Neither confident nor not confident (*Wala kahibalo kung sigurado o dili sigurado*)
- 4 _____ Confident (*Sigurado*)
- 5 _____ Definitely confident (*Sigurado kaayo*)

D2 How confident are you that the Justices/Judges fairly apply the laws and procedures to all litigants regardless of sex, race, religion, age, handicap or ethnicity?

(Makasalig ba ka nga ang mga Hukom/Huwes matarong ang ilang paghimo sa balaod malalaki o mababaye, wala magtan-aw sa relihiyon, edad, pisikal na depekto, gigikanan ug kahimtang?)

- 1 _____ Definitely not confident (*Dili gyud sigurado*)
- 2 _____ Not confident (*Dili sigurado*)
- 3 _____ Neither confident nor not confident (*Wala kahibalo kung sigurado o dili sigurado*)
- 4 _____ Confident (*Sigurado*)
- 5 _____ Definitely confident (*Sigurado kaayo*)

D3 How confident are you that the Justices/Judges of this court hear and decide cases in an impartial manner?

(Sa imong huna-huna ang mga Hukom/Huwes ba niini nga korte matarong sa paghimo sa desisyon para resolusyon?)

- 1 _____ Definitely not confident (*Dili gyud sigurado*)
- 2 _____ Not confident (*Dili sigurado*)
- 3 _____ Neither confident nor not confident (*Wala kahibalo kung sigurado o dili sigurado*)
- 4 _____ Confident (*Sigurado*)
- 5 _____ Definitely confident (*Sigurado kaayo*)

Efficiency

D4 How often do Justices/Judges of this court expeditiously dispose of their cases with minimal delay?

(Unsa sa imong huna-huna nga ang mga Hukom/Huwes niini nga korte makahatag sa paspas o dali nga desisyon sa kaso sa gamay lang nga panahon?)

- 1 _____ Never (*Wala gyud mahitabo*)
- 2 _____ Seldom (*Talagsa*)
- 3 _____ Sometimes (*Usahay*)
- 4 _____ Most of the time (*Kasagaran*)
- 5 _____ All of the time (*Kanunay*)

D5 How often do Justices/ Judges adhere to periods prescribed by the rules of court in deciding a case and/or motions?

(Unsa ka pirmi sa imong huna-huna nga ang Hukom/Huwes mosunod sa paghukom sa panahon nga gitakda sa korte nga mahimo ang desisyon sa mga kaso?)

- 1 _____ Never (*Wala gyud mahitabo*)
- 2 _____ Seldom (*Talagsa*)
- 3 _____ Sometimes (*Usahay*)
- 4 _____ Most of the time (*Kasagaran*)
- 5 _____ All of the time (*Kanunay*)

D6 How often do Justices/Judges make proper use of pre-trial proceedings for efficient disposition of cases?

(Unsa ka pirmi sa imong huna-huna nga ang mag Hukom/Huwes mogamit sa pre-trial proceedings aron saktong maayo ang disposisyon sa kaso?)

- 1 _____ Never (*Wala gyud mahitabo*)
- 2 _____ Seldom (*Talagsa*)
- 3 _____ Sometimes (*Usahay*)
- 4 _____ Most of the time (*Kasagaran*)
- 5 _____ All of the time (*Kanunay*)

D7 How confident are you that this court's decisions are enforced within reasonable amount of time?

(Unsa ang pagsalig nimo nga ang hukmanan makahimo sa makatarungan nga desisyon ubos sa gamay nga panahon?)

- 1 _____ Definitely not confident (*Dili gyud kampante*)
- 2 _____ Not confident (*Dili kampante*)
- 3 _____ Neither confident nor not confident (*Dili sigurado*)
- 4 _____ Confident (*Kampante*)
- 5 _____ Definitely confident (*Kampante kaayo*)

D8 How would you rate the working relationship of this court with the police and other pillars of justice?

(Unsa imong ikagrado sa pangtrabahong relasyon sa Huwes ug sa mga pulis ug ubang haligi sa hustisya o hukmanan?)

- 1 _____ Poor (*Dili maayo*)
- 2 _____ Fair (*Medyo maayo*)
- 3 _____ Good (*Maayo*)
- 4 _____ Very Good (*Maayo kaayo*)
- 5 _____ Excellent (*Maayo gyud kaayo*)

Competence

D9 How confident are you that the Justices/Judges of this court are knowledgeable about laws, procedures and their developments?

(Unsa ka kasiguro nga ang mga Hukom/Huwes niini nga korte adunay nahibal-an sa mga balaod, sa mga pamaagi ug sa mga pagbag-o niini?)

- 1 _____ Definitely not confident (*Dili gyud kampante*)
- 2 _____ Not confident (*Dili kampante*)
- 3 _____ Neither confident nor not confident (*Dili sigurado*)
- 4 _____ Confident (*Kampante*)
- 5 _____ Definitely confident (*Kampante Kaayo*)

D10 How confident are you that the Justices/Judges are well-trained in the application of legal principles when hearing and deciding cases?

(Unsa ka kasiguro nga ang mga Hukom/Huwes nagbansay ug maayo sa ilahang pag-aplikar sa mga legal na prinsipyo inig himo ug desisyon sa mga kaso?)

- 1 _____ Definitely not confident (*Dili gyud kampante*)
- 2 _____ Not confident (*Dili kampante*)
- 3 _____ Neither confident nor not confident (*Dili sigurado*)
- 4 _____ Confident (*Kampante*)
- 5 _____ Definitely confident (*Kampante kaayo*)

D15 **How confident are you that Justices/Judges of this court are able to remain neutral and avoid suspicions of favoritism and partiality?**

(Unsa ka kasiguro na ang mag Hukom/Huwes niini nga korte nagpabilin nga neutral ug maglikay sa pagpakita ug pagpabor ug palabi-labi?)

- 1 _____ Definitely not confident (*Dili gyud kampante*)
- 2 _____ Not confident (*Dili kampante*)
- 3 _____ Neither confident nor not confident (*Dili sigurado*)
- 4 _____ Confident (*Kampante*)
- 5 _____ Definitely confident (*Kampante kaayo*)

Independence

D16 **Is this court, as an institution, free from external controls, influence or pressure?**

(Sa imong pagtan-aw kini bang korteha sa iyang pagka- institution libre sa mga pag-control o impluwensya gikan sa gawas?)

- 1 _____ Definitely not free (*Dili gyud libre*)
- 2 _____ Not free (*Dili Libre*)
- 3 _____ Neither free nor not free (*Wala kahibalo kung libre o dili libre*)
- 4 _____ Free (*Libre*)
- 5 _____ Definitely free (*Libre kaayo*)

D17 **Are the individual Justices/Judges of this court free to make decisions without undue pressure or influence?**

(Sa imong huna-huna gawasnon ba ang kada-Hukom/Huwes nga mohimo ng desisyon nga walay impluwensya o pagpamugas?)

- 1 _____ Definitely not free (*Dili gyud libre*)
- 2 _____ Not free (*Dili Libre*)
- 3 _____ Neither free nor not free (*Wala kahibalo kung libre o dili libre*)
- 4 _____ Free (*Libre*)
- 5 _____ Definitely free (*Libre kaayo*)

BLOCK E: OVERALL RATINGS, COMMENTS AND SUGGESTIONS

Overall Public Trust in the Courts

E1 **How well do you think the general public trusts the independence of your Court?**

(Sa imong huna-huna, aduna bay pagsalig ang publiko na ang korte makabarog ug iya?)

- 1 _____ Definitely not confident (*Dili gyud kampante*)
- 2 _____ Not confident (*Dili kampante*)
- 3 _____ Neither confident nor not confident (*Dili sigurado*)
- 4 _____ Confident (*Kampante*)
- 5 _____ Definitely confident (*Kampante kaayo*)

E2 **How well do you think the general public trusts the impartiality of your Court?**

(Sa imong huna-huna, ang publiko ba nagsalig nga ang korte patas ug walay gidapigan?)

- 1 _____ Strongly distrust it (*Wala gyu'y pagsalig*)
- 2 _____ Distrust it (*Walay pagsalig*)
- 3 _____ Neither distrust nor trust it (*Wala kahibalo kung nisalig o wala nisalig*)
- 4 _____ Trust it (*Nisalig*)
- 5 _____ Strongly trust it (*Nisalig kaayo*)

E3 **How well do you think the general public trusts the integrity and professionalism of your court?**
(*Sa imong huna-huna, nisalig ba ang publiko sa integridad o pagkapropesyonal sa korte?*)

- 1 _____ Strongly distrust it (*Wala gyu'y pagsalig*)
- 2 _____ Distrust it (*Walay pagsalig*)
- 3 _____ Neither distrust nor trust it (*Wala kahibalo kung nisalig o wala nisalig*)
- 4 _____ Trust it (*Nisalig*)
- 5 _____ Strongly trust it (*Nisalig kayo*)

E4 **How well do you think the general public trusts the whole judicial system of the Philippines?**
(*Nisalig ba ang publiko sa tibuok nga sistema sa hukmanan sa Pilipinas?*)

- 1 _____ Strongly distrust it (*Wala gyu'y pagsalig*)
- 2 _____ Distrust it (*Walay pagsalig*)
- 3 _____ Neither distrust nor trust it (*Wala kahibalo kung nisalig o wala nisalig*)
- 4 _____ Trust it (*Nisalig*)
- 5 _____ Strongly trust it (*Nisalig kaayo*)

Overall Rating of the Judiciary

E5 **Overall, how would you rate your court?**
(*Sa kinatibuk-an unsaon nimo pag-grado ang imong korte?*)

- 1 _____ Poor (*Dili gyud maayo*)
- 2 _____ Fair (*Eksakto lang*)
- 3 _____ Good (*Maayo*)
- 4 _____ Very Good (*Maayo kaayo*)
- 5 _____ Excellent (*Maayo gyud kaayo*)

E6 **How would you rate the whole judicial system of the Philippines?**
(*Unsaon nimo pag-grado ang kinatibuk-ang sistema sa hukmanan sa Pilipinas?*)

- 1 _____ Poor (*Dili gyud maayo*)
- 2 _____ Fair (*Eksakto lang*)
- 3 _____ Good (*Maayo*)
- 4 _____ Very Good (*Maayo kaayo*)
- 5 _____ Excellent (*Maayo gyud kaayo*)

Confidence on Judicial Reform Initiatives

E7 **Do you have more confidence now than five years ago about the Judiciary's ability to initiate reforms?**
(*Aduna ba kay mas daku nga pagsalig karon kaysa 5 na ka tuig ang milabay mahitungod sa abilidad nga makasugod ang hukmanan sa mga reporma?*)

- 1 _____ Definitely not confident (*Dili gyud kampante*)
- 2 _____ Not confident (*Dili kampante*)
- 3 _____ Neither confident nor not confident (*Dili sigurado*)
- 4 _____ Confident (*Kampante*)
- 5 _____ Definitely confident (*Kampante kaayo*)

QRE NO.	
----------------	--

E8 Overall, what is your level of trust on the following?
(Sa kinatibuk-an unsa ang imong pagsalig niining mosunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Wala gyud magsalig)</i>	Distrust <i>(Wala magsalig)</i>	Undecided <i>(Dili sigurado)</i>	Trust <i>(Nagsalig)</i>	Much Trust <i>(Dakong pagsalig)</i>	Don't Know <i>(Wala kahibalo)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Humana ang atong interview. Daghan kaayong salamat.)

Survey Instrument 3



**Questionnaire for Litigants
(English – Filipino Version)**

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

B1 What is your civil status?

(Ano ang inyong katayuang sibil?)

1 _____ Single (Binata/Dalaga)

2 _____ Married (May-asawa)

3 _____ Widowed (Byudo/Byuda)

4 _____ Separated or Divorced (Hiwalay)

B2 Where were you born?

(Saan kayo ipinanganak?)

_____ City (Siyudad) / Municipality (Munisipyo) / Province (Probinsya)

B3 Are you a member of any minority group?

(Kayo ba ay kabilang sa grupong minoridad?)

1 _____ Yes (Oo)

IF "YES", PROCEED TO B3a.

0 _____ No (Hindi)

IF "NO", PROCEED TO B4.

B3a. Which group? (Anong grupo?)

B4 What is the dialect you most often speak at home?

(Anong wika ang madalas ninyong ginagamit sa bahay?)

1 _____ Tagalog

2 _____ Cebuano/Bisaya

3 _____ Ilonggo/Hiligaynon

4 _____ Kapampangan

5 _____ Ilocano

96 _____ Others, specify (Iba pa, tukuyin)

B5 What is your religion?

(Ano ang inyong relihiyon?)

0 _____ None (Wala)

2 _____ Roman Catholic (Katoliko)

3 _____ Protestant (Protestante)

4 _____ Iglesia ni Cristo

96 _____ Others, specify (Iba pa, tukuyin):

B6 What is the highest level of schooling that you completed?

(Ano ang pinaka mataas na antas ng pag-aaral ang inyong natapos?)

0 _____ None (Wala)

1 _____ Elementary Grade (Gradong Elementarya)

2 _____ Elementary Graduate (Nakatapos ng Elementarya)

3 _____ High School level (Nakatuntong sa Hayskul)

4 _____ High school graduate (Nakatapos ng Hayskul)

5 _____ Vocational school level
(Nakatuntong sa Vocational)

6 _____ Vocational
(Nakatapos ng Vocational)

7 _____ College Level
(Nakatuntong sa Kolehiyo)

8 _____ College Graduate
(Nakatapos ng Kolehiyo)

9 _____ Post Graduate (Post Graduate)

B7 Are you currently working?

(Kayo ba ay kasalukuyang nagtatrabaho?)

1 _____ Yes (Oo)

IF "YES", PROCEED TO B7a.

0 _____ No (Hindi)

IF "NO", PROCEED TO B7b and then C1.

B7a. What is your occupation? (Ano ang inyong trabaho?)

1 _____ Entrepreneur, Self-employed (May Sariling Business)

2 _____ Employed in a Private Company (Empleyado sa Pribadong Opisina)

3 _____ Employed in Government (Empleyado sa Ahensya ng Gobyerno)

96 _____ Others, Specify (Iba pa, tukuyin):

B7b. **May I know why you are not working?** (*Maaari bang malaman kung bakit hindi kayo nagtatrabaho?*)

- 1 Cannot find work (*Di makahanap ng trabaho*)
 2 Student (*Estudyante*)
 3 Housewife (*May-bahay*)
 4 Retiree (*Retirado*)
 96 Others, Specify (*Iba pa, tukuyin*): _____

B8 **How much was your average personal monthly income from January to December 2005?**

(*Magkano ang inyong karaniwang buwanang kita mula Enero hanggang Disyembre 2005?*)

- | | |
|--|--|
| 1 <input type="checkbox"/> Less than P10,001 | 6 <input type="checkbox"/> P50,001 – P75,000 |
| 2 <input type="checkbox"/> P10,001 – P20,000 | 7 <input type="checkbox"/> P75,001 – P100,000 |
| 3 <input type="checkbox"/> P20,001 – P30,000 | 8 <input type="checkbox"/> P100,001 – P 200,000 |
| 4 <input type="checkbox"/> P30,001 – P40,000 | 9 <input type="checkbox"/> More than P200,000 |
| 5 <input type="checkbox"/> P40,001 – P50,000 | 10 <input type="checkbox"/> Don't Know/Refused to answer |

B9 **How much was the average monthly income of your family from January to December 2005?**

(*Magkano ang karaniwang buwanang kita ng inyong buong pamilya mula Enero hanggang Disyembre 2005?*)

- | | |
|--|--|
| 1 <input type="checkbox"/> Less than P10,001 | 6 <input type="checkbox"/> P50,001 – P75,000 |
| 2 <input type="checkbox"/> P10,001 – P20,000 | 7 <input type="checkbox"/> P75,001 – P100,000 |
| 3 <input type="checkbox"/> P20,001 – P30,000 | 8 <input type="checkbox"/> P100,001 – P 200,000 |
| 4 <input type="checkbox"/> P30,001 – P40,000 | 9 <input type="checkbox"/> More than P200,000 |
| 5 <input type="checkbox"/> P40,001 – P50,000 | 10 <input type="checkbox"/> Don't Know/Refused to answer |

BLOCK C: COURT USERS' EXPERIENCE

Experience Before Filing of Case

Before you filed a case in court/received a formal complaint through the court, were you aware about the following aspects of the Philippine court system? Please answer Yes or No. (IF ANY OF THE ANSWERS TO QUESTIONS FROM C1 TO C8 IS ANSWERED BY "YES," PROCEED TO C9, IF "NO" PROCEED TO C10.)

(*Bago kayo nagsampa ng reklamo o pormal na nakatanggap ng reklamo sa korteng ito, alam ba ninyo ang mga sumusunod na aspeto ng sistemang panghugado ng ating bansa? Paki sagot lamang kung OO o HINDI. (KUNG ANG SAGOT SA KATANUNGANG MULA C1 HANGGANG C8 NA OO, DUMERETSO SA C9. KUNG HINDI, DUMERETSO SA C10)*)

	Performance Indicators	Yes	No
C1	The courts can resolve legal disputes between two parties. (<i>May kakayahan ang korte na maresolba ang legal na di pagkakaunawaan sa pagitan ng dalawang panig.</i>)	1	0
C2	Civil disputes between two parties from the same barangay can be settled through the Barangay Justice System. (<i>Ang di pagkaka-unawaang sibil sa pagitan ng dalawang panig mula sa iisang barangay ay maaring maisa-ayos ng Sistemang Panghustisya ng Barangay.</i>)	1	0
C3	Cases decided unfavorably by the lower courts can be appealed to the Court of Appeals and Supreme Court. (<i>Ang mga kasong dinesisyon sa mababang korte na di pabor sa isang panig ay maaaring i-apela sa Court of Appeals at Korte Suprema.</i>)	1	0
C4	You need a lawyer to bring a case to the court. (<i>Kailangan ng isang abogado para makapagsampa ng kaso sa korte.</i>)	1	0
C5	Your right to access the courts is guaranteed by the Philippine Constitution. (<i>Ang iyong karapatan na makagamit ng korte ay sinisiguro ng Konstitusyon ng Pilipinas.</i>)	1	0

**C12 TO C15a ARE ONLY FOR PLAINTIFF/COMPLAINANT.
IF RESPONDENT IS A DEFENDANT, PROCEED TO C16.**

C12 **When you filed your case, how confident were you that the court will be able to resolve your case and serve justice?**
(Noong kayo ay nagsampa ng kaso, nagtiwala ba kayong maresolba ng korte ang inyong kaso at mabibigyan kayo ng hustisya?)

- | | | |
|---|---|--------------------------------------|
| 1 | _____ Definitely not confident | (Lubos na hindi nagtiwala) |
| 2 | _____ Not confident | (Walang tiwala) |
| 3 | _____ Neither confident nor not confident | (Hindi tiyak kung nagtiwala o hindi) |
| 4 | _____ Confident | (Nagtiwala) |
| 5 | _____ Definitely confident | (Lubos na may tiwala) |

C13 **How many months did it take to formally file your complaint in court from the time the incident took place?** _____
(Ilang buwan ang lumipas bago ninyo pormal na naisampa ang kaso sa korte mula ng maganap ang insidente?)

C14 **Did you have to pay any fee when you filed the case?**
(Nagbayad ba kayo noong nagsampa ng kaso?)

- | | |
|------------------------------|--------------------------|
| 1 _____ Yes (Oo) | 0 _____ No (Hindi) |
| IF "YES", PROCEED TO C14a/b. | IF "NO", PROCEED TO C15. |

C14a/b. **What are these fees and how much did you pay?**
(Anu-ano ang inyong binayaran? Magkano ang inyong binayaran?)

- | | | | | | |
|----|-----------------------|---|-----------------------------|-----|-------|
| 1 | _____ Lawyer's fees | : | (Bayad sa abogado) | PhP | _____ |
| 2 | _____ Filing fee | : | (Bayad sa pagsampa ng kaso) | PhP | _____ |
| 3 | _____ Mediation fee | : | (Mediation fee) | PhP | _____ |
| 96 | _____ Others, specify | : | (Iba pa, tukuyin): | PhP | _____ |
| | | | | PhP | _____ |
| | | | | PhP | _____ |

C15 **Did you experience any difficulty in scheduling the case hearings?**
(Nahirapan ba kayo na ma i-kalendaryo and inyong kaso?)

- | | |
|----------------------------|--------------------------|
| 1 _____ Yes (Oo) | 0 _____ No (Hindi) |
| IF "YES", PROCEED TO C15a. | IF "NO", PROCEED TO C16. |

C15a. **What type of difficulties did you experience? (STATE ALL THAT APPLY)**
(Sa anong aspeto kayo nahirapan? TUKUYIN ANG LAHAT NG NAAAYON)

- | | | |
|----|---|-------|
| 1 | _____ The court is handling too many cases.
(Ang korte ay maraming hinahawakang kaso.) | |
| 2 | _____ The Justice/Judge is absent most of the time.
(Ang Hukom ay madalas na wala.) | |
| 3 | _____ The court does not start hearings on time - 8:30 in the morning and 1:30 in the afternoon.
(Ang korte ay hindi nagsisimula sa itinakdang oras – 8:30 ng umaga at 1:30 ng hapon.) | |
| 4 | _____ The lawyers are not always available.
(Ang mga abogado ay laging wala.) | |
| 96 | _____ Others, specify (Iba pa, tukuyin) | _____ |

C27 How did the Justice/Judge address you when talking to you?
(Ano ang tawag ng Hukom sa inyo kapag kayo ay kanyang kinakausap?)

- 1 _____ Mr./ Mrs./ Ms. (Ginoo, Ginang, Binibini)
- 2 _____ First name only (Unang pangalan lamang)
- 3 _____ Last name only (Apelyido lamang)
- 96 _____ Others, specify (Iba pa, tukuyin)

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in answering the following questions:

(Paki gamit ang sumusunod na pamantayan sa pagsagot ng mga sumusunod na katanungan:)

- Never (Hindi Kailanman)
- Seldom (Madalang)
- Sometimes (Paminsan-minsan)
- Most of the time (Kadalasan)
- All the time (Sa lahat ng pagkakataon)

When your case was still being heard in court, (Noong ang kaso na iyong isinampa ay dinidinig sa korte.)		Never	Seldom	Sometimes	Most of the time	All of the time
C28	Was the Justice/Judge fair? (Ang Hukom ba ay naging patas?)	1	2	3	4	5
C29	Was the Justice/Judge in control of the proceedings? (Nakontrol ba ng Hukom ang proseso ng paglilitis?)	1	2	3	4	5
C30	Was the Justice/Judge attentive to your lawyer's questions? (Nakinig ba ang Hukom sa tanong ng inyong abogado?)	1	2	3	4	5
C31	Was the Justice/Judge attentive to the answers of the witnesses? (Pinakinggan ba ng Hukom ang mga sagot ng mga testigo?)	1	2	3	4	5
C32	Was the Justice/Judge interrupted or distracted by activities in the courtroom? (Nagulo ba ang Hukom ng mga ibang aktibidad sa silid-hukuman?)	1	2	3	4	5
C33	Did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearing? (Ang Hukom ba nagpakita ng sapat na kaalaman tungkol sa tamang proseso ng paglilitis?)	1	2	3	4	5
C34	Did the Justice's/Judge's appearance command respect? (Mukha bang kagalang galang ang hitsura ng Hukom?)	1	2	3	4	5
C35	Did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? (Nagpakita ba ang Hukom ng di patas na pagtrato dahil sa inyong katayuan sa buhay, pinag-aralan, kasarian, relihiyon, lahing pinagmulan, at iba pa?)	1	2	3	4	5
C36	Aside from the judge, was there any court personnel who showed any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? (Maliban sa hukom, mayroon bang empleyado ng korte na nagpakita ng "pagtutol" sa inyo dahil sa inyong katayuan sa buhay, pinag-aralan, kasarian, relihiyon, lahing pinagmulan, at iba pa?)	1	2	3	4	5

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Paki gamit ang sumusunod na pamantayan sa pagbibigay ng marka para ng mga sumusunod na pangungusap:)

Strongly Disagree (SD)	<i>(Lubos na di sumasang-ayon)</i>
Disagree (D)	<i>(Hindi sumasang-ayon)</i>
Neither Disagree nor Agree (NDA)	<i>(Hindi sigurado)</i>
Agree (A)	<i>(Sumasang-ayon)</i>
Strongly Agree (SA)	<i>(Lubos na sumasang-ayon)</i>

	STATEMENT	SD	D	NDA	A	SA
C37	My lawyer is concerned about protecting my rights. <i>(Pinangangalagaan ng aking abogado ang aking mga karapatan.)</i>	1	2	3	4	5
C38	My lawyer has adequate knowledge and training in law to protect my rights and interests. <i>(Ang aking abogado ay may sapat na kaalaman at kasanayan sa batas para mapangalagaan ang aking karapatan at interes.)</i>	1	2	3	4	5
C39	My lawyer is doing his/ her best in protecting my rights. <i>(Ang lahat ay ginagawa ng aking abogado upang maprotektahan ang aking karapatan.)</i>	1	2	3	4	5
C40	My lawyer explains to me the progress of my case. <i>(Ipinaliliwanag ng abogado ang nagaganap sa aking kaso.)</i>	1	2	3	4	5
C41	My lawyer explains to me the possible options/ strategies regarding my case. <i>(Ipinaliliwanag ng aking abogado ang mga posibleng solusyon/ stratehiya tungkol sa aking kaso.)</i>	1	2	3	4	5

Experience with Corruption and Bribery

C42 **Did you personally witness any form of corruption in this court?**

(Naging saksi ba kayo sa katiwalian sa korte?)

1 _____ Yes (Oo)

0 _____ No (Hindi)

IF "YES", PROCEED TO C42a.

IF "NO", PROCEED TO C43.

C42a. **How was it done?** (STATE ALL THAT APPLY)

(Paano ito naganap? TUKUYIN LAHAT NG NAAAYON)

1 _____ The case was intentionally delayed.
(Ang paglilitis ay sadyang naantala.)

2 _____ The Justice/Judge and/or court personnel was bribed for a favorable decision.
(Suhulan ang Hukom o empleyado ng korte para sa isang positibong desisyon.)

3 _____ Decision on cases were intentionally delayed.
(Sadyang inantala ang mga desisyon sa kaso.)

4 _____ Bribery was done for the issuance of Temporary Restraining Order.
(May pagsusuhol para sa pag-isyu ng Temporary Restraining Order.)

96 _____ Others, specify *(Iba pa, tukuyin)* _____

Knowledge of Administrative Cases

C43 **Did you file any administrative complaint against a Justice/Judge or court personnel?**

(Nakapagsampa ba kayo ng administratibong kaso laban sa Hukom o empleyado ng korte?)

1 _____ Yes (Oo)

0 _____ No (Hindi)

IF "YES", PROCEED TO C43a.

IF "NO", PROCEED TO C45.

C43a. **What is the nature of the complaint/s?** (STATE ALL THAT APPLY)
(Ano ang uri ng reklamo? TUKUYIN LAHAT NG NAAAYON)

- 1 _____ Inappropriate demeanor of Justice/Judge or court personnel *(Di tamang gawi ng Hukom o empleyado ng korte)*
- 2 _____ Inefficiency *(Di pagiging masinop sa gawain)*
- 3 _____ Incompetence *(Kakulangan ng kakayahan)*
- 4 _____ Lack of Integrity *(Kakulangan sa integridad)*
- 5 _____ Unfairness and partiality *(Pagiging di patas at di parehas)*
- 96 _____ Others, specify *(Iba pa, tukuyin)*

C43b. **What happened to this complaint?**
(Anong nangyari sa inyong reklamo?)

- 1 _____ Still pending *(Wala pang desisyon)* ➔ PROCEED TO C43c
- 2 _____ Dismissed *(Pinawalang saysay)* ➔ PROCEED TO C44
- 3 _____ Nothing happened *(Walang nangyari)* ➔ PROCEED TO C43c

C43c. **How confident are you that this case will be resolved satisfactorily?**
(Gaano kayo katiwala na ang kasong ito ay maresolba ng maayos?)

- 1 _____ Definitely not confident *(Lubos na di nagtitiwala)*
- 2 _____ Not confident *(Di nagtitiwala)*
- 3 _____ Neither confident nor not confident *(Di tiyak)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

C44 **How much did the administrative complaint you filed affect your case negatively?**
(Gaano sa tingin ninyo naka-apekto ang administratibong kasong isinampa ninyo sa inyong kaso?)

- 1 _____ Very much *(Labis-labis)*
- 2 _____ Much *(Labis)*
- 3 _____ Moderate *(Katamtaman)*
- 4 _____ Not much *(Di-gaano)*
- 5 _____ Not at all *(Hindi naaapektuhan)*

Level of Satisfaction

C45 **How satisfied or dissatisfied were you with your experience with the court?**
(Sa kabuuan, gaano kayo kakuntento sa inyong karanasan sa korte?)

- 1 _____ Very dissatisfied *(Lubos na di kasiya-siya)*
- 2 _____ Dissatisfied *(Kasiya-siya)*
- 3 _____ Neither satisfied nor dissatisfied *(Di – tiyak)*
- 4 _____ Satisfied *(Kasiya-siya)*
- 5 _____ Very satisfied *(Lubos na kasiya-siya)*

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Paki gamit ang sumusunod na pamantayan sa pagsagot ng mga sumusunod na katanungan:)

- | | |
|----------------------------------|------------------------------------|
| Strongly Disagree (SD) | <i>(Lubos na di sumasang-ayon)</i> |
| Disagree (D) | <i>(Hindi sumasang-ayon)</i> |
| Neither Disagree nor Agree (NDA) | <i>(Hindi sigurado)</i> |
| Agree (A) | <i>(Sumasang-ayon)</i> |
| Strongly agree (SA) | <i>(Lubos na sumasang-ayon)</i> |
| Don't Know (DK) | <i>(Di Alam)</i> |

Accessibility

	Statements	SD	D	NDA	A	SA	DK
D1	The court is centrally located or is near the center of economic activity of the city or municipality. <i>(Ang korte ay nasa sentro o malapit sa kalakalan ng siyudad o munisipyo.)</i>	1	2	3	4	5	97
D2	The court is easily accessible by public transportation. <i>(Ang korte ay madaling marating sa pamamagitan ng pampublikong sasakyan.)</i>	1	2	3	4	5	97
D3	Transportation cost to and from court is affordable. <i>(Ang pamasaha papunta at mula sa korte ay abot-kaya.)</i>	1	2	3	4	5	97
D4	Court proceedings are easy to understand and follow. <i>(Ang proseso ng paglilitis ay madaling maintindihan at sundin.)</i>	1	2	3	4	5	97
D5	Court decisions are easy to understand. <i>(Ang mga desisyon ng korte ay madaling maintindihan.)</i>	1	2	3	4	5	97
D6	The court provides enough information to the litigants about its procedures and services. <i>(Ang korte ay nagbibigay ng sapat na impormasyon tungkol sa mga proseso at serbisyo nito.)</i>	1	2	3	4	5	97
D7	Filing fees paid to the court are reasonable. <i>(Ang halagang binabayaran sa pagsampa ng kaso ay tama lamang.)</i>	1	2	3	4	5	97
D8	It costs too much to file a case in court. <i>(Ang pagsampa ng kaso sa korte ay sobrang magastos.)</i>	1	2	3	4	5	97
D9	The court attempts to meet the special needs of litigants with physical disabilities. <i>(Sinisubukan ng korteng tugunan ang mga pangangailangan ng mga may pisikal na kapansanan.)</i>	1	2	3	4	5	97
D10	Overall, the court is accessible to its users. <i>(Sa kabuuan, ang korte ay madaling puntahan at lapitan ng mga gumagamit nito.)</i>	1	2	3	4	5	97

Fairness and Impartiality

	Statements	SD	D	NDA	A	SA	DK
D11	The court does not treat individuals differently because of income, gender, age, religion or ethnic origin. <i>(Hindi tinuturing ng korte ang mga tao na magkaka-iba dahil sa kanilang kita, kasarian, edad, relihiyon o pinagmulang lahi.)</i>	1	2	3	4	5	97
D12	The court treats all people fairly. <i>(Itinuturing ng korteng ito ang mga tao na pantay-pantay.)</i>	1	2	3	4	5	97
D13	The country's justice system protects both the rich and the poor. <i>(Pantay na itinataguyod ang kapakanan ng mayayaman at mahihirap sa sistemang pangkatarungan sa bansa.)</i>	1	2	3	4	5	97

Efficiency

	Statements	SD	D	NDA	A	SA	DK
D14	The court responds to request for information within a reasonable time (i.e., prescribed by the court). <i>(Ang korte ay tumutugon sa mga paglilinaw/katanungan sa loob ng sapat na panahon (o ayon sa itinakda ng batas).)</i>	1	2	3	4	5	97
D15	The court resolves cases within the period prescribed by law/rules. <i>(Nareresolba ng korte ang mga kaso sa itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97
D16	The court has adequate resources to do its job within reasonable period. <i>(May sapat na kakayahan ang korte na isagawa ang trabaho sa sapat na panahon.)</i>	1	2	3	4	5	97
D17	Court's decisions are enforced within the period prescribed by law/rules. <i>(Ipinapatupad ng korte ang mga desisyon sa itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97
D18	The court has good working relationship with the police and other pillars of justice. <i>(May maayos na ugnayan/ relasyon ang korte sa pulisya at ibang sangay ng pamahalaan.)</i>	1	2	3	4	5	97
D19	Court decisions are promulgated within the period prescribed by law/rules. <i>(Ang mga desisyon ng korte ay naipakakalat sa loob ng itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Paki gamit ang sumusunod na pamantayan sa pagbibigay ng marka sa ng mga sumusunod na katangian ng korte:)

Poor	<i>(Di Kasiya-siya)</i>
Fair	<i>(Halos di kasiya-siya)</i>
Good	<i>(Di gaanong kasiya-siya)</i>
Very Good	<i>(Kasiya-siya)</i>
Excellent	<i>(Labis na kasiya-siya)</i>
Don't Know	<i>(Di Alam)</i>

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D20	Overall appearance projected by the building and facilities of the court <i>(Kabuuang kaayusan/ hitsura ng gusali at pasilidad ng korte)</i>	1	2	3	4	5	97
D21	Design and layout of courtroom <i>(Disenyo at kaayusan ng silid-hukuman)</i>	1	2	3	4	5	97
D22	Availability of directional signs <i>(Pagkakaroon ng mga gabay sa direksyon)</i>	1	2	3	4	5	97
D23	Court's physical environment <i>(Pisikal na kapaligiran sa korte)</i>	1	2	3	4	5	97

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D24	Ventilation within the court room <i>(Bentilasyon sa loob ng korte)</i>	1	2	3	4	5	97
D25	Lighting facilities <i>(Pailaw/Liwanag sa loob ng korte)</i>	1	2	3	4	5	97
D26	Acoustical environment <i>(Pandinig sa loob ng korte)</i>	1	2	3	4	5	97
D27	Availability of adequate chairs and other facilities for the public <i>(Pagkakaroon ng sapat na upuan at ibang kagamitang pang-opisina para sa publiko)</i>	1	2	3	4	5	97
D28	Availability of office equipment like typewriter and computer for court employees <i>(Pagkakaroon ng gamit pang-opisina tulad ng typewriter at computer para sa mga empleyado)</i>	1	2	3	4	5	97
D29	Availability of telecommunication equipment (telephone, fax machine) for court's use <i>(Pagkakaroon ng mga gamit pangkomunikasyon para magamit sa korte)</i>	1	2	3	4	5	97
D30	Availability of telecommunication equipment (telephone, fax machine) for the public <i>(Pagkakaroon ng mga gamit pang komunikasyon tulad ng telepono at fax machine para sa publiko)</i>	1	2	3	4	5	97
D31	Assurance of safety and security of all parties <i>(Kasiguruhan na may pasilidad para sa kaligtasan at seguridad ng lahat)</i>	1	2	3	4	5	97
D32	Availability of special access for the disabled <i>(Pagkakaroon ng daanan para sa may pisikal na kapansanan)</i>	1	2	3	4	5	97

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in answering the following questions:

(Paki gamit ang pamantayang ito sa pagsagot ng mga sumusunod na katanungan.)

Strongly Disagree (SD)	<i>(Lubos na di sumasang-ayon)</i>
Disagree (D)	<i>(Hindi sumasang-ayon)</i>
Neither Disagree nor Agree (NDA)	<i>(Hindi sigurado)</i>
Agree (A)	<i>(Sumasang-ayon)</i>
Strongly Agree (SA)	<i>(Lubos na sumasang-ayon)</i>
Don't Know (DK)	<i>(Di Alam)</i>

	Statements	SD	D	NDA	A	SA	DK
D33	Justices/Judges in court are fully knowledgeable of law and legal procedures. <i>(Ang mga Hukom ay may ganap na kaalaman sa batas at legal na proseso.)</i>	1	2	3	4	5	97
D34	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang mga empleyado ng hukuman ay may sapat na kaalaman tungkol sa nararapat na hakbang sa mga kasong inilalapat sa hukuman.)</i>	1	2	3	4	5	97

	Statements	SD	D	NDA	A	SA	DK
D35	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kabuuan, ang mga empleyado ng korte ay may sapat na kakayahang magbigay suporta sa mga Hukom.)</i>	1	2	3	4	5	97
D36	In general, court personnel are competent. <i>(Sa kabuuan, ang mga empleyado ay may kakayahang gampanan ang kanilang mga tungkulin.)</i>	1	2	3	4	5	97
D37	In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala. <i>(Sa kabuuan, ang mga tauhan ng korte ay may sapat na kaalaman tungkol sa tamang proseso ng pagdinig ng kaso sa silid-hukuman.)</i>	1	2	3	4	5	97
D38	The public can give full trust in the ability of the country's judicial system to protect their rights. <i>(Buong tiwala ang binibigay ng publiko sa kakayahan ng sistemang pangkatarungan sa bansa na protektahan ang kanilang karapatan.)</i>	1	2	3	4	5	97
D39	In general, Justices/Judges in court are honest, trustworthy, and incorruptible. <i>(Sa kabuuan, ang mga Hukom sa korte ay tapat, mapagkakatiwalaan at hindi kayang suhulan.)</i>	1	2	3	4	5	97
D40	In general, Justices/Judges in court can be relied on to give just and fair decisions. <i>(Sa kabuuan, ang mga Hukom sa korte ay mapagkakatiwalaang magbibigay ng patas at parehas na desisyon.)</i>	1	2	3	4	5	97

Corruption and Bribery

	Statements	SD	D	NDA	A	SA	DK
D41	During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption. <i>(Sa panahon ng paglilitis, ang pagbibigay ng regalo o pabor sa Hukom ay isang paraan ng katiwalian/korupsyon.)</i>	1	2	3	4	5	97
D42	There is great opportunity for corruption when the dockets of the court are clogged. <i>(Malaki ang posibilidad na may kurapsyon sa korte kung sobrang daming kaso ang naitala sa docket ng korte.)</i>	1	2	3	4	5	97
D43	There is corruption in court because Justices/Judges can be bribed. <i>(May katiwalian/korupsyon sa korte dahil nasusuhulan ang Hukom.)</i>	1	2	3	4	5	97
D44	There is corruption in court because court personnel can be bribed. <i>(May katiwalian/korupsyon sa korte dahil nasusuhulan ang mga empleyado ng korte.)</i>	1	2	3	4	5	97

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR LITIGANTS

QRE NO.	
----------------	--

	Statements	SD	D	NDA	A	SA	DK
D45	There is corruption in court because lawyers can be bribed. <i>(May katiwalian/korapsyon sa korte dahil nasusuhulan ang mga abogado.)</i>	1	2	3	4	5	97
D46	Corruption is the reason why some people do not use the court. <i>(Katiwalian/korapsyon ang dahilan kung bakit hindi gumagamit ng korte ang mga tao.)</i>	1	2	3	4	5	97
D47	People do not appeal cases to higher courts due to corruption. <i>(Katiwalian/kurapsyon ang dahilan kaya't hindi ina-apela ng tao ang mga kaso.)</i>	1	2	3	4	5	97

D48 **How would you rate your overall impression of the court that heard your case based on personal experience?**
(Paano ninyo susuriin ang pangkalahatang opinion ninyo sa korteng duminig ng inyong kaso batay sa personal na karanasan?)

- 1 _____ Very negative *(Labis na di kasiya-siya)*
- 2 _____ Somewhat negative *(Medyo di kasiya-siya)*
- 3 _____ Undecided *(Di tiyak)*
- 4 _____ Somewhat positive *(Medyo kasiya-siya)*
- 5 _____ Very positive *(Labis na kasiya – siya)*

D49 **In general, how would you rate the court's performance?**
(Sa kabuuan, paano niyo mamarkahan ang pagkakaganap ng korte sa kanyang tungkulin?)

- 1 _____ Poor *(Labis na di kasiya-siya)*
- 2 _____ Fair *(Medyo di kasiya-siya)*
- 3 _____ Good *(Di tiyak)*
- 4 _____ Very Good *(Medyo kasiya-siya)*
- 5 _____ Excellent *(Labis na kasiya – siya)*

D50 **Rate each group based on their honesty in the administration of justice.**
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Tukuyin ang bawat grupo base sa kanilang katapatan sa pag-gawad ng hustisya.)

Court Personnel <i>(Mga Empleyado ng Korte)</i>	Very few <i>(Napaka-kaunti)</i>	A few <i>(Kakaun-ti)</i>	Some <i>(Iilan lang)</i>	Many <i>(Marami)</i>	Very many <i>(Napaka rami)</i>	None <i>(Wala)</i>	Don't know <i>(Hindi alam)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

D51 Overall, what is your level of trust on the following?
(Sa kabuuan, ano ang antas ng inyong pagtitiwala sa mga sumusunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Lubos na Hindi Nagtitiwala)</i>	Distrust <i>(Di Nagtitiwala)</i>	Undecided <i>(Di Tiyak)</i>	Trust <i>(Nagtitiwala)</i>	Much Trust <i>(Lubos na Nagtitiwala)</i>	Don't Know <i>(Di Alam)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Hanggang dito na lamang ang aming panayam. Maraming salamat.)

Survey Instrument 3



**Questionnaire for Litigants
(English – Visayan Version)**

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR LITIGANTS

QRE NO.	
----------------	--

1	Name of Interviewer	_____		
2	Date of interview	_____		
3	Interview is	First visit _____	Second visit _____	Replacement _____
4	Time started	_____	5	Time ended _____
6	Name of Editor	_____	7	Date of Editing _____
8	Name of Encoder	_____	9	Date of Encoding _____

BLOCK A: IDENTIFICATION

A1 **ID No. of Survey Respondent**
(ID No. sa Tagatubag) _____

A2 **Name of Interviewee**
(Ngalan sa Tagatubag) _____

A3 **Sex** (*Sekswal nga Gibarogan*) 1 _____ Male (*Lalaki*) 2 _____ Female (*Babaye*)

A4 **Physical handicap**
(Pisikal na Depekto) 1 _____ Yes (*Oo*) 2 _____ No (*Wala*)

A5 **Age (in years) as of last birthday**
(Edad Base sa Katapusang Birtdey) _____

A6 **Complete Address**
(Kompletong Adres sa pinuy-anan) _____

A7 **Place of Residence**
(Lugar kung asa ang Pinuy-anan) 1 _____ Urban 2 _____ Rural

A8 **Contact Number**
(Numero para sa Telepono) _____

A9 **Type of Respondent**
(Klase sa Tagatubag) 1 _____ Plaintiff (*Nag akusa*) 2 _____ Defendant (*Akusado*)

A10 **Title of Case** (*Titulo sa Kaso*) _____

A11 **Identification Number of Case** (*Timailhang Numero sa Kaso*) _____

A12 **Type of Case** (*Klase sa Kaso*)

1 _____ Civil (*Sibil*)

2 _____ Criminal (*Kriminal*)

3 _____ Cadastral Proceeding (*Cadastral Proceeding*)

4 _____ Special Proceeding (*Special Proceeding*)

96 _____ Others, specify (*Uban pa, hinganli*): _____

A13 **Type of Disposition** (*Uri ng Disposisyon*)/**Status of Case** (*Status ng Kaso*)

1 _____ Resolved (*Naresolba*)

2 _____ Dismissed (*Gibasura o Gidismis*)

3 _____ Affirmed (*Giuyunan*)

4 _____ Modified (*Giilisan*)

5 _____ Reversed (*Gibali*)

6 _____ On-going (Lower Court) (*Nagpadayon pa*)

7 _____ On Appeal (*Gi-apela*)

8 _____ Pending Decision (*Naghuwat pa sa desisyon*)

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

B1 What is your civil status?

(Unsa ang imong sibil status?)

1 _____ Single (Ulitawo/Dalaga)

2 _____ Married (Minyo)

3 _____ Widowed (Balo)

4 _____ Separated or Divorced (Bulag)

B2 Where were you born?

(Asa ka gipanganak?)

_____ City (Siyudad) / Municipality (Munisipyo) / Province (Probinsya)

B3 Are you a member of any minority group?

(Myembro ba ka ug grupo o tribo?)

1 _____ Yes (Oo)

IF "YES", PROCEED TO B3a.

0 _____ No (Dili)

IF "NO", PROCEED TO B4.

B3a. Which group? (Unsa nga grupo?)

B4 What is the dialect you most often speak at home?

(Unsang sinultian ang kasagaran ninyong gigamit sa balay?)

1 _____ Tagalog

2 _____ Cebuano/Bisaya

3 _____ Ilonggo/Hiligaynon

4 _____ Kapampangan

5 _____ Ilocano

96 _____ Others, specify (Uban pa, hinganli):

B5 What is your religion?

(Unsa imong relihiyon?)

0 _____ None (Wala)

2 _____ Roman Catholic (Katoliko)

3 _____ Protestant (Protestante)

4 _____ Iglesia ni Cristo

96 _____ Others, specify (Uban pa, hinganli):

B6 What is the highest level of schooling that you completed?

(Unsang kinatas-ang gradong imong nahuman?)

0 _____ None (Wala)

1 _____ Elementary Grade (Gradong Elementarya)

2 _____ Elementary Graduate (Tapos ng Elementarya)

3 _____ High School level (Antas ng Hayskul)

4 _____ High school graduate (Tapos ng Hayskul)

5 _____ Vocational school level (Antas ng Vocational)

6 _____ Vocational (Nakatapos ng Vocational)

7 _____ College Level (Nakatuntong sa Kolehiyo)

8 _____ College Graduate (Tapos ng Kolehiyo)

9 _____ Post Graduate (Post Graduate)

B7 Are you currently working?

(Nagtrabaho ka karon?)

1 _____ Yes (Oo)

IF "YES", PROCEED TO B7a.

0 _____ No (Hindi)

IF "NO", PROCEED TO B7b and then C1.

B7a. What is your occupation? (Unsa imong trabaho?)

1 _____ Entrepreneur, Self-employed (Nagnegosyo)

2 _____ Employed in a Private Company (Empleyado sa Pribadong Kompanya)

3 _____ Employed in Government (Empleyado sa Ahensya sa Gobyerno)

96 _____ Others, specify (Uban pa, hinganli):

B7b. May I know why you are not working? (Nganong wala ka nagtrabaho?)

1 _____ Cannot find work (Wala kakita ug trabaho)

2 _____ Student (Estudyante)

3 _____ Housewife (Housewife)

4 _____ Retiree (Retirado)

96 _____ Others, specify ((Uban pa, hinganli):

B8 How much was your average personal monthly income from January to December 2005?

(Pila ang imong kasagarang binuwan nga kinitaan gikan Enero hangtud Disyembre 2005?)

- | | |
|---------------------------|--------------------------------------|
| 1 _____ Less than P10,001 | 6 _____ P50,001 – P75,000 |
| 2 _____ P10,001 – P20,000 | 7 _____ P75,001 – P100,000 |
| 3 _____ P20,001 – P30,000 | 8 _____ P100,001 – P 200,000 |
| 4 _____ P30,001 – P40,000 | 9 _____ More than P200,000 |
| 5 _____ P40,001 – P50,000 | 10 _____ Don't Know/Refuse to answer |

B9 How much was the average monthly income of your family from January to December 2005?

(Pila ang kasagarang binuwan nga kinitaan sa imong pamilya gikan Enero hangtud Disyembre 2005?)

- | | |
|---------------------------|--------------------------------------|
| 1 _____ Less than P10,001 | 6 _____ P50,001 – P75,000 |
| 2 _____ P10,001 – P20,000 | 7 _____ P75,001 – P100,000 |
| 3 _____ P20,001 – P30,000 | 8 _____ P100,001 – P 200,000 |
| 4 _____ P30,001 – P40,000 | 9 _____ More than P200,000 |
| 5 _____ P40,001 – P50,000 | 10 _____ Don't Know/Refuse to answer |

BLOCK C: COURT USERS' EXPERIENCE

Experience Before Filing of Case

Before you filed a case in court/received a formal complaint through the court, were you aware about the following aspects of the Philippine court system? Please answer Yes or No. (IF ANY OF THE ANSWERS TO QUESTIONS FROM C1 TO C8 IS ANSWERED BY "YES," PROCEED TO C9, IF "NO" PROCEED TO C10.)

(Sa wala pa ka miapil sa korte, kahibalo ba ka niining mosunod nga aspeto sa Philippine court system? (KUNG ANG TUBAG SA PANGUTANA GIKAN C1 HANGTUD C8 NGA OO, MODERETSO SA C9. KUNG DILI, MODERETSO SA C10)

	Performance Indicators	Yes	No
C1	The courts can resolve legal disputes between two parties. <i>(Ang korte makahusay sa panagbingkil sa duha ka partido.)</i>	1	0
C2	Civil disputes between two parties from the same barangay can be settled through the Barangay Justice System. <i>(Ang kagubot sa duha ka partido gikan sa usa ka barangay mahusay pinaagi ra sa barangay.)</i>	1	0
C3	Cases decided unfavorably by the lower courts can be appealed to the Court of Appeals and Supreme Court. <i>(Ang kaso nadesisyunan sa munisipyo nga dili pabor nimo pwede isang-at sa Court of Appeals dayon sa Korte Suprema.)</i>	1	0
C4	You need a lawyer to bring a case to the court. <i>(Magkinahanglan ka ug abogado aron masang-at ang kaso sa korte.)</i>	1	0
C5	Your right to access the courts is guaranteed by the Philippine Constitution. <i>(Ang imong katungod nga makaduol sa korte gipasalig sa Constitution.)</i>	1	0
C6	The accused in a criminal case cannot be forced to take the witness stand. <i>(Ang sinumbong sa kasong criminal dili mapugos nga mosaksi.)</i>	1	0
C7	The accused in a criminal case has a right to a speedy trial. <i>(Ang sinumbong adunay katungod sa madali nga paghusay.)</i>	1	0
C8	The accused in a criminal case has the right to a lawyer and that the court must provide him with a lawyer if he cannot afford to hire one. <i>(Ang sinumbong sa kriminal na kaso adunay katungod nga makakuha ug abogado ug ang korte mohatag kaniya ug abogado kung dili siya makakaya sa pagbayad sa pagkuha ug abogado.)</i>	1	0

C24a. Why did you not hear the court proceedings clearly?

(Nganong wala man nimo nadunggan pag-ayo?)

- 1 _____ Extraneous noise outside the courtroom
(Saba kaayo sa gawas sa hukuman o korte)
- 2 _____ Noise inside the courtroom contribute to inaudibility
(Saba sa sulod sa korte)
- 3 _____ Poor room arrangement for audience to hear proceedings
(Dili maayo pagkaplastar ang lugar para madunggan sa tanan)
- 96 _____ Others , specify *(Uban pa, hinganli)*

Experience with Justice/Judge and Court Personnel

C25 In general, how would you rate the Justice's/Judge's behavior during the proceedings?

(Sa kinatibuk-an, unsa may imong ikasulti sa batasan o panglihok sa Hukom/Huwes sa panahon sa husay?)

- 1 _____ Poor *(Dili gyud maayo)*
- 2 _____ Fair *(Arang-arang)*
- 3 _____ Good *(Maayo)*
- 4 _____ Very Good *(Maayo kaayo)*
- 5 _____ Excellent *(Maayo gyud kaayo)*

C26 Were the court personnel courteous and helpful when you sought assistance?

(Sa panahon nga nangayo ka sa tabang sa empleyado sa korte matinahuron ug matinabangon ba sila kanimo?)

- 1 _____ Never *(Wala gyud)*
- 2 _____ Seldom *(Talagsa)*
- 3 _____ Sometimes *(Usahay)*
- 4 _____ Most of the time *(Kasagaran)*
- 5 _____ All the time *(Kanunay)*

C27 How did the Justice/Judge address you when talking to you?

(Unsay tawag sa Hukom/Huwes kung siya makig estorya kanimo?)

- 1 _____ Mr./ Mrs./ Ms.
- 2 _____ First name only *(Ngalan lang)*
- 3 _____ Last name only *(Apelyido lang)*
- 96 _____ Others, specify *(Uban pa, hinganli)*

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in answering the following questions:

(Palihug markahi ang mosunod:)

- Never *(Wala gyud)*
- Seldom *(Talagsa)*
- Sometimes *(Usahay)*
- Most of the time *(Kasagaran)*
- All the time *(Kanunay)*

When your case was still being heard in court, (Kung ang imong kaso nadunggan sa korte,)		Never	Sel- dom	Some- times	Most of the time	All of the time
C28	Was the Justice/Judge fair? <i>(Ang Hukom/Huwes ba kanunay nga matarong?)</i>	1	2	3	4	5
C29	Was the Justice/Judge in control of the proceedings? <i>(Ang Hukom/Huwes adunay mando o pagdumala sa hukuman?)</i>	1	2	3	4	5
C30	Was the Justice/Judge attentive to your lawyer's questions? <i>(Ang Hukom/Huwes ba matinagdanon sa mga pangutana sa abogado?)</i>	1	2	3	4	5

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR LITIGANTS

QRE NO.	
----------------	--

		Never	Seldom	Sometimes	Most of the time	All of the time
	When your case was still being heard in court, (Kung ang imong kaso nadunggan sa korte,)					
C31	Was the Justice/Judge attentive to the answers of the witnesses? <i>(Ang Hukom/Huwes ba matinagdanon sa tubag sa mga saksi?)</i>	1	2	3	4	5
C32	Was the Justice/Judge interrupted or distracted by activities in the courtroom? <i>(Ang Hukom/Huwes ba madistorbo sa mga aktibidades sa sulod sa korte?)</i>	1	2	3	4	5
C33	Did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearing? <i>(Ang Hukom/Huwes ba adunay kaalam mahitungod sa nga paagi sa paghusay?)</i>	1	2	3	4	5
C34	Did the Justice's/Judge's appearance command respect? <i>(Ang Hukom/Huwes ba nagpakita nga tinuod o dungganon?)</i>	1	2	3	4	5
C35	Did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? <i>(Nagpakita ba nga ang Hukom/Huwes ug pagpabor batok kanimo tungod sa imong pagkabutang, grado, sekswal nga gibarogan, relihiyon, gigikanan ug uban pa?)</i>	1	2	3	4	5
C36	Aside from the judge, was there any court personnel who showed any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? <i>(Pwera sa huwes, aduna bay mga empleyado sa korte nga nagpakita ug pagpabor batok kanimo tungod sa imong pagkabutang, grado, sekswal nga gibarogan, relihiyon, gigikanan ug uban pa?)</i>	1	2	3	4	5

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Palihug markahi ang mosunod:)

Strongly Disagree (SD)	<i>(Dili gyud mouyon)</i>
Disagree (D)	<i>(Dili mouyon)</i>
Neither Disagree nor Agree (NDA)	<i>(Wala kahibalo mouyon o dili mouyon)</i>
Agree (A)	<i>(Mouyon)</i>
Strongly Agree (SA)	<i>(Mouyon kaayo)</i>

	STATEMENT	SD	D	NDA	A	SA
C37	My lawyer is concerned about protecting my rights. <i>(Ang abogado nagpakita ug kalabutan nga maprotiktahan ang akong katungod.)</i>	1	2	3	4	5
C38	My lawyer has adequate knowledge and training in law to protect my rights and interests. <i>(Ang akong abogado adunay kahibalo ug pagbansay sa pamalaod aron maprotektahan ang akong katungod ug interes.)</i>	1	2	3	4	5
C39	My lawyer is doing his/ her best in protecting my rights. <i>(Ang akong abogado naghimo sa tanan aron maprotektahan ang akong katungod.)</i>	1	2	3	4	5
C40	My lawyer explains to me the progress of my case. <i>(Ang akong abogado nag-eksplikar kanako sa progreso sa akong kaso.)</i>	1	2	3	4	5
C41	My lawyer explains to me the possible options/ strategies regarding my case. <i>(Ang akong abogado nag-eksplikar kanako sa mga posibling mahitabo ug mga pamaagi mahitungod sa akong kaso.)</i>	1	2	3	4	5

C44 How much did the administrative complaint you filed affect your case negatively?
(Unsa ka negatibo ang epekto sa kasong administratibo na imong nisang-at sa imong kaso?)

- 1 _____ Very much (Dako kaayo)
- 2 _____ Much (Dako)
- 3 _____ Moderate (Sakto-sakto)
- 4 _____ Not much (Wala kaayo)
- 5 _____ Not at all (Wala gyud)

Level of Satisfaction

C45 How satisfied or dissatisfied were you with your experience with the court?
(Unsa ka kakontento sa imoy nasinatian sa korte?)

- 1 _____ Very dissatisfied (Di gyud kontento)
- 2 _____ Dissatisfied (Dili kontento)
- 3 _____ Neither satisfied nor dissatisfied (Dili sigurado kung kontento or di-kontento)
- 4 _____ Satisfied (Kontento)
- 5 _____ Very satisfied (Kontento kaayo)

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD)
Please use this scale in rating the following statements:
(Palihug markahi ang mosunod:)

- | | |
|----------------------------------|---|
| Strongly Disagree (SD) | (Dili gyud mouyon) |
| Disagree (D) | (Dili mouyon) |
| Neither Disagree nor Agree (NDA) | (Dili sigurado kung mouyon o di mouyon) |
| Agree (A) | (Mouyon) |
| Strongly agree (SA) | (Mouyon kaayo) |
| Don't Know (DK) | (Wa kahibao) |

Accessibility

	Statements	SD	D	NDA	A	SA	DK
D1	The court is centrally located or is near the center of economic activity of the city or municipality. (Ang korte nahimutang sa sentro o duol sa lugar nga adunay ekonomikanhong kalihukan.)	1	2	3	4	5	97
D2	The court is easily accessible by public transportation. (Ang korte sayon maadtuan sa pampublikong sakyanan.)	1	2	3	4	5	97
D3	Transportation cost to and from court is affordable. (Ang gasto sa pag-adto ug pagbalik sa korte makaya ra.)	1	2	3	4	5	97
D4	Court proceedings are easy to understand and follow. (Sayun ug dali masabtan ang paghusay sa kaso.)	1	2	3	4	5	97
D5	Court decisions are easy to understand. (Sayon masabtan ang desisyon sa korte.)	1	2	3	4	5	97
D6	The court provides enough information to the litigants about its procedures and services. (Ang korte naghatag sa saktong impormasyon ngadto sa sinumbong ug nagsumbong mahitungod sa proseso ug serbisyo sa korte.)	1	2	3	4	5	97
D7	Filing fees paid to the court are reasonable. (Resonable ang bayad sa pagsang-at o pagpasaka sa kaso.)	1	2	3	4	5	97

	Statements	SD	D	NDA	A	SA	DK
D8	It costs too much to file a case in court. (<i>Dako ang gasto sa pagpasaka sa kaso sa korte.</i>)	1	2	3	4	5	97
D9	The court attempts to meet the special needs of litigants with physical disabilities. (<i>Ang korte nanlimbasog nga maghatag sa mga panginahanglanon sa mga tao na may pisikal nga depekto.</i>)	1	2	3	4	5	97
D10	Overall, the court is accessible to its users. (<i>Sa kinatibuk-an ang korte dali maadtuan sa mga naggamit.</i>)	1	2	3	4	5	97

Fairness and Impartiality

	Statements	SD	D	NDA	A	SA	DK
D11	The court does not treat individuals differently because of income, gender, age, religion or ethnic origin. (<i>Pareha ang pagtratar sa korte sa mga tawobisan lain-lain and ilang pagkabutang, sekswal nga gibarugan, edad, relihiyon o gigikanan.</i>)	1	2	3	4	5	97
D12	The court treats all people fairly. (<i>Pare-pareha ang pagtan-aw sa korte sa mga tawo.</i>)	1	2	3	4	5	97
D13	The country's justice system protects both the rich and the poor. (<i>Ang sistema sa hustisya sa nasod nagprotektar pareho sa mga datu ug pobre sa susamang pamaagi.</i>)	1	2	3	4	5	97

Efficiency

	Statements	SD	D	NDA	A	SA	DK
D14	The court responds to request for information within a reasonable time (i.e., prescribed by the court). (<i>Ang korte nitubag sa mga hangyo nga mga impormasyon sa insaktong oras o panahon.</i>)	1	2	3	4	5	97
D15	The court resolves cases within the period prescribed by law/rules. (<i>Ang korte naghusay sa mga kaso sulod sa saktong oras ug panahon.</i>)	1	2	3	4	5	97
D16	The court has adequate resources to do its job within reasonable period. (<i>Ang korte adunay daghang kahimanan aron mahimo ang trabaho sa sakto ug gitakdang panahon.</i>)	1	2	3	4	5	97
D17	Court's decisions are enforced within the period prescribed by law/rules. (<i>Ang desisyon sa korte gipatuman sa insaktong panahon.</i>)	1	2	3	4	5	97
D18	The court has good working relationship with the police and other pillars of justice. (<i>Ang korte dunay maayong relasyon sa kapulisan ug ubang mga tawo sa hukmanan.</i>)	1	2	3	4	5	97
D19	Court decisions are promulgated within the period prescribed by law/rules. (<i>Ang desisyon sa korte gipahibao sa tanan sa insaktong panahon na sunod sa batas o patakaran.</i>)	1	2	3	4	5	97

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Palihug pagtubag sa mosunod pinaagi sa scale:)

- Poor (Dili gyud maayo)
- Fair (Dili maayo)
- Good (Maayo)
- Very Good (Maayo kaayo)
- Excellent (Maayo gyud kaayo)
- Don't Know (Wa makahibao)

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D20	Overall appearance projected by the building and facilities of the court (Kinatibuk-ang hitsura ug mga gamit o kahimanan sa korte.)	1	2	3	4	5	97
D21	Design and layout of courtroom (Sakto ba ang plano sa nahimutangan)	1	2	3	4	5	97
D22	Availability of directional signs (Aduna bay timailhan o direksyon sa nahimatangan sa lugar.)	1	2	3	4	5	97
D23	Court's physical environment (Ang palibot sang korte.)	1	2	3	4	5	97
D24	Ventilation within the court room (Bentilasyon sa korte)	1	2	3	4	5	97
D25	Lighting facilities (Maayo ba ang pasilidad sa suga)	1	2	3	4	5	97
D26	Acoustical environment (Hilom ang palibot)	1	2	3	4	5	97
D27	Availability of adequate chairs and other facilities for the public (Adunay insaktong mga gamit pang- opisina sama sa lingkuranan o uban pang pasilidad para sa publiko)	1	2	3	4	5	97
D28	Availability of office equipment like typewriter and computer for court employees (Adunay pasilidad para sa mga empleyado sa korte sama sa "typewriter" ug kompyuter)	1	2	3	4	5	97
D29	Availability of telecommunication equipment (telephone, fax machine) for court's use (Adunay mga gamit para sa pagkontak sama sa telepono, fax machine ug uban pa para sa mga empleyado sa korte)	1	2	3	4	5	97
D30	Availability of telecommunication equipment (telephone, fax machine) for the public (Adunay kagamitan pang komunikasyon sama sa telepono, fax machine para sa publiko)	1	2	3	4	5	97
D31	Assurance of safety and security of all parties (Adunay kasiguruhan ug seguridad para sa tanan)	1	2	3	4	5	97
D32	Availability of special access for the disabled (Adunay espesyal na agianan ang mga na'ay pisikal depekto o baldado)	1	2	3	4	5	97

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in answering the following questions:

(Palihug pagtubag sa mosunod pinaagi sa 5 points scale:)

- | | |
|----------------------------------|---|
| Strongly Disagree (SD) | (Dili gyud mouyon) |
| Disagree (D) | (Dili mouyon) |
| Neither Disagree nor Agree (NDA) | (Dili sigurado kung mouyon o di mouyon) |
| Agree (A) | (Mouyon) |
| Strongly Agree (SA) | (Mouyon kaayo) |
| Don't Know (DK) | (Wa makahibao) |

	Statements	SD	D	NDA	A	SA	DK
D33	Justices/Judges in court are fully knowledgeable of law and legal procedures. <i>(Ang mga Hukom/Huwes adunay igong kahibalo sa mga balaod ug mga insaktong pamaagi o patakaran.)</i>	1	2	3	4	5	97
D34	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang mga empleyado sa korte adunay igong kahibalo sa balaod ug pamaagi o patakaran.)</i>	1	2	3	4	5	97
D35	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kinatibuk-an ang mga empleyado sa korte adunay igong suporta nga nahatag sa mga Hukom/Huwes.)</i>	1	2	3	4	5	97
D36	In general, court personnel are competent. <i>(Adunay igong katakos ang mga empleyado sa ilang mga gimbuhaton.)</i>	1	2	3	4	5	97
D37	In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala. <i>(Ang mga empleyado sa korte dunay igong kahibalo mahitungod sa insakto nga pamaagi sa tanang kaso nga nasang-at ug nahusay sa ilang sala.)</i>	1	2	3	4	5	97
D38	The public can give full trust in the ability of the country's judicial system to protect their rights. <i>(Ang publiko nihatag ug dakong pagsalig sa abilidad sa nasudhong sistema sa mga hukmanan na mapanalipdan ang ilang tagsa-tagsa na katungod.)</i>	1	2	3	4	5	97
D39	In general, Justices/Judges in court are honest, trustworthy, and incorruptible. <i>(Ang Hukom/Huwes sa korte matitud-anon, masaligan ug dili manglimbong.)</i>	1	2	3	4	5	97
D40	In general, Justices/Judges in court can be relied on to give just and fair decisions. <i>(Ang mga Hukom/Huwes masaligan nga makahatag ug eksakto ug makatarongan nga desisyon.)</i>	1	2	3	4	5	97

Corruption and Bribery

	Statements	SD	D	NDA	A	SA	DK
D41	During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption. <i>(Sa panahon sa paghusay sa kaso ang paghatag ug gasa ngadto sa mga Hukom/Huwes o si bisan kinsang hurado sa hukmanan, ni bisan kinsang habig nagapasabot sa usa ka pagpanglimbong.)</i>	1	2	3	4	5	97
D42	There is great opportunity for corruption when the dockets of the court are clogged. <i>(Adunay dakong kahigayunan nga ang pagpanglimbong mahitabo kung ang mga ebidensya mabara.)</i>	1	2	3	4	5	97
D43	There is corruption in court because Justices/Judges can be bribed. <i>(Adunay pagpanglimbong kung ang mga Hukom/Huwes masuhulan o masuburnuhan.)</i>	1	2	3	4	5	97
D44	There is corruption in court because court personnel can be bribed. <i>(Adunay pagpanglimbong kung ang mga empleyado sa korte masuhulan o masuburnuhan.)</i>	1	2	3	4	5	97
D45	There is corruption in court because lawyers can be bribed. <i>(Adunay pagpanglimbong tungod kay ang ubang abogado masuhulan o masuburnuhan usahay.)</i>	1	2	3	4	5	97
D46	Corruption is the reason why some people do not use the court. <i>(Ang ubang mga tawo nagtoo nga mas maayo ug dili na lang ipaabot sa korte kay malimbungan man lang gihapon.)</i>	1	2	3	4	5	97
D47	People do not appeal cases to higher courts due to corruption. <i>(Ang mga tawo dili mo-apela sa mga kaso ngadto sa labaw nga hukmanan tungod kay sila nitoo nga malimbungan gihapon.)</i>	1	2	3	4	5	97

D48 **How would you rate your overall impression of the court that heard your case based on personal experience?**
(Unsay imong ikasulti sa korte nga naghusay sa imong kaso base sa imong kaugalingong eksperyensya?)

- 1 _____ Very negative *(Dili gyud maayo)*
- 2 _____ Somewhat negative *(Medyo dili maayo)*
- 3 _____ Undecided *(Dili makasulti kung mayo o dili maayo)*
- 4 _____ Somewhat positive *(Medyo maayo)*
- 5 _____ Very positive *(Maayo kaayo)*

D49 **In general, how would you rate the court's performance?**
(Sa kinatibuk-an, unsa may imong grado nga ikahatag sa abilidad sa korte?)

- 1 _____ Poor *(Dili gyud maayo)*
- 2 _____ Fair *(Arang-arang)*
- 3 _____ Good *(Maayo)*
- 4 _____ Very Good *(Maayo kaayo)*
- 5 _____ Excellent *(Maayo gyud kaayo)*

D50 Rate each group based on their honesty in the administration of justice.
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Palihug pili-a ang hustong tubag para sa matag grupo base sa ilang kaligdong o katinuoray sa pagpahigayon sa hustisya diha sa korte.)

Court Personnel <i>(Mga Empleyado sa Korte)</i>	Very few <i>(Gamay kaayo)</i>	A few <i>(Gamay)</i>	Some <i>(Uban)</i>	Many <i>(Daghan)</i>	Very many <i>(Daghan kaayo)</i>	None <i>(Wala)</i>	Don't Know <i>(Wala kahibalo)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

D51 Overall, what is your level of trust on the following?
(Sa kinatibuk-an unsa kabug-at ang imong pagsalig niining mosunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Wala gyuy pagsalig)</i>	Distrust <i>(Walay pagsalig)</i>	Undecided <i>(Dili sigurado)</i>	Trust <i>(Nagsalig)</i>	Much Trust <i>(Dakong pagsalig)</i>	Don't Know <i>(Wala kahibalo)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Humana ang atong interview. Daghan kaayong salamat.)

Survey Instrument 4



**Questionnaire for Lawyers
(English – Filipino Version)**

QRE NO.	
----------------	--

1	Name of Interviewer	_____		
2	Date of interview	_____		
3	Interview is:	First visit _____	Second visit _____	Replacement _____
4	Time started	_____	5	Time ended _____
6	Name of Editor	_____	7	Date of Editing _____
8	Name of Encoder	_____	9	Date of Encoding _____

BLOCK A: IDENTIFICATION

A1 **ID No. of Survey Respondent**
(Tandang Bilang ng Kapanayam) _____

A2 **Name of Interviewee**
(Pangalan ng Kapanayam) _____

A3 **Sex** *(Kasarian)* 1 _____ Male *(Lalaki)* 2 _____ Female *(Babae)*

A4 **Age (in years) as of last birthday**
(Edad base sa huling kaarawan) _____

A5 **Complete Address** *(Tirahan)* _____

A6 **Contact Number** *(Telepono)* _____

A7 **Type of Respondent: Lawyer of**
(Uri ng Kapanayam: Abogado ng) 1 _____ Plaintiff *(Nag-aakusa)* 2 _____ Defendant *(Inaakusahan)*

A8 **Type of Lawyer** *(Uri ng Abogado)*

1 _____ Prosecutor 3 _____ Public Attorney's Office
 2 _____ Private Practice 96 _____ Others, specify: _____

A9 **Title of Case** *(Titulo ng Kaso)* _____

A10 **Identification Number of Case**
(Tandang Bilang ng Kaso) _____

A11 **Type of Case** *(Uri ng Kaso)*

1 _____ Civil *(Sibil)*
 2 _____ Criminal *(Kriminal)*
 3 _____ Cadastral Proceeding *(Cadastral Proceeding)*
 4 _____ Special Proceeding *(Special Proceeding)*
 96 _____ Others, specify *(Iba pa, tukuyin):* _____

A12 **Type of Disposition** *(Uri ng Disposisyon)*/**Status of Case** *(Status ng Kaso)*

1 _____ Resolved *(Napagpasyahan)*
 2 _____ Dismissed *(Ibinasura)*
 3 _____ Affirmed *(Pinagtibay)*
 4 _____ Modified *(Binago)*
 5 _____ Reversed *(Binaligtad)*
 6 _____ On-going (Lower Court) *(Kasalukuyang nililitis)*
 7 _____ On Appeal *(Nakaapela)*
 8 _____ Pending Decision *(Naghihintay ng desisyon)*

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

- B1 **How many years have you been a lawyer within the Philippine Judicial System?** _____ Years (Taon)
(Ilang taon na po kayong abogado ng sistemang pangkatarungan ng Pilipinas?)
- B2 **From what school did you graduate?** _____
(Saang paaralan kayo nagtapos ng abogasya?)
- B3 **Approximately how many cases did you handle in this court from January to December 2005?** _____
(Ilang kaso ang hinawakan ninyo sa korteng ito mula Enero hanggang Disyembre 2005?)
- B4 **Please assign a certain percentage of the cases you handled. All answers should add up to 100 %.**
(Paki sabi po kung ilang porsiyento ng mga kaso ang inyong hinawakan. Ang lahat ng sagot ay dapat magsuma sa 100 %.)
- 1 _____ Dismissed (Napawalang-bisa)
2 _____ With final resolution (May pinal na resolusyon na)
3 _____ Pending decision (Naghihintay ng desisyon)
4 _____ Ongoing (Kasalukuyang nililitis)
5 _____ Under appeal (Nakaapela)
96 _____ Others, specify (Iba pa, tukuyin) _____

BLOCK C: COURT USERS' EXPERIENCE

Court Efficiency

- C1 **Did you experience any difficulty in scheduling the case hearings?**
(Nahirapan ba kayong ma i-kalendaryo ang inyong kaso?)
- 1 _____ Yes (Oo) IF "YES", PROCEED TO C1a. 0 _____ No (Hindi) IF "NO", PROCEED TO C2.
- C1a. **What type of difficulties did you experience? (STATE ALL THAT APPLY)**
(Sa anong aspeto kayo nahirapan? TUKUYIN ANG LAHAT NG NAAAYON)
- 1 _____ The court handled too many cases.
(Ang korte ay maraming hinawakang kaso.)
- 2 _____ The Justice/Judge was absent most of the time.
(Ang Hukom ay madalas na wala.)
- 3 _____ The court did not start hearings on time - 8:30 in the morning and 1:30 in the afternoon.
(Ang korte ay hindi nagsimula sa itinakdang oras - 8:30 ng umaga at 1:30 ng hapon.)
- 4 _____ The lawyers were not always available.
(Ang mga abogado ay laging wala.)
- 96 _____ Others, specify (Iba pa, tukuyin) _____
- C2 **How often did your hearings start on time, which is 8:30 in the morning or 1:30 in the afternoon?**
(Gaano kadalas nagsimula ang pagdinig sa takdang oras - 8:30 sa umaga o 1:30 sa hapon?)
- 1 _____ Never (Hindi kailanman) } PROCEED TO C3
2 _____ Seldom (Madalang) }
3 _____ Sometimes (Paminsan-minsan) }
4 _____ Most of the time (Kadalasan) }
5 _____ All of the time (Sa lahat ng panahon) → PROCEED TO C5
- C3 **On the average, how long did you have to wait for a hearing to start?** _____ Hours
(Sa karaniwan, gaano katagal ang inyong pinaghintay bago magsimula ang paglilitis?) _____ (Oras)

C10 **How often were the Justices/Judges of this court fair and impartial in hearing your case?**

(Gaano kadalas naging patas ang mga Hukom sa paglilitis ng inyong kaso?)

- 1 _____ Never (*Hindi kailanman*)
- 2 _____ Seldom (*Madalang*)
- 3 _____ Sometimes (*Paminsan – minsan*)
- 4 _____ Most of the time (*Kadalasan*)
- 5 _____ All of the time (*Sa lahat ng panahon*)

C11 **How often were the Justice/Judges of this court fair and impartial in deciding on cases submitted for resolution?**

(Gaano kadalas naging patas at walang kinikilingan ang Huklom ng korteng ito sa pagbuo ng desisyon tungkol sa mga resolusyong sinumite?)

- 1 _____ Never (*Hindi kailanman*)
- 2 _____ Seldom (*Madalang*)
- 3 _____ Sometimes (*Paminsan – minsan*)
- 4 _____ Most of the time (*Kadalasan*)
- 5 _____ All of the time (*Sa lahat ng panahon*)

Demeanor of Court Personnel and Judges

C12 **Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

(Batay sa inyong karanasan, gaano kadalas nagpapakita ng pag-galang at respeto ang mga Hukom at empleyado ng korte sa mga akusado/ nagreklamo?)

- 1 _____ Rarely (*Madalang*)
- 2 _____ Sometimes (*Paminsan-minsan*)
- 3 _____ Undecided (*Hindi tiyak*)
- 4 _____ Usually (*Karaniwan*)
- 5 _____ Always (*Palagi*)

C13 **In general, how would you rate the Justice's/Judge's behavior during the proceedings?**

(Sa kabuuan, anong marka ang inyong ibibigay sa pag-uugali ng Hukom sa proseso ng paglilitis?)

- 1 _____ Poor (*Di Kasiya-siya*)
- 2 _____ Fair (*Di halos kasiya-siya*)
- 3 _____ Good (*Di Gaanong Kasiya-siya*)
- 4 _____ Very Good (*Kasiya-siya*)
- 5 _____ Excellent (*Labis na kasiya-siya*)

C14 **When you seek assistance from court personnel, are they always courteous and helpful?**

(Sa panahong humihingi kayo ng tulong sa mga empleyado ng korte, sila ba ay palaging matulungin at magalang?)

- 1 _____ Never (*Hindi kailanman*)
- 2 _____ Seldom (*Madalang*)
- 3 _____ Sometimes (*Paminsan – minsan*)
- 4 _____ Most of the time (*Kadalasan*)
- 5 _____ All of the time (*Sa lahat ng panahon*)

Independence

C15 **Is this court, as an institution, free from external controls, influence or pressure?**

(Ang korte bang ito bilang institusyon, ay malaya sa pang-labas na impluwensya o presyur?)

- 1 _____ Definitely not free (*Lubos na di malaya*)
- 2 _____ Not free (*Hindi malaya*)
- 3 _____ Neither free nor not free (*Hindi tiyak*)
- 4 _____ Free (*Malaya*)
- 5 _____ Definitely free (*Lubos na malaya*)

C16 **Are the individual Justices/Judges of this court free to make decisions without undue pressure or influence?**
(Malaya bang gumawa ng desisyon ng walang presyur o impluwensya ang bawat Hukom sa korteng ito?)

- 1 _____ Definitely not free *(Lubos na di malaya)*
- 2 _____ Not free *(Hindi malaya)*
- 3 _____ Neither free nor not free *(Hindi tiyak)*
- 4 _____ Free *(Malaya)*
- 5 _____ Definitely free *(Lubos na malaya)*

Experience with Corruption and Bribery

C17 **Have you ever witnessed any form of corruption in this court?**
(Naging saksi ba kayo sa katiwalian sa korte?)

- 1 _____ Yes (Oo) 0 _____ No (Hindi)
 IF "YES", PROCEED TO C17a. IF "NO", PROCEED TO C18.

C17a. **How was it done?** (STATE ALL THAT APPLY)
(Paano ito naganap? TUKUYIN LAHAT NG NAAAYON)

- 1 _____ The case was intentionally delayed.
(Ang paglilitis ay sadyang naantala.)
- 2 _____ The Justice/Judge and/or court personnel was bribed for a favorable decision.
(Suhulan ang Hukom o empleyado ng korte para sa isang positibong desisyon.)
- 3 _____ Decision on cases were intentionally delayed.
(Sadyang inantala ang mga desisyon sa kaso.)
- 4 _____ Bribery was done for the issuance of Temporary Restraining Order.
(May pagsusuhol para sa pag-isyu ng Temporary Restraining Order.)
- 96 _____ Others, specify *(Iba pa, tukuyin)* _____

Knowledge of Administrative Cases

C18 **Have you ever filed an administrative case/complaint against a Justice/Judge or court personnel?**
(Nakapagsampa ba kayo ng administratibong kaso laban sa Hukom o empleyado ng korte?)

- 1 _____ Yes (Oo) 0 _____ No (Hindi)
 IF "YES", PROCEED TO C18a. IF "NO", PROCEED TO C20.

C18a. **What is the nature of the complaint/s?** (STATE ALL THAT APPLY)
(Ano ang uri ng reklamo? TUKUYIN LAHAT NG NAAAYON)

- 1 _____ Inappropriate demeanor of Justice/Judge or court personnel *(Di tamang gawi ng Hukom o empleyado ng korte)*
- 2 _____ Inefficiency *(Di pagiging masinop sa gawain)*
- 3 _____ Incompetence *(Kakulangan ng kakayahan)*
- 4 _____ Lack of Integrity *(Kakulangan sa Integridad)*
- 5 _____ Unfairness and partiality *(Pagiging di patas at di parehas)*
- 96 _____ Others, specify *(Iba pa, tukuyin)* _____

C18b. **What happened to this complaint?**
(Anong nangyari sa inyong reklamo?)

- 1 _____ Still pending *(Wala pang desisyon)* PROCEED TO C18c
- 2 _____ Dismissed *(Pinawalang saysay)* PROCEED TO C19
- 3 _____ Nothing happened *(Walang nangyari)* PROCEED TO C18c

C18c. How confident are you that this case will be resolved satisfactorily?
(Gaano kayo katiwala na ang kasong ito ay mareresolba ng maayos?)

- 1 _____ Definitely not confident *(Lubos na di nagtitiwala)*
- 2 _____ Not confident *(Di nagtitiwala)*
- 3 _____ Neither confident nor not confident *(Di tiyak)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

C19 How much did the administrative complaint you filed affect your case negatively?
(Gaano sa tingin ninyo nakaapekto ang administratibong kasong isinampa ninyo sa inyong kaso?)

- 1 _____ Very much *(Labis-labis)*
- 2 _____ Much *(Labis)*
- 3 _____ Moderate *(Katamtaman)*
- 4 _____ Not much *(Di-gaano)*
- 5 _____ Not at all *(Hindi naaapektuhan)*

Level of Satisfaction

C20 In general, how satisfied or dissatisfied were you with your experience with the court?
(Sa kabuuan, gaano kayo ka kakuntento sa inyong karanasan sa korte?)

- 1 _____ Very dissatisfied *(Lubos na di kasiya-siya)*
- 2 _____ Dissatisfied *(Kasiya-siya)*
- 3 _____ Neither satisfied nor dissatisfied *(Di – tiyak)*
- 4 _____ Satisfied *(Kasiya-siya)*
- 5 _____ Very satisfied *(Lubos na kasiya-siya)*

I am going to read some statements regarding lawyers, please tell me whether you:
(May babasahin po akong mga pangungusap patungkol sa mga abogado, pakisabi lang po kung kayo ay:)

- Strongly Disagree (SD) *(Lubos na di sumasang-ayon)*
- Disagree (D) *(Hindi sumasang-ayon)*
- Neither disagree nor agree (NDA) *(Hindi sigurado)*
- Agree (A) *(Sumasang-ayon)*
- Strongly Agree (SA) *(Lubos na sumasang-ayon)*
- Don't Know (DK) *(Di alam)*

	Statements	SD	D	NDA	A	SA	DK
C21	I am concerned about protecting my client's rights. <i>(Binibigyan ko ng halaga ang pagpo-protekta sa karapatan ng aking kliyente.)</i>	1	2	3	4	5	97
C22	I have adequate knowledge and training in law to protect the rights and interests of my clients. <i>(Mayroon akong sapat na kaalaman at kasanayan sa batas para maprotektahan ang interes ng aking kliyente.)</i>	1	2	3	4	5	97
C23	I do my best in protecting the rights of my clients. <i>(Ginagawa ko sa abot ng aking makakaya ang protektahan ang karapatan ng aking kliyente.)</i>	1	2	3	4	5	97
C24	I explain the progress of the case to my clients. <i>(Ipinaliliwanag ko ang mga pagbabago sa kaso sa aking kliyente.)</i>	1	2	3	4	5	97
C25	I explain the possible options/ strategies regarding the case to my clients. <i>(Ipinaliliwanag ko ang mga posibleng solusyon/stratehiya tungkol sa kaso ng aking kliyente.)</i>	1	2	3	4	5	97

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Paki gamit ang pamantayang ito sa pagbibigay ng marka sa mga sumusunod na pangungusap :)

Strongly Disagree (SD)	(Lubos na di sumasang-ayon)
Disagree (D)	(Hindi sumasang-ayon)
Neither disagree nor agree or (NDA)	(Hindi sigurado)
Agree (A)	(Sumasang-ayon)
Strongly Agree (SA)	(Lubos na sumasang-ayon)
Don't Know (DK)	(Di alam)

Accessibility

	Statements	SD	D	NDA	A	SA	DK
D1	The court is centrally located or is near the center of economic activity of the city or municipality. (Ang korte ay nasa sentro o malapit sa kalakalan ng siyudad o munisipyo.)	1	2	3	4	5	97
D2	The court is easily accessible by public transportation. (Ang korte ay madaling marating sa pamamagitan ng pampublikong sasakyan.)	1	2	3	4	5	97
D3	Transportation cost to and from court is affordable. (Ang pamasaha papunta at mula sa korte ay abot-kaya.)	1	2	3	4	5	97
D4	Court proceedings are easy to understand and follow. (Ang proseso ng paglilitis ay madaling maintindihan at sundin.)	1	2	3	4	5	97
D5	Court decisions are easy to understand. (Ang mga desisyon ng korte ay madaling maintindihan.)	1	2	3	4	5	97
D6	The court provides enough information to the litigants about its procedures and services. (Ang korte ay nagbibigay ng sapat na impormasyon tungkol sa mga proseso at serbisyo nito.)	1	2	3	4	5	97
D7	Filing fees paid to the court are reasonable. (Ang halagang binabayaran sa pagsampa ng kaso ay tama lamang.)	1	2	3	4	5	97
D8	It costs too much to file a case in court. (Ang pagsampa ng kaso sa korte ay sobrang magastos.)	1	2	3	4	5	97
D9	The court attempts to meet the special needs of litigants with physical disabilities. (Sinisubukan ng korteng tugunan ang mga pangangailangan ng mga may pisikal na kapansanan.)	1	2	3	4	5	97
D10	Overall, the court is accessible to its users. (Sa kabuuan, ang korte ay madaling puntahan at lapitan ng mga gumagamit nito.)	1	2	3	4	5	97

Fairness and Impartiality

	Statements	SD	D	NDA	A	SA	DK
D11	The court does not treat individuals differently because of income, educational attainment, gender, age, religion, ethnic origin or physical handicap. <i>(Hindi tinuturing ng korte ang mga tao na magkaka-iba dahil sa kanilang kita, pinag-aralan, kasarian, edad, relihiyon, pinagmulang lahi o posikal na kapansanan.)</i>	1	2	3	4	5	97
D12	The court treats all people fairly. <i>(Itinuturing ng korteng ito ang mga tao na pantay-pantay.)</i>	1	2	3	4	5	97
D13	The country's justice system protects both the rich and the poor. <i>(Pantay na itinataguyod ang kapakanan ng mayayaman at mahihirap sa sistemang pangkatarungan sa bansa.)</i>	1	2	3	4	5	97

Efficiency

	Statements	SD	D	NDA	A	SA	DK
D14	The court responds to requests for information within a reasonable time (i.e., prescribed by the court). <i>(Ang korte ay tumutugon sa mga paglilinaw/katanungan sa loob ng sapat na panahon (o ayon sa itinakda ng batas.)</i>	1	2	3	4	5	97
D15	The court resolves cases within the period prescribed by law/rules. <i>(Nareresolba ng korte ang mga kaso sa itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97
D16	The court has adequate resources to do its job within reasonable period. <i>(May sapat na kakayahan ang korte na isagawa ang trabaho sa sapat ng panahon.)</i>	1	2	3	4	5	97
D17	Court's decisions are enforced within within the period prescribed by law/rules. <i>(Ipinapatupad ng korte ang mga desisyon sa itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97
D18	The court has good working relationship with the police and other pillars of justice. <i>(May maayos na ugnayan/ relasyon ang korte sa pulisya at ibang sangay ng pamahalaan.)</i>	1	2	3	4	5	97
D19	Court decisions are promulgated within the period prescribed by laws/rules. <i>(Ang mga desisyon ng korte ay naipakakalat sa loob ng itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Paki gamit ang pamantayang ito sa pagbibigay ng marka sa mga sumusunod na katangian ng korte:)

- Poor *(Di Kasiya-siya)*
- Fair *(Halos di kasiya-siya)*
- Good *(Di gaanong kasiya-siya)*
- Very Good *(Kasiya-siya)*
- Excellent *(Labis na kasiya-siya)*
- Don't know *(Di alam)*

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D20	Overall appearance projected by the building and facilities of the court <i>(Kabuuang kaayusan/ hitsura ng gusali at pasilidad ng korte)</i>	1	2	3	4	5	97
D21	Design and layout of courtroom <i>(Disenyo at kaayusan ng silid-hukuman)</i>	1	2	3	4	5	97
D22	Availability of directional signs <i>(Pagkakaroon ng mga gabay sa direksyon)</i>	1	2	3	4	5	97
D23	Court's physical environment <i>(Pisikal na kapaligiran sa korte)</i>	1	2	3	4	5	97
D24	Ventilation within the court room <i>(Bentilasyon sa loob ng korte)</i>	1	2	3	4	5	97
D25	Lighting facilities <i>(Pailaw/Liwanag sa loob ng korte)</i>	1	2	3	4	5	97
D26	Acoustical environment <i>(Pandinig sa loob ng korte)</i>	1	2	3	4	5	97
D27	Availability of adequate chairs and other facilities for the public <i>(Pagkakaroon ng sapat na upuan at ibang kagamitang pang-opisina para sa publiko)</i>	1	2	3	4	5	97
D28	Availability of office equipment like typewriter and computer for court employees <i>(Pagkakaroon ng gamit pang-opisina tulad ng typewriter at computer para sa mga empleyado)</i>	1	2	3	4	5	97
D29	Availability of telecommunication equipment (telephone, fax machine) for court's use <i>(Pagkakaroon ng mga gamit pangkomunikasyon para magamit sa korte)</i>	1	2	3	4	5	97
D30	Availability of telecommunication equipment (telephone, fax machine) for the public <i>(Pagkakaroon ng mga gamit pang komunikasyon tulad ng telepono at fax machine para sa publiko)</i>	1	2	3	4	5	97
D31	Assurance of safety and security of all parties <i>(Kasiguruhan na may pasilidad para sa kaligtasan at seguridad ng lahat)</i>	1	2	3	4	5	97
D32	Availability of special access for the disabled <i>(Pagkakaroon ng daanan para sa may pisikal na kapansanan)</i>	1	2	3	4	5	97

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Paki gamit ang pamantayang ito sa pagbibigay ng marka sa mga sumusunod na pangungusap :)

Strongly Disagree (SD)	(Lubos na di sumasang-ayon)
Disagree (D)	(Hindi sumasang-ayon)
Neither disagree nor agree (NDA)	(Hindi sigurado)
Agree (A)	(Sumasang-ayon)
Strongly Agree (SA)	(Lubos na sumasang-ayon)
Don't know (DK)	(Di alam)

	Statements	SD	D	NDA	A	SA	DK
D33	Justices/Judges in court are fully knowledgeable of law and legal procedures. (Ang mga Hukom ay may ganap na kaalaman sa batas at legal na proseso.)	1	2	3	4	5	97
D34	Court personnel have adequate knowledge about law and legal procedures. (Ang mga empleyado ng hukuman ay may sapat na kaalaman tungkol sa nararapat na hakbang sa mga kasong inilalapat sa hukuman.)	1	2	3	4	5	97
D35	In general, court personnel are efficient in providing support to the Justice/Judge. (Sa kabuuan, ang mga empleyado ng korte ay may sapat na kakayahang magbigay suporta sa mga Hukom.)	1	2	3	4	5	97
D36	In general, court personnel are competent. (Sa kabuuan, ang mga empleyado ay may kakayahang gampanan ang kanilang mga tungkulin.)	1	2	3	4	5	97
D37	In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala. (Sa kabuuan, ang mga tauhan ng korte ay may sapat na kaalaman tungkol sa tamang proseso ng pagdinig ng kaso sa silid-hukuman.)	1	2	3	4	5	97
D38	The public can give full trust in the ability of the country's judicial system to protect their rights. (Buong tiwala ang binibigay ng publiko sa kakayahan ng sistemang pangkatarungan sa bansa na protektahan ang kanilang karapatan.)	1	2	3	4	5	97
D39	In general, Justices/Judges in court are honest, trustworthy, and incorruptible. (Sa kabuuan, ang mga Hukom sa korte ay tapat, mapagkakatiwalaan at hindi kayang suhulan.)	1	2	3	4	5	97
D40	In general, Justices/Judges in court can be relied on to give just and fair decisions. (Sa kabuuan, ang mga Hukom sa korte ay mapagkakatiwalaang magbibigay ng patas at parehas na desisyon.)	1	2	3	4	5	97

Corruption and Bribery

	Statements	SD	D	NDA	A	SA	DK
D41	During the course of the hearing, giving of gift/s to the Justices/Judges by any of the parties is definitely corruption. <i>(Sa panahon ng paglilitis, ang pagbibigay ng regalo o pabor sa Hukom ay isang paraan ng katiwalian/korupsyon.)</i>	1	2	3	4	5	97
D42	There is great opportunity for corruption when the dockets of the court are clogged. <i>(Malaki ang posibilidad na may kurapsyon sa korte kung sobrang daming kaso ang naitala sa doket ng korte.)</i>	1	2	3	4	5	97
D43	There is corruption in court because Justices/Judges can be bribed. <i>(May katiwalian/korupsyon sa korte dahil nasusuhulan ang Hukom.)</i>	1	2	3	4	5	97
D44	There is corruption in court because court personnel can be bribed. <i>(May katiwalian/korupsyon sa korte dahil nasusuhulan ang mga empleyado ng korte.)</i>	1	2	3	4	5	97
D45	There is corruption in court because lawyers can be bribed. <i>(May katiwalian/korapsyon sa korte dahil nasusuhulan ang mga abogado.)</i>	1	2	3	4	5	97
D46	Corruption is the reason why some people do not use the court. <i>(Katiwalian/korupsyon ang dahilan kung bakit hindi gumagamit ng korte and mga tao.)</i>	1	2	3	4	5	97
D47	People do not appeal cases to higher courts due to corruption. <i>(Katiwalian/kurapsyon ang dahilan kaya't hindi ina-apela ng tao ang mga kaso.)</i>	1	2	3	4	5	97

D48 **Rate each group based on their honesty in the administration of justice.**
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Tukuyin ang bawat grupo base sa kanilang katapatan sa pag-gawad ng hustisya.)

Court Personnel <i>(Mga Empleyado ng Korte)</i>	Very few <i>(Napaka-kaunti)</i>	A few <i>(Kakaun-ti)</i>	Some <i>(lilan lang)</i>	Many <i>(Marami)</i>	Very many <i>(Napaka-rami)</i>	None <i>(Wala)</i>	Don't know <i>(Hindi alam)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

BLOCK E: OVERALL RATINGS, COMMENTS AND SUGGESTIONS

Overall Public Trust in the Courts

E1 How well do you think the general public trusts the independence of your Court?

(Sa inyong palagay, anong antas ang tiwala ng publiko sa pagiging malaya ng korteng ito?)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

E2 How well do you think the general public trusts the impartiality of your Court?

(Gaano sa tingin ninyo ang antas ng tiwala ng publiko na ang korteng ito ay patas?)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

E3 How well do you think the general public trusts the integrity and professionalism of the court?

(Gaano sa palagay ninyo ang antas ng tiwala ng publiko sa integridad at propesyunalismo ng inyong korte?)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

E4 How well do you think the general public trusts the whole judicial system of the Philippines?

(Paano naman ang Gaano sa palagay ninyo ang antas ng tiwala ng publiko sa kabuuang sistemang pangkatarungan ng Pilipinas?)

- 1 _____ Strongly distrust it (*Lubos na di nagtitiwala*)
- 2 _____ Distrust it (*Hindi nagtitiwala*)
- 3 _____ Neither distrust nor trust it (*Hindi tiyak*)
- 4 _____ Trust it (*Nagtitiwala*)
- 5 _____ Strongly trust it (*Lubos na nagtitiwala*)

Overall Rating of the Judiciary

E5 Overall, how would you rate your court?

(Sa kabuuan, paano ninyo mamarkahan ang inyong korte?)

- 1 _____ Poor (*Labis na di kasiya-siya*)
- 2 _____ Fair (*Medyo di kasiya-siya*)
- 3 _____ Good (*Di tiyak*)
- 4 _____ Very Good (*Medyo kasiya-siya*)
- 5 _____ Excellent (*Labis na kasiya-siya*)

E6 How would you rate the whole judicial system of the Philippines?

(Paano ninyo mamarkahan ang buong sistemang pangkatarungan sa Pilipinas?)

- 1 _____ Poor (*Labis na di kasiya-siya*)
- 2 _____ Fair (*Medyo di kasiya-siya*)
- 3 _____ Good (*Di tiyak*)
- 4 _____ Very Good (*Medyo kasiya-siya*)
- 5 _____ Excellent (*Labis na kasiya-siya*)

Confidence on Judicial Reform Initiatives

E7 Do you have more confidence now than five years ago about the Judiciary's ability to initiate reforms?
(Mas may kakayahan ba ang judiciary na magsagawa ng mga reporma ngayon kumpara nuong nakaraang 5 taon?)

- 1 _____ Strongly distrust it *(Lubos na di nagtitiwala)*
- 2 _____ Distrust it *(Hindi nagtitiwala)*
- 3 _____ Neither distrust nor trust it *(Hindi tiyak)*
- 4 _____ Trust it *(Nagtitiwala)*
- 5 _____ Strongly trust it *(Lubos na nagtitiwala)*

E8 Overall, what is your level of trust on the following?
(Sa kabuuan, ano ang antas ng inyong pagtitiwala sa mga sumusunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Lubos na Hindi Nagtitiwala)</i>	Distrust <i>(Di Nagtitiwala)</i>	Undecided <i>(Di Tiyak)</i>	Trust <i>(Nagtitiwala)</i>	Much Trust <i>(Lubos na Nagtitiwala)</i>	Don't Know <i>(Di Alam)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
Hanggang dito na lamang ang aming panayam. Maraming salamat.

Survey Instrument 4



**Questionnaire for Lawyers
(English – Visayan Version)**

QRE NO.	
----------------	--

1	Name of Interviewer	_____		
2	Date of interview	_____		
3	Interview is:	First visit _____	Second visit _____	Replacement _____
4	Time started	_____	5	Time ended _____
6	Name of Editor	_____	7	Date of Editing _____
8	Name of Encoder	_____	9	Date of Encoding _____

BLOCK A: IDENTIFICATION

A1 **ID No. of Survey Respondent**
(ID No. sa Tagatubag) _____

A2 **Name of Interviewee**
(Ngalan sa Tagatubag) _____

A3 **Sex** *(Seksual nga Gibarogan)* 1 _____ Male *(Lalaki)* 2 _____ Female *(Babaye)*

A4 **Age (in years) as of last birthday**
(Edad Base sa Katapusang Birtdey) _____

A5 **Complete Address**
(Kompletong Adres sa Pinuy-anan) _____

A6 **Contact Number**
(Numero sa Telepono) _____

A7 **Type of Respondent:**
(Klase sa Mutubag) 1 _____ Plaintiff *(Nag-aakusa)* 2 _____ Defendant *(Inaakusahan)*

A8 **Type of Lawyer**

1 _____ Prosecutor	3 _____ Public Attorney's Office
2 _____ Private Practice	96 _____ Others, specify <i>(Uban pa, hinganli)</i> : _____

A9 **Title of Case** *(Titulo sa Kaso)* _____

A10 **Identification Number of Case**
(Numero sa Kaso) _____

A11 **Type of Case** *(Matang sa Kaso)*

1 _____ Civil <i>(Sibil)</i>	
2 _____ Criminal <i>(Kriminal)</i>	
3 _____ Cadastral Proceeding <i>(Cadastral Proceeding)</i>	
4 _____ Special Proceeding <i>(Special Proceeding)</i>	
96 _____ Others, specify <i>(Uban pa, hinganli)</i> : _____	

A12 **Type of Disposition/Status of Case** *(Kahimtang sa Kaso)*

1 _____ Resolved <i>(Naresolba)</i>	
2 _____ Dismissed <i>(Gibasura o gi-dismiss)</i>	
3 _____ Affirmed <i>(Giuyunan)</i>	
4 _____ Modified <i>(Giilisan)</i>	
5 _____ Reversed <i>(Gibali)</i>	
6 _____ On-going <i>(Nagpadayon pa)</i>	
7 _____ On Appeal <i>(Gi-apila)</i>	
8 _____ Pending Decision <i>(Naghuwat pa sa desisyon)</i>	

C10 **How often were the Justices/Judges of this court fair and impartial in hearing your case?**
(Ang mga Hukom/Huwes ba nagpakita nga matarog ug walay pagdapig sa paghusay sa kaso?)

- 1 _____ Never (Wala)
- 2 _____ Seldom (Talagsa)
- 3 _____ Sometimes (Usahay)
- 4 _____ Most of the time (Kasagaran)
- 5 _____ All of the time (Kanunay)

C11 **How often were the Justice/Judges of this court fair and impartial in deciding on cases submitted for resolution?**
(Ang Hukom/Huwes ba naghimo sa maayo ug walay pagdapig sa ilang desisyon sa mga kaso nga gisang-at para maresolbar?)

- 1 _____ Never (Wala)
- 2 _____ Seldom (Talagsa)
- 3 _____ Sometimes (Usahay)
- 4 _____ Most of the time (Kasagaran)
- 5 _____ All of the time (Kanunay)

Demeanor of Court Personnel and Judges

C12 **Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

(Base sa imong kasinatian, makapila ang Hukom/Huwes ug empleyado sa korte nagpakita ug pagtahod o respeto ngadto sa sinumbong o akusado, nagsumbong o nag-akusar ug publiko?)

- 1 _____ Rarely (Usahay ra kaayo)
- 2 _____ Sometimes (Usahay)
- 3 _____ Undecided (Dili medesisyunan)
- 4 _____ Usually (Kasagaran)
- 5 _____ Always (Kanunay)

C13 **In general, how would you rate the Justice's/Judge's behavior during the proceedings?**

(Sa kinatibuk-an unsay imong ikasulti sa gipakita nga kinaiya sa Hukom/Huwes sa pagpahigayon sa kaso?)

- 1 _____ Poor (Walay ayo)
- 2 _____ Fair (Medyo maayo)
- 3 _____ Good (Maayo)
- 4 _____ Very Good (Maayo kaayo)
- 5 _____ Excellent (Maayo gyud kaayo)

C14 **When you seek assistance from court personnel, are they always courteous and helpful?**

(Sa imong pagpangayo ug panabang sa mga empleyado sa korte, kanunay ba sila maabi-abihon o matinabangon?)

- 1 _____ Never (Wala gyud mahitabo)
- 2 _____ Seldom (Talagsa)
- 3 _____ Sometimes (Usahay)
- 4 _____ Most of the time (Kasagaran)
- 5 _____ All of the time (Kanunay)

Independence

C15 **Is this court, as an institution, free from external controls, influence or pressure?**

(Gawasnon ba sa mando o impluwensya sa gawas ang korte isip usa ka institusyon?)

- 1 _____ Definitely not free (Dili gyud gawasnon)
- 2 _____ Not free (Dili gawasnon)
- 3 _____ Neither free nor not free (Di ka desisyon)
- 4 _____ Free (Gawasnon)
- 5 _____ Definitely free (Gawasnon kaayo)

C16 **Are the individual Justices/Judges of this court free to make decisions without undue pressure or influence?**
(Ang kada Hukom/Huwes ba niining korte libre o adunay kagawasan sa paghimo ug desisyon nga walay pagpamugos o impluwensya?)

- 1 _____ Definitely not free *(Dili gyud gawasnon)*
- 2 _____ Not free *(Dili gawasnon)*
- 3 _____ Neither free nor not free *(Dili ka desisyon)*
- 4 _____ Free *(Gawasnon)*
- 5 _____ Definitely free *(Gawasnon kaayo)*

Experience with Corruption and Bribery

C17 **Have you ever witnessed any form of corruption in this court?**

(Personal ka ba nakasaksi ug kahiwian sa korte?)

- 1 _____ Yes *(Oo)* IF "YES", PROCEED TO C17a.
- 0 _____ No *(Wala)* IF "NO", PROCEED TO C18.

C17a. **How was it done?** (STATE ALL THAT APPLY)

(Giunsa paghimu? HINGANLI TANAN.)

- 1 _____ The case was intentionally delayed.
(Ang kaso gituyo sa paglangan.)
- 2 _____ The Justice/Judge and /or court personnel was bribed for a favorable decision.
(Gisuburnuhan ang mga Hukom/Huwes ug empleyado sa korte.)
- 3 _____ Decision on cases were intentionally delayed.
(Gituyo paglangan ang desisyon sa kaso.)
- 4 _____ Bribery was used for the issuance of Temporary Restraining Order.
(Gisuburnuhan ang mga hurado aron mo-isyu ug temporary restraining order.)
- 96 _____ Others, specify *(Uban pa, hinganli):* _____

Knowledge of Administrative Cases

C18 **Have you ever filed an administrative case/complaint against a Justice/Judge or court personnel?**

(Nakapasaka ka na ba ug kasong administratibo batok sa Hukom/Huwes o ubang empleyado sa goberyno?)

- 1 _____ Yes *(Oo)* IF "YES", PROCEED TO C18a.
- 0 _____ No *(Wala)* IF "NO", PROCEED TO C20.

C18a. **What is the nature of the complaint/s?** (STATE ALL THAT APPLY)

(Unsa kining mga kasoha? HINGANLI TANAN.)

- 1 _____ Inappropriate demeanor of Justice/Judge or court personnel.
(Dili maki-angayong pagpahigayon sa mga Hukom/Huwes o empleyado sa korte sa kaso)
- 2 _____ Inefficiency *(Dili tunhay o matarong)*
- 3 _____ Incompetence *(Walay katakos)*
- 4 _____ Lack of Integrity *(Walay integridad)*
- 5 _____ Unfairness and partiality *(Dili maki-angayon)*
- 96 _____ Others, specify *(Uban pa, hinganli):* _____

C18b. **What happened to this complaint?**

(Unsay nahitabo sa reklamo o kaso?)

- 1 _____ Still pending *(Wala pa ang desisyon)* PROCEED TO C18c
- 2 _____ Dismissed *(Gi-dismiss)* PROCEED TO C19
- 3 _____ Nothing happened *(Walay nahitabo)* PROCEED TO C18c

C18c. How confident are you that this case will be resolved satisfactorily?
(Unsa ka kamasaligan nga ang kaso maayong pagkahusay)

- 1 _____ Definitely not confident *(Wala gyuy salig)*
- 2 _____ Not confident *(Walay salig)*
- 3 _____ Neither confident nor not confident *(Walay ikasulti)*
- 4 _____ Confident *(Nisalig)*
- 5 _____ Definitely confident *(Nisalig kaayo)*

C19 How much did the administrative complaint you filed affect your case negatively?
(Unsa ka dako ang negatibong epekto niining administratibong nga imong gipasang-at sa imong kaso?)

- 1 _____ Very much *(Dako kaayo)*
- 2 _____ Much *(Dako)*
- 3 _____ Moderate *(Sakto-sakto lang)*
- 4 _____ Not much *(Wala kaayo)*
- 5 _____ Not at all *(Wala gyud)*

Level of Satisfaction

C20 In general, how satisfied or dissatisfied were you with your experience with the court?
(Unsa ka kakontento o kadiskontento sa imong naagian sa korte?)

- 1 _____ Very dissatisfied *(Dili gyud kuntento)*
- 2 _____ Dissatisfied *(Dili kuntento)*
- 3 _____ Neither satisfied nor dissatisfied *(Walay ikasulti)*
- 4 _____ Satisfied *(Kontento)*
- 5 _____ Very satisfied *(Kontento kaayo)*

I am going to read some statements regarding lawyers, please tell me whether you:
(Palihug ug graduhi ang mosunod base sa mosunod nga scale)

- Strongly Disagree (SD) *(Dili gyud mouyon)*
- Disagree (D) *(Dili mouyon)*
- Neither disagree nor agree (NDA) *(Dili sigurado kung mouyon o di mouyon)*
- Agree (A) *(Mouyon)*
- Strongly Agree (SA) *(Mouyon kaayo)*
- Don't Know (DK) *(Wala kahibalo)*

	Statements	SD	D	NDA	A	SA	DK
C21	I am concerned about protecting my client's rights. <i>(Gihatagan nako ug bili ang pagprotekta o pagpanalipod sa katungod sa akong kliyente.)</i>	1	2	3	4	5	97
C22	I have adequate knowledge and training in law to protect the rights and interests of my clients. <i>(Adunay akoy igong kahibalo ug kabansay sa balaod para maprotektahan ang katungod ug interest sa akong kliyente.)</i>	1	2	3	4	5	97
C23	I do my best in protecting the rights of my clients. <i>(Gibuhat nako ang tanan aron protektahan ang katungod sa akong kliyente.)</i>	1	2	3	4	5	97
C24	I explain the progress of the case to my clients. <i>(Akong gi-eksplikar ang progreso sa kaso sa akong kliyente.)</i>	1	2	3	4	5	97
C25	I explain the possible options/ strategies regarding the case to my clients. <i>(Akong gi-esplikar ang mga posibling solusyon o stratehiya nahitungod sa kaso sa akong kliyente.)</i>	1	2	3	4	5	97

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Palihug pagtubag sa mosunod pinaagi sa scale:)

Strongly Disagree (SD)	(Dili gyud mouyon)
Disagree (D)	(Dili mouyon)
Neither disagree nor agree or (NDA)	(Dili sigurado kung mouyon o di mouyon)
Agree (A)	(Mouyon)
Strongly Agree (SA)	(Mouyon kaayo)
Don't Know (DK)	(Wala kahibalo)

Accessibility

	Statements	SD	D	NDA	A	SA	DK
D1	The court is centrally located or is near the center of economic activity of the city or municipality. (Ang korte nahimutang sa sentro o duol sa lugar nga adunay ekonomikanhong kalihukan.)	1	2	3	4	5	97
D2	The court is easily accessible by public transportation. (Ang korte sayon maadtuan sa pampublikong sakyanan.)	1	2	3	4	5	97
D3	Transportation cost to and from court is affordable. (Ang gasto sa pag-adto ug pagbalik sa korte makaya ra.)	1	2	3	4	5	97
D4	Court proceedings are easy to understand and follow. (Sayun ug dali masabtan ang paghusay sa kaso.)	1	2	3	4	5	97
D5	Court decisions are easy to understand. (Sayon masabtan ang desisyon sa korte.)	1	2	3	4	5	97
D6	The court provides enough information to the litigants about its procedures and services. (Ang korte naghatag sa igong impormasyon ngadto sa sinumbong ug nagsumbong mahitungod sa proseso ug serbisyo sa korte.)	1	2	3	4	5	97
D7	Filing fees paid to the court are reasonable. (Resonable ang bayad sa pagsang-at o pagpasaka sa kaso.)	1	2	3	4	5	97
D8	It costs too much to file a case in court. (Dako ang gasto sa pagsang-at ng kaso sa korte.)	1	2	3	4	5	97
D9	The court attempts to meet the special needs of litigants with physical disabilities. (Ang korte nanlimbasog nga mahatag ang panginahanglanon sa mga tawong adunay pisikal nga depekto.)	1	2	3	4	5	97
D10	Overall, the court is accessible to its users. (Sa kinatibuk-an ang korte duol ra sa mga naggamit ani.)	1	2	3	4	5	97

Fairness and Impartiality

	Statements	SD	D	NDA	A	SA	DK
D11	The court does not treat individuals differently because of income, educational attainment, gender, age, religion, ethnic origin or physical handicap. <i>(Pareha ang pagtratar sa korte sa mga tawo bisan lain-lain sila ug pagkabutang, grado, sekswal nga gibarongan, edad, relihiyon, gigikanan o pisikal nga depekto.)</i>	1	2	3	4	5	97
D12	The court treats all people fairly. <i>(Pareha ang pagtan-aw sa korte sa mga tawo)</i>	1	2	3	4	5	97
D13	The country's justice system protects both the rich and the poor. <i>(Ang hustisya sa nasud nagprotektar pareho sa pobre ug datu.)</i>	1	2	3	4	5	97

Efficiency

	Statements	SD	D	NDA	A	SA	DK
D14	The court responds to requests for information within a reasonable time (i.e., prescribed by the court). <i>(Ang korte nagtubag sa mga pangutana sa insakto nga panahon.)</i>	1	2	3	4	5	97
D15	The court resolves cases within the period prescribed by law/rules. <i>(Ang korte nagresolbar sa kaso sulod sa insakto nga panahon.)</i>	1	2	3	4	5	97
D16	The court has adequate resources to do its job within reasonable period. <i>(Ang korte adunay igong kakuhaan sa iyang panginahanglanon aron mahimo ang iyang trabaho sa saktong panahon.)</i>	1	2	3	4	5	97
D17	Court's decisions are enforced within within the period prescribed by law/rules. <i>(Napatuman ang desisyon sa korte sa inskato nga panahon.)</i>	1	2	3	4	5	97
D18	The court has good working relationship with the police and other pillars of justice. <i>(Ang korte adunay maayong relasyon sa mga polis ug ubang tawo sa hukmanan.)</i>	1	2	3	4	5	97
D19	Court decisions are promulgated within the period prescribed by laws/rules. <i>(Ang desisyon sa korte gipahibao sa tanan sa insaktong panahon nga sunod sa batas o patakaran.)</i>	1	2	3	4	5	97

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Palihug pagtubag sa mosunod pinaagi sa scale:)

- Poor (Dili gyud maayo)
- Fair (Arang-arang)
- Good (Maayo)
- Very Good (Maayo kaayo)
- Excellent (Maayo gyud kaayo)
- Don't know (Wa kahibalo)

	Statements	Poor	Fair	Good	Very Good	Excel- lent	Don't Know
D20	Overall appearance projected by the building and facilities of the court (Kinatibuk-ang hitsura sa korte sama sa building ug pasilidad)	1	2	3	4	5	97
D21	Design and layout of courtroom (Eksakto ang plano sa nahimutangan sa kwarto sa korte)	1	2	3	4	5	97
D22	Availability of directional signs (Adunay makitang mga direksyon)	1	2	3	4	5	97
D23	Court's physical environment (Ang palibot sang korte)						
D24	Ventilation within the court room (Bentilasyon sa korte)	1	2	3	4	5	97
D25	Lighting facilities (Maayong pasilidad sa mga suga)	1	2	3	4	5	97
D26	Acoustical environment (Ensakto ang kahilumon sa palibot)	1	2	3	4	5	97
D27	Availability of adequate chairs and other facilities for the public (Adunay igong kagamitan sa opisina sama sa lingkuranan para sa publiko)	1	2	3	4	5	97
D28	Availability of office equipment like typewriter and computer for court employees (Adunay igong kagamitan sa opisina sama sa typewriter ug computer para sa empleyado sa korte)	1	2	3	4	5	97
D29	Availability of telecommunication equipment (telephone, fax machine) for court's use (Adunay kagamitan pang komunikasyon sama sa telepono, fax machine para sa mga empleyado sa korte)	1	2	3	4	5	97
D30	Availability of telecommunication equipment (telephone, fax machine) for the public (Adunay kagamitan pang komunikasyon sama sa telepono, fax machine para sa publiko)	1	2	3	4	5	97
D31	Assurance of safety and security of all parties (Adunay kasiguruhan nga siguridad para sa tanan)	1	2	3	4	5	97
D32	Availability of special access for the disabled (Adunay espesyal nga dalan para sa mga adunay pisikal nga depekto o baldado)	1	2	3	4	5	97

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following statements:

(Pali hug pagtubag sa mosunod pinaagi sa 5 points scale:)

Strongly Disagree (SD)	(Dili gyud mouyon)
Disagree (D)	(Dili mouyon)
Neither disagree nor agree (NDA)	(Dili sigurado kung mouyon o di mouyon)
Agree (A)	(Mouyon)
Strongly Agree (SA)	(Mouyon kaayo)
Don't know (DK)	(Wala kahibalo)

	Statements	SD	D	NDA	A	SA	DK
D33	Justices/Judges in court are fully knowledgeable of law and legal procedures. <i>(Ang Hukom/Huwes adunay dakong kahibalo sa balaod ug legal nga pamaagi.)</i>	1	2	3	4	5	97
D34	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang empleyado sa korte adunay igong kahibalo sa balaod ug legal nga pamaagi.)</i>	1	2	3	4	5	97
D35	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kinatibuk-an ang mga empleyado sa korte adunay igong nahatag nga suporta sa mga Hukom/Huwes.)</i>	1	2	3	4	5	97
D36	In general, court personnel are competent. <i>(Ang mga empleyado adunay katakos sa ilang gimbuhaton.)</i>	1	2	3	4	5	97
D37	In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala. <i>(Ang empleyado sa korte adunay dakung kahibalo mahitungod sa ensakto nga pamaagi sa tanang kaso nga nasang-at sa sala.)</i>	1	2	3	4	5	97
D38	The public can give full trust in the ability of the country's judicial system to protect their rights. <i>(Ang publiko naghatag sa dakong pagsalig sa abilidad sa nasudnong sistema sa hukmanan nga maprotektahan ang ilang katungod.)</i>	1	2	3	4	5	97
D39	In general, Justices/Judges in court are honest, trustworthy, and incorruptible. <i>(Ang Hukom/Huwes matinud-anon, masaligan ug dili limbongan.)</i>	1	2	3	4	5	97
D40	In general, Justices/Judges in court can be relied on to give just and fair decisions. <i>(Ang mga Hukom/Huwes masaligan nga makahatag sa makatarungan ug walay pag lipod lipod nga desisyon.)</i>	1	2	3	4	5	97

Corruption and Bribery

	Statements	SD	D	NDA	A	SA	DK
D41	During the course of the hearing, giving of gift/s to the Justices/Judges by any of the parties is definitely corruption. <i>(Sa panahon sa paghusay, kung ang usa ka-grupo o partido nga naghatag ug regalo sa mga Hukom/Huwes, matawag na kini nga korupsiyon.)</i>	1	2	3	4	5	97
D42	There is great opportunity for corruption when the dockets of the court are clogged. <i>(Adunay dakong kahigayunan nga ang pagpanglimbong mahitabo kung ang mga ebidensya mabara.)</i>	1	2	3	4	5	97
D43	There is corruption in court because Justices/Judges can be bribed. <i>(Adunay korupsiyon sa korte tungod kay ang Hukom/Huwes masuhulan o masuburnuhan.)</i>	1	2	3	4	5	97
D44	There is corruption in court because court personnel can be bribed. <i>(Adunay korupsiyon sa korte tungod kay ang empleyado masuhulan o masuburnuhan.)</i>	1	2	3	4	5	97
D45	There is corruption in court because lawyers can be bribed. <i>(Adunay korupsiyon sa korte kay ang abogado masuhulan o masuburnuhan.)</i>	1	2	3	4	5	97
D46	Corruption is the reason why some people do not use the court. <i>(Ang korupsiyon maoy hinungdan nga ang uban dili na mogamit sa korte.)</i>	1	2	3	4	5	97
D47	People do not appeal cases to higher courts due to corruption. <i>(Ang mga tawo dili mosang-at sa kaso sa mas taas nga korte tungod sa korupsiyon.)</i>	1	2	3	4	5	97

D48 **Rate each group based on their honesty in the administration of justice.**
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Palihug graduhi ang mosunod base sa ilang kamatinud-anon sa administrasyon sa hustisya.)

Court Personnel <i>(Mga Empleyado sa Korte)</i>	Very few <i>(Gamay kaayo)</i>	A few <i>(Gamay)</i>	Some <i>(Ilan)</i>	Many <i>(Daghan)</i>	Very many <i>(Daghan kaayo)</i>	None <i>(Wala)</i>	Don't know <i>(Wa kahibalo)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

BLOCK E: OVERALL RATINGS, COMMENTS AND SUGGESTIONS

Overall Public Trust in the Courts

E1 **How well do you think the general public trusts the independence of your Court?**

(Sa imong huna-huna, aduna bay pagsalig sa publiko nga ang korte gawasnon?)

- 1 _____ Strongly distrust it (Wala gyuy pagsalig)
- 2 _____ Distrust it (Walay pagsalig)
- 3 _____ Neither distrust nor trust it (Dili sigurado)
- 4 _____ Trust it (Misalig)
- 5 _____ Strongly trust it (Dakong pagsalig)

E2 **How well do you think the general public trusts the impartiality of your Court?**

(Sa imong huna-huna, ang publiko ba nagsalig nga ang mga korte patas ug walay gidapigan?)

- 1 _____ Strongly distrust it (Wala gyuy pagsalig)
- 2 _____ Distrust it (Walay pagsalig)
- 3 _____ Neither distrust nor trust it (Dili sigurado)
- 4 _____ Trust it (Misalig)
- 5 _____ Strongly trust it (Dakong pagsalig)

E3 **How well do you think the general public trusts the integrity and professionalism of the court?**

(Sa imong huna-huna, nagpasalig ba ang publiko sa integridad o pagkapropesyonal sa korte?)

- 1 _____ Strongly distrust it (Wala gyuy pagsalig)
- 2 _____ Distrust it (Walay pagsalig)
- 3 _____ Neither distrust nor trust it (Dili sigurado)
- 4 _____ Trust it (Misalig)
- 5 _____ Strongly trust it (Dakong pagsalig)

E4 **How well do you think the general public trusts the whole judicial system of the Philippines?**

(Ang publiko ba nagsalig sa kinatibuk-ang sistema sa hukmanan sa Pilipinas?)

- 1 _____ Strongly distrust it (Wala gyuy pagsalig)
- 2 _____ Distrust it (Walay pagsalig)
- 3 _____ Neither distrust nor trust it (Dili sigurado)
- 4 _____ Trust it (Misalig)
- 5 _____ Strongly trust it (Dakong pagsalig)

Overall Rating of the Judiciary

E5 **Overall, how would you rate your court?**

(Sa kinatibuk-an unsaon nimo pag-grado ang imong korte?)

- 1 _____ Poor (Dili gyud maayo)
- 2 _____ Fair (Arang-arang)
- 3 _____ Good (Maayo)
- 4 _____ Very Good (Maayo kaayo)
- 5 _____ Excellent (Maayo gyud kaayo)

E6 **How would you rate the whole judicial system of the Philippines?**

(Unsaon nimo paggrado ang kinatibuk-ang sistema sa hukuman sa Pilipinas?)

- 1 _____ Poor (Dili gyud maayo)
- 2 _____ Fair (Arang-arang)
- 3 _____ Good (Maayo)
- 4 _____ Very Good (Maayo kaayo)
- 5 _____ Excellent (Maayo gyud kaayo)

Confidence on Judicial Reform Initiatives

E7 Do you have more confidence now than five years ago about the Judiciary's ability to initiate reforms?

(Aduna ba kay mas daku nga pagsalig karon kaysa 5 na ka tuig ang milabay mahitungod sa abilidad nga makasugod ang hukmanan sa mga reporma?)

- 1 _____ Strongly distrust it *(Wala gyu'y pagsalig)*
- 2 _____ Distrust it *(Walay pagsalig)*
- 3 _____ Neither distrust nor trust it *(Dili sigurado)*
- 4 _____ Trust it *(Misalig)*
- 5 _____ Strongly trust it *(Dakong pagsalig)*

E8 Overall, what is your level of trust on the following?

(Sa kinatibuk-an unsa ang imong pagsalig niining mosunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Wala gyud magsalig)</i>	Distrust <i>(Wala Magsalig)</i>	Undecided <i>(Dili sigurado)</i>	Trust <i>(Misalig)</i>	Much Trust <i>(Dakong pagsalig)</i>	Don't Know <i>(Wala Kahibalo)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Humana ang atong interview. Daghan kaayong salamat.)

Survey Instrument 5



**Questionnaire for Other Stakeholders
(English – Filipino Version)**

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

B1 What is your civil status?

(Ano ang iyong katayuang sibil?)

- | | |
|---|--|
| 1 _____ Single (<i>Binata/Dalaga</i>) | 3 _____ Widowed (<i>Byudo/Byuda</i>) |
| 2 _____ Married (<i>May-asawa</i>) | 4 _____ Separated or Divorced (<i>Hiwalay</i>) |

B2 Where were you born?

(Saan kayo ipinanganak?)

_____ City (*Siyudad*) / Municipality (*Munisipyo*) / Province (*Probinsya*)

B3 Are you a member of any minority group?

(Kayo ba ay kabilang sa grupong minoridad?)

- | | |
|---------------------------|-----------------------------|
| 1 _____ Yes (<i>Oo</i>) | 0 _____ No (<i>Hindi</i>) |
| IF "YES", PROCEED TO B3a. | IF "NO", PROCEED TO B4. |

B3a. Which group? (*Anong grupo?*)

B4 What is the dialect you most often speak at home?

(Anong wika ang madalas ninyong ginagamit sa bahay?)

- | | |
|----------------------------|---|
| 1 _____ Tagalog | 4 _____ Kapampangan |
| 2 _____ Cebuano/Bisaya | 5 _____ Ilocano |
| 3 _____ Ilonggo/Hiligaynon | 96 _____ Others, specify (<i>Iba pa, tukuyin</i>) _____ |

B5 What is your religion? (Ano ang inyong relihiyon?)

- | | |
|--|--|
| 1 _____ None (<i>Wala</i>) | 4 _____ Iglesia ni Cristo |
| 2 _____ Roman Catholic (<i>Katoliko</i>) | 96 _____ Others, specify (<i>Iba pa, tukuyin</i>): |
| 3 _____ Protestant (<i>Protestante</i>) | _____ |

B6 What is your highest level of schooling completed?

(Ano ang pinakamataas na antas ng pag-aaral ang inyong natapos?)

- | | |
|---|--|
| 0 _____ None (<i>Wala</i>) | 5 _____ Vocational school level (<i>Nakatuntong sa Vocational</i>) |
| 1 _____ Elementary Grade (<i>Gradong Elementarya</i>) | 6 _____ Vocational (<i>Nakatapos ng Vocational</i>) |
| 2 _____ Elementary Graduate (<i>Nakatapos ng Elementarya</i>) | 7 _____ College Level (<i>Nakatuntong sa Kolehiyo</i>) |
| 3 _____ High School level (<i>Nakatuntong sa Hayskul</i>) | 8 _____ College Graduate (<i>Nakatapos ng Kolehiyo</i>) |
| 4 _____ High school graduate (<i>Nakatapos ng Hayskul</i>) | 9 _____ Post Graduate (<i>Post Graduate</i>) |

B7 How much was your average personal monthly income from January to December 2005?

(Magkano ang inyong karaniwang buwanang kita mula Enero hanggang Disyembre 2005?)

- | | |
|---------------------------|---------------------------------------|
| 1 _____ Less than P10,001 | 6 _____ P50,001 – P75,000 |
| 2 _____ P10,001 – P20,000 | 7 _____ P75,001 – P100,000 |
| 3 _____ P20,001 – P30,000 | 8 _____ P100,001 – P 200,000 |
| 4 _____ P30,001 – P40,000 | 9 _____ More than P200,000 |
| 5 _____ P40,001 – P50,000 | 10 _____ Don't know/Refused to answer |

B8 How much was the average monthly income of your family from January to December 2005?

(Magkano ang karaniwang buwanang kita ng buong pamilya mula Enero hanggang Disyembre 2005?)

- | | |
|---------------------------|---------------------------------------|
| 1 _____ Less than P10,001 | 6 _____ P50,001 – P75,000 |
| 2 _____ P10,001 – P20,000 | 7 _____ P75,001 – P100,000 |
| 3 _____ P20,001 – P30,000 | 8 _____ P100,001 – P 200,000 |
| 4 _____ P30,001 – P40,000 | 9 _____ More than P200,000 |
| 5 _____ P40,001 – P50,000 | 10 _____ Don't know/Refused to answer |

BLOCK C: COURT USERS' EXPERIENCE

Awareness of the Court System

Before you worked in the court/monitored/participated in the court proceedings, were you aware about the following aspects of the Philippine court system? Please answer Yes or No. (IF ANY OF THE ANSWERS TO QUESTIONS FROM C1 TO C8 IS ANSWERED BY "YES," PROCEED TO C9, IF "NO" PROCEED TO C10.)

(Bago kayo nagtrabaho sa korteng ito/ nag-monitor o nakibahagi sa paglilitis ng mga kaso, alam ba ninyo ang mga sumusunod na aspeto ng sistemang panghusgado ng ating bansa? Paki sagot lamang kung OO o HINDI. (KUNG ANG SAGOT SA KATANUNGANG MULA C1 HANGGANG C8 NA OO, DUMERETSO SA C9. KUNG HINDI, DUMERTSO SA C10)

	Performance Indicators	Yes	No
C1	The courts can resolve legal disputes between two parties. <i>(May kakayahan ang korte na maresolba ang legal na di pagkakaunawaan sa pagitan ng dalawang panig.)</i>	1	0
C2	Civil disputes between two parties from the same barangay can be settled through the Barangay Justice System. <i>(Ang di pagkaka-unawaang sibil sa pagitan ng dalawang panig mula sa iisang barangay ay maaring maisa-ayos ng Sistemang Panghustisya ng Barangay.)</i>	1	0
C3	Cases decided unfavorably by the lower courts can be appealed to the Court of Appeals and Supreme Court. <i>(Ang mga kasong dinesisyunan sa mababang korte na di pabor sa isang panig ay maaaring i-apela sa Court of Appeals at Korte Suprema.)</i>	1	0
C4	You need a lawyer to bring a case to the court. <i>(Kailangan ng isang abogado para makapagsampa ng kaso sa korte.)</i>	1	0
C5	Your right to access the courts is guaranteed by the Philippine Constitution. <i>(Ang iyong karapatan na makagamit ng korte ay sinisiguro ng Konstitusyon ng Pilipinas.)</i>	1	0
C6	The accused in a criminal case cannot be forced to take the witness stand. <i>(Ang akusado sa isang kasong kriminal ay hindi maaaring pilitin na tumestigo.)</i>	1	0
C7	The accused in a criminal case has a right to a speedy trial. <i>(Ang akusado sa isang kasong kriminal ay may karapatan na magkaroon na mabilis ng paglilitis.)</i>	1	0
C8	The accused in a criminal case has the right to a lawyer and that the court must provide him with a lawyer if he cannot afford to hire one. <i>(Ang akusado, sa kasong criminal, ay may karapatan na magkaroon ng abogado o kung hindi man niya kaya, ang korte ay dapat magkaloob ng abogado para sa akusado.)</i>	1	0

C9 **What are your top three main sources of information about the Philippine court system?**
(Ano ang tatlong pangunahing pinagmulan ng inyong impormasyon tungkol sa sistema ng korte sa Pilipinas?)

- 1 _____ School (*Eskwelahan*)
- 2 _____ Family and friends (*Pamilya at kaibigan*)
- 3 _____ Mass media – i.e., TV, radio, newspaper (*Medya – telebisyon, radio and dyaryo*)
- 4 _____ Books (*Libro*)
- 5 _____ Government agency (*Ahensya ng gobyerno*)
- 6 _____ Lawyer (*Abogado*)
- 7 _____ Social worker (*Social worker*)
- 8 _____ Policeman (*Pulis*)
- 9 _____ Barangay official/Community leader (*Opisyal ng barangay / Lider ng komunidad*)
- 96 _____ Others, specify (*Iba pa, tukuyin*) _____

C16 Please name the top 3 usual causes of delay.
(Magbigay ng tatlong karaniwang dahilan ng pagka-antala.)

- 1 _____ Justice/Judge (*Hukom*)
- 2 _____ Lawyer (*Abogado*)
- 3 _____ Complainant/Plaintiff (*Nagrereklamo*)
- 4 _____ Defendant (*Akusado*)
- 5 _____ Witness (*Saksi*)
- 96 _____ Others, specify (*Iba pa, tukuyin*) _____

C17 In general, how would you rate the pace of the whole litigation process of the cases that you monitored?
(Sa kabuuan, paano ninyo mamarkahan ang takbo ng buong proseso ng paglilitis sa mga kasong inyong sinubaybayan?)

- 1 _____ Very slow (*Labis na mabagal*)
- 2 _____ Slow (*Medyo mabagal*)
- 3 _____ Just right (*Tama lang*)
- 4 _____ Fast (*Medyo mabilis*)
- 5 _____ Very fast (*Labis na mabilis*)

C18-C20 are not applicable to stenographers and interpreters.

C18 Did you experience any difficulty in understanding the court proceedings?
(May pagkakataon bang nahirapan kayong intindihin ang proseso ng paglilitis?)

- | | |
|----------------------------|--------------------------|
| 1 _____ Yes (Oo) | 0 _____ No (Hindi) |
| IF "YES", PROCEED TO C18a. | IF "NO", PROCEED TO C19. |

C18a. What kind of difficulties did you encounter? (STATE ALL THAT APPLY)
(Ano ang mga problemang inyong naranasan? TUKUYIN LAHAT NG NAAAYON)

- 1 _____ Cannot understand English (*Hindi makaintindi ng Ingles*)
- 2 _____ Difficulties hearing proceedings (*Nahihirapang pakinggan ang proseso ng paglilitis*)
- 3 _____ Too many technical terms (*Napakaraming teknikal na terminolohiya*)
- 4 _____ Lawyer does not explain proceeding (*Hindi ipinaliliwanag ng abogado ang proseso ng paglilitis*)
- 96 _____ Others, specify (*Iba pa, tukuyin*): _____

C19 Did you testify during the hearing?
(Kayo ba ay tumayong testigo sa paglilitis?)

- | | |
|----------------------------|--------------------------|
| 1 _____ Yes (Oo) | 0 _____ No (Hindi) |
| IF "YES", PROCEED TO C19a. | IF "NO", PROCEED TO C20. |

C19a. Did you request for an interpreter?
(Humiling ba kayo ng tagasalin ng katitikan sa local na dialek na alam niyo?)

- | | |
|----------------------------|--------------------------|
| 1 _____ Yes (Oo) | 0 _____ No (Hindi) |
| IF "YES", PROCEED TO C19b. | IF "NO", PROCEED TO C20. |

C19b. Was the interpreter helpful?
(Gaano nakatulong ang interpreter sa inyo?)

- 1 _____ Very much (*Malaki ang naitulong*)
- 2 _____ To some extent (*Medyo*)
- 3 _____ Sufficient enough (*Katamtaman lang*)
- 4 _____ Very little (*Kaunti lang*)
- 5 _____ Not at all (*Hindi nakatulong*)

C20 Did you hear the court proceedings clearly?
(Naririnig nyo ba ng malinaw ang proseso ng paglilitis?)

- | | |
|---------------------------|---------------------------|
| 1 _____ Yes (Oo) | 2 _____ No (Hindi) |
| IF "YES", PROCEED TO C21. | IF "NO", PROCEED TO C20a. |

C20a. Why did you not hear the court proceedings clearly?

(Bakit hindi ninyo narining ng malinaw ang proseso ng paglilitis?)

- 1 _____ Extraneous noise outside the courtroom
(Sobrang ingay sa labas ng silid hukuman)
- 2 _____ Noise inside the courtroom contribute to inaudibility
(Ang ingay sa loob ay nakadagdag sa mahirap ng pag-intindi ng proseso ng paglilitis)
- 3 _____ Poor room arrangement for audience to hear proceedings
(Di maayos ang silid kaya't di marining ang paglilitis)
- 96 _____ Others, specify *(Iba pa, tukuyin)*

Experience with Justice/Judge and Court Personnel

C21 In general, how would you rate the Justice's/Judge's behavior during the proceedings?

(Sa kabuuan, anong marka ang inyong ibibigay sa pag-uugali ng Hukom sa proseso ng paglilitis?)

- 1 _____ Poor *(Di Kasiya-siya)*
- 2 _____ Fair *(Di halos kasiya-siya)*
- 3 _____ Good *(Di Gaanong Kasiya-siya)*
- 4 _____ Very Good *(Kasiya-siya)*
- 5 _____ Excellent *(Labis na kasiya-siya)*

C22 Were the court personnel courteous and helpful when you sought assistance?

(Nang humingi kayo ng tulong, naging magalang at matulungin ba ang mga empleyado ng korte?)

- 1 _____ Never *(Hindi Kailanman)*
- 2 _____ Seldom *(Madalang)*
- 3 _____ Sometimes *(Paminsan-minsan)*
- 4 _____ Most of the time *(Kadalasan)*
- 5 _____ All the time *(Sa lahat ng pagkakataon)*

C23 How did the Justice/Judge address you when talking to you?

(Ano ang tawag ng Hukom sa inyo kapag kayo ay kanyang kinakausap?)

- 1 _____ Mr./ Mrs./ Ms. *(Ginoo, Ginang, Binibini)*
- 2 _____ First name only *(Unang pangalan lamang)*
- 3 _____ Last name only *(Apelyido lamang)*
- 96 _____ Others specify *(Iba pa, tukuyin)*

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in answering the following questions:

(Paki gamit ang sumusunod na pamantayan sa pagsagot ng mga sumusunod na katanungan:)

- Never *(Hindi Kailanman)*
- Seldom *(Madalang)*
- Sometimes *(Paminsan-minsan)*
- Most of the time *(Kadalasan)*
- All the time *(Sa lahat ng pagkakataon)*

When the case you monitored or assisted was being heard in court,

(Noong dinidinig sa korte ang kasong inyong sinubaybayan o tinulungan ,)

	Questions	Never	Seldom	Sometimes	Most of the time	All of the time
C24	Was the Justice/Judge fair? <i>(Ang Hukom ba ay naging patas?)</i>	1	2	3	4	5
C25	Was the Justice/Judge in control of the proceedings? <i>(Nakontrol ba ng Hukom ang proseso ng paglilitis?)</i>	1	2	3	4	5

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR OTHER STAKEHOLDERS

QRE NO.	
----------------	--

	Questions	Never	Seldom	Sometimes	Most of the time	All of the time
C26	Was the Justice/Judge attentive to your lawyer's questions? <i>(Nakinig ba ang Hukom sa tanong ng inyong abogado?)</i>	1	2	3	4	5
C27	Was the Justice/Judge attentive to the answer of the witnesses? <i>(Pinakinggan ba ng Hukom ang sagot ng mga testigo?)</i>	1	2	3	4	5
C28	Was the Justice/Judge interrupted or distracted by activities in the courtroom? <i>(Nagulo ba ang Hukom ng mga ibang aktibidad sa silid-hukuman?)</i>	1	2	3	4	5
C29	Did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearing? <i>(Ang Hukom ba humarap na may sapat na kaalaman tungkol sa tamang proseso ng paglilitis?)</i>	1	2	3	4	5
C30	Did the Justice's/Judge's appearance command respect? <i>(Nagmukha bang kagalang galang ang hitsura ng Hukom?)</i>	1	2	3	4	5
C31	Did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? <i>(Nagpakita ba ang Hukom ng di patas na pagtrato dahil sa inyong katayuan sa buhay, pinag-aralan, kasarian, relihiyon, lahing pinagmulan, at iba pa?)</i>	1	2	3	4	5
NOTE: C32 NOT APPLICABLE TO COURT EMPLOYEES.						
C32	Was there any court personnel who showed any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? <i>(Mayroon bang empleyado ng korte na nagpakita ng "pagtutol" sa inyo dahil sa inyong katayuan sa buhay, pinag-aralan, kasarian, relihiyon, lahing pinagmulan, at iba pa?)</i>	1	2	3	4	5

Please rate the following statements based on the following scale:
(Tukuyin ang mga sumusunod na pangungusap base sa mga sumusunod na pamantayan:)

Strongly Disagree (SD)	<i>(Lubos na di sumasang-ayon)</i>
Disagree (D)	<i>(Hindi sumasang-ayon)</i>
Neither disagree nor agree (NDA)	<i>(Hindi sigurado)</i>
Agree (A)	<i>(Sumasang-ayon)</i>
Strongly agree (SA)	<i>(Lubos na sumasang-ayon)</i>

	STATEMENT	SD	D	NDA	A	SA
C33	The lawyer of the case is concerned about protecting his clients' rights. <i>(Pinangangalagaan ng abogado ang mga karapatan ng kanyang kliyente.)</i>	1	2	3	4	5
C34	The lawyer of the case has adequate knowledge and training in law to protect his client's rights and interests. <i>(Ang abogado ay may sapat na kaalaman at kasanayan sa batas para mapangalagaan ang karapatan at interes ng kanyang kliyente.)</i>	1	2	3	4	5
C35	The lawyer of the case is doing his/ her best in protecting his client's rights. <i>(Ang lahat ay ginagawa ng abogado upang maprotektahan ang karapatan ng kanyang kliyente.)</i>	1	2	3	4	5

C39c. **How confident are you that this case will be resolved satisfactorily?**
(Gaano kayo katiwala na ang kasong ito ay maresolba ng maayos?)

- 1 _____ Definitely not confident *(Lubos na di nagtitiwala)*
- 2 _____ Not confident *(Di nagtitiwala)*
- 3 _____ Neither confident nor not confident *(Di tiyak)*
- 4 _____ Confident *(Nagtitiwala)*
- 5 _____ Definitely confident *(Lubos na nagtitiwala)*

Level of Satisfaction

C40 **How satisfied or dissatisfied were you with your experience with the court?** *(Gaano kayo kakuntento sa karanasan ninyo sa korte?)*

- 1 _____ Very dissatisfied *(Lubos na di kasiya-siya)*
- 2 _____ Dissatisfied *(Kasiya-siya)*
- 3 _____ Neither satisfied nor dissatisfied *(Di – tiyak)*
- 4 _____ Satisfied *(Kasiya-siya)*
- 5 _____ Very satisfied *(Lubos na kasiya-siya)*

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD) Please use this scale in rating the following statements:
(Paki gamit ang sumusunod na pamantayan sa pagsagot ng mga sumusunod na katanungan.)

- Strongly disagree (SD) *(Lubos na di sumasang-ayon)*
- Disagree (D) *(Hindi sumasang-ayon)*
- Neither disagree nor agree (NDA) *(Hindi sigurado)*
- Agree (A) *(Sumasang-ayon)*
- Strongly agree (SA) *(Lubos na sumasang-ayon)*
- Don't Know (DK) *(Di Alam)*

Accessibility

	Statements	SD	D	NDA	A	SA	DK
D1	The court is centrally located or is near the center of economic activity of the city or municipality. <i>(Ang korte ay nasa sentro o malapit sa kalakalan ng siyudad o munisipyo.)</i>	1	2	3	4	5	97
D2	The court is easily accessible by public transportation. <i>(Ang korte ay madaling marating sa pamamagitan ng pampublikong sasakyan.)</i>	1	2	3	4	5	97
D3	Transportation cost to and from court is affordable. <i>(Ang pamasaha papunta at mula sa korte ay abot-kaya.)</i>	1	2	3	4	5	97
D4	Court proceedings are easy to understand and follow. <i>(Ang proseso ng paglilitis ay madaling maintindihan at sundin.)</i>	1	2	3	4	5	97
D5	Court decisions are easy to understand. <i>(Ang mga desisyon ng korte ay madaling maintindihan.)</i>	1	2	3	4	5	97
D6	The court provides enough information to the litigants about its procedures and services. <i>(Ang korte ay nagbibigay ng sapat na impormasyon tungkol sa mga proseso at serbisyo nito.)</i>	1	2	3	4	5	97
D7	Filing fees paid to the court are reasonable. <i>(Ang halagang binabayaran sa pagsampa ng kaso ay tama lamang.)</i>	1	2	3	4	5	97

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR OTHER STAKEHOLDERS

QRE NO.	
----------------	--

	Statements	SD	D	NDA	A	SA	DK
D8	It costs too much to file a case in court. <i>(Ang pagsampa ng kaso sa korte ay sobrang magastos.)</i>	1	2	3	4	5	97
D9	The court attempts to meet the special needs of litigants with physical disabilities. <i>(Sinusubukan ng korteng tugunan ang mga pangangailangan ng mga may pisikal na kapansanan.)</i>	1	2	3	4	5	97
D10	Overall, the court is accessible to its users. <i>(Sa kabuuan, ang korte ay madaling puntahan at lapitan ng mga gumagamit nito.)</i>	1	2	3	4	5	97

Fairness and Impartiality

	Statements	SD	D	NDA	A	SA	DK
D11	The court does not treat individuals differently because of income, gender age, religion or ethnic origin. <i>(Hindi tinuturing ng korte ang mga tao na magkaka-iba dahil sa kanilang kita, kasarian, edad, relihiyon o pinagmulang lahi.)</i>	1	2	3	4	5	97
D12	The court treats all people fairly. <i>(Itinuturing ng korteng ito ang mga tao na pantay-pantay.)</i>	1	2	3	4	5	97
D13	The country's justice system protects both the rich and the poor. <i>(Pantay na itinataguyod ang kapakanan ng mayayaman at mahihirap sa sistemang pangkatarungan sa bansa.)</i>	1	2	3	4	5	97

Efficiency

	Statements	SD	D	NDA	A	SA	DK
D14	The court responds to requests for information within a reasonable time (i.e., prescribed by the court). <i>(Ang korte ay tumutugon sa mga paglilinaw/katanungan sa loob ng sapat na panahon (o ayon sa itinakda ng batas).)</i>	1	2	3	4	5	97
D15	The court resolves cases within the period prescribed by law/rules. <i>(Nareresolba ng korte ang mga kaso sa itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97
D16	The court has adequate resources to do its job within reasonable period. <i>(May sapat na kakayahan ang korte na isagawa ang trabaho sa sapat na panahon.)</i>	1	2	3	4	5	97
D17	Court's decisions are enforced within the period prescribed by law/rules. <i>(Ipinapatupad ng korte ang mga desisyon sa itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR OTHER STAKEHOLDERS

QRE NO.	
----------------	--

	Statements	SD	D	NDA	A	SA	DK
D18	The court has good working relationship with the police and other pillars of justice. <i>(May maayos na ugnayan/ relasyon ang korte sa pulisya at ibang sangay ng pamahalaan..)</i>	1	2	3	4	5	97
D19	Court decisions are promulgated within the period prescribed by laws/rules. <i>(Ang mga desisyon ng korte ay naipakakalat sa loob ng itinakdang panahon na naaayon sa batas o patakaran.)</i>	1	2	3	4	5	97

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(Paki gamit ang sumusunod na pamantayan sa pagbibigay ng marka sa ng mga sumusunod na katangian ng korte:)

- Poor *(Di Kasiya-siya)*
- Fair *(Halos di kasiya-siya)*
- Good *(Di gaanong kasiya-siya)*
- Very Good *(Kasiya-siya)*
- Excellent *(Labis na kasiya-siya)*
- Don't Know *(Di Alam)*

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D20	Overall appearance projected by the building and facilities of the court <i>(Kabuuang kaayusan/ hitsura ng gusali at pasilidad ng korte)</i>	1	2	3	4	5	97
D21	Design and layout of courtroom <i>(Disenyo at kaayusan ng silid-hukuman)</i>	1	2	3	4	5	97
D22	Availability of directional signs <i>(Pagkakaroon ng mga gabay sa direksyon)</i>	1	2	3	4	5	97
D23	Court's physical environment <i>(Pisikal na kapaligiran sa korte)</i>	1	2	3	4	5	97
D24	Ventilation within the court room <i>(Bentilasyon sa loob ng korte)</i>	1	2	3	4	5	97
D25	Lighting facilities <i>(Pailaw/Liwanag sa loob ng korte)</i>	1	2	3	4	5	97
D26	Acoustical environment <i>(Pandinig sa loob ng korte)</i>	1	2	3	4	5	97
D27	Availability of adequate chairs and other facilities for the public <i>(Pagkakaroon ng sapat na upuan at ibang kagamitang pang-opisina para sa publiko)</i>	1	2	3	4	5	97
D28	Availability of office equipment like typewriter and computer for court employees <i>(Pagkakaroon ng gamit pang-opisina tulad ng typewriter at computer para sa mga empleyado)</i>	1	2	3	4	5	97
D29	Availability of telecommunication equipment (telephone, fax machine) for court's use <i>(Pagkakaroon ng mga gamit pangkomunikasyon para magamit sa korte)</i>	1	2	3	4	5	97

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D30	Availability of telecommunication equipment (telephone, fax machine) for the public <i>(Pagkakaroon ng mga gamit pang komunikasyon tulad ng telepono at fax machine para sa publiko)</i>	1	2	3	4	5	97
D31	Assurance of safety and security of all parties <i>(Kasiguruhan na may pasilidad para sa kaligtasan at seguridad ng lahat)</i>	1	2	3	4	5	97
D32	Availability of special access for the disabled <i>(Pagkakaroon ng daanan para sa may pisikal na kapansanan)</i>	1	2	3	4	5	97

Judicial Competence, Integrity and Independence

(INTERVIEWER: SHOW THE FLASHCARD) Please use this scale in answering the following questions:
(Paki gamit ang pamantayang ito sa pagsagot ng mga sumusunod na katanungan.)

- | | |
|----------------------------------|------------------------------------|
| Strongly Disagree (SD) | <i>(Lubos na di sumasang-ayon)</i> |
| Disagree (D) | <i>(Hindi sumasang-ayon)</i> |
| Neither disagree nor agree (NDA) | <i>(Hindi sigurado)</i> |
| Agree (A) | <i>(Sumasang-ayon)</i> |
| Strongly agree (SA) | <i>(Lubos na sumasang-ayon)</i> |
| Don't Know (DK) | <i>(Di Alam)</i> |

	Statements	SD	D	NDA	A	SA	DK
D33	Justices/Judges in court are fully knowledgeable of law and legal procedures. <i>(Ang mga Hukom ay may ganap na kaalaman sa batas at legal na proseso.)</i>	1	2	3	4	5	97
D34	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang mga empleyado ng hukuman ay may sapat na kaalaman tungkol sa nararapat na hakbang sa mga kasong inilalapit sa hukuman.)</i>	1	2	3	4	5	97
D35	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kabuuan, ang mga empleyado ng korte ay may sapat na kakayahang magbigay suporta sa mga Hukom.)</i>	1	2	3	4	5	97
D36	In general, court personnel are competent. <i>(Sa kabuuan, ang mga empleyado ay may kakayahang gampanan ang kanilang mga tungkulin.)</i>	1	2	3	4	5	97
D37	In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala. <i>(Sa kabuuan, ang mga tauhan ng korte ay may sapat na kaalaman tungkol sa tamang proseso ng pagdinig ng kaso sa silid-hukuman.)</i>	1	2	3	4	5	97

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR OTHER STAKEHOLDERS

QRE NO.	
----------------	--

	Statements	SD	D	NDA	A	SA	DK
D38	The public can give full trust in the ability of the country's judicial system to protect their rights. <i>(Buong tiwala ang binibigay ng publiko sa kakayahan ng sistemang pangkatarungan sa bansa na protektahan ang kanilang karapatan.)</i>	1	2	3	4	5	97
D39	In general, Justices/Judges in court are honest, trustworthy, and incorruptible. <i>(Sa kabuuan, ang mga Hukom sa korte ay tapat, mapagkakatiwalaan at hindi kayang suhulan.)</i>	1	2	3	4	5	97
D40	In general, Justices/Judges in court can be relied on to give just and fair decisions. <i>(Sa kabuuan, ang mga Hukom sa korte ay mapagkakatiwalaang magbibigay ng patas at parehas na desisyon.)</i>	1	2	3	4	5	97

Corruption and Bribery

	Statements	SD	D	NDA	A	SA	DK
D41	During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption. <i>(Sa panahon ng paglilitis, ang pagbibigay ng regalo o pabor sa Hukom ay isang paraan ng katiwalian/korapsyon.)</i>	1	2	3	4	5	97
D42	There is great opportunity for corruption when the dockets of the court are clogged. <i>(Malaki ang posibilidad na may kurapsyon sa korte kung sobrang daming kaso ang naitala sa doket ng korte.)</i>	1	2	3	4	5	97
D43	There is corruption in court because Justices/Judges can be bribed. <i>(May katiwalian/korapsyon sa korte dahil nasusuhulan ang Hukom.)</i>	1	2	3	4	5	97
D44	There is corruption in court because court personnel can be bribed. <i>(May katiwalian/korapsyon sa korte dahil nasusuhulan ang mga empleyado ng korte.)</i>	1	2	3	4	5	97
D45	There is corruption in court because lawyers can be bribed. <i>(May katiwalian/korapsyon sa korte dahil nasusuhulan ang mga abogado.)</i>	1	2	3	4	5	97
D46	Corruption is the reason why some people do not use the court. <i>(Katiwalian/korapsyon ang dahilan kung bakit hindi gumagamit ng korte and mga tao.)</i>	1	2	3	4	5	97
D47	People do not appeal cases to higher courts due to corruption. <i>(Katiwalian/kurapsyon ang dahilan kaya't hindi ina-apela ng tao ang mga kaso.)</i>	1	2	3	4	5	97

(D48 TO BE ANSWERED BY POLICE AND NGOs ONLY)

D48 How would you rate your overall impression of the court that heard your case based on personal experience?
(Paano ninyo susuriin ang pangkalahatang opinion ninyo sa korteng duminig ng inyong kaso batay sa personal na karanasan?)

- 1 _____ Very negative *(Labis na di kasiya-siya)*
- 2 _____ Somewhat negative *(Medyo di kasiya-siya)*
- 3 _____ Undecided *(Di tiyak)*
- 4 _____ Somewhat positive *(Medyo kasiya-siya)*
- 5 _____ Very positive *(Labis na kasiya – siya)*

D49 In general, how would you rate the court's performance?
(Sa kabuuan, paano niyo mamarkahan ang pagkakaganap ng korte sa kanyang tungkulin?)

- 1 _____ Poor *(Labis na di kasiya-siya)*
- 2 _____ Fair *(Medyo di kasiya-siya)*
- 3 _____ Good *(Di tiyak)*
- 4 _____ Very Good *(Medyo kasiya-siya)*
- 5 _____ Excellent *(Labis na kasiya – siya)*

D50 Rate each group based on their honesty in the administration of justice.
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Tukuyin ang bawat grupo base sa kanilang katapatan sa pag-gawad ng hustisya.)

Court Personnel <i>(Mga Empleyado ng Korte)</i>	Very few <i>(Napaka-kaunti)</i>	A few <i>(Kakaun-ti)</i>	Some <i>(lilan lang)</i>	Many <i>(Marami)</i>	Very many <i>(Napaka-rami)</i>	None <i>(Wala)</i>	Don't know <i>(Hindi alam)</i>
i. Justices	1	2	3	4	5	0	97
ii. Judges	1	2	3	4	5	0	97
iii. Lawyers/PAO	1	2	3	4	5	0	97
iv. Clerks of Court	1	2	3	4	5	0	97
v. Process Servers	1	2	3	4	5	0	97
vi. Stenographers	1	2	3	4	5	0	97
vii. Police	1	2	3	4	5	0	97
viii. Sheriffs	1	2	3	4	5	0	97

QRE NO.	
----------------	--

D51 **Overall, what is your level of trust on the following?**
(Sa kabuuan, ano ang antas ng inyong pagtitiwala sa mga sumusunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Lubos na Hindi Nagtitiwala)</i>	Distrust <i>(Di Nagtitiwala)</i>	Undecided <i>(Di Tiyak)</i>	Trust <i>(Nagtitiwala)</i>	Much Trust <i>(Lubos na Nagtitiwala)</i>	Don't Know <i>(Di Alam)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Hanggang dito na lamang ang aming panayam. Maraming salamat.)

Survey Instrument 5



**Questionnaire for Other Stakeholders
(English – Visayan Version)**

QRE NO.	
----------------	--

1	Name of Interviewer	_____		
2	Date of interview	_____		
3	Interview is:	First visit _____	Second visit _____	Replacement _____
4	Time started	_____	5	Time ended _____
6	Name of Editor	_____	7	Date of Editing _____
8	Name of Encoder	_____	9	Date of Encoding _____

BLOCK A: IDENTIFICATION

A1 **ID No. of Survey Respondent**
(ID No. sa Tagatubag) _____

A2 **Name of Interviewee**
(Ngalan sa Tagatubag) _____

A3 **Sex** *(Seksual nga Gibarogan)* 1 _____ Male *(Lalaki)* 2 _____ Female *(Babaye)*

A4 **Age (in years) as of last birthday**
(Edad Base sa Katapusang Birtdey) _____

A5 **Complete Address**
(Kompletong Adres sa Pinuy-anan) _____

A6 **Place of Residence**
(Lugar kung asa ang Pinuy-anan) 1 _____ Urban 2 _____ Rural

A7 **Contact Number**
(Numero sa Telepono) _____

A8 **Type of Respondent**
(Klase sa Tagatubag)

1 _____ Court Employee *(Empleyado ng Korte)*
 2 _____ Non-Government Organization *(Non-government Organization)*
 3 _____ Police *(Pulis)*

A9 **Type of Case Handled / Monitored**
(Klase sa Kaso nga Gihawiran o Gimonitor) (DILI PWEDE MOTUBAG ANG EMPLEYADO SA KORTE)

1 _____ Civil *(Sibil)*
 2 _____ Criminal *(Kriminal)*
 3 _____ Cadastral Proceeding *(Cadastral Proceeding)*
 4 _____ Special Proceeding *(Special Proceeding)*
 96 _____ Others, specify: *(Uban pa, hinganli):* _____

A10 **Type of Court Usually Attended**
(Klase sa Korte nga Kasagarang Gitambongan)

1 _____ Supreme Court	6 _____ Regional Trial Court
2 _____ Court of Appeals	7 _____ Shari'a Court
3 _____ Sandiganbayan	8 _____ Municipal Circuit Trial Court
4 _____ Court of Tax Appeal	9 _____ Municipal Trial Court
5 _____ Municipal Trial Court in Cities	10 _____ Metropolitan Trial Court

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

B1 **What is your civil status?**

(Unsa imong sibil status?)

1 _____ Single (*Ulitawo / Dalaga*)

2 _____ Married (*Minyo*)

3 _____ Widowed (*Balo*)

4 _____ Separated or Divorced (*Bulag*)

B2 **Where were you born?**

(Asa ka gipanganak?)

_____ City (*Siyudad*) / Municipality (*Munisipyo*) / Province (*Probinsya*)

B3 **Are you a member of any minority group?**

(Myembro ba ka ug grupo o tribo?)

1 _____ Yes (*Oo*)

IF "YES", PROCEED TO B3a.

0 _____ No (*Hindi*)

IF "NO", PROCEED TO B4.

B3a. **Which group?** (*Unsa nga grupo?*)

B4 **What is the dialect you most often speak at home?**

(Unsang sinultian ang kasagaran ninyong gigamit sa balay?)

1 _____ Tagalog

2 _____ Cebuano/Bisaya

3 _____ Ilonggo/Hiligaynon

4 _____ Kapampangan

5 _____ Ilocano

96 _____ Others, specify (*Uban pa, hinganli*): _____

B5 **What is your religion?** (*Unsa ang imong relihiyon?*)

0 _____ None (*Wala*)

2 _____ Roman Catholic (*Katoliko*)

3 _____ Protestant (*Protestante*)

4 _____ Iglesia ni Cristo

96 _____ Others, specify (*Uban pa, hinganli*): _____

B6 **What is your highest level of schooling completed?**

(Unsa ang kinatas-ang grado nga imong nahuman?)

0 _____ None (*Wala*)

1 _____ Elementary Grade (*Nakatuntong sa Elementarya*)

2 _____ Elementary Graduate (*Nakahuman ug Elementarya*)

3 _____ High School level (*Nakatuntong sa Hayskul*)

4 _____ High school graduate (*Nakahuman ug Hayskul*)

5 _____ Vocational school level (*Nakatuntong sa Vocational*)

6 _____ Vocational (*Nakahuman ug Vocational*)

7 _____ College Level (*Nakatuntong sa Kolehiyo*)

8 _____ College Graduate (*Nakahuman ug Kolehiyo*)

9 _____ Post Graduate (*Post Graduate*)

B7 **How much was your average personal monthly income from January to December 2005?**

(Pila ang imong kasagarang binuwan na kinitaan gikan Enero hangtud Disyembre 2005?)

1 _____ Less than P10,001

2 _____ P10,001 – P20,000

3 _____ P20,001 – P30,000

4 _____ P30,001 – P40,000

5 _____ P40,001 – P50,000

6 _____ P50,001 – P75,000

7 _____ P75,001 – P100,000

8 _____ P100,001 – P 200,000

9 _____ More than (*Labaw sa*) P200,000

10 _____ Don't know/Refuse to answer (*Wala kahibalo o walay tubag*)

B8 **How much was the average monthly income of your family from January to December 2005?**

(Pila ang kasagarang binuwanan nga kinitaan sa imong pamilya gikan sa Enero hangtud sa Disyembre 2005?)

1 _____ Less than P10,001

2 _____ P10,001 – P20,000

3 _____ P20,001 – P30,000

4 _____ P30,001 – P40,000

5 _____ P40,001 – P50,000

6 _____ P50,001 – P75,000

7 _____ P75,001 – P100,000

8 _____ P100,001 – P 200,000

9 _____ More than (*Labaw sa*) P200,000

10 _____ Don't know/Refuse to answer (*Wala kahibalo o walay tubag*)

QRE NO.	
----------------	--

C10a. What agency/organization is this? (*Unsa kini nga ahensya / organisasyon?*)

- 1 _____ Public Attorney's Office (*Opisina sa mga Abogadong Pampubliko*)
- 2 _____ Local government, specify (*Lokal nga gobyerno, hinganli*): _____
- 3 _____ Private groups/Non-governmental organizations/Media, specify:
(*Pribadong grupo/Dili Panggobyernong Organisasyon/Media hinganli*): _____
- 4 _____ Lawyers' groups, specify (*Grupo sa mga Abogado, hinganli*): _____
- 5 _____ Courts/judicial bodies, specify (*Korte / Hukom , hinganli*): _____
- 96 _____ Other, specify (*Uban pa, hinganli*): _____

C11 How did you learn about this agency/organization? (STATE ALL THAT APPLY)

(*Giunsa nimo pagkahibalo niini nga opisina sa gobyerno? ISULAT ANG TANAN*)

- 1 _____ School (*Eskwelahan*)
- 2 _____ Family and friends (*Pamilya ug mga amigo*)
- 3 _____ Mass media – i.e., TV, radio, newspapers (*Mass Media – tv, radyo, newspaper o pamantalaan*)
- 4 _____ Books (*Mga libro*)
- 5 _____ Government agencies (*Ahensya sa gobyerno*)
- 6 _____ Lawyer (*Abogado*)
- 7 _____ Social worker (*Social Worker*)
- 8 _____ Policeman (*Pulis*)
- 9 _____ Barangay official/Community leader (*Opisyal sa baranggay / lider sa komunidad*)
- 96 _____ Others, specify (*Uban pa, hinganli*): _____

C12 – C20A TO BE ANSWERED BY NGOS AND POLICE

C12 How did you usually travel to the court?

(*Giunsa nimo pag-anhi sa korte?*)

- 1 _____ Walk (*Lakaw*)
- 2 _____ Private Vehicle (*Pribadong sakyanan*)
- 3 _____ Public Vehicle (*Publikong sakyanan – train, taxi, bus, jeep, tricycle*)
- 96 _____ Others, specify (*Uban pa, hinganli*): _____

C13 How much does it usually cost you to travel to the court?

(*Pila ang imong nagasto pag-anhi sa korte?*)

_____ Pesos

C14 How often do your hearings start on time, which is 8:30 in the morning or 1:30 in the afternoon?

(*Kanunay bang magsugod sa saktong oras na 8:30 sa buntag o 1:30 sa hapon ang imong mga hearing o husay?*)

- 1 _____ Never (*Wala gyud nahitabo*)
 - 2 _____ Seldom (*Talagsa*)
 - 3 _____ Sometimes (*Usahay*)
 - 4 _____ Most of the time (*Kasagaran*)
 - 5 _____ All of the time (*Kanunay o pirmi*)
- } PROCEED TO C15
 } PROCEED TO C17

C15 On the average, how long did you have to wait for a hearing to start?

(*Kasagaran, unsa ang gidugayon sa paghulat aron magsugod ang paghusay sa korte?*)

_____ Hours
(Oras)

C16 Please name the top 3 usual causes of delay.

(*Palihug hinganli ang tulo ka labing hinungdan sa pagkalangan.*)

- 1 _____ Justice/Judge (*Hukom*)
- 2 _____ Lawyer (*Abogado*)
- 3 _____ Complainant/Plaintiff (*Nagreklamo*)
- 4 _____ Defendant (*Gireklamo o gisumbong o akusado*)
- 5 _____ Witness (*Saksi*)
- 96 _____ Others, specify (*Uban pa, hinganli*): _____

Experience with Justice/Judge and Court Personnel

C21 In general, how would you rate the Justice's/Judge's behavior during the proceedings?
(Sa kinatibuk-an, unsa man ang imong ikasulti sa kinaiya o batasan o panglihok sa Hukom/Huwes?)

- 1 _____ Poor *(Dili gyud maayo)*
- 2 _____ Fair *(Arang-arang)*
- 3 _____ Good *(Maayo)*
- 4 _____ Very Good *(Maayo kaayo)*
- 5 _____ Excellent *(Maayo gyud kaayo)*

C22 Were the court personnel courteous and helpful when you sought assistance?
(Sa panahon na nangayo ka sa tabang sa empleyado sa korte, matinahuron ug matinabangon ba sila kanimo?)

- 1 _____ Never *(Wala gyud nahitabo)*
- 2 _____ Seldom *(Talagsa)*
- 3 _____ Sometimes *(Usahay)*
- 4 _____ Most of the time *(Kasagaran)*
- 5 _____ All the time *(Kanunay o pirmi)*

C23 How did the Justice/Judge address you when talking to you?
(Unsay tawag sa Hukom/Huwes nimo kung maki-storya siya kanimo?)

- 1 _____ Mr./ Mrs./ Ms.
 - 2 _____ First name only *(Ngalan)*
 - 3 _____ Last name only *(Apilyedo)*
 - 96 _____ Others specify *(Uban pa, hinganli):*
-

(INTERVIEWER: SHOW THE FLASHCARD)
 Please use this scale in answering the following questions:
(Palihug markahi ang mosunod:)

- Never *(Wala gyud nahitabo)*
- Seldom *(Talagsa)*
- Sometimes *(Usahay)*
- Most of the time *(Kasagaran)*
- All the time *(Kanunay o pirmi)*

When the case you monitored or assisted was being heard in court,
(Katung panahon nga ang kaso nga imoy gitabangan gidungug sa korte,)

	Questions	Never	Sel- dom	Some- times	Most of the time	All of the time
C24	Was the Justice/Judge fair? <i>(Ang Hukom/Huwes ba matarong?)</i>	1	2	3	4	5
C25	Was the Justice/Judge in control of the proceedings? <i>(Ang Hukom/Huwes aduna bay pagmando o pagdumala sa hukmanan?)</i>	1	2	3	4	5
C26	Was the Justice/Judge attentive to your lawyer's questions? <i>(Ang Hukom/Huwes matinagdanon ba sa mga pangutana sa abogado?)</i>	1	2	3	4	5
C27	Was the Justice/Judge attentive to the answer of the witnesses? <i>(Ang Hukom/Huwes matinagdanon ba sa tubag sa mga testigo o saksi?)</i>	1	2	3	4	5

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR OTHER STAKEHOLDERS

QRE NO.	
----------------	--

	Questions	Never	Seldom	Sometimes	Most of the time	All of the time
C28	Was the Justice/Judge interrupted or distracted by activities in the courtroom? <i>(Nadisturbo ba ang Hukom/Huwes sa mga aktibidadis sa sulod sa korte?)</i>	1	2	3	4	5
C29	Did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearing? <i>(Ang Hukom/Huwes aduna bay kaalam mahitungod sa saktong pamaagi sa paghusay?)</i>	1	2	3	4	5
C30	Did the Justice's/Judge's appearance command respect? <i>(Ang Hukom/Huwes nagpakita ba nga tinuod o dungganon?)</i>	1	2	3	4	5
C31	Did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? <i>(Nagpakita ba ang Hukom/Huwes ug pagpabor batok kanimo tungod sa imong pinansyal nga kahimtang, grado, seksual nga gibarugan, relihiyon, gigikanan, ug uban pa?)</i>	1	2	3	4	5
NOTE: C32 NOT APPLICABLE TO COURT EMPLOYEES.						
C32	Was there any court personnel who showed any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin, etc.? <i>(Aduna bay empleyado sa korte nga nagpakita ug pagpabor batok kanimo tugod sa imong pinansyal nga kahimtang, grado, seksual nga gibarugan, relihiyon, gigikanan, ug uban pa?)</i>	1	2	3	4	5

Please rate the following statements based on the following scale:
(Palihug markahi ang mosunod):

Strongly Disagree (SD)	<i>(Dili gyud mouyon)</i>
Disagree (D)	<i>(Dili mouyon)</i>
Neither disagree nor agree (NDA)	<i>(Dili sigurago kung mouyon o dili mouyon)</i>
Agree (A)	<i>(Mouyon)</i>
Strongly agree (SA)	<i>(Mouyon kaayo)</i>

	STATEMENT	SD	D	NDA	A	SA
C33	The lawyer of the case is concerned about protecting his clients' rights. <i>(Ang akong abogado nagpakita ug kalabutan nga maprotektahan ang akong katungod.)</i>	1	2	3	4	5
C34	The lawyer of the case has adequate knowledge and training in law to protect his client's rights and interests. <i>(Ang akong abogado adunay kahibalo ug pagbansay sa pamalaod aron maprotektaha ang akong mga katungod ug interes.)</i>	1	2	3	4	5
C35	The lawyer of the case is doing his/ her best in protecting his client's rights. <i>(Ang akong abogado gihimo ang tanan aron maprotektahan ang akong katungod.)</i>	1	2	3	4	5
C36	The lawyer of the case explains to the client the progress of the case. <i>(Ang akong abogado nag-esplika kanako sa progreso sa akong kaso.)</i>	1	2	3	4	5
C37	The lawyer of the case explains to the client the possible options/ strategies regarding the case. <i>(Ang akong abogado nag-esplika kanako sa mga posibleng mahitabo ug mga pamaagi mahitungod sa akong kaso.)</i>	1	2	3	4	5

Experience with Corruption and Bribery

C38 **Did you personally witness any form of corruption in this court?**

(Personal ba kang nakasaksi nga adunay korupsiyon sa korte?)

- 1 _____ Yes (Oo) IF "YES", PROCEED TO C38a. 0 _____ No (Wala) IF "NO", PROCEED TO C39.

C38a. **How was it done?** (STATE ALL THAT APPLY)

(Sa unsa kini nga paagi? ISUWAT ANG TANAN.)

- 1 _____ The case was intentionally delayed. (Ang kaso gituyo sa paglangan).
 2 _____ The Justice/Judge and/or court personnel was bribed for a favorable decision. (Adunay ngasuburno sa Hukom/Huwes ug empleyado sa korte.)
 3 _____ Decision on cases were intentionally delayed. (Ang desisyon gituyo sa paglangan.)
 4 _____ Bribery was done for the issuance of Temporary Restraining Order. (Gisoburnuhan ang mga hurado para mo-isyu Temporary Restraining Order.)
 96 _____ Others, specify (Uban pa, hinganli): _____

Knowledge of Administrative Cases

C39 **Did you file any administrative complaints filed against a Justice/Judge or court personnel?**

(Nakapasaka o nakasang-at na ba ka ug kasong administratibo batok sa Hukom/Huwes o sa empleyado sa korte?)

- 1 _____ Yes (Oo) IF "YES", PROCEED TO C39a. 0 _____ No (Wala) IF "NO", PROCEED TO C41.

C39a. **What is the nature of the complaint/s?** (STATE ALL THAT APPLY)

(Unsa kini nga kaso? ISUWAT TANAN).

- 1 _____ Inappropriate demeanor of Justice/Judge or court personnel (Dili maayo nga batasan sa Hukom/Huwes o empleyado sa korte)
 2 _____ Inefficiency (Inefficiency)
 3 _____ Incompetence (Incompetence)
 4 _____ Lack of Integrity (Kulang sa integridad)
 5 _____ Unfairness and partiality (Dili patas)
 96 _____ Others, specify (Uban pa, hinganli): _____

C39b. **What happened to this complaint?**

(Unsay nahitabo sa kaso?)

- 1 _____ Still pending (Wala pa ang desisyon) PROCEED TO C39c
 2 _____ Dismissed (Gi-dismiss) PROCEED TO C41
 3 _____ Nothing happened (Walay nahitabo) PROCEED TO C39c

C39c. **How confident are you that this case will be resolved satisfactorily?**

(Unsa ka kakampante nga ang kaso maayong pagkaresolba o pagkahusay?)

- 1 _____ Definitely not confident (Dili gyud kampante)
 2 _____ Not confident (Dili kampante)
 3 _____ Neither confident nor not confident (Dili sigurado kung kampante o di kampante)
 4 _____ Confident (Kampante)
 5 _____ Definitely confident (Kampante kaayo)

Level of Satisfaction

C40 **How satisfied or dissatisfied were you with your experience with the court?**
(Unsa ka kakontento o kadiskontento sa imong nasinatian sa korte?)

- 1 _____ Very dissatisfied (*Dili gyud kontento*)
- 2 _____ Dissatisfied (*Dili kontento*)
- 3 _____ Neither satisfied nor dissatisfied (*Dili sigurado kung kontento o di kontento*)
- 4 _____ Satisfied (*Kontento*)
- 5 _____ Very satisfied (*Kontento Kaayo*)

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

(INTERVIEWER: SHOW THE FLASHCARD) Please use this scale in rating the following statements:
(Palihug markahi ang mosunod):

- Strongly disagree (SD) (*Dili gyud mouyon*)
- Disagree (D) (*Dili mouyon*)
- Neither disagree nor agree (NDA) (*Dili sigurado kung mouyon o di mouyon*)
- Agree (A) (*Mouyon*)
- Strongly agree (SA) (*Mouyon kaayo*)
- Don't Know (DK) (*Wa kahibao*)

Accessibility

	Statements	SD	D	NDA	A	SA	DK
D1	The court is centrally located or is near the center of economic activity of the city or municipality. (<i>Ang korte nahimutang sa sentro o duol sa lugar nga adunay ekonomikanhong kalihukan.</i>)	1	2	3	4	5	97
D2	The court is easily accessible by public transportation. (<i>Ang korte sayon maadtoan sa pampublikong sakyanan.</i>)	1	2	3	4	5	97
D3	Transportation cost to and from court is affordable. (<i>Ang gasto sa pag-adto ug pagbalik sa korte makaya ra.</i>)	1	2	3	4	5	97
D4	Court proceedings are easy to understand and follow. (<i>Sayon ug dali masabtan ang paghusay sa kaso.</i>)	1	2	3	4	5	97
D5	Court decisions are easy to understand. (<i>Sayon masabtan ang desisyon sa korte.</i>)	1	2	3	4	5	97
D6	The court provides enough information to the litigants about its procedures and services. (<i>Ang korte naghatag ug saktong impormasyon ngadto sa sinumbong o akusado ug nagsumbong mahitungod sa proseso ug serbisyo sa korte.</i>)	1	2	3	4	5	97
D7	Filing fees paid to the court are reasonable. (<i>Resonable ang bayad sa pagpasaka o pagsang-at sa kaso.</i>)	1	2	3	4	5	97
D8	It costs too much to file a case in court. (<i>Dako ang gasto sa pagpasaka sa kaso sa korte.</i>)	1	2	3	4	5	97
D9	The court attempts to meet the special needs of litigants with physical disabilities. (<i>Ang korte nanlimbasog nga mahatag ang panginahanglanon sa mga tawong naay pisikal nga depekto.</i>)	1	2	3	4	5	97

NATIONAL SURVEY ON USERS' EXPERIENCE AND PERCEPTION ON THE JUDICIARY
QUESTIONNAIRE FOR OTHER STAKEHOLDERS

QRE NO.	
----------------	--

	Statements	SD	D	NDA	A	SA	DK
D10	Overall, the court is accessible to its users. <i>(Sa kinatibuk-an, ang korte dali maduol sa mga naggamit.)</i>	1	2	3	4	5	97

Fairness and Impartiality

	Statements	SD	D	NDA	A	SA	DK
D11	The court does not treat individuals differently because of income, gender, age, religion or ethnic origin. <i>(Pareha ang pagtratar sa korte sa mga tawo bisan lain-lain ang ilang pagkabutang, sekswal nga gibarongan, edad, relihiyon o gigikanan).</i>	1	2	3	4	5	97
D12	The court treats all people fairly. <i>(Pare-pareha ang pagtan-aw sa korte sa mga tawo.)</i>	1	2	3	4	5	97
D13	The country's justice system protects both the rich and the poor. <i>(Ang sistema sa hustisya sa nasod nagprotektar sa mga datu o pobre sa susamang pamagi.)</i>	1	2	3	4	5	97

Efficiency

	Statements	SD	D	NDA	A	SA	DK
D14	The court responds to requests for information within a reasonable time (i.e., prescribed by the court). <i>(Ang korte nagtubag sa mga pangutana sa insaktong panahon.)</i>	1	2	3	4	5	97
D15	The court resolves cases within the period prescribed by law/rules. <i>(Ang korte naghusay sa kaso sa insakto nga panahon.)</i>	1	2	3	4	5	97
D16	The court has adequate resources to do its job within reasonable period. <i>(Ang korte adunay igong gikuhaan sa panginahanglanon para mahimo ang iyang trabaho sa saktong panahon.)</i>	1	2	3	4	5	97
D17	Court's decisions are enforced within the period prescribed by law/rules. <i>(Napatuman ang desisyon sa korte sa insaktong panahon.)</i>	1	2	3	4	5	97
D18	The court has good working relationship with the police and other pillars of justice. <i>(Adunay maayong relasyon ang korte sa mga pulis ug ubang tawo sa hukmanan.)</i>	1	2	3	4	5	97
D19	Court decisions are promulgated within the period prescribed by laws/rules. <i>(Ang desisyon sa korte gipahibao sa tanan sa insaktong panahon na sunod sa batas o patakaran.)</i>	1	2	3	4	5	97

Court Facilities

(INTERVIEWER: SHOW THE FLASHCARD)

Please use this scale in rating the following court attributes:

(*Palihug pagtubag sa mosunod pinaagi sa scale*):

Poor	(Dili gyud maayo)
Fair	(Dili maayo)
Good	(Maayo)
Very Good	(Maayo kaayo)
Excellent	(Maayo gyud kaayo)
Don't Know	(Wa Kahibao)

	Statements	Poor	Fair	Good	Very Good	Excellent	Don't Know
D20	Overall appearance projected by the building and facilities of the court (<i>Kinatibuk-ang hitsura ug mga gamit ug kahimanan sa korte.</i>)	1	2	3	4	5	97
D21	Design and layout of courtroom (<i>Eksakto ang plano sa nahimutangan sa kwarto sa korte</i>)	1	2	3	4	5	97
D22	Availability of directional signs (<i>Adunay makitang mga direksyon.</i>)	1	2	3	4	5	97
D23	Court's physical environment (<i>Ang palibot sang korte</i>)	1	2	3	4	5	97
D24	Ventilation within the court room (<i>Bentilasyon sa korte</i>)	1	2	3	4	5	97
D25	Lighting facilities (<i>Maayong pasilidad sa mga suga</i>)	1	2	3	4	5	97
D26	Acoustical environment (<i>Kahilom sa palibot</i>)	1	2	3	4	5	97
D27	Availability of adequate chairs and other facilities for the public (<i>Adunay igong mga siya o lingkuranan ug uban pang mga pasilidad para sa publiko.</i>)	1	2	3	4	5	97
D28	Availability of office equipment like typewriter and computer for court employees (<i>Adunay mga kagamitan sa opisina sama sa typewriter, computer para sa mga empleyado sa korte.</i>)	1	2	3	4	5	97
D29	Availability of telecommunication equipment (telephone, fax machine) for court's use (<i>Adunay mga kagamitan pang komunikasyon sama sa telepono, fax machine para sa mga empleyado sa korte.</i>)	1	2	3	4	5	97
D30	Availability of telecommunication equipment (telephone, fax machine) for the public (<i>Adunay mga kagamitan pang komunikasyon sama sa telepono, fax machine para sa publiko.</i>)	1	2	3	4	5	97
D31	Assurance of safety and security of all parties (<i>Adunay kasiguruhan ug siguridad para sa tanan.</i>)	1	2	3	4	5	97
D32	Availability of special access for the disabled (<i>Adunay espesyal nga agiaanan ang mga naay pisikal nga depekto o baldado.</i>)	1	2	3	4	5	97

Judicial Competence, Integrity and Independence

Please use this scale in answering the following questions:
 (INTERVIEWER: SHOW THE FLASHCARD)
 (Paliug pagtubag sa mosunod):

- | | |
|----------------------------------|---|
| Strongly Disagree (SD) | (Dili gayod mouyon) |
| Disagree (D) | (Dili mmouyon) |
| Neither disagree nor agree (NDA) | (Dili sigurado kung mouyon o di mouyon) |
| Agree (A) | (Mouyon) |
| Strongly agree (SA) | (Mouyon kaayo) |
| Don't Know (DK) | (Wa Kahibao) |

	Statements	SD	D	NDA	A	SA	DK
D33	Justices/Judges in court are fully knowledgeable of law and legal procedures. <i>(Ang huwis adunay dakong kahibalo sa balaod ug legal nga mga pamaagi.)</i>	1	2	3	4	5	97
D34	Court personnel have adequate knowledge about law and legal procedures. <i>(Ang empleyado sa korte adunay igong kahibalo mahitungod sa balaod ug legal nga mga pamaagi.)</i>	1	2	3	4	5	97
D35	In general, court personnel are efficient in providing support to the Justice/Judge. <i>(Sa kinatibuk-an, ang mga empleyado sa korte adunay igong suporta nga nahatag sa mga Hukom/Huwes.)</i>	1	2	3	4	5	97
D36	In general, court personnel are competent. <i>(Ang mga empleyado sa korte adunay katakos sa ilang gimbuhaton.)</i>	1	2	3	4	5	97
D37	In general, court personnel have adequate knowledge about the proper procedure for all cases being heard in their sala. <i>(Ang empleyado sa korte adunay igong kahibalo mahitungod sa saktong pamaagi sa tanang kaso nga nasang-at sa sala.)</i>	1	2	3	4	5	97
D38	The public can give full trust in the ability of the country's judicial system to protect their rights. <i>(Ang publiko naghatag ug dakong pagsalig sa abilidad sa sistema sa hustisya sa nasud nga maprotektahan ang ilang mga katungod.)</i>	1	2	3	4	5	97
D39	In general, Justices/Judges in court are honest, trustworthy, and incorruptible. <i>(Ang Hukom/Huwes matinud-anon, masaligan, ug dili manglimbong.)</i>	1	2	3	4	5	97
D40	In general, Justices/Judges in court can be relied on to give just and fair decisions. <i>(Ang mga Hukom/Huwes sa korte kasaligan nga makahatag ug eksaktong makatarungan nga desisyon.)</i>	1	2	3	4	5	97

Corruption and Bribery

	Statements	SD	D	NDA	A	SA	DK
D41	During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption. <i>(Sa panahon sa paghusay, ang paghatag ug regalo ngadto sa Hukom/Huwes sa bisan kinsa nga partido usa ka korupsiyon.)</i>	1	2	3	4	5	97
D42	There is great opportunity for corruption when the dockets of the court are clogged. <i>(Aduunay dakong kahigayunan na ang pagpanglimbong mahitabo kung ang mga ebidensya mabara.)</i>	1	2	3	4	5	97
D43	There is corruption in court because Justices/Judges can be bribed. <i>(Aduunay korupsiyon sa korte tungod kay ang Hukom/Huwes masuhulan o masuburnohan.)</i>	1	2	3	4	5	97
D44	There is corruption in court because court personnel can be bribed. <i>(Aduunay korupsiyon sa korte tungod kay ang mga empleyado sa korte masuhulan o masuburnohan.)</i>	1	2	3	4	5	97
D45	There is corruption in court because lawyers can be bribed. <i>(Aduunay korupsiyon sa korte tungod kay ang mga abogado masuhulan o masuburnohan.)</i>	1	2	3	4	5	97
D46	Corruption is the reason why some people do not use the court. <i>(Ang korupsiyon maoy hinungdan ngano ang ubang mga tawo dili na mugamit sa korte.)</i>	1	2	3	4	5	97
D47	People do not appeal cases to higher courts due to corruption. <i>(Ang mga tawo dili na muapilar sa ilang kaso ngadto sa taas nga korte o hukmanan tungod sa korupsiyon.)</i>	1	2	3	4	5	97

(D48 TO BE ANSWERED BY POLICE AND NGOs ONLY)

D48 **How would you rate your overall impression of the court that heard your case based on personal experience?**
(Unsay imong personal nga ikasulti sa korte nga naghusay sa imong kaso?)

- 1 _____ Very negative *(Negatibo kaayo)*
- 2 _____ Somewhat negative *(Negatibo)*
- 3 _____ Undecided *(Wala ka desisyon)*
- 4 _____ Somewhat positive *(Medyo Positibo)*
- 5 _____ Very positive *(Positibo kaayo)*

D48 **In general, how would you rate the court's performance?**
(Sa kinatibuk-an, unsay imong ikasulti sa korte?)

- 1 _____ Poor *(Dili gyud maayo)*
- 2 _____ Fair *(Dili maayo)*
- 3 _____ Good *(Maayo)*
- 4 _____ Very Good *(Maayo kayo)*
- 5 _____ Excellent *(Maayo gyud kaayo)*

QRE NO.	
----------------	--

D50 **Rate each group based on their honesty in the administration of justice.**
(INTERVIEWERS: READ OUT EACH OF THE COURT PERSONNEL LISTED BELOW AND SHOW FLASH CARD.)
(Palihug pili-a ag hustong tubag para sa matag grupo base sa ilang kaligdong o katinuuray sa pagpahigayon sa hustisya diha sa korte.)

Court Personnel <i>(Mga Empleyado ng Korte)</i>	Very few <i>(Gamay kaayo)</i>	A few <i>(Gamay)</i>	Some <i>(Uban)</i>	Many <i>(Daghan)</i>	Very many <i>(Daghan kaayo)</i>	None <i>(Wala)</i>
i. Justices	1	2	3	4	5	0
ii. Judges	1	2	3	4	5	0
iii. Lawyers/PAO	1	2	3	4	5	0
iv. Clerks of Court	1	2	3	4	5	0
v. Process Servers	1	2	3	4	5	0
vi. Stenographers	1	2	3	4	5	0
vii. Police	1	2	3	4	5	0
viii. Sheriffs	1	2	3	4	5	0

D51 **Overall, what is your level of trust on the following?**
(Sa kinatibu-an, unsa ang imong pagsalig niining mosunod?)

Courts <i>(Mga Korte)</i>	Much Distrust <i>(Wala gyuy pagsalig)</i>	Distrust <i>(Walay pagsalig)</i>	Undecided <i>(Dili sigurado)</i>	Trust <i>(Nagsalig)</i>	Much Trust <i>(Dakong pagsalig)</i>	Don't Know <i>(Wala kahibalo)</i>
i. Supreme Court	1	2	3	4	5	97
ii. Court of Appeals	1	2	3	4	5	97
iii. Sandiganbayan	1	2	3	4	5	97
iv. Court of Tax Appeals	1	2	3	4	5	97
v. Municipal Trial Courts in Cities	1	2	3	4	5	97
vi. Regional Trial Courts	1	2	3	4	5	97
vii. Shari'a Court	1	2	3	4	5	97
viii. Municipal Circuit Trial Courts	1	2	3	4	5	97
ix. Municipal Trial Courts	1	2	3	4	5	97
x. Metropolitan Trial Courts	1	2	3	4	5	97
xi. Whole Judiciary	1	2	3	4	5	97

This ends our interview. Thank you once again.
(Humana ang atong interview. Daghan kaayong salamat.)

APPENDIX C



SURVEY INTERVIEWER'S MANUAL

Supreme Court National Survey on Users' Experience and Perception on the Judiciary

INTERVIEWER'S MANUAL

1. INTRODUCTION

1.1 *The National Survey on Users' Experience and Perception on the Judiciary*

The Supreme Court of the Philippines commissioned SAGRIC International Pty. Ltd. (SAGRIC) to conduct the National Survey on Users' Experience and Perception on the Judiciary, herein referred to as the "Project". The Survey aims to generate current nationwide data on the level of satisfaction of the courts' performance and the confidence in the Judiciary. Responses from a sample of 2,608 respondents in 7 areas of the Country will result in the formulation of conclusions as well as recommendations to respond to gaps surfaced by the findings. The respondents consist of 105 justices; 83 judges; 1,160 lawyers; 1,160 litigants; and 100 other stakeholders. The last type of respondents consists of other court employees, civil society, and police involved investigation of cases.

1.2 *Objectives of the Study*

The Project has the following objectives:

- to generate current data from a sample of the courts' users on their level of satisfaction of the courts' performance and their confidence in the Judiciary;
- to construct a benchmark picture of the current performance of the Judiciary through the eyes of its users; and
- to formulate recommendations on the focus and implementation of the Judicial Reform Support Project (JRSP).

It must be highlighted that the target population of the Project consists of those who have actually availed of the services of the judiciary or those who have participated in the judiciary's conduct of its functions; i.e., the *users* of the judiciary. Thus, the Project shall not conduct the usual general perception or public opinion survey. The evaluation of performance of the Court, however, shall be on both general perceptions and specific experiences related by the respondents.

1.3 *Uses of the Survey Data*

The Survey shall provide a benchmark picture of the perception and experience of the users of the Philippine Judiciary. This is a contribution to the data that the Court already has compiled in its development of the Action Program for Judicial Reform (APJR) and the JRSP. It would also be the Court's most current information to further validate some of the key components identified in the JRSP.

The data provided by these respondents can constitute a "report card" of the actual performance of the judiciary by those in the position to make evaluations. Such a "report card" can serve both the static purpose of spotlighting judicial entities reported to have the best and worst performance, and the dynamic purpose of providing a benchmark against which to measure future improvements.

The data could also serve as baseline for an impact assessment of the JRSP which can be conducted after a future follow-up survey.

1.4 Date and time reference

The litigants and lawyers sampled for the Study are those who had court cases from 2000 to 2004. Judges, clerks of courts, and stakeholders, on the other hand are those who occupied their positions in 2005. Questions on income refer to interviewees' incomes in 2005.

1.5 Authority for the Survey

The Survey is a joint undertaking of the Supreme Court and SAGRIC International with funding support from the World Bank. Below is a copy of the Supreme Court En Banc resolution dated August 23, 2005 which approved the conduct of this Survey by SAGRIC International Pty Ltd.

1.6 Confidentiality

All those who are involved in the Survey are required to maintain in **STRICT CONFIDENCE** any information obtained pertaining to any particular person. The individual information collected shall not be used for any purpose other than the one stated in the objectives of the Study.

Supreme Court En Banc Resolution


Republic of the Philippines
Supreme Court
Manila

SUPREME COURT OF THE PHIL.
PROGRAM MANAGEMENT OFFICE
RECEIVED
AUG 31 2005
BY: *Alvin*
TIME: *10:16 AM*

Sirs/Mesdames:

Quoted hereunder, for your information, is a resolution of the Court En Banc dated 23 August 2005

"A.M. No. 05-2-05-SC.- Re: Contract for the National Survey on Users' Experience and Perceptions on the Judiciary under the Judicial Reform Support Project (JRSP).- The Court Resolved, upon the recommendation of the Program Management Office, to **APPROVE** the request of Sagric International Pty. Ltd. for authority to gather the necessary data for the conduct of the National Survey on Users' Experience and Perception on the Judiciary, subject to Court rules and procedures.

The data shall consist of hard and/or electronic/soft copy of all cases filed with (or appealed to) the following courts for the period 2000 to 2004:

1. Supreme Court
2. Court of Appeals
3. Court of Tax Appeals
4. Sandiganbayan
5. RTCs, MeTCs, MTCCs, MTCs and MCTCs in the following areas:
 - a. Angeles City and San Fernando in Pampanga
 - b. Lapu-lapu City and Toledo City in Cebu
 - c. Cagayan de Oro in Misamis Oriental
 - d. Davao City in Davao del Sur

The specific information required per case shall include the following:

- a. Case Number
- b. Date Filed
- c. Type of Case (e.g., Criminal or Civil)
- d. Resolved or Unresolved
- e. Date Resolved, if resolved
- f. Name of Justices/Judge in Charge
- g. Names of Litigants
- h. Contact Numbers and Addressed of Litigants
- i. Names of Lawyers
- j. Contact Number and Addresses of the Lawyers

Furthermore, this authority shall be subject to the undertaking made by Sagric International Pty. Ltd. that all information to be provided by the courts shall be treated with utmost confidentiality consistent with Clause 3.3 of the General Conditions of the Contract, to quote: "The Consultant, their Subconsultants, and the Personnel of either of them shall not, either during

Resolution

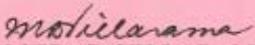
- 2 -

A.M. No. 05-2-05-SC
23 August 2005

the term or within two (2) years after the expiration of this Contract, disclose any propriety or confidential information relating to the Project, the Services, this Contract, or the Client's business or operations without the prior written consent of the Client."

In this connection, Ms. Ivy B. Almoró and Mr. Allan Piza of Sagric International Pty. Ltd. are hereby authorized to coordinate with the different courts concerned in gathering the necessary information." (adv89)

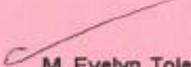
Very truly yours,


MA. LUISA D. VILLARAMA
Clerk of Court *h*

Court Administrator
Hon. Presbitero J. Velasco (x)
Deputy Court Administrators
Hon. Zenaida N. Elepaño (x)
Hon. Jose P. Perez (x)
Hon. Christopher O. Lock (x)
Supreme Court

Financial Management Office (x)
Office of the Administrative Services (x)
Legal Office (x)
Court Management Office (x)
Supreme Court

A.M. No. 05-2-05-SC
Nmr/0823 [adv89]


M. Evelyn Toledo-Dumdum (x)
Program Director
Judicial Reform Program
Program Management Office
6th Flr., Supreme Court Centennial Bldg.
P. Faura, Manila

Ms. Milagros S. Javeliana (reg)
Office General Manager
Ms. Ivy B. Almoró (reg)
Mr. Allan Piza (reg)
Sagric International Pty. Ltd.
Philippine Representative Office
3/F JMT Building, ADB Avenue
Ortigas Center, Pasig City 1605

Court of Appeals (x)
Manila

Court of Tax Appeals (reg)
Gov't Center, Agham Road, Diliman, 1108
Quezon City

Sandiganbayan (reg)
Commonwealth Avenue, Diliman 1121
Quezon City

2. THE ROLE OF THE INTERVIEWER

The quality of data generated greatly depends on the people who actually collect these data – the **INTERVIEWERS**. Thus, your acceptance of the job as Interviewer requires a commitment to maintain the standards of the highest quality. Ensure that all information collected are correct, complete, and are obtained strictly in accordance with the instructions explained in this manual and discussed during the Interviewers' Training.

As interviewer, you play a major role in undertaking the Survey. Your work requires tact in approaching people, attention to the smallest detail and a sense of responsibility to keep confidential all Survey information on individuals and households. Dedication to your job is of prime importance.

This chapter gives the details of your role in the survey and your specific duties and responsibilities as an Interviewer.

2.1 *Designation of Interviewers*

As an Interviewer, you will be issued an appointment and identification card as proof of your authority in relation to the conduct of the Survey. Whenever you are at work, you should always wear your identification card.

Your appointment as an Interviewer is effective officially at the start of the training for Interviewers. As a condition for your appointment, you have to undergo training and that you complete the interviews assigned to you.

2.2 *Duties and Responsibilities of an Interviewer*

Generally, the Interviewer is tasked with the following:

- Ask the questions correctly as discussed in this manual.
- Record/note down accurately the responses given to you.
- Check each response to ensure that it is reasonable and consistent with every other response.

You must pay careful attention to each of these tasks. Your being able to do this will contribute to the success of this undertaking.

Your basic duties as a Survey Interviewer are as follows:

1. **To enumerate correctly all interviewees** listed using the appropriate survey instrument and **code necessary items** accurately and correctly before submitting these accomplished forms to your Team Supervisor (TS);
2. **To accomplish the Interviewer's Accomplishment Report** (Form Number 1) at the end each day.
3. **Edit your completed questionnaires** to ensure that entries are clear and legible before submission to your TS.

4. **Fill-up accomplishment report for the day** and submit it to your TS along with the completed questionnaires.
5. **Make dated entries in the field notebook** about problems encountered in the field and other experiences which you consider relevant for documentation.
6. **Report to TS at the start of each working day** to submit the previous day's output.

Detailed instructions on these tasks are given in the succeeding chapters of this manual.

Interviewer's Basic Duties
<ul style="list-style-type: none">• Interview all interviewees listed and code the necessary items• Edit your questionnaires for completeness and clarity• Fill-up accomplishment report for the day• Make dated entries in the field notebook• Report to TS daily output at the start of each working day

In order to **fully carry out these basic duties**, you should perform the following:

1. **Attend the training** for Interviewers to gain understanding of the concepts, definitions and instructions regarding the conduct of the survey of court users;
2. **Always use this Interviewer's Manual** as reference and guide in your job;
3. **Plan your travel route in advance** to reduce unnecessary loss of time and callbacks or revisits to the branch of court or interviewees. Only one callback or revisit is allowed per interviewee. If the interview is not yet successful on the second visit, ask your TS for a replacement;
4. **Fill out the survey forms completely and accurately;**
5. **Check your work** for completeness, reasonableness, consistency, legibility, etc. If you find any omission or inconsistency, which cannot be corrected using other information within the census questionnaire, revisit the household to get the required information;
6. **Complete your enumeration assignment within the specified period;**
7. **Keep all information collected strictly confidential** by not showing the accomplished forms to persons other than your supervisors and authorized SAGRIC personnel; and
8. **Prepare, accomplish and submit as scheduled all pertinent documents, reports and forms** to your duly designated supervisor.

Tools Needed to Perform Interviewer's Basic Duties Well

- attend the training
- always use this Interviewer's Manual
- plan your travel route in advance
- fill out forms completely and accurately
- check your work
- complete your enumeration on time
- keep information confidential
- prepare, accomplish and submit all pertinent documents promptly

2.3 Relationship with the Team Supervisor

For a proper appreciation of your role as Interviewer, you must also understand your relationship with your TS. In general, the TS is assigned to supervise about five (5) Interviewers during the field operations. The major duties and responsibilities of a TS in relation to your work as Interviewer are the following:

1. **Your TS ensures that you and other Interviewer's under him/her, do interview work satisfactorily.** He/she plans and organizes the work in his/her area of supervision and sees to it that everything is conducted efficiently and completely within the prescribed time.
2. If an Interviewer assigned to your TS is unable to enumerate or to complete the interview in his/her respective areas of assignment on time, **the TS may assign you to cover this area after you have consolidated your assignment.** You are expected to accept this task in the interest of the service. Of course, the TS will only assign additional work that you can reasonably accomplish.
3. **Your TS is required to check your work as the Survey proceeds to make sure that you have done your work correctly and have followed the standard procedures laid down by SAGRIC.** You must show and submit your work to him/her and report to him/her the progress of your work as required. You must correct any error pointed out in your work and avoid committing the same mistake again.
4. **As part of his/her supervisory functions, your TS will visit the area assigned to you to check that you have completely covered your sample area.** He/she will also re-interview some of those you have interviewed to check whether the information you obtained are valid. Such checking by the supervisor is a standard procedure in all surveys in order to collect high quality data.
5. **The TS will provide you all the necessary field supplies** such as questionnaires, instruction manuals, field reporting forms, etc. As soon as you

complete the interview, you must return all unused supplies and materials to him/her.

6. **The TS may have general information** on such matters as travel, accommodation, terrain, etc., in your assigned area. It is your duty to obtain all relevant information from him/her.
7. **The TS serves as a link between you and SAGRIC.** Just as he/she informs you of instructions from SAGRIC, you must inform him/her of any problem or difficulty that you experience. Seek his/her advice on how to deal with problems in the field as often as needed.

Responsibility of the TS

- to ensure that the Interviewers do their work satisfactorily
- to distribute remaining workload to available/able Interviewers reasonably
- to make sure that the Interviewers work are according to standard procedure
- to check the sample areas/courts assigned to his/her Interviewers whether they are completely covered
- to provide his/her Interviewers with necessary field supplies
- to provide relevant information to the Interviewers
- to serve as link between his/her Interviewers and SAGRIC
- to submit to SAGRIC an accomplishment report along with completed questionnaires on a weekly basis.

2.4 **Tasks and Responsibilities Related to Supplies and Materials**

After training and prior to the start of the Survey, your TS will provide you with survey forms, administrative forms and supplies that you will need in the course of your work. As soon as you receive them, check whether the materials allocated for you are correct.

The checklist below describes the survey and other forms as well as the supplies. You will learn about how they will be used and/or completed in the chapters that follow. Make sure you have the complete set of items indicated below:

1. Questionnaire for Clerk of Court
2. Questionnaire for Justices and Judges
3. Questionnaire for Litigants
4. Questionnaire for Lawyers
5. Questionnaire for Other Stakeholders
6. List of Interviewees' Names and Addresses
7. Interviewer's Manual

8. Flashcards
9. Identification Card
10. Copy of Supreme Court En Banc Resolution authorizing the Survey
11. Cash Advance Form for Fares (CAFF)
12. Liquidation of Fares Form (LFF)
13. Interviewer's Accomplishment Report
14. Interviewer's Kit containing the following supplies: pencil, ball pens, eraser, pencil sharpener, notebook and clipboard

3. SAMPLING DESIGN

The population being targeted by the Survey is the group of users of the courts included in the JRSP and other courts. These users are the justices and judges, lawyers, litigants, and other stakeholders of these courts. Other stakeholders include other court employees, civil society/NGO (Non-Government Organizations) groups such as the VACC, and police involved in investigation of cases.

The sampling frames used are the most recent list of judges at the time of the survey operations, the list of newly- filed cases from January 2000 to September 2004 in the courts covered by the Survey, as well as the list of court employees, civil society/NGO groups and police precincts in the areas covered by the survey. The sample sizes are provided in Table 1.

Table 1 Survey Sample Size

Respondents	Number
Justices and Judges	188
Litigants	1,160
Lawyers	1,160
Other Stakeholders	100
Total	2,608

Varying sampling procedures are used in the Survey design:

- a. Judges are sampled 100%, thus forming a census. For MetroTCs, MTCs, MCTCs, and Shari'a District Court in which no sampling of judges is conducted, selection is to be done through the judgment of the Supreme Court or the PMO of JRSP. It is suggested that the MetroTCs, MCTCs, and Shari'a court be chosen in the seven (7) areas covered by the Survey. The chosen courts should be those which were/are not involved in any other recent projects to develop the courts, e.g. the JURIS project, and those considered by SCPMO as good representatives of such courts.

- b. Cases are sampled using Stratified Random Sampling with sample size determined such that a margin of error of 3% with 95% confidence and allocation is done using proportional allocation. Strata are the types of courts as well as the types of cases.
- c. Independent random selection of one (1) lawyer and one (1) litigant from the sampled cases is done. Therefore, a stratified multi-stage random sampling of lawyers and litigants is conducted.
- d. As for the other stakeholders:
 - i. The court employees shall be chosen randomly from a listing of court employees from the different courts.
 - ii. Police precincts in the areas covered by the Survey shall be sampled randomly and respondent-police shall be recommended by the police chief from among police who were involved in investigation of cases within 2000-2004.
 - iii. NGOs/CSOs in areas covered by the survey shall be sampled randomly and respondents shall be recommended by the head of agency from among those who monitored cases within 2000-2004.
 - iv. The three (3) types of respondents shall have approximately equal representation.

Appendix A provides the distribution of the interviewees by area.

4. CONCEPTS RELATED TO THE PHILIPPINE JUDICIARY

4.1 *The Philippine Judicial System*

The Justice System. The Philippine Justice System is composed of various components, the court system being one of them. In addition, it includes the barangay justice system, quasi-judicial and administrative agencies of the government with adjudicative functions and the other pillars of the criminal justice system consisting of the law enforcement, prosecution, correction/rehabilitation and community pillars.¹ In other words, the justice system is a much larger concept within which the judicial system operates.

The Judicial System². The Constitution vests judicial power in the Supreme Court and in all lower courts as may be created by law. Judicial power consists of the duty "to settle actual controversies involving rights which are legally demandable and enforceable, and to determine whether or not there has been a grave abuse of discretion amounting to lack or excess of jurisdiction on the part of any branch or instrumentality of the Government" (Section 1, Article VIII, 1987 Constitution). The power to settle actual controversies is otherwise referred to as adjudicative power, while the power to inquire into whether or not other branches of the Government acted in grave abuse of discretion is the power of judicial review.

¹ Philippines: Formulation of Case Decongestion and Delay Reduction Strategy Project – Phase 1 (2004).

² Based on the ADB's Philippine Governance Assessment, Chapter on Legal and Judicial System.

The Philippine court system consists of (i) a four-level hierarchy of regular courts called the integrated judicial system, (ii) the special courts, and (iii) the quasi-courts. Collectively, they are also referred to as the expanded or total court system in the Philippines.

At the lowest level of the integrated judicial system are the metropolitan trial courts (in Metro Manila), municipal trial courts (in cities outside Metro Manila and select municipalities), and municipal circuit trial courts (for municipalities grouped as a circuit). These are courts of first instance that hear and decide selected criminal and civil cases committed within their respective jurisdictions.

At the second level are the regional trial courts (RTCs), which have general jurisdiction to try and decide cases prescribed by law that are not within the jurisdiction of the municipal or metropolitan courts and appellate jurisdiction with respect to cases decided by the courts at the first level. An RTC composed of several branches is in each of the 13 regions in the country.

At the third level is the Court of Appeals consisting of a presiding justice and 68 associate justices. At the fourth level is the Supreme Court. The Supreme Court sits either *en banc* (full court membership of 15 justices) or in three divisions of five members each. As a review court, the Supreme Court exercises appellate jurisdiction over cases decided by the Court of Appeals or RTCs. This is the court of last resort, as its judgments and final orders cannot be appealed. As a rule, only questions of law may be raised in appeals to the Supreme Court.

There are special courts, which consist of judicial tribunals exercising limited jurisdiction over particular or specialized cases. They include the Sandiganbayan (the Anti-Graft Court) and the Court of Tax Appeals. The *Sandiganbayan* has jurisdiction over criminal cases involving violations of the Anti-Graft and Corrupt Practices Act, while the Court of Tax Appeals reviews decisions of the Bureau of Internal Revenue and Bureau of Customs in cases that involve violations of tax laws. In 1997, the family courts were created by law, but until now, no funding has been allocated for their establishment. In some provinces in Mindanao, where the Muslim Code on Personal Laws is enforced, the law provides for five *Shari' a* district courts, which are equivalent to RTCs, and 51 *Shari' a* circuit courts, which are equivalent to municipal circuit trial courts, in the municipalities therein (Supreme Court of the Philippines 2001). In addition, certain RTCs were designated as special courts to hear cases involving family and domestic problems, heinous crimes, illegal drugs, intellectual property, and commercial disputes.

The Philippines also has quasi-courts. They are not considered courts of justice but are empowered by the constitution or statute to hear and decide certain categories of cases. Examples of quasi-courts are (i) constitutional commissions like the Civil Service Commission, Commission on Audit, and Commission on Elections, and (ii) those created by statute which include the Land Registration Authority, National Labor Relations Commission, and Securities and Exchange Commission.

Although not part of the formal court system, informal village courts play an important role in the administration of justice. These are the *lupong tagapamayapa*, otherwise referred to as barangay courts, which principally employ a mediation system to help resolve conflicts at the local level. These informal courts also serve as a primary screening mechanism for referral to the courts of disputes between residents of the same municipal unit.

Not all cases, however, are cognizable by barangay courts. Among the disputes excluded from the jurisdiction of barangay courts are cases where 1 party is the Government; cases where

one party is a public officer and the dispute relates to the performance of his or her work; cases involving real property located in different cities or municipalities; cases involving a complaint against a juridical person; cases involving parties residing in different cities or municipalities; cases involving offenses with a maximum penalty exceeding one year imprisonment or a fine exceeding ₱5,000; cases involving offenses where no private offended party exists (e.g., jaywalking, littering, gambling, or prostitution); cases that require urgent legal action to prevent injustice; cases involving the Agrarian Reform Law; cases involving labor disputes and actions to annul judgment upon a compromise; and such cases that the president may prescribe.

The Supreme Court, in administering the court system, performs a host of administrative functions, ranging from taking care of court physical facilities to disciplining justices, judges, and court personnel.³ The Supreme Court also has control over the judiciary budget. It has a fiscal management and budget office that prepares the judiciary's annual budget.

4.2 Other Pillars of the Criminal Justice System

Within the criminal justice system, the court system is just one of the five pillars. The other pillars, in addition to the court system, are (a) enforcement, (b) prosecution, (c) correction, and (d) community pillar.

The **law enforcement pillar**, which is primarily the task of the Philippine National Police and the National Bureau of Investigation, prevents the commission of crime, protects the life, liberty and properties of citizens and apprehends those who commit criminal acts.

The **prosecution pillar**, a responsibility of the National Prosecution Service of the Department of Justice, prosecutes cases filed in the court against suspected criminals, after probable cause has been established in a preliminary investigation conducted for that purpose.

The **correction pillar** administers the prison and jail system through corrective, rehabilitative and restorative measures. It also administers death penalty to offenders who are found guilty of committing heinous crimes. The Bureau of Corrections, Parole and Probation Administration, Bureau of Jail Management and Penology, Department of Social Welfare and Development and the local government units collectively perform these functions.

The **community pillar** collectively imposes limitations on individual behavior of citizens for the common good of civilized and democratic society that deters criminality and criminal behavior. Institutions such as the barangay, government agencies, legislative bodies, the academe, and religious and civic organizations, among others, are involved in this pillar.

4.3 The Litigation Process

Under the Rules of the Court, cases brought before the court system can be classified into "criminal" and "civil". Civil cases, for purposes of this write-up, may still be categorized into regular and special proceedings.

³ Administration and supervision of the lower courts have been delegated to the Office of the Court Administrator.

A. Criminal Cases

1. Initiation. Criminal cases are those filed by the state against persons charged for violating criminal laws (e.g. murder, rape, robbery, illegal possession of prohibited drugs, etc.). The offended party normally initiates these cases through the filing of a complaint with the Philippine National Police or the Office of the Prosecutor.

A criminal case is initiated by a complaint filed by the victim with the police. The complaint is transformed into a Complaint Affidavit (i.e. Sinumpaang Salaysay), which is endorsed to the prosecutor or a municipal court judge for preliminary investigation, if the allegations are meritorious. It can also be initiated with the filing by the offended party, normally with the assistance of his private lawyer, of his Complaint Affidavit with the Office of the Prosecutor.

2. Preliminary Investigation. When a Complaint Affidavit is filed, the law mandates the conduct of a preliminary investigation by the municipal judge (if the crime is committed in municipalities) or the prosecutor (if the crime is committed in cities). A preliminary investigation is an inquiry or proceeding to determine whether there is sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof, and should be held for trial.

Within ten days from the filing of the complaint, the judge or prosecutor conducting the preliminary investigation must issue a subpoena and copy of the Complaint Affidavit to the respondent, requiring him to file his Counter Affidavit within 10 days from the date of receipt of subpoena. Whether or not a Counter Affidavit is submitted, the judge or prosecutor must evaluate the case and make the proper recommendation within five (5) days to the provincial or city prosecutor either for dismissal or for filing of criminal information in the proper court against the respondent.

3. Issuance of Warrant of Arrest and Arraignment. If the criminal information is filed against the accused, the court where the case is filed would issue a Warrant of Arrest. The warrant of arrest is basically an Order to a police officer to bring to the court the accused to make him answer for the criminal charge filed against him. If the warrant is served against the accused, he is temporarily deprived of his liberty and is detained in a city or municipal jail, unless he is able to post bail. Cases involving heinous offenses (e.g. rape, murder, kidnapping for ransom, drug trafficking, plunder, etc.), however, are generally not bailable unless the accused is able to prove that the evidence against him is weak.

As soon as the accused is brought or surrenders to court and posts bail, the arraignment is set wherein the accused is asked whether or not he commits the crime charged against him. The accused may plead guilty or not guilty. If he pleads guilty to a non-capital offense, the court can immediately render its judgment. If he pleads guilty to a capital offense, the law requires the prosecution to still present evidence. If he pleads not guilty, then the case is set for pre-trial.

4. Pre-trial. The pre-trial is required to be scheduled within 30 days from the date of arraignment. During pre-trial, the accused and the prosecution may enter into plea bargaining (i.e. accused may plead guilty to a lower offense – from murder to homicide). They can also make stipulation of facts, waiver of objection regarding the admissibility of evidence, the marking of the pieces of evidence that will be presented during the trial and the agreed date for presentation of evidence by the prosecution and the accused. Based on the agreement of the parties, the court will issue a Pre-trial Order, which will guide the parties in the conduct of the trial.

5. Trial. The law mandates that trial for the presentation of prosecution and defense evidence must be completed within 180 days. The prosecution would normally present its evidence first, to be followed by the defense. During the presentation of evidence, the offended party may also present proof to show that he also suffered damages as a result of the criminal act of the accused (e.g. medical and/or burial expenses, damage to property, etc.) In certain instances like the invocation of self-defense by the accused, the defense may present its evidence first.

The accused has a right to counsel. If he cannot afford the services of a lawyer of his choice, the court will appoint a lawyer from the Public Attorney's Office. The prosecution, on the other hand, is always represented by a public prosecutor from the Department of Justice unless the private complainant hires a private prosecutor, who handles the case under the control and supervision of the public prosecutor.

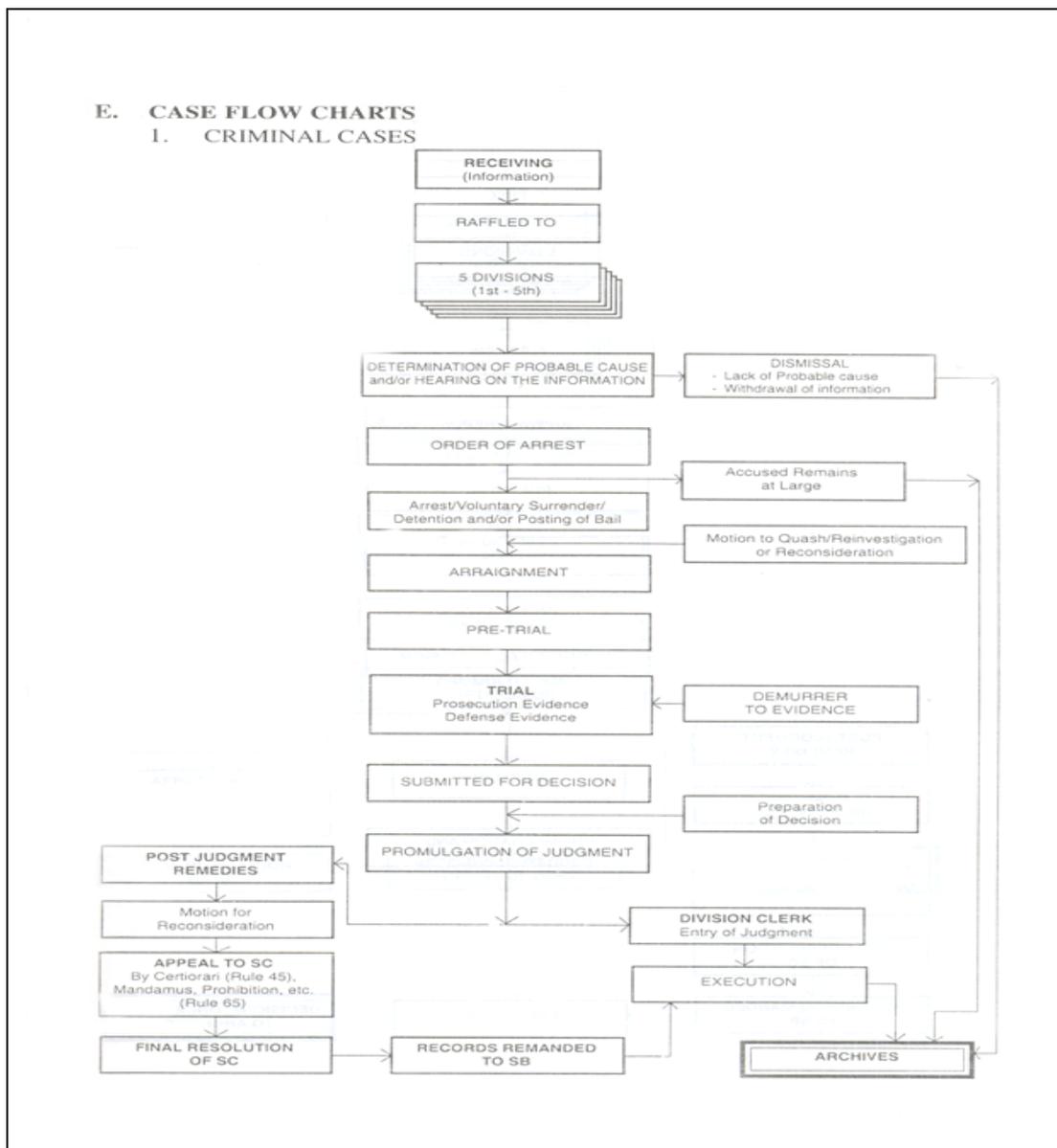
The law that requires that trial must not exceed 180 days is hardly complied with by the trial courts, if at all. Various reasons including the heavy workload of the courts, unavailability of judges, prosecutors, defense lawyers and witnesses have caused tremendous delays in the hearing of a case, which may last from two to ten years.

6. Judgment. Within three (3) months after the prosecution and the defense finished with the presentation of their evidence, the court must render judgment either convicting or acquitting the accused. If the accused is acquitted, the case is terminated, as the prosecution cannot appeal the decision of the trial court to the Court of Appeals or the Supreme Court. If the accused is convicted, he may appeal his conviction to a higher court. If the capital penalty (i.e. death sentence or life imprisonment) is imposed, the law mandates automatic review of the case by the Supreme Court, even if the accused did not file an appeal.

An accused may be acquitted from the criminal case but he held liable for civil damages. This means that the accused, although will not be sent to prison, may have to pay damages to the victim.

7. Execution of Judgment. An accused who has been sentenced to imprisonment will have to serve his sentence immediately even if he files an appeal, unless he is again allowed by the court to post bail. The civil aspect of the case, on the other hand, does not become executory unless the accused does not appeal the decision.

Provided in the next page, is a Case Flow Chart for Criminal Cases.



1. Initiation. Unlike in criminal cases, civil cases can be filed directly in court without having to undergo a preliminary investigation. However, complainants or plaintiffs in civil cases will have to pay filing fees, unless they are granted the status of a pauper litigant.

There are also civil cases that require prior resort to barangay conciliation. These would include all disputes involving individuals residing in the same city or municipality or where the barangays where they reside are adjacent to each other. Furthermore, the law mandates family members to exert prior efforts of amicable settlement before a bringing a dispute to court.

2. Issuance of Summons and Filing of Answer. In order to acquire jurisdiction over the person of the defendant, summons must be properly issued to him. The sheriff or the process

server will have to serve the summons and copy of the complaint to the defendant personally, except in certain circumstances defined by the rules of court.

After the summons is served, the defendant must file an Answer within 15 days. It is the normal practice of the lawyers to ask for an extension of time before the Answer is filed. If, however, no Answer or Motion for Extension is filed, the court may issue an order of default upon the motion filed by the plaintiff.

3. Pre-Trial. After the parties have filed their pleadings, the court will set the case for pre-trial. If the plaintiff fails to appear during the pre-trial, the court may dismiss the case he filed. If it is the defendant who fails to appear, the court can declare him in default and will allow the plaintiff to present his evidence, which shall become the sole basis of his decision.

During the pre-trial, the parties may explore the possibilities of amicable settlement. They may be directed by the court to go through mediation before a mediator duly accredited by the Supreme Court.

If mediation fails, the parties will undergo pre-trial proceedings wherein they make stipulation of facts, mark the pieces of evidence that will be presented during the trial, agree on the date for presentation of evidence and propose to the court the factual and legal issues that will have to be resolved. Based on the agreement of the parties, the court will issue a Pre-trial Order, which will guide the parties in the conduct of the trial.

4. Trial

The rules do not provide a period within which to complete the presentation of evidence by the parties. Normally, it takes longer time to finish a civil case than a criminal case, as more time is devoted by courts to criminal cases.

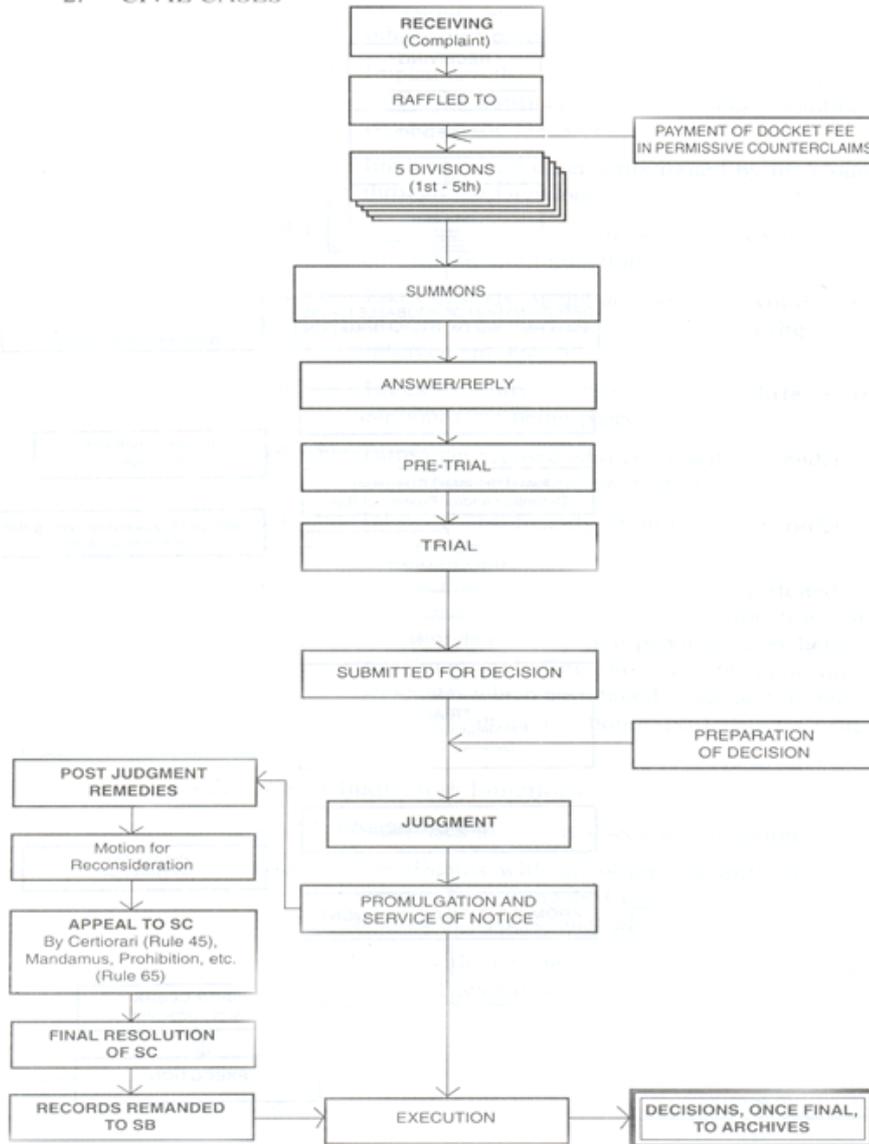
The plaintiff presents its evidence first followed by the defendant. The plaintiff may also present additional evidence after hearing the side of the defendant.

5. Judgment. Within three (3) months after the plaintiff and the defendant finished with the presentation of their evidence, the court must render judgment. The losing party may appeal the decision to a higher court within fifteen (15) days from receipt of his copy. Failure on his part to appeal would render the judgment final and executory.

6. Execution. Once the judgment has become final and executory, either because no appeal was taken thereon or the losing party has exhausted his appeals, the winning party may file a Motion for Execution if the losing party fails or refuses to comply with the order of the Court as contained in the Decision (i.e. Order for him to pay a sum of money or vacate the house being rented to him). If granted, the decision is executed by the court's sheriff who can ask the assistance of the Philippine National Police, if needed.

Refer to flow chart for civil cases.

2. CIVIL CASES



C. Summary Procedure⁴

Some minor civil and criminal cases are governed by summary procedure to facilitate their speedier disposition. All summary proceedings fall within the jurisdiction of the first level courts.

Criminal cases that fall under the rules on summary procedure include violation of traffic laws, rental law and criminal offenses where the imposable penalty does not exceed six (6) months and/or fine not exceeding P 1,000.00.

On the other hand, civil cases that fall under the summary procedure involve forcible entry and unlawful detainer regardless of the amount, with lawyers' fees not exceeding P20, 000. All other civil cases, except probate proceedings, with a total amount that does not exceed P10, 000 claimed by the plaintiff (exclusive of costs and interest) may also go through the summary procedure.

1. Summary Procedure in Criminal Cases

Upon the filing of the complaint, the complainant must submit within five (5) days affidavits, including those of his/ her witnesses. The court may dismiss the case, or may issue an order requiring the accused to submit counter affidavits, including those of his/her witnesses and other evidences on his behalf. Also, the accused is to serve copies of these on the complainant. The court may dismiss the case based on the evidence and affidavits submitted. If not, an arraignment follows, after the 10 days given to the complainant to give a reply to the counter-affidavit. In the trial stage, only the affidavits given earlier could be presented. The court promulgates judgment within 30 days after the trial ends.

2. Summary Procedure in Civil Cases

Upon the filing of the case in the proper court, the court summons the defendant, although the court may also dismiss the case outright. When summons is given to the defendant, an answer must be filed within 10 days from receipt and copies served to the plaintiff. Within 30 days after the final answer is filed, the parties will hold a preliminary conference. Within five (5) days after the preliminary conference, which both parties are required to appear in person before giving a special power of attorney, the court issues an order of record of preliminary conference. Within 10 days from receipt of the order of record, the parties submit affidavits and position papers. The court renders judgment within 30 days after receipt of the last affidavit or position paper, or within 15 days after the submission of the clarificatory paper.

Appendix B provides a glossary of legal terms.

⁴ Based on Philippines: Formulation of Case Decongestion and Delay Reduction Strategy Project – Phase 1 (2004).

5. SURVEY INSTRUMENTS AND PROCEDURES

The survey uses five survey instruments to collect the data needed. These are presented in detail in Section 5.1. Except for the Questionnaire for Clerks of Court, all other questionnaires are to be filled out using face-to-face interview. The Interviewers are not allowed to let the interviewees fill out the questionnaire themselves.

5.1 Contents of Survey Instruments

Survey Instrument	Description
Questionnaire for Clerks of Court	Information on the court profile
Questionnaire for Justices and Judges	Information on the experience and perception of Justices and Judges about the Judiciary
Questionnaire for Litigants	Information on the experience and perception of Litigants about the Judiciary
Questionnaire for Lawyers	Information on the experience and perception of Lawyers about the Judiciary
Questionnaire for Other Stakeholders	Information on the experience and perception of Other Stakeholders (i.e., court employee, NGO worker and policeman) about the Judiciary

5.2 Procedure and Decorum for the Conduct of Interviews

5.2.1 Whom to Interview

The Survey has different types of respondents. Not all of them could be interviewed in Court. It is important that the Clerk of Court is properly informed about the Study before you visit the Court.

Interview only those found in the list of sampled respondents. The TS shall provide you with the list of individuals you will interview. Included in the list are the possible replacements to sample respondents who refuse to be interviewed or those who cannot be located.

5.2.2 How to Interview

Getting accurate and complete information is the prime objective of a data gathering. As an interviewer, you can do this by being polite at all times but at the same time, being authoritative enough to win the trust and confidence of the respondent. A good impression of you counts much towards the success of the interview.

Be guided by the following interviewing techniques and proper decorum:

1. **Be presentable.** Make a good impression by dressing appropriately and neatly. Wear simple and modest attire. Some people judge others by what they wear and may not entertain someone who appears messy or untidy.
2. **Be polite.** Be polite and tactful in talking with the people in the field to avoid offending them. Different people will react to you differently. However, you must always remain

cordial and polite. Always try to smile. Be prepared for all types of questions and give honest answers.

Be positive in your manner. If you appear hesitant or embarrassed, the respondent will less likely to cooperate. You will find most people are happy to be interviewed by someone who is positive and friendly.

Remember that you are carrying with you the name of SAGRIC so please behave properly.

- 3. Introduce yourself and the Survey of Court Users.** Your introduction is important. As an introduction, you may say the following: "Good morning/afternoon. I am (Your Name), an enumerator of Sagric International. Here is my identification card. We are currently conducting a national survey of court users in the country. I would appreciate very much your answering questions in this undertaking. Please be assured that all your answers will be treated confidential."

Remember to always carry an identification card with you, to show if necessary.

- 4. Explain the importance and objectives of the Survey of Court Users.** Sometimes it is necessary to explain the objectives of the /survey to gain cooperation from a person. Explain to him/her the objectives of the Survey as discussed in the introductory part of this manual. An example of how you may be able to explain the Survey objectives would be as follows: "The data that will be obtained from this undertaking will generate current data from courts' users on their level of satisfaction of the courts' performance and their confidence in the Judiciary to formulate recommendations on the focus and implementation of the Judicial Reform Support Project (JRSP)."
- 5. Ask all the questions in the questionnaire.** Ask a question even if you already know the answer to it. What you think may not be the right answer.
- 6. Do not settle for an unsatisfactory answer.** Occasionally a person's answer may be confusing or unclear. In this case, do not settle for his/her answer. If a person's answer is not satisfactory, you should probe for more information. The most common types of probing are:
 - Repeating the question. Asking the question several times sometimes helps the respondent provide information, which he/she needs to recall.
 - Asking for more information. Ask the respondent to explain more clearly his/her answers.
 - Asking for an estimate if appropriate. If the respondent cannot specify the distance of his residence from the court, try to ask for an estimate. Help him/her calculate.
 - Pausing to give the person time to think. Do not hurry the respondent so as to give him/her time to think of the answers.
- 7. Thank the person for cooperating.** Always try to leave the respondent with a good feeling toward the Survey. Thus, after the interview, express your appreciation for the person's cooperation. For example: "Thank you very much for your time in answering the questions."

5.2.3 How to Ask Questions

In asking questions, observe the following rules:

1. Ask all questions exactly as they are worded in the questionnaire. Changing the wording can change the meaning of the question and thereby, change the answer.
2. If the respondent cannot understand or is not comfortable with the language of the interview (which is in the local language), read the English translation of the question.
3. Ask all questions in the order shown in the questionnaire. Strictly follow "skip" instructions because you may ask unnecessary or not applicable question/s which might lengthen the interview. Remember that we want to minimize interview time as much as possible.
4. Never ask a leading question. A leading question is one that suggests the answer desired by the interviewer. By asking a leading question, the respondent's mind is set into believing that the answer suggested by the Interviewer is the right one.
5. Do not interrupt the respondent while he/she is answering a question by asking for an explanation.
6. Finish recording an answer before asking the next question.

5.2.4 How to Record Answers

Observe the following rules in recording answers to the questionnaires:

1. You must fill up the questionnaire during the actual interview. You must not write the answers on a separate sheet of paper with the intention of transcribing the answers to the questionnaire at a later time.
2. Complete all identification and background information to maintain accuracy and consistency.
3. Write neatly and legibly.
4. Do not make unnecessary marks or comments on the form. Write remarks on the space provided.
5. Most of the items are provided with possible answers and their corresponding codes. Put a check mark on the space after the code. Make sure that the check is written on the appropriate space and does not occupy space in another response category.
6. Other items require writing the information. For write-in entries, be concise but clear.
7. Question series are written in matrices. Encircle the number which corresponds to the answer.

8. Use only the supplied pencils when filling-up the forms. If none is available, do not use ballpen/pen or marker instead, use a pencil with dark lead (e.g. Mongol No. 1 or B pencil) to record information.
9. When correcting marks or characters, ensure that each entry is properly erased. Do not leave any dirt on the questionnaire.
10. Do not fold the questionnaires anytime.

5.2.5 How to Check Completed Questionnaire

After each interview, review the questionnaire immediately. This means going over the entries to see to it that they are **legible, complete, reasonable, and consistent with one another**. Verify from the respondent certain answers which are doubtful. If even after probing you still find the answer doubtful, accept the answer but write remarks/explanations to guide your TS in reviewing the questionnaire.

If it is not possible to make a thorough review of the questionnaire immediately after completing the interview, you must at least go over it before leaving the place of interview (residence of respondent or hall of justice) to make sure that no question was omitted. You may do the detailed check later. In case of major errors or discrepancies, return to the interviewee as soon as possible to verify and correct such errors.

5.2.6 How to Handle Field Operation Problems

The Interviewer should communicate to the TS any problem encountered in the field that would cause any delay or jeopardize the field operation.

5.3 How to Accomplish the Survey Instruments

5.3.1 How to accomplish the Questionnaire for Clerks of Court

The TS is in-charge of accomplishing the Questionnaire for Clerks of Court.

5.3.2 How to accomplish the Questionnaire for Justices / Judges

RECORDING INFORMATION ABOUT THE INTERVIEW

It is very important to record all the details of conduct of the interview. This information will be used to determine the logistical and other administrative requirements in the field. On the first page of the questionnaire, you will find a call record box. This is where you will record the information on the following:

1. Name of Interviewer
2. Date of interview
3. Whether interview is the first visit, second visit, or a replacement.
4. Time started
5. Time ended

6-9. Leave items 6 to 9 blank. This will be filled-up by the Supervisor.

BLOCK A: IDENTIFICATION

- A1. Write the unique identification number of each survey respondent given by the Field Supervisor.
- A2. Write the name of the interviewee. Make sure that this is consistent with the list given by the Field Supervisor.
- A3. Record the sex of the respondent. Tick the corresponding response based on the given name of the interviewee and also on your observation.
- A4. Write the completed age (in years) of the interviewee as of his/her last birthday.
- A5. This classifies whether the interviewee is a justice or a judge. You can verify this information with your Supervisor's list of sample respondents.
- A6. This asks for the type of the court covered by the justice/judge. Put a check mark on the blank corresponding to his/her court.

BLOCK B: RESPONDENT'S PROFILE

- B1. This asks for the number of years he/she has been practicing as lawyer in the Philippines. If he/she is practicing for less than one year, specify the number of months and note that the response is expressed in months.
- B2. This refers to the number of years that he/she has been in his/her current position as a justice/judge. Enter the actual number of years including his/her assignment in other courts as justice/judge. If less the answer is less than a year, indicate the number of months he/she has held the position.
- B3. This refers to the number of years that he/she has have been in his/her current position as a justice/judge in the court where he/she is currently assigned. Enter the actual number of years. If the answer is less than a year, indicate the number of months he/she has held the position.

BLOCK C: ASSESSMENT OF COURT PERFORMANCE

- C1-C10. These determine the justice's/judge's rating of court accessibility. Read clearly each statement and ask the interviewee whether he/she strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of the statements. Show flash card FC3. If the interviewee does not understand the statement, reread the statement slowly and clearly, then mention the response categories from which he/she will select the answer. Do not try to explain the meaning of the statement.
- C11-C23. The following statement looks at the court facilities. Read clearly each of the court attributes and determine whether the interviewee considers each of them as poor, fair, good, very good or excellent. Show the flash card FC4 to guide the interviewee.
- C24-C30. These statements focus on judicial competence, integrity and independence. Ask the interviewee if he/she: strongly disagree, disagree, neither disagree nor agree, agree,

strongly agree to the statements that you will read to him/her. Show the flash card FC3 to guide the interviewee in answering.

- C31. This asks of there is an existing formal system for handling complaints against court personnel and Justices/Judges. If yes, ask whether the existing system is adequate in C31a. If not, proceed to C32.
- C32. This inquires whether there has been an administrative case filed against him/her or any of his/her court personnel. If the answer is "no", skip to C34.
- C32a-c. If the answer is "yes", determine the nature of complaint. Record all of the given responses in C32a. Then ask who the complainants were (C32b). You can accept multiple responses. In C32c, determine whether he/she is confident that the case will be resolved satisfactorily.
- C33. This asks whether the administrative complaint affected his/her court negatively. Show the flashcard to guide the interviewee in providing the appropriate response category.
- C34. This asks the interviewee to rate the honesty of different personalities in the administration of justice. Read out each of the court personnel and ask whether he/she thinks that there are very few, a few, some, many, very many, or none of the court personalities who are honest. Show flash card FC5.
- C35. This ascertains the overall satisfaction of the interviewee with his/her professional work as Justice/Judge. Show flash card to help the interviewee in answering the question. Read responses categories to help the interviewee in answering the question.
- C36. This inquires on the reasons for dissatisfaction. Record the top three (3) sources of dissatisfaction mentioned by the interviewee.

BLOCK D: SELF-ASSESSMENT

The questions in this block refer to assessment of the type of court that he/she heads in general. For example, if he/she is a Judge, these are ratings based on his/her perception about Regional Trial Courts (RTCs) in general.

- D1. This determines the level of confidence of the Justice/Judge that his/her court adheres to the laws and policies in giving due process to each of the case tried in his/her court. Show flash card FC7 to guide the interviewee in providing the appropriate response category.
- D2. This refers to his level of confidence that laws and procedures are fairly applied in general, by Justices/Judges. Being fair means having no bias on sex, race, religion, age handicap or ethnicity. Show flash card to guide the interviewee in providing the appropriate response category.
- D3. This ascertains the level of confidence that the courts hear and decide cases in an impartial manner. Show flash card to guide the interviewee in providing the appropriate response category.
- D4. This determines how frequent Justices/Judges dispose of cases with minimal delay. The cases here refer to the cases that the interviewee has handled. Show flashcard FC2 to guide the interviewee.

- D5. This asks how often Justices/Judges adhere to the prescribed period in deciding a case and / or a motion. Emphasize that this is based on his/her experience. Show flashcard FC2 to guide the interviewee.
- D6. This inquires whether regarding the use of pre-trial proceedings for efficient disposition of cases. Show flash card FC2 to guide the interviewee in providing the appropriate response category.
- D7. This measures the level of confidence that he/she has that the court's decisions are enforced within a reasonable amount of time. Show flash card to guide the interviewee in providing the appropriate response category.
- D8. This asks the interviewee to rate this court's working relationship with the police and other pillars of justice. Show flash card FC4 to guide the interviewee in using the specified rating scale.
- D9. This determines his/her level of confidence that Justices and Judges, in general are knowledgeable about laws, procedures and their developments. Show flash card.
- D10. This refers to his/her level of confidence that Justices and Judges, in general are well-trained in the application of legal principles when hearing and deciding cases. Show flash card.
- D11. This assesses both the Justices/Judges and court personnel. It asks whether he/she is confident that they exhibit and promote high standards of judicial conduct. Show flash card.
- D12. This asks whether the interviewee personally witnessed any form of corruption in the court where his/her case is being heard. If the answer given is "yes", ask how it was done. Record the answer in D12a. You may accept multiple responses. Check all the response categories that apply. If the answer given is "no", proceed to D13.
- D13. This determines how often the Justice/Judge and court personnel show appropriate courtesy and respect to the litigants. Note that this refers to his perception as to the behavior of the Justice/Judge in general. Read the response categories to guide the respondent in answering the question. For example, ask the interviewee; "...do they show courtesy and respect, 'rarely', 'sometimes', 'undecided', 'usually' or 'always'?" Show flash card.
- D14. This asks whether court personnel are usually responsive to the needs of litigants particularly on matters that concern the court proceedings. Show flash card.
- D15. This determines his/her level of confidence that Justices and Judges, in general are able to remain neutral and avoid suspicion of favoritism and partiality. Show flash card FC7.
- D16. This asks whether he/she perceives the court as free from external controls, influence or pressure. Read out response categories to guide the interviewee in choosing the appropriate response category.
- D17. This asks whether he/she perceives the court as free to make decisions without undue pressure or influence. Show flash card to guide the interviewee in choosing the appropriate response category.

BLOCK E: OVERALL RATINGS, COMMENTS AND SUGGESTIONS

- E1. This refers to his/her perceived general public trust regarding the independence of the Court where his/her case is currently being heard. Show flash card FC7.
- E2. This asks for his perceived general public trust regarding the impartiality of the Court where his case is currently being heard. Show flash card FC6.
- E3. This ascertains his perceived general public trust on the integrity and professional of the Court where his case is currently being heard. Read out response categories to guide the interviewee in choosing the appropriate response category.
- E4. This refers to his perception regarding the general public trust on the whole judicial system of the country. Show flash card FC6.
- E5. This asks for his/her overall rating of the court where his/her case is being heard. Show flashcard FC4.
- E6. This determines his/her overall rating of the whole judicial system in the country. Show flashcard FC4.
- E7. This indicates whether he/she is more confident now compared to five years ago that the Judiciary can initiate judicial reforms. Show flash card FC7.
- E8. This asks the interviewee his/her overall trust rating of the different courts. Read out all the courts in the list and ask whether he/she has much distrust, distrust, undecided, trust and must trust to the specific court mentioned. Show flash card FC6.

This ends the interview. Do not forget to thank the interviewee for participating in the Survey.

5.3.3 How to accomplish the Questionnaire for Litigants

RECORDING INFORMATION ABOUT THE INTERVIEW

It is very important to record all the details of conduct of the interview. This information will be used to determine the logistical and other administrative requirements in the field. On the first page of the questionnaire, you will find a call record box. This is where you will record the information on the following:

1. Name of Interviewer
2. Date of interview
3. Whether interview is the first visit, second visit, or a replacement.
4. Time started
5. Time ended
6. Leave items 6 to 9 blank. These will be filled-up by the Supervisor.

BLOCK A: IDENTIFICATION

- A1. Write the unique identification number of each survey respondent given by the TS.
- A2. Write the name of the interviewee. Make sure that this is consistent with the list given by the TS.

- A3. Record the sex of the respondent. Tick the corresponding response based on the given name of the interviewee and also on your observation.
- A4. Take note whether the respondent has any physical handicap. Tick the corresponding response based on your observation. This question should NOT be read to the interviewee.
- A5. Write the completed age (in years) of the interviewee as of his/her last birthday.
- A6. Get the complete home address of the interviewee. Record the house number, street name, barangay and city/municipality.
- A7. Based on the address given by the interviewee, the interviewer will classify whether the residence is situated in an urban or rural area.
- A8. Ask for the interviewee's contact number. Either landline or mobile phone is acceptable.
- A9. Ask whether the interviewee is a plaintiff (or complainant) or a defendant (or accused). You can verify the response with the Team Supervisor's records.
- A10- You can copy responses from the data on the list of sample respondents given by your Team Supervisor.

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

- B1. This question is asked to determine the civil status of the interviewee. Put a check mark on the blank next to the corresponding answer.
- B2. This question is to ascertain the place of birth of the interviewee. Record the city or municipality and the province where the interviewee was born.
- B3. Ask the interviewee whether he/she belongs to any cultural minority group? If yes, continue to B3a and ask him/her to specify which group. If no, skip to B4.
- B4. This asks for the dialect/language that the interviewee most often use at home. If more than one dialect/language is given, probe which one is used more often. Put a check mark on the corresponding category. If response does not fall in any category, tick the Other category and then record the specific dialect/language.
- B5. This is to ascertain the religion of the interviewee. Put a check mark on the corresponding category. If response does not fall in any category, tick the Other category and then record the specific religion.
- B6. Emphasize that the information needed is the highest level of schooling completed. Put a check mark on the blank next to the appropriate code.
- B7. This question is asked to get the current employment status of the interviewee. If he/she is currently employed, ask for the occupation. Choose the corresponding response category in B7a. If you are not sure to which category the occupation falls, probe specific work done or just write the verbatim response in the blank provided in the "Others" category.

If he/she is not currently employed, ask for the reason why he/she is not working. Choose the appropriate codes that corresponds to his/her response in B7b. If response does not fall

in any category, tick the "Others" category and then record the verbatim response in the blank provided.

- B8. The information needed is the average personal monthly income in the previous year i.e., January-December 2005. Show the flash card FC1 to the interviewee and ask him/her to choose the appropriate category.
- B9. This question determines the average family monthly income in the previous year i.e., January-December 2005. Show the flash card FC1 to the interviewee and ask him/her to choose the appropriate category.

BLOCK C: COURT USER'S EXPERIENCE

This block is divided into 7 sections which refers to the different stages of his/her court experiences.

Experience before filing of case

- C1-C8. Questions C1-C8 determine the awareness of interviewee about the different aspects of the Philippine Court System. The interviewee is asked to answer yes if he/she is aware and no, if not aware. Read out each statement to the interviewee. If he/she does not understand, read the statement again, clearly and slowly. You are not allowed to explain the statement.

If any of questions C1-C8 is answered by "yes", then ask C9; otherwise, go to C10.

- C9. This ascertains the top 3 main sources of information from where the interviewee learned about the Philippine Court System. Ask him/her to rank the sources mentioned.
- C10. This indicates whether the interviewee is aware of any government agency that helps the poor in getting a lawyer. If he/she responds yes, then ask him/her to specify which government agency. Write the specified agency in the blank provided in C10a. You may accept multiple responses or more than one agency specified. If not, go to C12.
- C11. The information needed is the source of information about the agency mentioned in C10a. Again, multiple responses are acceptable.

Questions C12-C15a is for Plaintiff or Complainant only, if the respondent is a defendant, proceed to C16.

- C12. Emphasize that the information needed is level of confidence of interviewee that the Court will be able to resolve his/her case and serve justice. Read out the response categories.
- C13. Record the number of months it took the interviewee to formally file the case. If response given is not in months, record the given response and convert in terms of months during your initial editing of questionnaire in the field.
- C14. This is to determine whether the interviewee paid any fee in filing the case. If the answer is "Yes", ask for the specific amount paid for each of the items /fees listed. Read out the different fees in C14a and for each, ask the actual amount paid in pesos. Record the actual amount in the blank provided in C14b. If the fee is not included in the list, write the specified fee and the amount paid in the blank provided in the 'others' category. This 'others' category will capture any unauthorized fees. If the answer is "No", proceed to C15.

- C15. This ascertains whether the interviewee had any difficulty in scheduling or having the case hearing calendared. If the answer is "Yes", ask what kind of difficulty was experienced. Check appropriate category in C15a.

Experience when case was already in Court

- C16. This question determines geographical accessibility of the Court to the litigants. It ascertains the mode of transportation used by the litigant in going to the Court when he/she attends Court hearings. If he/she did not use any mode of transportation, tick on the response category "walk".

- C17. If the Respondent uses a specific mode of transportation, ask him/her to give the actual cost of travel to the Court. Record the response in pesos.

- C18. The Court has specific schedule of hearings in the morning and in the afternoon. The information needed is whether hearings start on the prescribed schedule (i.e., 8:30 am or 1:30 pm). Read out the response categories while showing the list of responses on the flash card FC2 so that the Respondent could select the answer from the given choices.

If he/she says that hearings "never" or "seldom" or "sometimes" start on time, continue to C19; otherwise, if he responds "most of the time" or "all the time", proceed to C21.

- C19. This determines the average length of time the respondent has waited for a hearing to start. Record the number of hours. If the response is less than an hour, just write the number of minutes. Do not forget to indicate if the time given is in minutes.

- C20. This asks for the top three (3) causes of the delay in hearings. Note that although most of the response categories are personalities, you may also accept other causes mentioned. Write the response in the blank provided under the "others" category.

- C21. This determines the litigant's perception regarding the speed in the processing of his/her case in court. Read the response categories to guide the interviewee in answering the question. For example, ask the interviewee: "Do you think that the process of your case is 'very slow', 'slow', 'just right', 'fast' or 'very fast'?"

- C22. This asks whether R experienced any difficulty in understanding the court proceedings. If the answer is yes, continue asking C22a, otherwise proceed to C23. In C22a, ask the Respondent (R) to specify the type of difficulty that he/she had experienced. Put a check mark on the appropriate responses. You may accept all the answers provided (multiple response).

- C23. This ascertains whether R testified during the hearing. If the answer is "yes", ask if R requested for an interpreter in C23a, then ask if the interpreter was helpful in C23b. If the answer is "No", proceed to C24.

- C24. This determines audibility in the court room. Ask R if he/she heard the court proceedings clearly. If yes, proceed to C25. If he/she did not hear proceedings clearly, ask for the reasons why he/she did not hear the court proceedings clearly and record response in C24a.

The next section (C25-C41) deals with the litigant's experience with the justice/judge and court personnel.

- C25. This asks R to rate the Judge's/Justices behavior during the proceedings. A rating scale of 1 to 5 (poor to excellent) is used. Show the interviewer the flash card FC4 to help him/her choose the appropriate response.

- C26. This ascertains whether courtesy and helpfulness to litigants is a usual practice of court personnel. Show the flashcard FC2 to guide the respondents in giving the appropriate response category.
- C27. This asks whether the Justice/Judge properly address the litigant when talking to him/her. If response does not fall in any of the response categories, write the verbatim response in the blank provided in the "others" category.
- C28-C36. These are a series of questions that focus on the behavior and attitude of the justice/judge while the litigant's case is being heard in court. Read each of the statements clearly and show the flashcard FC2 to guide the interviewee in providing the appropriate response category.
- C37-C41. These questions determine how the lawyer handles the case. Read each of the statements clearly and show the flashcard FC3 to guide the interviewee in answering.
- C42. This asks whether the interviewee personally witnessed any form of corruption in the court where his/her case is being heard. If the answer given is "yes", ask how it was done. Record the answer in C42a. You may accept multiple response. Check all the response categories that apply. If the answer given is "no", proceed to C43.
- C43a-c. This inquires if the litigant filed any administrative case against a Justice/Judge or any court personnel. If the answer is "no", skip to C45. If the answer is "yes", determine the nature of complaint. Record all of the given responses in C43a. Then ask about the status of the complaint in C43b. If "still pending" or "nothing happened", ask how confident is he/she that the case will be resolved satisfactorily in C43c.
- C44. This asks for the extent the administrative complaint affected his/her case negatively? Read response categories to guide the interviewee in providing the appropriate response category.
- C45. This ascertains the overall satisfaction of the litigant with his/her experience in court. Read response categories to help the interviewee in answering the question.

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

- D1-D19. These determine the litigant's rating of the court in terms of accessibility, fairness and impartiality and efficiency. Read clearly each of the statements and ask the interviewee whether he/she strongly disagree, disagree, neither disagree nor agree, agree, or strongly agree with each of the statements. Show flash card FC3. If the interviewee does not understand the statement, re read the statement slowly and clearly, then mention the response categories from which he/she will select the answer. Do not try to explain the meaning of statement.
- D20-D32. The following looks at the court facilities. Read clearly each of the court attributes and determine whether the interviewee considers each of them as poor, fair, good, very good or excellent. Show the flash card FC4 to guide the interviewee.
- D33-D40. These questions focus on judicial competence, integrity and independence. Ask the interviewee if he/she: strongly disagree, disagree, neither disagree nor agree, agree, strongly agree to the statements that you will read to him/her. Show the flash card FC3 to guide the interviewee in answering.

- D41-D47. These questions are about corruption and bribery. These are sensitive questions so please read the statements carefully and clearly. Show the flashcard FC3 to guide the interviewee in answering.
- D48. This is the overall impression of the litigant about the court that heard his/her case based on his/her experience. Read out the response categories to help the interviewee in answering the question.
- D49. This refers to his/her rating of court performance in general. Read out the response categories and show the flash card FC4 to guide the interviewee in answering the question.
- D50. This asks the interviewee to rate the honesty of different personalities in court. Read out each of the court personality and ask whether he/she thinks that there are very few, a few, some, many, very many, or none of the court personalities who are honest. Show flash card FC5.
- D51. This asks the interviewee his/her overall trust rating of the different courts. Read out all the courts in the list and ask whether he/she has much distrust, distrust, undecided, trust and must trust to the specific court mentioned. Show flash card.

This ends the interview. Don't forget to thank the interviewee for participating in the survey.

5.3.4 How to accomplish the Questionnaire for Lawyers

RECORDING INFORMATION ABOUT THE INTERVIEW

It is very important to record all the details of conduct of the interview. This information will be used to determine the logistical and other administrative requirements in the field. On the first page of the questionnaire, you will find a call record box. This is where you will record the information on the following:

1. Name of Interviewer
2. Date of interview
3. Whether interview is the first visit, second visit, or a replacement.
4. Time started
5. Time ended
6. Leave items 6 to 9 blank. This will be filled-up by the Team Supervisor.

BLOCK A: IDENTIFICATION

- A1. Write the unique identification number of each survey respondent given by the Team Supervisor.
- A2. Write the name of the interviewee. Make sure that this is consistent with the list given by the Team Supervisor.
- A3. Record the sex of the respondent. Tick the corresponding response based on the given name of the interviewee and also on your observation.
- A4. Write the completed age (in years) of the interviewee as of his/her last birthday.
- A5. This asks for the complete address of the interviewee. Include the house number, street, barangay, city or municipality.

- A6. This determines the contact number of the interviewee. Telephone numbers at home or in the office or his/her mobile phone number should be recorded. However, if the interviewee refuses to give his control number, do not force him/her to provide it. This information is very important since the lawyer can be your link to the litigants.
- A7. This ascertains whether the interviewee is the lawyer of the plaintiff or the defendant. You can verify this information with your Team Supervisor's list of sample respondents.
- A8. This determines whether the interviewee is a prosecutor, doing private practice, or working in the Public Attorney's Office (PAO). It is possible that he/she belongs to two (2) categories. Probe for the main type, for example, if he/she works in the PAO and handles cases in private practice, classify him under PAO, then record that he/she is also into private practice.
- A9. Write the title of the case before the interview. You can copy this from the Supervisor's list or you can also copy the title from the list of cases to be heard in a particular branch. This is usually posted at the front entrance of the court room.
- A10. Write the identification number of the case. This is to ensure that the sampled respondent is actually the one interviewed.
- A11. This specifies the type of case that he/she is handling. You can copy this from the list of sample cases provided by the TS.
- A12. Ask the lawyer about the status of the case. This information can also be found in the list of sample cases provided by the TS.

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

- B1. This asks for the number of years he/she has been practicing as lawyer in the Philippines. If he/she is practicing for less than one year, specify the number of months and note that the response is expressed in months.
- B2. Write down the name of school where he/she graduated.
- B3. Enter the actual number of cases that he/she handled last year i.e., January 2005-December 2005.
- B4. This determines the percent distribution of the type of cases handled by the interviewee. The answers should add up to 100%. If the answers do not add up to 100%, probe for the correct numbers in order to arrive at the correct answer.

BLOCK C: COURT USER'S EXPERIENCE

- C1. This ascertains whether the interviewee had any difficulty in scheduling or having the case hearing calendared. If the answer is "Yes", ask what kind of difficulty was experienced. Check appropriate category in C1a.
- C2. The Court has specific schedule of hearings in the morning and in the afternoon. The information needed is whether hearings start on the prescribed schedule (i.e., 8:30 am or 1:30 pm). Read out the response categories while showing the list of responses on the flash card FC2 so that the Respondent could select his answer from the given choices.
- If he/she says that hearings "never" or "seldom" or "sometimes" start on time, continue to C3; otherwise, if he/she responds "most of the time" or "all the time", proceed to C5.
- C3. This determines the average length of time the respondent has waited for a hearing to start. Record the number of hours. If the response is less than an hour, just write the number of minutes. Do not forget to indicate if the time given is in minutes.
- C4. This asks for the top three causes of the delay in hearings. Note that although most of the response categories are personalities, you may also accept other causes mentioned. Write the response in the blank provided under the "others" category.
- C5. This determines lawyer's perception regarding the speediness of the processing of the case that he/she is handling. Read the response categories to guide the interviewee in answering the question. For example, ask the interviewee: "Do you think that the process of your case is 'very slow', 'slow', 'just right', 'fast' or 'very fast'?"

Note: C6-C8 are to be answered by lawyers with more than one case handled in that particular court. B3 shall serve as the filter question.

- C6. This ascertains how frequent Justices/Judges dispose of cases with minimal delay. The cases here refer those cases that the interviewee has handled. Show flash card to guide the interviewee.
- C7. This asks how often Justices/Judges adhere to the prescribed period in deciding a case and / or a motion. Emphasize that this is based on his/her experience. Show flash card FC2 to guide the interviewee.
- C8. This determines how often Justices/Judges make proper use of pre-trial proceedings in the disposition of cases. Again, the response should be based on his/her previous experiences in this particular court. Show flash card FC2 to guide the interviewee.
- C9. This asks whether the interviewee has experienced bias against him/her or his/her client from Justices/Judges or any court personnel due to their economic status, educational attainment, gender, religion, ethnic origin, or physical handicap.
- C10. This determines how often was the Justice/Judge fair and impartial in hearing your case. Show flash card FC2.
- C11. This refers to the frequency that Justice/Judge had exercised fairness and impartiality in his/her decisions/resolutions. Show flash card FC2.
- C12. This determines how often the Justice/Judge and court personnel show appropriate courtesy and respect to the litigants. Read the response categories to guide the respondent in

answering the question. For example, ask the interviewee; "...do they show courtesy and respect, 'rarely', 'sometimes', 'undecided', 'usually' or 'always'?"

- C13. This asks R to rate the Judge's / Justices behavior during the proceedings. A rating scale of 1 to 5 (poor to excellent) was used. Show the interviewer the flash card FC4 to help him choose the appropriate response.
- C14. This ascertains whether courtesy and helpfulness to litigants are the usual practices of court personnel. Read out response categories to guide the respondents in giving the appropriate response category.
- C15. This asks whether he/she perceives the court as free from external controls, influence or pressure. Read out response categories to guide the interviewee in choosing the appropriate response category.
- C16. This asks whether he/she perceives the court as free to make decisions without undue pressure or influence. Read out response categories to guide the interviewee in choosing the appropriate response category.
- C17. This asks whether the interviewee personally witnessed any form of corruption in the court where his/her case is being heard. If the answer given is "yes", ask how it was done. Record the answer in C17a. You may accept multiple responses. Check all the response categories that apply. If the answer given is "no", proceed to C18.
- C18a-c. This inquires if the litigant filed any administrative case against a Justice/Judge or any court personnel. If the answer is "no", skip to C20. If the answer is "yes", determine the nature of complaint. Record all of the given responses in C18a. Then ask about the status of the complaint in C18b. If "still pending" or "nothing happened", ask how confident he/she is that the case will be resolved satisfactorily in C18c.
- C19. This asks for the extent the administrative complaint affected the case he/she is handling negatively? Read response categories to guide the interviewee in providing the appropriate response category.
- C20. This ascertains the overall satisfaction of the lawyer with his/her experience in court. Read out response categories to help the interviewee in answering the question.
- C21-C25. These statements determine how the interviewee handles his/her case. Read each of the statements clearly and show the flash card FC3 to guide him/her in answering.

BLOCK D : ASSESSMENT OF COURT PERFORMANCE

- D1-D19. These determine the lawyer's rating of the court in terms of accessibility, fairness and impartiality and efficiency. Read clearly each of the statements and ask the interviewee whether he/she strongly disagree, disagree, neither disagree nor agree, agree or strongly agree with each of the statements. Show flash card FC3. If the interviewee does not understand the statement, re read the statement slowly and clearly, then mention the response categories from which he/she will select the answer. Do not try to explain the meaning of statement.
- D20-D32. The following looks at the court facilities. Read clearly each of the court attributes and determine whether the interviewee considers each of them as poor, fair, good, very good or excellent. Show the flash card FC4 to guide the interviewee.

- D33-D40. These questions focus on judicial competence, integrity and independence. Ask the interviewee if he/she: strongly disagree, disagree, neither disagree nor agree, agree, strongly agree to the statements that you will read to him/her. Show the flash card FC3 to guide the interviewee in answering.
- D41-D47. These questions are about corruption and bribery. These are sensitive questions so please read the statements carefully and clearly. Show the flashcard FC3 to guide the interviewee in answering.
- D48. This asks the interviewee to rate the honesty of different personalities in court. Read out each of the court personality and ask whether he/she thinks that there are very few, a few, some, many, very many, or none of the court personalities who are honest. Show flash card FC5.

BLOCK E: OVERALL RATINGS, COMMENTS AND SUGGESTIONS

- E1. This refers to his/her perceived general public trust regarding the independence of the Court where his/her case is currently being heard. Read response categories.
- E2. This asks for his/her perceived general public trust regarding the impartiality of the Court where his/her case is currently being heard. Read response categories.
- E3. This ascertains his/her perceived general public trust on the integrity and professional of the Court where his/her case is currently being heard. Read response categories.
- E4. This refers to his/her perception regarding the general public trust on the whole judicial system of the country. Read response categories.
- E5. This asks for his/her overall rating of the court where his/her case is being heard. Show flash card FC4.
- E6. This determines his/her overall rating of the whole judicial system in the country. Read response categories.
- E7. This indicates whether he/she is more confident now compared to five (5) years ago that the Judiciary can initiate judicial reforms.
- E8. This asks the interviewee his/her overall trust rating of the different courts. Read out all the courts in the list and ask whether he/she has much distrust, distrust, undecided, trust and must trust to the specific court mentioned. Show flash card FC6.

This ends the interview. Do not forget to thank the interviewee for participating in the survey.

5.3.5 How to accomplish the Questionnaire for Other Stakeholders

RECORDING INFORMATION ABOUT THE INTERVIEW

It is very important to record all the details of conduct of the interview. This information will be used to determine the logistical and other administrative requirements in the field. On the first page of the questionnaire, you will find a call record box. This is where you will record the information on the following:

1. Name of Interviewer

2. Date of interview
3. Whether interview is the first visit, second visit, or a replacement.
4. Time started
5. Time ended
6. Leave items 6 to 9 blank. These will be filled-up by the TS.

BLOCK A: IDENTIFICATION

- A1. Write the unique identification number of each Survey respondent given by the Team Supervisor.
- A2. Write the name of the interviewee. Make sure that this is consistent with the list given by the Team Supervisor.
- A3. Record the sex of the respondent. Tick the corresponding response based on the given name of the interviewee and also on your observation.
- A4. Write the completed age (in years) of the interviewee as of his/her last birthday.
- A5. Get the complete home address of the interviewee. Record the house number, street name, barangay and city/municipality.
- A6. Based on the address given by the interviewee, the interviewer will classify whether the residence is situated in an urban or rural area.
- A7. Ask for the interviewee's contact number. Either landline or mobile phone is acceptable.
- A8. There are three (3) types of other stakeholders in our Survey: the court employee, NGO worker and policeman. Ask the interviewee to which category he/she belongs. You can verify the response with the Team Supervisor's records.
- A9. This refers to the type of cases that he/she had monitored. This question should not be answered by a court employee.
- A10. This asks for the type of court that he/she usually attended. Put a check on the court that he/she mentions. You may accept more than one answer (multiple response).

BLOCK B: RESPONDENT'S SOCIO-DEMOGRAPHIC AND ECONOMIC CHARACTERISTICS

- B1. This question is asked to determine the civil status of the interviewee. Put a check mark on the blank next to the corresponding answer.
- B2. This question is to ascertain the place of birth of the interviewee. Record the city or municipality and the province where the interviewee was born.
- B3. Ask the interviewee whether he/she belongs to any cultural minority group? If yes, continue to B3a and ask him/her to specify which group. If no, skip to B4.
- B4. This asks for the dialect/language that the interviewee most often use at home. If more than one dialect/language is given, probe which one is used more often. Put a check mark on the corresponding category. If response does not fall in any category, tick the Other category and then record the specific dialect/language.

- B5. This is to ascertain the religion of the interviewee. Put a check mark on the corresponding category. If response does not fall in any category, tick the Other category and then record the specific religion.
- B6. Emphasize that the information needed is the highest level of schooling completed. Put a check mark on the blank next to the appropriate codes.
- B7. The information needed is the average personal monthly income in the previous year i.e., January-December 2005. Show the flash card FC1 to the interviewee and ask him/her to choose the appropriate category.
- B8. This question determines the average family monthly income in the previous year i.e., January-December 2005. Show the flash card FC1 to the interviewee and ask him/her to choose the appropriate category.

BLOCK C: COURT USER'S EXPERIENCE

This block is divided into 5 sections which refers to the different stages of his/her court experiences.

Awareness about the Court System

- C1-C8. Questions C1-C8 determine the awareness of interviewee about the different aspects of the Philippine Court System. The interviewee is asked to answer "yes" if he/she is aware and "no", if not aware. Read out each of the statement to the interviewee. If he/she does not understand, read the statement again, clearly and slowly. You are not allowed to explain the statement.

If any of questions C1-C8 is answered by "yes", then ask C9; otherwise, go to C10.

- C9. This ascertains the top three (3) main sources of information from which the interviewee learned about the Philippine Court System.
- C10. This indicates whether the interviewee is aware of any agency that helps the poor in getting a lawyer. If he/she responds "yes", then ask him/her to specify which agency. Write the specified agency in the blank provided in C10a. You may accept multiple responses or more than one agency specified. If not, go to C12.
- C11. The information needed is the source of information about the agency mentioned in C10a. Again, multiple responses are acceptable.

Questions C12-C20a are to be answered by NGO workers and policemen. These are not applicable to court employees.

- C12. This question determines geographical accessibility of the Court to the litigants. It ascertains the mode of transportation used by the litigant in going to the Court when he/she attends Court hearings. If he/she did not use any mode of transportation, tick on the response category "walk".
- C13. If the Respondent uses a specific mode of transportation, ask him/her to give the actual cost of travel to the Court. Record the response in pesos.

- C14. The Court has specific schedule of hearings in the morning and in the afternoon. The information needed is whether hearings start on the prescribed schedule (i.e., 8:30 am or 1:30 pm). Read out the response categories while showing the list of responses on the flash card FC2 so that the Respondent could select his/her answer from the given choices.
- If he/she says that hearings “never” or “seldom” or “sometimes” start on time, continue to C15; otherwise, if he/she responds “most of the time” or “all the time”, proceed to C17.
- C15. This determines the average length of time the respondent has waited for a hearing to start. Record the number of hours. If the response is less than an hour, just write the number of minutes. Do not forget to indicate if the time given is in minutes.
- C16. This asks for the top three (3) causes of the delay in hearings. Note that although most of the response categories are personalities, you may also accept other causes mentioned. Write the response in the blank provided under the “others” category.
- C17. This determines litigant’s perception regarding the speediness of the processing of his/her case in court. Read the response categories to guide the interviewee in answering the question. For example, ask the interviewee: “Do you think that the process of your case is “very slow”, “slow”, “just right” “fast” or “very fast”.
- C18-C20 are not applicable to stenographers and interpreters.
- C18. This asks whether R experienced any difficulty in understanding the court proceedings. If the answer is yes, continue asking C18a, otherwise proceed to C19. In C18a, ask R to specify the type of difficulty that he/she had experienced. Put a check mark on the appropriate responses. You may accept all the answers provided (multiple responses).
- C19. This ascertains whether R testified during the hearing. If the answer is “yes”, ask if R requested for an interpreter in C19a, then ask if the interpreter was helpful in C19b. If the answer is “No”, proceed to C20.
- C20. This determines audibility in the court room. Ask R if he/she heard the court proceedings clearly. If yes, proceed to C21. If he/she did not hear proceedings clearly, ask for the reasons why he/she did not hear clearly and record response in C20a.
- C21. This asks R to rate the Judge’s / Justices behavior during the proceedings. A rating scale of 1 to 5 (poor to excellent) was used. Show the interviewer the flash card FC4 to help him choose the appropriate response.
- C22. This ascertains whether courtesy and helpfulness to the interviewee is a usual practice of court personnel. Show the flash card FC2 to guide the respondents in giving the appropriate response category.
- C23. This asks whether the Justice/Judge properly address the interviewee when talking to him/her. If response does not fall in any of the response categories, write the verbatim response in the blank provided in the “others” category.
- C24-C32. These are a series of questions that focus on the behavior and attitude of the justice/judge while the case is being heard in court. Read each of the statements clearly and show the flash card FC2 to guide the interviewee in providing the appropriate response category. Question C32 is not applicable to court employees.
- C33-C37. These questions determine how the lawyer handles the case. Read each statement clearly and show the flash card FC3 to guide the interviewee in answering.

- C38. This asks whether the interviewee personally witnessed any form of corruption in the court where his/her case is being heard. If the answer given is "yes", ask how it was done. Record the answer in C38a. You may accept multiple response. Check all the response categories that apply. If the answer given is "no", proceed to C39.
- C39a-c. This inquires if the interviewee filed any administrative case against a Justice/Judge or any court personnel. If the answer is "no", skip to C41. If the answer is "yes", determine the nature of complaint. Record all of the given responses in C39a. Then ask about the status of the complaint in C39b. If "still pending" or "nothing happened", ask how confident is he/she that the case will be resolved satisfactorily in C39c.
- C40. This ascertains the overall satisfaction of the interviewee with his/her experience in court. Read response categories to help the interviewee in answering the question.

BLOCK D: ASSESSMENT OF COURT PERFORMANCE

- D1-D19. These determine the interviewee's rating of the court in terms of accessibility, fairness, impartiality and efficiency. Read clearly each of the statements and ask the interviewee whether he/she strongly disagree, disagree, neither disagree nor agree, agree, or strongly agree with each of the statements. Show flash card FC3. If the interviewee does not understand the statement, reread the statement slowly and clearly, then mention the response categories from which he/she will select the answer. Do not try to explain the meaning of statement.
- D20-D32. The following looks at the court facilities. Read clearly each of the court attributes and determine whether the interviewee considers each of them as poor, fair, good, very good or excellent. Show the flash card FC4 to guide the interviewee.
- D33-D40. These questions focus on judicial competence, integrity and independence. Ask the interviewee if he/she: strongly disagree, disagree, neither disagree nor agree, agree, strongly agree to the statements that you will read to him/her. Show the flash card FC3 to guide the interviewee in answering.
- D41-D47. These questions are about corruption and bribery. These are sensitive questions so please read the statements carefully and clearly. Show the flash card FC3 to guide the interviewee in answering.
- D48. This question is to be answered by police and NGO worker only. This is the overall impression of the interviewee about the court that heard his/her case based on his/her experience. Read out the response categories to help the interviewee in answering the question FC5.
- D49. This refers to his/her rating of court performance in general. Read out the response categories and show the flash card FC4 to guide the interviewee in answering the question.
- D50. This asks the interviewee to rate the honesty of different personalities in court. Read out each of the court personality and ask whether he/she thinks that there are very few, a few, some, many, very many, or none of the court personalities who are honest. Show flash card FC5.
- D51. This asks the interviewee his/her overall trust rating of the different courts. Read out all the courts in the list and ask whether he/she has much distrust, distrust, undecided, trust and must trust to the specific court mentioned. Show flash card FC6.

This ends the interview. Do not forget to thank the interviewee for participating in the Survey.

6. Administrative and Financial Matters

This chapter describes the procedures for recording and reporting progress, review of your completed work, submission of work, the method of payment, accomplishment of administrative forms, and other logistic and financial matters.

6.1 Reporting to your Team Supervisor or Research Associate

During the field operations, you must report to your Team Supervisor at the end of each day. This way, you will be able to discuss both the progress of your work and the problems that need to be settled. Furthermore, you will also submit the accomplished questionnaires.

6.2 Submitting your Completed Report

To prepare questionnaires for submission, edit these thoroughly before submission to the Team Supervisor. Verify that each questionnaire contains all required information, and that the entries are clear and legible.

A questionnaire fails your edit if: required information is missing, entries are not legible or clear, page(s) is/are torn or soiled. This situation must be corrected before you submit to your Team Supervisor. If necessary, contact the respondent to obtain missing data.

6.3 Review of your Completed Work by the Team Supervisor or Research Associate

Your Team Supervisor will review your work each time he/she meets with you. The details of these reviews will depend on the quality of your work and on how well you follow the procedures of this Manual.

Each review consists of the following:

- a. A detailed check of Form 1: List of Interviewees Names and Addresses and the Interviewers' Accomplishment Report , to find out which interviewees you were able to interview and which you need to revisit
- b. A detailed check of the questionnaires to see that all applicable questions/items are filled up and that the questionnaires are not torn, soiled and folded unnecessarily

6.4 Pay Rate

Interviewers will be paid on an output basis. Cash advance for transportation expenses shall be provided by the TS and to be liquidated on a weekly basis. The Cash Advance Form for Fares (CAFF) and Liquidation of Fares Form (LFF) shall be used for these purposes. Transportation expenses incurred in connection with the Survey shall be paid by SAGRIC.

It is important for you to know that SAGRIC reserves the right to withhold payment and certification of number of days rendered under the following circumstances:

- a. Unfinished work; that is, when a part of your area of assignment is not covered;
- b. Unsatisfactory performance; that is when errors in your work are observed and not rectified; and
- c. Incomplete submission of accomplished and unused listing booklets, questionnaires, administrative forms and financial forms.

You may submit your claims through your Team Supervisor who, in turn, will submit these to the SAGRIC Office for processing. Actual payment of money claims will be effected by SAGRIC International Philippine Office and facilitated by the Team Supervisor.

6.5 Financial Forms

Claims for payment should be accomplished using the following forms:

- a. Cash Advance Request Form (CARF)
- b. Voucher (V)
- c. Reimbursement Form (RF)
- d. Reimbursement of Fares Form (RFF)
- e. Cash Advance Liquidation Form (CALF)
- f. Cash Advance Form for Fares (CAFF)
- g. Liquidation of Fares Form (LFF)

It is important to note that all claims for payment must be accompanied by the acceptable supporting documentation such as original receipts, certificate of appearance, used tickets, receipt of purchase, boarding pass and terminal fees as evidence of travel. The cost of expenditures will be deducted from the receivables should you fail to comply with the requirements.

6.5.1 Cash Advance Request Form – CARF

The CARF summarizes the detailed expenses anticipated by the Area-Based Research Associate.

Information Required:	
Name	Refers to the name of the Area-Based Research Associate seeking reimbursement
Survey Area	Refers to the specific survey area of responsibility of the Research Associate
Date of Request	Refers to the actual date of request
Date Needed	Refers to the actual date the money is expected to be available
Particulars	Refers to the details or description of the expense
Amount	Refers to the actual/approximate amount of the expense to be incurred
Total	Refers to the sum of the amount requested in advance

The other entries at the bottom of the Form are the signatures (over the printed name) of the Area-Based Research Associate and the SAGRIC Project Manager who will review and approve the Form.

11.5.2 Cash Advance Liquidation Form –CALF

The CALF summarizes the detailed expenses incurred from the cash advance requested.

Information Required:	
Name	Refers to the name of the Area Based Research Associate seeking reimbursement
Survey Area	Refers to the specific survey area of responsibility of the Research Associate
Date	Refers to the actual date of expense incurred
OR Number	Refers to the Official Receipt Number in support of the expense incurred
Details	Refers to the details or particulars of the expense
Amount	Refers to the actual amount of the expense incurred

Signatures of both the Area-Based Research Associate (over printed name) and the Project Finance Person of SAGRIC are at the bottom of the Form.

11.5.3 Reimbursement Form –RF

The Reimbursement Form summarizes the expenses paid in advance by the Research Associate to be charged to the Project.

Information Required:	
Name	Refers to the name of the Area-Based Research Associate seeking reimbursement
Survey Area	Refers to the specific survey area of responsibility of the Research Associate
Date	Refers to the actual date the item or service is accessed
OR Number	Refers to the number specified in the Official Receipt of the reference document for the item/service
Details	Refers to the brief description of the item/service
Amount	Refers to the actual amount of the expense
Total	Refers to the sum of the amount to be reimbursed

Signatures of both the Area-Based Research Associate (over printed name) and the Project Finance Person of SAGRIC are at the bottom of the Form.

Supreme Court National Survey on Users' Experience and Perception on the Judiciary			
REIMBURSEMENT FORM (RF)			
Name:			
Survey Area:			
Date	OR Number	Details	Amount
TOTAL AMOUNT TO BE REIMBURSED			

Reviewed and
 Verified Correct by:

Submitted by:

11.5.4 Voucher

The voucher specifies the amount that you actually receive as cash advance or as reimbursement.

Information Required:	
Paid to	Refers to the name of the Area-Based Research Associate seeking the cash advance or the reimbursement
Date	Refers to the actual date the amount is received
Particulars	Refers to the brief description of purpose of the expense
Amount	Refers to the actual amount per type of expense

The total expense is written in words and in numbers. Also, the Area-Based Research Associate signs over his/her printed name. As is the case in the other forms, approval is indicated by the signature of a SAGRIC representative.

Supreme Court National Survey on Users' Experience and Perception on the Judiciary			
Paid To:		Date:	
PARTICULARS		AMOUNT	
RECEIVED from SAGRIC International Pty. Ltd. , the amount of PESOS _____ (Php _____) in payment of amount described above.			
Approved By:		Received By:	
_____		_____	
Signature over Printed Name		Signature over Printed Name	

11.5.5 Reimbursement of Fares Form

The Form is used to reimburse expenses specific to fares advanced.

Information Required:	
Date	Refers to the actual date the reimbursement is requested
Name	Refers to the name of the Area-Based Research Associate seeking reimbursement
Date	Refers to the actual date the item or service is accessed
Trip Details	Refers to the type of transportation service, as well as the route (e.g., Taxi from UP to the Supreme Court Office) of the vehicle
Plate No.	Refers to the registered plate number of the vehicle
Amount	Refers to the amount paid for the service
Total	Refers to the sum of the amount to be reimbursed

Supreme Court National Survey on Users' Experience and Perception on the Judiciary			
REIMBURSEMENT OF FARES FORM (RFF)			
Date:		Cost Code:	1179 – 476000
Name:			
Date	Trip Details	Plate No.	Amount
		TOTAL	

11.5.6 Cash Advance Form for Fares– CAFF

The CAFF summarizes the fare expenses anticipated by the interviewer which the Area-Based Research Associate is to provide him before he goes on field. This shall be based on the addresses of interviewees assigned to him or her.

Information Required:	
Name	Refers to the name of the Interviewer
Survey Area	Refers to the specific survey area of responsibility of the Research Associate
Date of Request	Refers to the actual date of request
Date Needed	Refers to the actual date the money is expected to be available
Particulars	Refers to the details or description of the fare expense
Amount	Refers to the actual/approximate amount of the expense to be incurred
Total	Refers to the sum of the amount requested in advance

The other entries at the bottom of the Form are the signatures (over the printed name) of the Interviewer and the RA who shall provide the amount.

Supreme Court National Survey on Users' Experience and Perception on the Judiciary			
CASH ADVANCE FORM FOR FARES (CAFF)			
Name:		Date of Request:	
Survey Area:		Date Needed:	
PARTICULARS			AMOUNT
TOTAL			

Requested by: _____
Signature over
Printed Name

Approved by: _____
Research Associate/
Team Supervisor

11.5.7 Liquidation of Fares Form

The Form is used to liquidate the cash advance for fares by the interviewer.

Information Required:	
Date	Refers to the actual date the liquidation is done
Name	Refers to the name of the Interviewer doing the liquidation
Date	Refers to the actual date of travel
Trip Details	Refers to the places where the interviewer traveled) e.g., from UP to residence of the interviewee in Pasig). It is assumed that the type of transportation service used are the cheapest mode of public transportation such as jeepney, MRT, bus.
Amount	Refers to the amount paid for the service
Total	Refers to the sum of the amount to be reimbursed

The other entries at the bottom of the Form are the signatures (over the printed name) of the Interviewer and the RA who shall provide the amount.

Supreme Court National Survey on Users' Experience and Perception on the Judiciary			
LIQUIDATION OF FARES FORM (LFF)			
Date:		Cost Code:	<u>1179 - 476000</u>
Name:			
DATE	TRIP DETAILS		AMOUNT
	FROM	TO	
		TOTAL	

Liquidated by: _____
Signature over
Printed Name

Approved by: _____
Research Associate/
Team Supervisor

11.5 Completion of Survey

Upon completion of the Survey, submit the following to your Team Supervisor or Research Associate:

- a. Form 1: List of Interviewees' Names and Addresses
- b. All remaining accomplished questionnaires/forms
- c. Interviewer's Manual
- d. All unused forms and materials
- e. ID provided by SAGRIC at the start of the Project
- f. Letter of Authority from the Supreme Court

After you have cleared all responsibilities and accountabilities, you will be issued a "Certificate of Participation in the Survey".

APPENDIX A:

DISTRIBUTION OF INTERVIEWEES BY SURVEY AREA

A. LUZON

MANILA	Higher Courts	MTC, MCTC, MetroTC Samples
Justices	105	
MetroTC Judges		1
Lawyers	429	6
Litigants	429	6
Other stakeholders	28	-
<u>Sub-total</u>	991	13

ANGELES	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judges	8	2
Lawyers	93	12
Litigants	93	12
Other Stakeholders	12	-
<u>Sub-total</u>	206	26

MALOLOS	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judges	27	1
Lawyers	75	6
Litigants	75	6
Other Stakeholders	12	
<u>Sub-total</u>	189	13

Luzon Total	Higher Courts, RTCs and MTCCs	MTC, MCTC, MetroTC Samples	Total
Justices	105	-	105
Judges	35	4	39
Lawyers	597	24	621
Litigants	597	24	621
Other stakeholders	52		52
<u>Total</u>	1,386	52	1,438

B

Visayas and Mindanao

LAPU LAPU	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judges	3	1
Lawyers	47	6
Litigants	47	6
Other Stakeholders	12	
<u>Sub-total</u>	109	13

TOLEDO	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judges	3	1
Lawyers	21	6
Litigants	21	6
Other Stakeholders	12	
<u>Sub-total</u>	57	13

DAVAO	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judges	16	1
Lawyers	284	6
Litigants	284	6
Other Stakeholders	12	
<u>Sub-total</u>	596	13

CAGAYAN DE ORO	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judges	16	2
Lawyers	157	12
Litigants	157	12
Other Stakeholders	12	
<u>Sub-total</u>	342	26

SHARIA	RTC's and MTCCs	MTC, MCTC, MetroTC Samples
Judge		1

Visayas and Mindanao Total	RTC's and MTCCs	MTC, MCTC, MetroTC Samples	Total
Judges	38	6	44
Lawyers	509	30	539
Litigants	509	30	539
Other stakeholders	48		48
<u>Total</u>	1,104	66	1,170

C. Total Nationwide

Interviewees	Higher Courts, RTCs and MTCCs	MTC, MCTC, MetroTC Samples	Total
Justices	105	-	105
Judges	73	10	83
Lawyers	1,106	54	1,160
Litigants	1,106	54	1,160
Other stakeholders	100	-	100
Grand Total			2,608

APPENDIX B:
GLOSSARY OF LEGAL TERMS

Acquittal	A verdict after a trial that a defendant in a criminal case has not been proven guilty beyond a reasonable doubt of the crime charged.
Affidavit	A written statement of fact, signed and sworn to before a person having authority to administer an oath.
Affirm	The declaration of a higher court that the judgment of a lower court is correct and should stand.
Answer	A written statement by the defendant in a civil case, wherein the plaintiffs' claims are admitted or denied.
Appeal	Process by which a case is brought from one court to a higher court for review.
Appearance	The formal proceeding by which a defendant submits to the jurisdiction of the court.
Appellate Court	A court that reviews matters brought before it on appeal from lower courts, and having the authority to affirm or reverse lower court decisions.
Arraignment	In criminal cases, a court hearing where the defendant is informed of the charges and is asked to plead guilty or not guilty.
Bail	An amount of money determined by the judge and posted with the court as security to ensure the defendants appearance in court at a specific time.
Civil Case	When one person, group of persons, or corporation sues another for personal injury, damages to property, or failure to complete a contract.
Civil Complaint	Initial document filed by the plaintiff in a civil case stating the claims against the defendant.
Damages	Compensation recovered in the courts by a person who has suffered loss, detriment, and/or injury to his person, property, or rights through the unlawful act or negligence of another.
Defendant	In a criminal case this is the person charged with committing a crime. In a civil case it is the person(s) or corporation from which the plaintiff wants to collect damages.

Evidence	Any form of proof presented by a party for the purpose of supporting its arguments before the court.
Exhibit	The paper, document or other physical object received by the court as evidence during a trial.
Judgment	A final determination by a court of the rights of the parties in an action.
Motions	Oral or written requests made by a party to an action and brought before a judge prior to, during, or after a trial.
Parties	Persons, corporations, or associations who have brought a lawsuit or who are defendants.
Petitioner	One who presents (files) a petition to a court against a respondent. Similar to a plaintiff in a civil case.
Plaintiff	In a civil case, the person(s) or corporation asserting a claim for damages allegedly sustained as result of the conduct of the defendant.
Plea	Statement made by the defendant as to his/her guilt or innocence to the charge made against him or her.
Plea Bargaining	Process by which the accused and the prosecutor negotiate a mutually satisfactory disposition of the case. Such bargains are not binding on the court.
Pleadings	Formal written allegations by the parties of their respective claims and defenses for the judgment of the court.
Probable Cause	Reasonable cause; having more evidence for than against; a reasonable belief that a crime has or is being committed is the basis for all lawful searches and arrests.
Probation	Set of conditions and regulations under which a person found guilty of a criminal offense is allowed to remain in the community, generally under the supervision of a probation officer and custody of the court.
Remand	A disposition by an appellate court, which sends a case back to the trial court for further proceedings.
Respondent	One who answers in various legal proceedings. Similar to a defendant in a criminal or civil case.
Statute	The law as enacted by the legislature.
Statute of Limitations	Law that specifies the time within which judicial action must be taken.
Stipulation	Voluntary agreement by the attorneys and parties on opposite sides of a case regarding any matter in the trial proceedings, so as to eliminate the need for proof of the matter.

Subpoena	A document Issued by the court to compel a witness to appear and give testimony or to procure documentary evidence in a proceeding.
Sustain	When the Court allows an objection to testimony or evidence.
Testimony	The sworn evidence presented by witnesses.
Transcript	The official record of proceedings in a trial, prepared by the court reporter.
Venue	A specific geographical area in which a court with jurisdiction may hear a case.

APPENDIX D



REFERENCES

REFERENCES

- A Trial Court Performance Measurement System, <http://www.judiciary.state.nj.us/strategic/subap2a.htm>
- Action Program for Judicial Reform 2001-2006 (with Supplement), August 2001
- Data provided by the Statistics Division of the Court Management Office
- Educational Policies and Standards, Arizona Supreme Court, Administrative Order 99-08
- Gleeson Murray, Public Confidence In The Judiciary: Judicial Conference Of Australia, Launceston, April 27, 2002.
- Hudes, Karen, et al., Judicial Sector Study of the Philippines.
- Project Implementation of the Judicial Reform Support Project, June 2003
- Sherman, Lawrence W. "Trust and Confidence in Criminal Justice" in NIJ Journal. No. 248, 2002.
- Supreme Court. Action Program for Judicial Reform 2001-2006. August 2001.
- Supreme Court. Judicial Reform Support Project (JRSP) Project Implementation Plan. June 2003.
- Trial Court Performance Standards and Measurement System, Bureau of Justice Assistance, <http://www1.worldbank.org/publicsector/legal/TrialCourtPerfStds.pdf>
- Trial Court Performance Standards: Desk Reference Manual, National Center for State Courts, 2003.
- Tyler, T. "Trust and Democratic Governance" in Trust and Governance, eds. V. Braithwaite and M. Levi, New York: Russell Sage Foundation, 1998.
- www.supremecourt.gov.ph/judicial_hierarchy.htm

