



# National Survey on Users' Experience and Perception on the Judiciary

SUPREME COURT OF THE PHILIPPINES

Volume IIA  
SURVEY TABLES

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**AGGREGATE TABLES BY TYPE OF INTERVIEWEE**

**Table 1.0 What are the top three (3) sources of information about the Philippine court system?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
School	354	37.22%	59	55.66%	413
Family and friends	374	39.33%	22	20.75%	396
Mass media – i.e., TV, radio, newspaper	493	51.84%	51	48.11%	544
Books	172	18.09%	36	33.96%	208
Government agency	230	24.19%	41	38.68%	271
Lawyer	465	48.90%	47	44.34%	512
Social worker	16	1.68%	4	3.77%	20
Policeman	117	12.30%	12	11.32%	129
Barangay official/Community leader	208	21.87%	10	9.43%	218
Others	33	3.47%	8	7.55%	41
Total Responses	951		106		1,057
Total Non - response	123		0		123
Total	1,074		106		1,180

**Table 1.1 Do you know of any agency or organization that assists the poor to access the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	877	81.65%	103	97.16%	980
No	173	16.10%	3	2.83%	176
Total Non-Response	24	2.23%	0	0	24
Total Responses	1,074	100.00%	106	100.00%	1,180

**Table 1.2 Are you familiar with the Public Attorney's Office as an organization that assists the poor to access the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	812	75.60%	92	86.79%	904
No	65	0.244	11	0.1321	76
Total Responses	877	100.00%	103	100.00%	980

**Table 1.3 Are you familiar with the Local Government Unit as an organization that assists the poor to access the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	44	4.09%	14	13.20%	58
No	833	0.9591	89	0.868	922
Total Responses	877	100.00%	103	100.00%	980

**Table 1.4 Are you familiar with Private Groups/Non-Governmental Organizations or Media as organizations that assist the poor to access the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	20	1.86%	21	19.81%	41
No	857	0.9814	82	0.8019	939
Total Responses	877	100.00%	103	100.00%	980

**Table 1.5 Are you familiar with Lawyers' Groups as organizations that assist the poor to access the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	35	3.25%	26	24.52%	61
No	842	0.9675	77	0.7548	919
Total Responses	877	100.00%	103	100.00%	980

**Table 1.6 Are you familiar with Courts/Judicial bodies as organizations that assist the poor to access the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	12	1.11%	1	0.94%	13
No	865	0.9889	102	0.9906	967
Total Responses	877	100.00%	103	100.00%	980

**Table 1.7 Did you learn through the school about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	171	15.92%	25	23.58%	196
No	706	0.8408	78	0.7642	784
Total Responses	877	100.00%	103	100.00%	980

**Table 1.8 Did you learn through family and friends about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	339	31.56%	26	24.52%	365
No	538	0.6844	77	0.7548	615
Total Responses	877	100.00%	103	100.00%	980

**Table 1.9 Did you learn through the mass media (i.e., TV, radio, newspapers) about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	356	33.14%	43	40.56%	399
No	521	0.6686	60	0.5944	581
Total Responses	877	100.00%	103	100.00%	980

**Table 1.10 Did you learn through the books about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	67	6.23%	6	5.66%	73
No	810	0.9377	97	0.9434	907
Total Responses	877	100.00%	103	100.00%	980

**Table 1.11 Did you learn through Government agencies about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	236	21.97%	37	34.90%	273
No	641	0.7803	66	0.651	707
Total Responses	877	100.00%	103	100.00%	980

**Table 1.12 Did you learn through a Lawyer about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	350	32.58%	42	39.62%	392
No	527	0.6742	61	0.6038	588
Total Responses	877	100.00%	103	100.00%	980

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**AGGREGATE TABLES BY TYPE OF INTERVIEWEE**

**Table 1.13 Did you learn through a social worker about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	34	3.16%	8	7.54%	42
No	843	0.9684	95	0.9246	938
Total Responses	877	100.00%	103	100.00%	980

**Table 1.14 Did you learn through a Policeman about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	147	13.68%	4	3.77%	151
No	927	86.31%	102	96.22%	1,029
Total Responses	1,074	100.00%	106	100.00%	1,180

**Table 1.15 Did you learn through a Barangay Official/Community Leader about the agency that assists the poor to access the courts?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	176	16.38%	6	5.66%	182
No	898	83.61%	100	94.33%	998
Total Responses	1,074	100.00%	106	100.00%	1,180

**Table 1.16 Before you filed a case in court/received a formal complaint through the court, were you aware that the courts can resolve legal disputes between two parties?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	1,008	94.74%	103	97.17%	1,111
No	56	5.26%	3	2.83%	59
Total Responses	1,064	100.00%	106	100.00%	1,170
Total Non-Response	10		0		10
Total	1,074		106		1,180

**Table 1.17 Before you filed a case in court/received a formal complaint through the court, were you aware of the existence of the Barangay Justice System to settle civil disputes between two (2) parties from the same barangay?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	883	83.46%	92	88.46%	975
No	175	16.54%	12	11.54%	187
Total Responses	1,058	100.00%	104	100.00%	1,162
Total Non-Response	16		2		18
Total	1,074		106		1180

**Table 1.18 Before you filed a case in court/received a formal complaint through the court, were you aware that you can appeal cases decided unfavorably by the lower court to the Court of Appeals and Supreme Court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	995	92.64%	103	97.16%	1,098
No	64	5.95%	3	2.83%	67
Total Responses	1,059	100.00%	106	100.00%	1,165
Total Non-Response	15		0		15
Total	1,074		106		1,180

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
**Final Report – Survey Tables**  
**AGGREGATE TABLES BY TYPE OF INTERVIEWEE**

**Table 1.19 Before you filed a case in court/received a formal complaint through the court, were you aware that you need a lawyer to bring a case to court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	1,008	93.85%	89	83.96%	1,097
No	56	5.21%	17	16.03%	73
Total Responses	1,064	100.00%	106	100.00%	1,170
Total Non-Response	10		0		10
Total	1074		106		1,180

**Table 1.20 Before you filed a case in court/received a formal complaint through the court, were you aware that your right to access to courts is guaranteed by the constitution?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	1,015	94.50%	103	97.16%	1,118
No	45	4.18%	3	2.83%	48
Total Responses	1,060	100.00%	106	100.00%	1,166
Total Non-Response	14		0		14
Total	1074		106		1,180

**Table 1.21 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case cannot be forced to take the witness stand?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	786	73.18%	91	85.84%	877
No	270	25.13%	15	14.15%	285
Total Responses	1,056	100.00%	106	100.00%	1,162
Total Non-Response	18		0		18
Total	1,074		106		1,180

**Table 1.22 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case has a right to a speedy trial?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	991	92.27%	103	97.16%	877
No	71	6.61%	1	0.94%	285
Total Responses	1,062	100.00%	104	100.00%	1,162
Total Non-Response	12		2		14
Total	1,074		106		1,180

**Table 1.23 Before you filed a case in court/received a formal complaint through the court, were you aware that 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?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	1,050	97.76%	103	97.16%	1,153
No	13	1.21%	2	1.88%	15
Total Responses	1,063	100.00%	105	100.00%	1,168
Total Non-Response	11		1		12
Total	1,074		106		1,180

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**Table 1.24** When you filed your case, how confident were you that the court will be able to resolve your case and serve justice?

Responses	Litigants	
	Count	Pct
Definitely not confident	18	3.94%
Not confident	24	5.25%
Neither confident nor not confident	62	13.57%
Confident	281	61.49%
Definitely confident	72	15.75%
Total Responses	457	100.00%
Total Non-Response	617	
Total	1,074	

**Table 1.25** How many months did it take to formally file your complaint in court from the time the incident took place?

Litigants		
Mean	Coefficient of variation (CV)	N
5.57	214.49	418

**Table 1.26** Did you pay any fee when you filed the case?

Responses	Litigants	
	Count	Pct
Yes	306	67.55%
No	147	32.45%
Total Responses	453	100.00%
Total Non-Response	621	
Total	1,074	

**Table 1.27** Did you pay lawyer's fees upon filing the case?

Responses	Litigants	
	Count	Pct
Yes	211	68.95%
No	95	31.05%
Total Responses	306	100.00%

**Table 1.28** Did you pay filing fee upon filing the case?

Responses	Litigants	
	Count	Pct
Yes	257	83.99%
No	49	16.01%
Total Responses	306	100.00%

**Table 1.29** Did you pay Mediation Fee upon filing the case?

Responses	Litigants	
	Count	Pct
Yes	82	26.80%
No	224	73.20%
Total Responses	306	100.00%

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**Table 1.30 Did you experience any difficulty in scheduling the case hearings?**

Responses	Litigants		Lawyers		Total Count
	Count	Pct	Count	Pct	
Yes	121	26.36%	450	45.97%	571
No	338	73.64%	529	54.03%	867
Total Responses	459	100.00%	979	100.00%	1,438
Total Non-Response	615		180		795
Total	1,074		1,159		2,233

**Table 1.31 Was the difficulty in scheduling case hearings caused by too many cases handled by the court?**

Responses	Litigants		Lawyers		Total Count
	Count	Pct	Count	Pct	
Yes	67	55.37%	354	78.67%	421
No	54	44.63%	96	21.33%	150
Total Responses	121	100.00%	450	100.00%	571

**Table 1.32 Was the difficulty in scheduling case hearings due to the Justice/Judge being absent most of the time?**

Responses	Litigants		Lawyers		Total Count
	Count	Pct	Count	Pct	
Yes	33	27.27%	67	14.89%	100
No	88	72.73%	383	85.11%	471
Total Responses	121	100.00%	450	100.00%	571

**Table 1.33 Was the difficulty in scheduling case hearings due to the court's not starting on time?**

Responses	Litigants		Lawyers		Total Count
	Count	Pct	Count	Pct	
Yes	40	33.06%	125	27.78%	165
No	81	66.94%	325	72.22%	406
Total Responses	121	100.00%	450	100.00%	571

**Table 1.34 Was the difficulty in scheduling case hearings due to the reason that the lawyers are not always available?**

Responses	Litigants		Lawyers		Total Count
	Count	Pct	Count	Pct	
Yes	32	26.45%	146	32.44%	178
No	89	73.55%	304	67.56%	393
Total Responses	121	100.00%	450	100.00%	571

**Table 1.35 How did you usually go to the court?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Walk	48	4.60%	8	11.11%	56
Private Vehicle	272	26.08%	27	37.50%	299
Public Vehicle	478	45.83%	33	45.83%	511
Others	245	23.49%	4	5.56%	249
Total Responses	1,043	100.00%	72	100.00%	1,115
Total Non-Response	31		34		65
Total	1,074		106		1,180

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**Table 1.36 How much does it usually cost you to go to the court?**

Litigants			Other Stakeholders			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N			
139.93	348.29	697	207.81	206.35	67	145.88	330.84	764

**Table 1.37 How often do your hearings start on time?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Never	107	10.37%	53	5.23%	7	9.59%	167
Seldom	143	13.86%	190	18.74%	19	26.03%	352
Sometimes	228	22.09%	249	24.56%	17	23.29%	494
Most of the time	450	43.60%	369	36.39%	26	35.62%	845
All of the time	104	10.08%	153	15.09%	4	5.48%	261
Total Responses	1,032	100.00%	1,014	100.00%	73	100.00%	2,119
Total Non-Response	42		145		33		220
Total	1,074		1,159		106		2,339

**Table 1.38 On the average, how long did you have to wait for a hearing to start?**

Litigants			Lawyers			Stakeholders			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N	Mean	CV	N			
1	84.58	463	0.79	72.65	674	1.55	195.85	41	0.9	99.89	1178

**Table 1.39 Who are the usual top three (3) causes of delay?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Justice/Judge	296	27.56%	466	40.21%	37	34.91%	799
Lawyer	341	31.75%	589	50.82%	36	33.96%	966
Complainant/Plaintiff	150	13.97%	171	14.75%	20	18.87%	341
Defendant	117	10.89%	247	21.31%	13	12.26%	377
Witness	47	4.38%	149	12.86%	3	2.83%	199
Others	8	0.74%	15	1.29%	0	0.00%	23
Total Non-Response	1074	100.00%	1159	100.00%	106	100.00%	2339

**Table 1.40 How would you rate the pace of the whole litigation process of your case?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Very slow	220	20.85%	185	16.37%	25	34.25%	430
Slow	373	35.36%	446	39.47%	23	31.51%	842
Just right	347	32.89%	421	37.26%	20	27.40%	788
Fast	92	8.72%	68	6.02%	5	6.85%	165
Very fast	23	2.18%	10	0.88%	0	0.00%	33
Total Responses	1055	100.00%	1130	100.00%	73	100.00%	2258
Total Non-Response	19		29		33		81
Total	1074		1159		106		2339

**Table 1.41 Did you experience any difficulty in understanding the court proceedings?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	349	33.02%	29	39.19%	378
No	708	66.98%	45	60.81%	753
Total Responses	1,057	100.00%	74	100.00%	1,131
Total Non-Response	17		32		49
Total	1,074		106		1,180

**Table 1.42 Did you experience any difficulty in understanding the court proceedings because you cannot understand English?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	143	40.97%	4	13.79%	147
No	206	59.03%	25	86.21%	231
Total Responses	349	100.00%	29	100.00%	378

**Table 1.43 Did you experience any difficulty in understanding the court proceedings because you encountered difficulties in hearing the proceedings?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	61	17.48%	7	24.14%	68
No	288	82.52%	22	75.86%	310
Total Responses	349	100.00%	29	100.00%	378

**Table 1.44 Did you experience any difficulty in understanding the court proceedings due to too many technical terms?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	196	56.16%	26	89.66%	222
No	153	43.84%	3	10.34%	156
Total Responses	349	100.00%	29	100.00%	378

**Table 1.45 Did you testify during the hearing?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	597	57.13%	39	51.32%	636
No	448	42.87%	37	48.68%	485
Total Responses	1,045	100.00%	76	100.00%	1,121
Total Non-Response	29		30		59
Total	1,074		106		1,180

**Table 1.46 Did you request for an interpreter?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	172	28.81%	12	30.77%	184
No	425	71.19%	27	69.23%	452
Total Responses	597	100.00%	39	100.00%	636

**Table 1.47 Was the interpreter helpful?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Very much	75	45.73%	7	70.00%	82
To some extent	44	26.83%	3	30.00%	47
Sufficient enough	29	17.68%	0	0.00%	29
Very little	7	4.27%	0	0.00%	7
Not at all	9	5.49%	0	0.00%	9
Total Responses	164	100.00%	10	100.00%	174
Total Non-Response	8		2		10
Total	172		12		184

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**Table 1.48 Did you hear the court proceedings clearly?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Yes	454	44.12%	5	6.76%	459
No	575	55.88%	69	93.24%	644
Total Responses	1,029	100.00%	74	100.00%	1,103
Total Non-Response	45		32		77
Total	1,074		106		1,180

**Table 1.49 Why did you not hear the court proceedings clearly?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Extraneous noise outside the courtroom	30	65.22%	8	100.00%	38
Noise inside the courtroom contribute to inaudibility	5	10.87%	0	0.00%	5
Poor room arrangement for audience to hear proceedings	8	17.39%	0	0.00%	8
Others	3	6.52%	0	0.00%	3
Total Responses	46	100.00%	8	100.00%	54
Total Non-Response	529		61		590
Total	575		69		644

**Table 1.50 How did the Justice/Judge address you?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Mr./ Mrs./ Ms.	396	39.60%	29	29.00%	425
First name only	199	19.90%	23	23.00%	222
Last name only	254	25.40%	5	5.00%	259
Others	151	15.10%	43	43.00%	194
Total Responses	1,000	100.00%	100	100.00%	1100
Total Non-Response	74		6		80
Total	1,074		106		1,180

**Table 1.51 When your case was still being heard in court, was the Justice/Judge fair?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	98	9.53%	4	3.81%	102
Seldom	56	5.45%	9	8.57%	65
Sometimes	235	22.86%	18	17.14%	253
Most of the time	478	46.50%	51	48.57%	529
All of the time	161	15.66%	23	21.90%	184
Total Responses	1,028	100.00%	105	100.00%	1,133
Total Non-Response	46		1		47
Total	1,074		106		1,180

**Table 1.52 When your case was still being heard in court, was the Justice/Judge in control of the proceedings?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	34	3.31%	2	1.89%	36
Seldom	38	3.70%	2	1.89%	40
Sometimes	117	11.38%	13	12.26%	130
Most of the time	592	57.59%	48	45.28%	640
All of the time	247	24.03%	41	38.68%	288
Total Responses	1,028	100.00%	106	100.00%	1,134
Total Non-Response	46		0		46
Total	1,074		106		1,180

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**Table 1.53 When your case was still being heard in court, was the Justice/Judge attentive to the lawyer's questions?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	28	2.74%	0	0.00%	28
Seldom	29	2.83%	2	1.89%	31
Sometimes	123	12.02%	16	15.09%	139
Most of the time	599	58.55%	57	53.77%	656
All of the time	244	23.85%	31	29.25%	275
Total Responses	1023	100.00%	106	100.00%	1129
Total Non-Response	51		0		51
Total	1074		106		1180

**Table 1.54 When your case was still being heard in court, was the Justice/Judge attentive to the answers of the witnesses?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	35	3.42%	0	0.00%	35
Seldom	42	4.11%	0	0.00%	42
Sometimes	141	13.78%	17	16.04%	158
Most of the time	570	55.72%	48	45.28%	618
All of the time	235	22.97%	41	38.68%	276
Total Responses	1,023	100.00%	106	100.00%	1,129
Total Non-Response	51		0		51
Total	1,074		106		1,180

**Table 1.55 When your case was still being heard in court, was the Justice/Judge interrupted or distracted by activities in the courtroom?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	428	42.00%	26	24.53%	454
Seldom	201	19.73%	20	18.87%	221
Sometimes	257	25.22%	43	40.57%	300
Most of the time	105	10.30%	13	12.26%	118
All of the time	28	2.75%	4	3.77%	32
Total Responses	1,019	100.00%	106	100.00%	1,125
Total Non-Response	55		0		55
Total	1,074		106		1,180

**Table 1.56 When your case was still being heard in court, did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearings?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	35	3.43%	26	1	61
Seldom	18	1.77%	20	3	38
Sometimes	82	8.05%	43	6	125
Most of the time	598	58.68%	13	50	611
All of the time	286	28.07%	4	46	290
Total Responses	1,019	100.00%	106	100.00%	1,125
Total Non-Response	55		0		55
Total	1,074		106		1,180

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**Table 1.57 When your case was still being heard in court, did the appearance of the Justice/Judge command respect?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	17	1.65%	0	1	17
Seldom	14	1.36%	1	3	15
Sometimes	78	7.57%	5	6	83
Most of the time	612	59.42%	50	50	662
All of the time	309	30.00%	50	46	359
Total Responses	1030	100.00%	106	100.00%	1136
Total Non-Response	44		0		44
Total	1074		106		1180

**Table 1.58a When your case was still being heard in court, did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, or ethnic origin?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	622	60.51%	65	1	687
Seldom	142	13.81%	7	3	149
Sometimes	152	14.79%	24	6	176
Most of the time	87	8.46%	9	50	96
All of the time	25	2.43%	1	46	26
Total Responses	1028	100.00%	106	100.00%	1134
Total Non-Response	46		0		46
Total	1074		106		1180

**Table 1.58b When your case was still being heard in court, did the court personnel show any bias against you because of economic status, educational attainment, gender, religion and ethnic origin?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Never	639	62.16%	44	1	683
Seldom	131	12.74%	7	3	138
Sometimes	173	16.83%	16	6	189
Most of the time	65	6.32%	11	50	76
All of the time	20	1.95%	0	46	20
Total Responses	1028	100.00%	78	100.00%	1106
Total Non-Response	46		28		74
Total	1074		106		1180

**Table 1.59 Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Rarely	0	0.00%	0	0.00%	26	2.29%	26
Sometimes	1	1.20%	0	0.00%	135	11.90%	136
Undecided	1	1.20%	0	0.00%	70	6.17%	71
Usually	33	39.76%	24	31.17%	571	50.35%	628
Always	48	57.83%	53	68.83%	332	29.28%	433
Total Responses	83	100.00%	77	100.00%	1,134	100.00%	1,294
Total Non-Response	0		0		25		25
Total	83		77		1,159		1,319

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**Table 1.60 Based on your experience, how would you assess the Justices/Judges and court personnel in their manifestation of appropriate courtesy and respect to litigants?**

Responses	Litigants		Lawyers		Other Stakeholders		Total
	Count	Pct	Count	Pct	Count	Pct	Count
Poor	92	8.78%	23	2.06%	7	6.60%	122
Fair	296	28.24%	233	20.90%	25	23.58%	554
Good	489	46.66%	494	44.30%	40	37.74%	1023
Very Good	135	12.88%	317	28.43%	26	24.53%	478
Excellent	36	3.44%	48	4.30%	8	7.55%	92
Total Responses	1048	100.00%	1115	100.00%	106	100.00%	2269
Total Non-Response	26		44		0		70
Total	1074		1159		106		2339

**Table 1.61 How confident are you that Justices/Judges of this court are able to remain neutral and avoid suspicions of favoritism and partiality?**

Responses	Justices		Judges		Total
	Count	Pct	Count	Pct	Count
Neither confident nor not confident	1	1.20%	5	6.49%	6
Confident	44	53.01%	40	51.94%	84
Definitely confident	38	45.78%	32	41.55%	70
Total Responses	83	100.00%	77	100.00%	160

**Table 1.62 Is this court, as an institution, free from external controls, influence or pressure?**

Responses	Justices		Judges		Lawyers		Total
	Count	Pct	Count	Pct	Count	Pct	Count
Definitely not free	0	0.00%	0	0.00%	76	6.71%	76
Not free	4	4.88%	3	3.90%	249	21.98%	256
Neither free nor not free	7	8.54%	5	6.49%	274	24.18%	286
Free	48	58.54%	35	45.45%	451	39.81%	534
Definitely free	23	28.05%	34	44.16%	83	7.33%	140
Total Responses	82	100.00%	77	100.00%	1,133	100.00%	1,292
Total Non-Response	1		0		26		27
Total	83		77		1,159		1,319

**Table 1.63 Are the individual Justices/Judges of this court free to make decisions without undue pressure or influence?**

Responses	Justices		Judges		Lawyers		Total
	Count	Pct	Count	Pct	Count	Pct	Count
Definitely not free	0	0.00%	0	0.00%	35	3.10%	35
Not free	0	0.00%	2	2.63%	173	15.34%	175
Neither free nor not free	3	3.61%	2	2.63%	301	26.68%	306
Free	46	55.42%	35	46.05%	534	47.34%	615
Definitely free	34	40.96%	37	48.68%	85	7.54%	156
Total Responses	83	100.00%	76	100.00%	1,128	100.00%	1,287
Total Non-Response	0		1		31		32
Total	83		77		1,159		1,319

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**Table 1.64 Did you personally witness any form of corruption in this court?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	5	6.02%	7	9.09%	64	6.05%	246	21.52%	30	28.30%	352
No	78	93.98%	70	90.91%	993	93.95%	897	78.48%	76	71.70%	2114
Total Responses	83	100.00%	77	100.00%	1057	100.00%	1143	100.00%	106	100.00%	2466
Total Non-Response	0		0		17		16		0		33
Total	83		77		1074		1159		106		2499

**Table 1.65 Did corruption manifest through the intentional delay of the case?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	0	0.00%	1	14.29%	20	31.25%	93	37.80%	15	50.00%	129
No	5	100.00%	6	85.71%	44	68.75%	153	62.20%	15	50.00%	223
Total Responses	5	100.00%	7	100.00%	64	100.00%	246	100.00%	30	100.00%	352

**Table 1.66 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	0	0.00%	2	28.57%	29	45.31%	130	52.85%	12	40.00%	173
No	5	100.00%	5	71.43%	35	54.69%	116	47.15%	18	60.00%	179
Total Responses	5	100.00%	7	100.00%	64	100.00%	246	100.00%	30	100.00%	352

**Table 1.67 Did corruption manifest through intentional delay in the decision regarding the case?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	0	0.00%	2	28.57%	15	23.44%	73	29.67%	17	56.67%	107
No	5	100.00%	5	71.43%	49	76.56%	173	70.33%	13	43.33%	245
Total Responses	5	100.00%	7	100.00%	64	100.00%	246	100.00%	30	100.00%	352

**Table 1.68 Did you witness bribery in the issuance of Temporary Restraining Order?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	3	60.00%	1	14.29%	9	14.06%	80	32.52%	10	33.33%	103
No	2	40.00%	6	85.71%	55	85.94%	166	67.48%	20	66.67%	249
Total Responses	5	100.00%	7	100.00%	64	100.00%	246	100.00%	30	100.00%	352

**Table 1.69 Is there a formal system for handling complaints against personnel and Justices/Judges in this court?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	75	90.36%	58	75.32%	133
No	8	9.63%	19	24.67%	27
Total Responses	83	100.00%	77	100.00%	160

**Table 1.70 Do you think the existing system is adequate in handling complaints?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	64	91.43%	46	79.31%	110
No	6	8.57%	12	20.69%	18
Total Responses	70	100.00%	58	100.00%	128
Total Non-Response	13		19		32
Total	83		77		160

**Table 1.71 Were there administrative complaints filed against court personnel and Justices/Judges in the past six (6) months?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	22	26.83%	20	25.97%	19	1.83%	100	8.72%	9	8.49%	170
No	60	73.17%	57	74.03%	1018	98.17%	1047	91.28%	97	91.51%	2279
Total Responses	82	100.00%	77	100.00%	1037	100.00%	1147	100.00%	106	100.00%	2449
Total Non-Response	1		0		37		12		0		50
Total	83		77		1074		1159		106		2499

**Table 1.72 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	7	31.82%	2	10.00%	3	15.79%	19	19.00%	4	44.44%	35
No	15	68.18%	18	90.00%	16	84.21%	81	81.00%	5	55.56%	135
Total Responses	22	100.00%	20	100.00%	19	100.00%	100	100.00%	9	100.00%	170

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**Table 1.73 Was the complaint due to inefficiency?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	8	36.36%	5	25.00%	5	26.32%	16	16.00%	3	33.33%	37
No	14	63.64%	15	75.00%	14	73.68%	84	84.00%	6	66.67%	133
Total Responses	22	100.00%	20	100.00%	19	100.00%	100	100.00%	9	100.00%	170

**Table 1.74 Was the complaint due to incompetence?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	7	31.82%	3	15.00%	5	26.32%	28	28.00%	4	44.44%	47
No	15	68.18%	17	85.00%	14	73.68%	72	72.00%	5	55.56%	123
Total Responses	22	100.00%	20	100.00%	19	100.00%	100	100.00%	9	100.00%	170

**Table 1.75 Was the complaint due to lack of integrity?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	5	22.73%	3	15.00%	3	15.79%	19	19.00%	3	33.33%	33
No	17	77.27%	17	85.00%	16	84.21%	81	81.00%	6	66.67%	137
Total Responses	22	100.00%	20	100.00%	19	100.00%	100	100.00%	9	100.00%	170

**Table 1.76 Was the complaint due to unfairness and partiality?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	9	40.91%	8	40.00%	7	36.84%	51	51.00%	7	77.78%	82
No	13	59.09%	12	60.00%	12	63.16%	49	49.00%	2	22.22%	88
Total Responses	22	100.00%	20	100.00%	19	100.00%	100	100.00%	9	100.00%	170

**Table 1.77 Were the lawyers mostly the complainants?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	6	7.22%	5	6.49%	11
No	77	92.77%	72	93.50%	149
Total Responses	83	100.00%	77	100.00%	160

**Table 1.78 Were the litigants mostly the complainants?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	12	14.45%	12	15.58%	24
No	71	85.54%	65	84.41%	136
Total Responses	83	100.00%	77	100.00%	160

**Table 1.79 Were the Justices/Judges mostly the complainants?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	0	0	0	0	0
No	83	100.00%	77	100.00%	160
Total Responses	83	100.00%	77	100.00%	160

**Table 1.80 Were the court personnel from your own court mostly the complainants?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	3	3.61%	1	1.29%	4
No	80	96.38%	76	98.70%	156
Total Responses	83	100.00%	77	100.00%	160

**Table 1.81 Were the court personnel from other courts mostly the complainants?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Yes	4	4.81%	0	0	4
No	79	95.18%	77	100.00%	156
Total Responses	83	100.00%	77	100.00%	160

**Table 1.82 What happened to this complaint?**

Responses	Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Still pending	4	36.36%	37	46.84%	4	44.44%	45
Dismissed	3	27.27%	29	36.71%	4	44.44%	36
Nothing happened	4	36.36%	13	16.46%	1	11.11%	18
Total Responses	11	100.00%	79	100.00%	9	100.00%	99
Total Non-Response	8		21		0		29
Total	19		100		9		128

**Table 1.83 How confident are you that his case will be resolved satisfactorily?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Definitely not confident	0	0.00%	0	0.00%	0	0.00%	6	9.38%	0	0.00%	6
Not confident	0	0.00%	0	0.00%	1	12.50%	12	18.75%	3	50.00%	16
Neither confident nor not confident	1	4.55%	1	5.00%	1	12.50%	14	21.88%	2	33.33%	19
Confident	14	63.64%	8	40.00%	5	62.50%	27	42.19%	1	16.67%	55
Definitely confident	7	31.82%	11	55.00%	1	12.50%	5	7.81%	0	0.00%	24
Total Responses	22	100.00%	20	100.00%	8	100.00%	64	100.00%	6	100.00%	120
Total Non-Response	61		57		1066		1095		100		2379
Total	83		77		1074		1159		106		2499

**Table 1.84 How much did the administrative complaint affect your court negatively?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Very Much	2	2.40%	2	2.59%	4
Much	3	3.61%	1	1.29%	4
Moderate	3	3.61%	4	5.19%	7
Not Much	9	10.84%	4	5.19%	13
Not at all	5	6.02%	9	11.68%	14
Total Non-Response	61	73.49%	57	74.02%	118
Total Responses	83	100.00%	77	100.00%	160

**Table 1.85 How much did the administrative complaint affect your case negatively?**

Responses	Litigants		Lawyers		Total Count
	Count	Pct	Count	Pct	
Very Much	5	.46%	11	.94%	16
Much	2	.18%	14	1.20%	16
Moderate	2	.18%	11	.94%	13
Not Much	0	0	23	1.98%	23
Not at all	2	.18%	31	2.67%	33
Total Non-Response	1063	98.97%	1069	92.23%	2132
Total Responses	1074	100.00%	1159	100.00%	2233

**Table 1.86 How satisfied or dissatisfied were you with your experience with the court?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Very dissatisfied	115	10.95%	29	2.52%	3	2.83%	147
Dissatisfied	189	18.00%	116	10.10%	9	8.49%	314
Neither satisfied nor dissatisfied	218	20.76%	221	19.23%	3	2.83%	442
Satisfied	470	44.76%	691	60.14%	40	37.73%	1201
Very satisfied	58	5.52%	92	8.01%	14	13.20%	164
Total Responses	1050	100.00%	1149	100.00%	69	0.6508	2268
Total Non-Response	24		10		37		71
Total	1074		1159		106		2339

**Table 1.87 What is your response to the statement: “My lawyer’ is concerned about protecting my rights”?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	22	2.09%	2	0.17%	1	0.94%	25
Disagree	59	5.61%	5	0.43%	0	0.00%	64
Neither disagree nor agree	75	7.14%	4	0.35%	10	9.43%	89
Agree	654	62.23%	371	32.18%	67	63.21%	1092
Strongly agree	241	22.93%	771	66.87%	28	26.42%	1040
Total Responses	1051	100.00%	1153	100.00%	106	100.00%	2310
Total Non-Response	23		6		0		29
Total	1074		1159		106		2339

**Table 1.88 What is your response to the statement: “My lawyer’ has adequate knowledge and training in law to protect my rights and interest”?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	15	1.43%	1	0.09%	0	0.00%	16
Disagree	47	4.48%	5	0.43%	4	3.77%	56
Neither disagree nor agree	79	7.53%	11	0.95%	15	14.15%	105
Agree	643	61.30%	534	46.31%	70	66.04%	1247
Strongly agree	265	25.26%	602	52.21%	17	16.04%	884
Total Responses	1049	100.00%	1153	100.00%	106	100.00%	2308
Total Non-Response	25		6		0		31
Total	1074		1159		106		2339

**Table 1.89 What is your response to the statement: “My lawyer is doing his/her best to protect my rights”?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	25	2.38%	0	0.00%	0	0.00%	25
Disagree	57	5.43%	3	0.26%	2	1.89%	62
Neither disagree nor agree	90	8.57%	5	0.43%	9	8.49%	104
Agree	615	58.57%	354	30.70%	72	67.92%	1041
Strongly agree	263	25.05%	791	68.60%	23	21.70%	1077
Total Responses	1050	100.00%	1153	100.00%	106	100.00%	2309
Total Non-Response	24		6		0		30
Total	1074		1159		106		2339

**Table 1.90 What is your response to the statement: “My lawyer explains to me the progress of my case”?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	23	2.19%	1	0.09%	1	0.94%	25
Disagree	88	8.39%	3	0.26%	3	2.83%	94
Neither disagree nor agree	104	9.91%	11	0.96%	18	16.98%	133
Agree	594	56.63%	435	37.79%	66	62.26%	1095
Strongly agree	240	22.88%	701	60.90%	18	16.98%	959
Total Responses	1049	100.00%	1151	100.00%	106	100.00%	2306
Don't Know	0		1		0		1
Total Non-Response	25		7		0		32
Total	1074		1159		106		2339

**Table 1.91 What is your response to the statement: “My lawyer explains to me possible options/ strategies regarding my case”?**

Responses	Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	24	2.29%	0	0.00%	2	1.89%	26
Disagree	88	8.40%	6	0.52%	5	4.72%	99
Neither disagree nor agree	103	9.83%	13	1.13%	16	15.09%	132
Agree	601	57.35%	421	36.58%	62	58.49%	1084
Strongly agree	232	22.14%	711	61.77%	21	19.81%	964
Total Responses	1048	100.00%	1151	100.00%	106	100.00%	2305
Total Non-Response	26		8		0		34
Total	1074		1159		106		2339

**Table 1.92 How satisfied are you with your professional work as a Judge or Justice?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Very dissatisfied	0	0.00%	1	1.30%	1
Dissatisfied	2	2.44%	2	2.60%	4
Neither satisfied nor dissatisfied	0	0.00%	4	5.19%	4
Satisfied	25	30.49%	34	44.16%	59
Very satisfied	55	67.07%	36	46.75%	91
Total Responses	82	100.00%	77	100.00%	159
Total Non-Response	1		0		1
Total	83		77		160

**Table 1.93 What are your sources of dissatisfaction?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Compensation	0	0.00%	2	50.00%	2
Workload	0	0.00%	1	25.00%	1
Court personnel	2	100.00%	0	0.00%	2
Court facilities	0	0.00%	1	25.00%	1
Total Responses	2	100.00%	4	100.00%	6
Total Non-Response	0		3		3
Total	2		7		9

**Table 1.94 Overall, what is your level of trust in the whole Judiciary?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	16	1.65%	11	0.96%	2	1.92%	29
Distrust	0	0.00%	2	2.63%	66	6.80%	76	6.64%	16	15.38%	160
Undecided	5	6.10%	3	3.95%	242	24.95%	217	18.95%	10	9.62%	477
Trust	60	73.17%	48	63.16%	565	58.25%	777	67.86%	59	56.73%	1509
Much Trust	17	20.73%	23	30.26%	81	8.35%	64	5.59%	17	16.35%	202
Total Responses	82	100.00%	76	100.00%	970	100.00%	1145	100.00%	104	100.00%	2377
Don't know	1		1		92		4		2		100
Total Non-Response	0		0		12		10		0		22
Total	83		77		1074		1159		106		2499

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**Table 1.95 Overall, what is your level of trust in the Supreme Court?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	11	1.15%	13	1.14%	1	0.97%	25
Distrust	1	1.22%	1	1.35%	30	3.13%	54	4.75%	18	17.48%	104
Undecided	1	1.22%	0	0.00%	184	19.21%	143	12.57%	6	5.83%	334
Trust	38	46.34%	23	31.08%	590	61.59%	684	60.11%	57	55.34%	1392
Much Trust	42	51.22%	50	67.57%	143	14.93%	244	21.44%	21	20.39%	500
Total Responses	82	100.00%	74	100.00%	958	100.00%	1138	100.00%	103	100.00%	2355
Don't know	1		1		92		4		2		100
Total Non-Response	0		0		12		10		0		22
Total	83		77		1074		1159		106		2499

**Table 1.96 Overall, what is your level of trust in the Court of Appeals?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	1	1.37%	5	0.53%	23	2.02%	2	2.00%	31
Distrust	0	0.00%	3	4.11%	44	4.67%	100	8.78%	13	13.00%	160
Undecided	5	6.10%	5	6.85%	211	22.40%	256	22.48%	8	8.00%	485
Trust	39	47.56%	43	58.90%	570	60.51%	657	57.68%	60	60.00%	1369
Much Trust	38	46.34%	21	28.77%	112	11.89%	103	9.04%	17	17.00%	291
Total Responses	82	100.00%	73	100.00%	942	100.00%	1139	100.00%	100	100.00%	2336
Don't know	1		4		121		13		6		145
Total Non-Response	0		0		11		7		0		18
Total	83		77		1074		1159		106		2499

**Table 1.97 Overall, what is your level of trust in the Sandiganbayan?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	1	1.25%	1	1.47%	10	1.27%	19	1.83%	5	5.49%	36
Distrust	0	0.00%	1	1.47%	55	6.96%	73	7.05%	12	13.19%	141
Undecided	6	7.50%	9	13.24%	241	30.51%	266	25.68%	14	15.38%	536
Trust	47	58.75%	35	51.47%	397	50.25%	597	57.63%	47	51.65%	1123
Much Trust	26	32.50%	22	32.35%	87	11.01%	81	7.82%	13	14.29%	229
Total Responses	80	100.00%	68	100.00%	790	100.00%	1036	100.00%	91	100.00%	2065
Don't know	2		9		269		114		15		409
Total Non-Response	1		0		15		9		0		25
Total	83		77		1074		1159		106		2499

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**Table 1.98 Overall, what is your level of trust in the Court of Tax Appeals?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	2	3.57%	17	2.47%	12	1.35%	3	4.00%	34
Distrust	0	0.00%	2	3.57%	65	9.45%	59	6.61%	11	14.67%	137
Undecided	6	8.00%	12	21.43%	260	37.79%	334	37.44%	25	33.33%	637
Trust	45	60.00%	29	51.79%	295	42.88%	432	48.43%	31	41.33%	832
Much Trust	24	32.00%	11	19.64%	51	7.41%	55	6.17%	5	6.67%	146
Total Responses	75	100.00%	56	100.00%	688	100.00%	892	100.00%	75	100.00%	1786
Don't know	7		21		373		253		31		685
Total Non-Response	1		0		13		14		0		28
Total	83		77		1074		1159		106		2499

**Table 1.99 Overall, what is your level of trust in the Municipal Trial Courts in Cities?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	13	1.52%	13	1.16%	1	1.06%	27
Distrust	2	2.56%	0	0.00%	50	5.85%	74	6.58%	14	14.89%	140
Undecided	9	11.54%	8	10.96%	219	25.64%	217	19.31%	11	11.70%	464
Trust	56	71.79%	48	65.75%	504	59.02%	755	67.17%	54	57.45%	1417
Much Trust	11	14.10%	17	23.29%	68	7.96%	65	5.78%	14	14.89%	175
Total Responses	78	100.00%	73	100.00%	854	100.00%	1124	100.00%	94	100.00%	2223
Don't know	4		4		207		27		12		254
Total Non-Response	1		0		13		8		0		22
Total	83		77		1074		1159		106		2499

**Table 1.100 Overall, what is your level of trust in Regional Trial Courts?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	18	1.90%	9	0.79%	2	1.94%	29
Distrust	1	1.25%	0	0.00%	71	7.51%	89	7.85%	15	14.56%	176
Undecided	8	10.00%	5	6.58%	212	22.43%	221	19.49%	12	11.65%	458
Trust	59	73.75%	50	65.79%	561	59.37%	747	65.87%	60	58.25%	1477
Much Trust	12	15.00%	21	27.63%	83	8.78%	68	6.00%	14	13.59%	198
Total Responses	80	100.00%	76	100.00%	945	100.00%	1134	100.00%	103	100.00%	2338
Don't know	2		1		118		17		3		141
Total Non-Response	1		0		11		8		0		20
Total	83		77		1074		1159		106		2499

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**Table 1.101 Overall, what is your level of trust in Metropolitan Trial Courts?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	11	1.62%	7	0.69%	1	1.39%	19
Distrust	1	1.32%	1	1.67%	50	7.35%	67	6.56%	11	15.28%	130
Undecided	9	11.84%	11	18.33%	212	31.18%	273	26.74%	12	16.67%	517
Trust	54	71.05%	35	58.33%	362	53.24%	630	61.70%	42	58.33%	1123
Much Trust	12	15.79%	13	21.67%	45	6.62%	44	4.31%	6	8.33%	120
Total Responses	76	100.00%	60	100.00%	680	100.00%	1021	100.00%	72	100.00%	1909
Don't know	6		17		380		128		34		565
Total Non-Response	1		0		14		10		0		25
Total	83		77		1074		1159		106		2499

**Table 1.102 Overall, what is your level of trust in Shari'a Courts?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	9	2.16%	10	2.07%	2	4.55%	21
Distrust	0	0.00%	0	0.00%	43	10.31%	24	4.97%	3	6.82%	70
Undecided	12	21.05%	14	36.84%	191	45.80%	285	59.01%	15	34.09%	517
Trust	40	70.18%	20	52.63%	139	33.33%	149	30.85%	23	52.27%	371
Much Trust	5	8.77%	4	10.53%	35	8.39%	15	3.11%	1	2.27%	60
Total Responses	57	100.00%	38	100.00%	417	100.00%	483	100.00%	44	100.00%	1039
Don't know	24		39		644		653		62		1422
Total Non-Response	2		0		13		23		0		38
Total	83		77		1074		1159		106		2499

**Table 1.103 Overall, what is your level of trust in the Municipal Circuit Trial Courts?**

Responses	Justices		Judges		Litigants		Lawyers		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	12	1.74%	7	0.68%	1	1.23%	20
Distrust	1	1.33%	0	0.00%	50	7.27%	69	6.71%	8	9.88%	128
Undecided	11	14.67%	10	15.63%	208	30.23%	250	24.32%	14	17.28%	493
Trust	52	69.33%	39	60.94%	364	52.91%	655	63.72%	51	62.96%	1161
Much Trust	11	14.67%	15	23.44%	54	7.85%	47	4.57%	7	8.64%	134
Total Responses	75	100.00%	64	100.00%	688	100.00%	1028	100.00%	81	100.00%	1936
Don't know	7		13		371		120		25		536
Total Non-Response	1		0		15		11		0		27
Total	83		77		1074		1159		106		2499

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**Table 1.104 Overall, what is your level of trust in the Municipal Trial Courts?**

Responses	Justices		Judges		Litigants		Lawyers		Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Much Distrust	0	0.00%	0	0.00%	15	1.83%	9	0.84%	1	1.02%	25
Distrust	1	1.30%	0	0.00%	56	6.83%	71	6.60%	10	10.20%	138
Undecided	10	12.99%	9	13.24%	234	28.54%	236	21.95%	15	15.31%	504
Trust	55	71.43%	42	61.76%	463	56.46%	707	65.77%	64	65.31%	1331
Much Trust	11	14.29%	17	25.00%	52	6.34%	52	4.84%	8	8.16%	140
Total Responses	77	100.00%	68	100.00%	820	100.00%	1075	100.00%	98	100.00%	2138
Don't know	5		9		240		74		8		336
Total Non-Response	1		0		14		10		0		25
Total	83		77		1074		1159		106		2499

**Table 1.105 How much trust do you think has the general public on the independence of your Court?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly distrust it	0	0.00%	0	0.00%	37	3.42%	37
Distrust it	3	3.61%	0	0.00%	193	17.85%	196
Neither distrust nor trust it	8	9.64%	4	5.19%	272	25.16%	284
Trust it	48	57.83%	39	50.65%	535	49.49%	622
Strongly trust it	24	28.92%	34	44.16%	44	4.07%	102
Total Responses	83	100.00%	77	100.00%	1,081	100.00%	1,241
Total Non-Response	0		0		78		78
Total	83		77		1,159		1,319

**Table 1.106 How much trust do you think has the general public on the impartiality of your Court?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly distrust it	0	0.00%	0	0.00%	29	2.68%	29
Distrust it	2	2.44%	0	0.00%	194	17.93%	196
Neither distrust nor trust it	3	3.66%	3	3.90%	307	28.37%	313
Trust it	53	64.63%	36	46.75%	518	47.87%	607
Strongly trust it	24	29.27%	38	49.35%	34	3.14%	96
Total Responses	82	100.00%	77	100.00%	1,082	100.00%	1,241
Total Non-Response	1		0		77		78
Total	83		77		1,159		1,319

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**Table 1.107 How much trust do you think has the general public on the integrity and professionalism of your Court?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly distrust it	0	0.00%	0	0.00%	30	2.63%	30
Distrust it	0	0.00%	0	0.00%	190	16.68%	190
Neither distrust nor trust it	7	8.54%	3	3.90%	318	27.92%	328
Trust it	51	62.20%	36	46.75%	569	49.96%	656
Strongly trust it	24	29.27%	38	49.35%	32	2.81%	94
Total Responses	82	100.00%	77	100.00%	1139	100.00%	1298
Total Non-Response	1		0		20		21
Total	83		77		1159		1319

**Table 1.108 How much trust do you think has the general public on the whole judicial system of the Philippines?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly distrust it	0	0.00%	0	0.00%	49	4.31%	49
Distrust it	0	0.00%	7	9.09%	234	20.60%	241
Neither distrust nor trust it	11	13.41%	15	19.48%	336	29.58%	362
Trust it	65	79.27%	47	61.04%	501	44.10%	613
Strongly trust it	6	7.32%	8	10.39%	16	1.41%	30
Total Responses	82	100.00%	77	100.00%	1136	100.00%	1295
Total Non-Response	1		0		23		24
Total	83		77		1159		1319

**Table 1.109 Overall, how would rate your court?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Poor	0	0.00%	0	0.00%	58	5.32%	58
Fair	1	1.20%	0	0.00%	324	29.70%	325
Good	10	12.05%	13	16.88%	496	45.46%	519
Very Good	56	67.47%	50	64.94%	196	17.97%	302
Excellent	16	19.28%	14	18.18%	17	1.56%	47
Total Responses	83	100.00%	77	100.00%	1091	100.00%	1251
Total Non-Response	0		0		68		68
Total	83		77		1159		1319

**Table 1.110 Overall, how would you rate the whole judicial system of the Philippines?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Poor	0	0.00%	1	1.30%	145	12.74%	146
Fair	6	7.23%	5	6.49%	451	39.63%	462
Good	44	53.01%	32	41.56%	429	37.70%	505
Very Good	31	37.35%	35	45.45%	111	9.75%	177
Excellent	2	2.41%	4	5.19%	2	0.18%	8
Total Responses	83	100.00%	77	100.00%	1138	100.00%	1298
Total Non-Response	0		0		21		21
Total	83		77		1159		1319

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**Table 1.111 Do you have more confidence now than five (5) years ago about the Judiciary's ability to initiate reforms?**

Responses	Justices		Judges		Lawyers		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Definitely not confident	0	0.00%	0	0.00%	31	2.71%	31
Not confident	0	0.00%	1	1.30%	127	11.12%	128
Neither confident or nor not confident	1	1.20%	7	9.09%	272	23.82%	280
Confident	38	45.78%	31	40.26%	633	55.43%	702
Definitely confident	44	53.01%	38	49.35%	79	6.92%	161
Total Responses	83	100.00%	77	100.00%	1142	100.00%	1302
Total Non-Response	0		0		17		17
Total	83		77		1159		1319

**Table 1.112 Based on your personal experience, how would you rate your overall impression of the court that heard your case?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Very negative	103	9.84%	7	9.09%	110
Somewhat negative	172	16.43%	15	19.48%	187
Undecided	216	20.63%	11	14.29%	227
Somewhat positive	446	42.60%	35	45.45%	481
Very positive	110	10.51%	9	11.69%	119
Total Responses	1047	100.00%	77	100.00%	1124
Total Non-Response	27		29		56
Total	1074		106		1180

**Table 1.113 In general, how would you rate the court's performance?**

Responses	Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	
Poor	138	13.13%	15	15.31%	153
Fair	342	32.54%	25	25.51%	367
Good	402	38.25%	24	24.49%	426
Very Good	118	11.23%	30	30.61%	148
Excellent	51	4.85%	4	4.08%	55
Total Responses	1051	100.00%	98	100.00%	1149
Total Non-Response	23		8		31
Total	1074		106		1180

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**Table 1.114 What is your response to the statement: “Overall, the court is accessible to its users.”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	1	1.29%	13	1.12%	15	1.41%	1	1%	30
Disagree	4	4.81%	3	3.89%	82	7.11%	62	5.83%	15	14.15%	166
Neither disagree nor agree	1	1.20%	0	0	162	14.06%	185	17.41%	12	11.32%	360
Agree	62	74.69%	50	64.93%	769	66.75%	596	56.12%	51	48.11%	1528
Strongly agree	16	19.27%	23	29.87%	122	10.59%	122	11.48%	26	24.52%	309
Don't Know	0	0	0	0	4	0%	82	7.72%	1	1%	87
Total Responses	83	100.00%	77	100.00%	1152	100.00%	1062	100.00%	106	100.00%	2480
Total Non-Response	0	0	0	0	7	1%	12	1.11%	0	0	19
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.115 What is your response to the statement: “Court is centrally located or is near the center of economic activity of the city or municipality.”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	1	1.20%	1	1.29%	5	0%	11	1.03%	2	1.88%	20
Disagree	7	8.43%	4	5.19%	51	4.41%	72	6.77%	9	8.49%	143
Neither disagree nor agree	1	1.20%	4	5.19%	40	3.46%	37	3.48%	3	2.83%	85
Agree	48	57.83%	36	46.75%	707	61.26%	730	68.67%	67	63.20%	1588
Strongly agree	26	31.32%	32	41.55%	348	30.15%	172	16.18%	25	23.58%	603
Don't Know	0	0	0	0	3	0%	41	3.85%	0	0	44
Total Responses	83	100.00%	77	100.00%	1154	100.00%	1063	100.00%	106	100.00%	2483
Total Non-Response	0	0	0	0	5	0%	11	1.02%	0	0	16
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.116 What is your response to the statement: “Court is easily accessible by public transportation”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	1	1.29%	4	0%	2	0%	1	1%	8
Disagree	2	2.43%	1	1.29%	37	3.21%	44	4.14%	2	1.88%	86
Neither disagree nor agree	1	1.21%	0	0	52	4.51%	33	3.10%	2	1.88%	88
Agree	51	62.19%	39	50.64%	677	58.81%	742	69.86%	68	64.15%	1577
Strongly agree	28	34.14%	36	46.75%	379	32.92%	205	19.30%	33	31.13%	681
Don't Know	0	0	0	0	2	0%	36	3.38%	0	0	38
Total Responses	82	100.00%	77	100.00%	1151	100.00%	1062	100.00%	106	100.00%	2478
Total Non-Response	1	1.20%	0	0	8	1%	12	1.11%	0	0	21
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.117 What is your response to the statement: “Transportation cost to and from court is affordable”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	1	1.20%	4	5.19%	11	1%	10	1%	2	1.88%	28
Disagree	4	4.81%	6	7.79%	80	6.95%	90	8.47%	13	12.26%	193
Neither disagree nor agree	9	10.84%	11	14.28%	129	11.20%	92	8.66%	6	5.66%	247
Agree	50	60.24%	35	45.45%	633	54.99%	675	63.55%	64	60.37%	1457
Strongly agree	19	22.89%	21	27.27%	283	24.58%	144	13.55%	21	19.81%	488
Don't Know	0	0	0	0	15	1.30%	51	4.80%	0	0	66
Total Responses	83	100.00%	77	100.00%	1151	100.00%	1062	100.00%	106	100.00%	2479
Total Non-Response	0	0	0	0	8	1%	12	1.11%	0	0	20
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.118 What is your response to the statement: “Court proceedings are easy to understand and follow”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	13	1.13%	10	1%	4	3.77%	27
Disagree	5	6.09%	6	7.79%	78	6.80%	74	7.00%	10	9.43%	173
Neither disagree nor agree	10	12.19%	9	11.68%	126	10.98%	142	13.43%	13	12.26%	300
Agree	53	64.63%	47	61.03%	704	61.37%	668	63.19%	55	51.88%	1527
Strongly agree	14	17.07%	15	19.48%	223	19.44%	115	10.87%	24	22.64%	391
Don't Know	0	0	0	0	3	0%	48	4.54%	0	0	51
Total Responses	82	100.00%	77	100.00%	1147	100.00%	1057	100.00%	106	100.00%	2469
Total Non-Response	1	1.20%	0	0	12	1.03%	17	1.58%	0	0	30
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.119 What is your response to the statement: “Court decisions are easy to understand”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	7	1%	11	1.03%	5	4.71%	23
Disagree	2	2.43%	1	1.29%	68	5.93%	89	8.38%	11	10.37%	171
Neither disagree nor agree	10	12.19%	7	9.09%	165	14.39%	167	15.73%	14	13.20%	363
Agree	56	68.29%	47	61.03%	746	65.09%	606	57.11%	54	50.94%	1509
Strongly agree	14	17.07%	22	28.57%	153	13.35%	114	10.74%	22	20.75%	325
Don't Know	0	0	0	0	7	1%	74	6.97%	0	0	81
Total Responses	82	100.00%	77	100.00%	1146	100.00%	1061	100.00%	106	100.00%	2472
Total Non-Response	1	1.20%	0	0	13	1.12%	13	1.21%	0	0	27
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.120 What is your response to the statement: “Court provides enough information to litigants about procedures and services”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	25	2.17%	25	2.35%	5	4.71%	55
Disagree	9	10.84%	10	12.98%	242	21.08%	90	8.48%	15	14.15%	366
Neither disagree nor agree	9	10.84%	11	14.28%	277	24.12%	153	14.42%	11	10.37%	461
Agree	54	65.06%	44	57.14%	520	45.29%	610	57.49%	51	48.11%	1279
Strongly agree	11	13.25%	12	15.58%	74	6.44%	112	10.55%	23	21.69%	232
Don't Know	0	0	0	0	10	1%	71	6.69%	1	1%	82
Total Responses	83	100.00%	77	100.00%	1148	100.00%	1061	100.00%	106	100.00%	2475
Total Non-Response	0	0	0	0	11	1%	13	1.21%	0	0	24
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.121 What is your response to the statement: “Filing fees paid to the court are reasonable”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	2	2.63%	347	30.54%	64	6.03%	12	11.32%	425
Disagree	0	0	9	11.84%	418	36.79%	225	21.22%	29	27.35%	681
Neither disagree nor agree	9	11.11%	17	22.36%	153	13.46%	152	14.33%	11	10.37%	342
Agree	62	76.54%	40	52.63%	151	13.29%	394	37.16%	38	35.84%	685
Strongly agree	10	12.34%	8	10.52%	28	2.46%	66	6.22%	10	9.43%	122
Don't Know	0	0	0	0	39	3.43%	159	15.00%	6	5.66%	204
Total Responses	81	100.00%	76	100.00%	1136	100.00%	1060	100.00%	106	100.00%	2459
Total Non-Response	2	2.40%	1	1.29%	23	1.98%	14	1.30%	0	0	40
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.122 What is your response to the statement: “It costs too much to file a case in court”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	2	2.53%	3	4.00%	38	3.32%	25	2.35%	6	5.66%	74
Disagree	40	50.63%	22	29.33%	56	4.89%	91	8.58%	20	18.86%	229
Neither disagree nor agree	11	13.92%	12	16.00%	116	10.13%	98	9.24%	13	12.26%	250
Agree	25	31.64%	32	42.66%	471	41.17%	495	46.69%	39	36.79%	1062
Strongly agree	1	1.26%	6	8.00%	437	38.19%	200	18.86%	24	22.64%	668
Don't Know	0	0	0	0	26	2.27%	151	14.24%	4	3.77%	181
Total Responses	79	100.00%	75	100.00%	1144	100.00%	1060	100.00%	106	100.00%	2464
Total Non-Response	4	4.81%	2	2.59%	15	1.29%	14	1.30%	0	0	35
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.123 What is your response to the statement: “The court attempts to meet the special needs of litigants with physical disabilities”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	1	1.21%	1	1.29%	53	4.60%	24	2.26%	6	5.71%	85
Disagree	4	4.87%	15	19.48%	221	19.20%	90	8.49%	12	11.42%	342
Neither disagree nor agree	17	20.73%	12	15.58%	321	27.88%	236	22.26%	20	19.04%	606
Agree	50	60.97%	40	51.94%	405	35.18%	418	39.43%	46	43.80%	959
Strongly agree	10	12.19%	9	11.68%	52	4.51%	74	6.98%	14	13.33%	159
Don't Know	0	0	0	0	99	8.60%	218	20.56%	7	6.66%	324
Total Responses	82	100.00%	77	100.00%	1151	100.00%	1060	100.00%	105	100.00%	2475
Total Non-Response	1	1.20%	0	0	8	1%	14	1.30%	1	1%	24
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.124 How would you rate the overall appearance projected by the building and facilities of the court?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	4	4.81%	11	14.28%	200	17.43%	76	7.18%	20	18.86%	311
Fair	7	8.43%	19	24.67%	400	34.87%	261	24.66%	33	31.13%	720
Good	33	39.75%	32	41.55%	413	36.00%	567	53.59%	29	27.35%	1074
Very Good	30	36.14%	13	16.88%	106	9.24%	100	9.45%	18	16.98%	267
Excellent	9	10.84%	2	2.59%	24	2.09%	31	2.93%	6	5.66%	72
Don't Know	0	0	0	0	4	0%	23	2.17%	0	0	27
Total Responses	83	100.00%	77	100.00%	1147	100.00%	1058	100.00%	106	100.00%	2471
Total Non-Response	0	0	0	0	12	1.03%	16	1.48%	0	0	28
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.125 How would you rate the design and layout of the court room?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	2	2.40%	15	19.48%	234	20.40%	74	6.98%	21	19.81%	346
Fair	9	10.84%	25	32.46%	426	37.14%	288	27.19%	36	33.96%	784
Good	33	39.75%	24	31.16%	368	32.08%	534	50.42%	35	33.01%	994
Very Good	27	32.53%	11	14.28%	91	7.93%	106	10.00%	11	10.37%	246
Excellent	12	14.45%	2	2.59%	22	1.91%	35	3.30%	3	2.83%	74
Don't Know	0	0	0	0	6	1%	22	2.07%	0	0	28
Total Responses	83	100.00%	77	100.00%	1147	100.00%	1059	100.00%	106	100.00%	2472
Total Non-Response	0	0	0	0	12	1.03%	15	1.39%	0	0	27
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.126 How would you rate the availability of directional signs?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	5	6.09%	18	23.37%	345	30.21%	167	15.76%	27	25.47%	562
Fair	22	26.82%	24	31.16%	426	37.30%	299	28.23%	34	32.07%	805
Good	32	39.02%	26	33.76%	291	25.48%	441	41.64%	28	26.41%	818
Very Good	15	18.29%	9	11.68%	66	5.77%	95	8.97%	11	10.37%	196
Excellent	8	9.75%	0	0	7	1%	30	2.83%	6	5.66%	51
Don't Know	0	0	0	0	7	1%	27	2.54%	0	0	34
Total Responses	82	100.00%	77	100.00%	1142	100.00%	1059	100.00%	106	100.00%	2466
Total Non-Response	1	1.20%	0	0	17	1.46%	15	1.39%	0	0	33
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.127 How would you rate the court's physical environment?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	5	6.02%	15	19.48%	224	20.01%	95	8.97%	20	18.86%	359
Fair	11	13.25%	21	27.27%	443	39.58%	309	29.20%	30	28.30%	814
Good	34	40.96%	31	40.25%	340	30.38%	505	47.73%	39	36.79%	949
Very Good	27	32.53%	8	10.38%	98	8.75%	96	9.07%	13	12.26%	242
Excellent	6	7.22%	2	2.59%	11	1%	36	3.40%	4	3.77%	59
Don't Know	0	0	0	0	3	0%	17	1.60%	0	0	20
Total Responses	83	100.00%	77	100.00%	1119	100.00%	1058	100.00%	106	100.00%	2443
Total Non-Response	0	0	0	0	40	3.45%	16	1.48%	0	0	56
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.128 How would you rate the ventilation within the court room?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	3	3.61%	18	23.37%	277	24.17%	114	10.76%	36	33.96%	448
Fair	4	4.81%	19	24.67%	433	37.78%	301	28.42%	22	20.75%	779
Good	38	45.78%	23	29.87%	329	28.70%	481	45.42%	26	24.52%	897
Very Good	23	27.71%	14	18.18%	84	7.32%	107	10.10%	17	16.03%	245
Excellent	15	18.07%	3	3.89%	15	1.30%	43	4.06%	5	4.71%	81
Don't Know	0	0	0	0	8	1%	13	1.22%	0	0	21
Total Responses	83	100.00%	77	100.00%	1146	100.00%	1059	100.00%	106	100.00%	2471
Total Non-Response	0	0	0	0	13	1.12%	15	1.39%	0	0	28
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.129 How would you rate the lighting facilities?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	0	0	2	2.59%	136	11.86%	50	4.72%	11	10.47%	199
Fair	3	3.61%	23	29.87%	447	39.00%	262	24.76%	28	26.66%	763
Good	36	43.37%	28	36.36%	420	36.64%	569	53.78%	40	38.09%	1093
Very Good	28	33.73%	20	25.97%	120	10.47%	116	10.96%	19	18.09%	303
Excellent	16	19.27%	4	5.19%	16	1.39%	44	4.15%	6	5.71%	86
Don't Know	0	0	0	0	7	1%	17	1.60%	1	1%	25
Total Responses	83	100.00%	77	100.00%	1146	100.00%	1058	100.00%	105	100.00%	2469
Total Non-Response	0	0	0	0	13	1.12%	16	1.48%	1	1%	30
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.130 How would you rate the acoustical environment?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	3	3.61%	14	18.42%	182	15.90%	68	6.43%	21	19.81%	288
Fair	9	10.84%	19	25.00%	445	38.89%	301	28.50%	26	24.52%	800
Good	33	39.75%	29	38.15%	395	34.52%	519	49.14%	32	30.18%	1008
Very Good	26	31.32%	11	14.47%	97	8.47%	108	10.22%	21	19.81%	263
Excellent	12	14.45%	3	3.94%	16	1.39%	47	4.45%	6	5.66%	84
Don't Know	0	0	0	0	9	1%	13	1.23%	0	0	22
Total Responses	83	100.00%	76	100.00%	1144	100.00%	1056	100.00%	106	100.00%	2465
Total Non-Response	0	0	1	1.29%	15	1.29%	18	1.67%	0	0	34
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.131 How would you rate the availability of adequate chairs and other facilities for the public?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	2	2.40%	20	25.97%	383	33.36%	174	16.46%	32	30.18%	611
Fair	16	19.27%	31	40.25%	414	36.06%	300	28.38%	27	25.47%	788
Good	28	33.73%	19	24.67%	261	22.73%	432	40.87%	33	31.13%	773
Very Good	24	28.91%	6	7.79%	71	6.18%	84	7.94%	9	8.49%	194
Excellent	13	15.66%	1	1.29%	14	1.21%	43	4.06%	5	4.71%	76
Don't Know	0	0	0	0	5	0%	24	2.27%	0	0	29
Total Responses	83	100.00%	77	100.00%	1148	100.00%	1057	100.00%	106	100.00%	2471
Total Non-Response	0	0	0	0	11	1%	17	1.58%	0	0	28
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.132 How would you rate the availability of office equipment like typewriter and computer for court employees?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	3	3.61%	20	25.97%	312	27.17%	84	7.93%	19	17.92%	438
Fair	10	12.04%	30	38.96%	382	33.27%	235	22.19%	37	34.90%	694
Good	36	43.37%	14	18.18%	323	28.13%	526	49.66%	29	27.35%	928
Very Good	26	31.32%	10	12.98%	71	6.18%	100	9.44%	16	15.09%	223
Excellent	8	9.63%	3	3.89%	11	95%	43	4.06%	4	3.77%	69
Don't Know	0	0	0	0	49	4.26%	71	6.70%	1	1%	121
Total Responses	83	100.00%	77	100.00%	1148	100.00%	1059	100.00%	106	100.00%	2473
Total Non-Response	0	0	0	0	11	1%	15	1.39%	0	0	26
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.133 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for court's use?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	5	6.02%	44	57.14%	391	34.08%	125	11.80%	21	19.81%	586
Fair	16	19.27%	15	19.48%	395	34.43%	242	22.85%	35	33.01%	703
Good	38	45.78%	14	18.18%	247	21.53%	475	44.85%	32	30.18%	806
Very Good	20	24.09%	3	3.89%	55	4.79%	84	7.93%	13	12.26%	175
Excellent	4	4.81%	1	1.29%	8	1%	34	3.21%	3	2.83%	50
Don't Know	0	0	0	0	51	4.44%	99	9.34%	2	1.88%	152
Total Responses	83	100.00%	77	100.00%	1147	100.00%	1059	100.00%	106	100.00%	2472
Total Non-Response	0	0	0	0	12	1.03%	15	1.39%	0	0	27
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.134 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for the public?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	22	27.16%	55	72.36%	633	55.23%	299	28.23%	49	46.66%	1058
Fair	34	41.97%	15	19.73%	352	30.71%	276	26.06%	23	21.90%	700
Good	20	24.69%	3	3.94%	101	8.81%	302	28.51%	26	24.76%	452
Very Good	3	3.70%	3	3.94%	26	2.26%	54	5.09%	5	4.76%	91
Excellent	2	2.46%	0	0	1	0%	29	2.73%	1	1%	33
Don't Know	0	0	0	0	33	2.87%	99	9.34%	1	1%	133
Total Responses	81	100.00%	76	100.00%	1146	100.00%	1059	100.00%	105	100.00%	2467
Total Non-Response	2	2.40%	1	1.29%	13	1.12%	15	1.39%	1	1%	32
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.135 How would you rate the assurance of safety and security of all parties?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	3	3.65%	17	22.07%	220	19.16%	108	10.19%	18	16.98%	366
Fair	15	18.29%	28	36.36%	421	36.67%	280	26.44%	34	32.07%	778
Good	36	43.90%	24	31.16%	380	33.10%	463	43.72%	36	33.96%	939
Very Good	23	28.04%	7	9.09%	97	8.44%	97	9.15%	15	14.15%	239
Excellent	5	6.09%	1	1.29%	13	1.13%	50	4.72%	3	2.83%	72
Don't Know	0	0	0	0	17	1.48%	61	5.76%	0	0	78
Total Responses	82	100.00%	77	100.00%	1148	100.00%	1059	100.00%	106	100.00%	2472
Total Non-Response	1	1.20%	0	0	11	1%	15	1.39%	0	0	27
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.136 How would you rate the availability of special access for the disabled?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Poor	14	17.07%	37	48.05%	544	47.51%	370	34.93%	36	33.96%	1001
Fair	17	20.73%	21	27.27%	346	30.21%	253	23.89%	32	30.18%	669
Good	34	41.46%	14	18.18%	160	13.97%	226	21.34%	28	26.41%	462
Very Good	14	17.07%	4	5.19%	40	3.49%	44	4.15%	7	6.60%	109
Excellent	3	3.65%	1	1.29%	3	26%	30	2.83%	2	1.88%	39
Don't Know	0	0	0	0	52	4.54%	136	12.84%	1	1%	189
Total Responses	82	100.00%	77	100.00%	1145	100.00%	1059	100.00%	106	100.00%	2469
Total Non-Response	1	1.20%	0	0	14	1.20%	15	1.39%	0	0	30
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.137 How well do you agree/disagree with the statement: "Justices/Judges in court are fully knowledgeable of law and legal procedures"?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	26	2.25%	8	1%	1	1%	35
Disagree	0	0	0	0	134	11.62%	39	3.67%	8	7.54%	181
Neither disagree nor agree	1	1.20%	5	6.57%	234	20.29%	99	9.33%	6	5.66%	345
Agree	42	50.60%	39	51.31%	657	56.98%	669	63.05%	64	60.37%	1471
Strongly agree	40	48.19%	32	42.10%	97	8.41%	197	18.56%	26	24.52%	392
Don't Know	0	0	0	0	5	43%	49	4.61%	1	1%	55
Total Responses	83	100.00%	76	100.00%	1153	100.00%	1061	100.00%	106	100.00%	2479
Total Non-Response	0	0	1	1.29%	6	1%	13	1.21%	0	0	20
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

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**Table 1.138 What is your response to the statement: “Court personnel have adequate knowledge about law and legal procedures.”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	1	1.29%	33	2.86%	8	1%	2	1.88%	44
Disagree	1	1.20%	9	11.68%	206	17.89%	39	3.67%	13	12.26%	268
Neither disagree nor agree	8	9.63%	19	24.67%	386	33.53%	204	19.20%	18	16.98%	635
Agree	61	73.49%	41	53.24%	475	41.26%	649	61.11%	64	60.37%	1290
Strongly agree	13	15.66%	7	9.09%	24	2.08%	92	8.66%	9	8.49%	145
Don't Know	0	0	0	0	27	2.34%	70	6.59%	0	0	97
Total Responses	83	100.00%	77	100.00%	1151	100.00%	1062	100.00%	106	100.00%	2479
Total Non-Response	0	0	0	0	8	1%	12	1.11%	0	0	20
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.139 What is your response to the statement: Court personnel are efficient in providing support to the Justice/Judge.”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	15	1.30%	6	1%	1	1%	22
Disagree	0	0	4	5.19%	103	8.94%	33	3.11%	7	6.60%	147
Neither disagree nor agree	2	2.40%	5	6.49%	285	24.76%	236	22.26%	17	16.03%	545
Agree	63	75.90%	57	74.02%	665	57.77%	604	56.98%	65	61.32%	1454
Strongly agree	18	21.68%	11	14.28%	41	3.56%	88	8.30%	15	14.15%	173
Don't Know	0	0	0	0	42	3.64%	93	8.77%	1	1%	136
Total Responses	83	100.00%	77	100.00%	1151	100.00%	1060	100.00%	106	100.00%	2477
Total Non-Response	0	0	0	0	8	1%	14	1.30%	0	0	22
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.140 What is your response to the statement: “Court personnel are competent.?”**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	10	1%	7	1%	1	1%	18
Disagree	0	0	4	5.19%	129	11.21%	46	4.34%	9	8.49%	188
Neither disagree nor agree	5	6.02%	13	16.88%	316	27.47%	235	22.19%	24	22.64%	593
Agree	65	78.31%	52	67.53%	638	55.47%	617	58.26%	59	55.66%	1431
Strongly agree	13	15.66%	8	10.38%	39	3.39%	77	7.27%	12	11.32%	149
Don't Know	0	0	0	0	18	1.56%	77	7.27%	1	1%	96
Total Responses	83	100.00%	77	100.00%	1150	100.00%	1059	100.00%	106	100.00%	2475
Total Non-Response	0	0	0	0	9	1%	15	1.39%	0	0	24
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.141 What is your response to the statement: “Court personnel have adequate knowledge about proper procedures for all cases being heard in the sala.”?**

Responses	Justices		Judges		Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	12	1.04%	7	1%	1	1%	20
Disagree	4	4.81%	6	7.79%	160	13.91%	42	3.96%	9	8.49%	221
Neither disagree nor agree	8	9.63%	20	25.97%	333	28.95%	214	20.20%	19	17.92%	594
Agree	56	67.46%	44	57.14%	595	51.73%	634	59.86%	66	62.26%	1395
Strongly agree	15	18.07%	7	9.09%	27	2.34%	83	7.83%	11	10.37%	143
Don't Know	0	0	0	0	23	2.00%	79	7.45%	0	0	102
Total Responses	83	100.00%	77	100.00%	1150	100.00%	1059	100.00%	106	100.00%	2475
Total Non-Response	0	0	0	0	9	1%	15	1.39%	0	0	24
Total	83	100%	77	100%	1159	100%	1074	100%	106	100%	2499

**Table 1.142 What is your response to the statement: “Judges are promptly supplied with complete copies of all Supreme Court decisions and administrative issuances”?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Strongly Disagree	1	1.23%	5	6.49%	6
Disagree	11	13.58%	11	14.28%	22
Neither disagree nor agree	9	11.11%	15	19.48%	24
Agree	42	51.85%	38	49.35%	80
Strongly agree	18	22.22%	8	10.38%	26
Total Responses	81	100.00%	77	100.00%	158
Total Non-Response	2	2.40%	0	0	2
Total	83	100%	77	100%	160

**Table 1.143 What is your response to the statement: “Justices/Judges have access to legal research materials”?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Strongly Disagree	0	0	3	3.89%	3
Disagree	3	3.65%	12	15.58%	15
Neither disagree nor agree	4	4.87%	13	16.88%	17
Agree	54	65.85%	43	55.84%	97
Strongly agree	21	25.60%	6	7.79%	27
Total Responses	82	100.00%	77	100.00%	159
Total Non-Response	1	1.20%	0	0	1
Total	83	100%	77	100%	160

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**Table 1.144 What is your response to the statement: “Training and other similar knowledge facilities made available to Justice/Judges”?**

Responses	Justices		Judges		Total Count
	Count	Pct	Count	Pct	
Strongly Disagree	0	0	1	1.29%	1
Disagree	3	3.65%	3	3.89%	6
Neither disagree nor agree	5	6.09%	11	14.28%	16
Agree	56	68.29%	48	62.33%	104
Strongly agree	18	21.95%	14	18.18%	32
Total Responses	82	100.00%	77	100.00%	159
Total Non-Response	1	1.20%	0	0	1
Total	83	100%	77	100%	160

**Table 1.145 What is your response to the statement: “Public has full trust in the ability of the country's judicial system to protect their rights”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	51	4.43%	27	2.54%	4	3.77%	82
Disagree	231	20.06%	104	9.82%	15	14.15%	350
Neither disagree nor agree	348	30.23%	291	27.47%	26	24.52%	665
Agree	471	40.92%	501	47.30%	48	45.28%	1020
Strongly agree	38	3.30%	68	6.42%	11	10.37%	117
Don't Know	12	1.04%	68	6.42%	2	1.88%	82
Total Responses	1151	100.00%	1059	100.00%	106	100.00%	2316
Total Non-Response	8	1%	15	1.39%	0	0	23
Total	1159	100%	1074	100%	106	100%	2339

**Table 1.146 What is your response to the statement: “In general, Justices/Judges in court are honest, trustworthy and incorruptible”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	36	3.12%	46	4.34%	9	8.49%	91
Disagree	191	16.59%	136	12.84%	16	15.09%	343
Neither disagree nor agree	362	31.45%	352	33.23%	22	20.75%	736
Agree	498	43.26%	388	36.63%	41	38.67%	927
Strongly agree	42	3.64%	63	5.94%	17	16.03%	122
Don't Know	22	1.91%	74	6.98%	1	1%	97
Total Responses	1151	100.00%	1059	100.00%	106	100.00%	2316
Total Non-Response	8	1%	15	1.39%	0	0	23
Total	1159	100%	1074	100%	106	100%	2339

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**Table 1.147 What is your response to the statement: “In general, Justices/Judges in court can be relied on to give just and fair decisions”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	25	2.17%	42	3.96%	7	6.60%	74
Disagree	143	12.41%	97	9.15%	15	14.15%	255
Neither disagree nor agree	325	28.21%	298	28.11%	15	14.15%	638
Agree	603	52.34%	481	45.37%	51	48.11%	1135
Strongly agree	48	4.16%	78	7.35%	17	16.03%	143
Don't Know	8	1%	64	6.03%	1	1%	73
Total Responses	1152	100.00%	1060	100.00%	106	100.00%	2318
Total Non-Response	7	1%	14	1.30%	0	0	21
Total	1159	100%	1074	100%	106	100%	2339

**Table 1.148 What is your response to the statement: “During the course of the hearing, giving a gift to the Justices/Judges by any of the parties is definitely corruption”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	9	1%	30	2.81%	1	1%	40
Disagree	59	5.13%	122	11.46%	11	10.37%	192
Neither disagree nor agree	64	5.57%	117	10.99%	7	6.60%	188
Agree	557	48.51%	552	51.87%	50	47.16%	1159
Strongly agree	449	39.11%	203	19.07%	36	33.96%	688
Don't Know	10	1%	40	3.75%	1	1%	51
Total Responses	1148	100.00%	1064	100.00%	106	100.00%	2318
Total Non-Response	11	1%	10	1%	0	0	21
Total	1159	100%	1074	100%	106	100%	2339

**Table 1.149 What is your response to the statement: “There is great opportunity for corruption when the dockets of the court are clogged”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	10	1%	18	1.69%	1	1%	29
Disagree	131	11.44%	69	6.48%	14	13.20%	214
Neither disagree nor agree	160	13.97%	150	14.09%	8	7.54%	318
Agree	577	50.39%	598	56.20%	48	45.28%	1223
Strongly agree	247	21.57%	156	14.66%	30	28.30%	433
Don't Know	20	1.74%	73	6.86%	5	4.71%	98
Total Responses	1145	100.00%	1064	100.00%	106	100.00%	2315
Total Non-Response	14	1.20%	10	1%	0	0	24
Total	1159	100%	1074	100%	106	100%	2339

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**Table 1.150 What is your response to the statement: There is corruption in court because Justices/Judges can be bribed”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	21	1.83%	15	1.41%	7	6.60%	43
Disagree	109	9.51%	92	8.65%	13	12.26%	214
Neither disagree nor agree	234	20.43%	183	17.21%	17	16.03%	434
Agree	562	49.08%	514	48.35%	42	39.62%	1118
Strongly agree	186	16.24%	181	17.02%	23	21.69%	390
Don't Know	33	2.88%	78	7.33%	4	3.77%	115
Total Responses	1145	100.00%	1063	100.00%	106	100.00%	2314
Total Non-Response	14	1.20%	11	1.02%	0	0	25
Total	1159	100%	1074	100%	106	100%	2339

**Table 1.151 What is your response to the statement: “There is corruption in court because court personnel can be bribed”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	15	1.31%	17	1.59%	8	7.54%	40
Disagree	100	8.75%	97	9.12%	16	15.09%	213
Neither disagree nor agree	232	20.31%	181	17.02%	15	14.15%	428
Agree	583	51.05%	523	49.20%	40	37.73%	1146
Strongly agree	183	16.02%	161	15.14%	23	21.69%	367
Don't Know	29	2.53%	84	7.90%	4	3.77%	117
Total Responses	1142	100.00%	1063	100.00%	106	100.00%	2311
Total Non-Response	17	1.46%	11	1.02%	0	0	28
Total	1159	100%	1074	100%	106	100%	2339

**Table 1.152 What is your response to the statement: “There is corruption in court because lawyers can be bribed”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	41	3.59%	12	1.12%	4	3.77%	57
Disagree	196	17.16%	107	10.07%	11	10.37%	314
Neither disagree nor agree	289	25.30%	156	14.68%	19	17.92%	464
Agree	459	40.19%	562	52.91%	45	42.45%	1066
Strongly agree	132	11.55%	164	15.44%	21	19.81%	317
Don't Know	25	2.18%	61	5.74%	6	5.66%	92
Total Responses	1142	100.00%	1062	100.00%	106	100.00%	2310
Total Non-Response	17	1.46%	12	1.11%	0	0	29
Total	1159	100%	1074	100%	106	100%	2339

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**Table 1.153 What is your response to the statement: “Corruption is the reason why some people do not use the court”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	19	1.65%	20	1.88%	2	1.88%	41
Disagree	145	12.64%	164	15.45%	17	16.03%	326
Neither disagree nor agree	250	21.79%	169	15.92%	10	9.43%	429
Agree	518	45.16%	517	48.72%	46	43.39%	1081
Strongly agree	190	16.56%	132	12.44%	26	24.52%	348
Don't Know	25	2.17%	59	5.56%	5	4.71%	89
Total Responses	1147	100.00%	1061	100.00%	106	100.00%	2314
Total Non-Response	12	1.03%	13	1.21%	0	0	25
Total	1159	100%	1074	100%	106	100%	2339

**Table 1.154 What is your response to the statement: “People do not appeal cases to higher courts due to corruption”?**

Responses	Lawyers		Litigants		Other Stakeholders		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	38	3.31%	19	1.79%	2	1.88%	59
Disagree	362	31.61%	191	18.00%	31	29.24%	584
Neither disagree nor agree	355	31.00%	218	20.54%	15	14.15%	588
Agree	282	24.62%	469	44.20%	35	33.01%	786
Strongly agree	78	6.81%	104	9.80%	18	16.98%	200
Don't Know	30	2.62%	60	5.65%	5	4.71%	95
Total Responses	1145	100.00%	1061	100.00%	106	100.00%	2312
Total Non-Response	14	1.20%	13	1.21%	0	0	27
Total	1159	100%	1074	100%	106	100%	2339

**SET 2**



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**Table 2.0 What are the top three sources of information about the Philippine court system?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
School	221	39.53%	133	33.93%	354	47	67.14%	24	66.67%	71
Family and friends	214	38.28%	160	40.82%	374	27	38.57%	11	30.56%	38
Mass media - i.e., TV, radio, newspaper	270	48.30%	223	56.89%	493	30	42.86%	14	38.89%	44
Books	113	20.21%	59	15.05%	172	17	24.29%	19	52.78%	36
Government agency	141	25.22%	89	22.70%	230	21	30.00%	8	22.22%	29
Lawyer	252	45.08%	213	54.34%	465	24	34.29%	16	44.44%	40
Social worker	8	1.43%	8	2.04%	16	6	8.57%	1	2.78%	7
Policeman	53	9.48%	64	16.33%	117	7	10.00%	2	5.56%	9
Barangay official/Community leader	97	17.35%	111	28.32%	208	8	11.43%	0	0.00%	8
Others	26	4.65%	7	1.79%	33	8	11.43%	0	0.00%	8
Total Responses	559	100.00%	392	100.00%	951	70	100.00%	36	100.00%	106
Total Non-Response	100		23		123	0		0		0
Total	659		415		1074	70		36		106

**Table 2.1 Do you know of any agency or organization that assists the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	516	81.13%	361	87.20%	877	68	97.14%	35	97.22%	103
No	120	18.87%	53	12.80%	173	2	2.85%	1	2.77%	3
Total Responses	636	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106
Total Non-Response	23		1		24	0		0		0
Total	659		415		1074	70		36		106

**Table 2.1a Which of the following agencies do you know assists the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Public Attorney's Office	472	91.47%	340	82.13%	812	60	85.71%	32	88.88%	92
Local government	27	5.23%	17	4.11%	44	10	14.28%	4	11.11%	14
Private groups/ Non-governmental organizations/Media	16	3.10%	4	0.97%	20	19	27.14%	2	5.55%	21
Lawters' groups	30	5.81%	5	1.21%	35	18	25.71%	8	22.22%	26
Court/judicial bodies	10	1.94%	2	0.48%	12	0	0	1	2.77%	1
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.1b How did you learn about this agency/organization?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
School	97	18.80%	74	17.87%	171	17	24.28%	8	22.22%	25
Family and Friends	154	29.84%	185	44.69%	339	21	30.00%	5	13.88%	26
Mass Media	183	35.47%	173	41.79%	356	30	42.85%	13	36.11%	43
Books	39	7.56%	28	6.76%	67	4	5.71%	2	5.55%	6
Government Agencies	124	24.03%	112	27.05%	236	21	30.00%	16	44.44%	37
Lawyer	167	32.36%	183	44.20%	350	30	42.85%	12	33.33%	42
Social Worker	17	3.29%	17	4.11%	34	7	10.00%	1	2.77%	8
Policeman	34	6.59%	113	27.29%	147	1	1.42%	3	8.33%	4
Barangay official/community leader	46	8.91%	130	31.40%	176	6	8.57%	0	0	6

**Table 2.2 Are you familiar with the Public Attorney's Office as an organization that assists the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	472	91.47%	340	82.13%	812	60	85.71%	32	88.88%	92
No	44	8.53%	74	17.87%	118	10	14.28%	4	11.11%	14
Total Responses	516	100.00%	414	100.00%	930	70	100.00%	36	100.00%	106

**Table 2.3 Are you familiar with the Local Government Unit as an organization that assists the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	27	5.23%	17	4.11%	44	10	14.28%	4	11.11%	14
No	489	94.77%	397	95.89%	886	60	85.71%	32	88.88%	92
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.4 Are you familiar with Private Groups/Non-Governmental Organizations or Media as organizations that assist the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	16	3.10%	4	0.97%	20	19	27.14%	2	5.55%	21
No	500	96.90%	410	99.03%	1054	51	72.85%	34	94.44%	85
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.5 Are you familiar with Lawyers' Groups as organizations that assist the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	30	5.81%	5	1.21%	35	18	25.71%	8	22.22%	26
No	486	94.19%	409	98.79%	1039	52	74.28%	28	77.77%	80
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.6 Are you familiar with Courts/Judicial bodies as organizations that assist the poor to access the court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	10	1.94%	2	0.48%	12	0	0	1	2.77%	1
No	506	98.06%	412	99.52%	1062	70	100.00%	35	97.22%	105
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.7 Did you learn through the school about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	97	18.80%	74	17.87%	171	17	24.28%	8	22.22%	25
No	419	81.20%	340	82.13%	903	53	75.71%	28	77.77%	81
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.8 Did you learn through family and friends about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	154	29.84%	185	44.69%	339	21	30.00%	5	13.88%	26
No	362	70.16%	229	55.31%	735	49	70.00%	31	86.11%	80
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.9 Did you learn through the mass media (i.e., TV, radio, newspapers) about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	183	35.47%	173	41.79%	356	30	42.85%	13	36.11%	43
No	333	64.53%	241	58.21%	718	40	57.14%	23	63.88%	63
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.10 Did you learn through the books about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	39	7.56%	28	6.76%	67	4	5.71%	2	5.55%	6
No	477	92.44%	386	93.24%	1007	66	94.28%	34	94.44%	100
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.11 Did you learn through Government agencies about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	124	24.03%	112	27.05%	236	21	30.00%	16	44.44%	37
No	392	75.97%	302	72.95%	838	49	70.00%	20	55.55%	69
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.12 Did you learn through a Lawyer about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	167	32.36%	183	44.20%	350	30	42.85%	12	33.33%	42
No	349	67.64%	231	55.80%	724	40	57.14%	24	66.66%	64
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.13 Did you learn through a social worker about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	17	3.29%	17	4.11%	34	7	10.00%	1	2.77%	8
No	499	96.71%	397	95.89%	1040	63	90.00%	35	97.22%	98
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.14 Did you learn through a Policeman about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	34	6.59%	113	27.29%	147	1	1.42%	3	8.33%	4
No	482	93.41%	301	72.71%	927	69	98.57%	33	91.66%	102
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

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**Table 2.15 Did you learn through a Barangay Official/Community Leader about the agency that assists the poor to access the courts?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	46	8.91%	130	31.40%	176	6	8.57%	0	0	6
No	470	91.09%	284	68.60%	898	64	91.42%	36	100.00%	100
Total Responses	516	100.00%	414	100.00%	1050	70	100.00%	36	100.00%	106

**Table 2.16 Before you filed a case in court/received a formal complaint through the court, were you aware of the existence of the Barangay Justice System to settle civil disputes between two (2) parties from the same barangay?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	560	84.97%	323	77.83%	883	64	91.42%	28	77.77%	92
No	85	12.89%	90	21.68%	175	4	5.71%	8	22.22%	12
Total Non-Response	14	2.12%	2	48%	16	2	2.85%	0	0	2
Total Responses	659	100.00%	415	100.00%	1074	70	100.00%	36	100.00%	106

**Table 2.17 Before you filed a case in court/received a formal complaint through the court, were you aware that you can appeal cases decided unfavorably by the lower court to the Court of Appeals and Supreme Court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	616	95.21%	379	91.99%	995	69	98.57%	34	94.44%	103
No	31	4.79%	33	8.01%	64	1	1.43%	2	5.56%	3
Total Responses	647	100.00%	412	100.00%	1059	70	100.00%	36	100.00%	106
Total Non-Response	12		3		15	0		0		0
Total	659		415		1074	70		36		106

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**Table 2.18 Before you filed a case in court/received a formal complaint through the court, were you aware that you need a lawyer to bring a case to court?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	620	94.08%	388	93.49%	1008	60	85.71%	29	80.55%	89
No	30	4.55%	26	6.26%	56	10	14.28%	7	19.44%	17
Total Non-Response	9	1.36%	1	24%	10					
Total Responses	659	100.00%	415	100.00%	1074	70	100.00%	36	100.00%	106

**Table 2.19 Before you filed a case in court/received a formal complaint through the court, were you aware that your right to access to courts is guaranteed by the constitution?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	619	93.93%	396	95.42%	1015	67	95.71%	36	100.00%	103
No	29	4.40%	16	3.85%	45	3	4.28%	0	0	3
Total Non-Response	11	1.66%	3	72%	14					
Total Responses	659	100.00%	415	100.00%	1074	70	100.00%	36	100.00%	106

**Table 2.20 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case cannot be forced to take the witness stand?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	500	75.87%	286	68.91%	786	61	87.14%	30	83.33%	91
No	143	21.69%	127	30.60%	270	9	12.85%	6	16.66%	15
Total Non-Response	16	2.42%	2	48%	18					
Total Responses	659	100.00%	415	100.00%	1074	70	100.00%	36	100.00%	106

**Table 2.21 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case has a right to a speedy trial?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	616	93.47%	375	90.36%	991	68	97.14%	35	97.22%	103
No	32	4.85%	39	9.39%	71	0	0	1	2.77%	1
Total Non-Response	11	1.66%	1	24%	12	2	2.85%	0	0	2
Total Responses	659	100.00%	415	100.00%	1074	70	100.00%	36	100.00%	106

**Table 2.22 Before you filed a case in court/received a formal complaint through the court, were you aware that 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?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	641	97.26%	409	98.55%	1050	67	95.71%	36	100.00%	103
No	8	1.21%	5	1.20%	13	2	2.85%	0	0	2
Total Non-Response	10	1.51%	1	24%	11	1	1.42%	0	0	1
Total Responses	659	100.00%	415	100.00%	1074	70	100.00%	36	100.00%	106

**Table 2.23 When you filed your case, how confident were you that the court will be able to resolve your case and serve justice?**

Responses	Litigants				Total Count
	Pilot		Control		
	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 2.24 How many months did it take to formally file your complaint in court from the time the incident took place?**

Pilot			Control			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N			
6.13	241.92	228	4.89	143.94	190	5.57	214.49	418

**Table 2.25 Did you pay any fee when you filed the case?**

Responses	Litigants				Total Count
	Pilot		Control		
	Count	Pct	Count	Pct	
Yes	172	67.98%	134	67.00%	306
No	81	32.02%	66	33.00%	147
Total Responses	253	100.00%	200	100.00%	453
Total Non-Response	406		215		621
Total	659		415		1074

**Table 2.25a What type of fees did you pay upon filing the case?**

Responses	Pilot		Control		Total Count
	Count	Pct	Count	Pct	
Lawyer's fees	113	65.70%	98	73.13%	211
Filing fee	135	78.49%	122	91.04%	257
Mediation fee	38	22.09%	44	32.84%	82
Total Non-Response	406		215		621
Total	659		415		1074

**Table 2.26 Did you pay lawyer's fees upon filing the case?**

Responses	Litigants				Total Count
	Pilot		Control		
	Count	Pct	Count	Pct	
Yes	113	65.70%	98	73.13%	211
No	59	34.30%	36	26.87%	95
Total Responses	172	100.00%	134	100.00%	306

**Table 2.27 Did you pay filing fee upon filing the case?**

Responses	Pilot		Control		Total Count
	Count	Pct	Count	Pct	
Yes	135	78.49%	122	91.04%	257
No	37	21.51%	12	8.96%	49
Total Responses	172	100.00%	134	100.00%	306

**Table 2.28 Did you pay Mediation Fee upon filing the case?**

Responses	Pilot		Control		Total Count
	Count	Pct	Count	Pct	
Yes	38	22.09%	44	32.84%	82
No	621	361.05%	371	276.87%	992
Total Responses	172	100.00%	134	100.00%	306

**Table 2.29 Did you experience any difficulty in scheduling the case hearings?**

Responses	Litigants					Lawyers				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	88	34.38%	33	16.26%	121	292	49.16%	158	41.04%	450
No	168	65.63%	170	83.74%	338	302	50.84%	227	58.96%	529
Total Responses	256	100.00%	203	100.00%	459	594	100.00%	385	100.00%	979
Total Non-Response	403		212		615	179		1		180
Total	659		415		1074	773		386		1159

**Table 2.29a What type of difficulties did you experience?**

Responses	Litigants					Lawyers				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
The court is handling too many cases.	49	55.68%	18	54.55%	67	220	0.753424658	134	0.848101266	354
The Justice/Judge is absent most of the time.	31	35.23%	2	6.06%	33	48	0.164383562	19	0.120253165	67
The court does not start hearings on time.	30	34.09%	10	30.30%	40	89	0.304794521	36	0.227848101	125
The lawyers are not always available.	23	26.14%	9	27.27%	32	93	0.318493151	53	0.335443038	146
Total Responses	88		33		121	292		158		450

**Table 2.30 Was the difficulty in scheduling case hearings caused by too many cases handled by the court?**

Responses	Litigants					Lawyers				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	49	55.68%	18	54.55%	67	220	75.34%	134	84.81%	354
No	39	44.32%	15	45.45%	54	72	24.66%	24	15.19%	96
Total Responses	88	100.00%	33	100.00%	121	292	100.00%	158	100.00%	450

**Table 2.31 Was the difficulty in scheduling case hearings due to the Justice/Judge being absent most of the time?**

Responses	Litigants					Lawyers				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	31	35.23%	2	6.06%	33	48	16.44%	19	12.03%	67
No	57	64.77%	31	93.94%	88	244	83.56%	139	87.97%	383
Total Responses	88	100.00%	33	100.00%	121	292	100.00%	158	100.00%	450

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**Table 2.32 Was the difficulty in scheduling case hearings due to the court's not starting on time?**

Responses	Litigants					Lawyers				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	30	34.09%	10	30.30%	40	89	30.48%	36	22.78%	125
No	58	65.91%	23	69.70%	81	203	69.52%	122	77.22%	325
Total Responses	88	100.00%	33	100.00%	121	292	100.00%	158	100.00%	450

**Table 2.33 Was the difficulty in scheduling case hearings due to the reason that the lawyers are not always available?**

Responses	Litigants					Lawyers				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	23	26.14%	9	27.27%	32	93	31.85%	53	33.54%	146
No	65	73.86%	24	72.73%	89	199	68.15%	105	66.46%	304
Total Responses	88	100.00%	33	100.00%	121	292	100.00%	158	100.00%	450

**Table 2.34 How did you usually go to the court?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Walk	12	1.89%	36	8.85%	48	4	8.00%	4	18.18%	8
Private Vehicle	170	26.73%	102	25.06%	272	20	40.00%	7	31.82%	27
Public Vehicle	240	37.74%	238	58.48%	478	24	48.00%	9	40.91%	33
Others	214	33.65%	31	7.62%	245	2	4.00%	2	9.09%	4
Total Responses	636	100.00%	407	100.00%	1043	50	100.00%	22	100.00%	72
Total Non-Response	23		8		31	20		14		34
Total	659		415		1074	70		36		106

**Table 2.35 How much did it usually cost to travel to court?**

Responses	Pilot			Control			Mean for All Responses	CV for All Responses	Total Responses
	Mean	CV	N	Mean	CV	N			
Litigants	187.79	340.27	392	78.41	138.82	305	207.81	206.35	67
Stakeholders	202.47	142.72	48	221.32	305.09	19			

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**Table 2.36 How often do your hearings start on time?**

Responses	Litigants*					Lawyers*					Other Stakeholders				Total Count
	Pilot		Control		Total Count	Pilot		Control		Total Count	Pilot		Control		
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	72	11.63%	35	8.47%	107	40	6.36%	13	3.38%	53	5	9.80%	2	9.09%	7
Seldom	105	16.96%	38	9.20%	143	149	23.69%	41	10.65%	190	12	23.53%	7	31.82%	19
Sometimes	150	24.23%	78	18.89%	228	119	18.92%	130	33.77%	249	14	27.45%	3	13.64%	17
Most of the time	241	38.93%	209	50.61%	450	222	35.29%	147	38.18%	369	19	37.25%	7	31.82%	26
All of the time	51	8.24%	53	12.83%	104	99	15.74%	54	14.03%	153	1	1.96%	3	13.64%	4
Total Responses	619	100.00%	413	100.00%	1032	629	100.00%	385	100.00%	1014	51	100.00%	22	100.00%	73
Total Non-Response	40		2		42	144		1		145	19		14		33
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.37 On the average, how long did you have to wait for a hearing to start?**

Responses	Pilot			Control			Mean for All Responses	CV for All Responses	Total Responses
	Mean	CV	N	Mean	CV	N			
Litigants	0.92	93.54	319	1.19	66.8	144	1	84.58	463
Lawyers	0.8	85.4	409	0.77	43.77	265	0.79	72.65	674
Stakeholders	1.56	223.93	31	1.53	39.74	10	1.55	195.85	41

**Table 2.38 Before you files a case in court/received a formal complaint through the court were you aware that: “The Court can resolve legal disputes between two parties”?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	613	94.31%	395	95.41%	1008	68	97.14%	35	97.22%	103
No	37	5.69%	19	4.59%	56	2	2.86%	1	2.78%	3
Total Responses	650	100.00%	414	100.00%	1064	70	100.00%	36	100.00%	106
Total Non-Response	9		1		10	0		0		0
Total	659		415		1074	70		36		106

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**Table 2.39 Who are the top three usual causes of delay?**

Responses	Litigants					Lawyers					Other Stakeholders				Total Count
	Pilot		Control		Total Count	Pilot		Control		Total Count	Pilot		Control		
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Justice/Judge	211	69.64%	85	61.59%	296	293	75.13%	172	66.15%	465	27	38.57%	10	27.78%	37
Lawyers	191	63.04%	96	69.57%	287	286	73.33%	231	88.85%	517	22	31.43%	10	27.78%	32
Complainant/Plaintiff	79	26.07%	59	42.75%	138	97	24.87%	73	28.08%	170	3	4.29%	2	5.56%	5
Defendant	62	20.46%	54	39.13%	116	75	19.23%	60	23.08%	135	43	61.43%	25	69.44%	68
Witness	59	19.47%	33	23.91%	92	117	30.00%	132	50.77%	249	1	1.43%	0	0.00%	1
Others	23	7.59%	7	5.07%	30	39	10.00%	62	23.85%	101	0	0.00%	0	0.00%	0
Total Responses	303		138		441	390		260		650	70		36		106
Total Non-Response	356		277		633	383		126		509	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.40 How would you rate the pace of the whole litigation process of your case?**

Responses	Litigants					Lawyers					Other Stakeholders				Total Count
	Pilot		Control		Total Count	Pilot		Control		Total Count	Pilot		Control		
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very slow	151	23.34%	69	16.91%	220	143	19.12%	42	10.99%	185	18	25.71%	7	19.44%	25
Slow	235	36.32%	138	33.82%	373	297	39.71%	149	39.01%	446	17	24.29%	6	16.67%	23
Just right	186	28.75%	161	39.46%	347	247	33.02%	174	45.55%	421	12	17.14%	8	22.22%	20
Fast	63	9.74%	29	7.11%	92	53	7.09%	15	3.93%	68	4	5.71%	1	2.78%	5
Very fast	12	1.85%	11	2.70%	23	8	1.07%	2	0.52%	10	19	27.14%	14	38.89%	33
Total Responses	647	100.00%	408	100.00%	1055	748	100.00%	382	100.00%	1130	70	100.00%	36	100.00%	106
Total Non-Response	12		7		19	25		4		29	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.41 Did you experience any difficulty in understanding the court proceedings?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	253	39.41%	96	23.13%	349	23	45.10%	6	26.09%	29
No	389	60.59%	319	76.87%	708	28	54.90%	17	73.91%	45
Total Responses	642	100.00%	415	100.00%	1057	51	100.00%	23	100.00%	74
Total Non-Response	17		0		17	19		13		32
Total	659		415		1074	70		36		106

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**Table 2.42 Did you experience any difficulty in understanding the court proceedings because you cannot understand English?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	115	45.45%	28	29.17%	143	4	17.39%	0	0.00%	4
No	138	54.55%	68	70.83%	206	19	82.61%	6	100.00%	25
Total Responses	253	100.00%	96	100.00%	349	23	100.00%	6	100.00%	29

**Table 2.43 Did you experience any difficulty in understanding the court proceedings because you encountered difficulties in hearing the proceedings?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	46	18.18%	15	3.61%	61	7	10.00%	0	0	7
No	207	81.82%	81	96.38%	288	16	90.00%	6	100.00%	22
Total Responses	253	100.00%	96	100.00%	349	23	100.00%	6	100.00%	29

**Table 2.44 Did you experience any difficulty in understanding the court proceedings due to too many technical terms?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	143	56.52%	53	55.21%	196	20	86.96%	6	100.00%	26
No	110	43.48%	43	44.79%	153	3	13.04%	0	0.00%	3
Total Responses	253	100.00%	96	100.00%	349	23	100.00%	6	100.00%	29

**Table 2.45 Did you testify during the hearing?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	334	52.85%	263	63.68%	597	26	50.00%	13	54.17%	39
No	298	47.15%	150	36.32%	448	26	50.00%	11	45.83%	37
Total Responses	632	100.00%	413	100.00%	1045	52	100.00%	24	100.00%	76
Total Non-Response	27		2		29	18		12		30
Total	659		415		1074	70		36		106

**Table 2.46 Did you request for an interpreter?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	120	35.93%	52	19.77%	172	7	26.92%	5	38.46%	12
No	207	61.98%	207	78.71%	414	19	73.08%	8	61.54%	27
Total Responses	334	100.00%	263	100.00%	597	26	100.00%	13	100.00%	39

**Table 2.47 Was the interpreter helpful?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very much	49	42.98%	26	52.00%	75	3	60.00%	4	80.00%	7
To some extent	30	26.32%	14	28.00%	44	2	40.00%	1	20.00%	3
Sufficient enough	20	17.54%	9	18.00%	29	0	0.00%	0	0.00%	0
Very little	6	5.26%	1	2.00%	7	0	0.00%	0	0.00%	0
Not at all	9	7.89%	0	0.00%	9	0	0.00%	0	0.00%	0
Total Responses	114	100.00%	50	100.00%	164	5	100.00%	5	100.00%	10
Total Non-Response	6		2		8	2		0		2
Total	120		52		172	7		5		12

**Table 2.48 Did you hear the court proceedings clearly?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	195	31.50%	259	63.17%	454	4	8.00%	1	4.17%	5
No	424	68.50%	151	36.83%	575	46	92.00%	23	95.83%	69
Total Responses	619	100.00%	410	100.00%	1029	50	100.00%	24	100.00%	74
Total Non-Response	40		5		45	20		12		32
Total	659		415		1074	70		36		106

**Table 2.49 Why did you not hear the court proceedings clearly?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Extraneous noise outside the courtroom	27	77.14%	3	27.27%	30	8	100.00%	0	0	8
Noise inside the courtroom contribute to inaudibility	2	6%	3	27%	5	0	0%	0	0	0
Poor room arrangement for audience to hear proceedings	5	14%	3	27%	8	0	0%	0	0	0
Others	1	3%	2	18%	3	0	0%	0	0	0
Total Responses	35	100%	11	100%	46	8	100%	0	0	8
Total Non-Response	389		140		529	38		23		61
Total	424		151		575	46		23		69

**Table 2.50 How did the Justice/Judge address you?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Mr./ Mrs./ Ms.	225	37.50%	171	42.75%	396	19	29.69%	10	27.78%	29
First name only	105	17.50%	94	23.50%	199	15	23.44%	8	22.22%	23
Last name only	157	26.17%	97	24.25%	254	1	1.56%	4	11.11%	5
Others	113	18.83%	38	9.50%	151	29	45.31%	14	38.89%	43
Total Responses	600	100.00%	400	100.00%	1000	64	100.00%	36	100.00%	100
Total Non-Response	59		15		74	6		0		6
Total	659		415		1074	70		36		106

**Table 2.51 When your case was still being heard in court, was the Justice/Judge fair?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	93	15.15%	5	1.21%	98	4	5.80%	0	0.00%	4
Seldom	38	6.19%	18	4.35%	56	7	10.14%	2	5.56%	9
Sometimes	141	22.96%	94	22.71%	235	11	15.94%	7	19.44%	18
Most of the time	258	42.02%	220	53.14%	478	35	50.72%	16	44.44%	51
All of the time	84	13.68%	77	18.60%	161	12	17.39%	11	30.56%	23
Total Responses	614	100.00%	414	100.00%	1028	69	100.00%	36	100.00%	105
Total Non-Response	45		1		46	1		0		1
Total	659		415		1074	70		36		106

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**Table 2.52 When your case was still being heard in court, was the Justice/Judge in control of the proceedings?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	33	5.37%	1	0.24%	34	2	2.86%	0	0.00%	2
Seldom	28	4.56%	10	2.42%	38	2	2.86%	0	0.00%	2
Sometimes	70	11.40%	47	11.35%	117	12	17.14%	1	2.78%	13
Most of the time	351	57.17%	241	58.21%	592	34	48.57%	14	38.89%	48
All of the time	132	21.50%	115	27.78%	247	20	28.57%	21	58.33%	41
Total Responses	614	100.00%	414	100.00%	1028	70	100.00%	36	100.00%	106
Total Non-Response	45		1		46	0		0		0
Total	659		415		1074	70		36		106

**Table 2.53 When your case was still being heard in court, was the Justice/Judge attentive to the lawyer's questions?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	25	4.10%	3	0.73%	28	0	0.00%	0	0.00%	
Seldom	25	4.10%	4	0.97%	29	0	0.00%	2	5.56%	2
Sometimes	76	12.46%	47	11.38%	123	13	18.57%	3	8.33%	16
Most of the time	353	57.87%	246	59.56%	599	42	60.00%	15	41.67%	57
All of the time	131	21.48%	113	27.36%	244	15	21.43%	16	44.44%	31
Total Responses	610	100.00%	413	100.00%	1023	70	100.00%	36	100.00%	106
Total Non-Response	49		2		51	0		0		0
Total	659		415		1074	70		36		106

**Table 2.54 When your case was still being heard in court, was the Justice/Judge attentive to the answers of the witnesses?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	29	4.75%	6	1.45%	35	0	0.00%	0	0.00%	0
Seldom	21	3.44%	21	5.08%	42	0	0.00%	0	0.00%	0
Sometimes	78	12.79%	63	15.25%	141	12	17.14%	5	13.89%	17
Most of the time	350	57.38%	220	53.27%	570	38	54.29%	10	27.78%	48
All of the time	132	21.64%	103	24.94%	235	20	28.57%	21	58.33%	41
Total Responses	610	100.00%	413	100.00%	1023	70	100.00%	36	100.00%	106
Total Non-Response	49		2		51	0		0		0
Total	659		415		1074	70		36		106

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**Table 2.55 When your case was still being heard in court, was the Justice/Judge interrupted or distracted by activities in the courtroom?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	248	40.99%	180	43.48%	428	18	25.71%	8	22.22%	26
Seldom	107	17.69%	94	22.71%	201	14	20.00%	6	16.67%	20
Sometimes	170	28.10%	87	21.01%	257	29	41.43%	14	38.89%	43
Most of the time	64	10.58%	41	9.90%	105	8	11.43%	5	13.89%	13
All of the time	16	2.64%	12	2.90%	28	1	1.43%	3	8.33%	4
Total Responses	605	100.00%	414	100.00%	1019	70	100.00%	36	100.00%	106
Total Non-Response	54		1		55	0		0		0
Total	659		415		1074	70		36		106

**Table 2.56 When your case was still being heard in court, did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearings?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	34	5.62%	1	0.24%	35	1	1.43%	0	0.00%	1
Seldom	17	2.81%	1	0.24%	18	1	1.43%	2	5.56%	3
Sometimes	62	10.25%	20	4.83%	82	5	7.14%	1	2.78%	6
Most of the time	352	58.18%	246	59.42%	598	40	57.14%	10	27.78%	50
All of the time	140	23.14%	146	35.27%	286	23	32.86%	23	63.89%	46
Total Responses	605	100.00%	414	100.00%	1019	70	100.00%	36	100.00%	106
Total Non-Response	54		1		55	0		0		0
Total	659		415		1074	70		36		106

**Table 2.57 When your case was still being heard in court, did the appearance of the Justice/Judge command respect?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	15	2.43%	2	0.48%	17	0	0.00%	0	0.00%	0
Seldom	10	1.62%	4	0.97%	14	0	0.00%	1	2.78%	1
Sometimes	45	7.29%	33	7.99%	78	4	5.71%	1	2.78%	5
Most of the time	381	61.75%	231	55.93%	612	40	57.14%	10	27.78%	50
All of the time	166	26.90%	143	34.62%	309	26	37.14%	24	66.67%	50
Total Responses	617	100.00%	413	100.00%	1030	70	100.00%	36	100.00%	106
Total Non-Response	42		2		44	0		0		0
Total	659		415		1074	70		36		106

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**Table 2.58 When your case was still being heard in court, did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, or ethnic origin?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	369	60.00%	253	61.26%	622	42	60.00%	23	63.89%	65
Seldom	65	10.57%	77	18.64%	142	4	5.71%	3	8.33%	7
Sometimes	101	16.42%	51	12.35%	152	17	24.29%	7	19.44%	24
Most of the time	64	10.41%	23	5.57%	87	7	10.00%	2	5.56%	9
All of the time	16	2.60%	9	2.18%	25	0	0.00%	1	2.78%	1
Total Responses	615	100.00%	413	100.00%	1028	70	100.00%	36	100.00%	106
Total Non-Response	44		2		46	0		0		0
Total	659		415		1074	70		36		106

**Table 2.59 When your case was still being heard in court, did the court personnel show any bias against you because of economic status, educational attainment, gender, religion and ethnic origin?**

Responses	Litigants					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	396	64.50%	243	58.70%	639	32	45.71%	12	33.33%	44
Seldom	56	9.12%	75	18.12%	131	3	4.29%	4	11.11%	7
Sometimes	103	16.78%	70	16.91%	173	12	17.14%	4	11.11%	16
Most of the time	47	7.65%	18	4.35%	65	9	12.86%	2	5.56%	11
All of the time	12	1.95%	8	1.93%	20	14	20.00%	14	38.89%	28
Total Responses	614	100.00%	414	100.00%	1028	70	100.00%	36	100.00%	106
Total Non-Response	45		1		46	0		0		0
Total	659		415		1074	70		36		106

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**Table 2.60 Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Rarely	0	0	0	0	0	0	0	0	23	0.03	3	0.00	26
Sometimes	1	1.20%	1	0	0.00%	0	0.00%	0	105	14.04%	30	7.77%	135
Undecided	1	1.20%	1	0	0.00%	0	0.00%	0	47	6.28%	23	5.96%	70
Usually	33	39.76%	33	8	24.24%	16	36.36%	24	380	50.80%	191	49.48%	571
Always	48	57.83%	48	25	75.76%	28	63.64%	53	193	25.80%	139	36.01%	332
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	748	100.00%	386	100.00%	1134
Total Non-Response	0		0	0		0		0	25		0		25
Total	83		83	33		44		77	773		386		1159

**Table 2.61 In general, how would rate the Justice's Judge's behavior during proceedings?**

Responses	Litigants*					Lawyers*					Other Stakeholders				Total Count
	Pilot		Control		Total Count	Pilot		Control		Total Count	Pilot		Control		
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	86	13.54%	6	1.45%	92	21	2.88%	2	0.52%	23	4	5.71%	3	8.33%	7
Fair	175	27.56%	121	29.30%	296	166	22.74%	67	17.40%	233	20	28.57%	5	13.89%	25
Good	273	42.99%	216	52.30%	489	296	40.55%	198	51.43%	494	28	40.00%	12	33.33%	40
Very Good	83	13.07%	52	12.59%	135	218	29.86%	99	25.71%	317	14	20.00%	12	33.33%	26
Excellent	18	2.83%	18	4.36%	36	29	3.97%	19	4.94%	48	4	5.71%	4	11.11%	8
Total Responses	635	100.00%	413	100.00%	1048	730	100.00%	385	100.00%	1115	70	100.00%	36	100.00%	106
Total Non-Response	24		2		26	43		1		44	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.62 How satisfied or dissatisfied were you with your experience with the court?**

Responses	Litigants*					Lawyers*					Other Stakeholders				Total Count
	Pilot		Control		Total Count	Pilot		Control		Total Count	Pilot		Control		
	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

**Table 2.63 Did you personally witness any form of corruption in this court?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	5	6.02%	5	3	9.09%	4	9.09%	7	52	8.10%	12	2.89%	64
No	78	93.98%	78	30	90.91%	40	90.91%	70	590	91.90%	403	97.11%	993
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	642	100.00%	415	100.00%	1057
Total Non-Response	0		0	0		0		0	17		0		17
Total	83		83	33		44		77	659		415		1074

**Table 2.63 Did you personally witness any form of corruption in this court? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	181	23.85%	65	16.93%	246	22	31.43%	8	22.22%	30
No	578	76.15%	319	83.07%	897	48	68.57%	28	77.78%	76
Total Responses	759	100.00%	384	100.00%	1143	70	100.00%	36	100.00%	106
Total Non-Response	14		2		16	0		0		0
Total	773		386		1159	70		36		106

**Table 2.64 Did corruption manifest through the intentional delay of the case?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	0	0.00%	0	0	0.00%	1	25.00%	1	12	23.08%	8	66.67%	20
No	5	100.00%	5	3	100.00%	3	75.00%	6	40	76.92%	4	33.33%	44
Total Responses	5	100.00%	5	3	100.00%	4	100.00%	7	52	100.00%	12	100.00%	64

**Table 2.65 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	0	0.00%	0	0	0.00%	2	50.00%	2	24	46.15%	5	41.67%	29
No	5	100.00%	5	3	100.00%	2	50.00%	5	28	53.85%	7	58.33%	35
Total Responses	5	100.00%	5	3	100.00%	4	100.00%	7	52	100.00%	12	100.00%	64

**Table 2.65 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	94	51.93%	36	55.38%	130	8	36.36%	4	50.00%	12
No	87	48.07%	29	44.62%	116	14	63.64%	4	50.00%	18
Total Responses	181	100.00%	65	100.00%	246	22	100.00%	8	100.00%	30

**Table 2.66 Did corruption manifest through intentional delay in the decision regarding the case?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	0	0.00%		0	0.00%	2	50.00%	2	9	17.31%	6	50.00%	15
No	5	100.00%	5	3	100.00%	2	50.00%	5	43	82.69%	6	50.00%	49
Total Responses	5	100.00%	5	3	100.00%	4	100.00%	7	52	100.00%	12	100.00%	64

**Table 2.66 Did corruption manifest through intentional delay in the decision regarding the case? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	56	30.94%	17	26.15%	73	14	63.64%	3	37.50%	17
No	125	69.06%	48	73.85%	173	8	36.36%	5	62.50%	13
Total Responses	181	100.00%	65	100.00%	246	22	100.00%	8	100.00%	30

**Table 2.67 Did you witness bribery in the issuance of Temporary Restraining Order?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	3	60.00%	3	0	0.00%	1	25.00%	1	7	13.46%	2	16.67%	9
No	2	40.00%	2	3	100.00%	3	75.00%	6	45	86.54%	10	83.33%	55
Total Responses	5	100.00%	5	3	100.00%	4	100.00%	7	52	100.00%	12	100.00%	64

**Table 2.67 Did you witness bribery in the issuance of Temporary Restraining Order? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	64	35.36%	16	24.62%	80	10	45.45%	0	0.00%	10
No	117	64.64%	49	75.38%	166	12	54.55%	8	100.00%	20
Total Responses	181	100.00%	65	100.00%	246	22	100.00%	8	100.00%	30

**Table 2.68 Is there a formal system for handling complaints against personnel and Justices/Judges in this court?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Yes	75	90.36%	75	25	75.75%	33	75.00%	58
No	8	9.63%	8	8	24.24%	11	25.00%	19
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77

**Table 2.69 Do you think the existing system is adequate in handling complaints?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Yes	64	85.33%	64	17	68.00%	29	87.88%	46
No	11	0.146666667	11	8	0.32	4	0.121212121	12
Total Responses	75	100.00%	75	25	100.00%	33	100.00%	58

**Table 2.70 Were there administrative complaints filed against court personnel and Justices/Judges in the past six (6) months?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	22	26.83%	22	7	21.21%	13	29.55%	20	15	2.40%	4	0.97%	19
No	60	73.17%	60	26	78.79%	31	70.45%	57	609	97.60%	409	99.03%	1018
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	624	100.00%	413	100.00%	1037
Total Non-Response	1		1	0		0		0	35		2		37
Total	83		83	33		44		77	659		415		1074

**Table 2.70 Were there administrative complaints filed against court personnel and Justices/Judges in the past six (6) months? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	79	10.37%	21	5.45%	100	6	8.57%	3	8.33%	9
No	683	89.63%	364	94.55%	1047	64	91.43%	33	91.67%	97
Total Responses	762	100.00%	385	100.00%	1147	70	100.00%	36	100.00%	106
Total Non-Response	11		1		12	0		0		0
Total	773		386		1159	70		36		106

**Table 2.71 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	7	31.82%	7	0	0.00%	2	15.38%	2	2	13.33%	1	25.00%	3
No	15	68.18%	15	7	100.00%	11	84.62%	18	13	86.67%	3	75.00%	16
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20	15	100.00%	4	100.00%	19

**Table 2.71 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	18	22.78%	1	4.76%	19	2	33.33%	2	66.67%	4
No	61	77.22%	20	95.24%	81	4	66.67%	1	33.33%	5
Total Responses	79	100.00%	21	100.00%	100	6	100.00%	3	100.00%	9

**Table 2.72 Was the complaint due to inefficiency?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	8	9.63%	8	2	6.06%	3	6.81%	5	4	60%	1	24%	5
No	14	63.64%	14	5	71.43%	10	76.92%	15	11	73.33%	3	75.00%	14
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20	15	100.00%	4	100.00%	19

**Table 2.72 Was the complaint due to inefficiency? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	12	1.55%	4	1.03%	16	2	2.85%	1	2.77%	3
No	67	84.81%	17	80.95%	84	4	66.67%	2	66.67%	6
Total Responses	79	100.00%	21	100.00%	100	6	100.00%	3	100.00%	9

**Table 2.73 Was the complaint due to incompetence?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	7	8.43%	7	2	6.06%	1	2.27%	3	4	60%	1	24%	5
No	15	68.18%	15	5	71.43%	12	92.31%	17	11	73.33%	3	75.00%	14
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20	15	100.00%	4	100.00%	19

**Table 2.73 Was the complaint due to incompetence? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	21	2.71%	7	1.81%	28	3	4.28%	1	2.77%	4
No	58	73.42%	14	66.67%	72	3	50.00%	2	66.67%	5
Total Responses	79	100.00%	21	100.00%	100	6	100.00%	3	100.00%	9

**Table 2.74 Was the complaint due to lack of integrity?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	5	6.02%	5	1	3.03%	2	4.54%	3	2	30%	1	24%	3
No	17	77.27%	17	6	85.71%	11	84.62%	17	13	86.67%	3	75.00%	16
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20	15	100.00%	4	100.00%	19

**Table 2.74 Was the complaint due to lack of integrity? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	13	1.68%	6	1.55%	19	3	4.28%	0	0	3
No	66	83.54%	15	71.43%	81	3	50.00%	3	100.00%	6
Total Responses	79	100.00%	21	100.00%	100	6	100.00%	3	100.00%	9

**Table 2.75 Was the complaint due to unfairness and partiality?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	9	10.84%	9	0	0	8	18.18%	8	6	91%	1	24%	7
No	13	59.09%	13	7	100.00%	5	38.46%	12	9	60.00%	3	75.00%	12
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20	15	100.00%	4	100.00%	19

**Table 2.75 Was the complaint due to unfairness and partiality? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	44	5.69%	7	1.81%	51	5	7.14%	2	5.55%	7
No	35	44.30%	14	66.67%	49	1	16.67%	1	33.33%	2
Total Responses	79	100.00%	21	100.00%	100	6	100.00%	3	100.00%	9

**Table 2.76 What happened to this complaint?**

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	
Still pending	4	50.00%	0	0.00%	4	28	45.16%	9	52.94%	37	4	66.67%	0	0.00%	4
Dismissed	2	25.00%	1	33.33%	3	23	37.10%	6	35.29%	29	1	16.67%	3	100.00%	4
Nothing happened	2	25.00%	2	66.67%	4	11	17.74%	2	11.76%	13	1	16.67%	0	0.00%	1
Total Responses	8	100.00%	3	100.00%	11	62	100.00%	17	100.00%	79	6	100.00%	3	100.00%	9
Total Non-Response	7		1		8	17		4		21	0		0		0
Total	15		4		19	79		21		100	6		3		9

**Table 2.77 Were the lawyers mostly the complainants?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Yes	6	27.27%	6	2	28.57%	3	23.08%	5
No	16	72.73%	16	5	71.43%	10	76.92%	15
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20

**Table 2.78 Were the litigants mostly the complainants?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Yes	12	54.55%	12	3	42.86%	9	69.23%	12
No	10	45.45%	10	4	57.14%	4	30.77%	8
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20

**Table 2.79 Were the Justices/Judges mostly the complainants?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
No	22	100.00%	22	7	100.00%	13	100.00%	20
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20

**Table 2.80 Were the court personnel from your own court mostly the complainants?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Yes	3	13.64%	3	1	14.29%	0	0.00%	1
No	19	86.36%	19	6	85.71%	13	100.00%	19
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20

**Table 2.81 Were the court personnel from other courts mostly the complainants?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Yes	4	18.18%	4	0	0.00%	0	0.00%	0
No	18	81.82%	18	7	100.00%	13	100.00%	20
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20

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**Table 2.82 How confident are you that his case will be resolved satisfactorily?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Definitely not confident	0	0.00%	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%	0
Not Confident	0	0.00%	0	0	0.00%	0	0.00%	0	0	0.00%	1	50.00%	1
Neither confident nor not confident	1	4.55%	1	0	0.00%	1	7.69%	1	1	16.67%	0	0.00%	1
Confident	14	63.64%	14	3	42.86%	5	38.46%	8	5	83.33%	0	0.00%	5
Definitely confident	7	31.82%	7	4	57.14%	7	53.85%	11	0	0.00%	1	50.00%	1
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20	6	100.00%	2	100.00%	8
Total Non-Response	0		0	0		0		0	9		2		11
Total	22		22	7		13		20	15		4		19

**Table 2.82 How confident are you that his case will be resolved satisfactorily? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Definitely not confident	5	10.00%	1	7.14%	6		0.00%		0.00%	
Not Confident	9	18.00%	3	21.43%	12	2	40.00%	1	100.00%	3
Neither confident nor not confident	12	24.00%	2	14.29%	14	2	40.00%	0	0.00%	2
Confident	20	40.00%	7	50.00%	27	1	20.00%	0	0.00%	1
Definitely confident	4	8.00%	1	7.14%	5		0.00%		0.00%	
Total Responses	50	100.00%	14	100.00%	64	5	100.00%	1	100.00%	6
Total Non-Response	29		7		36	1		2		3
Total	79		21		100	6		3		9

**Table 2.83 How much did the administrative complaint affect your case negatively?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Very Much	5	50%	5	10	14.29%	1	5.00%	11
Much	1	10%	1	13	18.57%	1	5.00%	14
Moderate	2	20%	2	7	10.00%	4	20.00%	11
Not Much	0	0%	0	19	27.14%	4	20.00%	23
Not at all	2	20%	2	21	30.00%	10	50.00%	31
Total Responses	10	100%	10	70	100.00%	20	100.00%	90

**Table 2.84 How much did the administrative complaint affect your court negatively?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Very Much	2	9.09%	2	0	0.00%	2	15.38%	2
Much	3	13.64%	3	0	0.00%	1	7.69%	1
Moderate	3	13.64%	3	2	28.57%	2	15.38%	4
Not Much	9	40.91%	9	1	14.29%	3	23.08%	4
Not at all	5	22.73%	5	4	57.14%	5	38.46%	9
Total Responses	22	100.00%	22	7	100.00%	13	100.00%	20

**Table 2.85 How confident are you that Justices/Judges of this court are able to remain neutral and avoid suspicion of favoritism and partiality?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Neither confident nor not confident	1	1.20%	1	1	3.03%	4	9.09%	5
Confident	44	53.01%	44	18	54.54%	22	50.00%	40
Definitely confident	38	45.78%	38	14	42.42%	18	40.90%	32
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77

**Table 2.86 Is this court, as an institution, free from external controls, influence or pressure?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Definitely not free	0	0	0	0	0	0	0	0	58	0.077	18	0.0467	76
Not free	4	4.88%	4	1	3.03%	2	4.55%	3	176	23.53%	73	18.96%	249
Neither free nor not free	7	8.54%	7	1	3.03%	4	9.09%	5	184	24.60%	90	23.38%	274
Free	48	58.54%	48	15	45.45%	20	45.45%	35	287	38.37%	164	42.60%	451
Definitely free	23	28.05%	23	16	48.48%	18	40.91%	34	43	5.75%	40	10.39%	83
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	748	100.00%	385	100.00%	1133
Total Non-Response	1		1	0		0		0	25		1		26
Total	83		83	33		44		77	773		386		1159

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**Table 2.87 Are the individual Justices/Judges of this court free to make decisions without undue pressure or influence?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Definitely not free	0	0.00%	0	0	0.00%	0	0.00%	0	31	4.17%	4	1.04%	35
Not free	0	0.00%	0	1	3.13%	1	2.27%	2	106	14.25%	67	17.45%	173
Neither free nor not free	3	3.61%	3	0	0.00%	2	4.55%	2	212	28.49%	89	23.18%	301
Free	46	55.42%	46	15	46.88%	20	45.45%	35	354	47.58%	180	46.88%	534
Definitely free	34	40.96%	34	16	50.00%	21	47.73%	37	41	5.51%	44	11.46%	85
Total Responses	83	100.00%	83	32	100.00%	44	100.00%	76	744	100.00%	384	100.00%	1128
Total Non-Response	0		0	1		0		1	29		2		31
Total	83		83	33		44		77	773		386		1159

**Table 2.88 What is your response to the statement: "My lawyer' is concerned about protecting my rights"?**

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	
Strongly Disagree	17	2.67%	5	1.20%	22	1	0.13%	1	0.26%	2	1	1.43%	0	0.00%	1
Disagree	52	8.18%	7	1.69%	59	2	0.26%	3	0.78%	5		0.00%		0.00%	
Neither disagree nor agree	48	7.55%	27	6.51%	75	2	0.26%	2	0.52%	4	9	12.86%	1	2.78%	10
Agree	390	61.32%	264	63.61%	654	242	31.55%	129	33.42%	371	44	62.86%	23	63.89%	67
Strongly agree	129	20.28%	112	26.99%	241	520	67.80%	251	65.03%	771	16	22.86%	12	33.33%	28
Total Responses	636	100.00%	415	100.00%	1051	767	100.00%	386	100.00%	1153	70	100.00%	36	100.00%	106
Total Non-Response	23		0		23	6		0		6	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.89 What is your response to the statement: “My lawyer’ has adequate knowledge and training in law to protect my rights and interest”?**

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	
Strongly Disagree	12	1.89%	3	0.72%	15	1	0.13%	0	0.00%	1		0.00%		0.00%	
Disagree	37	5.84%	10	2.41%	47	4	0.52%	1	0.26%	5	2	2.86%	2	5.56%	4
Neither disagree nor agree	44	6.94%	35	8.43%	79	8	1.04%	3	0.78%	11	8	11.43%	7	19.44%	15
Agree	390	61.51%	253	60.96%	643	341	44.46%	193	50.00%	534	51	72.86%	19	52.78%	70
Strongly agree	151	23.82%	114	27.47%	265	413	53.85%	189	48.96%	602	9	12.86%	8	22.22%	17
Total Responses	634	100.00%	415	100.00%	1049	767	100.00%	386	100.00%	1153	70	100.00%	36	100.00%	106
Total Non-Response	25		0		25	6		0		6	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.90 What is your response to the statement: “My lawyer is doing his/her best to protect my rights”?**

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	
Strongly Disagree	20	3.15%	5	1.20%	25		0.00%		0.00%			0.00%		0.00%	
Disagree	49	7.72%	8	1.93%	57	2	0.26%	1	0.26%	3	1	1.43%	1	2.78%	2
Neither disagree nor agree	50	7.87%	40	9.64%	90	3	0.39%	2	0.52%	5	4	5.71%	5	13.89%	9
Agree	374	58.90%	241	58.07%	615	234	30.51%	120	31.09%	354	52	74.29%	20	55.56%	72
Strongly agree	142	22.36%	121	29.16%	263	528	68.84%	263	68.13%	791	13	18.57%	10	27.78%	23
Total Responses	635	100.00%	415	100.00%	1050	767	100.00%	386	100.00%	1153	70	100.00%	36	100.00%	106
Total Non-Response	24		0		24	6		0		6	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.91 What is your response to the statement: “My lawyer explains to me the progress of my case”?**

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	
Strongly Disagree	18	2.83%	5	1.21%	23	1	0.13%	0	0.00%	1	0	0.00%	1	2.78%	1
Disagree	71	11.18%	17	4.11%	88	3	0.39%	0	0.00%	3	3	4.29%	0	0.00%	3
Neither disagree nor agree	59	9.29%	45	10.87%	104	10	1.31%	1	0.26%	11	14	20.00%	4	11.11%	18
Agree	359	56.54%	235	56.76%	594	292	38.17%	143	37.05%	435	44	62.86%	22	61.11%	66
Strongly agree	128	20.16%	112	27.05%	240	459	60.00%	242	62.69%	701	9	12.86%	9	25.00%	18
Total Responses	635	100.00%	414	100.00%	1049	765	100.00%	386	100.00%	1151	70	100.00%	36	100.00%	106
Total Non-Response	24		1		25	8		0		8	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.92 What is your response to the statement: “My lawyer explains to me possible options/ strategies regarding my case”?**

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	
Strongly Disagree	21	3.32%	3	0.72%	24		0.00%		0.00%		1	1.43%	1	2.78%	2
Disagree	68	10.74%	20	4.82%	88	6	0.78%	0	0.00%	6	4	5.71%	1	2.78%	5
Neither disagree nor agree	56	8.85%	47	11.33%	103	12	1.57%	1	0.26%	13	12	17.14%	4	11.11%	16
Agree	361	57.03%	240	57.83%	601	276	36.08%	145	37.56%	421	44	62.86%	18	50.00%	62
Strongly agree	127	20.06%	105	25.30%	232	471	61.57%	240	62.18%	711	9	12.86%	12	33.33%	21
Total Responses	633	100.00%	415	100.00%	1048	765	100.00%	386	100.00%	1151	70	100.00%	36	100.00%	106
Total Non-Response	26		0		26	8		0		8	0		0		0
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.93 How satisfied are you with your professional work as a Judge or Justice?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied	0	0.00%	0	1	5.88%	0	0.00%	1
Dissatisfied	2	2.44%	2	0	0.00%	2	8.33%	2
Satisfied	25	30.49%	25	2	11.76%	2	8.33%	4
Very satisfied	55	67.07%	55	14	82.35%	20	83.33%	34
Total Responses	82	100.00%	82	17	100.00%	24	100.00%	41
Total Non-Response	1		1	16		20		36
Total	83		83	33		44		77

**Table 2.94 What are your sources of dissatisfaction?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Court personnel	2	100.00%	2	0	0.00%	0	0.00%	0
Workload	2	100.00%	0	0	0.00%	1	50.00%	1
Compensation	0	0.00%	0	0	0.00%	0	0.00%	0
Court facilities	2	100.00%	2	0	0.00%	2	100.00%	2
Total Responses	2		2	1		2		3

**Table 2.95 What is your response to the statement: "Overall, the court is accessible to its users."?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	0	0.00%	0	0	0.00%	1	2.27%	1	11	1.89%	4	1.00%	15
Disagree	4	4.82%	4	2	6.06%	1	2.27%	3	40	6.88%	22	5.51%	62
Neither disagree nor agree	1	1.20%	1		0.00%		0.00%		89	15.32%	96	24.06%	185
Agree	62	74.70%	62	19	57.58%	31	70.45%	50	370	63.68%	226	56.64%	596
Strongly agree	16	19.28%	16	12	36.36%	11	25.00%	23	71	12.22%	51	12.78%	122
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	581	100.00%	399	100.00%	980
Don't Know									68		14		82
Total Non-Response									10		2		12
Total	83		83	33		44		77	659		415		1074

**Table 2.95 What is your response to the statement: "Overall, the court is accessible to its users."? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	12	1.57%	1	0.26%	13	1	1.45%	0	0.00%	1
Disagree	60	7.87%	22	5.70%	82	11	15.94%	4	11.11%	15
Neither disagree nor agree	111	14.57%	51	13.21%	162	9	13.04%	3	8.33%	12
Agree	497	65.22%	272	70.47%	769	37	53.62%	14	38.89%	51
Strongly agree	82	10.76%	40	10.36%	122	11	15.94%	15	41.67%	26
Total Responses	762	100.00%	386	100.00%	1148	69	100.00%	36	100.00%	105
Don't Know	4		0		4	1		0		1
Total Non-Response	7		0		7					
Total	773		386		1159	70		36		106

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**Table 2.96 What is your response to the statement: “Court is easily accessible by public transportation”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	0	0.00%	0	1	3.03%	0	0.00%	1	1	0.16%	1	0.24%	2
Disagree	2	2.44%	2	1	3.03%	0	0.00%	1	37	6.05%	7	1.69%	44
Neither disagree nor agree	1	1.22%	1		0.00%		0.00%		24	3.92%	9	2.17%	33
Agree	51	62.20%	51	15	45.45%	24	54.55%	39	436	71.24%	306	73.91%	742
Strongly agree	28	34.15%	28	16	48.48%	20	45.45%	36	114	18.63%	91	21.98%	205
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	612	100.00%	414	100.00%	1026
Don't Know									35		1		36
Total Non-Response	1		1						12		0		12
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.96 What is your response to the statement: “Court is easily accessible by public transportation”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	4	0.52%	0	0.00%	4	1	1.43%	0	0.00%	1
Disagree	33	4.33%	4	1.04%	37	2	2.86%	0	0.00%	2
Neither disagree nor agree	43	5.64%	9	2.33%	52	1	1.43%	1	2.78%	2
Agree	463	60.68%	214	55.44%	677	51	72.86%	17	47.22%	68
Strongly agree	220	28.83%	159	41.19%	379	15	21.43%	18	50.00%	33
Total Responses	763	100.00%	386	100.00%	1149	70	100.00%	36	100.00%	106
Don't Know	2		0		2					
Total Non-Response	8		0		8					
Total Responses	773		386		1159	70		36		106

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**Table 2.97 What is your response to the statement: “Court is centrally located or is near the center of economic activity of the city or municipality.”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	1	1.20%	1	1	3.03%	0	0.00%	1	9	1.47%	2	0.49%	11
Disagree	7	8.43%	7	1	3.03%	3	6.82%	4	54	8.82%	18	4.39%	72
Neither disagree nor agree	1	1.20%	1	2	6.06%	2	4.55%	4	20	3.27%	17	4.15%	37
Agree	48	57.83%	48	14	42.42%	22	50.00%	36	423	69.12%	307	74.88%	730
Strongly agree	26	31.33%	26	15	45.45%	17	38.64%	32	106	17.32%	66	16.10%	172
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	612	100.00%	410	100.00%	1022
Don't Know									36		5		41
Total Non-Response									11		0		11
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.97 What is your response to the statement: “Court is centrally located or is near the center of economic activity of the city or municipality.”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	4	0.52%	1	0.26%	5	2	2.86%	0	0.00%	2
Disagree	47	6.14%	4	1.04%	51	7	10.00%	2	5.56%	9
Neither disagree nor agree	31	4.05%	9	2.33%	40	1	1.43%	2	5.56%	3
Agree	470	61.44%	237	61.40%	707	49	70.00%	18	50.00%	67
Strongly agree	213	27.84%	135	34.97%	348	11	15.71%	14	38.89%	25
Total Responses	765	100.00%	386	100.00%	1151	70	100.00%	36	100.00%	106
Don't Know	3		0		3					
Total Non-Response	5		0		5					
Total Responses	773		386		1159	70		36		106

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**Table 2.98 What is your response to the statement: “Transportation cost to and from court is affordable”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	1	1.22%	1	2	6.45%	2	4.76%	4	5	0.84%	5	1.23%	10
Disagree	4	4.88%	4	4	12.90%	2	4.76%	6	69	11.62%	21	5.16%	90
Neither disagree nor agree	9	10.98%	9	2	6.45%	9	21.43%	11	63	10.61%	29	7.13%	92
Agree	50	60.98%	50	13	41.94%	22	52.38%	35	372	62.63%	303	74.45%	675
Strongly agree	19	23.17%	19	12	38.71%	9	21.43%	21	90	15.15%	54	13.27%	144
Total Responses	82	100.00%	82	31	100.00%	42	100.00%	73	594	100.00%	407	100.00%	1001
Don't Know									48		3		51
Total Non-Response	1		1	2		2		4	12		0		12
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.98 What is your response to the statement: “Transportation cost to and from court is affordable”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	10	1.34%	1	0.26%	11	1	1.45%	1	2.86%	2
Disagree	60	8.06%	20	5.25%	80	12	17.39%	1	2.86%	13
Neither disagree nor agree	96	12.90%	33	8.66%	129	3	4.35%	3	8.57%	6
Agree	424	56.99%	209	54.86%	633	42	60.87%	22	62.86%	64
Strongly agree	164	22.04%	119	31.23%	283	12	17.39%	9	25.71%	21
Total Responses	744	100.00%	381	100.00%	1125	69	100.00%	35	100.00%	104
Don't Know	11		4		15					
Total Non-Response	8		0		8					
Total Responses	773		386		1159	70		36		106

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**Table 2.99 What is your response to the statement: “Court proceedings are easy to understand and follow”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree		0.00%			0.00%		0.00%		8	1.33%	2	0.49%	10
Disagree	5	6.10%	5	2	6.06%	4	9.09%	6	52	8.65%	22	5.39%	74
Neither disagree nor agree	10	12.20%	10	4	12.12%	5	11.36%	9	95	15.81%	47	11.52%	142
Agree	53	64.63%	53	16	48.48%	31	70.45%	47	382	63.56%	286	70.10%	668
Strongly agree	14	17.07%	14	11	33.33%	4	9.09%	15	64	10.65%	51	12.50%	115
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	601	100.00%	408	100.00%	1009
Don't Know									42		6		48
Total Non-Response	1		1						16		1		17
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.99 What is your response to the statement: “Court proceedings are easy to understand and follow”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	11	1.45%	2	0.52%	13	3	4.29%	1	2.78%	4
Disagree	56	7.36%	22	5.74%	78	10	14.29%	0	0.00%	10
Neither disagree nor agree	75	9.86%	51	13.32%	126	9	12.86%	4	11.11%	13
Agree	480	63.07%	224	58.49%	704	34	48.57%	21	58.33%	55
Strongly agree	139	18.27%	84	21.93%	223	14	20.00%	10	27.78%	24
Total Responses	761	100.00%	383	100.00%	1144	70	100.00%	36	100.00%	106
Don't Know	3		0		3					
Total Non-Response	9		3		12					
Total Responses	773		386		1159	70		36		106

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**Table 2.100 What is your response to the statement: “Court provides enough information to litigants about procedures and services”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree		0.00%			0.00%		0.00%		16	2.74%	9	2.21%	25
Disagree	9	10.84%	9	4	12.12%	6	13.64%	10	70	12.01%	20	4.91%	90
Neither disagree nor agree	9	10.84%	9	4	12.12%	7	15.91%	11	101	17.32%	52	12.78%	153
Agree	54	65.06%	54	19	57.58%	25	56.82%	44	338	57.98%	272	66.83%	610
Strongly agree	11	13.25%	11	6	18.18%	6	13.64%	12	58	9.95%	54	13.27%	112
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	583	100.00%	407	100.00%	990
Don't Know									65		6		71
Total Non-Response									11		2		13
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.100 What is your response to the statement: “Court provides enough information to litigants about procedures and services”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	18	2.38%	7	1.83%	25	5	7.14%	0	0.00%	5
Disagree	175	23.18%	67	17.49%	242	13	18.57%	2	5.71%	15
Neither disagree nor agree	176	23.31%	101	26.37%	277	7	10.00%	4	11.43%	11
Agree	336	44.50%	184	48.04%	520	36	51.43%	15	42.86%	51
Strongly agree	50	6.62%	24	6.27%	74	9	12.86%	14	40.00%	23
Total Responses	755	100.00%	383	100.00%	1138	70	100.00%	35	100.00%	105
Don't Know	7		3		10	0		1		1
Total Non-Response	11		0		11					
Total Responses	773		386		1159	70		36		106

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**Table 2.101 What is your response to the statement: “Court decisions are easy to understand”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree		0.00%			0.00%		0.00%		11	1.88%	0	0.00%	11
Disagree	2	2.44%	2	0	0.00%	1	2.27%	1	70	11.95%	19	4.74%	89
Neither disagree nor agree	10	12.20%	10	1	3.03%	6	13.64%	7	109	18.60%	58	14.46%	167
Agree	56	68.29%	56	22	66.67%	25	56.82%	47	335	57.17%	271	67.58%	606
Strongly agree	14	17.07%	14	10	30.30%	12	27.27%	22	61	10.41%	53	13.22%	114
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	586	100.00%	401	100.00%	987
Don't Know	1		1						61		13		74
Total Non-Response									12		1		13
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.101 What is your response to the statement: “Court decisions are easy to understand”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	7	0.93%	0	0.00%	7	4	5.71%	1	2.78%	5
Disagree	48	6.36%	20	5.21%	68	10	14.29%	1	2.78%	11
Neither disagree nor agree	98	12.98%	67	17.45%	165	8	11.43%	6	16.67%	14
Agree	511	67.68%	235	61.20%	746	37	52.86%	17	47.22%	54
Strongly agree	91	12.05%	62	16.15%	153	11	15.71%	11	30.56%	22
Total Responses	755	100.00%	384	100.00%	1139	70	100.00%	36	100.00%	106
Don't Know	6		1		7					
Total Non-Response	12		1		13					
Total Responses	773		386		1159	70		36		106

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**Table 2.102 What is your response to the statement: “Filing fees paid to the court are reasonable”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree		0.00%		2	6.06%	0	0.00%	2	52	10.14%	12	3.09%	64
Disagree		0.00%		5	15.15%	4	9.30%	9	156	30.41%	69	17.78%	225
Neither disagree nor agree	9	11.11%	9	6	18.18%	11	25.58%	17	82	15.98%	70	18.04%	152
Agree	62	76.54%	62	17	51.52%	23	53.49%	40	194	37.82%	200	51.55%	394
Strongly agree	10	12.35%	10	3	9.09%	5	11.63%	8	29	5.65%	37	9.54%	66
Total Responses	81	100.00%	81	33	100.00%	43	100.00%	76	513	100.00%	388	100.00%	901
Don't Know									134		25		159
Total Non-Response	2		2	0		1		1	12		2		14
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.102 What is your response to the statement: “Filing fees paid to the court are reasonable”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	239	33.10%	108	28.80%	347	8	12.31%	4	11.43%	12
Disagree	254	35.18%	164	43.73%	418	21	32.31%	8	22.86%	29
Neither disagree nor agree	104	14.40%	49	13.07%	153	4	6.15%	7	20.00%	11
Agree	106	14.68%	45	12.00%	151	26	40.00%	12	34.29%	38
Strongly agree	19	2.63%	9	2.40%	28	6	9.23%	4	11.43%	10
Total Responses	722	100.00%	375	100.00%	1097	65	100.00%	35	100.00%	100
Don't Know	30		9		39	5		1		6
Total Non-Response	21		2		23					
Total Responses	773		386		1159	70		36		106

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**Table 2.103 What is your response to the statement: “It costs too much to file a case in court”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	2	2.53%	2	2	6.25%	1	2.33%	3	21	4.04%	4	1.03%	25
Disagree	40	50.63%	40	10	31.25%	12	27.91%	22	59	11.35%	32	8.23%	91
Neither disagree nor agree	11	13.92%	11	3	9.38%	9	20.93%	12	62	11.92%	36	9.25%	98
Agree	25	31.65%	25	16	50.00%	16	37.21%	32	276	53.08%	219	56.30%	495
Strongly agree	1	1.27%	1	1	3.13%	5	11.63%	6	102	19.62%	98	25.19%	200
Total Responses	79	100.00%	79	32	100.00%	43	100.00%	75	520	100.00%	389	100.00%	909
Don't Know				1		5		6	126		25		151
Total Non-Response	4		4	1		1		2	13		1		14
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.103 What is your response to the statement: “It costs too much to file a case in court”? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	29	3.94%	9	2.36%	38	4	5.97%	2	5.71%	6
Disagree	38	5.16%	18	4.71%	56	13	19.40%	7	20.00%	20
Neither disagree nor agree	77	10.46%	39	10.21%	116	7	10.45%	6	17.14%	13
Agree	288	39.13%	183	47.91%	471	29	43.28%	10	28.57%	39
Strongly agree	304	41.30%	133	34.82%	437	14	20.90%	10	28.57%	24
Total Responses	736	100.00%	382	100.00%	1118	67	100.00%	35	100.00%	102
Don't Know	22		4		26	3		1		4
Total Non-Response	15		0		15					
Total Responses	773		386		1159	70		36		106

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**Table 2.104 What is your response to the statement: “The court does not treat individuals differently because of income, gender, age, religion or ethnic origin”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	0	0.00%	0	0	0.00%	1	2.27%	1	27	4.40%	9	2.20%	36
Disagree	0	0.00%	0	0	0.00%	0	0.00%	0	102	16.64%	32	7.80%	134
Neither disagree nor agree	1	1.20%	1	1	3.03%	3	6.82%	4	100	16.31%	80	19.51%	180
Agree	42	50.60%	42	17	51.52%	21	47.73%	38	341	55.63%	243	59.27%	584
Strongly agree	40	48.19%	40	15	45.45%	19	43.18%	34	43	7.01%	46	11.22%	89
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	613	100.00%	410	100.00%	1023
Don't Know									39		4		43
Total Non-Response									7		1		8
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.104 What is your response to the statement: “The court does not treat individuals differently because of income, gender, age, religion or ethnic origin”?** (cont.)

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly disagree	19	2.54%	4	1.04%	23	6	8.70%	1	2.86%	7
Disagree	107	14.29%	54	14.06%	161	17	24.64%	8	22.86%	25
Neither disagree nor agree	144	19.23%	83	21.61%	227	2	2.90%	3	8.57%	5
Agree	400	53.40%	200	52.08%	600	36	52.17%	12	34.29%	48
Strongly agree	79	10.55%	43	11.20%	122	8	11.59%	11	31.43%	19
Total Responses	749	100.00%	384	100.00%	1133	69	100.00%	35	100.00%	104
Don't Know	13		1		14	1		0		1
Total Non-Response	11		1		12	0		1		1
Total Responses	773		386		1159	70		36		106

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**Table 2.105 What is your response to the statement: “The court treats all people fairly”?**

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	
Strongly Disagree	29	4.72%	4	0.98%	33	13	1.74%	1	0.26%	14	7	10.14%	1	2.78%	8
Disagree	124	20.16%	40	9.78%	164	116	15.49%	57	14.84%	173	13	18.84%	4	11.11%	17
Neither disagree nor agree	96	15.61%	90	22.00%	186	178	23.77%	77	20.05%	255	3	4.35%	8	22.22%	11
Agree	318	51.71%	227	55.50%	545	371	49.53%	207	53.91%	578	37	53.62%	10	27.78%	47
Strongly agree	48	7.80%	48	11.74%	96	71	9.48%	42	10.94%	113	9	13.04%	13	36.11%	22
Total Responses	615	100.00%	409	100.00%	100.00%	749	100.00%	384	100.00%	100.00%	69	100.00%	36	100.00%	100.00%
Don't Know	38		5		43	13		0		13	1	1.42%	0	0	1
Total Non-Response	6		1		7	11		2		13					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.106 How often did the Justice/Judge show bias because of economic status, educational attainment, gender, religion, ethnic origin, etc.?**

Responses	Lawyers				
	Pilot		Control		Total Count
	Count	Pct	Count	Pct	
Never	369	60.00%	253	61.26%	622
Seldom	65	10.57%	77	18.64%	142
Sometimes	101	16.42%	51	12.35%	152
Most of the time	64	10.41%	23	5.57%	87
All of the time	16	2.60%	9	2.18%	25
Total Responses	615	100.00%	413	100.00%	1028
Total Non-Response	44		2		46
Total	659		415		1074

**Table 2.107 Based on your experience, how often do court personnel show appropriate courtesy and respect to other stakeholders?**

Responses	Lawyers				
	Pilot		Control		Total Count
	Count	Pct	Count	Pct	
Never	32	57.14%	12	54.55%	44
Seldom	3	5.36%	4	18.18%	7
Sometimes	12	21.43%	4	18.18%	16
Most of the time	9	16.07%	2	9.09%	11
Total Responses	56	100.00%	22	100.00%	78
Total Non-Response	14		14		28
Total	70		36		106

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**Table 2.108 How often are the Justices/Judges of this court fair and impartial in deciding on cases submitted for resolution?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	0	0	0	1	3.03%	0	0	1	10	1.34%	2	0.52%	12
Seldom	0	0	0	0	0	0	0	0	43	5.78%	12	3.13%	55
Sometimes	4	4.81%	4	2	6.06%	6	13.63%	8	169	22.72%	79	20.57%	248
Most of the time	42	50.60%	42	19	57.57%	17	38.63%	36	433	58.20%	243	63.28%	676
All of the time	37	44.57%	37	11	33.33%	21	47.72%	32	89	11.96%	48	12.50%	137
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	744	100.00%	384	100.00%	1128
Total Non-Response									29		2		31
Total	83		83	33		44		77	773		386		1159

**Table 2.109 How confident are you that the Justices/Judges in court strictly adhere to the requirements of substantive and procedural due process?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Definitely not confident	0	0	0	0	0	1	2.27%	1
Not Confident	0	0	0	1	3.03%	0	0	1
Neither confident nor not confident	0	0	0	1	3.03%	3	6.81%	4
Confident	42	50.60%	42	17	51.51%	20	45.45%	37
Definitely confident	41	49.39%	41	14	42.42%	20	45.45%	34
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77

**Table 2.110 What is your response to the statement: “The country's justice system protects both the rich and the poor”?**

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	
Strongly Disagree	59	9.58%	26	6.50%	85	59	7.86%	19	5.01%	78	8	11.76%	2	5.71%	10
Disagree	157	25.49%	91	22.75%	248	210	27.96%	75	19.79%	285	20	29.41%	4	11.43%	24
Neither disagree nor agree	156	25.32%	103	25.75%	259	195	25.97%	95	25.07%	290	6	8.82%	9	25.71%	15
Agree	221	35.88%	156	39.00%	377	252	33.56%	161	42.48%	413	29	42.65%	10	28.57%	39
Strongly agree	23	3.73%	24	6.00%	47	35	4.66%	29	7.65%	64	5	7.35%	10	28.57%	15
Total Responses	616	100.00%	400	100.00%	1016	751	100.00%	379	100.00%	1130	68	100.00%	35	100.00%	103
Don't Know	36		14		50	10		3		13	2		1		3
Total Non-Response	7		1		8	12		4		16					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.111 How often do Justices/Judges of this court expeditiously dispose of cases with minimal delay?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	1	1.22%	1	0	0.00%	0	0.00%	0	45	6.87%	5	1.36%	50
Seldom	1	1.22%	1	7	21.21%	1	2.27%	8	215	32.82%	74	20.11%	289
Sometimes	7	8.54%	7	2	6.06%	6	13.64%	8	231	35.27%	156	42.39%	387
Most of the time	64	78.05%	64	18	54.55%	27	61.36%	45	145	22.14%	122	33.15%	267
All of the time	9	10.98%	9	6	18.18%	10	22.73%	16	19	2.90%	11	2.99%	30
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	655	100.00%	368	100.00%	1023
Total Non-Response	1		1						118		18		136
Total	83		83	33		44		77	773		386		1159

**Table 2.112 How often do Justices/Judges adhere to periods prescribed by the rules of court in deciding a case and/or motions?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	0	0.00%		0	0.00%	0	0.00%	0	69	10.50%	12	3.26%	81
Seldom	2	2.41%	2	2	6.06%	0	0.00%	2	221	33.64%	59	16.03%	280
Sometimes	12	14.46%	12	7	21.21%	2	4.55%	9	179	27.25%	148	40.22%	327
Most of the time	59	71.08%	59	18	54.55%	32	72.73%	50	167	25.42%	135	36.68%	302
All of the time	10	12.05%	10	6	18.18%	10	22.73%	16	21	3.20%	14	3.80%	35
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	657	100.00%	368	100.00%	1025
Total Non-Response									116				134
Total	83	100.00%	83	33	100.00%	44	100.00%	77	773	100.00%	386	100.00%	1159

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**Table 2.113 How often do Justices/Judges make proper use of pre-trial proceedings for efficient disposition of cases?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	10	13.89%	10	0	0.00%		0.00%		25	4.22%	2	0.54%	27
Seldom	3	4.17%	3	0	0.00%	1	2.27%	1	64	10.81%	23	6.27%	87
Sometimes	13	18.06%	13	2	6.06%	7	15.91%	9	96	16.22%	72	19.62%	168
Most of the time	32	44.44%	32	18	54.55%	20	45.45%	38	269	45.44%	149	40.60%	418
All of the time	14	19.44%	14	13	39.39%	16	36.36%	29	138	23.31%	121	32.97%	259
Total Responses	72	100.00%	72	33	100.00%	44	100.00%	77	592	100.00%	367	100.00%	959
Total Non-Response	11		11						181		19		200
Total	83		83	33		44		77	773		386		1159

**Table 2.114 What is your response to the statement: “The court responds to request for information in a reasonable time (i.e., prescribed by the 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	
Strongly Disagree	22	3.83%	4	0.99%	26	11	1.46%	2	0.52%	13	3	4.35%	1	2.78%	4
Disagree	89	15.51%	45	11.11%	134	128	16.93%	54	14.10%	182	14	20.29%	2	5.56%	16
Neither disagree nor agree	107	18.64%	100	24.69%	207	138	18.25%	61	15.93%	199	7	10.14%	3	8.33%	10
Agree	320	55.75%	219	54.07%	539	433	57.28%	242	63.19%	675	38	55.07%	20	55.56%	58
Strongly agree	36	6.27%	37	9.14%	73	46	6.08%	24	6.27%	70	7	10.14%	10	27.78%	17
Total Responses	574	100.00%	405	100.00%	979	756	100.00%	383	100.00%	1139	69	100.00%	36	100.00%	105
Don't Know	78		9		87	5		1		6	1		0		1
Total Non-Response	7		1		8	12		2		14					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.115 What is your response to the statement: “The court resolves cases within the period prescribed by law/rules”?**

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	
Strongly Disagree	40	6.92%	9	2.21%	49	81	10.69%	18	4.72%	99	8	11.43%	2	5.71%	10
Disagree	164	28.37%	74	18.18%	238	306	40.37%	138	36.22%	444	24	34.29%	8	22.86%	32
Neither disagree nor agree	117	20.24%	112	27.52%	229	179	23.61%	93	24.41%	272	11	15.71%	7	20.00%	18
Agree	225	38.93%	174	42.75%	399	174	22.96%	122	32.02%	296	24	34.29%	12	34.29%	36
Strongly agree	32	5.54%	38	9.34%	70	18	2.37%	10	2.62%	28	3	4.29%	6	17.14%	9
Total Responses	578	100.00%	407	100.00%	985	758	100.00%	381	100.00%	1139	70	100.00%	35	100.00%	105
Don't Know	72		7		79	4		3		7	0		1		1
Total Non-Response	9		1		10	11		2		13					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.116 What is your response to the statement: “The court has adequate resources to do its job within reasonable period”?**

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	
Strongly Disagree	31	5.45%	5	1.25%	36	64	8.60%	23	6.02%	87	7	10.00%	1	2.86%	8
Disagree	123	21.62%	55	13.78%	178	260	34.95%	129	33.77%	389	23	32.86%	12	34.29%	35
Neither disagree nor agree	110	19.33%	111	27.82%	221	149	20.03%	97	25.39%	246	11	15.71%	5	14.29%	16
Agree	266	46.75%	190	47.62%	456	244	32.80%	123	32.20%	367	24	34.29%	12	34.29%	36
Strongly agree	39	6.85%	38	9.52%	77	27	3.63%	10	2.62%	37	5	7.14%	5	14.29%	10
Total Responses	569	100.00%	399	100.00%	968	744	100.00%	382	100.00%	1126	70	100.00%	35	100.00%	105
Don't Know	82		15		97	18		2		20	0		1		1
Total Non-Response	8		1		9	11		2		13					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.117 What is your response to the statement: “Court decisions are promulgated within the period prescribed by law/rules”?**

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	
Strongly Disagree	25	4.41%	5	1.26%	30	46	6.10%	18	4.76%	64	5	7.14%	2	5.56%	7
Disagree	118	20.81%	27	6.78%	145	274	36.34%	114	30.16%	388	19	27.14%	3	8.33%	22
Neither disagree nor agree	128	22.57%	74	18.59%	202	163	21.62%	86	22.75%	249	8	11.43%	4	11.11%	12
Agree	260	45.86%	241	60.55%	501	246	32.63%	148	39.15%	394	29	41.43%	19	52.78%	48
Strongly agree	36	6.35%	51	12.81%	87	25	3.32%	12	3.17%	37	9	12.86%	8	22.22%	17
Total Responses	567	100.00%	398	100.00%	965.00	754	100.00%	378	100.00%	1132.00	70	100.00%	36	100.00%	106.00
Don't Know	86		16		102	8		4		12					
Total Non-Response	6		1		7	11		4		15					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.118 how confident are you that the Justices/Judges of this court are knowledgeable about laws, procedures and their developments.**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Neither confident nor not confident	1	1.20%	1	3	9.09%	2	4.65%	5
Confident	42	50.60%	42	16	48.48%	23	53.49%	39
Definitely confident	40	48.19%	40	14	42.42%	18	41.86%	32
Total Responses	83	100.00%	83	33	100.00%	43	100.00%	76
Total Non-Response				0		1		1
Total	83		83	33		44		77

**Table 2.119 How confident are you that Justices/Judges are well-trained in the application of legal principles when hearing and deciding cases?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Neither confident nor not confident	2	2.40%	2	1	3.03%	3	6.81%	4
Confident	39	46.98%	39	19	57.57%	28	63.63%	47
Definitely confident	42	50.60%	42	13	39.39%	13	29.54%	26
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77

**Table 2.120 Are you confident that the Justices/Judges and court personnel of this court exhibit and promote high standards of judicial conduct?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Neither confident nor not confident	3	3.61%	3	1	3.03%	5	11.36%	6
Confident	45	54.21%	45	18	54.54%	26	59.09%	44
Definitely confident	35	42.16%	35	14	42.42%	13	29.54%	27
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77

**Table 2.121 How many Justices would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	0	0	0	0	0	0	0	0	34	6.40%	11	2.93%	45
A few	1	1.23%	1	2	8.00%	1	2.78%	3	113	21.28%	44	11.73%	157
Some	1	1.23%	1	2	8.00%	1	2.78%	3	131	24.67%	97	25.87%	228
Many	34	41.98%	34	12	48.00%	20	55.56%	32	224	42.18%	187	49.87%	411
Very many	45	55.56%	45	9	36.00%	14	38.89%	23	29	5.46%	36	9.60%	65
Total Responses	81	100.00%	81	25	100.00%	36	100.00%	61	531	100.00%	375	100.00%	906
None				1		0		1	3		1		4
Don't know	2		2	7		8		15	112		25		137
Total Non-Response									13		14		27
Total Responses	83		83	33		44		77	659		415		1074

**Table 2.121 How many Justices would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	48	6.92%	13	3.81%	61	5	7.81%	3	9.68%	8
A few	55	7.93%	15	4.40%	70	11	17.19%	4	12.90%	15
Some	140	20.17%	67	19.65%	207	17	26.56%	7	22.58%	24
Many	363	52.31%	181	53.08%	544	26	40.63%	16	51.61%	42
Very many	88	12.68%	65	19.06%	153	5	7.81%	1	3.23%	6
Total Responses	694	100.00%	341	100.00%	1035	64	100.00%	31	100.00%	95
None	2		0		2	0		3		3
Don't know	64		34		98	4		0		4
Total Non-Response	13		11		24	2		2		4
Total Responses	773		386		1159	70		36		106

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**Table 2.122 How many Judges would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	0	0	0	1	0.03125	0	0	1	38	6.62%	9	2.28%	47
A few	1	1.39%	1	0	0.00%	0	0.00%	0	127	22.13%	42	10.63%	169
Some	6	8.33%	6	5	15.63%	3	6.98%	8	157	27.35%	94	23.80%	251
Many	43	59.72%	43	19	59.38%	28	65.12%	47	221	38.50%	210	53.16%	431
Very many	22	30.56%	22	7	21.88%	12	27.91%	19	31	5.40%	40	10.13%	71
Total Responses	72	100.00%	72	32	100.00%	43	100.00%	75	574	100.00%	395	100.00%	969
None									5		0		5
Don't know	11		11	1		1		2	73		17		90
Total Non-Response									7		3		10
Total	83		83	33		44		77	659		415		1074

**Table 2.122 How many Judges would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	55	7.36%	9	2.37%	64	5	7.35%	4	11.43%	9
A few	76	10.17%	22	5.80%	98	11	16.18%	4	11.43%	15
Some	193	25.84%	75	19.79%	268	14	20.59%	7	20.00%	21
Many	372	49.80%	219	57.78%	591	32	47.06%	17	48.57%	49
Very many	51	6.83%	54	14.25%	105	6	8.82%	3	8.57%	9
Total Responses	747	100.00%	379	100.00%	1126	68	100.00%	35	100.00%	103
None										
Don't know	18		5		23	2		1		3
Total Non-Response	8		2		10					
Total Responses	773		386		1159	70		36		106

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**Table 2.123 How many lawyers/PAOs would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	0	0.00%	0	1	3.45%	1	2.50%	2	35	6.01%	11	2.77%	46
A few	2	2.56%	2	2	6.90%	1	2.50%	3	128	21.99%	53	13.35%	181
Some	10	12.82%	10	8	27.59%	8	20.00%	16	159	27.32%	104	26.20%	263
Many	53	67.95%	53	16	55.17%	28	70.00%	44	230	39.52%	187	47.10%	417
Very many	13	16.67%	13	2	6.90%	2	5.00%	4	30	5.15%	42	10.58%	72
Total Responses	78	100.00%	78	29	100.00%	40	100.00%	69	582	100.00%	397	100.00%	979
None				1		1		2	8		0		8
Don't know	5		5	3		3		6	62		15		77
Total Non-Response									7		3		10
Total	83		83	33		44		77	659		415		1074

**Table 2.123 How many lawyers/PAOs would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	24	3.24%	7	1.88%	31	5	7.46%	3	8.57%	8
A few	71	9.58%	12	3.23%	83	11	16.42%	2	5.71%	13
Some	186	25.10%	74	19.89%	260	20	29.85%	10	28.57%	30
Many	378	51.01%	221	59.41%	599	26	38.81%	20	57.14%	46
Very many	82	11.07%	58	15.59%	140	5	7.46%	0	0.00%	5
Total Responses	741	100.00%	372	100.00%	1113	67	100.00%	35	100.00%	102
None	1		0		1	1	1.42%	0		1
Don't know	21		11		32	2	2.85%	1		3
Total Non-Response	10		3		13					
Total	773		386		1159	70	100.00%	36		106

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**Table 2.124 How many clerks of court would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	0	0	0	2	0.064	1	0.025	3	28	0.0527	6	0.015	34
A few	1	1.67%	1	1	3.23%	1	2.50%	2	99	18.64%	36	9.09%	135
Some	2	3.33%	2	5	16.13%	3	7.50%	8	153	28.81%	125	31.57%	278
Many	6	10.00%	6	16	51.61%	32	80.00%	48	224	42.18%	193	48.74%	417
Very many	51	85.00%	51	7	22.58%	3	7.50%	10	27	5.08%	36	9.09%	63
Total Responses	60	100.00%	60	31	100.00%	40	100.00%	71	531	100.00%	396	100.00%	927
None	16		16	0		1		1	3		0		3
Don't know	6		6	2		3		5	119		16		135
Total Non-Response	1		1						6		3		9
Total	83		83	33		44		77	659		415		1074

**Table 2.124 How many clerks of court would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	29	0.0394	8	0.021333	37	3	0.044117	3	0.083333	6
A few	63	8.57%	15	4.00%	78	11	16.18%	4	11.11%	15
Some	205	27.89%	85	22.67%	290	19	27.94%	4	11.11%	23
Many	377	51.29%	215	57.33%	592	29	42.65%	23	63.89%	52
Very many	61	8.30%	52	13.87%	113	6	8.82%	2	5.56%	8
Total Responses	735	100.00%	375	100.00%	1110	68	100.00%	36	100.00%	104
None	1		0		1	1		0		1
Don't know	29		9		38	1		0		1
Total Non-Response	8		2		10					
Total	773		386		1159	70		36		106

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**Table 2.125 How many process servers would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	0	0.00%	0	1	3.23%	1	2.50%	2	36	7.32%	8	2.07%	44
A few	5	6.85%	5	2	6.45%	2	5.00%	4	96	19.51%	50	12.92%	146
Some	12	16.44%	12	7	22.58%	8	20.00%	15	133	27.03%	140	36.18%	273
Many	45	61.64%	45	17	54.84%	27	67.50%	44	203	41.26%	157	40.57%	360
Very many	11	15.07%	11	4	12.90%	2	5.00%	6	24	4.88%	32	8.27%	56
Total Responses	73	100.00%	73	31	100.00%	40	100.00%	71	492	100.00%	387	100.00%	879
None									4	60%	0	0	4
Don't know	9		9	2		4		6	156		25		181
Total Non-Response	1		1					7			3		10
Total	83		83	33		44		77	659		415		1074

**Table 2.125 How many process servers would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	70	9.68%	17	4.53%	87	3	4.41%	3	8.57%	6
A few	107	14.80%	42	11.20%	149	15	22.06%	4	11.43%	19
Some	234	32.37%	123	32.80%	357	21	30.88%	7	20.00%	28
Many	274	37.90%	161	42.93%	435	22	32.35%	20	57.14%	42
Very many	38	5.26%	32	8.53%	70	7	10.29%	1	2.86%	8
Total Responses	723	100.00%	375	100.00%	1098	68	100.00%	35	100.00%	103
None	6	77%	0	0	6					
Don't know	36		9		45	2		1		3
Total Non-Response	8		2		10					
Total	773		386		1159	70		36		106

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**Table 2.126 How many stenographers would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	0	0.00%	0	0	0.00%	0	0.00%	0	28	5.57%	2	0.53%	30
A few	2	2.56%	2	1	3.23%	1	2.38%	2	95	18.89%	44	11.73%	139
Some	9	11.54%	9	6	19.35%	2	4.76%	8	125	24.85%	127	33.87%	252
Many	51	65.38%	51	20	64.52%	34	80.95%	54	221	43.94%	168	44.80%	389
Very many	16	20.51%	16	4	12.90%	5	11.90%	9	34	6.76%	34	9.07%	68
Total Responses	78	100.00%	78	31	100.00%	42	100.00%	73	503	100.00%	375	100.00%	878
None			0	0		1		1	5		0	0	5
Don't know	5		5	2		1		3	145		35		180
Total Non-Response									6		5		11
Total	83		83	33		44		77	659		415		1074

**Table 2.126 How many stenographers would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	24	3.30%	14	3.71%	38	5	7.35%	3	8.33%	8
A few	68	9.34%	26	6.90%	94	9	13.24%	4	11.11%	13
Some	179	24.59%	97	25.73%	276	20	29.41%	5	13.89%	25
Many	383	52.61%	198	52.52%	581	26	38.24%	19	52.78%	45
Very many	74	10.16%	42	11.14%	116	8	11.76%	5	13.89%	13
Total Responses	728	100.00%	377	100.00%	1105	68	100.00%	36	100.00%	104
None	3		1		4	1		0		1
Don't know	33		6		39	1		0		1
Total Non-Response	9		2		11					
Total	773		386		1159	70		36		106

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**Table 2.127 How many police would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	3	4.48%	3	0	0.00%	3	7.89%	3	99	17.52%	62	15.58%	161
A few	13	19.40%	13	6	23.08%	7	18.42%	13	211	37.35%	95	23.87%	306
Some	26	38.81%	26	12	46.15%	17	44.74%	29	119	21.06%	119	29.90%	238
Many	22	32.84%	22	7	26.92%	11	28.95%	18	123	21.77%	104	26.13%	227
Very many	3	4.48%	3	1	3.85%	0	0.00%	1	13	2.30%	18	4.52%	31
Total Responses	67	100.00%	67	26	100.00%	38	100.00%	64	565	100.00%	398	100.00%	963
None	1		1	2		0		2	17		5		22
Don't know	14		14	5		6		11	70		9		79
Total Non-Response	1		1						7		3		10
Total	83		83	33		44		77	659		415		1074

**Table 2.127 How many police would you assess to be honest in the administration of justice? ( (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	175	24.89%	47	12.74%	222	13	20.31%	5	14.29%	18
A few	176	25.04%	83	22.49%	259	14	21.88%	7	20.00%	21
Some	230	32.72%	141	38.21%	371	15	23.44%	10	28.57%	25
Many	107	15.22%	78	21.14%	185	20	31.25%	12	34.29%	32
Very many	15	2.13%	20	5.42%	35	2	3.13%	1	2.86%	3
Total Responses	703	100.00%	369	100.00%	1072	64	100.00%	35	100.00%	99
None	18		2		20	2		0		2
Don't know	43		13		56	3		1		4
Total Non-Response	9		2		11	1		0		1
Total	773		386		1159	70		36		106

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**Table 2.128 How many sheriffs would you assess to be honest in the administration of justice?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	3	4.17%	3	4	12.50%	1	2.56%	5	74	14.12%	42	11.63%	116
A few	11	15.28%	11	5	15.63%	5	12.82%	10	159	30.34%	97	26.87%	256
Some	22	30.56%	22	10	31.25%	16	41.03%	26	139	26.53%	123	34.07%	262
Many	28	38.89%	28	12	37.50%	16	41.03%	28	136	25.95%	80	22.16%	216
Very many	8	11.11%	8	1	3.13%	1	2.56%	2	16	3.05%	19	5.26%	35
Total Responses	72	100.00%	72	32	100.00%	39	100.00%	71	524	100.00%	361	100.00%	885
None	0		0	0		1		1	6		2		8
Don't know	10		10	1		4		5	123		49		172
Total Non-Response	1		1						6		3		9
Total	83		83	33		44		77	659		415		1074

**Table 2.128 How many sheriffs would you assess to be honest in the administration of justice? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	160	22.50%	53	14.29%	213	12	17.91%	6	17.14%	18
A few	160	22.50%	64	17.25%	224	12	17.91%	7	20.00%	19
Some	213	29.96%	145	39.08%	358	18	26.87%	7	20.00%	25
Many	156	21.94%	89	23.99%	245	21	31.34%	15	42.86%	36
Very many	22	3.09%	20	5.39%	42	4	5.97%	0	0.00%	4
Total Responses	711	100.00%	371	100.00%	1082	67	100.00%	35	100.00%	102
None	17		4		21	0		1		1
Don't know	34		9		43	3		0		3
Total Non-Response	11		2		13					
Total	773		386		1159	70		36		106

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**Table 2.129 How would you rate the overall appearance projected by the building and facilities of the court?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	4	4.82%	4	1	3.03%	10	22.73%	11	49	7.79%	27	6.65%	76
Fair	7	8.43%	7	8	24.24%	11	25.00%	19	177	28.14%	84	20.69%	261
Good	33	39.76%	33	15	45.45%	17	38.64%	32	314	49.92%	253	62.32%	567
Very Good	30	36.14%	30	7	21.21%	6	13.64%	13	69	10.97%	31	7.64%	100
Excellent	9	10.84%	9	2	6.06%	0	0.00%	2	20	3.18%	11	2.71%	31
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	629	100.00%	406	100.00%	1035
Don't know									15		8		23
Total Non-Response									15		1		16
Total	83		83	33		44		77	659		415		1074

**Table 2.129 How would you rate the overall appearance projected by the building and facilities of the court? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	100	13.18%	100	26.04%	200	11	15.71%	9	25.00%	20
Fair	241	31.75%	159	41.41%	400	20	28.57%	13	36.11%	33
Good	305	40.18%	108	28.13%	413	19	27.14%	10	27.78%	29
Very Good	90	11.86%	16	4.17%	106	14	20.00%	4	11.11%	18
Excellent	23	3.03%	1	0.26%	24	6	8.57%	0	0.00%	6
Total Responses	759	100.00%	384	100.00%	1143	70	100.00%	36	100.00%	106
Don't know	4		0		4					
Total Non-Response	10		2		12					
Total	773		386		1159	70		36		106

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**Table 2.130 How would you rate the design and layout of the court room?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	2	2.41%	2	4	12.12%	11	25.00%	15	48	7.61%	26	6.40%	74
Fair	9	10.84%	9	12	36.36%	13	29.55%	25	171	27.10%	117	28.82%	288
Good	33	39.76%	33	12	36.36%	12	27.27%	24	322	51.03%	212	52.22%	534
Very Good	27	32.53%	27	3	9.09%	8	18.18%	11	69	10.94%	37	9.11%	106
Excellent	12	14.46%	12	2	6.06%	0	0.00%	2	21	3.33%	14	3.45%	35
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	631	100.00%	406	100.00%	1037
Don't Know									14		8		22
Total Non-Response									14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.130 How would you rate the design and layout of the court room? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	120	15.85%	114	29.69%	234	14	20.00%	7	19.44%	21
Fair	267	35.27%	159	41.41%	426	18	25.71%	18	50.00%	36
Good	269	35.54%	99	25.78%	368	25	35.71%	10	27.78%	35
Very Good	79	10.44%	12	3.13%	91	10	14.29%	1	2.78%	11
Excellent	22	2.91%	0	0.00%	22	3	4.29%	0	0.00%	3
Total Responses	757	100.00%	384	100.00%	1141	70	100.00%	36	100.00%	106
Don't know	6		0		6					
Total Non-Response	10		2		12					
Total	773		386		1159	70		36		106

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**Table 2.131 How would you rate the availability of directional signs?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	5	6.10%	5	9	27.27%	9	20.45%	18	114	18.18%	53	13.09%	167
Fair	22	26.83%	22	11	33.33%	13	29.55%	24	172	27.43%	127	31.36%	299
Good	32	39.02%	32	8	24.24%	18	40.91%	26	263	41.95%	178	43.95%	441
Very Good	15	18.29%	15	5	15.15%	4	9.09%	9	59	9.41%	36	8.89%	95
Excellent	8	9.76%	8		0.00%		0.00%		19	3.03%	11	2.72%	30
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	627	100.00%	405	100.00%	1032
Don't know									18		9		27
Total Non-Response	1		1						14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.131 How would you rate the availability of directional signs? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	214	28.38%	131	34.38%	345	17	24.29%	10	27.78%	27
Fair	273	36.21%	153	40.16%	426	23	32.86%	11	30.56%	34
Good	205	27.19%	86	22.57%	291	16	22.86%	12	33.33%	28
Very Good	58	7.69%	8	2.10%	66	9	12.86%	2	5.56%	11
Excellent	4	0.53%	3	0.79%	7	5	7.14%	1	2.78%	6
Total Responses	754	100.00%	381	100.00%	1135	70	100.00%	36	100.00%	106
Don't know	5		2		7					
Total Non-Response	14		3		17					
Total	773		386		1159	70		36		106

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**Table 2.132 How would you rate the court's physical environment?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	5	6.02%	5	4	12.12%	11	25.00%	15	54	8.54%	41	10.02%	95
Fair	11	13.25%	11	8	24.24%	13	29.55%	21	169	26.74%	140	34.23%	309
Good	34	40.96%	34	15	45.45%	16	36.36%	31	320	50.63%	185	45.23%	505
Very Good	27	32.53%	27	4	12.12%	4	9.09%	8	67	10.60%	29	7.09%	96
Excellent	6	7.23%	6	2	6.06%	0	0.00%	2	22	3.48%	14	3.42%	36
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	632	100.00%	409	100.00%	1041
Don't Know									13		4		17
Total Non-Response									14		2		16
Total	83		83	33		44		77	659		415		1074

**Table 2.132 How would you rate the court's physical environment? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	137	18.44%	87	23.32%	224	12	17.14%	8	22.22%	20
Fair	269	36.20%	174	46.65%	443	23	32.86%	7	19.44%	30
Good	245	32.97%	95	25.47%	340	23	32.86%	16	44.44%	39
Very Good	81	10.90%	17	4.56%	98	8	11.43%	5	13.89%	13
Excellent	11	1.48%	0	0.00%	11	4	5.71%	0	0.00%	4
Total Responses	743	100.00%	373	100.00%	1116	70	100.00%	36	100.00%	106
Don't know	3		0		3					
Total Non-Response	27		13		40					
Total	773		386		1159	70		36		106

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**Table 2.133 How would you rate the ventilation within the court room?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	3	3.61%	3	8	24.24%	10	22.73%	18	68	10.71%	46	11.19%	114
Fair	4	4.82%	4	9	27.27%	10	22.73%	19	208	32.76%	93	22.63%	301
Good	38	45.78%	38	7	21.21%	16	36.36%	23	275	43.31%	206	50.12%	481
Very Good	23	27.71%	23	7	21.21%	7	15.91%	14	58	9.13%	49	11.92%	107
Excellent	15	18.07%	15	2	6.06%	1	2.27%	3	26	4.09%	17	4.14%	43
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	635	100.00%	411	100.00%	1046
Don't know									10		3		13
Total Non-Response									14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.133 How would you rate the ventilation within the court room? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	181	23.97%	96	25.07%	277	23	32.86%	13	36.11%	36
Fair	270	35.76%	163	42.56%	433	14	20.00%	8	22.22%	22
Good	221	29.27%	108	28.20%	329	17	24.29%	9	25.00%	26
Very Good	68	9.01%	16	4.18%	84	12	17.14%	5	13.89%	17
Excellent	15	1.99%	0	0.00%	15	4	5.71%	1	2.78%	5
Total Responses	755	100.00%	383	100.00%	1138	70	100.00%	36	100.00%	106
Don't know	7		1		8					
Total Non-Response	11		2		13					
Total	773		386		1159	70		36		106

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**Table 2.134 How would you rate the lighting facilities?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor		0.00%		0	0.00%	2	4.55%	2	33	5.19%	17	4.20%	50
Fair	3	3.61%	3	10	30.30%	13	29.55%	23	169	26.57%	93	22.96%	262
Good	36	43.37%	36	11	33.33%	17	38.64%	28	335	52.67%	234	57.78%	569
Very Good	28	33.73%	28	9	27.27%	11	25.00%	20	74	11.64%	42	10.37%	116
Excellent	16	19.28%	16	3	9.09%	1	2.27%	4	25	3.93%	19	4.69%	44
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	636	100.00%	405	100.00%	1041
Don't Know									10		7		17
Total Non-Response									13		3		16
Total	83		83	33		44		77	659		415		1074

**Table 2.134 How would you rate the lighting facilities? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	80	10.58%	56	14.62%	136	6	8.82%	5	13.89%	11
Fair	277	36.64%	170	44.39%	447	17	25.00%	11	30.56%	28
Good	285	37.70%	135	35.25%	420	28	41.18%	12	33.33%	40
Very Good	98	12.96%	22	5.74%	120	12	17.65%	7	19.44%	19
Excellent	16	2.12%	0	0.00%	16	5	7.35%	1	2.78%	6
Total Responses	756	100.00%	383	100.00%	1139	68	100.00%	36	100.00%	104
Don't know	7		0		7	1		0		1
Total Non-Response	10		3		13	1		0		1
Total	773		386		1159	70		36		106

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**Table 2.135 How would you rate the acoustical environment?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	3	3.61%	3	3	9.38%	11	25.00%	14	44	6.95%	24	5.85%	68
Fair	9	10.84%	9	9	28.13%	10	22.73%	19	188	29.70%	113	27.56%	301
Good	33	39.76%	33	14	43.75%	15	34.09%	29	313	49.45%	206	50.24%	519
Very Good	26	31.33%	26	4	12.50%	7	15.91%	11	62	9.79%	46	11.22%	108
Excellent	12	14.46%	12	2	6.25%	1	2.27%	3	26	4.11%	21	5.12%	47
Total Responses	83	100.00%	83	32	100.00%	44	100.00%	76	633	100.00%	410	100.00%	1043
Don't know									10		3		13
Total Non-Responses				1		0	0	1	16		2		18
Total	83		83	33		44		77	659		415		1074

**Table 2.135 How would you rate the acoustical environment? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	101	13.41%	81	21.20%	182	16	22.86%	5	13.89%	21
Fair	281	37.32%	164	42.93%	445	17	24.29%	9	25.00%	26
Good	278	36.92%	117	30.63%	395	20	28.57%	12	33.33%	32
Very Good	77	10.23%	20	5.24%	97	13	18.57%	8	22.22%	21
Excellent	16	2.12%	0	0.00%	16	4	5.71%	2	5.56%	6
Total Responses	753	100.00%	382	100.00%	1135	70	100.00%	36	100.00%	106
Don't know	9		0		9					
Total Non-Response	11		4		15					
Total	773		386		1159	70		36		106

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**Table 2.136 How would you rate the availability of adequate chairs and other facilities for the public?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	2	2.41%	2	11	33.33%	9	20.45%	20	115	18.40%	59	14.46%	174
Fair	16	19.28%	16	12	36.36%	19	43.18%	31	189	30.24%	111	27.21%	300
Good	28	33.73%	28	7	21.21%	12	27.27%	19	253	40.48%	179	43.87%	432
Very Good	24	28.92%	24	3	9.09%	3	6.82%	6	47	7.52%	37	9.07%	84
Excellent	13	15.66%	13	0	0.00%	1	2.27%	1	21	3.36%	22	5.39%	43
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	625	100.00%	408	100.00%	1033
Don't Know									19		5		24
Total Non-Response									15		2		17
Total	83		83	33		44		77	659		415		1074

**Table 2.136 How would you rate the availability of adequate chairs and other facilities for the public? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	218	28.72%	165	42.97%	383	22	31.43%	10	27.78%	32
Fair	274	36.10%	140	36.46%	414	20	28.57%	7	19.44%	27
Good	195	25.69%	66	17.19%	261	17	24.29%	16	44.44%	33
Very Good	59	7.77%	12	3.13%	71	7	10.00%	2	5.56%	9
Excellent	13	1.71%	1	0.26%	14	4	5.71%	1	2.78%	5
Total Responses	759	100.00%	384	100.00%	1143	70	100.00%	36	100.00%	106
Don't know	5		0		5					
Total Non-Response	9		2		11					
Total	773		386		1159	70		36		106

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**Table 2.137 How would you rate the availability of office equipment like typewriter and computer for court employees?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	3	3.61%	3	9	27.27%	11	25.00%	20	72	12.29%	12	2.99%	84
Fair	10	12.05%	10	13	39.39%	17	38.64%	30	163	27.82%	72	17.91%	235
Good	36	43.37%	36	5	15.15%	9	20.45%	14	270	46.08%	256	63.68%	526
Very Good	26	31.33%	26	3	9.09%	7	15.91%	10	58	9.90%	42	10.45%	100
Excellent	8	9.64%	8	3	9.09%	0	0.00%	3	23	3.92%	20	4.98%	43
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	586	100.00%	402	100.00%	988
Don't Know									59		12		71
Total Non-Response									14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.137 How would you rate the availability of office equipment like typewriter and computer for court employees? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	168	23.17%	144	38.50%	312	10	14.49%	9	25.00%	19
Fair	272	37.52%	110	29.41%	382	27	39.13%	10	27.78%	37
Good	227	31.31%	96	25.67%	323	17	24.64%	12	33.33%	29
Very Good	48	6.62%	23	6.15%	71	12	17.39%	4	11.11%	16
Excellent	10	1.38%	1	0.27%	11	3	4.35%	1	2.78%	4
Total Responses	725	100.00%	374	100.00%	1099	69	100.00%	36	100.00%	105
Don't know	39		10		49	1		0	0	1
Total Non-Response	9		2		11					
Total	773		386		1159	70		36		106

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**Table 2.138 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for court's use?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	5	6.02%	5	21	63.64%	23	52.27%	44	98	17.31%	27	6.85%	125
Fair	16	19.28%	16	5	15.15%	10	22.73%	15	159	28.09%	83	21.07%	242
Good	38	45.78%	38	4	12.12%	10	22.73%	14	249	43.99%	226	57.36%	475
Very Good	20	24.10%	20	2	6.06%	1	2.27%	3	41	7.24%	43	10.91%	84
Excellent	4	4.82%	4	1	3.03%	0	0.00%	1	19	3.36%	15	3.81%	34
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	566	100.00%	394	100.00%	960
Don't Know									79		20		99
Total Non-Response									14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.138 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for court's use? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	216	29.92%	175	46.79%	391	15	22.06%	6	16.67%	21
Fair	275	38.09%	120	32.09%	395	21	30.88%	14	38.89%	35
Good	178	24.65%	69	18.45%	247	20	29.41%	12	33.33%	32
Very Good	45	6.23%	10	2.67%	55	9	13.24%	4	11.11%	13
Excellent	8	1.11%	0	0.00%	8	3	4.41%	0	0.00%	3
Total Responses	722	100.00%	374	100.00%	1096	68	100.00%	36	100.00%	104
Don't know	41		10		51	2		0		2
Total Non-Response	10		2		12					
Total	773		386		1159	70		36		106

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**Table 2.139 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for the public?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	22	27.16%	22	25	78.13%	30	68.18%	55	201	35.14%	98	25.26%	299
Fair	34	41.98%	34	5	15.63%	10	22.73%	15	151	26.40%	125	32.22%	276
Good	20	24.69%	20	1	3.13%	2	4.55%	3	173	30.24%	129	33.25%	302
Very Good	3	3.70%	3	1	3.13%	2	4.55%	3	30	5.24%	24	6.19%	54
Excellent	2	2.47%	2		0.00%		0.00%		17	2.97%	12	3.09%	29
Total Responses	81	100.00%	81	32	100.00%	44	100.00%	76	572	100.00%	388	100.00%	960
Don't Know									73		26		99
Total Non-Response	2		2	1		0	0	1	14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.139 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for the public? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	384	52.24%	249	65.87%	633	33	48.53%	16	44.44%	49
Fair	259	35.24%	93	24.60%	352	12	17.65%	11	30.56%	23
Good	69	9.39%	32	8.47%	101	19	27.94%	7	19.44%	26
Very Good	22	2.99%	4	1.06%	26	3	4.41%	2	5.56%	5
Excellent	1	0.14%	0	0.00%	1	1	1.47%	0	0.00%	1
Total Responses	735	100.00%	378	100.00%	1113	68	100.00%	36	100.00%	104
Don't know	27		6		33	1		0		1
Total Non-Response	11		2		13	1		0		1
Total	773		386		1159	70		36		106

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**Table 2.140 How would you rate the assurance of safety and security of all parties?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	3	3.66%	3	9	27.27%	8	18.18%	17	88	14.77%	20	4.98%	108
Fair	15	18.29%	15	11	33.33%	17	38.64%	28	168	28.19%	112	27.86%	280
Good	36	43.90%	36	8	24.24%	16	36.36%	24	262	43.96%	201	50.00%	463
Very Good	23	28.05%	23	5	15.15%	2	4.55%	7	51	8.56%	46	11.44%	97
Excellent	5	6.10%	5	0	0.00%	1	2.27%	1	27	4.53%	23	5.72%	50
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	596	100.00%	402	100.00%	998
Don't know									49		12		61
Total Non-Response	1		1						14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.140 How would you rate the assurance of safety and security of all parties? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	156	20.80%	64	16.80%	220	13	18.57%	5	13.89%	18
Fair	294	39.20%	127	33.33%	421	22	31.43%	12	33.33%	34
Good	216	28.80%	164	43.04%	380	23	32.86%	13	36.11%	36
Very Good	76	10.13%	21	5.51%	97	9	12.86%	6	16.67%	15
Excellent	8	1.07%	5	1.31%	13	3	4.29%	0	0.00%	3
Total Responses	750	100.00%	381	100.00%	1131	70	100.00%	36	100.00%	106
Don't know	14		3		17					
Total Non-Response	9		2		11					
Total	773		386		1159	70		36		106

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**Table 2.141 How would you rate the availability of special access for the disabled?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	14	17.07%	14	16	48.48%	21	47.73%	37	203	37.11%	167	44.41%	370
Fair	17	20.73%	17	10	30.30%	11	25.00%	21	142	25.96%	111	29.52%	253
Good	34	41.46%	34	5	15.15%	9	20.45%	14	160	29.25%	66	17.55%	226
Very Good	14	17.07%	14	2	6.06%	2	4.55%	4	25	4.57%	19	5.05%	44
Excellent	3	3.66%	3	0	0.00%	1	2.27%	1	17	3.11%	13	3.46%	30
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	547	100.00%	376	100.00%	923
Don't know									98		38		136
Total Non-Response	1		1						14		1		15
Total	83		83	33		44		77	659		415		1074

**Table 2.141 How would you rate the availability of special access for the disabled? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	317	44.40%	227	59.89%	544	22	31.88%	14	38.89%	36
Fair	245	34.31%	101	26.65%	346	23	33.33%	9	25.00%	32
Good	115	16.11%	45	11.87%	160	16	23.19%	12	33.33%	28
Very Good	34	4.76%	6	1.58%	40	6	8.70%	1	2.78%	7
Excellent	3	0.42%	0	0.00%	3	2	2.90%	0	0.00%	2
Total Responses	714	100.00%	379	100.00%	1093	69	100.00%	36	100.00%	105
Don't know	49		3		52	1		0		1
Total Non-Response	10		4		14					
Total	773		386		1159	70		36		106

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**Table 2.142 What is your response to the statement: “Justices/Judges in court are fully knowledgeable of law and legal procedures”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	0	0.00%	0	0	0.00%	0	0.00%	0	6	0.99%	2	0.49%	8
Disagree	0	0.00%	0	0	0.00%	0	0.00%	0	32	5.28%	7	1.72%	39
Neither disagree nor agree	1	1.20%	1	3	9.09%	2	4.65%	5	73	12.05%	26	6.40%	99
Agree	42	50.60%	42	16	48.48%	23	53.49%	39	398	65.68%	271	66.75%	669
Strongly agree	40	48.19%	40	14	42.42%	18	41.86%	32	97	16.01%	100	24.63%	197
Total Responses	83	100.00%	83	33	100.00%	43	100.00%	76	606	100.00%	406	100.00%	1012
Don't Know									42		7		49
Total Non-Response				0		1		1	11		2		13
Total	83		83	33		44		77	659		415		1074

**Table 2.142 What is your response to the statement: “Justices/Judges in court are fully knowledgeable of law and legal procedures”? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	20	2.62%	6	1.56%	26	1	1.45%	0	0.00%	1
Disagree	97	12.70%	37	9.64%	134	6	8.70%	2	5.56%	8
Neither disagree nor agree	132	17.28%	102	26.56%	234	5	7.25%	1	2.78%	6
Agree	445	58.25%	212	55.21%	657	45	65.22%	19	52.78%	64
Strongly agree	70	9.16%	27	7.03%	97	12	17.39%	14	38.89%	26
Total Responses	764	100.00%	384	100.00%	1148	69	100.00%	36	100.00%	105
Don't Know	4		1		5	1		0		1
Total Non-Response	5		1		6					
Total	773		386		1159	70		36		106

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**Table 2.143 What is your response to the statement: “Court personnel have adequate knowledge about law and legal procedures”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	0	0.00%	0	1	3.03%	0	0.00%	1	8	1.35%	0	0.00%	8
Disagree	1	1.20%	1	6	18.18%	3	6.82%	9	29	4.91%	10	2.49%	39
Neither disagree nor agree	8	9.64%	8	6	18.18%	13	29.55%	19	136	23.01%	68	16.96%	204
Agree	61	73.49%	61	16	48.48%	25	56.82%	41	372	62.94%	277	69.08%	649
Strongly agree	13	15.66%	13	4	12.12%	3	6.82%	7	46	7.78%	46	11.47%	92
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	591	100.00%	401	100.00%	992
Don't Know									58		12		70
Total Non-Response									10		2		12
Total	83		83	33		44		77	659		415		1074

**Table 2.143 What is your response to the statement: “Court personnel have adequate knowledge about law and legal procedures”? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	24	3.20%	9	2.40%	33	2	2.86%	0	0.00%	2
Disagree	148	19.76%	58	15.47%	206	10	14.29%	3	8.33%	13
Neither disagree nor agree	249	33.24%	137	36.53%	386	13	18.57%	5	13.89%	18
Agree	309	41.26%	166	44.27%	475	38	54.29%	26	72.22%	64
Strongly agree	19	2.54%	5	1.33%	24	7	10.00%	2	5.56%	9
Total Responses	749	100.00%	375	100.00%	1124	70	100.00%	36	100.00%	106
Don't Know	17		10		27					
Total Non-Response	7		1		8					
Total	773		386		1159	70		36		106

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**Table 2.144 What is your response to the statement: “In general, court personnel are efficient in providing support to the Justice/Judge”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	0	0.00%	0	0	0.00%	0	0.00%	0	6	1.05%	0	0.00%	6
Disagree	0	0.00%	0	3	9.09%	1	2.27%	4	23	4.01%	10	2.54%	33
Neither disagree nor agree	2	2.41%	2	1	3.03%	4	9.09%	5	123	21.43%	113	28.75%	236
Agree	63	75.90%	63	24	72.73%	33	75.00%	57	379	66.03%	225	57.25%	604
Strongly agree	18	21.69%	18	5	15.15%	6	13.64%	11	43	7.49%	45	11.45%	88
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	574	100.00%	393	100.00%	967
Don't Know									73		20		93
Total Non-Response									12		2		14
Total	83		83	33		44		77	659		415		1074

**Table 2.144 What is your response to the statement: “In general, court personnel are efficient in providing support to the Justice/Judge”? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	9	1.23%	6	1.58%	15	1	1.43%	0	0.00%	1
Disagree	72	9.86%	31	8.18%	103	5	7.14%	2	5.71%	7
Neither disagree nor agree	197	26.99%	88	23.22%	285	10	14.29%	7	20.00%	17
Agree	427	58.49%	238	62.80%	665	45	64.29%	20	57.14%	65
Strongly agree	25	3.42%	16	4.22%	41	9	12.86%	6	17.14%	15
Total Responses	730	100.00%	379	100.00%	1109	70	100.00%	35	100.00%	105
Don't Know	36		6		42	0		1		1
Total Non-Response	7		1		8					
Total	773		386		1159	70		36		106

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**Table 2.145 What is your response to the statement: “Court personnel are competent”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	0	0.00%	0	0	0.00%	0	0.00%	0	7	1.20%	0	0.00%	7
Disagree	0	0.00%	0	3	9.09%	1	2.27%	4	35	5.99%	11	2.76%	46
Neither disagree nor agree	5	6.02%	5	5	15.15%	8	18.18%	13	127	21.75%	108	27.14%	235
Agree	65	78.31%	65	22	66.67%	30	68.18%	52	380	65.07%	237	59.55%	617
Strongly agree	13	15.66%	13	3	9.09%	5	11.36%	8	35	5.99%	42	10.55%	77
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	584	100.00%	398	100.00%	982
Don't Know									62		15		77
Total Non-Response									13		2		15
Total	83		83	33		44		77	659		415		1074

**Table 2.145 What is your response to the statement: “Court personnel are competent”? (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	8	1.07%	2	0.52%	10	1	1.43%	0	0.00%	1
Disagree	91	12.13%	38	9.95%	129	7	10.00%	2	5.71%	9
Neither disagree nor agree	222	29.60%	94	24.61%	316	18	25.71%	6	17.14%	24
Agree	404	53.87%	234	61.26%	638	36	51.43%	23	65.71%	59
Strongly agree	25	3.33%	14	3.66%	39	8	11.43%	4	11.43%	12
Total Responses	750	100.00%	382	100.00%	1132	70	100.00%	35	100.00%	105
Don't Know	16		2		18	0		1		1
Total Non-Response	7		2		9					
Total	773		386		1159	70		36		106

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**Table 2.146 What is your response to the statement: Court personnel have adequate knowledge about the proper procedure for all cases being heard in sala.**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	0	0.00%	0	0	0.00%	0	0.00%	0	7	1.21%	0	0.00%	7
Disagree	4	4.82%	4	4	12.12%	2	4.55%	6	31	5.36%	11	2.74%	42
Neither disagree nor agree	8	9.64%	8	5	15.15%	15	34.09%	20	132	22.84%	82	20.40%	214
Agree	56	67.47%	56	21	63.64%	23	52.27%	44	370	64.01%	264	65.67%	634
Strongly agree	15	18.07%	15	3	9.09%	4	9.09%	7	38	6.57%	45	11.19%	83
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	578	100.00%	402	100.00%	980
Don't Know									68		11		79
Total Non-Response									13		2		15
Total	83		83	33		44		77	659		415		1074

**Table 2.146 What is your response to the statement: Court personnel have adequate knowledge about the proper procedure for all cases being heard in sala. (cont.)**

	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	8	1.07%	4	1.06%	12	1	1.43%	0	0.00%	1
Disagree	111	14.80%	49	13.00%	160	6	8.57%	3	8.33%	9
Neither disagree nor agree	222	29.60%	111	29.44%	333	14	20.00%	5	13.89%	19
Agree	390	52.00%	205	54.38%	595	42	60.00%	24	66.67%	66
Strongly agree	19	2.53%	8	2.12%	27	7	10.00%	4	11.11%	11
Total Responses	750	100.00%	377	100.00%	1127	70	100.00%	36	100.00%	106
Don't Know	16		7		23					
Total Non-Response	7		2		9					
Total	773		386		1159	70		36		106

**Table 2.147 What is your response to the statement: Judges are promptly supplied with complete copies of all Supreme Court decisions and administrative issuances”?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	1	1.23%	1	3	9.09%	2	4.55%	5
Disagree	11	13.58%	11	4	12.12%	7	15.91%	11
Neither disagree nor agree	9	11.11%	9	3	9.09%	12	27.27%	15
Agree	42	51.85%	42	19	57.58%	19	43.18%	38
Strongly agree	18	22.22%	18	4	12.12%	4	9.09%	8
Total Responses	81	100.00%	81	33	100.00%	44	100.00%	77
Total Non-Response	2		2					
Total	83		83	33		44		77

**Table 2.148 What is your response to the statement: “Justices/Judges access to legal research materials”?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree		0.00%		2	6.06%	1	2.27%	3
Disagree	3	3.66%	3	6	18.18%	6	13.64%	12
Neither disagree nor agree	4	4.88%	4	5	15.15%	8	18.18%	13
Agree	54	65.85%	54	18	54.55%	25	56.82%	43
Strongly agree	21	25.61%	21	2	6.06%	4	9.09%	6
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77
Total Non-Response	1		1					
Total	83		83	33		44		77

**Table 2.149 What is your response to the statement: “Training and other similar knowledge, facilities are made available to Justice/Judges”?**

Responses	Justices			Judges				
	Pilot		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree		0.00%		0	0.00%	1	2.27%	1
Disagree	3	3.66%	3	2	6.06%	1	2.27%	3
Neither disagree nor agree	5	6.10%	5	3	9.09%	8	18.18%	11
Agree	56	68.29%	56	21	63.64%	27	61.36%	48
Strongly agree	18	21.95%	18	7	21.21%	7	15.91%	14
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77
Total Non-Response	1		1					
Total	83		83	33		44		77

**Table 2.150 What is your response to the statement: “The public can give full trust in the ability of the country's judicial system to protect their rights”?**

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	
Strongly Disagree	27	4.52%	0	0.00%	27	41	5.42%	10	2.61%	51	3	4.41%	1	2.78%	4
Disagree	73	12.23%	31	7.87%	104	172	22.75%	59	15.40%	231	11	16.18%	4	11.11%	15
Neither disagree nor agree	162	27.14%	129	32.74%	291	221	29.23%	127	33.16%	348	15	22.06%	11	30.56%	26
Agree	304	50.92%	197	50.00%	501	299	39.55%	172	44.91%	471	32	47.06%	16	44.44%	48
Strongly agree	31	5.19%	37	9.39%	68	23	3.04%	15	3.92%	38	7	10.29%	4	11.11%	11
Total Responses	597	100.00%	394	100.00%	991	756	100.00%	383	100.00%	1139	68	100.00%	36	100.00%	104
Don't Know	49		19		68	10		2		12	2		0		2
Total Non-Response	13		2		15	7		1		8					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.151 What is your response to the statement: “In general, Justice/Judge in court are honest, trustworthy and incorruptible”?**

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	
Strongly Disagree	41	6.93%	5	1.27%	46	30	4.02%	6	1.57%	36	8	11.59%	1	2.78%	9
Disagree	93	15.71%	43	10.94%	136	141	18.88%	50	13.09%	191	10	14.49%	6	16.67%	16
Neither disagree nor agree	200	33.78%	152	38.68%	352	249	33.33%	113	29.58%	362	12	17.39%	10	27.78%	22
Agree	229	38.68%	159	40.46%	388	303	40.56%	195	51.05%	498	29	42.03%	12	33.33%	41
Strongly agree	29	4.90%	34	8.65%	63	24	3.21%	18	4.71%	42	10	14.49%	7	19.44%	17
Total Responses	592	100.00%	393	100.00%	985	747	100.00%	382	100.00%	1129	69	100.00%	36	100.00%	105
Don't Know	54		20		74	19		3		22	1		0		1
Total Non-Response	13		2		15	7		1		8					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.152 What is your response to the statement: “In general, Justices/Judges in court can be relied on to give just and fair decisions”?**

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	
Strongly Disagree	39	6.57%	3	0.75%	42	22	2.90%	3	0.78%	25	7	10.14%	0	0.00%	7
Disagree	71	11.95%	26	6.47%	97	106	13.97%	37	9.61%	143	10	14.49%	5	13.89%	15
Neither disagree nor agree	186	31.31%	112	27.86%	298	210	27.67%	115	29.87%	325	8	11.59%	7	19.44%	15
Agree	265	44.61%	216	53.73%	481	392	51.65%	211	54.81%	603	33	47.83%	18	50.00%	51
Strongly agree	33	5.56%	45	11.19%	78	29	3.82%	19	4.94%	48	11	15.94%	6	16.67%	17
Total Responses	594	100.00%	402	100.00%	996	759	100.00%	385	100.00%	1144	69	100.00%	36	100.00%	105
Don't Know	53		11		64	8		0		8	1		0		1
Total Non-Response	12		2		14	6		1		7					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.153 What is your response to the statement: “During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption”?**

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	
Strongly Disagree	16	2.59%	14	3.45%	30	5	0.66%	4	1.06%	9	1	1.45%	0	0.00%	1
Disagree	67	10.84%	55	13.55%	122	47	6.18%	12	3.17%	59	7	10.14%	4	11.11%	11
Neither disagree nor agree	50	8.09%	67	16.50%	117	48	6.32%	16	4.23%	64	1	1.45%	6	16.67%	7
Agree	351	56.80%	201	49.51%	552	368	48.42%	189	50.00%	557	39	56.52%	11	30.56%	50
Strongly agree	134	21.68%	69	17.00%	203	292	38.42%	157	41.53%	449	21	30.43%	15	41.67%	36
Total Responses	618	100.00%	406	100.00%	1024	760	100.00%	378	100.00%	1138	69	100.00%	36	100.00%	105
Don't Know	32		8		40	4		6		10	1		0		1
Total Non-Response	9		1		10	9		2		11					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.154 What is your response to the statement: “There is great opportunity for corruption when the dockets of the court are clogged”?**

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	
Strongly Disagree	11	1.87%	7	1.74%	18	6	0.80%	4	1.07%	10	1	1.52%	0	0.00%	1
Disagree	46	7.81%	23	5.72%	69	82	10.92%	49	13.10%	131	8	12.12%	6	17.14%	14
Neither disagree nor agree	84	14.26%	66	16.42%	150	95	12.65%	65	17.38%	160	2	3.03%	6	17.14%	8
Agree	354	60.10%	244	60.70%	598	401	53.40%	176	47.06%	577	37	56.06%	11	31.43%	48
Strongly agree	94	15.96%	62	15.42%	156	167	22.24%	80	21.39%	247	18	27.27%	12	34.29%	30
Total Responses	589	100.00%	402	100.00%	991	751	100.00%	374	100.00%	1125	66	100.00%	35	100.00%	101
Don't Know	61		12		73	11		9		20	4		1		5
Total Non-Response	9		1		10	11		3		14					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.155 What is your response to the statement: “There is corruption in court because Justices/Judges can be bribed”?**

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	
Strongly Disagree	10	1.71%	5	1.25%	15	11	1.49%	10	2.67%	21	6	8.96%	1	2.86%	7
Disagree	56	9.56%	36	9.02%	92	64	8.67%	45	12.03%	109	7	10.45%	6	17.14%	13
Neither disagree nor agree	113	19.28%	70	17.54%	183	162	21.95%	72	19.25%	234	9	13.43%	8	22.86%	17
Agree	301	51.37%	213	53.38%	514	385	52.17%	177	47.33%	562	32	47.76%	10	28.57%	42
Strongly agree	106	18.09%	75	18.80%	181	116	15.72%	70	18.72%	186	13	19.40%	10	28.57%	23
Total Responses	586	100.00%	399	100.00%	985	738	100.00%	374	100.00%	1112	67	100.00%	35	100.00%	102
Don't Know	63		15		78	23		10		33	3		1		4
Total Non-Response	10		1		11	12		2		14					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.156 What is your response to the statement: “There is corruption in court because court personnel can be bribed.”**

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	
Strongly Disagree	13	2.23%	4	1.01%	17	10	1.36%	5	1.33%	15	7	10.45%	1	2.86%	8
Disagree	62	10.63%	35	8.84%	97	53	7.18%	47	12.53%	100	7	10.45%	9	25.71%	16
Neither disagree nor agree	108	18.52%	73	18.43%	181	159	21.54%	73	19.47%	232	9	13.43%	6	17.14%	15
Agree	298	51.11%	225	56.82%	523	397	53.79%	186	49.60%	583	32	47.76%	8	22.86%	40
Strongly agree	102	17.50%	59	14.90%	161	119	16.12%	64	17.07%	183	12	17.91%	11	31.43%	23
Total Responses	583	100.00%	396	100.00%	979	738	100.00%	375	100.00%	1113	67	100.00%	35	100.00%	102
Don't Know	66		18		84	20		9		29	3		1		4
Total Non-Response	10		1		11	15		2		17					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.157 What is your response to the statement: “There is corruption in court because lawyers can be bribed”?**

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	
Strongly Disagree	9	1.50%	3	0.75%	12	24	3.23%	17	4.55%	41	4	6.06%	0	0.00%	4
Disagree	68	11.31%	39	9.75%	107	128	17.23%	68	18.18%	196	8	12.12%	3	8.82%	11
Neither disagree nor agree	96	15.97%	60	15.00%	156	207	27.86%	82	21.93%	289	10	15.15%	9	26.47%	19
Agree	329	54.74%	233	58.25%	562	305	41.05%	154	41.18%	459	33	50.00%	12	35.29%	45
Strongly agree	99	16.47%	65	16.25%	164	79	10.63%	53	14.17%	132	11	16.67%	10	29.41%	21
Total Responses	601	100.00%	400	100.00%	1001	743	100.00%	374	100.00%	1117	66	100.00%	34	100.00%	100
Don't Know	47		14		61	15		10		25	4		2		6
Total Non-Response	11		1		12	15		2		17					
Total	659		415		1074	773		386		1159	70		36		106

**Table 2.158 What is your response to the statement: “Corruption is the reason why some people do not use the 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	
Strongly Disagree	10	1.68%	10	2.46%	20	12	1.61%	7	1.87%	19	2	3.08%	0	0.00%	2
Disagree	68	11.41%	96	23.65%	164	96	12.85%	49	13.07%	145	10	15.38%	7	19.44%	17
Neither disagree nor agree	87	14.60%	82	20.20%	169	142	19.01%	108	28.80%	250	4	6.15%	6	16.67%	10
Agree	337	56.54%	180	44.33%	517	358	47.93%	160	42.67%	518	31	47.69%	15	41.67%	46
Strongly agree	94	15.77%	38	9.36%	132	139	18.61%	51	13.60%	190	18	27.69%	8	22.22%	26
Total Responses	596	100.00%	406	100.00%	1002	747	100.00%	375	100.00%	1122	65	100.00%	36	100.00%	101
Don't Know	52		7		59	17		8		25	5		0		5
Total Non-Response	11		2		13	9		3		12					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.159 What is your response to the statement: “People do not appeal cases to higher courts due to corruption”?**

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	
Strongly Disagree	11	1.84%	8	1.99%	19	28	3.77%	10	2.68%	38	2	3.08%	0	0.00%	2
Disagree	84	14.05%	107	26.55%	191	258	34.77%	104	27.88%	362	20	30.77%	11	30.56%	31
Neither disagree nor agree	119	19.90%	99	24.57%	218	214	28.84%	141	37.80%	355	9	13.85%	6	16.67%	15
Agree	306	51.17%	163	40.45%	469	184	24.80%	98	26.27%	282	20	30.77%	15	41.67%	35
Strongly agree	78	13.04%	26	6.45%	104	58	7.82%	20	5.36%	78	14	21.54%	4	11.11%	18
Total Responses	598	100.00%	403	100.00%	1001	742	100.00%	373	100.00%	1115	65	100.00%	36	100.00%	101
Don't Know	50		10		60	20		10		30	5		0		5
Total Non-Response	11		2		13	11		3		14					
Total	659		415		1074	773		386		1159	70		36		106

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**Table 2.160 What is your response to the statement: “The court attempts to meet the special needs of litigants with physical disabilities”?**

Responses	Justices			Judges					Litigants*				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	1	1.22%	1	0	0.00%	1	2.27%	1	19	3.90%	5	1.41%	24
Disagree	4	4.88%	4	7	21.21%	8	18.18%	15	47	9.65%	43	12.11%	90
Neither disagree nor agree	17	20.73%	17	6	18.18%	6	13.64%	12	120	24.64%	116	32.68%	236
Agree	50	60.98%	50	16	48.48%	24	54.55%	40	261	53.59%	157	44.23%	418
Strongly agree	10	12.20%	10	4	12.12%	5	11.36%	9	40	8.21%	34	9.58%	74
Total Response	82	100.00%	82	33	100.00%	44	100.00%	77	487	100.00%	355	100.00%	842
Don't Know									160		58		218
Total Non-Response	1		1						12		2		14
Total	83		83	33		44		77	659		415		1074

**Table 2.160 Court attempts to meet the special needs of litigants with physical disabilities (cont.)**

Responses	Lawyers*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	31	4.51%	22	6.03%	53	4	6.45%	2	5.56%	6
Disagree	156	22.71%	65	17.81%	221	11	17.74%	1	2.78%	12
Neither disagree nor agree	210	30.57%	111	30.41%	321	13	20.97%	7	19.44%	20
Agree	255	37.12%	150	41.10%	405	30	48.39%	16	44.44%	46
Strongly agree	35	5.09%	17	4.66%	52	4	6.45%	10	27.78%	14
Total Response	687	100.00%	365	100.00%	1052	62	100.00%	36	100.00%	98
Don't Know	78		21		99	7		0		7
Total Non-Response	8		0		8	1		0		1
Total	773		386		1159	70		36		106

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**Table 2.161 How well do you think the general public trusts the independence of your Court?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree		0.00%			0.00%		0.00%		31	4.45%	6	1.56%	37
Disagree	3	3.61%	3		0.00%		0.00%		139	19.94%	54	14.06%	193
Neither disagree nor agree	8	9.64%	8	2	6.06%	2	4.55%	4	179	25.68%	93	24.22%	272
Agree	48	57.83%	48	13	39.39%	26	59.09%	39	324	46.48%	211	54.95%	535
Strongly agree	24	28.92%	24	18	54.55%	16	36.36%	34	24	3.44%	20	5.21%	44
Total Response	83	100.00%	83	33	100.00%	44	100.00%	77	697	100.00%	384	100.00%	1081
Total Non-Response									76	9.83%	2	51%	78
Total	83		83	33		44		77	773		386		1159

**Table 2.162 How well do you think the general public trusts the impartiality of your Court?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree		0.00%			0.00%		0.00%		23	3.30%	6	1.56%	29
Disagree	2	2.44%	2		0.00%		0.00%		145	20.77%	49	12.76%	194
Neither disagree nor agree	3	3.66%	3	2	6.06%	1	2.27%	3	202	28.94%	105	27.34%	307
Agree	53	64.63%	53	11	33.33%	25	56.82%	36	309	44.27%	209	54.43%	518
Strongly agree	24	29.27%	24	20	60.61%	18	40.91%	38	19	2.72%	15	3.91%	34
Total Response	82	100.00%	82	33	100.00%	44	100.00%	77	698	100.00%	384	100.00%	1082
Total Non-Response	1		1						75		2		77
Total	83		83	33		44		77	773		386		1159

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**Table 2.163 How well do you think the general public trusts the integrity and professionalism of your court?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree		0.00%			0.00%		0.00%		25	3.31%	5	1.30%	30
Disagree		0.00%			0.00%		0.00%		145	19.21%	45	11.72%	190
Neither disagree nor agree	7	8.54%	7	2	6.06%	1	2.27%	3	212	28.08%	106	27.60%	318
Agree	51	62.20%	51	13	39.39%	23	52.27%	36	355	47.02%	214	55.73%	569
Strongly agree	24	29.27%	24	18	54.55%	20	45.45%	38	18	2.38%	14	3.65%	32
Total Response	82	100.00%	82	33	100.00%	44	100.00%	77	755	100.00%	384	100.00%	1139
Total Non-Response	1		1						18		2		20
Total	83		83	33		44		77	773		386		1159

**Table 2.164 How well do you think the general public trusts the whole judicial system of the Philippines?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree		0.00%			0.00%		0.00%		39	5.18%	10	2.61%	49
Disagree		0.00%		3	9.09%	4	9.09%	7	170	22.58%	64	16.71%	234
Neither disagree nor agree	11	13.41%	11	7	21.21%	8	18.18%	15	225	29.88%	111	28.98%	336
Agree	65	79.27%	65	18	54.55%	29	65.91%	47	309	41.04%	192	50.13%	501
Strongly agree	6	7.32%	6	5	15.15%	3	6.82%	8	10	1.33%	6	1.57%	16
Total Response	82	100.00%	82	33	100.00%	44	100.00%	77	753	100.00%	383	100.00%	1136
Total Non-Response	1		1						20		3		23
Total	83		83	33		44		77	773		386		1159

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**Table 2.165 Overall, how would rate your court?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor		0.00%			0.00%		0.00%		45	6.36%	13	3.39%	58
Fair	1	1.20%	1		0.00%		0.00%		196	27.72%	128	33.33%	324
Good	10	12.05%	10	6	18.18%	7	15.91%	13	316	44.70%	180	46.88%	496
Very Good	56	67.47%	56	20	60.61%	30	68.18%	50	139	19.66%	57	14.84%	196
Excellent	16	19.28%	16	7	21.21%	7	15.91%	14	11	1.56%	6	1.56%	17
Total Response	83	100.00%	83	33	100.00%	44	100.00%	77	707	100.00%	384	100.00%	1091
Total Non-Response									66		2		68
Total	83		83	33		44		77	773		386		1159

**Table 2.166 How would you rate the whole judicial system of the Philippines?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor				0	0	1	2.27%	1	107	14.17%	38	9.92%	145
Fair	6	7.22%	6	3	9.09%	2	4.54%	5	279	36.95%	172	44.90%	451
Good	44	53.01%	44	13	39.39%	19	43.18%	32	285	37.74%	144	37.59%	429
Very Good	31	37.34%	31	16	48.48%	19	43.18%	35	82	10.86%	29	7.57%	111
Excellent	2	2.40%	2	1	3.03%	3	6.81%	4	2	26%	0	0	2
Total Response	83	100.00%	83	33	100.00%	44	100.00%	77	755	100.00%	383	100.00%	1138
Total Non-Response	0		0	0		0		0	18		3		21
Total	83		83	33		44		77	773		386		1159

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**Table 2.167 Do you have more confidence now than five years ago about the Judiciary's ability to initiate reforms?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly distrust it	0		0						28	3.67%	3	78%	31
Distrust it	0		0	0	0	1	2.27%	1	98	12.87%	29	7.61%	127
Neither distrust nor trust it	1	1.20%	1	4	12.12%	3	6.81%	7	181	23.78%	91	23.88%	272
Trust it	38	45.78%	38	12	36.36%	19	43.18%	31	397	52.16%	236	61.94%	633
Strongly trust it	44	53.01%	44	17	51.51%	21	47.72%	38	57	7.49%	22	5.77%	79
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	761	100.00%	381	100.00%	1142
Total Non-Response	0		0	0		0		0	12		5		17
Total	83		83	33		44		77	773		386		1159

**Table 2.168 How would rate your overall impression of the court that heard your case based on personal experience?**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very negative	92	14.39%	11	2.69%	103	7	13.20%	0	0	7
Somewhat negative	135	21.12%	37	9.06%	172	11	20.75%	4	16.66%	15
Undecided	148	23.16%	68	16.66%	216	7	13.20%	4	16.66%	11
Somewhat positive	207	32.39%	239	58.57%	446	23	43.39%	12	50.00%	35
Very positive	57	8.92%	53	12.99%	110	5	9.43%	4	16.66%	9
Total Responses	639	100.00%	408	100.00%	1047	53	100.00%	24	100.00%	77
Total Non-Response	20		7		27	17		12		29
Total	659		415		1074	70		36		106

**Table 2.169** In general, how would you rate the court's performance?

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	126	19.62%	12	2.93%	138	11	16.41%	4	12.90%	15
Fair	212	33.02%	130	31.78%	342	18	26.86%	7	22.58%	25
Good	222	34.57%	180	44.00%	402	14	20.89%	10	32.25%	24
Very Good	62	9.65%	56	13.69%	118	20	29.85%	10	32.25%	30
Excellent	20	3.11%	31	7.57%	51	4	5.97%	0	0	4
Total Responses	642	100.00%	409	100.00%	1051	67	100.00%	31	100.00%	98
Total Non-Response	17		6		23	3		5		8
Total	659		415		1074	70		36		106

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**Table 2.170 Overall, what is your level of trust in the Supreme Court?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust									9	1.17%	4	1.04%	13
Distrust	1	1.20%	1	1	3.03%	0	0	1	49	6.37%	5	1.30%	54
Undecided	1	1.20%	1	0		0			106	13.78%	37	9.66%	143
Trust	38	45.78%	38	11	33.33%	12	27.90%	23	453	58.90%	231	60.31%	684
Much Trust	42	50.60%	42	20	60.60%	30	69.76%	50	142	18.46%	102	26.63%	244
Don't know	1	1.20%	1	1	3.03%	1	2.32%	2	10	1.30%	4	1.04%	14
Total Responses	83	100.00%	83	33	100.00%	43	100.00%	76	769	100.00%	383	100.00%	1152
Total Non-Response	0		0	0		1		1	4		3		7
Total	83		83	33		44		77	773		386		1159

**Table 2.170 Overall, what is your level of trust in the Supreme Court? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	7	1.07%	4	1%	11	1	1.42%	0	0	1
Distrust	23	3.52%	7	1.70%	30	14	20.00%	4	11.11%	18
Undecided	114	17.48%	70	17.03%	184	4	5.71%	2	5.55%	6
Trust	338	51.84%	252	61.31%	590	31	44.28%	26	72.22%	57
Much Trust	80	12.26%	63	15.32%	143	18	25.71%	3	8.33%	21
Don't know	90	13.65%	15	3.64%	104	2	2.85%	1	2.77%	3
Total Responses	652	100.00%	411	100.00%	1063	70	100.00%	36	100.00%	106
Total Non-Response	7		4		11	0		0		0
Total	659		415		1074	70		36		106

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**Table 2.171 Overall, what is your level of trust in the Court of Appeals?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust				0	0	1	2.27%	1	17	2.21%	6	1.56%	23
Distrust				3	9.09%	0	0	3	72	9.36%	28	7.31%	100
Undecided	5	6.02%	5	3	9.09%	2	4.54%	5	185	24.05%	71	18.53%	256
Trust	39	46.98%	39	17	51.51%	26	59.09%	43	427	55.52%	230	60.05%	657
Much Trust	38	45.78%	38	8	24.24%	13	29.54%	21	59	7.67%	44	11.48%	103
Don't know	1	1.20%	1	2	6.06%	2	4.54%	4	9	1.17%	4	1.04%	13
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	769	100.00%	383	100.00%	1152
Total Non-Response	0		0	0		0		0	4		3		7
Total	83		83	33		44		77	773		386		1159

**Table 2.171 Overall, what is your level of trust in the Court of Appeals? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	4	1%	1	0%	5	2	2.85%	0	0	2
Distrust	27	4.14%	17	4.13%	44	10	14.28%	3	8.33%	13
Undecided	135	20.70%	76	18.49%	211	4	5.71%	4	11.11%	8
Trust	330	50.61%	240	58.39%	570	37	52.85%	23	63.88%	60
Much Trust	64	9.81%	48	11.67%	112	13	18.57%	4	11.11%	17
Don't know	92	14.11%	29	7.05%	121	4	5.71%	2	5.55%	6
Total Responses	652	100.00%	411	100.00%	1063	70	100.00%	36	100.00%	106
Total Non-Response	7		4		11	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
**Final Report – Survey Tables**  
**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.172 Overall, what is your level of trust in the Sandiganbayan?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	1	1.21%	1	1	3.03%	0	0	1	14	1.82%	5	1.30%	19
Distrust	0	0.00%	0	0	0	1	2.27%	1	54	7.03%	19	4.97%	73
Undecided	6	7.31%	6	6	18.18%	3	6.81%	9	186	24.21%	80	20.94%	266
Trust	47	57.31%	47	13	39.39%	22	50.00%	35	382	49.73%	215	56.28%	597
Much Trust	26	31.70%	26	7	21.21%	15	34.09%	22	49	6.38%	32	8.37%	81
Don't know	2	2.43%	2	6	18.18%	3	6.81%	9	83	10.80%	31	8.11%	114
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	768	100.00%	382	100.00%	1150
Total Non-Response	1		1	0		0		0	5		4		9
Total	83		83	33		44		77	773		386		1159

**Table 2.172 Overall, what is your level of trust in the Sandiganbayan? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	7	1.07%	3	1%	10	3	4.28%	2	5.55%	5
Distrust	30	4.60%	25	6.09%	55	11	15.71%	1	2.77%	12
Undecided	128	19.63%	113	27.56%	241	7	10.00%	7	19.44%	14
Trust	207	31.74%	190	46.34%	397	31	44.28%	16	44.44%	47
Much Trust	51	7.82%	36	8.78%	87	10	14.28%	3	8.33%	13
Don't know	229	35.11%	43	10.48%	272	8	11.42%	7	19.44%	15
Total Responses	652	100.00%	410	100.00%	1062	70	100.00%	36	100.00%	106
Total Non-Response	7		5		12	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.173 Overall, what is your level of trust in the Court of Tax Appeals?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	0	0	0	1	3.03%	1	2.27%	2	7	1%	5	1.30%	12
Distrust	0	0	0	0	0	2	4.54%	2	47	6.15%	12	3.14%	59
Undecided	6	7.31%	6	6	18.18%	6	13.63%	12	227	29.75%	107	28.01%	334
Trust	45	54.87%	45	10	30.30%	19	43.18%	29	272	35.64%	160	41.88%	432
Much Trust	24	29.26%	24	5	15.15%	6	13.63%	11	34	4.45%	21	5.49%	55
Don't know	7	8.53%	7	11	33.33%	10	22.72%	21	176	23.06%	77	20.15%	253
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	763	100.00%	382	100.00%	1145
Total Non-Response	1		1	0		0		0	10		4		14
Total	83		83	33		44		77	773		386		1159

**Table 2.173 Overall, what is your level of trust in the Court of Tax Appeals? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	10	1.53%	7	1.70%	17	2	2.85%	1	2.77%	3
Distrust	33	5.06%	32	7.78%	65	8	11.42%	3	8.33%	11
Undecided	130	19.96%	130	31.63%	260	12	17.14%	13	36.11%	25
Trust	144	22.11%	151	36.73%	295	22	31.42%	9	25.00%	31
Much Trust	23	3.53%	28	6.81%	51	2	2.85%	3	8.33%	5
Don't know	311	47.76%	63	15.32%	374	24	34.28%	7	19.44%	31
Total Responses	651	100.00%	411	100.00%	1062	70	100.00%	36	100.00%	106
Total Non-Response	8		4		12	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.174 Overall, what is your level of trust in the Municipal Trial Courts in Cities?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	0	0	0	0	0	0	0	0	10	1.30%	3	1%	13
Distrust	2	2.43%	2	0	0	0	0	0	58	7.55%	16	4.17%	74
Undecided	9	10.97%	9	2	6.06%	6	13.63%	8	175	22.78%	42	10.96%	217
Trust	56	68.29%	56	24	72.72%	24	54.54%	48	467	60.80%	288	75.19%	755
Much Trust	11	13.41%	11	6	18.18%	11	25.00%	17	35	4.55%	30	7.83%	65
Don't know	4	4.87%	4	1	3.03%	3	6.81%	4	23	2.99%	4	1.04%	27
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	768	100.00%	383	100.00%	1151
Total Non-Response	1		1	0		0		0	5		3		8
Total	83		83	33		44		77	773		386		1159

**Table 2.174 Overall, what is your level of trust in the Municipal Trial Courts in Cities? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	11	1.69%	2	0%	13	1	1.42%	0	0	1
Distrust	42	6.46%	8	1.94%	50	10	14.28%	4	11.11%	14
Undecided	115	17.69%	104	25.24%	219	6	8.57%	5	13.88%	11
Trust	266	40.92%	238	57.76%	504	32	45.71%	22	61.11%	54
Much Trust	32	4.92%	36	8.73%	68	9	12.85%	5	13.88%	14
Don't know	184	28.30%	24	5.82%	208	12	17.14%	0	0	12
Total Responses	650	100.00%	412	100.00%	1062	70	100.00%	36	100.00%	106
Total Non-Response	9		3		12	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.175 Overall, what is your level of trust in Regional Trial Courts?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust									7	1%	2	1%	9
Distrust	1	1.21%	1						72	9.37%	17	4.43%	89
Undecided	8	9.75%	8	2	6.06%	3	6.81%	5	173	22.52%	48	12.53%	221
Trust	59	71.95%	59	24	72.72%	26	59.09%	50	467	60.80%	280	73.10%	747
Much Trust	12	14.63%	12	7	21.21%	14	31.81%	21	35	4.55%	33	8.61%	68
Don't know	2	2.43%	2	0	0	1	2.27%	1	14	1.82%	3	1%	17
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	768	100.00%	383	100.00%	1151
Total Non-Response	1		1	0		0		0	5		3		8
Total	83		83	33		44		77	773		386		1159

**Table 2.175 Overall, what is your level of trust in Regional Trial Courts? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	16	2.45%	2	0%	18	1	1.42%	1	2.77%	2
Distrust	61	9.35%	10	2.42%	71	12	17.14%	3	8.33%	15
Undecided	115	17.63%	97	23.54%	212	6	8.57%	6	16.66%	12
Trust	317	48.61%	244	59.22%	561	37	52.85%	23	63.88%	60
Much Trust	38	5.82%	45	10.92%	83	11	15.71%	3	8.33%	14
Don't know	105	16.01%	14	3.39%	119	3	4.28%	0	0	3
Total Responses	652	100.00%	412	100.00%	1064	70	100.00%	36	100.00%	106
Total Non-Response	7		3		10	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.176 Overall, what is your level of trust in Shari'a Courts?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust									5	1%	5	1.31%	10
Distrust									15	1.98%	9	2.36%	24
Undecided	12	14.81%	12	4	12.12%	10	22.72%	14	180	23.80%	105	27.63%	285
Trust	40	49.38%	40	9	27.27%	11	25.00%	20	95	12.56%	54	14.21%	149
Much Trust	5	6.17%	5	2	6.06%	2	4.54%	4	9	1.19%	6	1.57%	15
Don't know	24	29.62%	24	18	54.54%	21	47.72%	39	452	59.78%	201	52.89%	653
Total Responses	81	100.00%	81	33	100.00%	44	100.00%	77	756	100.00%	380	100.00%	1136
Total Non-Response	2		2	0		0		0	17		6		23
Total	83		83	33		44		77	773		386		1159

**Table 2.176 Overall, what is your level of trust in Shari'a Courts? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	5	1%	4	1%	9	2	2.85%	0	0	2
Distrust	18	2.76%	25	6.08%	43	3	4.28%	0	0	3
Undecided	84	12.88%	107	26.03%	191	10	14.28%	5	13.88%	15
Trust	71	10.88%	68	16.54%	139	13	18.57%	10	27.77%	23
Much Trust	18	2.76%	17	4.13%	35	0	0	1	2.77%	1
Don't know	456	69.93%	190	46.12%	646	42	60.00%	20	55.55%	62
Total Responses	652	100.00%	411	100.00%	1063	70	100.00%	36	100.00%	106
Total Non-Response	7		4		11	0		0		0
Total	659		415		1074	70		36		106

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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.177 Overall, what is your level of trust in the Municipal Circuit Trial Courts?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust									6	1%	1	0%	7
Distrust	1	1.21%	1						54	7.05%	15	3.91%	69
Undecided	11	13.41%	11	4	12.12%	6	13.63%	10	184	24.05%	66	17.23%	250
Trust	52	63.41%	52	19	57.57%	20	45.45%	39	409	53.46%	246	64.22%	655
Much Trust	11	13.41%	11	8	24.24%	7	15.90%	15	26	3.39%	21	5.48%	47
Don't know	7	8.53%	7	2	6.06%	11	25.00%	13	86	11.24%	34	8.87%	120
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	765	100.00%	383	100.00%	1148
Total Non-Response	1		1	0		0		0	8		3		11
Total	83		83	33		44		77	773		386		1159

**Table 2.177 Overall, what is your level of trust in the Municipal Circuit Trial Courts? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	11	1.68%	1	0%	12	1	1.42%	0	0	1
Distrust	34	5.21%	16	3.90%	50	7	10.00%	1	2.77%	8
Undecided	93	14.26%	115	28.04%	208	8	11.42%	6	16.66%	14
Trust	190	29.14%	174	42.43%	364	33	47.14%	18	50.00%	51
Much Trust	26	3.98%	28	6.82%	54	4	5.71%	3	8.33%	7
Don't know	298	45.69%	76	18.53%	374	17	24.28%	8	22.22%	25
Total Responses	652	100.00%	410	100.00%	1062	70	100.00%	36	100.00%	106
Total Non-Response	7		5		12	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**Table 2.178 Overall, what is your level of trust in the Municipal Trial Courts?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust									7	1%	2	1%	9
Distrust	1	1.21%	1						55	7.17%	16	4.18%	71
Undecided	10	12.19%	10	4	12.12%	5	11.36%	9	181	23.59%	55	14.39%	236
Trust	55	67.07%	55	18	54.54%	24	54.54%	42	444	57.88%	263	68.84%	707
Much Trust	11	13.41%	11	9	27.27%	8	18.18%	17	28	3.65%	24	6.28%	52
Don't know	5	6.09%	5	2	6.06%	7	15.90%	9	52	6.77%	22	5.75%	74
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	767	100.00%	382	100.00%	1149
Total Non-Response	1		1	0		0		0	6		4		10
Total	83		83	33		44		77	773		386		1159

**Table 2.178 Overall, what is your level of trust in the Municipal Trial Courts? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	12	1.84%	3	72%	15	1	1.42%	0	0	1
Distrust	42	6.44%	14	3.40%	56	8	11.42%	2	5.55%	10
Undecided	115	17.63%	119	28.95%	234	9	12.85%	6	16.66%	15
Trust	260	39.87%	203	49.39%	463	40	57.14%	24	66.66%	64
Much Trust	25	3.83%	27	6.56%	52	6	8.57%	2	5.55%	8
Don't know	198	30.36%	45	10.94%	243	6	8.57%	2	5.55%	8
Total Responses	652	100.00%	411	100.00%	1063	70	100.00%	36	100.00%	106
Total Non-Response	7		4		11	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.179 Overall, what is your level of trust in Metropolitan Trial Courts?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust									7	1%	0	0	7
Distrust	1	1.21%	1	1	3.03%	0	0	1	53	6.91%	14	3.66%	67
Undecided	9	10.97%	9	6	18.18%	5	11.36%	11	193	25.16%	80	20.94%	273
Trust	54	65.85%	54	14	42.42%	21	47.72%	35	415	54.10%	215	56.28%	630
Much Trust	12	14.63%	12	6	18.18%	7	15.90%	13	27	3.52%	17	4.45%	44
Don't know	6	7.31%	6	6	18.18%	11	25.00%	17	72	9.38%	56	14.65%	128
Total Responses	82	100.00%	82	33	100.00%	44	100.00%	77	767	100.00%	382	100.00%	1149
Total Non-Response	1		1	0		0		0	6		4		10
Total	83		83	33		44		77	773		386		1159

**Table 2.179 Overall, what is your level of trust in Metropolitan Trial Courts? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	10	1.53%	1	0%	11	1	1.42%	0	0	1
Distrust	34	5.22%	16	3.90%	50	9	12.85%	2	5.55%	11
Undecided	98	15.05%	114	27.80%	212	7	10.00%	5	13.88%	12
Trust	185	28.41%	177	43.17%	362	27	38.57%	15	41.66%	42
Much Trust	20	3.07%	25	6.09%	45	4	5.71%	2	5.55%	6
Don't know	304	46.69%	77	18.78%	381	22	31.42%	12	33.33%	34
Total Responses	651	100.00%	410	100.00%	1061	70	100.00%	36	100.00%	106
Total Non-Response	8		5		13	0		0		0
Total	659		415		1074	70		36		106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES BY PILOT/CONTROL**

**Table 2.180 Overall, what is your level of trust in the whole Judiciary?**

Responses	Justices			Judges					Lawyers				
	Pilot		Total Count	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	0	0	0	0	0	0	0	0	9	1.17%	2	1%	11
Distrust	0	0	0	1	3.03%	1	2.27%	2	60	7.81%	16	4.19%	76
Undecided	5	6.02%	5	1	3.03%	2	4.54%	3	170	22.13%	47	12.33%	217
Trust	60	72.28%	60	22	66.66%	26	59.09%	48	491	63.93%	286	75.06%	777
Much Trust	17	20.48%	17	9	27.27%	14	31.81%	23	35	4.55%	29	7.61%	64
Don't know	1	1.20%	1	0	0	1	2.27%	1	3	0%	1	.	4
Total Responses	83	100.00%	83	33	100.00%	44	100.00%	77	768	100.00%	381	100.00%	1149
Total Non-Response	0		0	0		0		0	5		5		10
Total	83		83	33		44		77	773		386		1159

**Table 2.180 Overall, what is your level of trust in the whole Judiciary? (cont.)**

Responses	Litigants*					Other Stakeholders				
	Pilot		Control		Total Count	Pilot		Control		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	14	2.15%	2	0%	16	2	2.85%	0	0	2
Distrust	47	7.21%	19	4.62%	66	12	17.14%	4	11.11%	16
Undecided	152	23.34%	90	21.89%	242	7	10.00%	3	8.33%	10
Trust	320	49.15%	245	59.61%	565	34	48.57%	25	69.44%	59
Much Trust	39	5.99%	42	10.21%	81	13	18.57%	4	11.11%	17
Don't know	79	12.13%	13	3.16%	92	2	2.85%	0	0	2
Total Responses	651	100.00%	411	100.00%	1062	70	100.00%	36	100.00%	106
Total Non-Response	8		4		12	0		0		0
Total	659		415		1074	70		36		106

**SET 3**



**AGGREGATE TABLES BY URBAN/RURAL**

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

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**Table 3.0a What are the top three sources of information about the Philippine court system?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
School	278	38.71%	72	32.14%	350	50	55.55%	9	69.23%	59
Family and friends	189	26.32%	58	25.89%	247	10	11.11%	0	0	10
Mass media - i.e., TV, radio, newspaper	128	17.82%	50	22.32%	178	17	18.88%	2	15.38%	19
Books	27	3.76%	7	3.12%	34	4	4.44%	1	7.69%	5
Government agency	32	4.45%	16	7.14%	48	5	5.55%	0	0	5
Lawyer	44	6.12%	11	4.91%	55	4	4.44%	1	7.69%	5
Social worker	1	13%	0	0	1	0	0	0	0	0
Policeman	4	55%	3	1.33%	7	0	0	0	0	0
Barangay official/Community leader	8	1.11%	5	2.23%	13	0	0	0	0	0
Others	7	97%	2	89%	9	0	0	0	0	0
Total Responses	718	100.00%	224	100.00%	942	90	100.00%	13	100.00%	103

**Table 3.0b What are the top three sources of information about the Philippine court system?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
School	1	.15%	0	0	1	0	0	0	0	0
Family and friends	84	13.33%	36	19.35%	120	10	11.76%	2	16.66%	12
Mass media - i.e., TV, radio, newspaper	232	36.82%	37	19.89%	269	27	31.76%	1	8.33%	28
Books	69	10.95%	10	5.37%	79	15	17.64%	6	50.00%	21
Government agency	86	13.65%	28	15.05%	114	16	18.82%	2	16.66%	18
Lawyer	104	16.50%	44	23.65%	148	8	9.41%	1	8.33%	9
Social worker	3	47%	1	53%	4	2	2.35%	0	0	2
Policeman	38	6.03%	17	9.13%	55	5	5.88%	0	0	5
Barangay official/Community leader	8	1.26%	12	6.45%	20	2	2.35%	0	0	2
Others	5	.79%	1	.53%	6	0	0	0	0	0
Total Responses	630	100.00%	186	100.00%	816	85	100.00%	12	100.00%	97

**Table 3.0c What are the top three sources of information about the Philippine court system?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Family and friends	3	.57%	0	0	3	2	2.77%	0	0	2
Mass media - i.e., TV, radio, newspaper	29	5.54%	10	6.45%	39	8	11.11%	1	11.11%	9
Books	51	9.75%	5	3.22%	56	15	20.83%	0	0	15
Government agency	53	10.13%	15	9.67%	68	26	36.11%	5	55.55%	31
Lawyer	207	39.57%	48	30.96%	255	2	2.77%	0	0	2
Social worker	8	1.52%	3	1.93%	11	5	6.94%	1	11.11%	6
Policeman	36	6.88%	18	11.61%	54	7	9.72%	1	11.11%	8
Barangay official/Community Leader	124	23.70%	51	32.90%	175	7	9.72%	1	11.11%	8
Others	12	2.29%	5	3.22%	17	0	0	0	0	0
Total Responses	523	100.00%	155	100.00%	678	72	100.00%	9	100.00%	81

**Table 3.0 What are the top three sources of information about the Philippine court system?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Family and friends	3	.57%	0	0	3	2	2.77%	0	0	2
Mass media - i.e., TV, radio, newspaper	29	5.54%	10	6.45%	39	8	11.11%	1	11.11%	9
Books	51	9.75%	5	3.22%	56	15	20.83%	0	0	15
Government agency	53	10.13%	15	9.67%	68	26	36.11%	5	55.55%	31
Lawyer	207	39.57%	48	30.96%	255	2	2.77%	0	0	2
Social worker	8	1.52%	3	1.93%	11	5	6.94%	1	11.11%	6
Policeman	36	6.88%	18	11.61%	54	7	9.72%	1	11.11%	8
Barangay official/Community Leader	124	23.70%	51	32.90%	175	7	9.72%	1	11.11%	8
Others	12	2.29%	5	3.22%	17	0	0	0	0	0
Total Responses	523	100.00%	155	100.00%	678	72	100.00%	9	100.00%	81

**Table 3.1 Do you know of any agency or organization that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	671	85.26%	198	77.95%	869	88	97.77%	12	92.30%	100
No	116	14.73%	56	22.04%	172	2	2.22%	1	7.69%	3
Total Responses	787	100.00%	254	100.00%	1041	90	100.00%	13	100.00%	103

**Table 3.2 Are you familiar with the Public Attorney's Office as an organization that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	621	77.23%	183	70.65%	804	79	87.77%	10	76.92%	89
No	183	22.76%	76	29.34%	259	11	12.22%	3	23.07%	14
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.3 Are you familiar with the Local Government Unit as an organization that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	33	4.10%	11	4.24%	44	13	14.44%	1	7.69%	14
No	771	95.89%	248	95.75%	1019	77	85.55%	12	92.30%	89
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.4 Are you familiar with Private Groups/Non-Governmental Organizations or Media as organizations that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	17	2.11%	2	.77%	19	19	21.11%	1	7.69%	20
No	787	97.88%	257	99.22%	1044	71	78.88%	12	92.30%	83
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.5 Are you familiar with Lawyers' Groups as organizations that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	17	2.11%	2	.77%	19	19	21.11%	1	7.69%	20
No	787	97.88%	257	99.22%	1044	71	78.88%	12	92.30%	83
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.6 Are you familiar with Courts/Judicial bodies as organizations that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	8	99%	4	1.54%	12	1	1.11%	0	0	1
No	796	99.00%	255	98.45%	1051	89	98.88%	13	100.00%	102
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.7 Did you learn about the agency that assists the Poor to Access the Courts through the school?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	142	17.66%	28	10.81%	170	20	22.22%	3	23.07%	23
No	662	82.33%	231	89.18%	893	70	77.77%	10	76.92%	80
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.8 Did you learn about the agency that assists the Poor to Access the Courts through family and friends?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	259	32.21%	76	29.34%	335	25	27.77%	1	7.69%	26
No	545	67.78%	183	70.65%	728	65	72.22%	12	92.30%	77
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.9 Did you learn about the agency that assists the Poor to Access the Courts through the mass media (i.e., TV, radio, newspapers)?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	291	36.19%	62	23.93%	353	39	43.33%	3	23.07%	42
No	513	63.80%	197	76.06%	710	51	56.66%	10	76.92%	61
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.10 Did you learn about the agency that assists the Poor to Access the Courts through the books?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	52	6.46%	14	5.40%	66	5	5.55%	0	0	5
No	752	93.53%	245	94.59%	997	85	94.44%	13	100.00%	98
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.11 Did you learn about the agency that assists the Poor to Access the Courts through Government agencies?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	179	22.26%	56	21.62%	235	31	34.44%	4	30.76%	35
No	625	77.73%	203	78.37%	828	59	65.55%	9	69.23%	68
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.12 Did you learn about the agency that assists the Poor to Access the Courts through a Lawyer?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	261	32.46%	88	33.97%	349	37	41.11%	4	30.76%	41
No	543	67.53%	171	66.02%	714	53	58.88%	9	69.23%	62
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.13 Did you learn about the agency that assists the Poor to Access the Courts through a social worker?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	27	3.35%	7	2.70%	34	7	7.77%	1	7.69%	8
No	777	96.64%	252	97.29%	1029	83	92.22%	12	92.30%	95
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.14 Did you learn about the agency that assists the Poor to Access the Courts through a Policeman?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	92	11.44%	54	20.84%	146	3	3.33%	0	0	3
No	712	88.55%	205	79.15%	917	87	96.66%	13	100.00%	100
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.15 Did you learn about the agency that assists the Poor to Access the Courts through a Barangay Official/Community Leader?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	123	15.29%	53	20.46%	176	6	6.66%	0	0	6
No	681	84.70%	206	79.53%	887	84	93.33%	13	100.00%	97
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.16 Before you filed a case in court/received a formal complaint through the court, were you aware that the courts can resolve legal disputes between two parties?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	651	82.09%	222	87.05%	873	78	88.63%	11	84.61%	89
No	142	17.90%	33	12.94%	175	10	11.36%	2	15.38%	12
Total Responses	793	100.00%	255	100.00%	1048	88	100.00%	13	100.00%	101

**Table 3.17 Before you filed a case in court/received a formal complaint through the court, were you aware that you can appeal cases decided unfavorably by the lower court to the Court of Appeals and Supreme Court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	753	94.71%	232	91.33%	985	87	96.66%	13	100.00%	100
No	42	5.28%	22	8.66%	64	3	3.33%	0	0	3
Total Responses	795	100.00%	254	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.18 Before you filed a case in court/received a formal complaint through the court, were you aware that you need a lawyer to bring a case to court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	751	94.22%	247	96.10%	998	76	84.44%	11	84.61%	87
No	46	5.77%	10	3.89%	56	14	15.55%	2	15.38%	16
Total Responses	797	100.00%	257	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.19 Before you filed a case in court/received a formal complaint through the court, were you aware that your right to access to courts is guaranteed by the constitution?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	764	95.97%	241	94.88%	1005	87	96.66%	13	100.00%	100
No	32	4.02%	13	5.11%	45	3	3.33%	0	0	3
Total Responses	796	100.00%	254	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.20 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case cannot be forced to take the witness stand?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	592	74.65%	187	73.91%	779	78	86.66%	11	84.61%	89
No	201	25.34%	66	26.08%	267	12	13.33%	2	15.38%	14
Total Responses	793	100.00%	253	100.00%	1046	90	100.00%	13	100.00%	103

**Table 3.21 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case has a right to a speedy trial?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	741	93.32%	240	93.02%	981	87	98.86%	13	100.00%	100
No	53	6.67%	18	6.97%	71	1	1.13%	0	0	1
Total Responses	794	100.00%	258	100.00%	1052	88	100.00%	13	100.00%	101

**Table 3.22 Before you filed a case in court/received a formal complaint through the court, were you aware that 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?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	787	98.86%	253	98.44%	1040	87	97.75%	13	100.00%	100
No	9	1.13%	4	1.55%	13	2	2.24%	0	0	2
Total Responses	796	100.00%	257	100.00%	1053	89	100.00%	13	100.00%	102

**Table 3.23 When you filed your case, how confident were you that the court will be able to resolve your case and serve justice?**

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 3.24 How many months did it take to formally file your complaint in court from the time the incident took place?**

Total Non-Response			Urban			Rural			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N	Mean	CV	N			
2.33	65.47	3	5.56	193.04	332	5.74	281.4	83	5.57	214.49	418

**Table 3.25 Did you pay any fee when you filed the case?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	253	70.86%	49	53.84%	302
No	104	29.13%	42	46.15%	146
Total Responses	357	100.00%	91	100.00%	448

**Table 3.26 Did you pay lawyer's fees upon filing the case?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	172	21.39%	36	13.89%	208
No	632	78.60%	223	86.10%	855
Total Responses	804	100.00%	259	100.00%	1,063

**Table 3.27 Did you pay filing fee upon filing the case?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	217	26.99%	36	13.89%	253
No	587	73.00%	223	86.10%	810
Total Responses	804	100.00%	259	100.00%	1,063

**Table 3.28 Did you pay Mediation Fee upon filing the case?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	74	9.20%	8	3.08%	82
No	730	90.79%	251	96.91%	981
Total Responses	804	100.00%	259	100.00%	1063

**Table 3.29 Did you experience any difficulty in scheduling the case hearings?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	101	27.74%	18	19.78%	119
No	263	72.25%	73	80.21%	336
Total Responses	364	100.00%	91	100.00%	455

**Table 3.30 Was the difficulty in scheduling case hearings due to the too many cases handles by the court?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	59	7.33%	6	2.31%	65
No	745	92.66%	253	97.68%	998
Total Responses	804	100.00%	259	100.00%	1,063

**Table 3.31 Was the difficulty in scheduling case hearings due to the reason that the Justice/Judge is absent most of the time?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	29	3.60%	3	1.15%	32
No	775	96.39%	256	98.84%	1,031
Total Responses	804	100.00%	259	100.00%	1,063

**Table 3.32 Was the difficulty in scheduling case hearings due to the reason that the court does not start hearings on time?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	35	4.35%	4	1.54%	39
No	769	95.64%	255	98.45%	1,024
Total Responses	804	100.00%	259	100.00%	1,063

**Table 3.33 Was the difficulty in scheduling case hearings due to the reason that the lawyers are not always available?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Yes	25	3.10%	6	2.31%	31
No	779	96.89%	253	97.68%	1032
Total Responses	804	100.00%	259	100.00%	1063

**Table 3.34 How did you usually travel to the court?**

Responses	Litigants				Total Count	Other Stakeholders				Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Walk	31	3.96%	17	6.71%	48	6	9.09%	1	25.00%	7
Private Vehicle	237	30.34%	32	12.64%	269	23	34.84%	3	75.00%	26
Public Vehicle	343	43.91%	131	51.77%	474	33	50.00%	0	0	33
Others	170	21.76%	73	28.85%	243	4	6.06%	0	0	4
Total Responses	781	100.00%	253	100.00%	1034	66	100.00%	4	100.00%	70

**Table 3.35a How much does it usually cost you to travel to court?**

Total Non-Response			Litigants						Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Urban			Rural					
Mean	CV	N	Mean	CV	N	Mean	CV	N			
107.71	72.41	7	149.52	366.78	536	108.01	152.72	154	139.93	348.29	697

Table 3.35b How much does it usually cost to travel to court?

Other Stakeholders											
Total Non-Response			Urban			Rural			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N	Mean	CV	N			
25	141.42	2	206.17	209.55	62	363.67	151.77	3	207.81	206.35	67

Table 3.36 How often do your hearings start on time?

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	68	8.80%	39	15.53%	107	6	8.95%	1	25.00%	7
Seldom	112	14.50%	28	11.15%	140	18	26.86%	0	0	18
Sometimes	173	22.40%	52	20.71%	225	15	22.38%	2	50.00%	17
Most of the time	348	45.07%	99	39.44%	447	24	35.82%	1	25.00%	25
All of the time	71	9.19%	33	13.14%	104	4	5.97%	0	0	4
Total Responses	772	100.00%	251	100.00%	1023	67	100.00%	4	100.00%	71

Table 3.37a On the average, how long did you have to wait for a hearing to start?

Litigants											
Total Non-Response			Urban			Rural			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N	Mean	CV	N			
1.5	66.67	6	1.01	82.9	344	0.97	91.24	113	1	84.58	463

Table 3.37b What is the average waiting time before the hearing starts?

Other Stakeholders											
Total Non-Response			Urban			Rural			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N	Mean	CV	N			
2	0	1	1.61	197.94	37	0.67	78.06	3	1.55	195.85	41

Table 3.38 Before you filed a case in court/received a formal complaint through the court, were you aware that the courts can resolve legal disputes between two parties?

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	755	94.73%	243	94.55%	998	87	96.66%	13	100.00%	100
No	42	5.26%	14	5.44%	56	3	3.33%	0	0	3
Total Responses	797	100.00%	257	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.39a Who are the top three Causes of Delay?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Justice/Judge	226	67.86%	64	62.13%	290	35	89.74%	2	66.66%	37
Lawyer	77	23.12%	27	26.21%	104	2	5.12%	1	33.33%	3
Complainant/Plaintiff	13	3.90%	5	4.85%	18	2	5.12%	0	0	2
Defendant	14	4.20%	4	3.88%	18					
Witness	2	.60%	2	1.94%	4					
Others	1	.30%	1	.97%	2					
Total Responses	333	100.00%	103	100.00%	436	39	100.00%	3	100.00%	42

**Table 3.39b Who are the top three Causes of Delay?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Justice/Judge	1	42%	0	0	1					
Lawyer	142	60.16%	39	56.52%	181	26	78.78%	2	66.66%	28
Complainant/Plaintiff	47	19.91%	18	26.08%	65	1	3.03%	1	33.33%	2
Defendant	26	11.01%	6	8.69%	32	5	15.15%	0	0	5
Witness	16	6.77%	4	5.79%	20	1	3.03%	0	0	1
Others	4	1.69%	2	2.89%	6					
Total Responses	236	100.00%	69	100.00%	305	33	100.00%	3	100.00%	36

**Table 3.39c Who are the top three Causes of Delay?**

Responses	Litigants				
	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Complainant/Plaintiff	46	28.22%	8	18.60%	54
Defendant	49	30.06%	15	34.88%	64
Witness	51	31.28%	16	37.20%	67
Others	17	10.42%	4	9.30%	21
Total Responses	163	100.00%	43	100.00%	206

**Table 3.40 How would you rate the pace of the whole litigation process of your case?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very slow	183	23.22%	36	14.00%	219	24	35.82%	1	25.00%	25
Slow	278	35.27%	90	35.01%	368	23	34.32%	0	0	23
Just right	246	31.21%	97	37.74%	343	17	25.37%	2	50.00%	19
Fast	69	8.75%	23	8.94%	92	3	4.47%	1	25.00%	4
Very fast	12	1.52%	11	4.28%	23	0	0	0	0	0
Total Responses	788	100.00%	257	100.00%	1045	67	100.00%	4	100.00%	71

**Table 3.41 Did you experience any difficulty in understanding the court proceeding?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	249	31.55%	95	36.82%	344	28	42.42%	1	20.00%	29
No	540	68.44%	163	63.17%	703	38	57.57%	4	80.00%	42
Total Responses	789	100.00%	258	100.00%	1047	66	100.00%	5	100.00%	71

**Table 3.42 Did you experience any difficulty in understanding the court proceeding because you cannot understand English?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	101	12.56%	40	15.44%	141	3	3.33%	1	7.69%	4
No	703	87.43%	219	84.55%	922	87	96.66%	12	92.30%	99
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.43 Did you experience any difficulty in understanding the court proceeding because you encountered difficulties in hearing the proceedings?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	40	4.97%	20	7.72%	60	7	7.77%	0	0	7
No	764	95.02%	239	92.27%	1003	83	92.22%	13	100.00%	96
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.44 Did you experience any difficulty in understanding the court proceeding due to too many technical terms?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	150	18.65%	43	16.60%	193	26	28.88%	0	0	26
No	654	81.34%	216	83.39%	870	64	71.11%	13	100.00%	77
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.45 Did you request for an interpreter?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	110	25.00%	62	44.28%	172	10	29.41%	1	33.33%	11
No	330	75.00%	78	55.71%	408	24	70.58%	2	66.66%	26
Total Responses	440	100.00%	140	100.00%	580	34	100.00%	3	100.00%	37

**Table 3.46 Was the interpreter helpful?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very much	51	48.57%	24	40.67%	75	5	62.50%	1	100.00%	6
To some extent	26	24.76%	18	30.50%	44	3	37.50%	0	0	3
Sufficient enough	17	16.19%	12	20.33%	29					
Very little	4	3.80%	3	5.08%	7					
Not at all	7	6.66%	2	3.38%	9					
Total Responses	105	100.00%	59	100.00%	164	8	100.00%	1	100.00%	9

**Table 3.47 Did you testify during the hearing?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	448	57.50%	143	55.64%	591	34	50.00%	3	60.00%	37
No	331	42.49%	114	44.35%	445	34	50.00%	2	40.00%	36
Total Responses	779	100.00%	257	100.00%	1036	68	100.00%	5	100.00%	73

**Table 3.48 Did you hear the court proceedings clearly?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	363	47.63%	90	35.01%	453	4	6.06%	1	20.00%	5
No	399	52.36%	167	64.98%	566	62	93.93%	4	80.00%	66
Total Responses	762	100.00%	257	100.00%	1019	66	100.00%	5	100.00%	71

**Table 3.49 Why did you not hear the court proceedings clearly?**

Responses	Litigants					Other Stakeholders		
	Urban		Rural		Total Count	Urban		Total Count
	Count	Pct	Count	Pct		Count	Pct	
Extraneous noise outside the courtroom	24	66.66%	5	55.55%	29	8	100.00%	8
Noise inside the courtroom contribute to inaudibility	4	11.11%	1	11.11%	5			
Poor room arrangement for audience to hear proceedings	6	16.66%	2	22.22%	8			
Others	2	5.55%	1	11.11%	3			
Total Responses	36	100.00%	9	100.00%	45	8	100.00%	8

**Table 3.50 How did the Justice/Judge addresses you?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Mr./ Mrs./ Ms.	312	41.82%	79	32.24%	391	27	32.14%	1	7.69%	28
First name only	152	20.37%	47	19.18%	199	17	20.23%	5	38.46%	22
Last name only	173	23.19%	78	31.83%	251	4	4.76%	1	7.69%	5
Others	109	14.61%	41	16.73%	150	36	42.85%	6	46.15%	42
Total Responses	746	100.00%	245	100.00%	991	84	100.00%	13	100.00%	97

**Table 3.51 When your case was still being heard in court, was the Justice//Judge' fair?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	78	10.15%	19	7.53%	97	4	4.49%	0	0	4
Seldom	38	4.94%	18	7.14%	56	9	10.11%	0	0	9
Sometimes	177	23.04%	58	23.01%	235	17	19.10%	1	7.69%	18
Most of the time	370	48.17%	103	40.87%	473	42	47.19%	8	61.53%	50
All of the time	105	13.67%	54	21.42%	159	17	19.10%	4	30.76%	21
Total Responses	768	100.00%	252	100.00%	1020	89	100.00%	13	100.00%	102

**Table 3.52 When your case was still being heard in court, was the Justice/Judge in control of the proceedings?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	26	3.38%	8	3.16%	34	2	2.22%	0	0	2
Seldom	23	2.99%	13	5.13%	36	2	2.22%	0	0	2
Sometimes	85	11.08%	32	12.64%	117	13	14.44%	0	0	13
Most of the time	460	59.97%	128	50.59%	588	39	43.33%	7	53.84%	46
All of the time	173	22.55%	72	28.45%	245	34	37.77%	6	46.15%	40
Total Responses	767	100.00%	253	100.00%	1020	90	100.00%	13	100.00%	103

**Table 3.53 When your case was still being heard in court, was the Justice/Judge attentive to the lawyer's questions?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	24	3.14%	4	1.58%	28	0	0	0	0	0
Seldom	19	2.49%	10	3.96%	29	2	2.22%	0	0	2
Sometimes	92	12.05%	30	11.90%	122	15	16.66%	1	7.69%	16
Most of the time	470	61.59%	125	49.60%	595	49	54.44%	6	46.15%	55
All of the time	158	20.70%	83	32.93%	241	24	26.66%	6	46.15%	30
Total Responses	763	100.00%	252	100.00%	1015	90	100.00%	13	100.00%	103

**Table 3.54 When your case was still being heard in court, was the Justice/Judge attentive to the answers of the witnesses?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	22	2.88%	13	5.13%	35	0	0	0	0	0
Seldom	30	3.93%	12	4.74%	42	0	0	0	0	0
Sometimes	109	14.30%	31	12.25%	140	17	18.88%	0	0	17
Most of the time	447	58.66%	119	47.03%	566	41	45.55%	6	46.15%	47
All of the time	154	20.20%	78	30.83%	232	32	35.55%	7	53.84%	39
Total Responses	762	100.00%	253	100.00%	1015	90	100.00%	13	100.00%	103

**Table 3.55 When your case was still being heard in court, was the Justice/Judge interrupted or distracted by activities in the courtroom?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	322	42.53%	104	40.94%	426	24	26.66%	1	7.69%	25
Seldom	147	19.41%	53	20.86%	200	17	18.88%	2	15.38%	19
Sometimes	195	25.75%	59	23.22%	254	33	36.66%	9	69.23%	42
Most of the time	77	10.17%	26	10.23%	103	12	13.33%	1	7.69%	13
All of the time	16	2.11%	12	4.72%	28	4	4.44%	0	0	4
Total Responses	757	100.00%	254	100.00%	1011	90	100.00%	13	100.00%	103

**Table 3.56 When your case was still being heard in court, did the Justice/Judge appear knowledgeable about proper procedure for conducting hearing?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	32	4.20%	3	1.20%	35	1	1.11%	0	0	1
Seldom	10	1.31%	8	3.20%	18	3	3.33%	0	0	3
Sometimes	61	8.01%	20	8.00%	81	6	6.66%	0	0	6
Most of the time	461	60.57%	131	52.40%	592	42	46.66%	6	46.15%	48
All of the time	197	25.88%	88	35.20%	285	38	42.22%	7	53.84%	45
Total Responses	761	100.00%	250	100.00%	1011	90	100.00%	13	100.00%	103

**Table 3.57 When your case was still being heard in court, did the Justice/Judge appearance command respect?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	16	2.07%	1	39%	17					
Seldom	7	90%	7	2.77%	14	1	1.11%	0	0	1
Sometimes	58	7.53%	19	7.53%	77	5	5.55%	0	0	5
Most of the time	481	62.46%	127	50.39%	608	44	48.88%	4	30.76%	48
All of the time	208	27.01%	98	38.88%	306	40	44.44%	9	69.23%	49
Total Responses	770	100.00%	252	100.00%	1,022	90	100.00%	13	100.00%	103

**Table 3.58 When your case was still being heard in court, did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, ethnic origin?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	479	62.28%	136	54.18%	615	53	58.88%	11	84.61%	64
Seldom	101	13.13%	41	16.33%	142	5	5.55%	0	0	5
Sometimes	105	13.65%	46	18.32%	151	24	26.66%	0	0	24
Most of the time	68	8.84%	19	7.56%	87	7	7.77%	2	15.38%	9
All of the time	16	2.08%	9	3.58%	25	1	1.11%	0	0	1
Total Responses	769	100.00%	251	100.00%	1020	90	100.00%	13	100.00%	103

**Table 3.59 When your case was still being heard in court, did the court personnel because of economic status, educational attainment, gender, religion, ethnic origin, etc?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	494	64.23%	139	55.37%	633	38	55.88%	6	75.00%	44
Seldom	94	12.22%	37	14.74%	131	5	7.35%	0	0	5
Sometimes	119	15.47%	52	20.71%	171	16	23.52%	0	0	16
Most of the time	48	6.24%	17	6.77%	65	9	13.23%	2	25.00%	11
All of the time	14	1.82%	6	2.39%	20	0	0	0	0	0
Total Responses	769	100.00%	251	100.00%	1020	68	100.00%	8	100.00%	76

**Table 3.60 Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never	25	3.52%	11	4.72%	36	1	1.11%	0	0	1
Seldom	90	12.67%	38	16.30%	128	10	11.11%	1	7.69%	11
Sometimes	178	25.07%	61	26.18%	239	19	21.11%	1	7.69%	20
Most of the time	321	45.21%	74	31.75%	395	45	50.00%	4	30.76%	49
All of the time	96	13.52%	49	21.03%	145	15	16.66%	7	53.84%	22
Total Responses	710	100.00%	233	100.00%	943	90	100.00%	13	100.00%	103

**Table 3.61 In general, how would rate the Justice's Judge's behavior during the proceedings?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	79	10.08%	12	4.70%	91	7	7.77%	0	0	7
Fair	220	28.09%	74	29.01%	294	21	23.33%	4	30.76%	25
Good	357	45.59%	126	49.41%	483	36	40.00%	3	23.07%	39
Very Good	102	13.02%	32	12.54%	134	21	23.33%	4	30.76%	25
Excellent	25	3.19%	11	4.31%	36	5	5.55%	2	15.38%	7
Total Responses	783	100.00%	255	100.00%	1038	90	100.00%	13	100.00%	103

**Table 3.62 How satisfied or dissatisfied were you with your experience with the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied	89	11.30%	25	9.88%	114	3	5.35%	0	0	3
Dissatisfied	151	19.18%	37	14.62%	188	8	14.28%	1	9.09%	9
Neither satisfied nor dissatisfied	157	19.94%	60	23.71%	217	3	5.35%	0	0	3
Satisfied	349	44.34%	115	45.45%	464	33	58.92%	5	45.45%	38
Very satisfied	41	5.20%	16	6.32%	57	9	16.07%	5	45.45%	14
Total Responses	787	100.00%	253	100.00%	1040	56	100.00%	11	100.00%	67

**Table 3.63 Did you personally witness any form of corruption in this court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	53	6.69%	11	4.29%	64	26	28.88%	4	30.76%	30
No	739	93.30%	245	95.70%	984	64	71.11%	9	69.23%	73
Total Responses	792	100.00%	256	100.00%	1048	90	100.00%	13	100.00%	103

**Table 3.64 Did corruption manifest through the intentional delay of the case?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	18	2.23%	2	77%	20	13	14.44%	2	15.38%	15
No	786	97.76%	257	99.22%	1043	77	85.55%	11	84.61%	88
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.65 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	25	3.10%	4	1.54%	29	11	12.22%	1	7.69%	12
No	779	96.89%	255	98.45%	1034	79	87.77%	12	92.30%	91
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.66 Did corruption manifest through intentional delay in the decision regarding the case?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	11	1.36%	4	1.54%	15	15	16.66%	2	15.38%	17
No	793	98.63%	255	98.45%	1048	75	83.33%	11	84.61%	86
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.67 Did you witness bribery for the issuance of Temporary Restraining Order?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	7	87%	2	77%	9	9	10.00%	1	7.69%	10
No	797	99.12%	257	99.22%	1054	81	90.00%	12	92.30%	93
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.68 Were there administrative complaints filed against court personnel and Justices/Judges in the past six months?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	16	2.04%	3	1.20%	19	8	8.88%	1	7.69%	9
No	765	97.95%	245	98.79%	1010	82	91.11%	12	92.30%	94
Total Responses	781	100.00%	248	100.00%	1029	90	100.00%	13	100.00%	103

**Table 3.69 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	1	12%	2	77%	3	4	4.44%	0	0	4
No	803	99.87%	257	99.22%	1060	86	95.55%	13	100.00%	99
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.70 Was the complaint due to inefficiency?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	5	62%	0	0	5	3	3.33%	0	0	3
No	799	99.37%	259	100.00%	1058	87	96.66%	13	100.00%	100
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.71 Was the complaint due to incompetence?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	5	62%	0	0	5	3	3.33%	1	7.69%	4
No	799	99.37%	259	100.00%	1058	87	96.66%	12	92.30%	99
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.72 Was the complaint due to lack of integrity?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	3	37%	0	0	3	2	2.22%	1	7.69%	3
No	801	99.62%	259	100.00%	1060	88	97.77%	12	92.30%	100
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.73 Was the complaint due to unfairness and partiality?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	7	87%	0	0	7	6	6.66%	1	7.69%	7
No	797	99.12%	259	100.00%	1056	84	93.33%	12	92.30%	96
Total Responses	804	100.00%	259	100.00%	1063	90	100.00%	13	100.00%	103

**Table 3.74 What happened to the complaint?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Still pending	4	40.00%	0	0	4	4	50.00%	0	0	4
Dismissed	3	30.00%	0	0	3	3	37.50%	1	100.00%	4
Nothing happened	3	30.00%	1	100.00%	4	1	12.50%	0	0	1
Total Responses	10	100.00%	1	100.00%	11	8	100.00%	1	100.00%	9

**Table 3.75 How confident are you that this case will be resolved satisfactorily?**

Responses	Litigants					Other Stakeholders		
	Urban		Rural		Total Count	Urban		Total Count
	Count	Pct	Count	Pct		Count	Pct	
Not confident	1	14.28%	0	0	1	3	50.00%	3
Neither confident nor not confident	1	14.28%	0	0	1	2	33.33%	2
Confident	5	71.42%	0	0	5	1	16.66%	1
Definitely confident	0	0	1	100.00%	1			
Total Responses	7	100.00%	1	100.00%	8	6	100.00%	6

**Table 3.76 How much did the administrative complaint affect your court negatively?**

Responses	Urban		Rural		Total Count
	Count	Pct	Count	Pct	
Very Much	4	40.00%	1	100.00%	5
Much	2	20.00%	0	0	2
Moderate	2	20.00%	0	0	2
Not at all	2	20.00%	0	0	2
Total Responses	10	100.00%	1	100.00%	11

**Table 3.77 What is your response to the statement: "My lawyer' is concerned about protecting my rights"?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	16	2.03%	6	2.36%	22	1	1.11%	0	0	1
Disagree	38	4.82%	19	7.48%	57	0	0	0	0	0
Neither disagree nor agree	55	6.98%	20	7.87%	75	10	11.11%	0	0	10
Agree	506	64.29%	141	55.51%	647	58	64.44%	7	53.84%	65
Strongly agree	172	21.85%	68	26.77%	240	21	23.33%	6	46.15%	27
Total Responses	787	100.00%	254	100.00%	1041	90	100.00%	13	100.00%	103

**Table 3.78 What is your response to the statement: “My lawyer has adequate knowledge and training in law to protect my rights and interest”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	12	1.52%	3	1.19%	15	0	0	0	0	0
Disagree	29	3.68%	17	6.74%	46	4	4.44%	0	0	4
Neither disagree nor agree	59	7.49%	20	7.93%	79	12	13.33%	3	23.07%	15
Agree	494	62.77%	141	55.95%	635	62	68.88%	6	46.15%	68
Strongly agree	193	24.52%	71	28.17%	264	12	13.33%	4	30.76%	16
Total Responses	787	100.00%	252	100.00%	1039	90	100.00%	13	100.00%	103

**Table 3.79 What is your response to the statement: “My lawyer is doing his/her best in protecting my rights”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	16	2.03%	9	3.54%	25	0	0	0	0	0
Disagree	40	5.08%	16	6.29%	56	2	2.22%	0	0	2
Neither disagree nor agree	65	8.26%	25	9.84%	90	7	7.77%	2	15.38%	9
Agree	472	60.05%	136	53.54%	608	62	68.88%	7	53.84%	69
Strongly agree	193	24.55%	68	26.77%	261	19	21.11%	4	30.76%	23
Total Responses	786	100.00%	254	100.00%	1040	90	100.00%	13	100.00%	103

**Table 3.80 What is your response to the statement: “My lawyer explains to me the progress of my case”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	17	2.16%	6	2.36%	23	1	1.11%	0	0	1
Disagree	66	8.40%	21	8.26%	87	2	2.22%	1	7.69%	3
Neither disagree nor agree	81	10.31%	23	9.05%	104	16	17.77%	2	15.38%	18
Agree	443	56.43%	143	56.29%	586	57	63.33%	7	53.84%	64
Strongly agree	178	22.67%	61	24.01%	239	14	15.55%	3	23.07%	17
Total Responses	785	100.00%	254	100.00%	1039	90	100.00%	13	100.00%	103

**Table 3.81 What is your response to the statement: “My lawyer explains to me possible options/ strategies regarding my case”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	18	2.29%	6	2.37%	24	2	2.22%	0	0	2
Disagree	63	8.02%	24	9.48%	87	4	4.44%	1	7.69%	5
Neither disagree nor agree	77	9.80%	26	10.27%	103	14	15.55%	2	15.38%	16
Agree	452	57.57%	141	55.73%	593	55	61.11%	6	46.15%	61
Strongly agree	175	22.29%	56	22.13%	231	15	16.66%	4	30.76%	19
Total Responses	785	100.00%	253	100.00%	1038	90	100.00%	13	100.00%	103

**Table 3.82 What is your response to the statement: “Overall the court is accessible to its users”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	11	1.38%	4	1.55%	15	1	1.11%	0	0	1
Disagree	51	6.41%	11	4.26%	62	13	14.44%	2	15.38%	15
Neither disagree nor agree	141	17.73%	42	16.27%	183	12	13.33%	0	0	12
Agree	451	56.72%	140	54.26%	591	42	46.66%	7	53.84%	49
Strongly agree	85	10.69%	37	14.34%	122	21	23.33%	4	30.76%	25
Don't Know	56	7.04%	24	9.30%	80	1	1.11%	0	0	1
Total Responses	795	100.00%	258	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.83 What is your response to the statement: “Court is centrally located or is near the center of economic activity of the city or municipality”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	9	1.13%	2	77%	11	2	2.22%	0	0	2
Disagree	56	7.03%	16	6.20%	72	7	7.77%	2	15.38%	9
Neither disagree nor agree	27	3.39%	9	3.48%	36	3	3.33%	0	0	3
Agree	554	69.59%	169	65.50%	723	58	64.44%	7	53.84%	65
Strongly agree	119	14.94%	53	20.54%	172	20	22.22%	4	30.76%	24
Don't Know	31	3.89%	9	3.48%	40					
Total Responses	796	100.00%	258	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.84 What is your response to the statement: “Court is easily accessible by public transportation”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	1	12%	1	38%	2	1	1.11%	0	0	1
Disagree	30	3.77%	14	5.42%	44	1	1.11%	1	7.69%	2
Neither disagree nor agree	26	3.27%	6	2.32%	32	2	2.22%	0	0	2
Agree	561	70.56%	174	67.44%	735	59	65.55%	7	53.84%	66
Strongly agree	149	18.74%	56	21.70%	205	27	30.00%	5	38.46%	32
Don't Know	28	3.52%	7	2.71%	35					
Total Responses	795	100.00%	258	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.85 What is your response to the statement: “Transportation cost to and from court is affordable”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	7	88%	3	1.16%	10	2	2.22%	0	0	2
Disagree	63	7.92%	25	9.68%	88	12	13.33%	1	7.69%	13
Neither disagree nor agree	64	8.05%	28	10.85%	92	6	6.66%	0	0	6
Agree	525	66.03%	145	56.20%	670	54	60.00%	8	61.53%	62
Strongly agree	102	12.83%	42	16.27%	144	16	17.77%	4	30.76%	20
Don't Know	34	4.27%	15	5.81%	49	0	0	0	0	0
Total Responses	795	100.00%	258	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.86 What is your response to the statement: The court does not treat individuals differently because of income, gender, age, religion or ethnic origin”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	28	3.50%	8	3.10%	36	7	7.86%	0	0	7
Disagree	93	11.65%	40	15.50%	133	23	25.84%	2	15.38%	25
Neither disagree nor agree	138	17.29%	40	15.50%	178	4	4.49%	0	0	4
Agree	442	55.38%	136	52.71%	578	40	44.94%	7	53.84%	47
Strongly agree	66	8.27%	23	8.91%	89	14	15.73%	4	30.76%	18
Don't Know	31	3.88%	11	4.26%	42	1	1.12%	0	0	1
Total Responses	798	100.00%	258	100.00%	1056	89	100.00%	13	100.00%	102

**Table 3.87 What is your response to the statement: “The court treats people fairly”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	23	2.87%	10	3.87%	33	8	8.88%	0	0	8
Disagree	123	15.39%	41	15.89%	164	16	17.77%	1	7.69%	17
Neither disagree nor agree	141	17.64%	43	16.66%	184	11	12.22%	0	0	11
Agree	411	51.43%	127	49.22%	538	38	42.22%	7	53.84%	45
Strongly agree	72	9.01%	24	9.30%	96	16	17.77%	5	38.46%	21
Don't Know	29	3.62%	13	5.03%	42	1	1.11%	0	0	1
Total Responses	799	100.00%	258	100.00%	1057	90	100.00%	13	100.00%	103

**Table 3.88 What is your response to the statement: “The Country's justice system protects the both the rich and the poor”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	60	7.50%	25	9.72%	85	9	10.00%	1	7.69%	10
Disagree	178	22.27%	68	26.45%	246	23	25.55%	1	7.69%	24
Neither disagree nor agree	206	25.78%	50	19.45%	256	14	15.55%	0	0	14
Agree	286	35.79%	87	33.85%	373	31	34.44%	8	61.53%	39
Strongly agree	35	4.38%	12	4.66%	47	11	12.22%	2	15.38%	13
Don't Know	34	4.25%	15	5.83%	49	2	2.22%	1	7.69%	3
Total Responses	799	100.00%	257	100.00%	1056	90	100.00%	13	100.00%	103

**Table 3.89 What is your response to the statement: “The court responds to request for information within a reasonable time (i.e., prescribed by the court.)”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	20	2.50%	6	2.32%	26	4	4.44%	0	0	4
Disagree	104	13.03%	29	11.24%	133	15	16.66%	1	7.69%	16
Neither disagree nor agree	162	20.30%	44	17.05%	206	10	11.11%	0	0	10
Agree	403	50.50%	130	50.38%	533	48	53.33%	8	61.53%	56
Strongly agree	49	6.14%	24	9.30%	73	12	13.33%	4	30.76%	16
Don't Know	60	7.51%	25	9.68%	85	1	1.11%	0	0	1
Total Responses	798	100.00%	258	100.00%	1056	90	100.00%	13	100.00%	103

**Table 3.90 What is your response to the statement: “The court resolves cases within the period prescribed by law/rules”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	40	5.02%	9	3.48%	49	9	10.00%	1	7.69%	10
Disagree	193	24.24%	42	16.27%	235	30	33.33%	1	7.69%	31
Neither disagree nor agree	177	22.23%	49	18.99%	226	15	16.66%	2	15.38%	17
Agree	285	35.80%	111	43.02%	396	30	33.33%	5	38.46%	35
Strongly agree	47	5.90%	23	8.91%	70	5	5.55%	4	30.76%	9
Don't Know	54	6.78%	24	9.30%	78	1	1.11%	0	0	1
Total Responses	796	100.00%	258	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.91 What is your response to the statement: “The court has adequate resources to do its job within reasonable period”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	31	3.88%	5	1.93%	36	7	7.77%	1	7.69%	8
Disagree	153	19.19%	23	8.91%	176	33	36.66%	1	7.69%	34
Neither disagree nor agree	167	20.95%	52	20.15%	219	14	15.55%	1	7.69%	15
Agree	327	41.02%	125	48.44%	452	29	32.22%	6	46.15%	35
Strongly agree	52	6.52%	25	9.68%	77	6	6.66%	4	30.76%	10
Don't Know	67	8.40%	28	10.85%	95	1	1.11%	0	0	1
Total Responses	797	100.00%	258	100.00%	1055	90	100.00%	13	100.00%	103

**Table 3.92 What is your response to the statement: “Court’s decisions are enforced within the period prescribed by law/rules”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	29	3.63%	7	2.71%	36	7	7.77%	0	0	7
Disagree	146	18.29%	29	11.24%	175	29	32.22%	1	7.69%	30
Neither disagree nor agree	163	20.42%	49	18.99%	212	13	14.44%	1	7.69%	14
Agree	349	43.73%	115	44.57%	464	34	37.77%	9	69.23%	43
Strongly agree	50	6.26%	25	9.68%	75	6	6.66%	2	15.38%	8
Don't Know	61	7.64%	33	12.79%	94	1	1.11%	0	0	1
Total Responses	798	100.00%	258	100.00%	1056	90	100.00%	13	100.00%	103

**Table 3.93 What is your response to the statement: “The court has good working relationship with the police and other pillars of justice”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	11	1.37%	2	77%	13	1	1.11%	1	7.69%	2
Disagree	55	6.88%	14	5.42%	69	9	10.00%	0	0	9
Neither disagree nor agree	165	20.65%	35	13.56%	200	13	14.44%	1	7.69%	14
Agree	429	53.69%	133	51.55%	562	49	54.44%	6	46.15%	55
Strongly agree	57	7.13%	32	12.40%	89	15	16.66%	4	30.76%	19
Don't Know	82	10.26%	42	16.27%	124	3	3.33%	1	7.69%	4
Total Responses	799	100.00%	258	100.00%	1057	90	100.00%	13	100.00%	103

**Table 3.94 What is your response to the statement: “Court decisions are promulgated within the period prescribed by law/rules”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	25	3.12%	5	1.93%	30	7	7.77%	0	0	7
Disagree	120	15.01%	22	8.52%	142	22	24.44%	0	0	22
Neither disagree nor agree	151	18.89%	48	18.60%	199	10	11.11%	1	7.69%	11
Agree	377	47.18%	122	47.28%	499	39	43.33%	8	61.53%	47
Strongly agree	58	7.25%	28	10.85%	86	12	13.33%	4	30.76%	16
Don't Know	68	8.51%	33	12.79%	101	0	0	0	0	0
Total Responses	799	100.00%	258	100.00%	1057	90	100.00%	13	100.00%	103

**Table 3.95 How would you rate the overall appearance projected by building and facilities of the court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	64	8.08%	11	4.28%	75	16	17.77%	3	23.07%	19
Fair	208	26.26%	51	19.84%	259	30	33.33%	1	7.69%	31
Good	422	53.28%	140	54.47%	562	23	25.55%	6	46.15%	29
Very Good	66	8.33%	33	12.84%	99	15	16.66%	3	23.07%	18
Excellent	17	2.14%	14	5.44%	31	6	6.66%	0	0	6
Don't Know	15	1.89%	8	3.11%	23	0	0	0	0	0
Total Responses	792	100.00%	257	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.96 How would you rate the design and layout of court room?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	64	8.07%	9	3.50%	73	18	20.00%	2	15.38%	20
Fair	236	29.76%	50	19.45%	286	33	36.66%	2	15.38%	35
Good	386	48.67%	143	55.64%	529	28	31.11%	6	46.15%	34
Very Good	69	8.70%	36	14.00%	105	8	8.88%	3	23.07%	11
Excellent	25	3.15%	10	3.89%	35	3	3.33%	0	0	3
Don't Know	13	1.63%	9	3.50%	22	0	0	0	0	0
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.97 How would you rate the availability of directional signs?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	134	16.89%	32	12.45%	166	24	26.66%	2	15.38%	26
Fair	238	30.01%	57	22.17%	295	28	31.11%	5	38.46%	33
Good	322	40.60%	117	45.52%	439	24	26.66%	3	23.07%	27
Very Good	62	7.81%	31	12.06%	93	8	8.88%	3	23.07%	11
Excellent	20	2.52%	10	3.89%	30	6	6.66%	0	0	6
Don't Know	17	2.14%	10	3.89%	27	0	0	0	0	0
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.98 How would you rate the court's physical environment?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	81	10.21%	13	5.07%	94	17	18.88%	3	23.07%	20
Fair	244	30.76%	61	23.82%	305	25	27.77%	4	30.76%	29
Good	373	47.03%	129	50.39%	502	35	38.88%	3	23.07%	38
Very Good	62	7.81%	33	12.89%	95	9	10.00%	3	23.07%	12
Excellent	24	3.02%	12	4.68%	36	4	4.44%	0	0	4
Don't Know	9	1.13%	8	3.12%	17					
Total Responses	793	100.00%	256	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.99 How would you rate the ventilation within the court room?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	98	12.35%	15	5.83%	113	31	34.44%	4	30.76%	35
Fair	243	30.64%	52	20.23%	295	19	21.11%	2	15.38%	21
Good	350	44.13%	129	50.19%	479	21	23.33%	4	30.76%	25
Very Good	67	8.44%	40	15.56%	107	14	15.55%	3	23.07%	17
Excellent	28	3.53%	15	5.83%	43	5	5.55%	0	0	5
Don't Know	7	88%	6	2.33%	13	0	0	0	0	0
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.100 How would you rate the lighting facilities?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	42	5.29%	7	2.73%	49	8	8.98%	2	15.38%	10
Fair	213	26.86%	45	17.57%	258	25	28.08%	1	7.69%	26
Good	421	53.08%	144	56.25%	565	35	39.32%	5	38.46%	40
Very Good	79	9.96%	37	14.45%	116	14	15.73%	5	38.46%	19
Excellent	31	3.90%	13	5.07%	44	6	6.74%	0	0	6
Don't Know	7	88%	10	3.90%	17	1	1.12%	0	0	1
Total Responses	793	100.00%	256	100.00%	1049	89	100.00%	13	100.00%	102

**Table 3.101 How would you rate acoustical environment?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	58	7.34%	9	3.50%	67	20	22.22%	1	7.69%	21
Fair	251	31.77%	46	17.89%	297	21	23.33%	4	30.76%	25
Good	371	46.96%	144	56.03%	515	27	30.00%	4	30.76%	31
Very Good	71	8.98%	37	14.39%	108	16	17.77%	4	30.76%	20
Excellent	31	3.92%	16	6.22%	47	6	6.66%	0	0	6
Don't Know	8	1.01%	5	1.94%	13	0	0	0	0	0
Total Responses	790	100.00%	257	100.00%	1047	90	100.00%	13	100.00%	103

**Table 3.102 How would you rate the availability of adequate chairs and other facilities for the public?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	151	19.08%	22	8.56%	173	28	31.11%	3	23.07%	31
Fair	243	30.72%	54	21.01%	297	24	26.66%	2	15.38%	26
Good	299	37.80%	128	49.80%	427	27	30.00%	6	46.15%	33
Very Good	56	7.07%	28	10.89%	84	6	6.66%	2	15.38%	8
Excellent	30	3.79%	13	5.05%	43	5	5.55%	0	0	5
Don't Know	12	1.51%	12	4.66%	24					
Total Responses	791	100.00%	257	100.00%	1048	90	100.00%	13	100.00%	103

**Table 3.103 How would you rate the availability of office equipment like typewriter and computer for court employees?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	70	8.82%	13	5.05%	83	17	18.88%	2	15.38%	19
Fair	189	23.83%	42	16.34%	231	31	34.44%	3	23.07%	34
Good	395	49.81%	129	50.19%	524	25	27.77%	4	30.76%	29
Very Good	69	8.70%	31	12.06%	100	12	13.33%	4	30.76%	16
Excellent	27	3.40%	16	6.22%	43	4	4.44%	0	0	4
Don't Know	43	5.42%	26	10.11%	69	1	1.11%	0	0	1
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.104 How would you rate the availability of telecommunication equipment (telephone, facsimile machine for court's use)?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	103	12.98%	21	8.17%	124	15	16.66%	6	46.15%	21
Fair	199	25.09%	39	15.17%	238	31	34.44%	1	7.69%	32
Good	355	44.76%	118	45.91%	473	31	34.44%	1	7.69%	32
Very Good	56	7.06%	28	10.89%	84	9	10.00%	4	30.76%	13
Excellent	19	2.39%	15	5.83%	34	3	3.33%	0	0	3
Don't Know	61	7.69%	36	14.00%	97	1	1.11%	1	7.69%	2
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.105 How would you rate the availability of telecommunication equipment for the public?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	248	31.27%	50	19.45%	298	39	43.82%	8	61.53%	47
Fair	225	28.37%	46	17.89%	271	22	24.71%	0	0	22
Good	216	27.23%	84	32.68%	300	24	26.96%	2	15.38%	26
Very Good	34	4.28%	20	7.78%	54	2	2.24%	3	23.07%	5
Excellent	16	2.01%	13	5.05%	29	1	1.12%	0	0	1
Don't Know	54	6.80%	44	17.12%	98	1	1.12%	0	0	1
Total Responses	793	100.00%	257	100.00%	1050	89	100.00%	13	100.00%	102

**Table 3.106 How would you rate the assurance of safety and security of all parties?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	90	11.34%	16	6.22%	106	16	17.77%	1	7.69%	17
Fair	238	30.01%	41	15.95%	279	30	33.33%	2	15.38%	32
Good	336	42.37%	123	47.85%	459	29	32.22%	7	53.84%	36
Very Good	66	8.32%	31	12.06%	97	12	13.33%	3	23.07%	15
Excellent	30	3.78%	20	7.78%	50	3	3.33%	0	0	3
Don't Know	33	4.16%	26	10.11%	59	0	0	0	0	0
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.107 How would you rate the availability of special access for the disabled?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	289	36.44%	77	29.96%	366	27	30.00%	8	61.53%	35
Fair	203	25.59%	48	18.67%	251	28	31.11%	2	15.38%	30
Good	163	20.55%	61	23.73%	224	25	27.77%	3	23.07%	28
Very Good	29	3.65%	15	5.83%	44	7	7.77%	0	0	7
Excellent	17	2.14%	13	5.05%	30	2	2.22%	0	0	2
Don't Know	92	11.60%	43	16.73%	135	1	1.11%	0	0	1
Total Responses	793	100.00%	257	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.108 What is your response to the statement: “Justices/Judges in court are fully knowledgeable of law and legal procedures”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	7	88%	1	38%	8	1	1.11%	0	0	1
Disagree	32	4.03%	7	2.72%	39	7	7.77%	1	7.69%	8
Neither disagree nor agree	67	8.43%	32	12.45%	99	5	5.55%	0	0	5
Agree	516	64.98%	144	56.03%	660	58	64.44%	6	46.15%	64
Strongly agree	138	17.38%	59	22.95%	197	18	20.00%	6	46.15%	24
Don't Know	34	4.28%	14	5.44%	48	1	1.11%	0	0	1
Total Responses	794	100.00%	257	100.00%	1051	90	100.00%	13	100.00%	103

**Table 3.109 What is your response to the statement: “Court personnel have adequate knowledge about law and legal procedures”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	8	1.00%	0	0	8	1	1.11%	1	7.69%	2
Disagree	33	4.15%	6	2.33%	39	12	13.33%	1	7.69%	13
Neither disagree nor agree	154	19.37%	48	18.67%	202	15	16.66%	1	7.69%	16
Agree	492	61.88%	150	58.36%	642	55	61.11%	8	61.53%	63
Strongly agree	62	7.79%	30	11.67%	92	7	7.77%	2	15.38%	9
Don't Know	46	5.78%	23	8.94%	69	0	0	0	0	0
Total Responses	795	100.00%	257	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.110 What is your response to the statement: “In general, court personnel are efficient in providing support to the Justice/Judge”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	6	75%	0	0	6	1	1.11%	0	0	1
Disagree	29	3.65%	4	1.56%	33	6	6.66%	1	7.69%	7
Neither disagree nor agree	186	23.42%	49	19.14%	235	15	16.66%	2	15.38%	17
Agree	451	56.80%	145	56.64%	596	56	62.22%	7	53.84%	63
Strongly agree	61	7.68%	27	10.54%	88	11	12.22%	3	23.07%	14
Don't Know	61	7.68%	31	12.10%	92	1	1.11%	0	0	1
Total Responses	794	100.00%	256	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.111 What is your response to the statement: “Court personnel are competent”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	6	75%	1	39%	7	1	1.11%	0	0	1
Disagree	44	5.54%	2	78%	46	8	8.88%	1	7.69%	9
Neither disagree nor agree	184	23.20%	51	19.92%	235	22	24.44%	1	7.69%	23
Agree	460	58.00%	149	58.20%	609	49	54.44%	9	69.23%	58
Strongly agree	51	6.43%	26	10.15%	77	9	10.00%	2	15.38%	11
Don't Know	48	6.05%	27	10.54%	75	1	1.11%	0	0	1
Total Responses	793	100.00%	256	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.112 What is your response to the statement: Court personnel have adequate knowledge about the proper procedure for all cases being heard in sala.**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	7	88%	0	0	7	1	1.11%	0	0	1
Disagree	32	4.03%	10	3.90%	42	9	10.00%	0	0	9
Neither disagree nor agree	156	19.67%	58	22.65%	214	16	17.77%	2	15.38%	18
Agree	494	62.29%	133	51.95%	627	55	61.11%	10	76.92%	65
Strongly agree	56	7.06%	27	10.54%	83	9	10.00%	1	7.69%	10
Don't Know	48	6.05%	28	10.93%	76	0	0	0	0	0
Total Responses	793	100.00%	256	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.113 What is your response to the statement: “In general, Justices/Judges in court can be relied on to give just and fair decisions”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	34	4.28%	8	3.12%	42	6	6.66%	1	7.69%	7
Disagree	79	9.94%	16	6.25%	95	15	16.66%	0	0	15
Neither disagree nor agree	234	29.47%	62	24.21%	296	14	15.55%	1	7.69%	15
Agree	355	44.71%	122	47.65%	477	42	46.66%	7	53.84%	49
Strongly agree	46	5.79%	32	12.50%	78	12	13.33%	4	30.76%	16
Don't Know	46	5.79%	16	6.25%	62	1	1.11%	0	0	1
Total Responses	794	100.00%	256	100.00%	1050	90	100.00%	13	100.00%	103

**Table 3.114 What is your response to the statement: “In general, Justice/Judge in court are honest, trustworthy and incorruptible”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	38	4.78%	8	3.13%	46	8	8.88%	1	7.69%	9
Disagree	107	13.47%	28	10.98%	135	16	17.77%	0	0	16
Neither disagree nor agree	274	34.50%	76	29.80%	350	20	22.22%	1	7.69%	21
Agree	281	35.39%	102	40.00%	383	34	37.77%	6	46.15%	40
Strongly agree	36	4.53%	27	10.58%	63	11	12.22%	5	38.46%	16
Don't Know	58	7.30%	14	5.49%	72	1	1.11%	0	0	1
Total Responses	794	100.00%	255	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.115 What is your response to the statement: “The public can give full trust in the ability of the country's judicial system to protect their rights”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	24	3.01%	3	1.18%	27	3	3.33%	1	7.69%	4
Disagree	84	10.56%	19	7.48%	103	14	15.55%	1	7.69%	15
Neither disagree nor agree	228	28.67%	62	24.40%	290	25	27.77%	1	7.69%	26
Agree	370	46.54%	125	49.21%	495	37	41.11%	9	69.23%	46
Strongly agree	39	4.90%	29	11.41%	68	10	11.11%	0	0	10
Don't Know	50	6.28%	16	6.29%	66	1	1.11%	1	7.69%	2
Total Responses	795	100.00%	254	100.00%	1049	90	100.00%	13	100.00%	103

**Table 3.116 What is your response to the statement: “During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	20	2.50%	10	3.90%	30	0	0	1	7.69%	1
Disagree	86	10.77%	36	14.06%	122	10	11.11%	1	7.69%	11
Neither disagree nor agree	89	11.15%	28	10.93%	117	5	5.55%	2	15.38%	7
Agree	421	52.75%	124	48.43%	545	42	46.66%	5	38.46%	47
Strongly agree	155	19.42%	45	17.57%	200	32	35.55%	4	30.76%	36
Don't Know	27	3.38%	13	5.07%	40	1	1.11%	0	0	1
Total Responses	798	100.00%	256	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.117 What is your response to the statement: “There is great opportunity for corruption when the dockets of the court are clogged”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	11	1.37%	7	2.74%	18	0	0	1	7.69%	1
Disagree	49	6.13%	18	7.05%	67	12	13.33%	2	15.38%	14
Neither disagree nor agree	117	14.64%	32	12.54%	149	7	7.77%	1	7.69%	8
Agree	445	55.69%	147	57.64%	592	42	46.66%	4	30.76%	46
Strongly agree	125	15.64%	30	11.76%	155	25	27.77%	4	30.76%	29
Don't Know	52	6.50%	21	8.23%	73	4	4.44%	1	7.69%	5
Total Responses	799	100.00%	255	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.118 What is your response to the statement: “There is corruption in court because Justices/Judges can be bribed”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	11	1.37%	4	1.56%	15	5	5.55%	2	15.38%	7
Disagree	69	8.64%	22	8.62%	91	11	12.22%	2	15.38%	13
Neither disagree nor agree	156	19.54%	24	9.41%	180	15	16.66%	2	15.38%	17
Agree	367	45.98%	143	56.07%	510	37	41.11%	3	23.07%	40
Strongly agree	136	17.04%	44	17.25%	180	19	21.11%	3	23.07%	22
Don't Know	59	7.39%	18	7.05%	77	3	3.33%	1	7.69%	4
Total Responses	798	100.00%	255	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.119 What is your response to the statement: “There is corruption in court because court personnel can be bribed.”**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	15	1.87%	2	78%	17	6	6.66%	2	15.38%	8
Disagree	70	8.77%	25	9.80%	95	15	16.66%	1	7.69%	16
Neither disagree nor agree	147	18.42%	32	12.54%	179	12	13.33%	3	23.07%	15
Agree	382	47.86%	137	53.72%	519	35	38.88%	3	23.07%	38
Strongly agree	125	15.66%	35	13.72%	160	19	21.11%	3	23.07%	22
Don't Know	59	7.39%	24	9.41%	83	3	3.33%	1	7.69%	4
Total Responses	798	100.00%	255	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.120 What is your response to the statement: “There is corruption in court because lawyers can be bribed”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	12	1.50%	0	0	12	2	2.22%	2	15.38%	4
Disagree	80	10.03%	25	9.80%	105	10	11.11%	1	7.69%	11
Neither disagree nor agree	127	15.93%	27	10.58%	154	17	18.88%	2	15.38%	19
Agree	416	52.19%	142	55.68%	558	39	43.33%	4	30.76%	43
Strongly agree	117	14.68%	45	17.64%	162	17	18.88%	3	23.07%	20
Don't Know	45	5.64%	16	6.27%	61	5	5.55%	1	7.69%	6
Total Responses	797	100.00%	255	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.121 What is your response to the statement: “Corruption is the reason why some people do not use the court”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	17	2.13%	3	1.17%	20	1	1.11%	1	7.69%	2
Disagree	115	14.44%	48	18.82%	163	13	14.44%	2	15.38%	15
Neither disagree nor agree	133	16.70%	33	12.94%	166	10	11.11%	0	0	10
Agree	386	48.49%	128	50.19%	514	39	43.33%	6	46.15%	45
Strongly agree	102	12.81%	28	10.98%	130	24	26.66%	2	15.38%	26
Don't Know	43	5.40%	15	5.88%	58	3	3.33%	2	15.38%	5
Total Responses	796	100.00%	255	100.00%	1051	90	100.00%	13	100.00%	103

**Table 3.122 What is your response to the statement: “People do not appeal cases to higher courts due to corruption”?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Strongly Disagree	14	1.75%	5	1.96%	19	1	1.11%	1	7.69%	2
Disagree	144	18.09%	44	17.25%	188	25	27.77%	4	30.76%	29
Neither disagree nor agree	167	20.97%	48	18.82%	215	13	14.44%	1	7.69%	14
Agree	348	43.71%	118	46.27%	466	32	35.55%	3	23.07%	35
Strongly agree	79	9.92%	25	9.80%	104	16	17.77%	2	15.38%	18
Don't Know	44	5.52%	15	5.88%	59	3	3.33%	2	15.38%	5
<b>Total Responses</b>	<b>796</b>	<b>100.00%</b>	<b>255</b>	<b>100.00%</b>	<b>1051</b>	<b>90</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>	<b>103</b>

**Table 3.123 How many Justices would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	36	4.55%	9	3.62%	45	8	8.98%	0	0	8
A few	117	14.81%	39	15.72%	156	15	16.85%	0	0	15
Some	170	21.51%	56	22.58%	226	21	23.59%	2	20.00%	23
Many	329	41.64%	78	31.45%	407	37	41.57%	3	30.00%	40
Very many	46	5.82%	19	7.66%	65	5	5.61%	1	10.00%	6
None	3	37%	1	40%	4	3	3.37%	0	0	3
Don't know	89	11.26%	46	18.54%	135	0	0	4	40.00%	4
<b>Total Responses</b>	<b>790</b>	<b>100.00%</b>	<b>248</b>	<b>100.00%</b>	<b>1038</b>	<b>89</b>	<b>100.00%</b>	<b>10</b>	<b>100.00%</b>	<b>99</b>

**Table 3.124 How many Judges would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	37	4.63%	10	3.92%	47	9	10.00%	0	0	9
A few	127	15.89%	41	16.07%	168	14	15.55%	1	7.69%	15
Some	194	24.28%	54	21.17%	248	20	22.22%	0	0	20
Many	332	41.55%	95	37.25%	427	39	43.33%	8	61.53%	47
Very many	47	5.88%	24	9.41%	71	5	5.55%	4	30.76%	9
None	4	50%	1	39%	5					
Don't know	58	7.25%	30	11.76%	88	3	3.33%	0	0	3
<b>Total Responses</b>	<b>799</b>	<b>100.00%</b>	<b>255</b>	<b>100.00%</b>	<b>1054</b>	<b>90</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>	<b>103</b>

**Table 3.125 How many Lawyers/PAO would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	31	3.88%	15	5.85%	46	8	8.88%	0	0	8
A few	135	16.91%	45	17.57%	180	13	14.44%	0	0	13
Some	201	25.18%	60	23.43%	261	27	30.00%	1	7.69%	28
Many	318	39.84%	93	36.32%	411	35	38.88%	10	76.92%	45
Very many	54	6.76%	18	7.03%	72	5	5.55%	0	0	5
None	6	75%	2	78%	8	0	0	1	7.69%	1
Don't know	53	6.64%	23	8.98%	76	2	2.22%	1	7.69%	3
Total Responses	798	100.00%	256	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.126 How many Clerks of Court would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	26	3.25%	8	3.12%	34	6	6.66%	0	0	6
A few	102	12.76%	33	12.89%	135	15	16.66%	0	0	15
Some	220	27.53%	56	21.87%	276	22	24.44%	0	0	22
Many	317	39.67%	95	37.10%	412	40	44.44%	10	76.92%	50
Very many	45	5.63%	18	7.03%	63	6	6.66%	2	15.38%	8
None	3	37%	0	0	3	1	1.11%	0	0	1
Don't know	86	10.76%	46	17.96%	132	0	0	1	7.69%	1
Total Responses	799	100.00%	256	100.00%	1055	90	100.00%	13	100.00%	103

**Table 3.127 How many Process Servers would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	37	4.63%	7	2.74%	44	6	6.66%	0	0	6
A few	117	14.64%	29	11.37%	146	19	21.11%	0	0	19
Some	210	26.28%	61	23.92%	271	24	26.66%	3	23.07%	27
Many	272	34.04%	84	32.94%	356	32	35.55%	8	61.53%	40
Very many	41	5.13%	14	5.49%	55	7	7.77%	1	7.69%	8
None	4	50%	0	0	4	0	0	0	0	0
Don't know	118	14.76%	60	23.52%	178	2	2.22%	1	7.69%	3
Total Responses	799	100.00%	255	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.128 How many Stenographers would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	23	2.88%	7	2.74%	30	8	8.88%	0	0	8
A few	111	13.90%	27	10.58%	138	13	14.44%	0	0	13
Some	190	23.80%	62	24.31%	252	24	26.66%	0	0	24
Many	293	36.71%	91	35.68%	384	35	38.88%	8	61.53%	43
Very many	53	6.64%	15	5.88%	68	10	11.11%	3	23.07%	13
None	5	62%	0	0	5	0	0	1	7.69%	1
Don't know	123	15.41%	53	20.78%	176	0	0	1	7.69%	1
Total Responses	798	100.00%	255	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.129 How many Police would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	127	15.91%	34	13.28%	161	18	20.22%	0	0	18
A few	233	29.19%	68	26.56%	301	20	22.47%	1	7.69%	21
Some	181	22.68%	55	21.48%	236	18	20.22%	5	38.46%	23
Many	164	20.55%	61	23.82%	225	26	29.21%	5	38.46%	31
Very many	23	2.88%	8	3.12%	31	2	2.24%	1	7.69%	3
None	14	1.75%	8	3.12%	22	2	2.24%	0	0	2
Don't know	56	7.01%	22	8.59%	78	3	3.37%	1	7.69%	4
Total Responses	798	100.00%	256	100.00%	1054	89	100.00%	13	100.00%	102

**Table 3.130 How many Sheriffs would you assess to be honest in the administration of justice?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very few	90	11.26%	26	10.15%	116	18	20.00%	0	0	18
A few	192	24.03%	60	23.43%	252	19	21.11%	0	0	19
Some	206	25.78%	55	21.48%	261	20	22.22%	4	30.76%	24
Many	158	19.77%	55	21.48%	213	27	30.00%	7	53.84%	34
Very many	26	3.25%	9	3.51%	35	3	3.33%	1	7.69%	4
None	8	1.00%	0	0	8	1	1.11%	0	0	1
Don't know	119	14.89%	51	19.92%	170	2	2.22%	1	7.69%	3
Total Responses	799	100.00%	256	100.00%	1055	90	100.00%	13	100.00%	103

**Table 3.131 Overall, what is your level of trust on whole Judiciary?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	11	1.38%	5	1.95%	16	2	2.22%	0	0	2
Distrust	41	5.15%	25	9.76%	66	15	16.66%	1	7.69%	16
Undecided	182	22.86%	57	22.26%	239	10	11.11%	0	0	10
Trust	447	56.15%	113	44.14%	560	49	54.44%	7	53.84%	56
Much Trust	53	6.65%	28	10.93%	81	13	14.44%	4	30.76%	17
Don't know	62	7.78%	28	10.93%	90	1	1.11%	1	7.69%	2
Total Responses	796	100.00%	256	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.132 Overall, what is your level of trust on the Supreme Court?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	6	75%	5	1.95%	11	1	1.11%	0	0	1
Distrust	22	2.76%	8	3.12%	30	17	18.88%	1	7.69%	18
Undecided	138	17.31%	46	17.96%	184	6	6.66%	0	0	6
Trust	464	58.21%	119	46.48%	583	48	53.33%	7	53.84%	55
Much Trust	102	12.79%	41	16.01%	143	16	17.77%	5	38.46%	21
Don't know	65	8.15%	37	14.45%	101	2	2.22%	0	0	2
Total Responses	797	100.00%	256	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.133 Overall, what is your level of trust on the Court of Appeals?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	2	25%	3	1.17%	5	1	1.11%	1	7.69%	2
Distrust	32	4.01%	12	4.68%	44	13	14.44%	0	0	13
Undecided	161	20.20%	49	19.14%	210	7	7.77%	1	7.69%	8
Trust	457	57.34%	107	41.79%	564	51	56.66%	7	53.84%	58
Much Trust	78	9.78%	34	13.28%	112	13	14.44%	4	30.76%	17
Don't know	67	8.40%	51	19.92%	118	5	5.55%	0	0	5
Total Responses	797	100.00%	256	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.134 Overall, what is your level of trust on the Sandiganbayan?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	7	87%	3	1.17%	10	5	5.55%	0	0	5
Distrust	39	4.89%	15	5.85%	54	10	11.11%	2	15.38%	12
Undecided	188	23.61%	51	19.92%	239	13	14.44%	1	7.69%	14
Trust	315	39.57%	81	31.64%	396	40	44.44%	5	38.46%	45
Much Trust	56	7.03%	31	12.10%	87	9	10.00%	4	30.76%	13
Don't know	191	23.98%	75	29.29%	266	13	14.44%	1	7.69%	14
Total Responses	796	100.00%	256	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.135 Overall, what is your level of trust on the Court of Tax Appeals?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	12	1.50%	5	1.95%	17	3	3.33%	0	0	3
Distrust	50	6.28%	15	5.85%	65	10	11.11%	1	7.69%	11
Undecided	197	24.74%	61	23.82%	258	22	24.44%	2	15.38%	24
Trust	237	29.77%	57	22.26%	294	26	28.88%	4	30.76%	30
Much Trust	31	3.89%	20	7.81%	51	4	4.44%	1	7.69%	5
Don't know	269	33.78%	98	38.28%	367	25	27.77%	5	38.46%	30
Total Responses	796	100.00%	256	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.136 Overall, what is your level of trust on Municipal Trial Courts in Cities?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	11	1.38%	2	78%	13	1	1.11%	0	0	1
Distrust	35	4.39%	14	5.46%	49	13	14.44%	1	7.69%	14
Undecided	167	20.97%	52	20.31%	219	11	12.22%	0	0	11
Trust	377	47.36%	121	47.26%	498	46	51.11%	6	46.15%	52
Much Trust	44	5.52%	23	8.98%	67	9	10.00%	5	38.46%	14
Don't know	162	20.35%	44	17.18%	206	10	11.11%	1	7.69%	11
Total Responses	796	100.00%	256	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.137 Overall, what is your level of trust on Regional Trial Courts?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	14	1.75%	3	1.17%	17	2	2.22%	0	0	2
Distrust	51	6.39%	19	7.42%	70	14	15.55%	1	7.69%	15
Undecided	154	19.29%	58	22.65%	212	11	12.22%	1	7.69%	12
Trust	437	54.76%	118	46.09%	555	52	57.77%	6	46.15%	58
Much Trust	52	6.51%	31	12.10%	83	9	10.00%	4	30.76%	13
Don't know	90	11.27%	27	10.54%	117	2	2.22%	1	7.69%	3
Total Responses	798	100.00%	256	100.00%	1054	90	100.00%	13	100.00%	103

**Table 3.138 Overall, what is your level of trust on Metropolitan Trial Courts?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	9	1.13%	2	1%	11	1	1.11%	0	0	1
Distrust	34	4.27%	15	5.85%	49	10	11.11%	1	7.69%	11
Undecided	161	20.25%	51	19.92%	212	10	11.11%	1	7.69%	11
Trust	278	34.96%	80	31.25%	358	36	40.00%	5	38.46%	41
Much Trust	32	4.02%	13	5.07%	45	4	4.44%	2	15.38%	6
Don't know	281	35.34%	95	37.10%	376	29	32.22%	4	30.76%	33
Total Responses	795	100.00%	256	100.00%	1051	90	100.00%	13	100.00%	103

**Table 3.139 Overall, what is your level of trust on Shari'a Courts?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	8	1.00%	1	39%	9	2	2.22%	0	0	2
Distrust	34	4.26%	8	3.12%	42	3	3.33%	0	0	3
Undecided	152	19.07%	37	14.45%	189	12	13.33%	2	15.38%	14
Trust	99	12.42%	40	15.62%	139	21	23.33%	1	7.69%	22
Much Trust	23	2.88%	12	4.68%	35	0	0	1	7.69%	1
Don't know	481	60.34%	158	61.71%	639	52	57.77%	9	69.23%	61
Total Responses	797	100.00%	256	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.140 Overall, what is your level of trust on Municipal Circuit Trial Courts?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	10	1.25%	2	78%	12	1	1.11%	0	0	1
Distrust	38	4.77%	12	4.68%	50	8	8.88%	0	0	8
Undecided	157	19.72%	51	19.92%	208	14	15.55%	0	0	14
Trust	268	33.66%	91	35.54%	359	42	46.66%	7	53.84%	49
Much Trust	35	4.39%	19	7.42%	54	4	4.44%	3	23.07%	7
Don't know	288	36.17%	81	31.64%	369	21	23.33%	3	23.07%	24
Total Responses	796	100.00%	256	100.00%	1052	90	100.00%	13	100.00%	103

**Table 3.141 Overall, what is your level of trust on Municipal Trial Courts?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Much Distrust	12	1.50%	3	1.17%	15	1	1.11%	0	0	1
Distrust	43	5.39%	13	5.07%	56	10	11.11%	0	0	10
Undecided	179	22.45%	55	21.48%	234	12	13.33%	2	15.38%	14
Trust	342	42.91%	115	44.92%	457	56	62.22%	7	53.84%	63
Much Trust	36	4.51%	16	6.25%	52	4	4.44%	4	30.76%	8
Don't know	185	23.20%	54	21.09%	239	7	7.77%	0	0	7
Total Responses	797	100.00%	256	100.00%	1053	90	100.00%	13	100.00%	103

**Table 3.142 How would you rate your overall impression of the court that heard your case based on personal experience?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very negative	80	10.17%	21	8.36%	101	7	10.14%	0	0	7
Somewhat negative	138	17.55%	34	13.54%	172	14	20.28%	1	16.66%	15
Undecided	157	19.97%	57	22.70%	214	11	15.94%	0	0	11
Somewhat positive	331	42.11%	110	43.82%	441	29	42.02%	4	66.66%	33
Very positive	80	10.17%	29	11.55%	109	8	11.59%	1	16.66%	9
Total Responses	786	100.00%	251	100.00%	1037	69	100.00%	6	100.00%	75

**Table 3.143 In general, how would you rate the court's performance?**

Responses	Litigants					Other Stakeholders				
	Urban		Rural		Total Count	Urban		Rural		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Poor	109	13.85%	28	11.02%	137	15	17.64%	0	0	15
Fair	252	32.02%	87	34.25%	339	23	27.05%	2	20.00%	25
Good	300	38.11%	99	38.97%	399	22	25.88%	0	0	22
Very Good	95	12.07%	20	7.87%	115	22	25.88%	7	70.00%	29
Excellent	31	3.93%	20	7.87%	51	3	3.52%	1	10.00%	4
Total Responses	787	100.00%	254	100.00%	1041	85	100.00%	10	100.00%	95

**SET 4**



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**Table 4.0 What are the top three sources of information about the Philippine court system?**

Responses	Litigants					Other Stakeholders				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
School	231	35.16%	123	41.84%	354	34	61.82%	25	50.00%	59
Family and friends	259	39.42%	115	39.12%	374	9	16.36%	13	26.00%	22
Mass media - i.e., TV, radio, newspaper	333	50.68%	160	54.42%	493	25	45.45%	25	50.00%	50
Books	111	16.89%	61	20.75%	172	20	36.36%	16	32.00%	36
Government agency	152	23.14%	78	26.53%	230	20	36.36%	20	40.00%	40
Lawyer	309	47.03%	156	53.06%	465	23	41.82%	23	46.00%	46
Social worker	8	1.22%	8	2.72%	16	1	1.82%	3	6.00%	4
Policeman	92	14.00%	25	8.50%	117	8	14.55%	4	8.00%	12
Barangay official/Community leader	139	21.16%	69	23.47%	208	7	12.73%	3	6.00%	10
Others	23	3.50%	10	3.40%	33	3	5.45%	5	10.00%	8
Total Responses	657		294		951	0		1		1
Total Non-Response	103		20		123	55		50		105
Total	760		314		1074	55		51		106

**Table 4.1 Do you know of any agency or organization that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	611	80.39%	266	84.71%	877	54	98.18%	48	96.00%	1	100.00%	103
No	128	16.84%	45	14.33%	173	1	1.81%	2	4.00%	0	0	3
Total Non-Response	21	2.76%	3	.95%	24							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.2 Are you familiar with the Public Attorney's Office as an organization that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	564	74.21%	248	78.98%	812	45	81.81%	46	92.00%	1	100.00%	92
No	196	25.78%	66	21.01%	262	10	18.18%	4	8.00%	0	0	14
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.3 Are you familiar with the Local Government Unit as an organization that assists the poor to access the court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	31	4.07%	13	4.14%	44	5	9.09%	9	18.00%	0	0	14
No	729	95.92%	301	95.85%	1030	50	90.90%	41	82.00%	1	100.00%	92
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.4 Are you familiar with Private Groups/Non-Governmental Organizations or Media as organizations that assist the poor to access the court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	12	1.57%	8	2.54%	20	11	20.00%	9	18.00%	1	100.00%	21
No	748	98.42%	306	97.45%	1054	44	80.00%	41	82.00%	0	0	85
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.5 Are you familiar with Lawyers' Groups as organizations that assist the poor to access the court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	18	2.36%	17	5.41%	35	8	14.54%	18	36.00%	0	0	26
No	742	97.63%	297	94.58%	1039	47	85.45%	32	64.00%	1	100.00%	80
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.6 Are you familiar with Courts/Judicial bodies as organizations that assist the poor to access the court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	7	.92%	5	1.59%	12	1	1.81%	0	0	0	0	1
No	753	99.07%	309	98.40%	1062	54	98.18%	50	100.00%	1	100.00%	105
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.7 Did you learn through the school about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	108	14.21%	63	20.06%	171	15	27.27%	9	18.00%	1	100.00%	25
No	652	85.78%	251	79.93%	903	40	72.72%	41	82.00%	0	0	81
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.8 Did you learn through family and friends about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	206	27.10%	133	42.35%	339	9	16.36%	17	34.00%	0	0	26
No	554	72.89%	181	57.64%	735	46	83.63%	33	66.00%	1	100.00%	80
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.9 Did you learn through the mass media (i.e., TV, radio, newspapers) about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	230	30.26%	126	40.12%	356	20	36.36%	22	44.00%	1	100.00%	43
No	530	69.73%	188	59.87%	718	35	63.63%	28	56.00%	0	0	63
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.10 Did you learn through the books about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	42	5.52%	25	7.96%	67	2	3.63%	4	8.00%	0	0	6
No	718	94.47%	289	92.03%	1007	53	96.36%	46	92.00%	1	100.00%	100
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.11 Did you learn through Government agencies about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	158	20.78%	78	24.84%	236	18	32.72%	19	38.00%	0	0	37
No	602	79.21%	236	75.15%	838	37	67.27%	31	62.00%	1	100.00%	69
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.12 Did you learn through a Lawyer about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	234	30.78%	116	36.94%	350	15	27.27%	26	52.00%	1	100.00%	42
No	526	69.21%	198	63.05%	724	40	72.72%	24	48.00%	0	0	64
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.13 Did you learn through a social worker about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	21	2.76%	13	4.14%	34	5	9.09%	3	6.00%	0	0	8
No	739	97.23%	301	95.85%	1040	50	90.90%	47	94.00%	1	100.00%	98
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.14 Did you learn through a Policeman about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	97	12.76%	50	15.92%	147	2	3.63%	2	4.00%	0	0	4
No	663	87.23%	264	84.07%	927	53	96.36%	48	96.00%	1	100.00%	102
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.15 Did you learn through a Barangay Official/Community Leader about the agency that assists the poor to access the courts?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	111	14.60%	65	20.70%	176	4	7.27%	2	4.00%	0	0	6
No	649	85.39%	249	79.29%	898	51	92.72%	48	96.00%	1	100.00%	100
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.16 Before you filed a case in court/received a formal complaint through the court, were you aware of the existence of the Barangay Justice System to settle civil disputes between two (2) parties from the same barangay?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	641	84.34%	242	77.07%	883	50	90.90%	41	82.00%	1	100.00%	92
No	103	13.55%	72	22.92%	175	4	7.27%	8	16.00%	0	0	12
Total Non-Response	16	2.10%	0	0	16	1	1.81%	1	2.00%	0	0	2
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.17 Before you filed a case in court/received a formal complaint through the court, were you aware that you can appeal cases decided unfavorably by the lower court to the Court of Appeals and Supreme Court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	699	91.97%	296	94.26%	995	53	96.36%	49	98.00%	1	100.00%	103
No	46	6.05%	18	5.73%	64	2	3.63%	1	2.00%	0	0	3
Total Non-Response	15	1.97%	0	0	15							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.18 Before you filed a case in court/received a formal complaint through the court, were you aware that you need a lawyer to bring a case to court?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	715	94.07%	293	93.31%	1008	44	80.00%	45	90.00%	0	0	89
No	35	4.60%	21	6.68%	56	11	20.00%	5	10.00%	1	100.00%	17
Total Non-Response	10	1.31%	0	0	10							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.19 Before you filed a case in court/received a formal complaint through the court, were you aware that your right to access to courts is guaranteed by the constitution?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	714	93.94%	301	95.85%	1015	53	96.36%	49	98.00%	1	100.00%	103
No	34	4.47%	11	3.50%	45	2	3.63%	1	2.00%	0	0	3
Total Non-Response	12	1.57%	2	.63%	14							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.20 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case cannot be forced to take the witness stand?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	569	74.86%	217	69.10%	786	47	85.45%	44	88.00%	0	0	91
No	173	22.76%	97	30.89%	270	8	14.54%	6	12.00%	1	100.00%	15
Total Non-Response	18	2.36%	0	0	18							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.21 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case has a right to a speedy trial?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	704	92.63%	287	91.40%	991	53	96.36%	49	98.00%	1	100.00%	103
No	45	5.92%	26	8.28%	71	1	1.81%	0	0	0	0	1
Total Non-Response	11	1.44%	1	.31%	12	1	1.81%	1	2.00%	0	0	2
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.22 Before you filed a case in court/received a formal complaint through the court, were you aware that 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?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	740	97.36%	310	98.72%	1050	53	96.36%	49	98.00%	1	100.00%	103
No	10	1.31%	3	95%	13	2	3.63%	0	0	0	0	2
Total Non-Response	10	1.31%	1	31%	11	0	0	1	2.00%	0	0	1
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.23 When you filed your case, how confident were you that the court will be able to resolve your case and serve justice?**

Responses	Litigants				
	Male		Female		Total Count
	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

**Table 4.24 How many months did it take to formally file your complaint in court from the time the incident took place?**

Male			Female			Mean for All Responses	CV for All Responses	Total Responses
Mean	CV	N	Mean	CV	N			
4.33	184.82	240	7.25	215.96	178	5.57	214.49	418

**Table 4.25 Did you pay any fee when you filed the case?**

Responses	Litigants				Total Count
	Male		Female		
	Count	Pct	Count	Pct	
Yes	162	21.31%	144	45.85%	306
No	103	13.55%	44	14.01%	147
Total Non-Response	495	65.13%	126	40.12%	621
Total Responses	760	100.00%	314	100.00%	1074

**Table 4.26 Did you pay lawyer's fees upon filing the case?**

Responses	Litigants				Total Count
	Male		Female		
	Count	Pct	Count	Pct	
Yes	108	14.21%	103	32.80%	211
No	652	85.78%	211	67.19%	863
Total Responses	760	100.00%	314	100.00%	1074

**Table 4.27 Did you pay filing fee upon filing the case?**

Responses	Litigants				Total Count
	Male		Female		
	Count	Pct	Count	Pct	
Yes	134	17.63%	123	39.17%	257
No	626	82.36%	191	60.82%	817
Total Responses	760	100.00%	314	100.00%	1074

**Table 4.28 Did you pay Mediation Fee upon filing the case?**

Responses	Litigants				Total Count
	Male		Female		
	Count	Pct	Count	Pct	
Yes	50	6.57%	32	10.19%	82
No	710	93.42%	282	89.80%	992
Total Responses	760	100.00%	314	100.00%	1074

**Table 4.29 Did you experience any difficulty in scheduling the case hearings?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	65	8.55%	56	17.83%	121	366	40.39%	83	33.06%	1	50.00%	450
No	204	26.84%	134	42.67%	338	415	45.80%	113	45.01%	1	50.00%	529
Total Non-Response	491	64.60%	124	39.49%	615	125	13.79%	55	21.91%	0	0	180
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.30 Was the difficulty in scheduling case hearings caused by too many cases handled by the court?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	40	5.26%	27	8.59%	67	282	31.12%	71	28.28%	1	50.00%	354
No	720	94.73%	287	91.40%	1007	624	68.87%	180	71.71%	1	50.00%	805
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.31 Was the difficulty in scheduling case hearings due to the Justice/Judge being absent most of the time?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	20	2.63%	13	4.14%	33	53	5.84%	14	5.57%	0	0	67
No	740	97.36%	301	95.85%	1041	853	94.15%	237	94.42%	2	100.00%	1092
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.32 Was the difficulty in scheduling case hearings due to the court's not starting on time?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	28	3.68%	12	3.82%	40	103	11.36%	22	8.76%	0	0	125
No	732	96.31%	302	96.17%	1034	803	88.63%	229	91.23%	2	100.00%	1034
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.33 Was the difficulty in scheduling case hearings due to the reason that the lawyers are not always available?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	19	2.50%	13	4.14%	32	119	13.13%	27	10.75%	0	0	146
No	741	97.50%	301	95.85%	1042	787	86.86%	224	89.24%	2	100.00%	1013
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.34 How did you usually go to the court?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Walk	39	5.13%	9	2.86%	48	6	10.90%	2	4.00%	0	0	8
Private Vehicle	178	23.42%	94	29.93%	272	15	27.27%	11	22.00%	1	100.00%	27
Public Vehicle	286	37.63%	192	61.14%	478	19	34.54%	14	28.00%	0	0	33
Others	233	30.65%	12	3.82%	245	3	5.45%	1	2.00%	0	0	4
Total Non-Response	24	3.15%	7	2.22%	31	12	21.81%	22	44.00%	0	0	34
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.35 How much did it usually cost to travel to court?**

Groups	Male			Female			Total Non-Response			Mean for All Responses	CV for All Responses	Total Responses
	Mean	CV	N	Mean	CV	N	Mean	CV	N			
Litigants	142.27	380.25	427	136.22	285.29	270				139.93	348.29	697
Other Stakeholders	127.06	128.72	40	338.12	190.44	26	50	0	1	207.81	206.35	67

**Table 4.36 How often do your hearings start on time?**

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	
Never	71	9.34%	36	11.46%	107	40	4.41%	12	4.78%	1	50.00%	53	2	3.63%	5	10.00%	0	0	7
Seldom	104	13.68%	39	12.42%	143	152	16.77%	38	15.13%	0	0	190	13	23.63%	6	12.00%	0	0	19
Sometimes	162	21.31%	66	21.01%	228	201	22.18%	47	18.72%	1	50.00%	249	7	12.72%	10	20.00%	0	0	17
Most of the time	321	42.23%	129	41.08%	450	296	32.67%	73	29.08%	0	0	369	20	36.36%	5	10.00%	1	100.00%	26
All of the time	74	9.73%	30	9.55%	104	116	12.80%	37	14.74%	0	0	153	2	3.63%	2	4.00%	0	0	4
Total Non-Response	28	3.68%	14	4.45%	42	101	11.14%	44	17.52%	0	0	145	11	20.00%	22	44.00%	0	0	33
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

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**Table 4.37 On the average, how long did you have to wait for a hearing to start?**

Groups	Male			Female			Total Non-Response			Mean for All Responses	CV for All Responses	Total Responses
	Mean	CV	N	Mean	CV	N	Mean	CV	N			
Litigants	0.98	91.9	328	1.07	67.05	135				1	84.58	463
Lawyers	0.8	75.17	547	0.75	58.44	125	0.66	18.08	2	0.79	72.65	674
Other Stakeholders	1.92	219.69	21	1.16	52.34	20	0	0	0	1.55	195.85	41

**Table 4.38 Before you files a case in court/received a formal compliant through the court were you aware that: “The Court can resolve legal disputes between two parties”?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	705	92.76%	303	96.49%	1008	53	96.36%	49	98.00%	1	100.00%	103
No	45	5.92%	11	3.50%	56	2	3.63%	1	2.00%	0	0	3
Total Non-Response	10	1.31%	0	0	10							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.39 Who are the top three usual causes of delay?**

Responses	Litigants					Lawyers					Other Stakeholders				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Justice/Judge	218	68.77%	78	62.90%	296	378	71.19%	83	70.94%	461	19	86.36%	18	85.71%	37
Lawyer	208	65.62%	95	76.61%	303	123	23.16%	28	23.93%	151	15	68.18%	17	80.95%	32
Complainant/Plaintiff	96	30.28%	55	44.35%	151	74	13.94%	16	13.68%	90	3	13.64%	2	9.52%	5
Defendant	63	19.87%	41	33.06%	104	69	12.99%	16	13.68%	85	3	13.64%	2	9.52%	5
Witness	69	21.77%	14	11.29%	83	162	30.51%	28	23.93%	190	0	0.00%	1	4.76%	1
Others	19	5.99%	17	13.71%	36	79	14.88%	12	10.26%	91	0	0.00%	0	0.00%	0
Total Responses	317		124		441	531		117		648	22		21		43
Total Non-Response	443		190		633	375		134		509	33		30		63
Total	760		314		1074	906		251		1159	55		51		106

**Table 4.40 How would you rate the pace of the whole litigation process of your case?**

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 slow	142	18.68%	78	24.84%	220	146	16.11%	38	15.13%	1	50.00%	185	14	25.45%	11	22.00%	0	0	25
Slow	264	34.73%	109	34.71%	373	349	38.52%	96	38.24%	1	50.00%	446	12	21.81%	11	22.00%	0	0	23
Just right	245	32.23%	102	32.48%	347	333	36.75%	88	35.05%	0	0	421	15	27.27%	5	10.00%	0	0	20
Fast	77	10.13%	15	4.77%	92	49	5.40%	19	7.56%	0	0	68	3	5.45%	1	2.00%	1	100.00%	5
Very fast	19	2.50%	4	1.27%	23	8	.88%	2	.79%	0	0	10							
Total Non-Response	13	1.71%	6	1.91%	19	21	2.31%	8	3.18%	0	0	29	11	20.00%	22	44.00%	0	0	33
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 4.41 Did you experience any difficulty in understanding the court proceedings?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	279	36.71%	70	22.29%	349	17	30.90%	12	24.00%	0	0	29
No	470	61.84%	238	75.79%	708	27	49.09%	17	34.00%	1	100.00%	45
Total Non-Response	11	1.44%	6	1.91%	17	11	20.00%	21	42.00%	0	0	32
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.42 Did you experience any difficulty in understanding the court proceedings because you cannot understand English?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	125	16.44%	18	5.73%	143	4	7.27%	0	0	0	0	4
No	635	83.55%	296	94.26%	931	51	92.72%	50	100.00%	1	100.00%	102
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.43 Did you experience any difficulty in understanding the court proceedings because you encountered difficulties in hearing the proceedings?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	48	6.31%	13	4.14%	61	2	3.63%	5	10.00%	0	0	7
No	712	93.68%	301	95.85%	1013	53	96.36%	45	90.00%	1	100.00%	99
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.44 Did you experience any difficulty in understanding the court proceedings due to too many technical terms?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	161	21.18%	35	11.14%	196	15	27.27%	11	22.00%	0	0	26
No	599	78.81%	279	88.85%	878	40	72.72%	39	78.00%	1	100.00%	80
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.45 Did you testify during the hearing?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	434	57.10%	163	51.91%	597	31	56.36%	7	14.00%	1	100.00%	39
No	310	40.78%	138	43.94%	448	14	25.45%	23	46.00%	0	0	37
Total Non-Response	16	2.10%	13	4.14%	29	10	18.18%	20	40.00%	0	0	30
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.46 Did you request for an interpreter?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	148	19.47%	24	7.64%	172	9	16.36%	3	6.00%	0	0	12
No	278	36.57%	136	43.31%	414	22	40.00%	4	8.00%	1	100.00%	27
Total Non-Response	334	43.94%	154	49.04%	488	24	43.63%	43	86.00%	0	0	67
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.47 Was the interpreter helpful?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Very much	64	8.42%	11	3.50%	75	5	9.09%	2	4.00%	0	0	7
To some extent	38	5.00%	6	1.91%	44	2	3.63%	1	2.00%	0	0	3
Sufficient enough	26	3.42%	3	.95%	29							
Very little	7	.92%	0	0	7							
Not at all	9	1.18%	0	0	9							
Total Non-Response	616	81.05%	294	93.63%	910	48	87.27%	47	94.00%	1	100.00%	96
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.48 Did you hear the court proceedings clearly?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Yes	300	39.47%	154	49.04%	454	2	3.63%	3	6.00%	0	0	5
No	433	56.97%	142	45.22%	575	41	74.54%	27	54.00%	1	100.00%	69
Total Non-Response	27	3.55%	18	5.73%	45	12	21.81%	20	40.00%	0	0	32
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.49 Why did you not hear the court proceedings clearly?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Extraneous noise outside the courtroom	25	3.28%	5	1.59%	30	1	1.81%	7	14.00%	0	0	8
Noise inside the courtroom contribute to inaudibility	5	.65%	0	0	5							
Poor room arrangement for audience to hear proceedings	4	.52%	4	1.27%	8							
Others	3	.39%	0	0	3							
Total Non-Response	723	95.13%	305	97.13%	1028	54	98.18%	43	86.00%	1	100.00%	98
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.50 How did the Justice/Judge address you?**

Responses	Other Stakeholders						
	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct	Count	Pct	
Mr./ Mrs./ Ms.	12	21.81%	16	32.00%	1	100.00%	29
First name only	6	10.90%	17	34.00%	0	0	23
Last name only	2	3.63%	3	6.00%	0	0	5
Others	31	56.36%	12	24.00%	0	0	43
Total Non-Response	4	7.27%	2	4.00%	0	0	6
Total Responses	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.51 When your case was still being heard in court, was the Justice/Judge fair?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	85	11.18%	13	4.14%	98	2	3.63%	2	4.00%	0	0	4
Seldom	45	5.92%	11	3.50%	56	2	3.63%	7	14.00%	0	0	9
Sometimes	155	20.39%	80	25.47%	235	8	14.54%	10	20.00%	0	0	18
Most of the time	317	41.71%	161	51.27%	478	34	61.81%	16	32.00%	1	100.00%	51
All of the time	125	16.44%	36	11.46%	161	9	16.36%	14	28.00%	0	0	23
Total Non-Response	33	4.34%	13	4.14%	46	0	0	1	2.00%	0	0	1
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.52 When your case was still being heard in court, was the Justice/Judge in control of the proceedings?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	32	4.21%	2	.63%	34	1	1.81%	1	2.00%	0	0	2
Seldom	28	3.68%	10	3.18%	38	2	3.63%	0	0	0	0	2
Sometimes	83	10.92%	34	10.82%	117	4	7.27%	9	18.00%	0	0	13
Most of the time	397	52.23%	195	62.10%	592	28	50.90%	19	38.00%	1	100.00%	48
All of the time	186	24.47%	61	19.42%	247	20	36.36%	21	42.00%	0	0	41
Total Non-Response	34	4.47%	12	3.82%	46							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.53 When your case was still being heard in court, was the Justice/Judge attentive to the lawyer's questions?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	27	3.55%	1	.31%	28							
Seldom	24	3.15%	5	1.59%	29	2	3.63%	0	0	0	0	2
Sometimes	85	11.18%	38	12.10%	123	6	10.90%	10	20.00%	0	0	16
Most of the time	405	53.28%	194	61.78%	599	34	61.81%	22	44.00%	1	100.00%	57
All of the time	182	23.94%	62	19.74%	244	13	23.63%	18	36.00%	0	0	31
Total Non-Response	37	4.86%	14	4.45%	51							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.54 When your case was still being heard in court, was the Justice/Judge attentive to the answers of the witnesses?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	29	3.81%	6	1.91%	35							
Seldom	34	4.47%	8	2.54%	42							
Sometimes	90	11.84%	51	16.24%	141	5	9.09%	12	24.00%	0	0	17
Most of the time	397	52.23%	173	55.09%	570	31	56.36%	16	32.00%	1	100.00%	48
All of the time	175	23.02%	60	19.10%	235	19	34.54%	22	44.00%	0	0	41
Total Non-Response	35	4.60%	16	5.09%	51							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.55 When your case was still being heard in court, was the Justice/Judge interrupted or distracted by activities in the courtroom?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	302	39.73%	126	40.12%	428	16	29.09%	10	20.00%	0	0	26
Seldom	143	18.81%	58	18.47%	201	12	21.81%	8	16.00%	0	0	20
Sometimes	189	24.86%	68	21.65%	257	19	34.54%	23	46.00%	1	100.00%	43
Most of the time	65	8.55%	40	12.73%	105	6	10.90%	7	14.00%	0	0	13
All of the time	20	2.63%	8	2.54%	28	2	3.63%	2	4.00%	0	0	4
Total Non-Response	41	5.39%	14	4.45%	55							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.56 When your case was still being heard in court, did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearings?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	32	4.21%	3	.95%	35	1	1.81%	0	0	0	0	1
Seldom	14	1.84%	4	1.27%	18	1	1.81%	2	4.00%	0	0	3
Sometimes	56	7.36%	26	8.28%	82	1	1.81%	5	10.00%	0	0	6
Most of the time	405	53.28%	193	61.46%	598	28	50.90%	21	42.00%	1	100.00%	50
All of the time	214	28.15%	72	22.92%	286	24	43.63%	22	44.00%	0	0	46
Total Non-Response	39	5.13%	16	5.09%	55	55	100.00%	50	100.00%	1	100.00%	106
Total Responses	760	100.00%	314	100.00%	1074							

**Table 4.57 When your case was still being heard in court, did the appearance of the Justice/Judge command respect?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	16	2.10%	1	.31%	17							
Seldom	7	.92%	7	2.22%	14	0	0	1	2.00%	0	0	1
Sometimes	58	7.63%	20	6.36%	78	3	5.45%	2	4.00%	0	0	5
Most of the time	426	56.05%	186	59.23%	612	25	45.45%	24	48.00%	1	100.00%	50
All of the time	224	29.47%	85	27.07%	309	27	49.09%	23	46.00%	0	0	50
Total Non-Response	29	3.81%	15	4.77%	44							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.58 When your case was still being heard in court, did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, or ethnic origin?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	442	58.15%	180	57.32%	622	39	70.90%	26	52.00%	0	0	65
Seldom	89	11.71%	53	16.87%	142	3	5.45%	3	6.00%	1	100.00%	7
Sometimes	107	14.07%	45	14.33%	152	9	16.36%	15	30.00%	0	0	24
Most of the time	69	9.07%	18	5.73%	87	3	5.45%	6	12.00%	0	0	9
All of the time	20	2.63%	5	1.59%	25	1	1.81%	0	0	0	0	1
Total Non-Response	33	4.34%	13	4.14%	46							
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

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**Table 4.59 When your case was still being heard in court, did the court personnel show any bias against you because of economic status, educational attainment, gender, religion and ethnic origin?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Never	454	59.73%	185	58.91%	639	33	60.00%	11	22.00%	0	0	44
Seldom	84	11.05%	47	14.96%	131	4	7.27%	2	4.00%	1	100.00%	7
Sometimes	124	16.31%	49	15.60%	173	4	7.27%	12	24.00%	0	0	16
Most of the time	48	6.31%	17	5.41%	65	4	7.27%	7	14.00%	0	0	11
All of the time	17	2.23%	3	.95%	20							
Total Non-Response	33	4.34%	13	4.14%	46	10	18.18%	18	36.00%	0	0	28
Total Responses	760	100.00%	314	100.00%	1074	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.60 Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

	Justices					Judges					Lawyers						
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Rarely											25	2.75%	1	.39%	0	0	26
Sometimes	1	1.72%	0	0	1						100	11.03%	34	13.54%	1	50.00%	135
Undecided	1	1.72%	0	0	1						56	6.18%	14	5.57%	0	0	70
Usually	23	39.65%	10	40.00%	33	12	23.52%	12	46.15%	24	440	48.56%	130	51.79%	1	50.00%	571
Always	33	56.89%	15	60.00%	48	39	76.47%	14	53.84%	53	267	29.47%	65	25.89%	0	0	332
Total Non-Response											18	1.98%	7	2.78%	0	0	25
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.61 In general, how would rate the Justice's Judge's behavior during proceedings?**

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	
Poor	78	10.26%	14	4.45%	92	20	2.20%	2	.79%	1	50.00%	23	2	3.63%	5	10.00%	0	0	7
Fair	206	27.10%	90	28.66%	296	201	22.18%	32	12.74%	0	0	233	15	27.27%	10	20.00%	0	0	25
Good	348	45.78%	141	44.90%	489	380	41.94%	113	45.01%	1	50.00%	494	22	40.00%	17	34.00%	1	100.00%	40
Very Good	90	11.84%	45	14.33%	135	241	26.60%	76	30.27%	0	0	317	13	23.63%	13	26.00%	0	0	26
Excellent	24	3.15%	12	3.82%	36	37	4.08%	11	4.38%	0	0	48	3	5.45%	5	10.00%	0	0	8
Total Non-Response	14	1.84%	12	3.82%	26	27	2.98%	17	6.77%	0	0	44							
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

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**Table 4.62 Were the court personnel courteous and helpful when you sought assistance?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Never											29	3.81%	7	2.22%	36
Seldom	1	1.72%	1	4.00%	2	0	0	1	3.84%	1	80	10.52%	49	15.60%	129
Sometimes	2	3.44%	1	4.00%	3						155	20.39%	86	27.38%	241
Most of the time	23	39.65%	9	36.00%	32	15	29.41%	14	53.84%	29	274	36.05%	126	40.12%	400
All of the time	32	55.17%	14	56.00%	46	36	70.58%	11	42.30%	47	112	14.73%	33	10.50%	145
Total Non-Response											110	14.47%	13	4.14%	123
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.62 Were the court personnel courteous and helpful when you sought assistance? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Never	2	.22%	1	.39%	0	0	3	0	0	1	2.00%	0	0	1
Seldom	35	3.86%	12	4.78%	0	0	47	4	7.27%	7	14.00%	0	0	11
Sometimes	147	16.22%	39	15.53%	1	50.00%	187	10	18.18%	10	20.00%	0	0	20
Most of the time	495	54.63%	144	57.37%	1	50.00%	640	32	58.18%	18	36.00%	1	100.00%	51
All of the time	212	23.39%	50	19.92%	0	0	262	9	16.36%	14	28.00%	0	0	23
Total Non-Response	15	1.65%	5	1.99%	0	0	20							
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.63 How confident are you that Justices/Judges of this court are able to remain neutral and avoid suspicions of favoritism and partiality?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Neither confident nor not confident	1	1.72%	0	0	1	4	7.84%	1	3.84%	5
Confident	30	51.72%	14	56.00%	44	24	47.05%	16	61.53%	40
Definitely confident	27	46.55%	11	44.00%	38	23	45.09%	9	34.61%	32
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

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**Table 4.64 Is this court, as an institution, free from external controls, influence or pressure?**

Responses	Justices					Judges					Lawyers						
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Definitely not free											60	6.62%	15	5.97%	1	50.00%	76
Not free	4	6.89%	0	0	4	3	5.88%	0	0	3	199	21.96%	50	19.92%	0	0	249
Neither free nor not free	3	5.17%	4	16.00%	7	4	7.84%	1	3.84%	5	206	22.73%	68	27.09%	0	0	274
Free	34	58.62%	14	56.00%	48	22	43.13%	13	50.00%	35	352	38.85%	98	39.04%	1	50.00%	451
Definitely free	16	27.58%	7	28.00%	23	22	43.13%	12	46.15%	34	68	7.50%	15	5.97%	0	0	83
Total Non-Response	1	1.72%	0	0	1						21	2.31%	5	1.99%	0	0	26
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.65 Are the individual Justices/Judges of this court free to make decisions without undue pressure of influence?**

Responses	Justices					Judges					Lawyers						
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Definitely not free											26	2.86%	9	3.58%	0	0	35
Not free						2	3.92%	0	0	2	138	15.23%	34	13.54%	1	50.00%	173
Neither free nor not free	1	1.72%	2	8.00%	3	1	1.96%	1	3.84%	2	231	25.49%	70	27.88%	0	0	301
Free	32	55.17%	14	56.00%	46	25	49.01%	10	38.46%	35	417	46.02%	116	46.21%	1	50.00%	534
Definitely free	25	43.10%	9	36.00%	34	23	45.09%	14	53.84%	37	69	7.61%	16	6.37%	0	0	85
Total Non-Response						0	0	1	3.84%	1	25	2.75%	6	2.39%	0	0	31
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	906	100.00%	251	100.00%	2	100.00%	1159

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**Table 4.66 Did you personally witness any form of corruption in this court?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	4	6.89%	1	4.00%	5	3	5.88%	4	15.38%	7	53	6.97%	11	3.50%	64
No	54	93.10%	24	96.00%	78	48	94.11%	22	84.61%	70	695	91.44%	298	94.90%	993
Total Non-Response											12	1.57%	5	1.59%	17
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.66 Did you personally witness any form of corruption in this court? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	190	20.97%	56	22.31%	0	0	246	13	23.63%	17	34.00%	0	0	30
No	703	77.59%	192	76.49%	2	100.00%	897	42	76.36%	33	66.00%	1	100.00%	76
Total Non-Response	13	1.43%	3	1.19%	0	0	16							
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.67 Did corruption manifest through the intentional delay of the case?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes						1	1.96%	0	0	1	19	2.50%	1	.31%	20
No	58	100.00%	25	100.00%	83	50	98.03%	26	100.00%	76	741	97.50%	313	99.68%	1054
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.67 Did corruption manifest through the intentional delay of the case? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	71	7.83%	22	8.76%	0	0	93	6	10.90%	9	18.00%	0	0	15
No	835	92.16%	229	91.23%	2	100.00%	1066	49	89.09%	41	82.00%	1	100.00%	91
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

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**Table 4.68 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes						2	3.92%	0	0	2	25	3.28%	4	1.27%	29
No	58	100.00%	25	100.00%	83	49	96.07%	26	100.00%	75	735	96.71%	310	98.72%	1045
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.68 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	97	10.70%	33	13.14%	0	0	130	5	9.09%	7	14.00%	0	0	12
No	809	89.29%	218	86.85%	2	100.00%	1029	50	90.90%	43	86.00%	1	100.00%	94
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.69 Did corruption manifest through intentional delay in the decision regarding the case?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes						2	3.92%	0	0	2	13	1.71%	2	.63%	15
No	58	100.00%	25	100.00%	83	49	96.07%	26	100.00%	75	747	98.28%	312	99.36%	1059
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.69 Did corruption manifest through intentional delay in the decision regarding the case? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	63	6.95%	10	3.98%	0	0	73	5	9.09%	12	24.00%	0	0	17
No	843	93.04%	241	96.01%	2	100.00%	1086	50	90.90%	38	76.00%	1	100.00%	89
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.70 Did you witness bribery in the issuance of Temporary Restraining Order?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	2	3.44%	1	4.00%	3	1	1.96%	0	0	1	7	.92%	2	.63%	9
No	56	96.55%	24	96.00%	80	50	98.03%	26	100.00%	76	753	99.07%	312	99.36%	1065
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.70 Did you witness bribery in the issuance of Temporary Restraining Order? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	61	6.73%	19	7.56%	0	0	80	3	5.45%	7	14.00%	0	0	10
No	845	93.26%	232	92.43%	2	100.00%	1079	52	94.54%	43	86.00%	1	100.00%	96
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.71 Is there a formal system for handling complaints against personnel and Justices/Judges in this court?**

Responses	Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	38	74.50%	20	76.92%	58	52	89.65%	23	92.00%	75
No	13	25.49%	6	23.07%	19	6	10.34%	2	8.00%	8
Total Responses	51	100.00%	26	100.00%	77	58	100.00%	25	100.00%	83

**Table 4.72 Do you think the existing system is adequate in handling complaints?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	45	77.58%	19	76.00%	64	33	64.70%	13	50.00%	46
No	5	8.62%	1	4.00%	6	5	9.80%	7	26.92%	12
Total Non-Response	8	13.79%	5	20.00%	13	13	25.49%	6	23.07%	19
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

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**Table 4.73 Were there administrative complaints filed against court personnel and Justices/Judges in the past six (6) months?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	16	27.58%	6	24.00%	22	14	27.45%	6	23.07%	20	15	1.97%	4	1.27%	19
No	42	72.41%	18	72.00%	60	37	72.54%	20	76.92%	57	719	94.60%	299	95.22%	1018
Total Non-Response	0	0	1	4.00%	1						26	3.42%	11	3.50%	37
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.73 Were there administrative complaints filed against court personnel and Justices/Judges in the past six (6) months? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	79	8.71%	19	7.56%	2	100.00%	100	3	5.45%	6	12.00%	0	0	9
No	816	90.06%	231	92.03%	0	0	1047	52	94.54%	44	88.00%	1	100.00%	97
Total Non-Response	11	1.21%	1	.39%	0	0	12							
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.74 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	4	6.89%	3	12.00%	7	2	3.92%	0	0	2	3	.39%	0	0	3
No	54	93.10%	22	88.00%	76	49	96.07%	26	100.00%	75	757	99.60%	314	100.00%	1071
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.74 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	16	1.76%	3	1.19%	0	0	19	0	0	4	8.00%	0	0	4
No	890	98.23%	248	98.80%	2	100.00%	1140	55	100.00%	46	92.00%	1	100.00%	102
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

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**Table 4.75 Was the complaint due to inefficiency?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	7	12.06%	1	4.00%	8	4	7.84%	1	3.84%	5	4	.52%	1	.31%	5
No	51	87.93%	24	96.00%	75	47	92.15%	25	96.15%	72	756	99.47%	313	99.68%	1069
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.75 Was the complaint due to inefficiency? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	14	1.54%	2	.79%	0	0	16	0	0	3	6.00%	0	0	3
No	892	98.45%	249	99.20%	2	100.00%	1143	55	100.00%	47	94.00%	1	100.00%	103
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.76 Was the complaint due to incompetence?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	6	10.34%	1	4.00%	7	1	1.96%	2	7.69%	3	2	.26%	3	.95%	5
No	52	89.65%	24	96.00%	76	50	98.03%	24	92.30%	74	758	99.73%	311	99.04%	1069
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.76 Was the complaint due to incompetence? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	25	2.75%	3	1.19%	0	0	28	1	1.81%	3	6.00%	0	0	4
No	881	97.24%	248	98.80%	2	100.00%	1131	54	98.18%	47	94.00%	1	100.00%	102
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

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**Table 4.77 Was the complaint due to lack of integrity?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	4	6.89%	1	4.00%	5	2	3.92%	1	3.84%	3	2	.26%	1	.31%	3
No	54	93.10%	24	96.00%	78	49	96.07%	25	96.15%	74	758	99.73%	313	99.68%	1071
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.77 Was the complaint due to lack of integrity? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	15	1.65%	3	1.19%	1	50.00%	19	0	0	3	6.00%	0	0	3
No	891	98.34%	248	98.80%	1	50.00%	1140	55	100.00%	47	94.00%	1	100.00%	103
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

**Table 4.78 Was the complaint due to unfairness and partiality?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	6	10.34%	3	12.00%	9	7	13.72%	1	3.84%	8	6	.78%	1	.31%	7
No	52	89.65%	22	88.00%	74	44	86.27%	25	96.15%	69	754	99.21%	313	99.68%	1067
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.78 Was the complaint due to unfairness and partiality? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Yes	39	4.30%	10	3.98%	2	100.00%	51	2	3.63%	5	10.00%	0	0	7
No	867	95.69%	241	96.01%	0	0	1108	53	96.36%	45	90.00%	1	100.00%	99
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

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**Table 4.79 What happened to the complaint?**

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	
Still pending	2	.26%	2	.63%	4	28	3.09%	8	3.18%	1	50.00%	37	1	1.81%	3	6.00%	0	0	4
Dismissed	3	.39%	0	0	3	23	2.53%	6	2.39%	0	0	29	1	1.81%	3	6.00%	0	0	4
Nothing happened	4	.52%	0	0	4	8	.88%	4	1.59%	1	50.00%	13	1	1.81%	0	0	0	0	1
Total Non-Response	751	98.81%	312	99.36%	1063	847	93.48%	233	92.82%	0	0	1080	52	94.54%	44	88.00%	1	100.00%	97
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 4.80 Were the lawyers mostly the complainants?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	5	8.62%	1	4.00%	6	2	3.92%	3	11.53%	5
No	53	91.37%	24	96.00%	77	49	96.07%	23	88.46%	72
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

**Table 4.81 Were the litigants mostly the complainants?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	10	17.24%	2	8.00%	12	10	19.60%	2	7.69%	12
No	48	82.75%	23	92.00%	71	41	80.39%	24	92.30%	65
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

**Table 4.82 Were the Justices/Judges mostly the complainants?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
No	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

**Table 4.83 Were the court personnel from your own court mostly the complainants?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	2	3.44%	1	4.00%	3	0	0	1	3.84%	1
No	56	96.55%	24	96.00%	80	51	100.00%	25	96.15%	76
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

**Table 4.84 Were the court personnel from other courts mostly the complainants?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Yes	3	5.17%	1	4.00%	4					
No	55	94.82%	24	96.00%	79	51	100.00%	26	100.00%	77
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

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**Table 4.85 How confident are you that his case will be resolved satisfactorily?**

Responses	Justices					Judges					Litigants				
	Male		Female		Total Count	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Not confident											1	.13%	0	0	1
Neither confident nor not confident	1	1.72%	0	0	1	1	1.96%	0	0	1	1	.13%	0	0	1
Confident	10	17.24%	4	16.00%	14	6	11.76%	2	7.69%	8	3	.39%	2	.63%	5
Definitely confident	5	8.62%	2	8.00%	7	7	13.72%	4	15.38%	11	1	.13%	0	0	1
Total Non-Response	42	72.41%	19	76.00%	61	37	72.54%	20	76.92%	57	754	99.21%	312	99.36%	1066
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77	760	100.00%	314	100.00%	1074

**Table 4.85 How confident are you that his case will be resolved satisfactorily? (cont.)**

Responses	Lawyers							Other Stakeholders						
	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	
Definitely not confident	3	.33%	3	1.19%	0	0	6							
Not confident	10	1.10%	1	.39%	1	50.00%	12	2	3.63%	1	2.00%	0	0	3
Neither confident nor not confident	11	1.21%	3	1.19%	0	0	14	1	1.81%	1	2.00%	0	0	2
Confident	23	2.53%	3	1.19%	1	50.00%	27	0	0	1	2.00%	0	0	1
Definitely confident	3	.33%	2	.79%	0	0	5							
Total Non-Response	856	94.48%	239	95.21%	0	0	1095	52	94.54%	47	94.00%	1	100.00%	100
Total Responses	906	100.00%	251	100.00%	2	100.00%	1159	55	100.00%	50	100.00%	1	100.00%	106

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**Table 4.86 How much did the administrative complaint affect your case negatively?**

Responses	Litigants					Lawyers						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Very Much	4	.52%	1	.31%	5	9	.99%	2	.79%	0	0	11
Much	2	.26%	0	0	2	10	1.10%	4	1.59%	0	0	14
Moderate	1	.13%	1	.31%	2	8	.88%	3	1.19%	0	0	11
Not Much						19	2.09%	3	1.19%	1	50.00%	23
Not at all	2	.26%	0	0	2	26	2.86%	4	1.59%	1	50.00%	31
Total Non-Response	751	98.81%	312	99.36%	1063	834	92.05%	235	93.62%	0	0	1069
Total Responses	760	100.00%	314	100.00%	1074	906	100.00%	251	100.00%	2	100.00%	1159

**Table 4.87 How much did the administrative complaint affect your court negatively?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very Much	2	3.44%	0	0	2	2	3.92%	0	0	2
Much	1	1.72%	2	8.00%	3	1	1.96%	0	0	1
Moderate	2	3.44%	1	4.00%	3	2	3.92%	2	7.69%	4
Not Much	7	12.06%	2	8.00%	9	3	5.88%	1	3.84%	4
Not at all	4	6.89%	1	4.00%	5	6	11.76%	3	11.53%	9
Total Non-Response	42	72.41%	19	76.00%	61	37	72.54%	20	76.92%	57
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

**Table 4.88 How satisfied/dissatisfied were you with your experience with the 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

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**Table 4.89 What is your response to the statement: “My lawyer’ is concerned about protecting my rights”?**

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	
Strongly Disagree	18	2.36%	4	1.27%	22	2	.22%	0	0	0	0	2	0	0	1	2.00%	0	0	1
Disagree	54	7.10%	5	1.59%	59	4	.44%	1	.39%	0	0	5							
Neither disagree nor agree	54	7.10%	21	6.68%	75	3	.33%	1	.39%	0	0	4	3	5.45%	7	14.00%	0	0	10
Agree	452	59.47%	202	64.33%	654	307	33.88%	64	25.49%	0	0	371	33	60.00%	33	66.00%	1	100.00%	67
Strongly agree	166	21.84%	75	23.88%	241	584	64.45%	185	73.70%	2	100.00%	771	19	34.54%	9	18.00%	0	0	28
Total Non-Response	16	2.10%	7	2.22%	23	6	.66%	0	0	0	0	6							
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 4.90 What is your response to the statement: “My lawyer’ has adequate knowledge and training in law to protect my rights and interest”?**

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	
Strongly Disagree	12	1.57%	3	.95%	15	1	.11%	0	0	0	0	1							
Disagree	41	5.39%	6	1.91%	47	5	.55%	0	0	0	0	5	2	3.63%	2	4.00%	0	0	4
Neither disagree nor agree	55	7.23%	24	7.64%	79	7	.77%	4	1.59%	0	0	11	5	9.09%	10	20.00%	0	0	15
Agree	452	59.47%	191	60.82%	643	420	46.35%	114	45.41%	0	0	534	41	74.54%	28	56.00%	1	100.00%	70
Strongly agree	182	23.94%	83	26.43%	265	467	51.54%	133	52.98%	2	100.00%	602	7	12.72%	10	20.00%	0	0	17
Total Non-Response	18	2.36%	7	2.22%	25	6	.66%	0	0	0	0	6							
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 4.91 What is your response to the statement: “My lawyer is doing his/her best to protect my rights”?**

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	
Strongly Disagree	22	2.89%	3	.95%	25														
Disagree	51	6.71%	6	1.91%	57	3	.33%	0	0	0	0	3	1	1.81%	1	2.00%	0	0	2
Neither disagree nor agree	64	8.42%	26	8.28%	90	4	.44%	1	.39%	0	0	5	3	5.45%	6	12.00%	0	0	9
Agree	430	56.57%	185	58.91%	615	289	31.89%	65	25.89%	0	0	354	39	70.90%	32	64.00%	1	100.00%	72
Strongly agree	176	23.15%	87	27.70%	263	604	66.66%	185	73.70%	2	100.00%	791	12	21.81%	11	22.00%	0	0	23
Total Non-Response	17	2.23%	7	2.22%	24	6	.66%	0	0	0	0	6							
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

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**Table 4.92 What is your response to the statement: “My lawyer explains to me the progress of my case”?**

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	
Strongly Disagree	20	2.63%	3	.95%	23	1	.11%	0	0	0	0	1	0	0	1	2.00%	0	0	1
Disagree	79	10.39%	9	2.86%	88	3	.33%	0	0	0	0	3	1	1.81%	2	4.00%	0	0	3
Neither disagree nor agree	63	8.28%	41	13.05%	104	9	.99%	2	.79%	0	0	11	9	16.36%	9	18.00%	0	0	18
Agree	417	54.86%	177	56.36%	594	350	38.63%	84	33.46%	1	50.00%	435	35	63.63%	30	60.00%	1	100.00%	66
Strongly agree	164	21.57%	76	24.20%	240	536	59.16%	164	65.33%	1	50.00%	701	10	18.18%	8	16.00%	0	0	18
Don't Know						0	0	1	.39%	0	0	1							
Total Non-Response	17	2.23%	8	2.54%	25	7	.77%	0	0	0	0	7							
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 4.93 What is your response to the statement: “My lawyer explains to me possible options/ strategies regarding my case”?**

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	
Strongly Disagree	22	2.89%	2	.63%	24	6	.66%	0	0	0	0	6	0	0	2	4.00%	0	0	2
Disagree	78	10.26%	10	3.18%	88	10	1.10%	3	1.19%	0	0	13	3	5.45%	2	4.00%	0	0	5
Neither disagree nor agree	66	8.68%	37	11.78%	103	331	36.53%	90	35.85%	0	0	421	5	9.09%	11	22.00%	0	0	16
Agree	421	55.39%	180	57.32%	601	552	60.92%	157	62.54%	2	100.00%	711	37	67.27%	24	48.00%	1	100.00%	62
Strongly agree	157	20.65%	75	23.88%	232	7	.77%	1	.39%	0	0	8	10	18.18%	11	22.00%	0	0	21
Total Non-Response	16	2.10%	10	3.18%	26														
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 4.94 How satisfied are you with your professional work as a Judge or Justice?**

Responses	Justices					Judges				
	Male		Female		Total Count	Male		Female		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	
Very dissatisfied						0	0	1	3.84%	1
Dissatisfied	1	1.72%	1	4.00%	2	0	0	2	7.69%	2
Neither satisfied nor dissatisfied						3	5.88%	1	3.84%	4
Satisfied	18	31.03%	7	28.00%	25	23	45.09%	11	42.30%	34
Very satisfied	38	65.51%	17	68.00%	55	25	49.01%	11	42.30%	36
Total Non-Response	1	1.72%	0	0	1					
Total Responses	58	100.00%	25	100.00%	83	51	100.00%	26	100.00%	77

**Table 4.95 What are your sources of dissatisfaction?**

Responses	Justices			Judges		
	Male	Female	Total Count	Male	Female	Total Count
Workload	1	1	2	0	2	2
Court personnel	1	1	2	1	1	2
Court facilities	1	1	2	1	1	2

**Table 4.96 How would you rate your overall impression of the court that heard your case based on personal experience?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Very negative	82	11.03%	21	6.90%	103	2	4.54%	5	15.62%	7	0	7
Somewhat negative	133	17.90%	39	12.82%	172	5	11.36%	10	31.25%	15	0	15
Undecided	155	20.86%	61	20.06%	216	7	15.90%	4	12.50%	11	0	11
Somewhat positive	292	39.30%	154	50.65%	446	25	56.81%	9	28.12%	34	1	35
Very positive	81	10.90%	29	9.53%	110	5	11.36%	4	12.50%	9	0	9
Total Responses	743	100.00%	304	100.00%	1047	44	100.00%	32	100.00%	76	1	77
Total Non-Response	17		10		27	11		18				29
Total	760		314		1074	55		50				106

**Table 4.97 In general, how would rate the court's performance?**

Responses	Litigants					Other Stakeholders						
	Male		Female		Total Count	Male		Female		Total Non-Response		Total Count
	Count	Pct	Count	Pct		Count	Pct	Count	Pct	Count	Pct	
Poor	113	15.14%	25	8.19%	138	6	11.53%	9	20.00%	15	0	15
Fair	250	33.51%	92	30.16%	342	16	30.76%	9	20.00%	25	0	25
Good	264	35.38%	138	45.24%	402	10	19.23%	13	28.88%	23	1	24
Very Good	78	10.45%	40	13.11%	118	17	32.69%	13	28.88%	30	0	30
Excellent	41	5.49%	10	3.27%	51	3	5.76%	1	2.22%	4	0	4
Total Responses	746	100.00%	305	100.00%	1051	52	100.00%	45	100.00%	97	0	97
Total Non-Response	14		9		23	3		5		8	1	9
Total	760		314		1074	55		50				106

**SET 5**



**AGGREGATE TABLES BY TYPE OF INTERVIEWEE  
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**Table 5.0a What are the Top 3 sources of Litigants of information about the Philippine court system?**

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		Total Non-Response		
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
School	55	34.59%	48	40.68%	36	52.94%	64	46.72%	55	35.48%	96	21.96%	354
Family and friends	50	31.45%	40	33.90%	18	26.47%	44	32.12%	60	38.71%	162	25.40%	374
Mass media - i.e., TV, radio, newspaper	77	48.43%	59	50.00%	32	47.06%	72	52.55%	87	56.13%	166	19.22%	493
Books	16	10.06%	31	26.27%	17	25.00%	35	25.55%	32	20.65%	41	2.28%	172
Government agency	40	25.16%	36	30.51%	19	27.94%	28	20.44%	29	18.71%	78	4.34%	230
Lawyer	57	35.85%	56	47.46%	40	58.82%	74	54.01%	79	50.97%	159	4.57%	465
Social worker	2	1.26%	3	2.54%	0	0.00%	0	0.00%	3	1.94%	8	22%	16
Policeman	27	16.98%	16	13.56%	8	11.76%	16	11.68%	8	5.16%	42	22%	117
Barangay official/Community leader	40	25.16%	18	15.25%	14	20.59%	28	20.44%	23	14.84%	85	68%	208
Others	3	1.89%	4	3.39%	3	4.41%	6	4.38%	8	5.16%	9	91%	33
Total Non-Response	110	69.18%	43	36.44%	17	25.00%	44	32.12%	81	52.26%	465	20.13%	760
Total	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	437	100.00%	1074

**Table 5.0b What are the Top 3 Sources of Stakeholders of information about the Philippine court system?**

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	
School	6	42.86%	33	66.00%	6	54.55%	10	45.45%	4	44.44%	59
Family and friends	2	14.29%	6	12.00%	4	36.36%	8	36.36%	2	22.22%	22
Mass media - i.e., TV, radio, newspaper	8	57.14%	18	36.00%	4	36.36%	14	63.64%	7	77.78%	51
Books	8	57.14%	21	42.00%	3	27.27%	4	18.18%	0	0.00%	36
Government agency	6	42.86%	22	44.00%	4	36.36%	6	27.27%	3	33.33%	41
Lawyer	5	35.71%	22	44.00%	4	36.36%	12	54.55%	4	44.44%	47
Social worker	1	7.14%	1	2.00%	1	9.09%	1	4.55%	0	0.00%	4
Policeman	0	0.00%	7	14.00%	2	18.18%	2	9.09%	1	11.11%	12
Barangay official/Community leader	1	7.14%	4	8.00%	1	9.09%	4	18.18%	0	0.00%	10
Others	0	0.00%	4	8.00%	1	9.09%	1	4.55%	2	22.22%	8
Total Non-Response	5	35.71%	12	24.00%	3	27.27%	4	18.18%	4	44.44%	28
Total	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.1 Which of the following agencies do you know assists the poor to access the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	127	80.37%	99	83.89%	64	95.52%	125	91.24%	136	87.74%	551
No	31	19.62%	19	16.10%	3	4.47%	12	8.75%	19	12.25%	84
Total Responses	158	100.00%	118	100.00%	67	100.00%	137	100.00%	155	100.00%	635
<b>Other Stakeholders</b>											
Yes	14	100.00%	48	96.00%	11	100.00%	21	95.45%	9	100.00%	103
No	0	0	2	4.00%	0	0	1	4.54%	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.2 Are you familiar with the Public Attorney's Office as an organization that assists the poor to access the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	116	72.95%	93	78.81%	58	85.29%	119	86.86%	126	81.29%	512
No	43	27.04%	25	21.18%	10	14.70%	18	13.13%	29	18.70%	125
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	14	100.00%	41	82.00%	10	90.90%	20	90.90%	7	77.77%	92
No	0	0	9	18.00%	1	9.09%	2	9.09%	2	22.22%	14
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.3 Are you familiar with the Local Government Unit as an organization that assists the poor to access the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	6	3.77%	5	4.23%	1	1.47%	6	4.37%	8	5.16%	26
No	153	96.22%	113	95.76%	67	98.52%	131	95.62%	147	94.83%	611
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	3	21.42%	6	12.00%	0	0	4	18.18%	1	11.11%	14
No	11	78.57%	44	88.00%	11	100.00%	18	81.81%	8	88.88%	92
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.4 Are you familiar with Private Groups/Non-Governmental Organizations or Media as organizations that assist the poor to access the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	1	62%	2	1.69%	2	2.94%	7	5.10%	4	2.58%	16
No	158	99.37%	116	98.30%	66	97.05%	130	94.89%	151	97.41%	621
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	2	14.28%	6	12.00%	2	18.18%	10	45.45%	1	11.11%	21
No	12	85.71%	44	88.00%	9	81.81%	12	54.54%	8	88.88%	85
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.5 Are you familiar with Lawyers' Groups as organizations that assist the poor to access the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	2	1.25%	2	1.69%	8	11.76%	12	8.75%	6	3.87%	30
No	157	98.74%	116	98.30%	60	88.23%	125	91.24%	149	96.12%	607
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	5	35.71%	11	22.00%	4	36.36%	4	18.18%	2	22.22%	26
No	9	64.28%	39	78.00%	7	63.63%	18	81.81%	7	77.77%	80
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.6 Are you familiar with Courts/Judicial bodies as organizations that assist the poor to access the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	1	62%	1	84%	1	1.47%	3	2.18%	1	64%	7
No	158	99.37%	117	99.15%	67	98.52%	134	97.81%	154	99.35%	630
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	0	0	1	2.00%	0	0	0	0	0	0	1
No	14	100.00%	49	98.00%	11	100.00%	22	100.00%	9	100.00%	105
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.7 Did you learn through the school about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	21	13.20%	33	27.96%	20	29.41%	38	27.73%	25	16.12%	137
No	138	86.79%	85	72.03%	48	70.58%	99	72.26%	130	83.87%	500
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	2	14.28%	12	24.00%	4	36.36%	6	27.27%	1	11.11%	25
No	12	85.71%	38	76.00%	7	63.63%	16	72.72%	8	88.88%	81
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.8 Did you learn through family and friends about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	34	21.38%	42	35.59%	25	36.76%	67	48.90%	64	41.29%	232
No	125	78.61%	76	64.40%	43	63.23%	70	51.09%	91	58.70%	405
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	4	28.57%	7	14.00%	2	18.18%	10	45.45%	3	33.33%	26
No	10	71.42%	43	86.00%	9	81.81%	12	54.54%	6	66.66%	80
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.9 Did you learn through the mass media (i.e., TV, radio, newspapers) about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	49	30.81%	50	42.37%	40	58.82%	72	52.55%	41	26.45%	252
No	110	69.18%	68	57.62%	28	41.17%	65	47.44%	114	73.54%	385
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	6	42.85%	19	38.00%	4	36.36%	11	50.00%	3	33.33%	43
No	8	57.14%	31	62.00%	7	63.63%	11	50.00%	6	66.66%	63
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.10 Did you learn through the books about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	4	2.51%	7	5.93%	10	14.70%	16	11.67%	13	8.38%	50
No	155	97.48%	111	94.06%	58	85.29%	121	88.32%	142	91.61%	587
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	1	7.14%	1	2.00%	2	18.18%	1	4.54%	1	11.11%	6
No	13	92.85%	49	98.00%	9	81.81%	21	95.45%	8	88.88%	100
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.11 Did you learn through Government agencies about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	42	26.41%	39	33.05%	16	23.52%	30	21.89%	34	21.93%	161
No	117	73.58%	79	66.94%	52	76.47%	107	78.10%	121	78.06%	476
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	5	35.71%	20	40.00%	3	27.27%	6	27.27%	3	33.33%	37
No	9	64.28%	30	60.00%	8	72.72%	16	72.72%	6	66.66%	69
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.12 Did you learn through a Lawyer about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	40	25.15%	47	39.83%	37	54.41%	68	49.63%	45	29.03%	237
No	119	74.84%	71	60.16%	31	45.58%	69	50.36%	110	70.96%	400
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	5	35.71%	17	34.00%	4	36.36%	11	50.00%	5	55.55%	42
No	9	64.28%	33	66.00%	7	63.63%	11	50.00%	4	44.44%	64
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.13 Did you learn through a social worker about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	5	3.14%	6	5.08%	2	2.94%	5	3.64%	3	1.93%	21
No	154	96.85%	112	94.91%	66	97.05%	132	96.35%	152	98.06%	616
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	0	0	3	6.00%	0	0	5	22.72%	0	0	8
No	14	100.00%	47	94.00%	11	100.00%	17	77.27%	9	100.00%	98
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.14 Did you learn through a Policeman about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	23	14.46%	23	19.49%	18	26.47%	28	20.43%	12	7.74%	104
No	136	85.53%	95	80.50%	50	73.52%	109	79.56%	143	92.25%	533
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	0	0	0	0	1	9.09%	2	9.09%	1	11.11%	4
No	14	100.00%	50	100.00%	10	90.90%	20	90.90%	8	88.88%	102
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.15 Did you learn through a Barangay Official/Community Leader about the agency that assists the poor to access the courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	23	14.46%	19	16.10%	18	26.47%	38	27.73%	19	12.25%	117
No	136	85.53%	99	83.89%	50	73.52%	99	72.26%	136	87.74%	520
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	0	0	2	4.00%	0	0	3	13.63%	1	11.11%	6
No	14	100.00%	48	96.00%	11	100.00%	19	86.36%	8	88.88%	100
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.16 Before you filed a case in court/received a formal complaint through the court, were you aware of the existence of the Barangay Justice System to settle civil disputes between two (2) parties from the same barangay?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	132	83.01%	103	87.28%	51	75.00%	108	80.00%	125	81.69%	519
No	27	16.98%	15	12.71%	17	25.00%	27	20.00%	28	18.30%	114
Total Responses	159	100.00%	118	100.00%	68	100.00%	135	100.00%	153	100.00%	633
<b>Other Stakeholders</b>											
Yes	13	92.85%	43	86.00%	10	90.90%	19	95.00%	7	77.77%	92
No	1	7.14%	7	14.00%	1	9.09%	1	5.00%	2	22.22%	12
Total Responses	14	100.00%	50	100.00%	11	100.00%	20	100.00%	9	100.00%	104

**Table 5.17 Before you filed a case in court/received a formal complaint through the court, were you aware that you can appeal cases decided unfavorably by the lower court to the Court of Appeals and Supreme Court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	147	92.45%	114	97.43%	65	95.58%	127	94.07%	144	94.11%	597
No	12	7.54%	3	2.56%	3	4.41%	8	5.92%	9	5.88%	35
Total Responses	159	100.00%	117	100.00%	68	100.00%	135	100.00%	153	100.00%	632
<b>Other Stakeholders</b>											
Yes	13	92.85%	50	100.00%	10	90.90%	21	95.45%	9	100.00%	103
No	1	7.14%	0	0	1	9.09%	1	4.54%	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.18 Before you filed a case in court/received a formal complaint through the court, were you aware that you need a lawyer to bring a case to court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	154	96.85%	106	89.83%	64	94.11%	129	94.85%	145	93.54%	598
No	5	3.14%	12	10.16%	4	5.88%	7	5.14%	10	6.45%	38
Total Responses	159	100.00%	118	100.00%	68	100.00%	136	100.00%	155	100.00%	636
<b>Other Stakeholders</b>											
Yes	11	78.57%	39	78.00%	10	90.90%	20	90.90%	9	100.00%	89
No	3	21.42%	11	22.00%	1	9.09%	2	9.09%	0	0	17
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.19 Before you filed a case in court/received a formal complaint through the court, were you aware that your right to access to courts is guaranteed by the constitution?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	154	96.85%	115	98.29%	67	98.52%	132	97.05%	147	96.07%	615
No	5	3.14%	2	1.70%	1	1.47%	4	2.94%	6	3.92%	18
Total Responses	159	100.00%	117	100.00%	68	100.00%	136	100.00%	153	100.00%	633
<b>Other Stakeholders</b>											
Yes	13	92.85%	49	98.00%	10	90.90%	22	100.00%	9	100.00%	103
No	1	7.14%	1	2.00%	1	9.09%	0	0	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.20 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case cannot be forced to take the witness stand?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	113	71.51%	81	69.23%	54	80.59%	107	78.67%	113	72.90%	468
No	45	28.48%	36	30.76%	13	19.40%	29	21.32%	42	27.09%	165
Total Responses	158	100.00%	117	100.00%	67	100.00%	136	100.00%	155	100.00%	633
<b>Other Stakeholders</b>											
Yes	11	78.57%	41	82.00%	11	100.00%	19	86.36%	9	100.00%	91
No	3	21.42%	9	18.00%	0	0	3	13.63%	0	0	15
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.21 Before you filed a case in court/received a formal complaint through the court, were you aware that the accused in a criminal case has a right to a speedy trial?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	152	95.59%	108	92.30%	62	91.17%	124	91.17%	141	91.55%	587
No	7	4.40%	9	7.69%	6	8.82%	12	8.82%	13	8.44%	47
Total Responses	159	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	634
<b>Other Stakeholders</b>											
Yes	13	92.85%	50	100.00%	11	100.00%	20	100.00%	9	100.00%	103
No	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	20	100.00%	9	100.00%	104

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**Table 5.22 Before you filed a case in court/received a formal complaint through the court, were you aware that 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?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	156	98.11%	116	98.30%	66	97.05%	135	99.26%	151	98.05%	624
No	3	1.88%	2	1.69%	2	2.94%	1	73%	3	1.94%	11
Total Responses	159	100.00%	118	100.00%	68	100.00%	136	100.00%	154	100.00%	635
<b>Other Stakeholders</b>											
Yes	14	100.00%	50	100.00%	11	100.00%	19	90.47%	9	100.00%	103
No	0	0	0	0	0	0	2	9.52%	0	0	2
Total Responses	14	100.00%	50	100.00%	11	100.00%	21	100.00%	9	100.00%	105

**Table 5.23 When you filed your case, how confident were you that the court will be able to resolve your case and serve justice?**

Responses	Litigants										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 5.24 How many months did it take to formally file your complaint in court from the time the incident took place?**

Total Non-Response			Less than P10,001			P10,001 - P30,000			P30,001 - P50,000			More than P50,000			Don't Know/ Refused to answer		
Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N
7.3	222.01	94	4.38	158.9	70	3.83	188.43	57	6.29	291.4	43	5.29	188.14	78	5.73	163.43	76

Mean for All Responses	CV for All Responses	Total Responses
5.57	214.49	418

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**Table 5.25 Did you pay any fee when you filed the case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	37	52.11%	35	56.45%	31	67.39%	74	82.22%	65	76.47%	242
No	34	47.88%	27	43.54%	15	32.60%	16	17.77%	20	23.52%	112
Total Responses	71	100.00%	62	100.00%	46	100.00%	90	100.00%	85	100.00%	354

**Table 5.26 Did you pay lawyer's fees upon filing the case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	18	11.32%	21	17.79%	25	36.76%	57	41.60%	45	29.03%	166
No	141	88.67%	97	82.20%	43	63.23%	80	58.39%	110	70.96%	471
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

**Table 5.27 Did you pay filing fee upon filing the case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	27	16.98%	32	27.11%	28	41.17%	64	46.71%	53	34.19%	204
No	132	83.01%	86	72.88%	40	58.82%	73	53.28%	102	65.80%	433
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

**Table 5.28 Did you pay Mediation Fee upon filing the case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	14	8.80%	6	5.08%	11	16.17%	32	23.35%	12	7.74%	75
No	145	91.19%	112	94.91%	57	83.82%	105	76.64%	143	92.25%	562
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

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**Table 5.29 Did you experience any difficulty in scheduling the case hearings?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	12	16.43%	14	22.58%	16	33.33%	31	34.83%	21	24.70%	94
No	61	83.56%	48	77.41%	32	66.66%	58	65.16%	64	75.29%	263
Total Responses	73	100.00%	62	100.00%	48	100.00%	89	100.00%	85	100.00%	357

**Table 5.30 Was the difficulty in scheduling case hearings caused by too many cases handled by the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	8	5.03%	11	9.32%	8	11.76%	17	12.40%	11	7.09%	55
No	151	94.96%	107	90.67%	60	88.23%	120	87.59%	144	92.90%	582
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

**Table 5.31 Was the difficulty in scheduling case hearings due to the Justice/Judge being absent most of the time?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	3	1.88%	1	84%	4	5.88%	14	10.21%	7	4.51%	29
No	156	98.11%	117	99.15%	64	94.11%	123	89.78%	148	95.48%	608
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

**Table 5.32 Was the difficulty in scheduling case hearings due to the court's not starting on time?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	3	1.88%	6	5.08%	6	8.82%	11	8.02%	8	5.16%	34
No	156	98.11%	112	94.91%	62	91.17%	126	91.97%	147	94.83%	603
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

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**Table 5.33 Was the difficulty in scheduling case hearings due to the reason that the lawyers are not always available?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Yes	4	2.51%	4	3.38%	6	8.82%	5	3.64%	5	3.22%	24
No	155	97.48%	114	96.61%	62	91.17%	132	96.35%	150	96.77%	613
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637

**Table 5.34 How did you usually go to the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Walk	8	5.19%	3	2.58%	1	1.53%	3	2.23%	7	4.60%	22
Private Vehicle	24	15.58%	33	28.44%	31	47.69%	87	64.92%	55	36.18%	230
Public Vehicle	108	70.12%	70	60.34%	32	49.23%	42	31.34%	75	49.34%	327
Others	14	9.09%	10	8.62%	1	1.53%	2	1.49%	15	9.86%	42
Total Responses	154	100.00%	116	100.00%	65	100.00%	134	100.00%	152	100.00%	621
<b>Other Stakeholders</b>											
Walk	0	0	5	17.85%	3	37.50%	0	0	0	0	8
Private Vehicle	0	0	10	35.71%	4	50.00%	11	57.89%	2	25.00%	27
Public Vehicle	8	88.88%	13	46.42%	1	12.50%	6	31.57%	5	62.50%	33
Others	1	11.11%	0	0	0	0	2	10.52%	1	12.50%	4
Total Responses	9	100.00%	28	100.00%	8	100.00%	19	100.00%	8	100.00%	72

**Table 5.35 How much did it usually cost to travel to court?**

Groups	Total Non-Response			Less than P10,001			P10,001 - P30,000			P30,001 - P50,000			More than P50,000			Don't Know/ Refused to answer		
	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N
Litigants	193.77	411.6	176	59.28	141.7	127	74.13	162.91	105	149.18	92.72	61	166.62	195.19	103	174.81	315.12	125
Other Stakeholders				63.44	92.8	9	106.9	95.64	25	378.13	149.08	8	386.53	186.5	17	135.5	66.13	8

Groups	Mean for All Responses	CV for All Responses	Total Responses
Litigants	139.93	348.29	697
Other Stakeholders	207.81	206.35	67

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**Table 5.36 How often do your hearings start on time?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	28	17.94%	14	12.06%	3	4.68%	8	5.97%	15	10.13%	68
Seldom	19	12.17%	16	13.79%	12	18.75%	18	13.43%	21	14.18%	86
Sometimes	34	21.79%	20	17.24%	13	20.31%	25	18.65%	45	30.40%	137
Most of the time	51	32.69%	55	47.41%	31	48.43%	68	50.74%	56	37.83%	261
All of the time	24	15.38%	11	9.48%	5	7.81%	15	11.19%	11	7.43%	66
Total Responses	156	100.00%	116	100.00%	64	100.00%	134	100.00%	148	100.00%	618
<b>Other Stakeholders</b>											
Never	0	0	3	10.71%	1	12.50%	1	5.26%	2	25.00%	7
Seldom	4	40.00%	7	25.00%	1	12.50%	5	26.31%	2	25.00%	19
Sometimes	3	30.00%	5	17.85%	2	25.00%	6	31.57%	1	12.50%	17
Most of the time	3	30.00%	11	39.28%	4	50.00%	5	26.31%	3	37.50%	26
All of the time	0	0	2	7.14%	0	0	2	10.52%	0	0	4
Total Responses	10	100.00%	28	100.00%	8	100.00%	19	100.00%	8	100.00%	73

**Table 5.37 On the average, how long did you have to wait for a hearing to start?**

Groups	Total Non-Response			Less than P10,001			P10,001 - P30,000			P30,001 - P50,000			More than P50,000			Don't Know/ Refused to answer		
	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N	Mean	CV	N
Litigants	1	89.61	181	1.1	75.41	78	1.1	88.29	49	0.75	49.29	25	1.22	88.1	51	0.8	65.13	79
Other Stakeholders				0.96	76.95	7	2.29	232.8	13	1.13	55.92	4	1.46	62.81	12	1	50	5

Groups	Mean for All Responses	CV for All Responses	Total Responses
Litigants	1	84.58	463
Other Stakeholders	1.55	195.85	41

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**Table 5.38 Before you files a case in court/received a formal complaint through the court were you aware that: “The Court can resolve legal disputes between two parties”?**

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	
<b>Litigants</b>											
Yes	153	96.22%	117	99.15%	66	97.05%	130	95.58%	146	94.19%	612
No	6	3.77%	1	8.4%	2	2.94%	6	4.41%	9	5.80%	24
Total Responses	159	100.00%	118	100.00%	68	100.00%	136	100.00%	155	100.00%	636
<b>Other Stakeholders</b>											
Yes	13	92.85%	49	98.00%	11	100.00%	21	95.45%	9	100.00%	103
No	1	7.14%	1	2.00%	0	0	1	4.54%	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.39 Who are the top three usual causes of delay?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Justice/Judge	36	50.70%	30	65.21%	19	73.07%	36	75.00%	61	79.22%	182
Lawyer	22	30.98%	11	23.91%	6	23.07%	9	18.75%	11	14.28%	59
Complainant/Plaintiff	4	5.63%	4	8.69%	0	0	0	0	3	3.89%	11
Defendant	8	11.26%	1	2.17%	1	3.84%	2	4.16%	1	1.29%	13
Witness	1	1.40%	0	0	0	0	0	0	1	1.29%	2
Others	0	0	0	0	0	0	1	2.08%	0	0	1
Total Responses	71	100.00%	46	100.00%	26	100.00%	48	100.00%	77	100.00%	268
<b>Other Stakeholders</b>											
Justice/Judge	4	57.14%	13	86.66%	3	75.00%	12	100.00%	5	100.00%	37
Lawyer	2	28.57%	1	6.66%	1	25.00%	0	0	0	0	4
Complainant/Plaintiff	1	14.28%	1	6.66%	0	0	0	0	0	0	2
Total Responses	7	100.00%	15	100.00%	4	100.00%	12	100.00%	5	100.00%	43

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**Table 5.39b Who are the top three usual causes of delay?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Justice/Judge	0	0	0	0	0	0	0	0	1	1.72%	1
Lawyer	16	36.36%	18	58.06%	14	60.86%	30	76.92%	40	68.96%	118
Complainant/Plaintiff	17	38.63%	4	12.90%	5	21.73%	3	7.69%	8	13.79%	37
Defendant	10	22.72%	7	22.58%	2	8.69%	4	10.25%	7	12.06%	30
Witness	1	2.27%	0	0	2	8.69%	2	5.12%	2	3.44%	7
Others	0	0	2	6.45%	0	0	0	0	0	0	2
Total Responses	44	100.00%	31	100.00%	23	100.00%	39	100.00%	58	100.00%	195
<b>Other Stakeholders</b>											
Lawyer	2	40.00%	12	85.71%	3	75.00%	7	70.00%	4	100.00%	28
Complainant/Plaintiff	1	20.00%	1	7.14%	1	25.00%	0	0	0	0	3
Defendant	1	20.00%	1	7.14%	0	0	3	30.00%	0	0	5
Witness	1	20.00%	0	0	0	0	0	0	0	0	1
Total Responses	5	100.00%	14	100.00%	4	100.00%	10	100.00%	4	100.00%	37

**Table 5.39c Who are the top three usual causes of delay?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Complainant/Plaintiff	7	22.58%	4	20.00%	3	15.78%	7	21.87%	15	34.88%	36
Defendant	15	48.38%	7	35.00%	10	52.63%	3	9.37%	16	37.20%	51
Witness	8	25.80%	9	45.00%	3	15.78%	14	43.75%	10	23.25%	44
Others	1	3.22%	0	0	3	15.78%	8	25.00%	2	4.65%	14
Total Responses	31	100.00%	20	100.00%	19	100.00%	32	100.00%	43	100.00%	145

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**Table 5.40 How would you rate the pace of the whole litigation process of your case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very slow	24	15.38%	21	17.94%	10	15.15%	24	17.77%	44	29.13%	123
Slow	50	32.05%	38	32.47%	23	34.84%	48	35.55%	63	41.72%	222
Just right	64	41.02%	48	41.02%	29	43.93%	53	39.25%	35	23.17%	229
Fast	11	7.05%	7	5.98%	4	6.06%	9	6.66%	8	5.29%	39
Very fast	7	4.48%	3	2.56%	0	0	1	74%	1	66%	12
Total Responses	156	100.00%	117	100.00%	66	100.00%	135	100.00%	151	100.00%	625
<b>Other Stakeholders</b>											
Very slow	5	50.00%	6	21.42%	3	37.50%	7	36.84%	4	50.00%	25
Slow	3	30.00%	7	25.00%	2	25.00%	8	42.10%	3	37.50%	23
Just right	2	20.00%	12	42.85%	3	37.50%	2	10.52%	1	12.50%	20
Fast	0	0	3	10.71%	0	0	2	10.52%	0	0	5
Total Responses	10	100.00%	28	100.00%	8	100.00%	19	100.00%	8	100.00%	73

**Table 5.41 Did you experience any difficulty in understanding the court proceedings?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	56	35.44%	19	16.23%	6	9.23%	28	20.74%	40	26.49%	149
No	102	64.55%	98	83.76%	59	90.76%	107	79.25%	111	73.50%	477
Total Responses	158	100.00%	117	100.00%	65	100.00%	135	100.00%	151	100.00%	626
<b>Other Stakeholders</b>											
Yes	6	60.00%	9	31.03%	3	33.33%	8	44.44%	3	37.50%	29
No	4	40.00%	20	68.96%	6	66.66%	10	55.55%	5	62.50%	45
Total Responses	10	100.00%	29	100.00%	9	100.00%	18	100.00%	8	100.00%	74

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**Table 5.42 Did you experience any difficulty in understanding the court proceedings because you cannot understand English?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	22	13.83%	2	1.69%	1	1.47%	1	72%	14	9.03%	40
No	137	86.16%	116	98.30%	67	98.52%	136	99.27%	141	90.96%	597
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	1	7.14%	2	4.00%	0	0	0	0	1	11.11%	4
No	13	92.85%	48	96.00%	11	100.00%	22	100.00%	8	88.88%	102
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.43 Did you experience any difficulty in understanding the court proceedings because you encountered difficulties in hearing the proceedings?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	7	4.40%	3	2.54%	1	1.47%	6	4.37%	5	3.22%	22
No	152	95.59%	115	97.45%	67	98.52%	131	95.62%	150	96.77%	615
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	0	0	3	6.00%	1	9.09%	2	9.09%	1	11.11%	7
No	14	100.00%	47	94.00%	10	90.90%	20	90.90%	8	88.88%	99
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.44 Did you experience any difficulty in understanding the court proceedings due to too many technical terms?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	28	17.61%	12	10.16%	3	4.41%	16	11.67%	19	12.25%	78
No	131	82.38%	106	89.83%	65	95.58%	121	88.32%	136	87.74%	559
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	5	35.71%	8	16.00%	3	27.27%	7	31.81%	3	33.33%	26
No	9	64.28%	42	84.00%	8	72.72%	15	68.18%	6	66.66%	80
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.45 Did you testify during the hearing?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	104	65.40%	82	71.30%	38	57.57%	81	61.36%	68	45.94%	373
No	55	34.59%	33	28.69%	28	42.42%	51	38.63%	80	54.05%	247
Total Responses	159	100.00%	115	100.00%	66	100.00%	132	100.00%	148	100.00%	620
Yes	3	30.00%	20	66.66%	5	55.55%	7	36.84%	4	50.00%	39
No	7	70.00%	10	33.33%	4	44.44%	12	63.15%	4	50.00%	37
Total Responses	10	100.00%	30	100.00%	9	100.00%	19	100.00%	8	100.00%	76

**Table 5.46 Did you request for an interpreter?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	47	45.19%	13	16.25%	4	10.81%	8	10.00%	13	19.11%	85
No	57	54.80%	67	83.75%	33	89.18%	72	90.00%	55	80.88%	284
Total Responses	104	100.00%	80	100.00%	37	100.00%	80	100.00%	68	100.00%	369
<b>Other Stakeholders</b>											
Yes	2	66.66%	5	25.00%	1	20.00%	2	28.57%	2	50.00%	12
No	1	33.33%	15	75.00%	4	80.00%	5	71.42%	2	50.00%	27
Total Responses	3	100.00%	20	100.00%	5	100.00%	7	100.00%	4	100.00%	39

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**Table 5.47 Was the interpreter helpful?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very much	26	59.09%	6	46.15%	3	75.00%	3	42.85%	9	75.00%	47
To some extent	11	25.00%	3	23.07%	1	25.00%	1	14.28%	1	8.33%	17
Sufficient enough	7	15.90%	3	23.07%	0	0	2	28.57%	2	16.66%	14
Very little	0	0	0	0	0	0	1	14.28%	0	0	1
Not at all	0	0	1	7.69%	0	0	0	0	0	0	1
Total Responses	44	100.00%	13	100.00%	4	100.00%	7	100.00%	12	100.00%	80
<b>Other Stakeholders</b>											
Very much	0	0	5	100.00%	1	100.00%	0	0	1	100.00%	7
To some extent	2	100.00%	0	0	0	0	1	100.00%	0	0	3
Total Responses	2	100.00%	5	100.00%	1	100.00%	1	100.00%	1	100.00%	10

**Table 5.48 Did you hear the court proceedings clearly?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	84	53.16%	58	50.43%	30	46.87%	73	55.72%	53	36.30%	298
No	74	46.83%	57	49.56%	34	53.12%	58	44.27%	93	63.69%	316
Total Responses	158	100.00%	115	100.00%	64	100.00%	131	100.00%	146	100.00%	614
<b>Other Stakeholders</b>											
Yes	3	30.00%	0	0	1	11.11%	1	5.55%	0	0	5
No	7	70.00%	29	100.00%	8	88.88%	17	94.44%	8	100.00%	69
Total Responses	10	100.00%	29	100.00%	9	100.00%	18	100.00%	8	100.00%	74

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**Table 5.49 Why did you not hear the court proceedings clearly?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Extraneous noise outside the courtroom	2	40.00%	2	50.00%	5	100.00%	3	75.00%	2	40.00%	14
Noise inside the courtroom contribute to inaudibility	1	20.00%	2	50.00%	0	0	0	0	0	0	3
Poor room arrangement for audience to hear proceedings	1	20.00%	0	0	0	0	1	25.00%	2	40.00%	4
Others	1	20.00%	0	0	0	0	0	0	1	20.00%	2
Total Responses	5	100.00%	4	100.00%	5	100.00%	4	100.00%	5	100.00%	23
<b>Other Stakeholders</b>											
Extraneous noise outside the courtroom	1	100.00%	3	100.00%	1	100.00%	2	100.00%	1	100.00%	8
Total Responses	1	100.00%	3	100.00%	1	100.00%	2	100.00%	1	100.00%	8

**Table 5.50 How did the Justice/Judge address you?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Mr./ Mrs./ Ms.	75	48.38%	67	59.29%	26	41.26%	53	42.40%	77	53.84%	298
First name only	32	20.64%	6	5.30%	8	12.69%	29	23.20%	14	9.79%	89
Last name only	31	20.00%	27	23.89%	14	22.22%	18	14.40%	34	23.77%	124
Others	17	10.96%	13	11.50%	15	23.80%	25	20.00%	18	12.58%	88
Total Responses	155	100.00%	113	100.00%	63	100.00%	125	100.00%	143	100.00%	599
<b>Other Stakeholders</b>											
Mr./ Mrs./ Ms.	1	8.33%	12	25.00%	3	27.27%	11	52.38%	2	25.00%	29
First name only	4	33.33%	13	27.08%	3	27.27%	3	14.28%	0	0	23
Last name only	1	8.33%	2	4.16%	0	0	1	4.76%	1	12.50%	5
Others	6	50.00%	21	43.75%	5	45.45%	6	28.57%	5	62.50%	43
Total Responses	12	100.00%	48	100.00%	11	100.00%	21	100.00%	8	100.00%	100

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**Table 5.51 When your case was still being heard in court, was the Justice/Judge fair?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	6	3.79%	2	1.73%	1	1.51%	2	1.50%	3	2.08%	14
Seldom	8	5.06%	2	1.73%	2	3.03%	6	4.51%	5	3.47%	23
Sometimes	25	15.82%	25	21.73%	20	30.30%	37	27.81%	33	22.91%	140
Most of the time	78	49.36%	64	55.65%	35	53.03%	65	48.87%	85	59.02%	327
All of the time	41	25.94%	22	19.13%	8	12.12%	23	17.29%	18	12.50%	112
Total Responses	158	100.00%	115	100.00%	66	100.00%	133	100.00%	144	100.00%	616
<b>Other Stakeholders</b>											
Never	1	7.14%	1	2.00%	0	0	2	9.52%	0	0	4
Seldom	4	28.57%	1	2.00%	0	0	3	14.28%	1	11.11%	9
Sometimes	4	28.57%	4	8.00%	4	36.36%	4	19.04%	2	22.22%	18
Most of the time	3	21.42%	31	62.00%	3	27.27%	9	42.85%	5	55.55%	51
All of the time	2	14.28%	13	26.00%	4	36.36%	3	14.28%	1	11.11%	23
Total Responses	14	100.00%	50	100.00%	11	100.00%	21	100.00%	9	100.00%	105

**Table 5.52 When your case was still being heard in court, was the Justice/Judge in control of the proceedings?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	1	62%	0	0	0	0	1	75%	1	68%	3
Seldom	5	3.14%	0	0	4	6.06%	3	2.27%	3	2.06%	15
Sometimes	11	6.91%	9	7.82%	8	12.12%	10	7.57%	18	12.41%	56
Most of the time	85	53.45%	75	65.21%	35	53.03%	86	65.15%	95	65.51%	376
All of the time	57	35.84%	31	26.95%	19	28.78%	32	24.24%	28	19.31%	167
Total Responses	159	100.00%	115	100.00%	66	100.00%	132	100.00%	145	100.00%	617
<b>Other Stakeholders</b>											
Never	1	7.14%	0	0	0	0	1	4.54%	0	0	2
Seldom	1	7.14%	0	0	0	0	1	4.54%	0	0	2
Sometimes	2	14.28%	3	6.00%	1	9.09%	5	22.72%	2	22.22%	13
Most of the time	6	42.85%	20	40.00%	6	54.54%	10	45.45%	6	66.66%	48
All of the time	4	28.57%	27	54.00%	4	36.36%	5	22.72%	1	11.11%	41
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.53 When your case was still being heard in court, was the Justice/Judge attentive to the lawyer's questions?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	2	1.26%	1	87%	0	0	0	0	1	70%	4
Seldom	3	1.89%	1	87%	0	0	4	3.05%	0	0	8
Sometimes	10	6.32%	9	7.89%	9	13.63%	18	13.74%	18	12.67%	64
Most of the time	87	55.06%	71	62.28%	46	69.69%	76	58.01%	97	68.30%	377
All of the time	56	35.44%	32	28.07%	11	16.66%	33	25.19%	26	18.30%	158
Total Responses	158	100.00%	114	100.00%	66	100.00%	131	100.00%	142	100.00%	611
<b>Other Stakeholders</b>											
Seldom	0	0	1	2.00%	1	9.09%	0	0	0	0	2
Sometimes	3	21.42%	3	6.00%	2	18.18%	7	31.81%	1	11.11%	16
Most of the time	8	57.14%	27	54.00%	6	54.54%	11	50.00%	5	55.55%	57
All of the time	3	21.42%	19	38.00%	2	18.18%	4	18.18%	3	33.33%	31
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.54 When your case was still being heard in court, was the Justice/Judge attentive to the answers of the witnesses?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	2	1.26%	2	1.73%	2	3.03%	0	0	2	1.40%	8
Seldom	4	2.53%	2	1.73%	2	3.03%	8	6.06%	7	4.92%	23
Sometimes	12	7.59%	9	7.82%	14	21.21%	32	24.24%	16	11.26%	83
Most of the time	85	53.79%	73	63.47%	32	48.48%	66	50.00%	92	64.78%	348
All of the time	55	34.81%	29	25.21%	16	24.24%	26	19.69%	25	17.60%	151
Total Responses	158	100.00%	115	100.00%	66	100.00%	132	100.00%	142	100.00%	613
<b>Other Stakeholders</b>											
Sometimes	5	35.71%	3	6.00%	2	18.18%	6	27.27%	1	11.11%	17
Most of the time	5	35.71%	24	48.00%	2	18.18%	12	54.54%	5	55.55%	48
All of the time	4	28.57%	23	46.00%	7	63.63%	4	18.18%	3	33.33%	41
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.55 When your case was still being heard in court, was the Justice/Judge interrupted or distracted by activities in the courtroom?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	61	38.85%	35	30.97%	17	25.75%	43	32.57%	81	56.64%	237
Seldom	31	19.74%	27	23.89%	12	18.18%	31	23.48%	23	16.08%	124
Sometimes	35	22.29%	36	31.85%	27	40.90%	42	31.81%	26	18.18%	166
Most of the time	22	14.01%	12	10.61%	7	10.60%	15	11.36%	10	6.99%	66
All of the time	8	5.09%	3	2.65%	3	4.54%	1	75%	3	2.09%	18
Total Responses	157	100.00%	113	100.00%	66	100.00%	132	100.00%	143	100.00%	611
<b>Other Stakeholders</b>											
Never	5	35.71%	12	24.00%	2	18.18%	7	31.81%	0	0	26
Seldom	2	14.28%	7	14.00%	4	36.36%	3	13.63%	4	44.44%	20
Sometimes	3	21.42%	24	48.00%	4	36.36%	9	40.90%	3	33.33%	43
Most of the time	3	21.42%	6	12.00%	1	9.09%	2	9.09%	1	11.11%	13
All of the time	1	7.14%	1	2.00%	0	0	1	4.54%	1	11.11%	4
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.56 When your case was still being heard in court, did the Justice/Judge appear knowledgeable about the proper procedure for conducting hearings?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	1	63%	3	2.63%	1	1.51%	1	76%	0	0	6
Seldom	2	1.26%	0	0	1	1.51%	1	76%	1	69%	5
Sometimes	11	6.96%	5	4.38%	3	4.54%	11	8.39%	12	8.39%	42
Most of the time	81	51.26%	74	64.91%	38	57.57%	78	59.54%	95	66.43%	366
All of the time	63	39.87%	32	28.07%	23	34.84%	40	30.53%	35	24.47%	193
Total Responses	158	100.00%	114	100.00%	66	100.00%	131	100.00%	143	100.00%	612
<b>Other Stakeholders</b>											
Never	0	0	0	0	0	0	1	4.54%	0	0	1
Seldom	1	7.14%	0	0	0	0	0	0	2	22.22%	3
Sometimes	2	14.28%	0	0	1	9.09%	3	13.63%	0	0	6
Most of the time	7	50.00%	21	42.00%	6	54.54%	13	59.09%	3	33.33%	50
All of the time	4	28.57%	29	58.00%	4	36.36%	5	22.72%	4	44.44%	46
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.57 Rating whether Appearance of Justice/Judge commands respect**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	1	62%	1	86%	1	1.51%	1	75%	1	70%	5
Seldom	1	62%	0	0	1	1.51%	3	2.25%	0	0	5
Sometimes	7	4.40%	10	8.69%	5	7.57%	17	12.78%	9	6.33%	48
Most of the time	80	50.31%	73	63.47%	34	51.51%	76	57.14%	96	67.60%	359
All of the time	70	44.02%	31	26.95%	25	37.87%	36	27.06%	36	25.35%	198
Total Responses	159	100.00%	115	100.00%	66	100.00%	133	100.00%	142	100.00%	615
<b>Other Stakeholders</b>											
Seldom	0	0	0	0	0	0	0	0	1	11.11%	1
Sometimes	2	14.28%	0	0	0	0	3	13.63%	0	0	5
Most of the time	9	64.28%	18	36.00%	7	63.63%	12	54.54%	4	44.44%	50
All of the time	3	21.42%	32	64.00%	4	36.36%	7	31.81%	4	44.44%	50
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.58 When your case was still being heard in court, did the Justice/Judge show any bias against you because of your economic status, educational attainment, gender, religion, or ethnic origin?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	98	61.63%	84	73.04%	41	62.12%	68	51.12%	103	72.02%	394
Seldom	22	13.83%	14	12.17%	13	19.69%	28	21.05%	17	11.88%	94
Sometimes	24	15.09%	12	10.43%	11	16.66%	22	16.54%	16	11.18%	85
Most of the time	10	6.28%	5	4.34%	1	1.51%	12	9.02%	5	3.49%	33
All of the time	5	3.14%	0	0	0	0	3	2.25%	2	1.39%	10
Total Responses	159	100.00%	115	100.00%	66	100.00%	133	100.00%	143	100.00%	616
<b>Other Stakeholders</b>											
Never	7	50.00%	40	80.00%	5	45.45%	9	40.90%	4	44.44%	65
Seldom	1	7.14%	0	0	3	27.27%	2	9.09%	1	11.11%	7
Sometimes	6	42.85%	5	10.00%	2	18.18%	9	40.90%	2	22.22%	24
Most of the time	0	0	4	8.00%	1	9.09%	2	9.09%	2	22.22%	9
All of the time	0	0	1	2.00%	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.59 When your case was still being heard in court, did the court personnel show any bias against you because of economic status, educational attainment, gender, religion and ethnic origin?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	94	59.11%	81	70.43%	41	62.12%	72	54.13%	109	75.69%	397
Seldom	16	10.06%	18	15.65%	10	15.15%	29	21.80%	11	7.63%	84
Sometimes	39	24.52%	14	12.17%	12	18.18%	24	18.04%	18	12.50%	107
Most of the time	8	5.03%	2	1.73%	2	3.03%	7	5.26%	4	2.77%	23
All of the time	2	1.25%	0	0	1	1.51%	1	75%	2	1.38%	6
Total Responses	159	100.00%	115	100.00%	66	100.00%	133	100.00%	144	100.00%	617
<b>Other Stakeholders</b>											
Never	4	40.00%	25	80.64%	3	33.33%	8	40.00%	4	50.00%	44
Seldom	0	0	1	3.22%	1	11.11%	3	15.00%	2	25.00%	7
Sometimes	4	40.00%	2	6.45%	4	44.44%	5	25.00%	1	12.50%	16
Most of the time	2	20.00%	3	9.67%	1	11.11%	4	20.00%	1	12.50%	11
Total Responses	10	100.00%	31	100.00%	9	100.00%	20	100.00%	8	100.00%	78

**Table 5.60 When your case was still being heard in court, did the Justice/Judges and court personnel showed appropriate courtesy and respect to litigants?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	5	3.14%	5	4.31%	2	3.03%	6	4.54%	6	3.97%	24
Fair	34	21.38%	34	29.31%	17	25.75%	54	40.90%	36	23.84%	175
Good	83	52.20%	53	45.68%	34	51.51%	51	38.63%	82	54.30%	303
Very Good	27	16.98%	18	15.51%	13	19.69%	19	14.39%	22	14.56%	99
Excellent	10	6.28%	6	5.17%	0	0	2	1.51%	5	3.31%	23
Total Responses	159	100.00%	116	100.00%	66	100.00%	132	100.00%	151	100.00%	624
<b>Other Stakeholders</b>											
Poor	3	21.42%	1	2.00%	0	0	2	9.09%	1	11.11%	7
Fair	4	28.57%	9	18.00%	2	18.18%	6	27.27%	4	44.44%	25
Good	4	28.57%	20	40.00%	4	36.36%	10	45.45%	2	22.22%	40
Very Good	3	21.42%	15	30.00%	4	36.36%	3	13.63%	1	11.11%	26
Excellent	0	0	5	10.00%	1	9.09%	1	4.54%	1	11.11%	8
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.61 Based on your experience, how often do the Justices/Judges and court personnel show appropriate courtesy and respect to litigants?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Never	6	3.84%	2	1.73%	3	4.61%	3	2.27%	2	1.31%	16
Seldom	16	10.25%	7	6.08%	8	12.30%	32	24.24%	18	11.84%	81
Sometimes	36	23.07%	32	27.82%	25	38.46%	34	25.75%	34	22.36%	161
Most of the time	62	39.74%	53	46.08%	26	40.00%	44	33.33%	76	50.00%	261
All of the time	36	23.07%	21	18.26%	3	4.61%	19	14.39%	22	14.47%	101
Total Responses	156	100.00%	115	100.00%	65	100.00%	132	100.00%	152	100.00%	620
<b>Other Stakeholders</b>											
Never	1	7.14%	0	0	0	0	0	0	0	0	1
Seldom	3	21.42%	1	2.00%	2	18.18%	3	13.63%	2	22.22%	11
Sometimes	2	14.28%	5	10.00%	3	27.27%	7	31.81%	3	33.33%	20
Most of the time	6	42.85%	27	54.00%	5	45.45%	10	45.45%	3	33.33%	51
All of the time	2	14.28%	17	34.00%	1	9.09%	2	9.09%	1	11.11%	23
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.62 How satisfied or dissatisfied were you with your experience with the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
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
<b>Other Stakeholders</b>											
Very dissatisfied	3	33.33%	0	0	0	0	0	0	0	0	3
Dissatisfied	1	11.11%	3	8.10%	1	14.28%	4	36.36%	0	0	9
Neither satisfied nor dissatisfied	0	0	0	0	0	0	1	9.09%	2	40.00%	3
Satisfied	3	33.33%	22	59.45%	6	85.71%	6	54.54%	3	60.00%	40
Very satisfied	2	22.22%	12	32.43%	0	0	0	0	0	0	14
Total Responses	9	100.00%	37	100.00%	7	100.00%	11	100.00%	5	100.00%	69

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**Table 5.63 Did you personally witness any form of corruption in this court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	9	5.73%	8	6.89%	3	4.47%	14	10.52%	4	2.61%	38
No	148	94.26%	108	93.10%	64	95.52%	119	89.47%	149	97.38%	588
Total Responses	157	100.00%	116	100.00%	67	100.00%	133	100.00%	153	100.00%	626
<b>Other Stakeholders</b>											
Yes	6	42.85%	9	18.00%	5	45.45%	6	27.27%	4	44.44%	30
No	8	57.14%	41	82.00%	6	54.54%	16	72.72%	5	55.55%	76
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.64 Did corruption manifest through the intentional delay of the case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	4	2.51%	3	2.54%	1	1.47%	5	3.64%	0	0	13
No	155	97.48%	115	97.45%	67	98.52%	132	96.35%	155	100.00%	624
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	3	21.42%	4	8.00%	3	27.27%	3	13.63%	2	22.22%	15
No	11	78.57%	46	92.00%	8	72.72%	19	86.36%	7	77.77%	91
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.65 Did corruption manifest in the bribery of the Justice/Judge and/or court personnel for a favorable decision?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	4	2.51%	3	2.54%	1	1.47%	9	6.56%	2	1.29%	19
No	155	97.48%	115	97.45%	67	98.52%	128	93.43%	153	98.70%	618
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	5	35.71%	1	2.00%	3	27.27%	2	9.09%	1	11.11%	12
No	9	64.28%	49	98.00%	8	72.72%	20	90.90%	8	88.88%	94
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.66 Did corruption manifest through intentional delay in the decision regarding the case?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	1	.62%	0	0	1	1.47%	3	2.18%	0	0	5
No	158	99.37%	118	100.00%	67	98.52%	134	97.81%	155	100.00%	632
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	3	21.42%	4	8.00%	3	27.27%	5	22.72%	2	22.22%	17
No	11	78.57%	46	92.00%	8	72.72%	17	77.27%	7	77.77%	89
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.67 Did you witness bribery in the issuance of Temporary Restraining Order?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	1	62%	0	0	0	0	4	2.91%	0	0	5
No	158	99.37%	118	100.00%	68	100.00%	133	97.08%	155	100.00%	632
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	2	14.28%	2	4.00%	2	18.18%	3	13.63%	1	11.11%	10
No	12	85.71%	48	96.00%	9	81.81%	19	86.36%	8	88.88%	96
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.68 Were there administrative complaints filed against court personnel and Justices/Judges in the past six (6) months?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	1	65%	0	0	1	1.56%	5	3.70%	2	1.35%	9
No	152	99.34%	115	100.00%	63	98.43%	130	96.29%	146	98.64%	606
Total Responses	153	100.00%	115	100.00%	64	100.00%	135	100.00%	148	100.00%	615
<b>Other Stakeholders</b>											
Yes	2	14.28%	2	4.00%	2	18.18%	2	9.09%	1	11.11%	9
No	12	85.71%	48	96.00%	9	81.81%	20	90.90%	8	88.88%	97
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.69 Was the complaint due to the inappropriate demeanor of the Justice/Judge or court personnel?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	0	0	0	0	0	0	1	.72%	0	0	1
No	159	100.00%	118	100.00%	68	100.00%	136	99.27%	155	100.00%	636
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	2	14.28%	1	2.00%	0	0	0	0	1	11.11%	4
No	12	85.71%	49	98.00%	11	100.00%	22	100.00%	8	88.88%	102
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.70 Was the complaint due to inefficiency?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	0	0	0	0	1	1.47%	2	1.45%	0	0	3
No	159	100.00%	118	100.00%	67	98.52%	135	98.54%	155	100.00%	634
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	2	14.28%	1	2.00%	0	0	0	0	0	0	3
No	12	85.71%	49	98.00%	11	100.00%	22	100.00%	9	100.00%	103
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.71 Was the complaint due to incompetence?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	0	0	0	0	1	1.47%	1	72%	2	1.29%	4
No	159	100.00%	118	100.00%	67	98.52%	136	99.27%	153	98.70%	633
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	1	7.14%	2	4.00%	1	9.09%	0	0	0	0	4
No	13	92.85%	48	96.00%	10	90.90%	22	100.00%	9	100.00%	102
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.72 Was the complaint due to lack of integrity?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	0	0	0	0	1	1.47%	1	72%	0	0	2
No	159	100.00%	118	100.00%	67	98.52%	136	99.27%	155	100.00%	635
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	1	7.14%	1	2.00%	1	9.09%	0	0	0	0	3
No	13	92.85%	49	98.00%	10	90.90%	22	100.00%	9	100.00%	103
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.73 Was the complaint due to unfairness and partiality?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Yes	0	0	0	0	0	0	3	2.18%	1	64%	4
No	159	100.00%	118	100.00%	68	100.00%	134	97.81%	154	99.35%	633
Total Responses	159	100.00%	118	100.00%	68	100.00%	137	100.00%	155	100.00%	637
<b>Other Stakeholders</b>											
Yes	2	14.28%	1	2.00%	1	9.09%	2	9.09%	1	11.11%	7
No	12	85.71%	49	98.00%	10	90.90%	20	90.90%	8	88.88%	99
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.74 What happened to this complaint?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Still pending	0	0	0	0	1	100.00%	2	50.00%	0	0	3
Dismissed	1	100.00%	0	0	0	0	1	25.00%	0	0	2
Nothing happened	0	0	0	0	0	0	1	25.00%	0	0	1
Total Responses	1	100.00%	0	0	1	100.00%	4	100.00%	0	0	6
<b>Other Stakeholders</b>											
Still pending	1	50.00%	1	50.00%	1	50.00%	1	50.00%	0	0	4
Dismissed	1	50.00%	1	50.00%	1	50.00%	0	0	1	100.00%	4
Nothing happened	0	0	0	0	0	0	1	50.00%	0	0	1
Total Responses	2	100.00%	2	100.00%	2	100.00%	2	100.00%	1	100.00%	9

**Table 5.75 How confident are you that his case will be resolved satisfactorily?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Neither confident nor not confident	0	0	0	0	0	0	1	33.33%	0	0	1
Confident	0	0	0	0	1	100.00%	2	66.66%	0	0	3
Total Responses	0	0	0	0	1	100.00%	3	100.00%	0	0	4
<b>Other Stakeholders</b>											
Not confident	1	100.00%	1	50.00%	0	0	1	50.00%	0	0	3
Neither confident nor not confident	0	0	1	50.00%	0	0	1	50.00%	0	0	2
Confident	0	0	0	0	1	100.00%	0	0	0	0	1
Total Responses	1	100.00%	2	100.00%	1	100.00%	2	100.00%	0	0	6

**Table 5.76 How much did the administrative complaint affect your case negatively?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants and Lawyers</b>									
Very Much	0	0			0	0	2	50.00%	2
Much	1	100.00%			0	0	1	25.00%	2
Moderate	0	0			1	100.00%	0	0	1
Not at all	0	0			0	0	1	25.00%	1
Total Responses	1	100.00%			1	100.00%	4	100.00%	6

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**Table 5.77 What is your response to the statement: “My lawyer’ is concerned about protecting my rights”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	63%	1	86%	0	0	2	1.50%	0	0	4
Disagree	3	1.89%	1	86%	1	1.58%	1	75%	3	2.00%	9
Neither disagree nor agree	15	9.49%	4	3.44%	3	4.76%	3	2.25%	6	4.00%	31
Agree	82	51.89%	78	67.24%	43	68.25%	88	66.16%	105	70.00%	396
Strongly agree	57	36.07%	32	27.58%	16	25.39%	39	29.32%	36	24.00%	180
Total Responses	158	100.00%	116	100.00%	63	100.00%	133	100.00%	150	100.00%	620
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	0	0	0	0	0	0	0	0	1
Neither disagree nor agree	0	0	2	4.00%	2	18.18%	2	9.09%	4	44.44%	10
Agree	11	78.57%	30	60.00%	7	63.63%	15	68.18%	4	44.44%	67
Strongly agree	2	14.28%	18	36.00%	2	18.18%	5	22.72%	1	11.11%	28
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.78 What is your response to the statement: “My lawyer’ has adequate knowledge and training in law to protect my rights and interest”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	63%	0	0	0	0	1	75%	0	0	2
Disagree	1	63%	1	85%	1	1.58%	2	1.50%	4	2.66%	9
Neither disagree nor agree	17	10.75%	3	2.56%	3	4.76%	6	4.51%	9	6.00%	38
Agree	79	50.00%	82	70.08%	41	65.07%	82	61.65%	96	64.00%	380
Strongly agree	60	37.97%	31	26.49%	18	28.57%	42	31.57%	41	27.33%	192
Total Responses	158	100.00%	117	100.00%	63	100.00%	133	100.00%	150	100.00%	621
<b>Other Stakeholders</b>											
Disagree	3	21.42%	1	2.00%	0	0	0	0	0	0	4
Neither disagree nor agree	2	14.28%	5	10.00%	3	27.27%	1	4.54%	4	44.44%	15
Agree	6	42.85%	35	70.00%	7	63.63%	18	81.81%	4	44.44%	70
Strongly agree	3	21.42%	9	18.00%	1	9.09%	3	13.63%	1	11.11%	17
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.79 What is your response to the statement: “My lawyer is doing his/her best to protect my rights”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	63%	1	85%	0	0	2	1.50%	1	66%	5
Disagree	2	1.26%	3	2.56%	1	1.58%	3	2.25%	1	66%	10
Neither disagree nor agree	15	9.49%	3	2.56%	4	6.34%	11	8.27%	9	6.00%	42
Agree	84	53.16%	72	61.53%	38	60.31%	69	51.87%	103	68.66%	366
Strongly agree	56	35.44%	38	32.47%	20	31.74%	48	36.09%	36	24.00%	198
Total Responses	158	100.00%	117	100.00%	63	100.00%	133	100.00%	150	100.00%	621
<b>Other Stakeholders</b>											
Disagree	1	7.14%	1	2.00%	0	0	0	0	0	0	2
Neither disagree nor agree	2	14.28%	3	6.00%	1	9.09%	0	0	3	33.33%	9
Agree	8	57.14%	34	68.00%	7	63.63%	19	86.36%	4	44.44%	72
Strongly agree	3	21.42%	12	24.00%	3	27.27%	3	13.63%	2	22.22%	23
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.80 What is your response to the statement: “My lawyer explains to me the progress of my case”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	63%	1	86%	0	0	0	0	1	66%	3
Disagree	6	3.79%	3	2.58%	2	3.17%	5	3.75%	11	7.33%	27
Neither disagree nor agree	16	10.12%	8	6.89%	9	14.28%	10	7.51%	14	9.33%	57
Agree	79	50.00%	70	60.34%	37	58.73%	79	59.39%	89	59.33%	354
Strongly agree	56	35.44%	34	29.31%	15	23.80%	39	29.32%	35	23.33%	179
Total Responses	158	100.00%	116	100.00%	63	100.00%	133	100.00%	150	100.00%	620
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	0	0	1	4.54%	0	0	1
Disagree	1	7.14%	0	0	1	9.09%	1	4.54%	0	0	3
Neither disagree nor agree	0	0	8	16.00%	2	18.18%	4	18.18%	4	44.44%	18
Agree	11	78.57%	34	68.00%	6	54.54%	12	54.54%	3	33.33%	66
Strongly agree	2	14.28%	8	16.00%	2	18.18%	4	18.18%	2	22.22%	18
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.81 What is your response to the statement: “My lawyer explains to me possible options/ strategies regarding my case”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	2	1.72%	0	0	1	75%	1	67%	4
Disagree	6	3.79%	0	0	2	3.17%	3	2.25%	12	8.05%	23
Neither disagree nor agree	13	8.22%	7	6.03%	7	11.11%	13	9.77%	15	10.06%	55
Agree	85	53.79%	74	63.79%	37	58.73%	77	57.89%	89	59.73%	362
Strongly agree	54	34.17%	33	28.44%	17	26.98%	39	29.32%	32	21.47%	175
Total Responses	158	100.00%	116	100.00%	63	100.00%	133	100.00%	149	100.00%	619
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	0	0	0	0	1	4.54%	0	0	2
Disagree	1	7.14%	0	0	2	18.18%	2	9.09%	0	0	5
Neither disagree nor agree	1	7.14%	7	14.00%	1	9.09%	4	18.18%	3	33.33%	16
Agree	9	64.28%	33	66.00%	5	45.45%	12	54.54%	3	33.33%	62
Strongly agree	2	14.28%	10	20.00%	3	27.27%	3	13.63%	3	33.33%	21
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Table 5.82 What is your response to the statement: “Overall, the court is accessible to its users.”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	1	85%	2	2.98%	2	1.47%	2	1.32%	7
Disagree	7	4.45%	6	5.12%	3	4.47%	8	5.88%	3	1.98%	27
Neither disagree nor agree	22	14.01%	17	14.52%	13	19.40%	31	22.79%	34	22.51%	117
Agree	95	60.50%	71	60.68%	41	61.19%	75	55.14%	100	66.22%	382
Strongly agree	32	20.38%	17	14.52%	6	8.95%	14	10.29%	9	5.96%	78
Total Responses	1	63%	5	4.27%	2	2.98%	6	4.41%	3	1.98%	17
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	0	0	1	4.54%	0	0	1
Disagree	7	50.00%	4	8.00%	1	9.09%	2	9.09%	1	11.11%	15
Neither disagree nor agree	1	7.14%	3	6.00%	2	18.18%	3	13.63%	3	33.33%	12
Agree	3	21.42%	26	52.00%	4	36.36%	14	63.63%	4	44.44%	51
Strongly agree	2	14.28%	17	34.00%	4	36.36%	2	9.09%	1	11.11%	26
Don't Know	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.83 What is your response to the statement: “Court is centrally located or is near the center of economic activity of the city or municipality.”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	0	0	0	0	2	1.47%	3	1.97%	5
Disagree	15	9.43%	6	5.12%	3	4.47%	10	7.35%	13	8.55%	47
Neither disagree nor agree	2	1.25%	4	3.41%	2	2.98%	6	4.41%	4	2.63%	18
Agree	100	62.89%	80	68.37%	51	76.11%	101	74.26%	114	75.00%	446
Strongly agree	41	25.78%	24	20.51%	11	16.41%	16	11.76%	18	11.84%	110
Don't Know	1	0.62%	3	2.56%	0	0	1	0.73%	0	0	5
Total Responses	159	100.00%	117	100.00%	67	100.00%	136	100.00%	152	100.00%	631
<b>Other Stakeholders</b>											
Strongly Disagree	2	14.28%	0	0	0	0	0	0	0	0	2
Disagree	1	7.14%	6	12.00%	0	0	1	4.54%	1	11.11%	9
Neither disagree nor agree	0	0	1	2.00%	1	9.09%	0	0	1	11.11%	3
Agree	7	50.00%	30	60.00%	6	54.54%	19	86.36%	5	55.55%	67
Strongly agree	4	28.57%	13	26.00%	4	36.36%	2	9.09%	2	22.22%	25
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.84 What is your response to the statement: “Court is easily accessible by public transportation”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	0	0	0	0	0	0	1	.66%	1
Disagree	5	3.14%	3	2.56%	4	5.97%	4	2.94%	6	3.97%	22
Neither disagree nor agree	0	0	1	.85%	1	1.49%	5	3.67%	5	3.31%	12
Agree	107	67.29%	84	71.79%	50	74.62%	100	73.52%	112	74.17%	453
Strongly agree	47	29.55%	28	23.93%	12	17.91%	26	19.11%	26	17.21%	139
Don't Know	0	0	1	.85%	0	0	1	.73%	1	.66%	3
Total Responses	159	100.00%	117	100.00%	67	100.00%	136	100.00%	151	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	0	0	0	0	0	0	0	0	1
Disagree	0	0	2	4.00%	0	0	0	0	0	0	2
Neither disagree nor agree	1	7.14%	0	0	0	0	0	0	1	11.11%	2
Agree	10	71.42%	29	58.00%	5	45.45%	19	86.36%	5	55.55%	68
Strongly agree	2	14.28%	19	38.00%	6	54.54%	3	13.63%	3	33.33%	33
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.85 What is your response to the statement: “Transportation cost to and from court is affordable”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	2	1.25%	0	0	1	1.49%	0	0	1	66%	4
Disagree	17	10.69%	5	4.27%	2	2.98%	8	5.88%	16	10.59%	48
Neither disagree nor agree	12	7.54%	14	11.96%	6	8.95%	8	5.88%	15	9.93%	55
Agree	93	58.49%	82	70.08%	50	74.62%	103	75.73%	99	65.56%	427
Strongly agree	35	22.01%	16	13.67%	8	11.94%	16	11.76%	17	11.25%	92
Don't Know	0	0	0	0	0	0	1	73%	3	1.98%	4
Total Responses	159	100.00%	117	100.00%	67	100.00%	136	100.00%	151	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	0	0	0	0	1	4.54%	0	0	2
Disagree	3	21.42%	5	10.00%	1	9.09%	3	13.63%	1	11.11%	13
Neither disagree nor agree	1	7.14%	3	6.00%	0	0	0	0	2	22.22%	6
Agree	7	50.00%	30	60.00%	6	54.54%	17	77.27%	4	44.44%	64
Strongly agree	2	14.28%	12	24.00%	4	36.36%	1	4.54%	2	22.22%	21
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.86 What is your response to the statement: “The court does not treat individuals differently because of income, gender, age, religion or ethnic origin”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	4	2.53%	1	85%	2	2.94%	7	5.14%	2	1.30%	16
Disagree	15	9.49%	11	9.40%	11	16.17%	15	11.02%	15	9.80%	67
Neither disagree nor agree	17	10.75%	24	20.51%	13	19.11%	33	24.26%	23	15.03%	110
Agree	92	58.22%	65	55.55%	36	52.94%	66	48.52%	102	66.66%	361
Strongly agree	27	17.08%	15	12.82%	5	7.35%	11	8.08%	9	5.88%	67
Don't Know	3	1.89%	1	85%	1	1.47%	4	2.94%	2	1.30%	11
Total Responses	158	100.00%	117	100.00%	68	100.00%	136	100.00%	153	100.00%	632
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	5	10.20%	0	0	0	0	2	22.22%	7
Disagree	6	42.85%	5	10.20%	2	18.18%	10	45.45%	2	22.22%	25
Neither disagree nor agree	1	7.14%	0	0	1	9.09%	2	9.09%	1	11.11%	5
Agree	4	28.57%	27	55.10%	5	45.45%	9	40.90%	3	33.33%	48
Strongly agree	3	21.42%	12	24.48%	3	27.27%	0	0	1	11.11%	19
Don't Know	0	0	0	0	0	0	1	4.54%	0	0	1
Total Responses	14	100.00%	49	100.00%	11	100.00%	22	100.00%	9	100.00%	105

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**Table 5.87 What is your response to the statement: “The court treats all people fairly”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	3	1.89%	0	0	3	4.41%	6	4.41%	3	1.94%	15
Disagree	18	11.39%	14	11.96%	4	5.88%	15	11.02%	18	11.68%	69
Neither disagree nor agree	22	13.92%	23	19.65%	19	27.94%	34	25.00%	24	15.58%	122
Agree	85	53.79%	63	53.84%	33	48.52%	67	49.26%	95	61.68%	343
Strongly agree	27	17.08%	15	12.82%	8	11.76%	10	7.35%	11	7.14%	71
Don't Know	3	1.89%	2	1.70%	1	1.47%	4	2.94%	3	1.94%	13
Total Responses	158	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	633
<b>Other Stakeholders</b>											
Strongly Disagree	3	21.42%	3	6.00%	0	0	0	0	2	22.22%	8
Disagree	1	7.14%	2	4.00%	2	18.18%	11	50.00%	1	11.11%	17
Neither disagree nor agree	2	14.28%	3	6.00%	3	27.27%	2	9.09%	1	11.11%	11
Agree	6	42.85%	26	52.00%	3	27.27%	8	36.36%	4	44.44%	47
Strongly agree	2	14.28%	16	32.00%	3	27.27%	0	0	1	11.11%	22
Don't Know	0	0	0	0	0	0	1	4.54%	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**5.88 What is your response to the statement: “The country's justice system protects both the rich and the poor”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	15	9.55%	4	3.41%	4	5.88%	14	10.29%	7	4.54%	44
Disagree	33	21.01%	24	20.51%	13	19.11%	27	19.85%	30	19.48%	127
Neither disagree nor agree	40	25.47%	29	24.78%	26	38.23%	41	30.14%	43	27.92%	179
Agree	53	33.75%	49	41.88%	20	29.41%	45	33.08%	66	42.85%	233
Strongly agree	12	7.64%	9	7.69%	3	4.41%	5	3.67%	4	2.59%	33
Don't Know	4	2.54%	2	1.70%	2	2.94%	4	2.94%	4	2.59%	16
Total Responses	157	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Strongly Disagree	2	14.28%	3	6.00%	1	9.09%	1	4.54%	3	33.33%	10
Disagree	6	42.85%	4	8.00%	2	18.18%	11	50.00%	1	11.11%	24
Neither disagree nor agree	3	21.42%	7	14.00%	2	18.18%	2	9.09%	1	11.11%	15
Agree	1	7.14%	23	46.00%	4	36.36%	7	31.81%	4	44.44%	39
Strongly agree	2	14.28%	11	22.00%	2	18.18%	0	0	0	0	15
Don't Know	0	0	2	4.00%	0	0	1	4.54%	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.89 What is your response to the statement: “The court responds to request for information in a reasonable time (i.e., prescribed by the court)”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	63%	0	0	2	2.94%	5	3.70%	3	1.94%	11
Disagree	9	5.69%	16	13.67%	11	16.17%	22	16.29%	22	14.28%	80
Neither disagree nor agree	30	18.98%	23	19.65%	17	25.00%	33	24.44%	36	23.37%	139
Agree	90	56.96%	70	59.82%	34	50.00%	65	48.14%	77	50.00%	336
Strongly agree	22	13.92%	7	5.98%	2	2.94%	8	5.92%	7	4.54%	46
Don't Know	6	3.79%	1	85%	2	2.94%	2	1.48%	9	5.84%	20
Total Responses	158	100.00%	117	100.00%	68	100.00%	135	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	1	2.00%	0	0	0	0	2	22.22%	4
Disagree	1	7.14%	5	10.00%	2	18.18%	6	27.27%	2	22.22%	16
Neither disagree nor agree	1	7.14%	3	6.00%	1	9.09%	4	18.18%	1	11.11%	10
Agree	10	71.42%	28	56.00%	6	54.54%	10	45.45%	4	44.44%	58
Strongly agree	1	7.14%	13	26.00%	2	18.18%	1	4.54%	0	0	17
Don't Know	0	0	0	0	0	0	1	4.54%	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.90 What is your response to the statement: “The court resolves cases within the period prescribed by law/rules”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	6	3.79%	3	2.56%	2	2.94%	9	6.66%	9	5.92%	29
Disagree	17	10.75%	27	23.07%	22	32.35%	38	28.14%	39	25.65%	143
Neither disagree nor agree	38	24.05%	24	20.51%	19	27.94%	34	25.18%	47	30.92%	162
Agree	68	43.03%	53	45.29%	22	32.35%	43	31.85%	45	29.60%	231
Strongly agree	24	15.18%	7	5.98%	2	2.94%	8	5.92%	5	3.28%	46
Don't Know	5	3.16%	3	2.56%	1	1.47%	3	2.22%	7	4.60%	19
Total Responses	158	100.00%	117	100.00%	68	100.00%	135	100.00%	152	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	2	14.28%	4	8.00%	1	9.09%	0	0	3	33.33%	10
Disagree	6	42.85%	7	14.00%	4	36.36%	13	59.09%	2	22.22%	32
Neither disagree nor agree	1	7.14%	10	20.00%	1	9.09%	5	22.72%	1	11.11%	18
Agree	5	35.71%	21	42.00%	4	36.36%	3	13.63%	3	33.33%	36
Strongly agree	0	0	7	14.00%	1	9.09%	1	4.54%	0	0	9
Don't Know	0	0	1	2.00%	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.91 What is your response to the statement: “The court has adequate resources to do its job within reasonable period”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	63%	4	3.41%	2	2.98%	10	7.35%	4	2.61%	21
Disagree	14	8.86%	23	19.65%	12	17.91%	25	18.38%	36	23.52%	110
Neither disagree nor agree	32	20.25%	28	23.93%	17	25.37%	40	29.41%	34	22.22%	151
Agree	79	50.00%	52	44.44%	30	44.77%	48	35.29%	64	41.83%	273
Strongly agree	27	17.08%	5	4.27%	3	4.47%	5	3.67%	10	6.53%	50
Don't Know	5	3.16%	5	4.27%	3	4.47%	8	5.88%	5	3.26%	26
Total Responses	158	100.00%	117	100.00%	67	100.00%	136	100.00%	153	100.00%	631
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	2	4.00%	1	9.09%	2	9.09%	2	22.22%	8
Disagree	8	57.14%	11	22.00%	4	36.36%	10	45.45%	2	22.22%	35
Neither disagree nor agree	2	14.28%	5	10.00%	3	27.27%	4	18.18%	2	22.22%	16
Agree	2	14.28%	24	48.00%	3	27.27%	5	22.72%	2	22.22%	36
Strongly agree	1	7.14%	8	16.00%	0	0	1	4.54%	0	0	10
Don't Know	0	0	0	0	0	0	0	0	1	11.11%	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.92 What is your response to the statement: “Court’s decision is enforced within a reasonable time.”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	2	1.26%	0	0	4	5.88%	9	6.61%	5	3.24%	20
Disagree	13	8.22%	22	18.80%	16	23.52%	22	16.17%	37	24.02%	110
Neither disagree nor agree	40	25.31%	27	23.07%	10	14.70%	31	22.79%	41	26.62%	149
Agree	72	45.56%	58	49.57%	35	51.47%	64	47.05%	55	35.71%	284
Strongly agree	26	16.45%	5	4.27%	2	2.94%	6	4.41%	7	4.54%	46
Don't Know	5	3.16%	5	4.27%	1	1.47%	4	2.94%	9	5.84%	24
Total Responses	158	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	633
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	3	6.00%	0	0	0	0	3	33.33%	7
Disagree	8	57.14%	6	12.00%	5	45.45%	11	50.00%	1	11.11%	31
Neither disagree nor agree	1	7.14%	6	12.00%	2	18.18%	5	22.72%	1	11.11%	15
Agree	4	28.57%	30	60.00%	2	18.18%	4	18.18%	3	33.33%	43
Strongly agree	0	0	5	10.00%	2	18.18%	1	4.54%	1	11.11%	9
Don't Know	0	0	0	0	0	0	1	4.54%	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.93 What is your response to the statement: “The court has proper coordination with the police and other pillars of justice”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	0	0	2	2.94%	4	2.94%	2	1.29%	8
Disagree	7	4.43%	5	4.27%	6	8.82%	5	3.67%	11	7.14%	34
Neither disagree nor agree	19	12.02%	23	19.65%	11	16.17%	38	27.94%	39	25.32%	130
Agree	96	60.75%	74	63.24%	39	57.35%	66	48.52%	82	53.24%	357
Strongly agree	22	13.92%	11	9.40%	4	5.88%	11	8.08%	8	5.19%	56
Don't Know	14	8.86%	4	3.41%	6	8.82%	12	8.82%	12	7.79%	48
<b>Total Responses</b>	<b>158</b>	<b>100.00%</b>	<b>117</b>	<b>100.00%</b>	<b>68</b>	<b>100.00%</b>	<b>136</b>	<b>100.00%</b>	<b>154</b>	<b>100.00%</b>	<b>633</b>
Strongly Disagree	0	0	0	0	1	9.09%	0	0	1	11.11%	2
Disagree	3	21.42%	1	2.00%	1	9.09%	4	18.18%	0	0	9
Neither disagree nor agree	0	0	7	14.00%	1	9.09%	5	22.72%	1	11.11%	14
Agree	7	50.00%	28	56.00%	5	45.45%	10	45.45%	6	66.66%	56
Strongly agree	3	21.42%	13	26.00%	3	27.27%	2	9.09%	0	0	21
Don't Know	1	7.14%	1	2.00%	0	0	1	4.54%	1	11.11%	4
<b>Total Responses</b>	<b>14</b>	<b>100.00%</b>	<b>50</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>	<b>9</b>	<b>100.00%</b>	<b>106</b>

**Table 5.94 What is your response to the statement: “Court decisions are promulgated within the period prescribed by law/rules”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
Strongly Disagree	0	0	1	85%	3	4.41%	6	4.41%	5	3.24%	15
Disagree	13	8.22%	20	17.09%	17	25.00%	17	12.50%	24	15.58%	91
Neither disagree nor agree	31	19.62%	22	18.80%	10	14.70%	27	19.85%	43	27.92%	133
Agree	78	49.36%	60	51.28%	34	50.00%	72	52.94%	66	42.85%	310
Strongly agree	26	16.45%	7	5.98%	4	5.88%	11	8.08%	8	5.19%	56
Don't Know	10	6.32%	7	5.98%	0	0	3	2.20%	8	5.19%	28
<b>Total Responses</b>	<b>158</b>	<b>100.00%</b>	<b>117</b>	<b>100.00%</b>	<b>68</b>	<b>100.00%</b>	<b>136</b>	<b>100.00%</b>	<b>154</b>	<b>100.00%</b>	<b>633</b>
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	3	6.00%	0	0	0	0	3	33.33%	7
Disagree	1	7.14%	7	14.00%	2	18.18%	11	50.00%	1	11.11%	22
Neither disagree nor agree	1	7.14%	4	8.00%	3	27.27%	3	13.63%	1	11.11%	12
Agree	8	57.14%	27	54.00%	4	36.36%	6	27.27%	3	33.33%	48
Strongly agree	3	21.42%	9	18.00%	2	18.18%	2	9.09%	1	11.11%	17
<b>Total Responses</b>	<b>14</b>	<b>100.00%</b>	<b>50</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>	<b>9</b>	<b>100.00%</b>	<b>106</b>

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**Table 5.95 How would you rate the overall appearance projected by the building and facilities of the court?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	5	3.18%	5	4.27%	8	11.94%	13	9.70%	21	13.81%	52
Fair	31	19.74%	25	21.36%	22	32.83%	31	23.13%	40	26.31%	149
Good	83	52.86%	65	55.55%	35	52.23%	74	55.22%	80	52.63%	337
Very Good	23	14.64%	19	16.23%	1	1.49%	11	8.20%	9	5.92%	63
Excellent	12	7.64%	2	1.70%	1	1.49%	4	2.98%	2	1.31%	21
Don't Know	3	1.91%	1	.85%	0	0	1	.74%	0	0	5
Total Responses	157	100.00%	117	100.00%	67	100.00%	134	100.00%	152	100.00%	627
<b>Other Stakeholders</b>											
Poor	4	28.57%	9	18.00%	3	27.27%	2	9.09%	2	22.22%	20
Fair	3	21.42%	9	18.00%	3	27.27%	12	54.54%	6	66.66%	33
Good	6	42.85%	18	36.00%	1	9.09%	3	13.63%	1	11.11%	29
Very Good	1	7.14%	10	20.00%	4	36.36%	3	13.63%	0	0	18
Excellent	0	0	4	8.00%	0	0	2	9.09%	0	0	6
Don't Know	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106
Total Responses											

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.96 How would you rate the design and layout of the court room?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	2	1.27%	5	4.27%	10	14.92%	14	10.37%	16	10.52%	47
Fair	33	21.01%	36	30.76%	21	31.34%	41	30.37%	53	34.86%	184
Good	85	54.14%	57	48.71%	32	47.76%	57	42.22%	69	45.39%	300
Very Good	21	13.37%	16	13.67%	3	4.47%	19	14.07%	9	5.92%	68
Excellent	12	7.64%	2	1.70%	1	1.49%	3	2.22%	5	3.28%	23
Don't Know	4	2.54%	1	0.85%	0	0%	1	0.74%	0	0%	6
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	5	35.71%	4	8.00%	4	36.36%	5	22.72%	3	33.33%	21
Fair	2	14.28%	16	32.00%	3	27.27%	9	40.90%	6	66.66%	36
Good	7	50.00%	21	42.00%	2	18.18%	5	22.72%	0	0%	35
Very Good	0	0%	7	14.00%	2	18.18%	2	9.09%	0	0%	11
Excellent	0	0%	2	4.00%	0	0%	1	4.54%	0	0%	3
Don't Know	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106
Total Responses											

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.97 How would you rate the availability of directional signs?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	15	9.55%	21	17.94%	20	29.85%	26	19.25%	27	17.76%	109
Fair	35	22.29%	37	31.62%	17	25.37%	43	31.85%	43	28.28%	175
Good	72	45.85%	43	36.75%	28	41.79%	48	35.55%	68	44.73%	259
Very Good	23	14.64%	14	11.96%	1	1.49%	14	10.37%	9	5.92%	61
Excellent	10	6.36%	1	0.85%	1	1.49%	2	1.48%	3	1.97%	17
Don't Know	2	1.27%	1	0.85%	0	0.00%	2	1.48%	2	1.31%	7
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	5	35.71%	10	20.00%	2	18.18%	7	31.81%	3	33.33%	27
Fair	2	14.28%	13	26.00%	4	36.36%	11	50.00%	4	44.44%	34
Good	5	35.71%	16	32.00%	3	27.27%	2	9.09%	2	22.22%	28
Very Good	2	14.28%	7	14.00%	2	18.18%	0	0.00%	0	0.00%	11
Excellent	0	0.00%	4	8.00%	0	0.00%	2	9.09%	0	0.00%	6
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.98 How would you rate the court's physical environment?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	6	3.82%	10	8.54%	10	14.92%	20	14.81%	20	13.15%	66
Fair	38	24.20%	33	28.20%	26	38.80%	51	37.77%	49	32.23%	197
Good	81	51.59%	51	43.58%	28	41.79%	48	35.55%	74	48.68%	282
Very Good	17	10.82%	22	18.80%	2	2.98%	12	8.88%	5	3.28%	58
Excellent	14	8.91%	0	0	1	1.49%	4	2.96%	3	1.97%	22
Don't Know	1	63%	1	85%	0	0	0	0	1	65%	3
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	4	28.57%	7	14.00%	2	18.18%	4	18.18%	3	33.33%	20
Fair	1	7.14%	12	24.00%	4	36.36%	10	45.45%	3	33.33%	30
Good	9	64.28%	20	40.00%	1	9.09%	6	27.27%	3	33.33%	39
Very Good	0	0	9	18.00%	4	36.36%	0	0	0	0	13
Excellent	0	0	2	4.00%	0	0	2	9.09%	0	0	4
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.99 How would you rate the ventilation within the court room?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	13	8.28%	5	4.27%	15	22.38%	16	11.85%	34	22.36%	83
Fair	33	21.01%	42	35.89%	22	32.83%	44	32.59%	45	29.60%	186
Good	72	45.85%	52	44.44%	24	35.82%	56	41.48%	59	38.81%	263
Very Good	23	14.64%	16	13.67%	5	7.46%	15	11.11%	10	6.57%	69
Excellent	15	9.55%	1	85%	1	1.49%	3	2.22%	4	2.63%	24
Don't Know	1	63%	1	85%	0	0	1	74%	0	0	3
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	4	28.57%	14	28.00%	4	36.36%	10	45.45%	4	44.44%	36
Fair	2	14.28%	8	16.00%	2	18.18%	7	31.81%	3	33.33%	22
Good	6	42.85%	18	36.00%	1	9.09%	0	0	1	11.11%	26
Very Good	2	14.28%	8	16.00%	3	27.27%	3	13.63%	1	11.11%	17
Excellent	0	0	2	4.00%	1	9.09%	2	9.09%	0	0	5
Don't Know	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106
Total Responses											

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.100 How would you rate the lighting facilities?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	1	64%	4	3.41%	7	10.44%	5	3.70%	14	9.15%	31
Fair	25	16.02%	31	26.49%	21	31.34%	47	34.81%	38	24.83%	162
Good	84	53.84%	63	53.84%	34	50.74%	66	48.88%	83	54.24%	330
Very Good	28	17.94%	17	14.52%	3	4.47%	12	8.88%	13	8.49%	73
Excellent	14	8.97%	2	1.70%	2	2.98%	4	2.96%	5	3.26%	27
Don't Know	4	2.56%	0	0	0	0	1	74%	0	0	5
Total Responses	156	100.00%	117	100.00%	67	100.00%	135	100.00%	153	100.00%	628
<b>Other Stakeholders</b>											
Poor	0	0	6	12.00%	1	9.09%	1	4.54%	3	33.33%	11
Fair	3	23.07%	7	14.00%	4	36.36%	11	50.00%	3	33.33%	28
Good	9	69.23%	23	46.00%	2	18.18%	4	18.18%	2	22.22%	40
Very Good	1	7.69%	12	24.00%	3	27.27%	2	9.09%	1	11.11%	19
Excellent	0	0	2	4.00%	1	9.09%	3	13.63%	0	0	6
Don't Know	0	0	0	0	0	0	1	4.54%	0	0	1
Total Responses	13	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	105

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.101 How would you rate the acoustical environment?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	6	3.82%	5	4.27%	9	13.63%	13	9.62%	11	7.23%	44
Fair	32	20.38%	42	35.89%	27	40.90%	45	33.33%	44	28.94%	190
Good	79	50.31%	52	44.44%	26	39.39%	57	42.22%	78	51.31%	292
Very Good	24	15.28%	17	14.52%	2	3.03%	13	9.62%	13	8.55%	69
Excellent	15	9.55%	0	0	2	3.03%	6	4.44%	6	3.94%	29
Don't Know	1	63%	1	85%	0	0	1	74%	0	0	3
Total Responses	157	100.00%	117	100.00%	66	100.00%	135	100.00%	152	100.00%	627
<b>Other Stakeholders</b>											
Poor	6	42.85%	7	14.00%	0	0	5	22.72%	3	33.33%	21
Fair	2	14.28%	10	20.00%	3	27.27%	8	36.36%	3	33.33%	26
Good	4	28.57%	20	40.00%	3	27.27%	4	18.18%	1	11.11%	32
Very Good	2	14.28%	10	20.00%	4	36.36%	3	13.63%	2	22.22%	21
Excellent	0	0	3	6.00%	1	9.09%	2	9.09%	0	0	6
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.102 How would you rate the availability of adequate chairs and other facilities for the public?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	18	11.53%	18	15.38%	13	19.69%	27	20.00%	46	30.26%	122
Fair	37	23.71%	39	33.33%	28	42.42%	37	27.40%	50	32.89%	191
Good	66	42.30%	43	36.75%	19	28.78%	51	37.77%	48	31.57%	227
Very Good	15	9.61%	14	11.96%	4	6.06%	15	11.11%	4	2.63%	52
Excellent	18	11.53%	3	2.56%	2	3.03%	3	2.22%	2	1.31%	28
Don't Know	2	1.28%	0	0	0	0	2	1.48%	2	1.31%	6
Total Responses	156	100.00%	117	100.00%	66	100.00%	135	100.00%	152	100.00%	626
<b>Other Stakeholders</b>											
Poor	5	35.71%	14	28.00%	3	27.27%	8	36.36%	2	22.22%	32
Fair	3	21.42%	8	16.00%	2	18.18%	7	31.81%	7	77.77%	27
Good	5	35.71%	21	42.00%	3	27.27%	4	18.18%	0	0	33
Very Good	1	7.14%	5	10.00%	2	18.18%	1	4.54%	0	0	9
Excellent	0	0	2	4.00%	1	9.09%	2	9.09%	0	0	5
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.103 How would you rate the availability of office equipment like typewriter and computer for court employees?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	5	3.18%	4	3.41%	7	10.44%	15	11.11%	14	9.21%	45
Fair	27	17.19%	36	30.76%	22	32.83%	30	22.22%	43	28.28%	158
Good	85	54.14%	58	49.57%	26	38.80%	71	52.59%	76	50.00%	316
Very Good	19	12.10%	15	12.82%	4	5.97%	12	8.88%	9	5.92%	59
Excellent	17	10.82%	4	3.41%	1	1.49%	2	1.48%	4	2.63%	28
Don't Know	4	2.54%	0	0	7	10.44%	5	3.70%	6	3.94%	22
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	4	28.57%	7	14.00%	0	0	4	18.18%	4	44.44%	19
Fair	4	28.57%	11	22.00%	6	54.54%	12	54.54%	4	44.44%	37
Good	6	42.85%	19	38.00%	2	18.18%	2	9.09%	0	0	29
Very Good	0	0	9	18.00%	3	27.27%	3	13.63%	1	11.11%	16
Excellent	0	0	3	6.00%	0	0	1	4.54%	0	0	4
Don't Know	0	0	1	2.00%	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.104 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for court's use?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	9	5.73%	12	10.25%	12	17.91%	18	13.33%	18	11.84%	69
Fair	31	19.74%	32	27.35%	22	32.83%	35	25.92%	36	23.68%	156
Good	75	47.77%	59	50.42%	24	35.82%	58	42.96%	76	50.00%	292
Very Good	20	12.73%	9	7.69%	2	2.98%	14	10.37%	8	5.26%	53
Excellent	14	8.91%	3	2.56%	1	1.49%	0	0	5	3.28%	23
Don't Know	8	5.09%	2	1.70%	6	8.95%	10	7.40%	9	5.92%	35
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	2	14.28%	11	22.00%	1	9.09%	4	18.18%	3	33.33%	21
Fair	4	28.57%	12	24.00%	4	36.36%	11	50.00%	4	44.44%	35
Good	6	42.85%	17	34.00%	4	36.36%	4	18.18%	1	11.11%	32
Very Good	1	7.14%	7	14.00%	2	18.18%	2	9.09%	1	11.11%	13
Excellent	0	0	2	4.00%	0	0	1	4.54%	0	0	3
Don't Know	1	7.14%	1	2.00%	0	0	0	0	0	0	2
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.105 How would you rate the availability of telecommunication equipment (telephone, facsimile machine) for the public?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	23	14.64%	33	28.20%	28	41.79%	45	33.33%	63	41.44%	192
Fair	37	23.56%	37	31.62%	20	29.85%	39	28.88%	36	23.68%	169
Good	59	37.57%	40	34.18%	16	23.88%	34	25.18%	35	23.02%	184
Very Good	13	8.28%	4	3.41%	0	0	8	5.92%	7	4.60%	32
Excellent	14	8.91%	3	2.56%	1	1.49%	1	74%	2	1.31%	21
Don't Know	11	7.00%	0	0	2	2.98%	8	5.92%	9	5.92%	30
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	5	35.71%	21	42.85%	5	45.45%	15	68.18%	3	33.33%	49
Fair	3	21.42%	10	20.40%	2	18.18%	4	18.18%	4	44.44%	23
Good	6	42.85%	13	26.53%	4	36.36%	1	4.54%	2	22.22%	26
Very Good	0	0	4	8.16%	0	0	1	4.54%	0	0	5
Excellent	0	0	0	0	0	0	1	4.54%	0	0	1
Don't Know	0	0	1	2.04%	0	0	0	0	0	0	1
Total Responses	14	100.00%	49	100.00%	11	100.00%	22	100.00%	9	100.00%	105

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**Table 5.106 How would you rate the assurance of safety and security of all parties?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	5	3.18%	13	11.11%	10	14.92%	14	10.37%	19	12.50%	61
Fair	26	16.56%	32	27.35%	22	32.83%	48	35.55%	49	32.23%	177
Good	78	49.68%	55	47.00%	29	43.28%	48	35.55%	66	43.42%	276
Very Good	22	14.01%	11	9.40%	0	0	16	11.85%	11	7.23%	60
Excellent	20	12.73%	5	4.27%	1	1.49%	4	2.96%	3	1.97%	33
Don't Know	6	3.82%	1	0.85%	5	7.46%	5	3.70%	4	2.63%	21
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	4	28.57%	5	10.00%	2	18.18%	5	22.72%	2	22.22%	18
Fair	4	28.57%	10	20.00%	5	45.45%	11	50.00%	4	44.44%	34
Good	5	35.71%	26	52.00%	0	0	3	13.63%	2	22.22%	36
Very Good	1	7.14%	7	14.00%	4	36.36%	2	9.09%	1	11.11%	15
Excellent	0	0	2	4.00%	0	0	1	4.54%	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.107 How would you rate the availability of special access for the disabled?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	43	27.38%	34	29.05%	22	32.83%	49	36.29%	79	51.97%	227
Fair	36	22.92%	38	32.47%	19	28.35%	41	30.37%	26	17.10%	160
Good	44	28.02%	30	25.64%	11	16.41%	18	13.33%	27	17.76%	130
Very Good	9	5.73%	10	8.54%	1	1.49%	7	5.18%	5	3.28%	32
Excellent	14	8.91%	4	3.41%	1	1.49%	2	1.48%	1	65%	22
Don't Know	11	7.00%	1	85%	13	19.40%	18	13.33%	14	9.21%	57
Total Responses	157	100.00%	117	100.00%	67	100.00%	135	100.00%	152	100.00%	628
<b>Other Stakeholders</b>											
Poor	6	42.85%	15	30.00%	4	36.36%	6	27.27%	5	55.55%	36
Fair	2	14.28%	14	28.00%	3	27.27%	10	45.45%	3	33.33%	32
Good	2	14.28%	18	36.00%	3	27.27%	4	18.18%	1	11.11%	28
Very Good	3	21.42%	2	4.00%	1	9.09%	1	4.54%	0	0	7
Excellent	0	0	1	2.00%	0	0	1	4.54%	0	0	2
Don't Know	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.108 What is your response to the statement: “Justices/Judges in court are fully knowledgeable of law and legal procedures”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	0	0	1	1.47%	1	73%	2	1.31%	4
Disagree	4	2.54%	2	1.70%	0	0	6	4.41%	3	1.97%	15
Neither disagree nor agree	16	10.19%	7	5.98%	8	11.76%	14	10.29%	10	6.57%	55
Agree	96	61.14%	82	70.08%	47	69.11%	87	63.97%	108	71.05%	420
Strongly agree	38	24.20%	23	19.65%	12	17.64%	28	20.58%	27	17.76%	128
Don't Know	3	1.91%	3	2.56%	0	0	0	0	2	1.31%	8
Total Responses	157	100.00%	117	100.00%	68	100.00%	136	100.00%	152	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	0	0	0	0	1	11.11%	1
Disagree	1	7.14%	1	2.00%	2	18.18%	2	9.09%	2	22.22%	8
Neither disagree nor agree	0	0	1	2.00%	1	9.09%	4	18.18%	0	0	6
Agree	11	78.57%	31	62.00%	4	36.36%	13	59.09%	5	55.55%	64
Strongly agree	1	7.14%	17	34.00%	4	36.36%	3	13.63%	1	11.11%	26
Don't Know	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.109 What is your response to the statement: “Court personnel have adequate knowledge about law and legal procedures”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	1	85%	1	1.47%	1	73%	0	0	3
Disagree	2	1.27%	2	1.70%	0	0	6	4.41%	6	3.92%	16
Neither disagree nor agree	20	12.73%	15	12.82%	28	41.17%	44	32.35%	26	16.99%	133
Agree	102	64.96%	90	76.92%	33	48.52%	75	55.14%	107	69.93%	407
Strongly agree	25	15.92%	8	6.83%	6	8.82%	6	4.41%	13	8.49%	58
Don't Know	8	5.09%	1	85%	0	0	4	2.94%	1	65%	14
Total Responses	157	100.00%	117	100.00%	68	100.00%	136	100.00%	153	100.00%	631
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	1	9.09%	0	0	1	11.11%	2
Disagree	4	28.57%	3	6.00%	1	9.09%	3	13.63%	2	22.22%	13
Neither disagree nor agree	2	14.28%	7	14.00%	3	27.27%	5	22.72%	1	11.11%	18
Agree	8	57.14%	36	72.00%	5	45.45%	11	50.00%	4	44.44%	64
Strongly agree	0	0	4	8.00%	1	9.09%	3	13.63%	1	11.11%	9
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.110 What is your response to the statement: “In general, court personnel are efficient in providing support to the Justice/Judge”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	0	0	1	1.47%	0	0	1	.65%	2
Disagree	4	2.54%	3	2.58%	1	1.47%	3	2.20%	6	3.92%	17
Neither disagree nor agree	22	14.01%	20	17.24%	25	36.76%	50	36.76%	41	26.79%	158
Agree	91	57.96%	80	68.96%	36	52.94%	69	50.73%	91	59.47%	367
Strongly agree	29	18.47%	9	7.75%	5	7.35%	6	4.41%	8	5.22%	57
Don't Know	11	7.00%	4	3.44%	0	0	8	5.88%	6	3.92%	29
Total Responses	157	100.00%	116	100.00%	68	100.00%	136	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	0	0	0	0	1	11.11%	1
Disagree	2	14.28%	1	2.00%	2	18.18%	0	0	2	22.22%	7
Neither disagree nor agree	1	7.14%	7	14.00%	3	27.27%	6	27.27%	0	0	17
Agree	10	71.42%	31	62.00%	4	36.36%	15	68.18%	5	55.55%	65
Strongly agree	1	7.14%	10	20.00%	2	18.18%	1	4.54%	1	11.11%	15
Don't Know	0	0	1	2.00%	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.111 What is your response to the statement: “Court personnel are competent”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	0	0	1	1.47%	0	0	0	0	1
Disagree	4	2.54%	6	5.17%	4	5.88%	8	5.88%	4	2.63%	26
Neither disagree nor agree	27	17.19%	22	18.96%	22	32.35%	53	38.97%	45	29.60%	169
Agree	95	60.50%	78	67.24%	34	50.00%	66	48.52%	93	61.18%	366
Strongly agree	23	14.64%	10	8.62%	5	7.35%	4	2.94%	8	5.26%	50
Don't Know	8	5.09%	0	0	2	2.94%	5	3.67%	2	1.31%	17
Total Responses	157	100.00%	116	100.00%	68	100.00%	136	100.00%	152	100.00%	629
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	0	0	0	0	1	11.11%	1
Disagree	3	21.42%	1	2.00%	2	18.18%	1	4.54%	2	22.22%	9
Neither disagree nor agree	3	21.42%	8	16.00%	2	18.18%	10	45.45%	1	11.11%	24
Agree	7	50.00%	33	66.00%	5	45.45%	10	45.45%	4	44.44%	59
Strongly agree	0	0	8	16.00%	2	18.18%	1	4.54%	1	11.11%	12
Don't Know	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.112 What is your response to the statement: “Court personnel have adequate knowledge about the proper procedure for all cases being heard in sala”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	0	0	1	1.47%	0	0	0	0	1
Disagree	5	3.18%	4	3.44%	3	4.41%	6	4.41%	5	3.28%	23
Neither disagree nor agree	24	15.28%	20	17.24%	24	35.29%	36	26.47%	35	23.02%	139
Agree	93	59.23%	82	70.68%	35	51.47%	88	64.70%	100	65.78%	398
Strongly agree	26	16.56%	9	7.75%	5	7.35%	4	2.94%	10	6.57%	54
Don't Know	9	5.73%	1	.86%	0	0	2	1.47%	2	1.31%	14
Total Responses	157	100.00%	116	100.00%	68	100.00%	136	100.00%	152	100.00%	629
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	0	0	0	0	0	0	1	11.11%	1
Disagree	3	21.42%	1	2.00%	1	9.09%	2	9.09%	2	22.22%	9
Neither disagree nor agree	2	14.28%	7	14.00%	2	18.18%	7	31.81%	1	11.11%	19
Agree	8	57.14%	37	74.00%	6	54.54%	11	50.00%	4	44.44%	66
Strongly agree	1	7.14%	5	10.00%	2	18.18%	2	9.09%	1	11.11%	11
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.113 What is your response to the statement: “In general, Justices/Judges in court can be relied on to give just and fair decisions”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	4	2.54%	3	2.58%	3	4.41%	6	4.41%	1	.65%	17
Disagree	9	5.73%	7	6.03%	2	2.94%	13	9.55%	13	8.55%	44
Neither disagree nor agree	35	22.29%	27	23.27%	29	42.64%	38	27.94%	64	42.10%	193
Agree	82	52.22%	70	60.34%	29	42.64%	65	47.79%	62	40.78%	308
Strongly agree	24	15.28%	9	7.75%	3	4.41%	8	5.88%	8	5.26%	52
Don't Know	3	1.91%	0	0	2	2.94%	6	4.41%	4	2.63%	15
Total Responses	157	100.00%	116	100.00%	68	100.00%	136	100.00%	152	100.00%	629
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	2	4.00%	2	18.18%	0	0	2	22.22%	7
Disagree	3	21.42%	5	10.00%	0	0	6	27.27%	1	11.11%	15
Neither disagree nor agree	1	7.14%	3	6.00%	2	18.18%	6	27.27%	3	33.33%	15
Agree	7	50.00%	28	56.00%	6	54.54%	8	36.36%	2	22.22%	51
Strongly agree	1	7.14%	12	24.00%	1	9.09%	2	9.09%	1	11.11%	17
Don't Know	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.114 What is your response to the statement: “In general, Justice/Judge in court are honest, trustworthy and incorruptible”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	2	1.28%	6	5.17%	3	4.41%	9	6.61%	2	1.30%	22
Disagree	14	8.97%	12	10.34%	7	10.29%	13	9.55%	17	11.11%	63
Neither disagree nor agree	45	28.84%	33	28.44%	30	44.11%	58	42.64%	63	41.17%	229
Agree	77	49.35%	56	48.27%	23	33.82%	40	29.41%	54	35.29%	250
Strongly agree	17	10.89%	7	6.03%	2	2.94%	7	5.14%	9	5.88%	42
Don't Know	1	0.64%	2	1.72%	3	4.41%	9	6.61%	8	5.22%	23
Total Responses	156	100.00%	116	100.00%	68	100.00%	136	100.00%	153	100.00%	629
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	3	6.00%	2	18.18%	0	0	3	33.33%	9
Disagree	4	28.57%	4	8.00%	2	18.18%	6	27.27%	0	0	16
Neither disagree nor agree	3	21.42%	8	16.00%	1	9.09%	8	36.36%	2	22.22%	22
Agree	4	28.57%	24	48.00%	4	36.36%	6	27.27%	3	33.33%	41
Strongly agree	1	7.14%	11	22.00%	2	18.18%	2	9.09%	1	11.11%	17
Don't Know	1	7.14%	0	0	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.115 What is your response to the statement: “The public can give full trust in the ability of the country's judicial system to protect their rights”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	3	1.92%	4	3.44%	2	2.94%	4	2.94%	1	65%	14
Disagree	11	7.05%	6	5.17%	8	11.76%	13	9.55%	19	12.41%	57
Neither disagree nor agree	31	19.87%	26	22.41%	26	38.23%	47	34.55%	52	33.98%	182
Agree	81	51.92%	70	60.34%	27	39.70%	61	44.85%	72	47.05%	311
Strongly agree	24	15.38%	9	7.75%	1	1.47%	4	2.94%	6	3.92%	44
Don't Know	6	3.84%	1	86%	4	5.88%	7	5.14%	3	1.96%	21
Total Responses	156	100.00%	116	100.00%	68	100.00%	136	100.00%	153	100.00%	629
<b>Other Stakeholders</b>											
Strongly Disagree	2	14.28%	0	0	1	9.09%	0	0	1	11.11%	4
Disagree	3	21.42%	5	10.00%	0	0	6	27.27%	1	11.11%	15
Neither disagree nor agree	3	21.42%	9	18.00%	4	36.36%	8	36.36%	2	22.22%	26
Agree	4	28.57%	29	58.00%	5	45.45%	6	27.27%	4	44.44%	48
Strongly agree	1	7.14%	6	12.00%	1	9.09%	2	9.09%	1	11.11%	11
Don't Know	1	7.14%	1	2.00%	0	0	0	0	0	0	2
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.116 What is your response to the statement: “During the course of the hearing, giving gift to the Justices/Judges by any of the parties is definitely corruption”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	10	6.36%	3	2.56%	1	1.47%	3	2.20%	6	3.89%	23
Disagree	23	14.64%	14	11.96%	3	4.41%	12	8.82%	13	8.44%	65
Neither disagree nor agree	22	14.01%	12	10.25%	8	11.76%	23	16.91%	14	9.09%	79
Agree	66	42.03%	67	57.26%	33	48.52%	61	44.85%	91	59.09%	318
Strongly agree	32	20.38%	20	17.09%	22	32.35%	34	25.00%	27	17.53%	135
Don't Know	4	2.54%	1	.85%	1	1.47%	3	2.20%	3	1.94%	12
Total Responses	157	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	1	2.00%	0	0	0	0	0	0	1
Disagree	1	7.14%	9	18.00%	0	0	1	4.54%	0	0	11
Neither disagree nor agree	2	14.28%	4	8.00%	0	0	0	0	1	11.11%	7
Agree	8	57.14%	19	38.00%	6	54.54%	14	63.63%	3	33.33%	50
Strongly agree	3	21.42%	17	34.00%	5	45.45%	6	27.27%	5	55.55%	36
Don't Know	0	0	0	0	0	0	1	4.54%	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.117 What is your response to the statement: “There is great opportunity for corruption when the dockets of the court are clogged”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	6	3.84%	1	85%	0	0	0	0	7	4.54%	14
Disagree	10	6.41%	7	5.98%	5	7.35%	7	5.14%	14	9.09%	43
Neither disagree nor agree	30	19.23%	18	15.38%	11	16.17%	21	15.44%	16	10.38%	96
Agree	75	48.07%	75	64.10%	37	54.41%	78	57.35%	86	55.84%	351
Strongly agree	25	16.02%	13	11.11%	13	19.11%	25	18.38%	24	15.58%	100
Don't Know	10	6.41%	3	2.56%	2	2.94%	5	3.67%	7	4.54%	27
Total Responses	156	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	631
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	1	2.00%	0	0	0	0	0	0	1
Disagree	2	14.28%	11	22.00%	0	0	0	0	1	11.11%	14
Neither disagree nor agree	0	0	6	12.00%	0	0	1	4.54%	1	11.11%	8
Agree	8	57.14%	18	36.00%	5	45.45%	14	63.63%	3	33.33%	48
Strongly agree	3	21.42%	12	24.00%	6	54.54%	5	22.72%	4	44.44%	30
Don't Know	1	7.14%	2	4.00%	0	0	2	9.09%	0	0	5
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.118 What is your response to the statement: “There is corruption in court because Justices/Judges can be bribed”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	3	1.92%	3	2.56%	1	1.47%	0	0	4	2.59%	11
Disagree	17	10.89%	13	11.11%	5	7.35%	14	10.29%	12	7.79%	61
Neither disagree nor agree	17	10.89%	26	22.22%	18	26.47%	23	16.91%	32	20.77%	116
Agree	75	48.07%	52	44.44%	26	38.23%	65	47.79%	69	44.80%	287
Strongly agree	33	21.15%	13	11.11%	16	23.52%	28	20.58%	26	16.88%	116
Don't Know	11	7.05%	10	8.54%	2	2.94%	6	4.41%	11	7.14%	40
Total Responses	156	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	631
<b>Other Stakeholders</b>											
Strongly Disagree	2	14.28%	4	8.00%	0	0	0	0	1	11.11%	7
Disagree	0	0	13	26.00%	0	0	0	0	0	0	13
Neither disagree nor agree	2	14.28%	9	18.00%	1	9.09%	2	9.09%	3	33.33%	17
Agree	7	50.00%	12	24.00%	5	45.45%	15	68.18%	3	33.33%	42
Strongly agree	3	21.42%	10	20.00%	5	45.45%	3	13.63%	2	22.22%	23
Don't Know	0	0	2	4.00%	0	0	2	9.09%	0	0	4
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.119 What is your response to the statement: “There is corruption in court because court personnel can be bribed.”**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	2	1.28%	3	2.56%	1	1.47%	1	.73%	5	3.24%	12
Disagree	20	12.82%	17	14.52%	5	7.35%	9	6.61%	10	6.49%	61
Neither disagree nor agree	21	13.46%	24	20.51%	18	26.47%	25	18.38%	26	16.88%	114
Agree	72	46.15%	50	42.73%	30	44.11%	63	46.32%	82	53.24%	297
Strongly agree	29	18.58%	12	10.25%	12	17.64%	31	22.79%	22	14.28%	106
Don't Know	12	7.69%	11	9.40%	2	2.94%	7	5.14%	9	5.84%	41
Total Responses	156	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	631
<b>Other Stakeholders</b>											
Strongly Disagree	3	21.42%	4	8.00%	0	0	0	0	1	11.11%	8
Disagree	1	7.14%	13	26.00%	1	9.09%	1	4.54%	0	0	16
Neither disagree nor agree	1	7.14%	8	16.00%	1	9.09%	3	13.63%	2	22.22%	15
Agree	5	35.71%	14	28.00%	4	36.36%	13	59.09%	4	44.44%	40
Strongly agree	4	28.57%	9	18.00%	5	45.45%	3	13.63%	2	22.22%	23
Don't Know	0	0	2	4.00%	0	0	2	9.09%	0	0	4
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.120 What is your response to the statement: “There is corruption in court because lawyers can be bribed”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	0	0	2	1.70%	1	1.47%	5	3.67%	3	1.94%	11
Disagree	16	10.32%	18	15.38%	7	10.29%	14	10.29%	16	10.38%	71
Neither disagree nor agree	22	14.19%	21	17.94%	17	25.00%	21	15.44%	27	17.53%	108
Agree	75	48.38%	54	46.15%	31	45.58%	64	47.05%	85	55.19%	309
Strongly agree	34	21.93%	13	11.11%	10	14.70%	27	19.85%	20	12.98%	104
Don't Know	8	5.16%	9	7.69%	2	2.94%	5	3.67%	3	1.94%	27
Total Responses	155	100.00%	117	100.00%	68	100.00%	136	100.00%	154	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	3	6.00%	0	0	0	0	0	0	4
Disagree	1	7.14%	8	16.00%	1	9.09%	1	4.54%	0	0	11
Neither disagree nor agree	2	14.28%	9	18.00%	1	9.09%	4	18.18%	3	33.33%	19
Agree	8	57.14%	17	34.00%	4	36.36%	12	54.54%	4	44.44%	45
Strongly agree	2	14.28%	9	18.00%	5	45.45%	3	13.63%	2	22.22%	21
Don't Know	0	0	4	8.00%	0	0	2	9.09%	0	0	6
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.121 What is your response to the statement: “Corruption is the reason why some people do not use the court”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	3	1.92%	5	4.31%	1	1.47%	5	3.67%	4	2.59%	18
Disagree	18	11.53%	14	12.06%	11	16.17%	24	17.64%	29	18.83%	96
Neither disagree nor agree	32	20.51%	30	25.86%	17	25.00%	18	13.23%	26	16.88%	123
Agree	80	51.28%	46	39.65%	23	33.82%	62	45.58%	76	49.35%	287
Strongly agree	17	10.89%	15	12.93%	13	19.11%	22	16.17%	15	9.74%	82
Don't Know	6	3.84%	6	5.17%	3	4.41%	5	3.67%	4	2.59%	24
Total Responses	156	100.00%	116	100.00%	68	100.00%	136	100.00%	154	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	0	0	2	4.00%	0	0	0	0	0	0	2
Disagree	3	21.42%	12	24.00%	2	18.18%	0	0	0	0	17
Neither disagree nor agree	2	14.28%	4	8.00%	1	9.09%	1	4.54%	2	22.22%	10
Agree	5	35.71%	22	44.00%	2	18.18%	13	59.09%	4	44.44%	46
Strongly agree	3	21.42%	8	16.00%	6	54.54%	6	27.27%	3	33.33%	26
Don't Know	1	7.14%	2	4.00%	0	0	2	9.09%	0	0	5
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.122 What is your response to the statement: “People do not appeal cases to higher courts due to corruption”?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Strongly Disagree	1	64%	3	2.58%	1	1.47%	4	2.94%	6	3.89%	15
Disagree	19	12.17%	27	23.27%	17	25.00%	37	27.20%	33	21.42%	133
Neither disagree nor agree	41	26.28%	32	27.58%	19	27.94%	25	18.38%	34	22.07%	151
Agree	68	43.58%	39	33.62%	19	27.94%	48	35.29%	67	43.50%	241
Strongly agree	19	12.17%	9	7.75%	9	13.23%	15	11.02%	9	5.84%	61
Don't Know	8	5.12%	6	5.17%	3	4.41%	7	5.14%	5	3.24%	29
Total Responses	156	100.00%	116	100.00%	68	100.00%	136	100.00%	154	100.00%	630
<b>Other Stakeholders</b>											
Strongly Disagree	1	7.14%	1	2.00%	0	0	0	0	0	0	2
Disagree	4	28.57%	20	40.00%	5	45.45%	2	9.09%	0	0	31
Neither disagree nor agree	1	7.14%	7	14.00%	0	0	5	22.72%	2	22.22%	15
Agree	6	42.85%	12	24.00%	3	27.27%	9	40.90%	5	55.55%	35
Strongly agree	2	14.28%	6	12.00%	3	27.27%	5	22.72%	2	22.22%	18
Don't Know	0	0	4	8.00%	0	0	1	4.54%	0	0	5
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**Table 5.123 How many Justices would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	5	3.35%	3	2.63%	2	2.98%	7	5.10%	4	2.61%	21
A few	16	10.73%	11	9.64%	4	5.97%	20	14.59%	20	13.07%	71
Some	36	24.16%	20	17.54%	14	20.89%	33	24.08%	30	19.60%	133
Many	55	36.91%	54	47.36%	41	61.19%	53	38.68%	83	54.24%	286
Very many	17	11.40%	10	8.77%	2	2.98%	12	8.75%	7	4.57%	48
None	0	0	0	0	0	0	1	72%	0	0	1
Don't know	20	13.42%	16	14.03%	4	5.97%	11	8.02%	9	5.88%	60
Total Responses	149	100.00%	114	100.00%	67	100.00%	137	100.00%	153	100.00%	620
<b>Other Stakeholders</b>											
Very few	3	23.07%	1	2.12%	0	0	3	13.63%	1	11.11%	8
A few	4	30.76%	5	10.63%	1	9.09%	2	9.09%	3	33.33%	15
Some	2	15.38%	8	17.02%	3	27.27%	10	45.45%	1	11.11%	24
Many	2	15.38%	24	51.06%	7	63.63%	5	22.72%	4	44.44%	42
Very many	1	7.69%	3	6.38%	0	0	2	9.09%	0	0	6
None	1	7.69%	2	4.25%	0	0	0	0	0	0	3
Don't know	0	0	4	8.51%	0	0	0	0	0	0	4
Total Responses	13	100.00%	47	100.00%	11	100.00%	22	100.00%	9	100.00%	102

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**Table 5.124 How many Judges would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	3	1.92%	3	2.56%	2	2.94%	4	2.91%	3	1.94%	15
A few	24	15.38%	11	9.40%	4	5.88%	27	19.70%	15	9.74%	81
Some	30	19.23%	33	28.20%	16	23.52%	41	29.92%	35	22.72%	155
Many	62	39.74%	55	47.00%	41	60.29%	49	35.76%	91	59.09%	298
Very many	20	12.82%	11	9.40%	4	5.88%	12	8.75%	7	4.54%	54
None	1	0.64%	0	0.00%	0	0.00%	1	0.72%	0	0.00%	2
Don't know	16	10.25%	4	3.41%	1	1.47%	3	2.18%	3	1.94%	27
Total Responses	156	100.00%	117	100.00%	68	100.00%	137	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Very few	1	7.14%	1	2.00%	2	18.18%	3	13.63%	2	22.22%	9
A few	3	21.42%	6	12.00%	1	9.09%	3	13.63%	2	22.22%	15
Some	6	42.85%	5	10.00%	0	0.00%	9	40.90%	1	11.11%	21
Many	3	21.42%	29	58.00%	8	72.72%	6	27.27%	3	33.33%	49
Very many	1	7.14%	7	14.00%	0	0.00%	1	4.54%	0	0.00%	9
Don't know	0	0.00%	2	4.00%	0	0.00%	0	0.00%	1	11.11%	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.125 How many lawyers/PAOs would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	2	1.28%	4	3.44%	0	0	4	2.91%	6	3.89%	16
A few	23	14.74%	7	6.03%	7	10.29%	17	12.40%	22	14.28%	76
Some	44	28.20%	38	32.75%	17	25.00%	46	33.57%	32	20.77%	177
Many	55	35.25%	61	52.58%	37	54.41%	52	37.95%	80	51.94%	285
Very many	19	12.17%	5	4.31%	7	10.29%	12	8.75%	10	6.49%	53
None	1	0.64%	0	0	0	0	1	0.72%	0	0	2
Don't know	12	7.69%	1	0.86%	0	0	5	3.64%	4	2.59%	22
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	154	100.00%	631
<b>Other Stakeholders</b>											
Very few	1	7.14%	2	4.00%	0	0	3	13.63%	2	22.22%	8
A few	3	21.42%	5	10.00%	2	18.18%	1	4.54%	2	22.22%	13
Some	3	21.42%	10	20.00%	3	27.27%	13	59.09%	1	11.11%	30
Many	6	42.85%	26	52.00%	6	54.54%	4	18.18%	4	44.44%	46
Very many	1	7.14%	3	6.00%	0	0	1	4.54%	0	0	5
None	0	0	1	2.00%	0	0	0	0	0	0	1
Don't know	0	0	3	6.00%	0	0	0	0	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.126 How many clerks of court would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	2	1.28%	3	2.56%	1	1.47%	2	1.45%	5	3.24%	13
A few	15	9.61%	7	5.98%	5	7.35%	17	12.40%	14	9.09%	58
Some	37	23.71%	31	26.49%	16	23.52%	54	39.41%	45	29.22%	183
Many	75	48.07%	62	52.99%	41	60.29%	47	34.30%	71	46.10%	296
Very many	17	10.89%	9	7.69%	3	4.41%	11	8.02%	8	5.19%	48
None	0	0	0	0	0	0	0	0	1	64%	1
Don't know	10	6.41%	5	4.27%	2	2.94%	6	4.37%	10	6.49%	33
Total Responses	156	100.00%	117	100.00%	68	100.00%	137	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Very few	0	0	2	4.00%	0	0	2	9.09%	2	22.22%	6
A few	2	14.28%	6	12.00%	1	9.09%	4	18.18%	2	22.22%	15
Some	7	50.00%	5	10.00%	1	9.09%	9	40.90%	1	11.11%	23
Many	3	21.42%	31	62.00%	9	81.81%	5	22.72%	4	44.44%	52
Very many	1	7.14%	5	10.00%	0	0	2	9.09%	0	0	8
None	1	7.14%	0	0	0	0	0	0	0	0	1
Don't know	0	0	1	2.00%	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary  
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AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP*

**Table 5.127 How many process servers would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	4	2.56%	4	3.41%	2	2.94%	7	5.10%	5	3.24%	22
A few	20	12.82%	9	7.69%	5	7.35%	19	13.86%	20	12.98%	73
Some	34	21.79%	36	30.76%	24	35.29%	45	32.84%	49	31.81%	188
Many	61	39.10%	57	48.71%	32	47.05%	47	34.30%	54	35.06%	251
Very many	14	8.97%	5	4.27%	2	2.94%	10	7.29%	7	4.54%	38
None	0	0	0	0	0	0	1	.72%	1	.64%	2
Don't know	23	14.74%	6	5.12%	3	4.41%	8	5.83%	18	11.68%	58
Total Responses	156	100.00%	117	100.00%	68	100.00%	137	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Very few	0	0	2	4.00%	0	0	2	9.09%	2	22.22%	6
A few	3	21.42%	6	12.00%	3	27.27%	5	22.72%	2	22.22%	19
Some	6	42.85%	12	24.00%	1	9.09%	8	36.36%	1	11.11%	28
Many	4	28.57%	23	46.00%	6	54.54%	6	27.27%	3	33.33%	42
Very many	1	7.14%	5	10.00%	0	0	1	4.54%	1	11.11%	8
None	0	0	2	4.00%	1	9.09%	0	0	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.128 How many stenographers would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	3	1.93%	2	1.70%	1	1.47%	2	1.45%	4	2.61%	12
A few	12	7.74%	11	9.40%	6	8.82%	23	16.78%	17	11.11%	69
Some	37	23.87%	32	27.35%	24	35.29%	41	29.92%	37	24.18%	171
Many	67	43.22%	57	48.71%	31	45.58%	50	36.49%	59	38.56%	264
Very many	14	9.03%	9	7.69%	2	2.94%	10	7.29%	10	6.53%	45
None	0	0	0	0	0	0	2	1.45%	1	65%	3
Don't know	22	14.19%	6	5.12%	4	5.88%	9	6.56%	25	16.33%	66
Total Responses	155	100.00%	117	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Very few	0	0	2	4.00%	1	9.09%	2	9.09%	3	33.33%	8
A few	2	14.28%	4	8.00%	2	18.18%	4	18.18%	1	11.11%	13
Some	6	42.85%	8	16.00%	3	27.27%	7	31.81%	1	11.11%	25
Many	4	28.57%	26	52.00%	5	45.45%	7	31.81%	3	33.33%	45
Very many	2	14.28%	8	16.00%	0	0	2	9.09%	1	11.11%	13
None	0	0	1	2.00%	0	0	0	0	0	0	1
Don't know	0	0	1	2.00%	0	0	0	0	0	0	1
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.129 How many police would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	20	12.82%	12	10.34%	7	10.29%	23	16.78%	23	14.93%	85
A few	34	21.79%	27	23.27%	14	20.58%	32	23.35%	54	35.06%	161
Some	37	23.71%	37	31.89%	29	42.64%	43	31.38%	34	22.07%	180
Many	50	32.05%	33	28.44%	15	22.05%	26	18.97%	33	21.42%	157
Very many	4	2.56%	4	3.44%	1	1.47%	6	4.37%	4	2.59%	19
None	2	1.28%	0	0	0	0	2	1.45%	2	1.29%	6
Don't know	9	5.76%	3	2.58%	2	2.94%	5	3.64%	4	2.59%	23
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	154	100.00%	631
<b>Other Stakeholders</b>											
Very few	3	21.42%	7	14.28%	1	9.09%	5	22.72%	2	22.22%	18
A few	5	35.71%	5	10.20%	2	18.18%	8	36.36%	1	11.11%	21
Some	0	0	15	30.61%	5	45.45%	4	18.18%	1	11.11%	25
Many	5	35.71%	17	34.69%	2	18.18%	3	13.63%	5	55.55%	32
Very many	0	0	3	6.12%	0	0	0	0	0	0	3
None	1	7.14%	0	0	0	0	1	4.54%	0	0	2
Don't know	0	0	2	4.08%	1	9.09%	1	4.54%	0	0	4
Total Responses	14	100.00%	49	100.00%	11	100.00%	22	100.00%	9	100.00%	105

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.130 How many sheriffs would you assess to be honest in the administration of justice?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very few	14	8.97%	7	5.98%	5	7.35%	20	14.59%	14	9.09%	60
A few	27	17.30%	22	18.80%	12	17.64%	25	18.24%	44	28.57%	130
Some	37	23.71%	36	30.76%	30	44.11%	54	39.41%	37	24.02%	194
Many	44	28.20%	40	34.18%	16	23.52%	25	18.24%	32	20.77%	157
Very many	8	5.12%	5	4.27%	1	1.47%	4	2.91%	5	3.24%	23
None	0	0	0	0	0	0	2	1.45%	2	1.29%	4
Don't know	26	16.66%	7	5.98%	4	5.88%	7	5.10%	20	12.98%	64
Total Responses	156	100.00%	117	100.00%	68	100.00%	137	100.00%	154	100.00%	632
<b>Other Stakeholders</b>											
Very few	3	21.42%	6	12.00%	2	18.18%	4	18.18%	3	33.33%	18
A few	2	14.28%	5	10.00%	2	18.18%	9	40.90%	1	11.11%	19
Some	3	21.42%	13	26.00%	3	27.27%	5	22.72%	1	11.11%	25
Many	5	35.71%	20	40.00%	3	27.27%	4	18.18%	4	44.44%	36
Very many	0	0	4	8.00%	0	0	0	0	0	0	4
None	0	0	0	0	1	9.09%	0	0	0	0	1
Don't know	1	7.14%	2	4.00%	0	0	0	0	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

**Supreme Court National Survey on Users' Experience and Perception on the Judiciary**  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.131 Overall, what is your level of trust in the whole Judiciary?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	0	0	2	1.72%	1	1.47%	0	0	3	1.96%	6
Distrust	11	7.09%	4	3.44%	2	2.94%	7	5.10%	11	7.18%	35
Undecided	30	19.35%	23	19.82%	15	22.05%	28	20.43%	45	29.41%	141
Trust	76	49.03%	67	57.75%	43	63.23%	91	66.42%	79	51.63%	356
Much Trust	22	14.19%	11	9.48%	5	7.35%	7	5.10%	8	5.22%	53
Don't know	16	10.32%	9	7.75%	2	2.94%	4	2.91%	7	4.57%	38
Total Responses	155	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	629
<b>Other Stakeholders</b>											
Much Distrust	1	7.14%	0	0	0	0	0	0	1	11.11%	2
Distrust	3	21.42%	4	8.00%	2	18.18%	5	22.72%	2	22.22%	16
Undecided	1	7.14%	3	6.00%	2	18.18%	3	13.63%	1	11.11%	10
Trust	7	50.00%	29	58.00%	6	54.54%	12	54.54%	5	55.55%	59
Much Trust	1	7.14%	13	26.00%	1	9.09%	2	9.09%	0	0	17
Don't know	1	7.14%	1	2.00%	0	0	0	0	0	0	2
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.132 Overall level of trust (Supreme Court)**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants Litigants</b>											
Much Distrust	1	64%	2	1.72%	0	0	2	1.45%	1	65%	6
Distrust	6	3.84%	1	86%	2	2.94%	2	1.45%	2	1.30%	13
Undecided	23	14.74%	18	15.51%	11	16.17%	24	17.51%	30	19.60%	106
Trust	71	45.51%	66	56.89%	41	60.29%	87	63.50%	95	62.09%	360
Much Trust	36	23.07%	18	15.51%	10	14.70%	19	13.86%	16	10.45%	99
Don't know	19	12.17%	11	9.48%	4	5.88%	3	2.18%	9	5.88%	46
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	0	0	0	0	1	11.11%	1
Distrust	3	21.42%	4	8.00%	2	18.18%	7	31.81%	2	22.22%	18
Undecided	1	7.14%	1	2.00%	1	9.09%	2	9.09%	1	11.11%	6
Trust	8	57.14%	27	54.00%	7	63.63%	10	45.45%	5	55.55%	57
Much Trust	1	7.14%	18	36.00%	0	0	2	9.09%	0	0	21
Don't know	1	7.14%	0	0	1	9.09%	1	4.54%	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.133 Overall, what is your level of trust in the Court of Appeals?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	1	64%	0	0	0	0	1	72%	0	0	2
Distrust	7	4.48%	4	3.44%	4	5.88%	4	2.91%	3	1.96%	22
Undecided	29	18.58%	23	19.82%	8	11.76%	32	23.35%	31	20.26%	123
Trust	71	45.51%	62	53.44%	46	67.64%	81	59.12%	96	62.74%	356
Much Trust	26	16.66%	16	13.79%	5	7.35%	16	11.67%	15	9.80%	78
Don't know	22	14.10%	11	9.48%	5	7.35%	3	2.18%	8	5.22%	49
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	1	9.09%	0	0	1	11.11%	2
Distrust	2	14.28%	4	8.00%	1	9.09%	4	18.18%	2	22.22%	13
Undecided	0	0	2	4.00%	1	9.09%	3	13.63%	2	22.22%	8
Trust	10	71.42%	28	56.00%	7	63.63%	11	50.00%	4	44.44%	60
Much Trust	1	7.14%	14	28.00%	0	0	2	9.09%	0	0	17
Don't know	1	7.14%	2	4.00%	1	9.09%	2	9.09%	0	0	6
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary  
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AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP*

**Table 5.134 Overall, what is your level of trust in the Sandiganbayan?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	1	64%	1	86%	0	0	1	72%	3	1.96%	6
Distrust	10	6.41%	4	3.44%	3	4.41%	10	7.29%	6	3.92%	33
Undecided	31	19.87%	31	26.72%	15	22.05%	37	27.00%	34	22.22%	148
Trust	57	36.53%	48	41.37%	28	41.17%	61	44.52%	69	45.09%	263
Much Trust	18	11.53%	10	8.62%	8	11.76%	7	5.10%	13	8.49%	56
Don't know	39	25.00%	22	18.96%	14	20.58%	21	15.31%	28	18.30%	124
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	2	14.28%	1	2.00%	0	0	0	0	2	22.22%	5
Distrust	1	7.14%	4	8.00%	2	18.18%	4	18.18%	1	11.11%	12
Undecided	2	14.28%	5	10.00%	1	9.09%	5	22.72%	1	11.11%	14
Trust	5	35.71%	24	48.00%	6	54.54%	7	31.81%	5	55.55%	47
Much Trust	2	14.28%	10	20.00%	0	0	1	4.54%	0	0	13
Don't know	2	14.28%	6	12.00%	2	18.18%	5	22.72%	0	0	15
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.135 Overall, what is your level of trust in the Court of Tax Appeals?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	3	1.92%	2	1.72%	0	0	2	1.45%	1	65%	8
Distrust	10	6.41%	8	6.89%	3	4.41%	12	8.75%	6	3.92%	39
Undecided	33	21.15%	25	21.55%	18	26.47%	44	32.11%	45	29.41%	165
Trust	49	31.41%	33	28.44%	27	39.70%	48	35.03%	56	36.60%	213
Much Trust	12	7.69%	7	6.03%	3	4.41%	6	4.37%	8	5.22%	36
Don't know	49	31.40%	41	35.34%	17	25.00%	25	18.24%	37	24.18%	169
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	2	14.28%	0	0	0	0	0	0	1	11.11%	3
Distrust	0	0	5	10.00%	1	9.09%	3	13.63%	2	22.22%	11
Undecided	4	28.57%	10	20.00%	4	36.36%	4	18.18%	3	33.33%	25
Trust	3	21.42%	16	32.00%	3	27.27%	6	27.27%	3	33.33%	31
Much Trust	0	0	4	8.00%	0	0	1	4.54%	0	0	5
Don't know	5	35.71%	15	30.00%	3	27.27%	8	36.36%	0	0	31
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
*Final Report – Survey Tables*  
**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.136 Overall, what is your level of trust in the Municipal Trial Courts in Cities?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	1	64%	1	85%	0	0	2	1.45%	1	65%	5
Distrust	5	3.20%	3	2.56%	3	4.47%	8	5.83%	6	3.92%	25
Undecided	24	15.38%	22	18.80%	16	23.88%	39	28.46%	31	20.26%	132
Trust	90	57.69%	69	58.97%	35	52.23%	67	48.90%	88	57.51%	349
Much Trust	16	10.25%	10	8.54%	5	7.46%	8	5.83%	8	5.22%	47
Don't know	20	12.82%	12	10.25%	8	11.93%	13	9.48%	19	12.41%	72
Total Responses	156	100.00%	117	100.00%	67	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	0	0	0	0	1	11.11%	1
Distrust	3	21.42%	4	8.00%	2	18.18%	3	13.63%	2	22.22%	14
Undecided	2	14.28%	3	6.00%	2	18.18%	3	13.63%	1	11.11%	11
Trust	7	50.00%	28	56.00%	6	54.54%	9	40.90%	4	44.44%	54
Much Trust	1	7.14%	11	22.00%	0	0	1	4.54%	1	11.11%	14
Don't know	1	7.14%	4	8.00%	1	9.09%	6	27.27%	0	0	12
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
*Final Report – Survey Tables*  
**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.137 Overall, what is your level of trust in Regional Trial Courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	0	0	1	85%	1	1.47%	2	1.45%	2	1.30%	6
Distrust	8	5.12%	4	3.41%	4	5.88%	8	5.83%	8	5.22%	32
Undecided	22	14.10%	19	16.23%	13	19.11%	41	29.92%	30	19.60%	125
Trust	91	58.33%	79	67.52%	40	58.82%	77	56.20%	97	63.39%	384
Much Trust	25	16.02%	11	9.40%	6	8.82%	7	5.10%	10	6.53%	59
Don't know	10	6.41%	3	2.56%	4	5.88%	2	1.45%	6	3.92%	25
Total Responses	156	100.00%	117	100.00%	68	100.00%	137	100.00%	153	100.00%	631
<b>Other Stakeholders</b>											
Much Distrust	1	7.14%	0	0	0	0	0	0	1	11.11%	2
Distrust	2	14.28%	5	10.00%	2	18.18%	4	18.18%	2	22.22%	15
Undecided	1	7.14%	4	8.00%	1	9.09%	4	18.18%	2	22.22%	12
Trust	8	57.14%	28	56.00%	8	72.72%	12	54.54%	4	44.44%	60
Much Trust	1	7.14%	11	22.00%	0	0	2	9.09%	0	0	14
Don't know	1	7.14%	2	4.00%	0	0	0	0	0	0	3
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary  
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AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP*

**Table 5.138 Overall, what is your level of trust in Metropolitan Trial Courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	0	0	1	86%	1	1.49%	2	1.45%	1	65%	5
Distrust	4	2.56%	4	3.44%	4	5.97%	8	5.83%	5	3.26%	25
Undecided	23	14.74%	23	19.82%	17	25.37%	48	35.03%	29	18.95%	140
Trust	64	41.02%	52	44.82%	24	35.82%	49	35.76%	69	45.09%	258
Much Trust	14	8.97%	5	4.31%	3	4.47%	6	4.37%	7	4.57%	35
Don't know	51	32.69%	31	26.72%	18	26.86%	24	17.51%	42	27.45%	166
Total Responses	156	100.00%	116	100.00%	67	100.00%	137	100.00%	153	100.00%	629
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	0	0	0	0	1	11.11%	1
Distrust	3	21.42%	3	6.00%	2	18.18%	2	9.09%	1	11.11%	11
Undecided	1	7.14%	5	10.00%	2	18.18%	3	13.63%	1	11.11%	12
Trust	5	35.71%	21	42.00%	4	36.36%	8	36.36%	4	44.44%	42
Much Trust	0	0	5	10.00%	0	0	1	4.54%	0	0	6
Don't know	5	35.71%	16	32.00%	3	27.27%	8	36.36%	2	22.22%	34
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.139 Overall, what is your level of trust in Shari'a Courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	1	.64%	2	1.72%	1	1.47%	2	1.45%	1	.65%	7
Distrust	3	1.92%	6	5.17%	5	7.35%	10	7.29%	0	0	24
Undecided	19	12.17%	25	21.55%	14	20.58%	39	28.46%	43	28.10%	140
Trust	35	22.43%	22	18.96%	10	14.70%	20	14.59%	19	12.41%	106
Much Trust	8	5.12%	1	.86%	3	4.41%	5	3.64%	5	3.26%	22
Don't know	90	57.69%	60	51.72%	35	51.47%	61	44.52%	84	55.55%	331
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	1	9.09%	0	0	1	11.11%	2
Distrust	0	0	2	4.00%	0	0	0	0	1	11.11%	3
Undecided	3	21.42%	7	14.00%	1	9.09%	4	18.18%	0	0	15
Trust	3	21.42%	9	18.00%	3	27.27%	6	27.27%	2	22.22%	23
Much Trust	0	0	1	2.00%	0	0	0	0	0	0	1
Don't know	8	57.14%	31	62.00%	6	54.54%	12	54.54%	5	55.55%	62
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
*Final Report – Survey Tables*  
**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.140 Overall, what is your level of trust in the Municipal Circuit Trial Courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	0	0	1	86%	1	1.47%	2	1.47%	0	0	4
Distrust	4	2.56%	5	4.31%	3	4.41%	9	6.61%	6	3.92%	27
Undecided	26	16.66%	23	19.82%	17	25.00%	45	33.08%	28	18.30%	139
Trust	66	42.30%	51	43.96%	25	36.76%	48	35.29%	65	42.48%	255
Much Trust	13	8.33%	8	6.89%	3	4.41%	8	5.88%	7	4.57%	39
Don't know	47	30.12%	28	24.13%	19	27.94%	24	17.64%	47	30.71%	165
Total Responses	156	100.00%	116	100.00%	68	100.00%	136	100.00%	153	100.00%	629
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	0	0	0	0	1	11.11%	1
Distrust	1	7.14%	3	6.00%	1	9.09%	2	9.09%	1	11.11%	8
Undecided	5	35.71%	4	8.00%	1	9.09%	3	13.63%	1	11.11%	14
Trust	5	35.71%	27	54.00%	6	54.54%	9	40.90%	4	44.44%	51
Much Trust	0	0	6	12.00%	0	0	1	4.54%	0	0	7
Don't know	3	21.42%	10	20.00%	3	27.27%	7	31.81%	2	22.22%	25
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.141 Overall, what is your level of trust in the Municipal Trial Courts?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Much Distrust	0	0	1	86%	1	1.47%	3	2.18%	2	1.30%	7
Distrust	4	2.56%	5	4.31%	3	4.41%	8	5.83%	8	5.22%	28
Undecided	27	17.30%	20	17.24%	20	29.41%	48	35.03%	36	23.52%	151
Trust	83	53.20%	66	56.89%	32	47.05%	59	43.06%	79	51.63%	319
Much Trust	13	8.33%	8	6.89%	3	4.41%	7	5.10%	7	4.57%	38
Don't know	29	18.18%	16	13.79%	9	13.23%	12	8.74%	21	13.72%	87
Total Responses	156	100.00%	116	100.00%	68	100.00%	137	100.00%	153	100.00%	630
<b>Other Stakeholders</b>											
Much Distrust	0	0	0	0	0	0	0	0	1	11.11%	1
Distrust	2	14.28%	3	6.00%	2	18.18%	1	4.54%	2	22.22%	10
Undecided	1	7.14%	7	14.00%	1	9.09%	5	22.72%	1	11.11%	15
Trust	9	64.28%	30	60.00%	7	63.63%	13	59.09%	5	55.55%	64
Much Trust	0	0	7	14.00%	0	0	1	4.54%	0	0	8
Don't know	2	14.28%	3	6.00%	1	9.09%	2	9.09%	0	0	8
Total Responses	14	100.00%	50	100.00%	11	100.00%	22	100.00%	9	100.00%	106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
*Final Report – Survey Tables*  
**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.142 How would rate your overall impression of the court that heard your case based on personal experience?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very negative	5	3.24%	4	3.44%	2	2.98%	5	3.70%	13	8.60%	29
Somewhat negative	14	9.09%	11	9.48%	10	14.92%	16	11.85%	17	11.25%	68
Undecided	34	22.07%	25	21.55%	8	11.94%	29	21.48%	36	23.84%	132
Somewhat positive	77	50.00%	58	50.00%	36	53.73%	68	50.37%	72	47.68%	311
Very positive	24	15.58%	18	15.51%	11	16.41%	17	12.59%	13	8.60%	83
Total Responses	154	100.00%	116	100.00%	67	100.00%	135	100.00%	151	100.00%	623
<b>Other Stakeholders</b>											
Very negative	2	18.18%	2	6.66%	1	12.50%	1	5.26%	1	11.11%	7
Somewhat negative	3	27.27%	2	6.66%	2	25.00%	7	36.84%	1	11.11%	15
Undecided	1	9.09%	4	13.33%	1	12.50%	2	10.52%	3	33.33%	11
Somewhat positive	5	45.45%	16	53.33%	3	37.50%	7	36.84%	4	44.44%	35
Very positive	0	0	6	20.00%	1	12.50%	2	10.52%	0	0	9
Total Responses	11	100.00%	30	100.00%	8	100.00%	19	100.00%	9	100.00%	77

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**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.143 In general, how would you rate the court's performance?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	7	4.48%	6	5.17%	6	8.95%	10	7.40%	11	7.23%	40
Fair	36	23.07%	46	39.65%	18	26.86%	51	37.77%	47	30.92%	198
Good	75	48.07%	39	33.62%	27	40.29%	55	40.74%	71	46.71%	267
Very Good	19	12.17%	18	15.51%	14	20.89%	15	11.11%	19	12.50%	85
Excellent	19	12.17%	7	6.03%	2	2.98%	4	2.96%	4	2.63%	36
Total Responses	156	100.00%	116	100.00%	67	100.00%	135	100.00%	152	100.00%	626
<b>Other Stakeholders</b>											
Poor	4	30.76%	4	9.09%	1	10.00%	3	13.63%	3	33.33%	15
Fair	4	30.76%	7	15.90%	2	20.00%	9	40.90%	3	33.33%	25
Good	4	30.76%	8	18.18%	4	40.00%	7	31.81%	1	11.11%	24
Very Good	1	7.69%	21	47.72%	3	30.00%	3	13.63%	2	22.22%	30
Excellent	0	0	4	9.09%	0	0	0	0	0	0	4
Total Responses	13	100.00%	44	100.00%	10	100.00%	22	100.00%	9	100.00%	98

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary  
Final Report – Survey Tables  
AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP*

**Table 5.144 How would you rate your overall impression of the court that heard your case based on personal experience?**

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Very negative	5	3.24%	4	3.44%	2	2.98%	5	3.70%	13	8.60%	29
Somewhat negative	14	9.09%	11	9.48%	10	14.92%	16	11.85%	17	11.25%	68
Undecided	34	22.07%	25	21.55%	8	11.94%	29	21.48%	36	23.84%	132
Somewhat positive	77	50.00%	58	50.00%	36	53.73%	68	50.37%	72	47.68%	311
Very positive	24	15.58%	18	15.51%	11	16.41%	17	12.59%	13	8.60%	83
Total Responses	154	100.00%	116	100.00%	67	100.00%	135	100.00%	151	100.00%	623
Total Non-Response	5		2		1		2		4		
Total	159		118		68		137		155		
<b>Other Stakeholders</b>											
Very negative	2	18.18%	2	6.66%	1	12.50%	1	5.26%	1	11.11%	7
Somewhat negative	3	27.27%	2	6.66%	2	25.00%	7	36.84%	1	11.11%	15
Undecided	1	9.09%	4	13.33%	1	12.50%	2	10.52%	3	33.33%	11
Somewhat positive	5	45.45%	16	53.33%	3	37.50%	7	36.84%	4	44.44%	35
Very positive	0	0	6	20.00%	1	12.50%	2	10.52%	0	0	9
Total Responses	11	100.00%	30	100.00%	8	100.00%	19	100.00%	9	100.00%	77
Total Non-Response	3		20		3		3		0		29
Total	1074		50		11		22		9		106

*Supreme Court National Survey on Users' Experience and Perception on the Judiciary*  
*Final Report – Survey Tables*  
**AGGREGATE TABLES PER TYPE OF INTERVIEWEES BY INCOME GROUP**

**Table 5.145** In general, how would rate the court's performance?

Responses	Less than P10,001		P10,001 - P30,000		P30,001 - P50,000		More than P50,000		Don't Know/ Refused to answer		Total Count
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	
<b>Litigants</b>											
Poor	7	4.48%	6	5.17%	6	8.95%	10	7.40%	11	7.23%	40
Fair	36	23.07%	46	39.65%	18	26.86%	51	37.77%	47	30.92%	198
Good	75	48.07%	39	33.62%	27	40.29%	55	40.74%	71	46.71%	267
Very Good	19	12.17%	18	15.51%	14	20.89%	15	11.11%	19	12.50%	85
Excellent	19	12.17%	7	6.03%	2	2.98%	4	2.96%	4	2.63%	36
Total Responses	156	100.00%	116	100.00%	67	100.00%	135	100.00%	152	100.00%	626
Total Non-Response	3		2		1		2		3		
Total	159		118		68		137		155		
<b>Other Stakeholders</b>											
Poor	4	30.76%	4	9.09%	1	10.00%	3	13.63%	3	33.33%	15
Fair	4	30.76%	7	15.90%	2	20.00%	9	40.90%	3	33.33%	25
Good	4	30.76%	8	18.18%	4	40.00%	7	31.81%	1	11.11%	24
Very Good	1	7.69%	21	47.72%	3	30.00%	3	13.63%	2	22.22%	30
Excellent	0	0	4	9.09%	0	0	0	0	0	0	4
Total Responses	13	100.00%	44	100.00%	10	100.00%	22	100.00%	9	100.00%	98
Total Non-Response	3		20		3		3		0		29
Total	14		50		11		22		9		106

