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Court User Survey

Quantitative Report prepared for



USAID
FROM THE AMERICAN PEOPLE

Georgia USAID DPK Project

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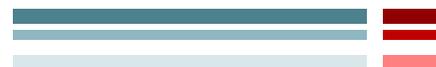


Technical Report

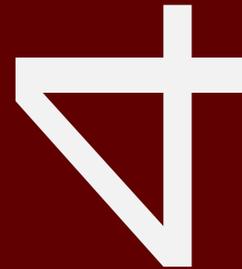
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Technical Report



Survey Aim	Court user's satisfaction degree survey
Survey Method	Quantitative research
Survey Area	Tbilisi, Mstkhetia-Tianeti, Kvemo Kartli, Imereti, Adjara.
Survey Scope	2000 completed face to face interviews
Survey Scope by Regions	Tbilisi 1014, Mtskheta – Tianeti 90, Kvemo Kartli 146, Shida Kartli 175, Imereti 232, Adjara 343 interviews
Target Audience	Court user's
Selection Structure	Selection by quota
Survey performance period	August 12- August 30



Descriptive Report

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Distribution of interviews in the regional courts of Georgia

2000 Respondents

Research was carried out with the court users in six regions, namely: Tbilisi, Mtskheta, Gori, Rustavi, Kutaisi and Batumi in following proportions:

	Frequency
1 Tbilisi	1014
2 Mtskheta-Mtianeti	90
3 Kvemo Kartli	146
4 Shida Kartli	175
5 Imereti	232
6 Adjara	343
Total	2000

Status of respondents

39, 9% of surveyed audience were representing the professional court users' segment (prosecutors, investigators, lawyers, experts), while 60, 2% were non-professional users, in other words a community segment. Total of 2000 respondents were surveyed.

	Frequency	Valid Percent
Professional	797	39,9%
Non Professional	1203	60,2%
Total	2000	100

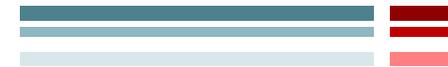
Distribution of interviews by the types of court proceedings

41, 4% of the surveyed audience came to the court on criminal law cases; 40, 7% on civil law cases; and 18% on corporate law cases.

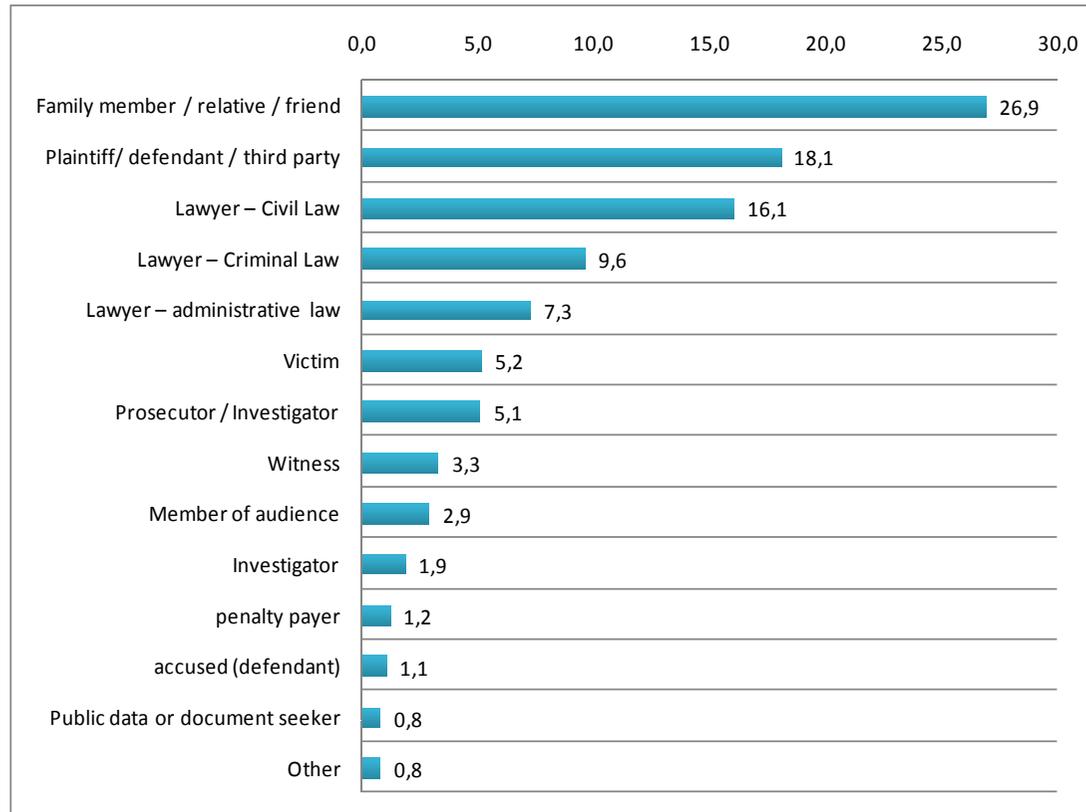
	Frequency	Valid Percent
1 Criminal Law cases	828	41,4%
2 Civil Law cases	813	40,7%
3 Corporate law cases	359	18%
Total	2000	100

Role of the Respondent

2000 respondents



6

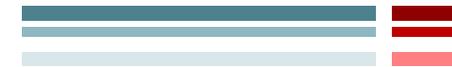


26,9% of the examined audience represent family members, relatives or friends of the either parties in the court process; 18,1% represent claimants / defendants; 16,1% are lawyers of Civil Law cases; 5,1% are prosecutors; 2,9% are members of audience; 3,3% are witnesses. 5.2% of the surveyed are the victims.

Q3. Why did you come to the court today? What is your involvement with the specific case? (one answer)

Users' Motivation and Reasons for the Court Visit

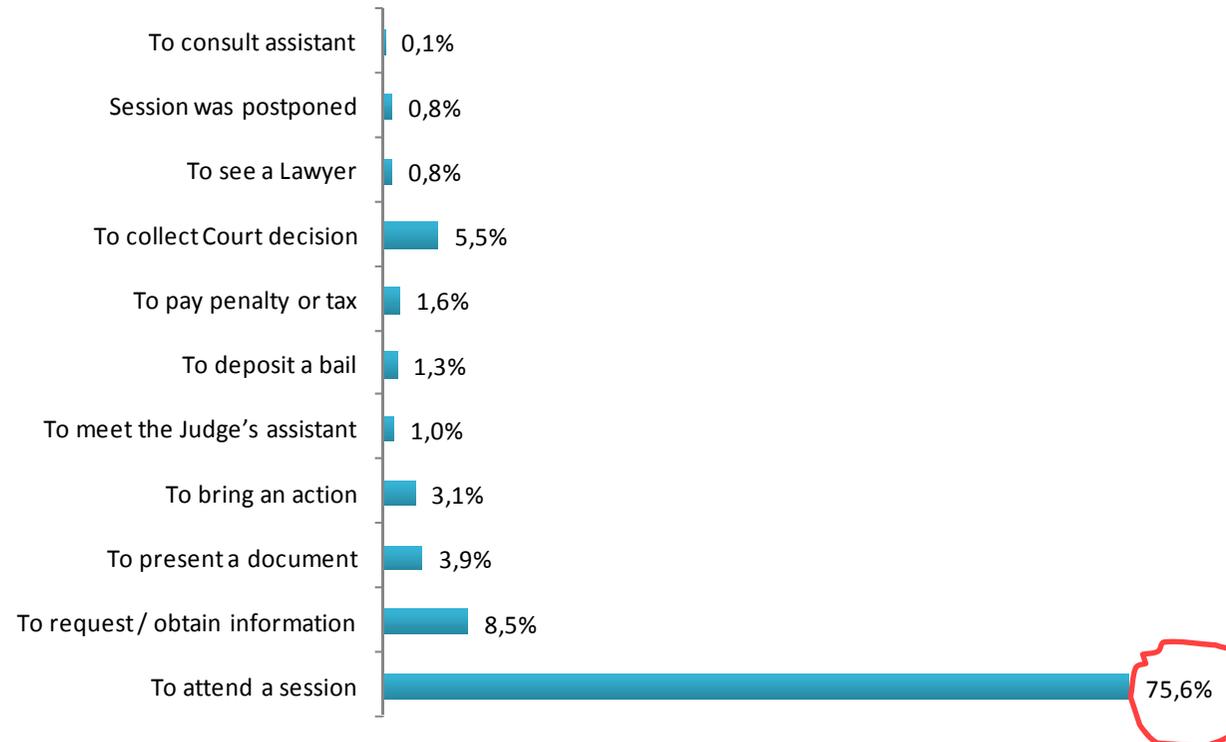
2000 respondents



75,6% of the surveyed audience came to the court to attend the court session; 8,5% - to obtain information; 5,5% - to collect court decision.

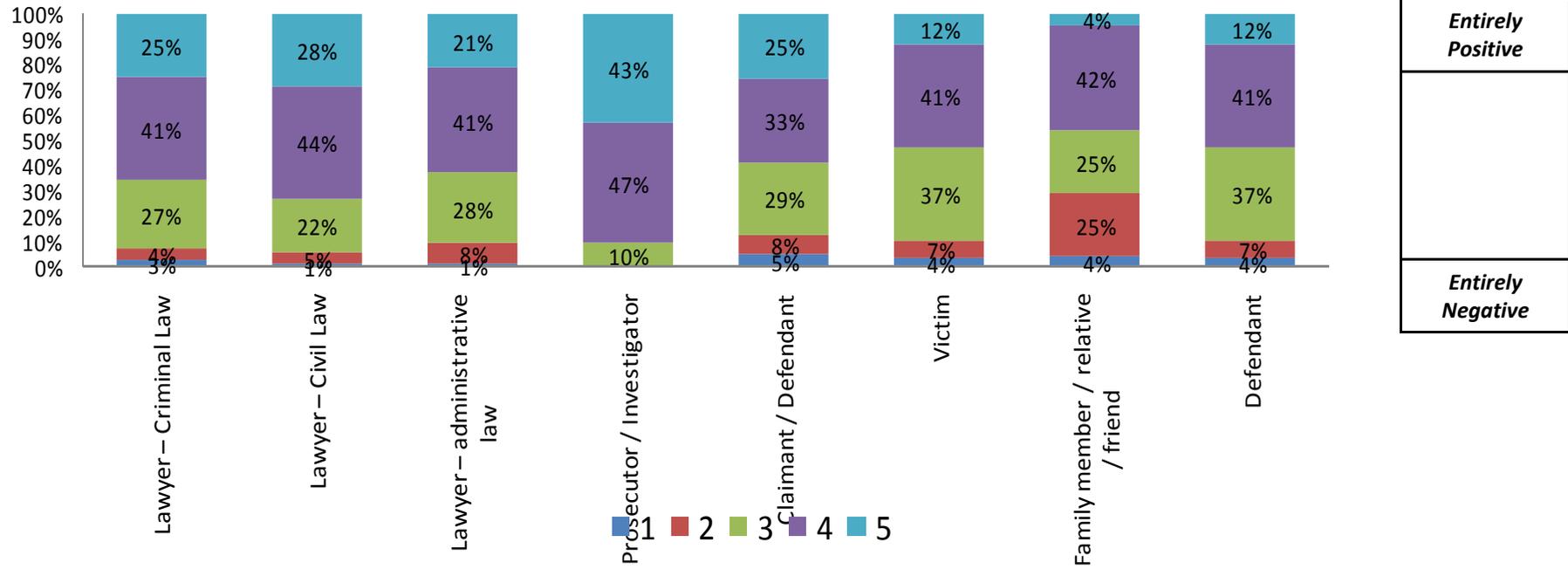
Reasoning from the main goals of the survey (*Court System Satisfaction survey*), the massive coverage of the audience attending the court session within the scope of this survey, variables gives more stability to the achieved results according to the survey, because it is based on the respondents' first-hand experience of the court session

Col Response %



Predispositions

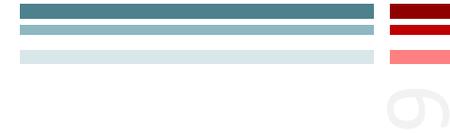
1783 respondents



192	321	145	102	361	103	538	21*
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Q 4. Let us talk about the matter that brought you to the court today. What are your sentiments towards the court regarding specific case? (asking everybody) regardless the reasons of the visit... For evaluation please use 5- point scale where 5 is entirely positive and 1 is entirely negative disposition.

2000 respondents



Predispositions

Respondents' predispositions towards the court proceedings is generally optimistic. Though the grounds for such optimism are purely psychological. Hence, for the analysis, it is recommended to use only the extreme values (entirely positive / entirely negative).

The highest indicator of the positive predisposition has been noted on the part of the prosecutors' (43%). The indicator estimating the lawyers of different branches is similar, though the most positive disposition is stated for the civil law lawyers (28%), and the least positive for the corporate lawyers (21%). 25% of the defendants had positive disposition. The lowest indicator of predisposition is related with the victims (12%), their family members and friends (4%).

City	Average satisfaction
Tbilisi	3,53
Mtskheta Mtianeti	3,78
Kvemo Kartli	4,15
Shida Kartli	3,82
Imereti	3,69
Ajara	4,16

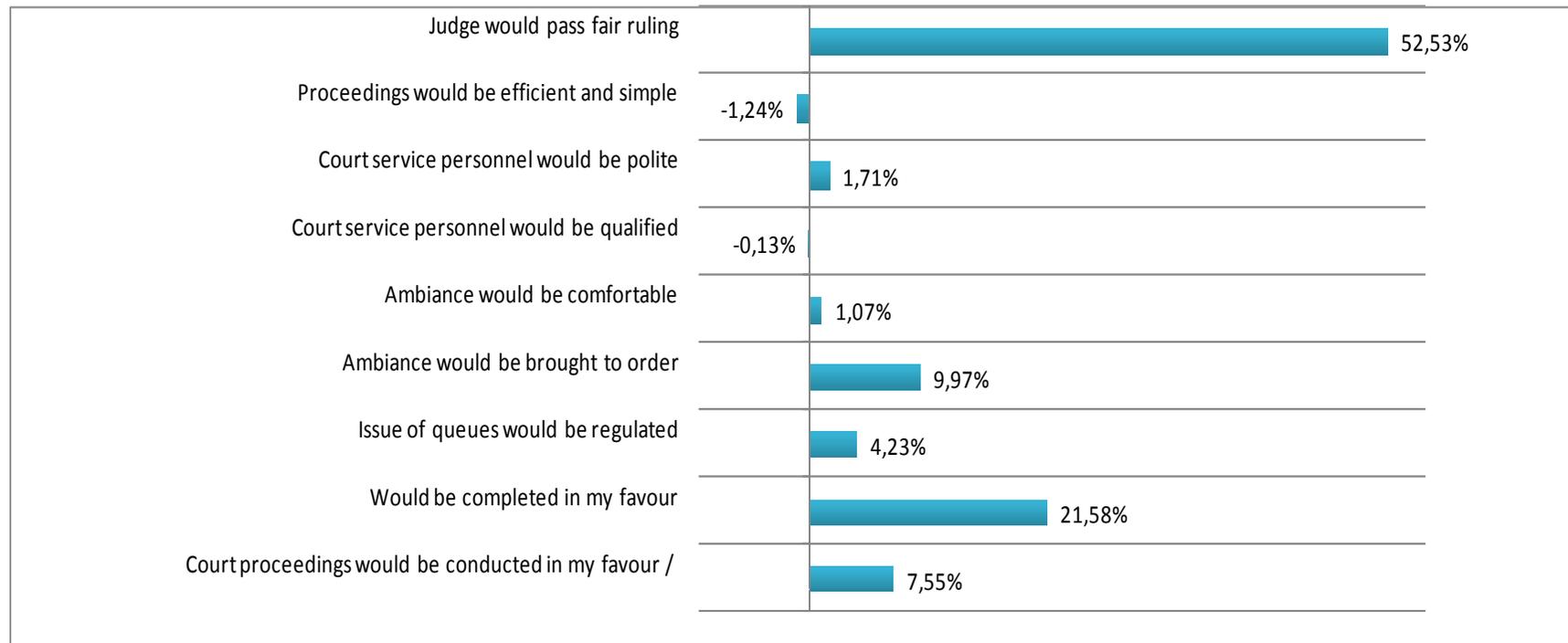
	(1014)	Mtskheta-Mtianeti (90)	Kvemo Kartli (146)	Shida Kartli (175)	Imereti (232)	Adjara (343)
<i>Entirely Negative</i>	1,40%		0,70%	1,70%	17,20%	1,70%
<i>Negative</i>	7,50%	16,70%	6,80%	5,70%	4,30%	2,60%
<i>Neither negative, nor positive</i>	34,10%	11,10%	16,40%	20,00%	17,20%	16,30%
<i>Positive</i>	50,60%	50,00%	28,80%	53,70%	15,10%	36,20%
<i>Entirely Positive</i>	6,40%	22,20%	47,30%	18,90%	46,10%	43,10%

Predisposition index is different in different regions. The estimation of the entirely positive attitude towards the expected services is as follows: 6,4% in Tbilisi, 18,9% in Shida Kartli and 22,2% in Mtskheta-Tianeti. In Kvemo Kartli, Imereti and Adjara the indicators of the entirely positive disposition are much higher, 47,3%, 46,1% and 43,1% respectively.

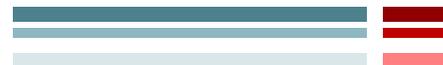
Factors defining positive dispositions (regressive analysis)

Study of the factors that influence formation of predisposition was carried out by the means of the factor and regression analysis. Positive predisposition was used as a dependent variable, and 10 factors, by which the respondents evaluated their predisposition, were used as independent variables. The regression analysis showed that forming of the positive predisposition in 52,48% cases depends on the consumer's expectation of success. Only after that comes the expectation of fair acquittal by the judge, which explains the formation of positive predisposition in 21,58%. It should be mentioned here that the judge's fairness is considered more important (21,58%) than his qualification (7,55%).

Expectation of the staff civility explains positive disposition in 9,97%. Simplicity of the proceedings (4,23%), qualify users satisfaction of the staff (1,07%) organization/ orderliness of the environment (1,71%) are relatively inessential factors for the formation of the positive predisposition. Besides, queues and comfort are statistically completely inessential attributes. They do not participate in the forming of the positive disposition towards the court service.



Predisposition towards the expected service



TableN1: Mean and median values of the specific disposition statutes, also, standard deviation and volume of audience evaluating each statute.

Table 1	Valid	Mean	Std. Deviation	Median
q5.1 Judge would be qualified	1744	4,02	0,76	4
q5.2 Judge would pass a fair ruling	1717	3,97	0,88	4
q5.3 Proceedings would be efficient and simple	1845	4,08	0,90	4
q5.4 Court service personnel would be polite and filled with respect towards me	1970	4,33	0,75	4
q5.5 Court service personnel would be qualified	1969	4,30	0,73	4
q5.6 Ambiance would be comfortable	1979	4,37	0,68	4
q5.7 Ambiance would be in order	1981	4,38	0,67	4
q5.8 Issue of queues would be regulated	1921	4,38	0,70	4
q5.9 Everything would be completed successfully	1853	4,11	0,94	4
q5.10 Court proceedings would be conducted in my favor	1546	4,05	0,91	4

Table N2: Mean values of the specific dispositions from the viewpoint of the case type.

Table 2	Criminal	Civil	Administrative
q5.1 Judge would be qualified	4,06	3,99	4,01
q5.2 Judge would pass a fair ruling	3,93	4,04	3,93
q5.3 Proceedings would be efficient and simple	3,99	4,17	4,13
q5.4 Court service personnel would be polite and filled with respect towards me	4,27	4,39	4,31
q5.5 Court service personnel would be qualified	4,26	4,36	4,26
q5.6 Ambiance would be comfortable	4,39	4,38	4,32
q5.7 Ambiance would be in order	4,40	4,38	4,37
q5.8 Issue of queues would be regulated	4,38	4,40	4,36
q5.9 Everything would be completed successfully	4,02	4,24	4,05
q5.10 Court proceedings would be conducted in my favor	3,93	4,21	3,96

1143 respondents



Table3: : Mean values of the disposition in respect to the won, lost or pending cases.

TableN3	Won	Lost	In-process
q5.1 Judge would be qualified	4,3	3,51	4,04
q5.2 Judge would pass a fair ruling	4,32	3,31	3,96
q5.3 Proceedings would be efficient and simple	4,38	3,29	4
q5.4 Court service personnel would be polite and filled with respect towards me	4,48	3,87	4,31
q5.5 Court service personnel would be qualified	4,49	3,8	4,3
q5.6 Ambiance would be comfortable	4,52	4,06	4,4
q5.7 Ambiance would be in order	4,53	4	4,42
q5.8 Issue of queues would be regulated	4,54	3,93	4,41
q5.9 Everything would be completed successfully	4,41	3,3	4,08
q5.10 Court proceedings would be conducted in my favor	4,36	3,19	4

Table 4: Mean values of the disposition by regions

Table N4	Tbilisi	Mtskheta-Tianeti	Kvemo Kartli	Shida Kartli	Imereti	Adjara
q5.1 Judge would be qualified	3,79	4,19	4,41	4,30	4,34	4,29
q5.2 Judge would pass a fair ruling	3,87	3,90	4,28	4,14	4,05	4,10
q5.3 Proceedings would be efficient and simple	4,07	3,90	4,29	4,02	4,15	4,09
q5.4 Court service personnel would be polite and filled with respect towards me	4,24	4,13	4,56	4,19	4,48	4,49
q5.5 Court service personnel would be qualified	4,17	4,13	4,55	4,29	4,56	4,46
q5.6 Ambiance would be comfortable	4,25	4,02	4,65	4,38	4,51	4,62
q5.7 Ambiance would be in order	4,26	4,09	4,66	4,36	4,54	4,61
q5.8 Issue of queues would be regulated	4,31	4,12	4,58	4,33	4,48	4,57
q5.9 Everything would be completed successfully	4,10	3,99	4,25	4,16	3,96	4,22
q5.10 Court proceedings would be conducted in my favor	4,07	3,88	4,08	4,07	3,44	4,16

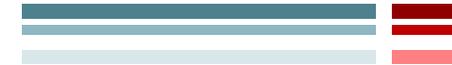
**Table 5: Mean values of disposition statutes by the case type**

Table N5	Criminal	Civil	Administrative
q5.1 Judge would be qualified	4,06	3,99	4,01
q5.2 Judge would pass a fair ruling	3,93	4,04	3,93
q5.3 Proceedings would be efficient and simple	3,99	4,17	4,13
q5.4 Court service personnel would be polite and filled with respect towards me	4,27	4,39	4,31
q5.5 Court service personnel would be qualified	4,26	4,36	4,26
q5.6 Ambiance would be comfortable	4,39	4,38	4,32
q5.7 Ambiance would be in order	4,40	4,38	4,37
q5.8 Issue of queues would be regulated	4,38	4,40	4,36
q5.9 Everything would be completed successfully	4,02	4,24	4,05
q5.10 Court proceedings would be conducted in my favor	4,02	4,24	4,05

Table 6: Mean values of disposition status by the user type

Table N6	Professional user	Non-professional user
q5.1 Judge would be qualified	4,15	3,93
q5.2 Judge would pass a fair ruling	4,13	3,87
q5.3 Proceedings would be efficient and simple	4,17	4,03
q5.4 Court service personnel would be polite and filled with respect towards me	4,42	4,26
q5.5 Court service personnel would be qualified	4,37	4,25
q5.6 Ambiance would be comfortable	4,44	4,33
q5.7 Ambiance would be in order	4,45	4,34
q5.8 Issue of queues would be regulated	4,47	4,33
q5.9 Everything would be completed successfully	4,21	4,05
q5.10 Court proceedings would be conducted in my favor	4,13	3,99

1143 respondents

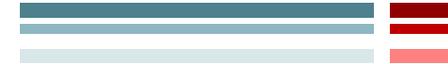


Table 7: Predispositions towards service Quality

Table N7	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,70%	1,70%	15,80%	46,30%	22,90%	11,60%	1,20%
q5.2 Judge would pass a fair ruling	1,40%	3,80%	15,00%	41,40%	24,40%	11,90%	2,30%
q5.3 Proceedings would be efficient and simple	1,10%	4,20%	15,20%	37,40%	34,50%	6,00%	1,80%
q5.4 Court service personnel would be polite and filled with respect towards me	0,40%	1,30%	10,30%	40,40%	46,20%	0,90%	0,70%
q5.5 Court service personnel would be qualified	0,20%	1,40%	10,60%	42,90%	43,50%	0,60%	1,00%
q5.6 Ambiance would be comfortable	0,10%	0,90%	8,20%	42,60%	47,20%	0,20%	0,90%
q5.7 Ambiance would be in order	0,20%	0,70%	7,50%	43,20%	47,50%	0,20%	0,80%
q5.8 Issue of queues would be regulated	0,30%	0,80%	8,20%	39,50%	47,40%	1,50%	2,50%
q5.9 Everything would be completed successfully	2,40%	2,90%	13,30%	37,30%	36,90%	1,70%	5,70%
q5.10 Court proceedings would be conducted in my favor	1,70%	3,10%	11,60%	34,80%	26,20%	17,10%	5,60%

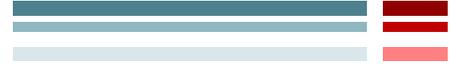


Table 8: Concrete predispositions frequencies, towards service quality from view point of respondents with criminal case

Table N8	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	1,10%	2,10%	16,70%	44,20%	29,30%	5,90%	0,70%
q5.2 Judge would pass a fair ruling	1,80%	5,40%	18,50%	37,40%	28,40%	6,50%	1,90%
q5.3 Proceedings would be efficient and simple	2,20%	5,40%	17,80%	36,20%	33,80%	3,10%	1,40%
q5.4 Court service personnel would be polite and filled with respect towards me	0,50%	1,90%	11,60%	41,70%	43,20%	0,80%	0,20%
q5.5 Court service personnel would be qualified	0,10%	1,70%	11,60%	44,00%	40,80%	0,70%	1,10%
q5.6 Ambiance would be comfortable		1,10%	7,90%	41,50%	48,80%	0,10%	0,60%
q5.7 Ambiance would be in order	0,10%	1,00%	7,50%	41,40%	49,20%	0,10%	0,70%
q5.8 Issue of queues would be regulated	0,10%	1,00%	9,10%	38,20%	47,90%	1,60%	2,20%
q5.9 Everything would be completed successfully	4,10%	3,50%	14,40%	34,50%	35,70%	1,30%	6,40%
q5.10 Court proceedings would be conducted in my favor	3,10%	3,70%	13,20%	31,50%	24,60%	16,70%	7,10%

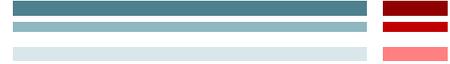


Table 9: Concrete predispositions frequencies, towards service quality from view point of respondents with civil case

Table N9	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,40%	1,40%	15,60%	48,00%	18,20%	14,80%	1,70%
q5.2 Judge would pass a fair ruling	0,60%	1,80%	12,80%	45,10%	21,80%	15,30%	2,60%
q5.3 Proceedings would be efficient and simple	0,50%	3,00%	12,70%	38,10%	35,30%	8,40%	2,10%
q5.4 Court service personnel would be polite and filled with respect towards me	0,40%	0,90%	8,10%	39,60%	49,60%	0,60%	0,90%
q5.5 Court service personnel would be qualified	0,20%	0,90%	9,80%	39,90%	48,10%	0,20%	0,90%
q5.6 Ambiance would be comfortable	0,20%	0,70%	8,60%	41,20%	47,80%	0,40%	1,00%
q5.7 Ambiance would be in order	0,40%	0,60%	8,00%	42,30%	47,60%	0,20%	0,90%
q5.8 Issue of queues would be regulated		0,50%	7,90%	40,30%	47,70%	0,90%	2,70%
q5.9 Everything would be completed successfully	0,90%	1,70%	10,90%	40,50%	39,00%	2,20%	4,80%
q5.10 Court proceedings would be conducted in my favor	0,50%	1,60%	8,40%	37,10%	28,80%	18,70%	4,90%

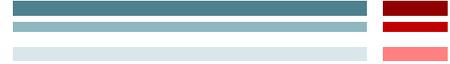


Table 10: Concrete predispositions frequencies, towards service quality from view point of respondents with administrative case

Table N10	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,30%	1,40%	13,90%	47,40%	18,40%	17,50%	1,10%
q5.2 Judge would pass a fair ruling	1,90%	4,50%	11,70%	42,10%	20,90%	16,70%	2,20%
q5.3 Proceedings would be efficient and simple		3,90%	14,80%	38,20%	34,30%	7,20%	1,70%
q5.4 Court service personnel would be polite and filled with respect towards me	0,30%	0,80%	12,30%	39,00%	45,10%	1,40%	1,10%
q5.5 Court service personnel would be qualified		1,70%	10,00%	47,40%	39,00%	0,80%	1,10%
q5.6 Ambiance would be comfortable		0,80%	8,10%	48,20%	41,80%		1,10%
q5.7 Ambiance would be in order			6,40%	49,30%	43,50%		0,80%
q5.8 Issue of queues would be regulated	1,10%	0,80%	6,70%	40,70%	45,40%	2,50%	2,80%
q5.9 Everything would be completed successfully	1,90%	4,20%	15,90%	36,20%	34,50%	1,40%	5,80%
q5.10 Court proceedings would be conducted in my favor	0,80%	4,70%	15,30%	37,00%	24,00%	14,50%	3,60%

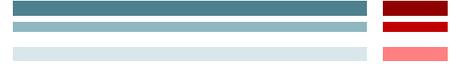


Table 11: Concrete predispositions frequencies, towards service quality from view point wined cases

table 11	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified			5,90%	53,40%	33,30%	7,20%	
q5.2 Judge would pass a fair ruling	0,20%	0,40%	6,40%	47,00%	37,50%	7,60%	0,20%
q5.3 Proceedings would be efficient and simple		0,80%	7,60%	40,70%	45,80%	4,70%	
q5.4 Court service personnel would be polite and filled with respect towards me	0,20%	0,20%	4,40%	40,90%	53,40%	0,60%	0,20%
q5.5 Court service personnel would be qualified		0,20%	4,70%	40,50%	53,60%	0,20%	
q5.6 Ambiance would be comfortable		0,40%	4,40%	37,70%	56,80%	0,20%	
q5.7 Ambiance would be in order		0,20%	2,50%	40,70%	55,50%	0,20%	
q5.8 Issue of queues would be regulated		0,20%	3,60%	37,30%	56,40%	1,10%	
q5.9 Everything would be completed successfully	0,60%		4,70%	45,80%	46,00%	1,10%	0,60%
q5.10 Court proceedings would be conducted in my favor	0,40%	0,40%	4,90%	44,50%	39,00%	8,10%	0,40%

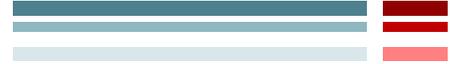


Table 12: Concrete predispositions frequencies, towards service quality from view point lost cases

Table N12	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,20%	2,40%	4,00%	37,10%	32,30%	10,50%	11,30%
q5.2 Judge would pass a fair ruling	0,80%	3,20%	16,90%	27,40%	28,20%	11,30%	11,30%
q5.3 Proceedings would be efficient and simple	0,40%	2,40%	18,50%	29,00%	26,60%	11,30%	8,10%
q5.4 Court service personnel would be polite and filled with respect towards me	0,20%	0,80%	4,80%	25,80%	41,10%	25,00%	1,60%
q5.5 Court service personnel would be qualified	0,80%		7,30%	29,00%	38,70%	23,40%	1,60%
q5.6 Ambiance would be comfortable	0,40%		4,00%	14,50%	52,40%	28,20%	0,80%
q5.7 Ambiance would be in order	0,80%	0,80%	2,40%	19,40%	50,00%	26,60%	0,80%
q5.8 Issue of queues would be regulated	1,50%	2,40%	2,40%	17,70%	48,40%	23,40%	2,40%
q5.9 Everything would be completed successfully	1,90%	5,60%	14,50%	33,90%	24,20%	14,50%	0,80%
q5.10 Court proceedings would be conducted in my favor	2,80%	4,00%	16,90%	30,60%	19,40%	10,50%	12,10%

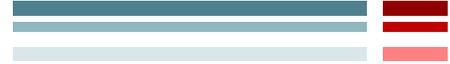


Table 13: specific dispositions from the viewpoint of cases concerning which decision is not yet made.

Table N13	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,80%	2,10%	15,80%	39,20%	26,10%	14,90%	1,10%
q5.2 Judge would pass a fair ruling	1,80%	3,80%	15,80%	34,10%	25,80%	15,40%	3,40%
q5.3 Proceedings would be efficient and simple	1,40%	4,30%	17,10%	40,00%	30,20%	4,60%	2,20%
q5.4 Court service personnel would be polite and filled with respect towards me	0,50%	1,60%	10,70%	40,60%	45,60%	0,30%	0,60%
q5.5 Court service personnel would be qualified	0,30%	1,00%	11,50%	42,70%	43,80%	0,20%	0,50%
q5.6 Ambiance would be comfortable	0,20%	0,60%	8,20%	40,30%	49,60%	0,20%	1,00%
q5.7 Ambiance would be in order	0,30%	0,30%	7,70%	39,80%	51,20%		0,60%
q5.8 Issue of queues would be regulated	0,30%	0,60%	7,40%	39,70%	50,20%	0,50%	1,30%
q5.9 Everything would be completed successfully	2,40%	2,20%	16,50%	34,40%	35,80%	1,80%	6,90%
q5.10 Court proceedings would be conducted in my favor	1,90%	2,70%	15,20%	33,00%	26,70%	13,60%	6,90%

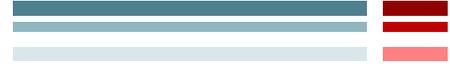


Table 14. specific dispositions from the viewpoint of courts by regions

Table 14	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,30%	1,90%	24,50%	60,60%	9,00%	2,80%	1,10%
q5.2 Judge would pass a fair ruling	0,60%	4,20%	18,90%	55,50%	16,50%	3,00%	1,30%
q5.3 Proceedings would be efficient and simple	0,30%	3,90%	18,70%	40,80%	34,30%	0,80%	1,10%
q5.4 Court service personnel would be polite and filled with respect towards me	0,10%	1,40%	13,60%	43,60%	40,50%	0,30%	0,50%
q5.5 Court service personnel would be qualified		1,80%	13,60%	49,90%	33,90%	0,20%	0,60%
q5.6 Ambiance would be comfortable		0,90%	10,80%	50,40%	37,00%	0,20%	0,70%
q5.7 Ambiance would be in order		0,70%	9,70%	51,60%	37,30%	0,20%	0,60%
q5.8 Issue of queues would be regulated		0,70%	9,30%	47,50%	41,20%	0,20%	1,10%
q5.9 Everything would be completed successfully	0,50%	2,50%	14,20%	47,50%	29,70%	0,80%	4,80%
q5.10 Court proceedings would be conducted in my favor	0,50%	2,50%	12,50%	48,60%	25,60%	5,20%	5,00%

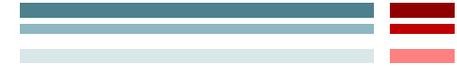


Table 15: specific dispositions from the viewpoint of courts by regions

Table N15	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified		3,30%	62,20%	20,00%	11,10%	3,30%	
q5.2 Judge would pass a fair ruling	7,80%	8,90%	53,30%	15,60%	7,80%	6,70%	7,80%
q5.3 Proceedings would be efficient and simple	11,10%	5,60%	53,30%	18,90%	4,40%	6,70%	11,10%
q5.4 Court service personnel would be polite and filled with respect towards me	1,10%	6,70%	67,80%	21,10%	1,10%	2,20%	1,10%
q5.5 Court service personnel would be qualified		6,70%	63,30%	17,80%	6,70%	5,60%	
q5.6 Ambiance would be comfortable	3,30%	12,20%	56,70%	21,10%		6,70%	3,30%
q5.7 Ambiance would be in order	2,20%	7,80%	63,30%	21,10%		5,60%	2,20%
q5.8 Issue of queues would be regulated	1,10%	7,80%	63,30%	21,10%	2,20%	4,40%	1,10%
q5.9 Everything would be completed successfully	7,80%	8,90%	40,00%	23,30%	2,20%	17,80%	7,80%
q5.10 Court proceedings would be conducted in my favor	10,00%	10,00%	43,30%	20,00%	5,60%	11,10%	10,00%



Table 16: specific dispositions from the viewpoint of courts by regions

Table N16	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified		1,40%	7,50%	36,30%	49,30%	4,80%	0,70%
q5.2 Judge would pass a fair ruling	0,70%	2,70%	13,00%	29,50%	46,60%	5,50%	2,10%
q5.3 Proceedings would be efficient and simple		3,40%	11,00%	36,30%	45,20%	2,70%	1,40%
q5.4 Court service personnel would be polite and filled with respect towards me	0,70%		0,70%	39,00%	58,20%	0,70%	0,70%
q5.5 Court service personnel would be qualified			3,40%	37,70%	58,90%		
q5.6 Ambiance would be comfortable				34,90%	65,10%		
q5.7 Ambiance would be in order				33,60%	66,40%		
q5.8 Issue of queues would be regulated			3,40%	34,20%	60,30%		2,10%
q5.9 Everything would be completed successfully		4,10%	15,10%	26,70%	46,60%	2,70%	4,80%
q5.10 Court proceedings would be conducted in my favor		6,20%	15,80%	24,00%	34,90%	13,70%	5,50%

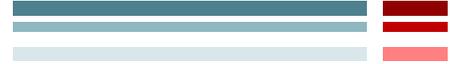


Table 17. specific dispositions from the viewpoint of courts by regions

Table N17	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	0,60%		5,70%	51,40%	35,40%	5,70%	1,10%
q5.2 Judge would pass a fair ruling	1,10%		16,60%	41,70%	33,10%	5,70%	1,70%
q5.3 Proceedings would be efficient and simple	0,60%	1,70%	16,60%	52,00%	23,40%	5,70%	
q5.4 Court service personnel would be polite and filled with respect towards me		1,10%	10,30%	52,60%	30,90%	4,60%	0,60%
q5.5 Court service personnel would be qualified			12,60%	44,00%	41,10%	1,10%	1,10%
q5.6 Ambiance would be comfortable	0,60%		5,70%	49,10%	44,60%		
q5.7 Ambiance would be in order			6,30%	51,40%	41,70%		0,60%
q5.8 Issue of queues would be regulated	0,60%		9,10%	40,60%	40,00%	5,70%	4,00%
q5.9 Everything would be completed successfully	0,60%		16,60%	41,70%	32,60%	3,40%	5,10%
q5.10 Court proceedings would be conducted in my favor		1,70%	15,40%	27,40%	23,40%	26,90%	5,10%

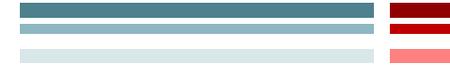
**Table 18. specific dispositions from the viewpoint of courts by regions**

Table N18	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	2,20%	1,70%	5,20%	10,30%	32,80%	47,00%	0,90%
q5.2 Judge would pass a fair ruling	4,30%	3,00%	6,00%	6,90%	27,20%	48,70%	3,90%
q5.3 Proceedings would be efficient and simple	2,60%	3,00%	9,50%	12,10%	32,30%	35,80%	4,70%
q5.4 Court service personnel would be polite and filled with respect towards me	1,70%	3,00%	9,50%	15,50%	68,10%	1,70%	0,40%
q5.5 Court service personnel would be qualified	0,40%	2,20%	7,30%	20,70%	67,70%	0,40%	1,30%
q5.6 Ambiance would be comfortable	0,90%	0,90%	9,50%	23,30%	63,40%	0,90%	1,30%
q5.7 Ambiance would be in order	0,90%	0,90%	9,50%	20,70%	66,40%	0,40%	1,30%
q5.8 Issue of queues would be regulated	1,70%	1,30%	8,60%	18,50%	59,10%	4,30%	6,50%
q5.9 Everything would be completed successfully	14,20%	3,40%	6,90%	15,10%	52,60%	3,40%	4,30%
q5.10 Court proceedings would be conducted in my favor	7,80%	1,70%	6,00%	4,70%	13,80%	61,60%	4,30%

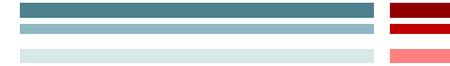
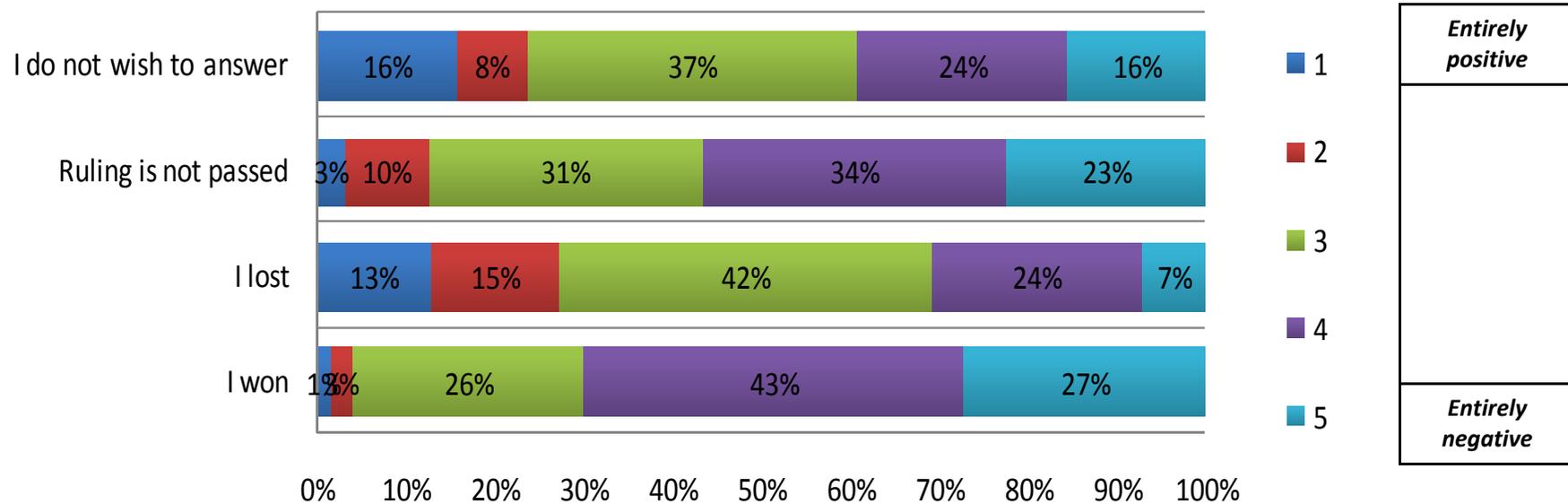


Table 19: specific dispositions from the viewpoint of courts by regions

Table N19	Totally agree	Totally disagree	Partially agree, partially not	agree	disagree	can't evaluate	Hard to answer
q5.1 Judge would be qualified	1,20%	2,30%	9,00%	25,90%	40,20%	19,80%	1,50%
q5.2 Judge would pass a fair ruling	2,30%	4,40%	10,80%	24,80%	34,10%	20,40%	3,20%
q5.3 Proceedings would be efficient and simple	3,50%	5,20%	12,00%	32,90%	41,70%	3,20%	1,50%
q5.4 Court service personnel would be polite and filled with respect towards me	0,60%	0,60%	6,10%	34,70%	57,10%		0,90%
q5.5 Court service personnel would be qualified	0,60%	1,20%	7,00%	33,50%	56,60%		1,20%
q5.6 Ambiance would be comfortable		0,90%	3,20%	28,90%	66,80%		0,30%
q5.7 Ambiance would be in order	0,60%	0,60%	3,50%	28,30%	66,80%		0,30%
q5.8 Issue of queues would be regulated	0,30%	0,90%	6,10%	25,40%	63,00%	1,50%	2,90%
q5.9 Everything would be completed successfully	2,90%	3,20%	13,40%	23,30%	49,00%	1,70%	6,40%
q5.10 Court proceedings would be conducted in my favor	2,90%	3,20%	9,30%	20,40%	35,60%	21,60%	7,00%

363 respondents non-professional users

Predispositions from view point of winning-losing the process



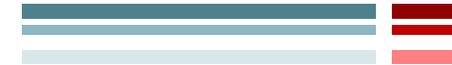
The highest indicator of the extremely negative predisposition was registered amongst the respondents, who lost their cases (13% and 15%). From this viewpoint the “losers” group is very similar to those, who refused to answer the question, which allows us to come to a certain theoretical assumption that the bigger part of them have also lost their cases. Similarly, the highest indicator of the extremely positive predisposition was noted amongst the respondents, who won their cases (27%), compared to the 7% of the “lost cases”.

This fact underlines once again that the impartial predisposition towards the court practically does not exist. The predisposition of the “won cases” is more positive and that of the “lost cases” is more negative. The prior confidence in the winning of the case influences the forming of the disposition the most.

Q 4. Let us talk about the matter that brought you to the court today. What are your sentiments towards the court regarding specific case? (asking everybody) regardless the reasons of the visit... For evaluation please use 5- point scale where 5 is entirely positive and 1 is entirely negative disposition.

Intensity of the visits

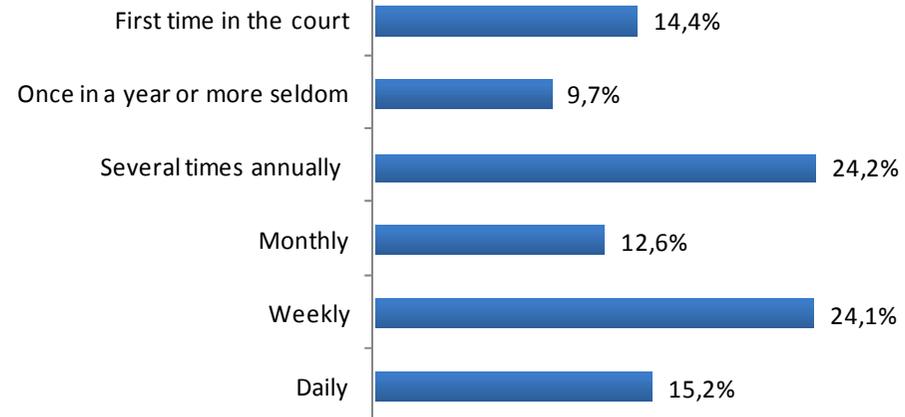
2000 respondents



24,1% of the surveyed audience visit the court every week, 24,2% - several times annually, and 14,4% came to the court for the first time.

Interesting is the fact that 43,2% of the audience surveyed in Rustavi were in the court for the first time, whereas in Tbilisi similar estimate reached only 8%.

Valid percent



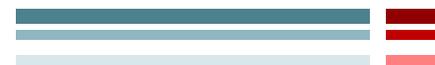
Regional viewpoint	Daily	Weekly	Monthly	Several times annually	Once in a year or more seldom	First time in the court
Tbilisi(100%)	16,10%	27,80%	16,30%	25,20%	6,60%	8,00%
Mtskheta Tianeti	3,30%	8,90%	11,10%	36,70%	12,20%	27,80%
Kvemo Kartli	11,00%	15,80%	6,20%	11,60%	12,30%	43,20%
Shida Kartli	12,60%	20,60%	8,00%	26,90%	13,70%	18,30%
Imereti	12,50%	27,60%	10,80%	23,70%	7,80%	17,70%
Ajara	20,40%	19,80%	8,50%	22,20%	16,00%	13,10%

Intensity of the visits	Criminal	Civil	Administrative
Daily	15,70%	13,90%	16,70%
Weekly	22,50%	26,40%	22,30%
Monthly	11,00%	14,30%	12,50%
Several times annually	27,10%	21,60%	23,40%
Once in a year or more seldom	9,80%	10,10%	8,40%
First time in the court	14,00%	13,70%	16,70%

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Evaluation of Emotional and Rational attributes of the Court

2000 respondents



Within the scope of the presented survey the court system was evaluated by specific procedural characteristics and also by the conclusive variables that describe not only the experience gained from some specific service, but more than that, - they describe attitude that has been formed based on the personal and other peoples' experience, on informational field and conceptions – in other words, they describe the icon of the court system in the users' mind. As opposed to the specific attributes, these characteristics describe the court in general terms, such as: reliability, impartiality, justice, general satisfaction. Amongst them are procedural characteristics as well – efficiency and rational parameter – competence of the personnel. On the scale of 5 the audience evaluated all the parameters positively, by 60% minimum. Yet, at the level of the frequency analysis, the nature of these features is not seen well. It looks like that minimum of the questioned respondent out of 10 are satisfied with all mentioned parameters. We will discuss this issue in more details in the paragraph of the analytical report.

29

	Not agree (1+2)	Partially agree (3)	Agree (4+5)
Court is reliable	9,50%	22,80%	63,20%
Court is impartial	10,60%	21,70%	60,40%
Court is fair	10,80%	21,00%	62,80%
Court procedures are efficient	7,70%	18,50%	69,50%
Persons participating in the court processes are competent	3,80%	15,20%	77,00%
Satisfied with the court services	8,20%	16,60%	71,20%

Agreement with attitude-statement (4+5)



Win lose of the process according to the status of the Respondent

1143 respondents

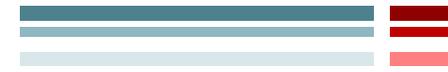
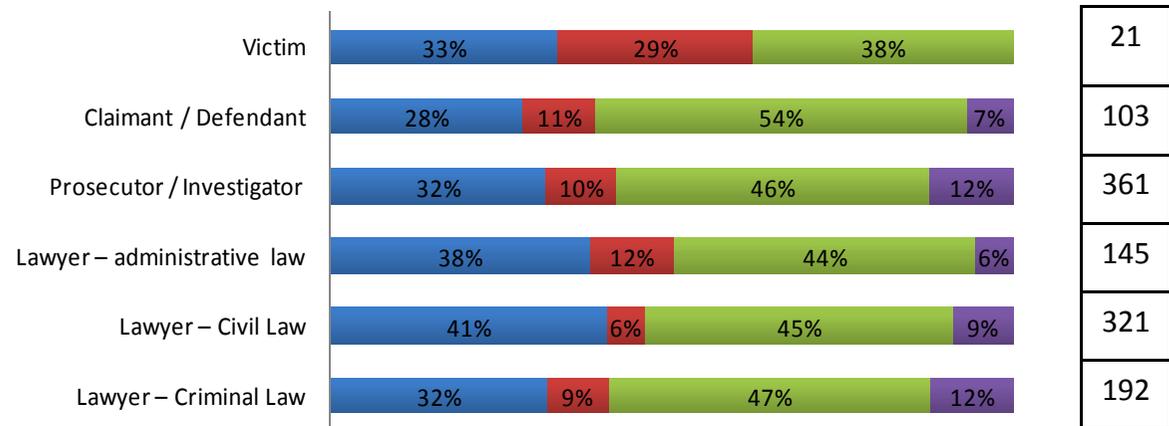
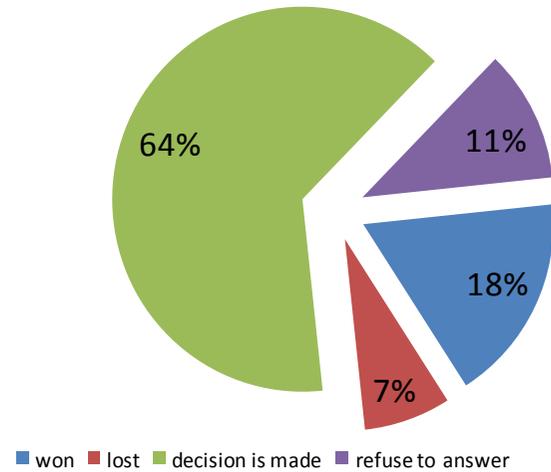


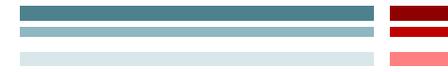
Chart Title

■ won ■ lost ■ In process ■ Refuse to answer



Q9. Did you win or lose the process?

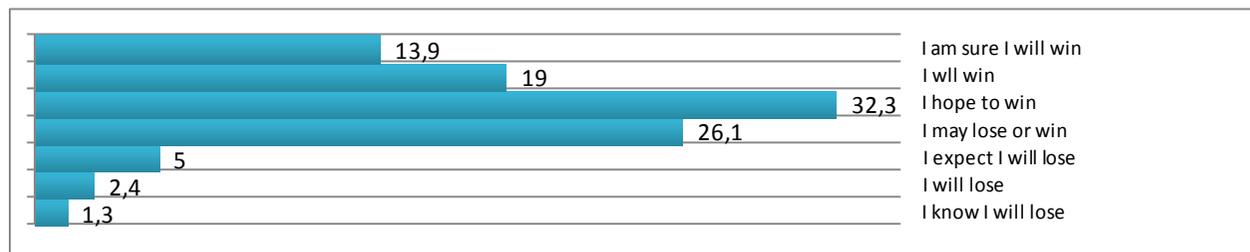
596 respondents



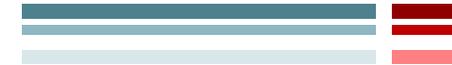
IPM

	win	lose
How do you evaluate the verdict?		
Absolutely fair	96,20%	12,10%
Partially Fair	3,00%	38,70%
Absolutely not fair	0,20%	46,00%
Have you been given explanations in written form of losing/winning action?		
Explained in details	79,90%	43,50%
Explained partially	19,30%	39,50%
Did not explain at all	0,80%	16,10%
Was it possible the process to turn the case in your favor?		
I am sure there was an opportunity to win		26,60%
Probably there was an opportunity to win		34,70%
I am not sure there was an opportunity to win		15,30%
I believe there was an opportunity to win		8,90%
Refuse to answer		14,50%

the decision is not made yet



596 respondents



Evaluation of Verdict

Clearance of verdict	Criminal	Civil	Administrative
Explained in details	79,2%	65,3%	73,9%
Explained partially	16,7%	30,2%	22,5%
Did not explain at all	3,7%	4,5%	3,6%
Refuse to answer	0,5%		

The verdict was not explained in 3,7%, of criminal cases- in 4,5% of civil cases and in 3,6% of administrative cases.

Fairness of verdict	Criminal	Civil	Administrative
Absolutely fair	77,3%	81,0%	76,8%
Partially Fair	9,7%	11,2%	10,1%
Absolutely not fair	10,6%	7,4%	12,3%
Refuse to answer	2,3%	0,4%	0,7%

The verdict is considered as not fair in 10,6% of criminal cases, in 7,4% of civil cases and in 12,3% of administrative cases.

Acceptance of Verdict	Criminal	Civil	Administrative
I am sure there was an opportunity to win	22,0%	23,1%	37,1%
Probably there was an opportunity to win	32,0%	43,6%	28,6%
I am not sure there was an opportunity to win	18,0%	17,9%	8,6%
I am sure there was not opportunity to win	14,0%		11,4%
Refuse to answer	14,0%	15,4%	14,3%

From lost case, in the opportunity for winning is sure 22% of respondents, having criminal case, 23,1% having civil case and 37,1% having administrative case.

625 respondents

Evaluation of verdict

From 625 respondents expecting a verdict 7,3% of respondents having criminal cases expect to win, The same expectation are having 21% of respondents having administrative cases and 11%. Having civil cases.

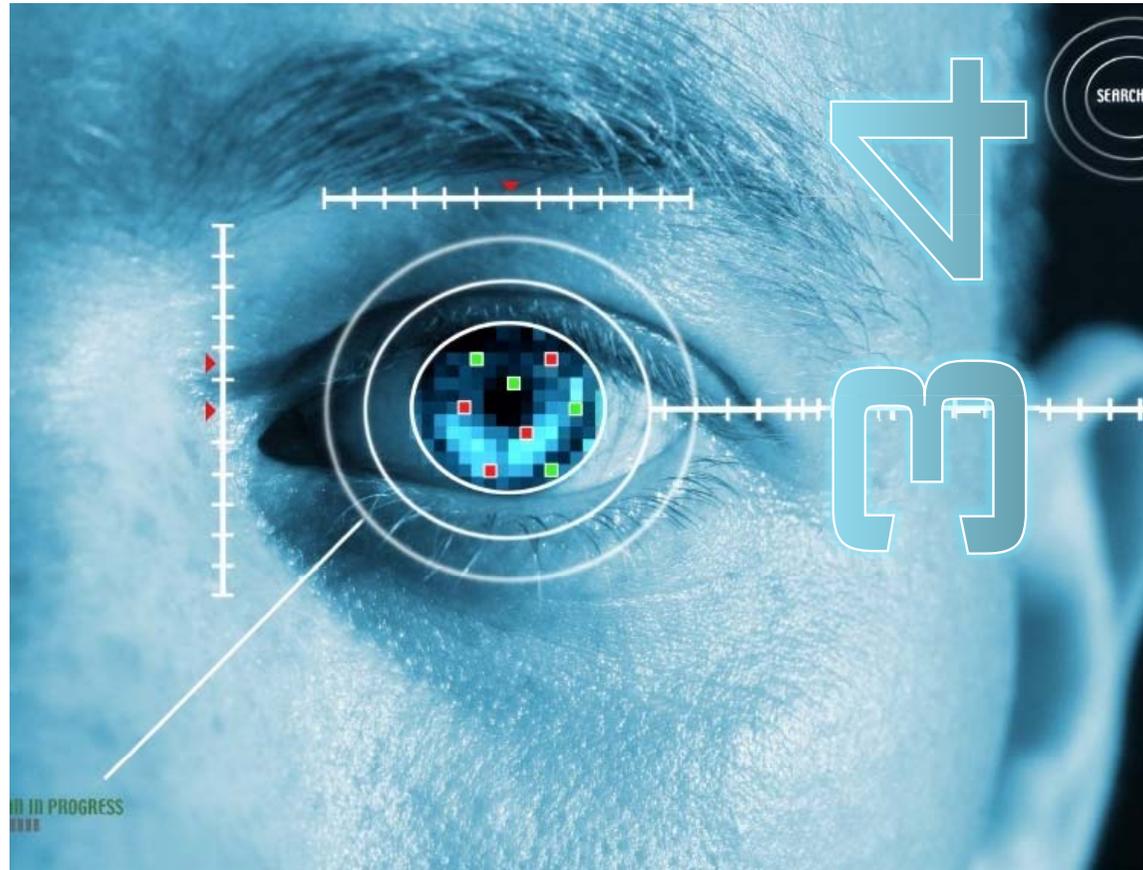
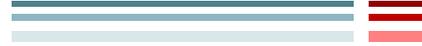
More or less sure in winning the process are 49,9% of respondents having criminal law, 52,8% having civil case and 51,4% having administrative case.

Expectation to lose: 12,7%criminal case,5,60%–civil case, administrative case-7,30%

33



Expectation of Verdict	Criminal	Civil	Administrative
I am sure I will lose	2,9%	0,4%	
I will lose	3,3%	2,2%	0,9%
I expect loosing more than winning	6,5%	3,0%	6,4%
Probably I will win/loose	30,2%	20,7%	30,3%
I expect winning	33,5%	33,2%	27,5%
I will win	16,3%	19,6%	23,9%
I am sure I will win	7,3%	21,0%	11,0%

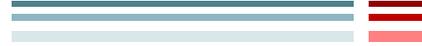


Analytical report Index system

Index System

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Quality Evaluation

building location, disposition, comfort

Helpfulness of the court staff, Civility of the court staff

Simplicity of legal procedures, Efficiency of legal procedures

possibility to express an opinion

Competency of persons involved in judicial procedures /qualification of the employees

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Evaluation of User Satisfaction

Evaluation of users' Satisfaction

In the analytical part of this report we will talk with the help of indices but not frequencies. An index is an analytical unit that is created on the basis of consideration of the relation between the existing position and weight of different variables.. Preference to operate with indices is connected with their durability in time. Whereas certain indications of variables might change in time, indices are stable and alongside with current changes provide possibility to identify their dynamic modifications.

To demonstrate the analysis will be presented with the help of the data maps. For the Analytical Part of this report the main statistical methods have been used: regressive analysis, factor analysis and cluster analysis.

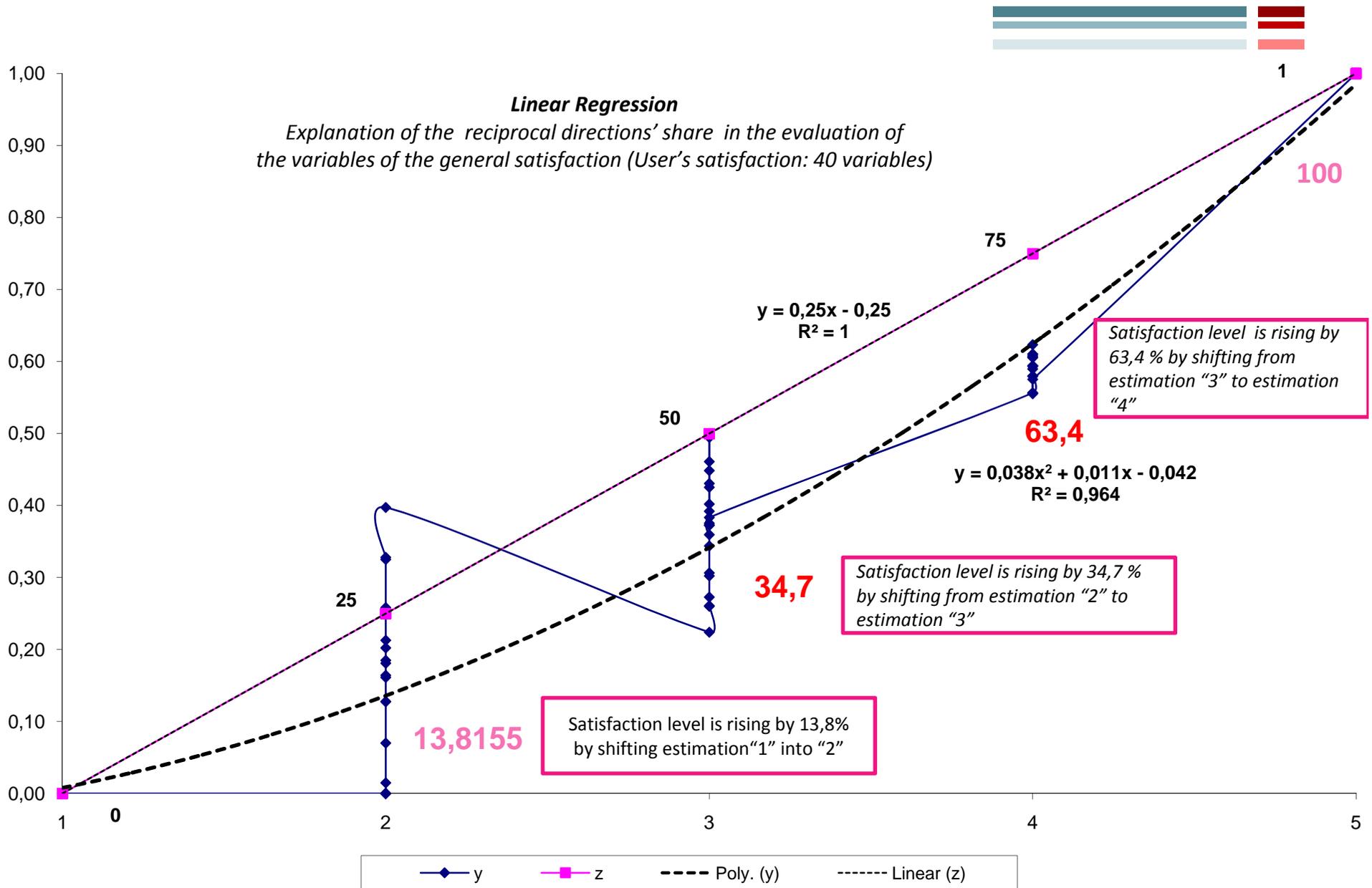
Evaluation of the users' satisfaction level by means of the index system

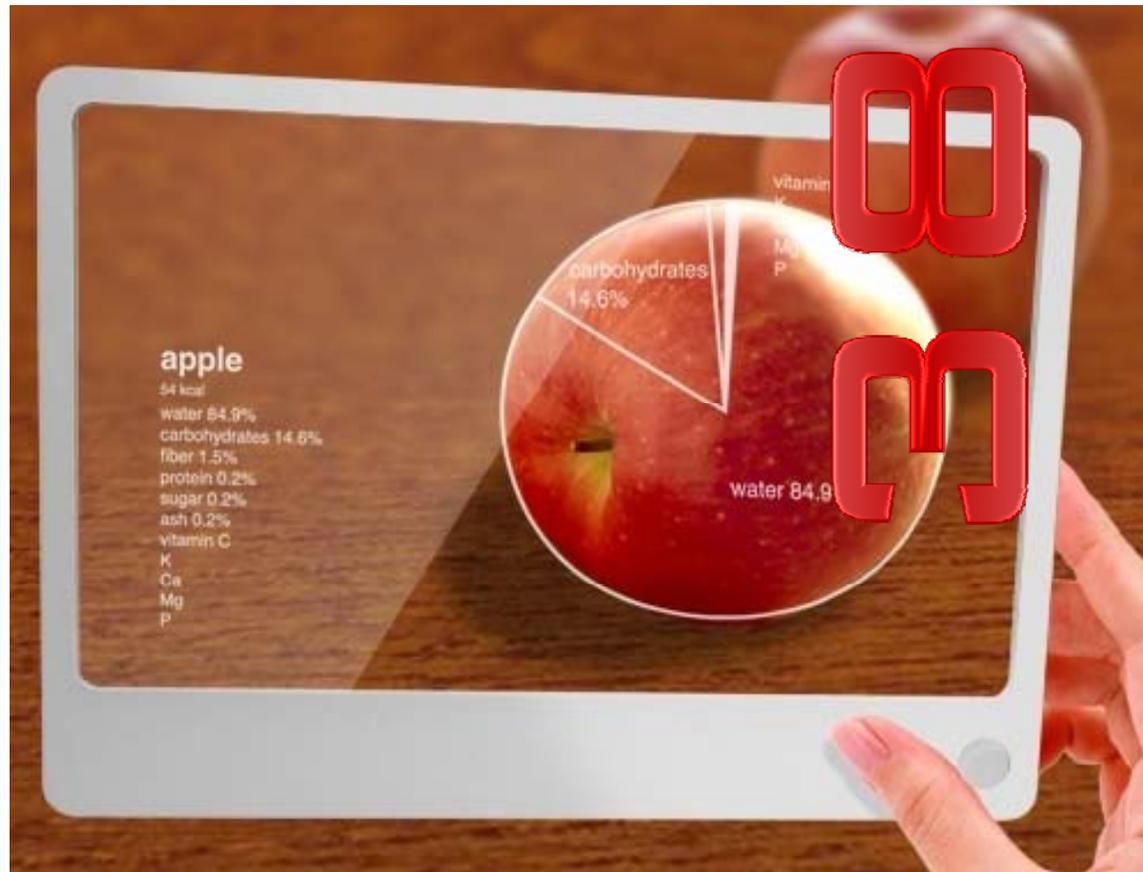
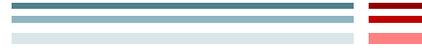
Evaluation of the users' satisfaction has been carried out with the use of 41 parameters, related to 10 different groups. Every single parameter was estimated on 5-point scale. In the regressive analysis the estimation of the given 41 parameters (from 1 to 5 points) was used as an independent variable, whereas the general satisfaction (Q8.6) was taken as a dependent variable. The share of specific significance (from 1 to 5 points) of every single factor (41 factors) in satisfaction level was determined by means of the linear regression.

Regularity in the explanation of satisfaction occurred to be nonlinear, which means that estimating by 1, 2, 3,4, 5-points differ in kind from each other.

By shifting from estimation "1" to estimation "2" satisfaction is rising by 13,8%, whereas by shifting from "4" to "5" satisfaction rises by 40%. Different estimations have different weight, accordingly.

In this way the weights for every estimation had been calculated and with the help of these weights the data were transferred to the index system.





Index System

Factor analyses, regressive analyses, cluster analyses

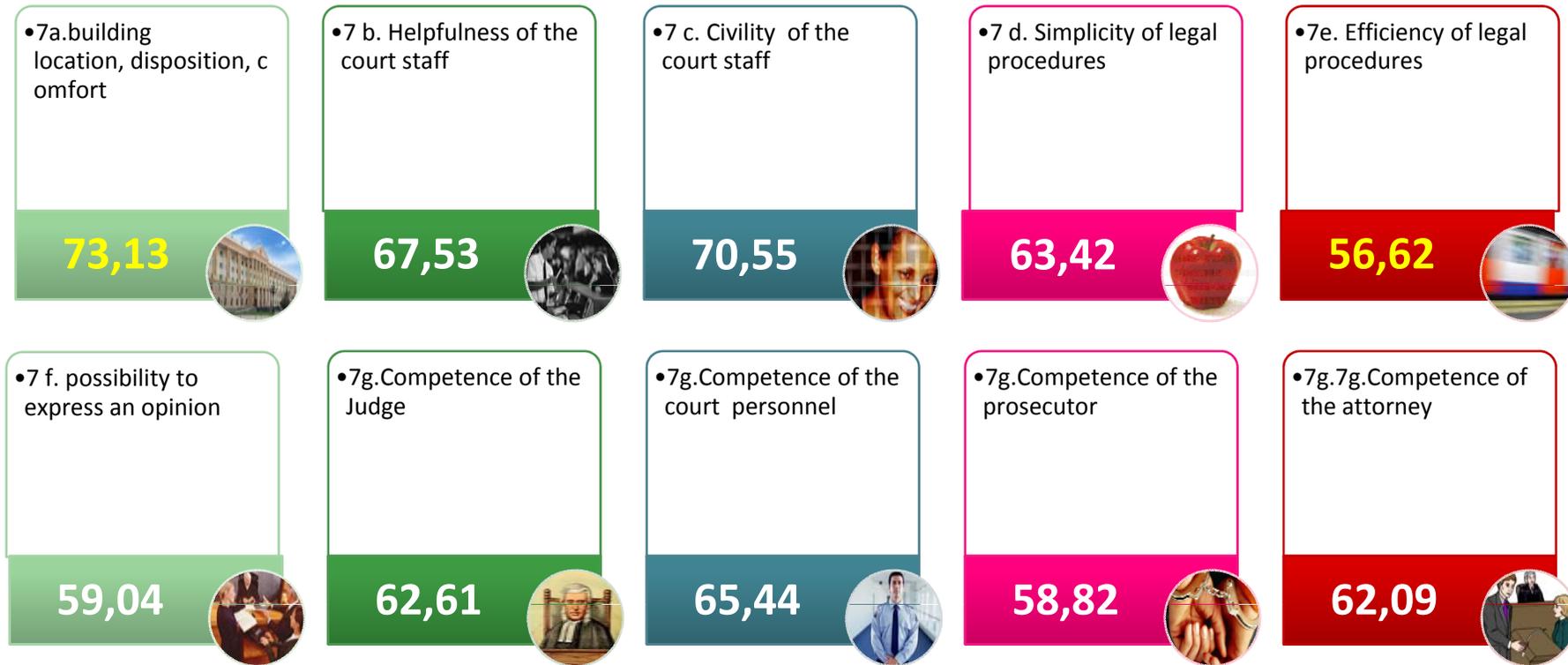
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Satisfaction indexes according each quality attribute

For the evaluation of the court service were used 41 regulations which created 10 groups of parameters. On the basis of the factor analysis, in the variable of the persons/staff qualification/competence involved in the court procedure 4 factors were marked out: the qualification of the judges, the staff, the lawyers and the prosecutors. The qualification index was calculated separately for four factors, accordingly. The general index totals to 62,6. The value of the index is determined in the range of 1 -100.

Totally 10 indices have been produced, the maximum satisfaction index of 73,13 was obtained by the factor of the building location, disposition and comfort attributes. The minimum index of 56,62 estimates the satisfaction level with the efficiency of the court procedures.



Descriptive Statistics

N	Minimum	Maximum	Std. Deviation
10	69,98	86,51	5,31998
10			

Variable of Competence was factored on 4 Group:
Competence/qualification of judge, of court personal, of

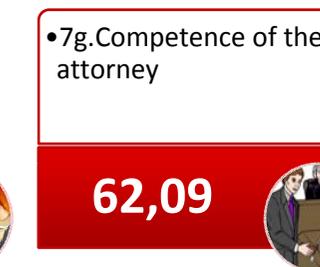
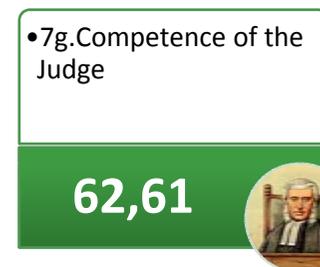
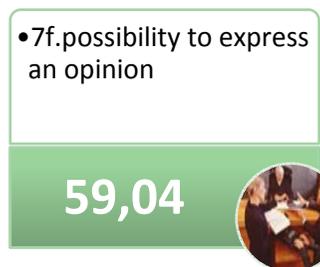
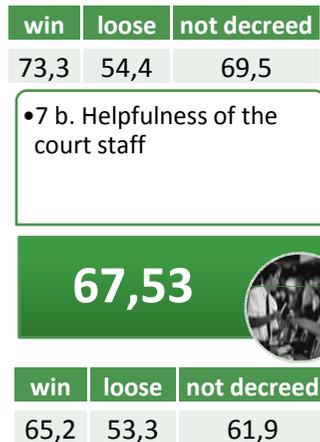
prosecutor and lawyer
The Institute for Polling and Marketing
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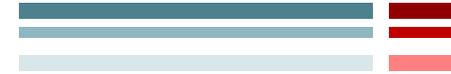
Satisfaction Indices in different lights



Each satisfaction index is different depending on the respondent's progress with his case, whether he has gained or lost the case, or whether the sentence is pending. All indices are going down in the event of lost cases. Such picture denotes absence of rational and objective attitude towards the court. If the case is won, the satisfaction index is generally higher by 10-15 units, if the case is lost, it is low. Here we are dealing with totally subjective reality of the court service evaluation. In the event of lost cases, the satisfaction index is less even with such variables which have no reaction whatsoever to the results of the process, i.e. the location of the building/ disposition/comfort, staff civility and helpfulness. The users do not comprehend the court as some kind of a product that satisfies certain needs and demands; this notion is starting to develop in the consumer's head only after winning or losing the suit, and the quality of this notion depends on the verdict, whether it is satisfactory or not. The satisfaction index on the part of the pending sentences is mostly lower than of the gained cases, and this agrees with the fact that 62,5% of the users hope to win their cases and this hope affects their appraisals (except for the efficiency of the court procedures and possibility of self expression).



Satisfaction Index According to the Regions



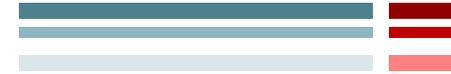
	Tbilisi	Mtskheta Mtianeti	Kvemo Kartli	Shida Kartli	Umereti	Adjara	General Index
General Index for the region	58%	58%	71%	67%	68%	68%	62,6%
Building Location, disposition, comfort	68%	67%	82%	61%	77%	90%	73,1%
Helpfulness of the court staff	61%	62%	81%	63%	76%	79%	67,5%
Civility of the court staff	63%	61%	81%	72%	80%	83%	70,6%
Simplicity of legal procedures and provision of information	60%	59%	74%	58%	63%	72%	63,4%
Efficiency of legal procedures	53%	51%	64%	58%	62%	60%	56,6%
Possibility to express an opinion/impact	57%	54%	59%	62%	59%	64%	59,0%
Competence of court/judges	58%	64%	67%	64%	69%	68%	62,6%
Competence of the court staff	60%	65%	72%	68%	73%	74%	65,4%
Competence of prosecutors	56%	57%	61%	67%	66%	59%	58,8%
Competence of lawyers	58%	58%	68%	68%	65%	68%	62,1%

From the regional point of view the lowest satisfaction index is observed in Tbilisi (58%) and Mskheta-Mtianeti (58%) , and the highest index - in Kvemo Kartli (71%).

In Tbilisi the evaluation of all factors is lower than in any other regions, whereas in Mtskheta Mtianeti it is lower with the majority of the factors.

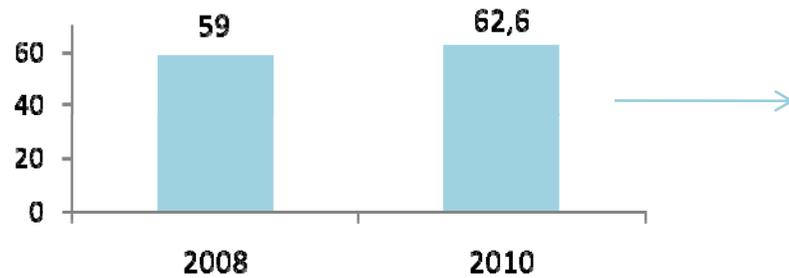
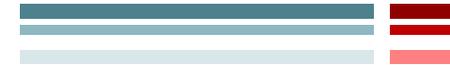
In Shida Kartli the location of the building, its desposition and comfort index is below the average mark (61%), the factor of the staff helpfulness is (63%), the factors of court procedures simplicity and provision of information are (58%) and the efficiency of court procedures factor is (58%).

Satisfaction indices with regard to the professional and unprofessional users



	Professional user	Non Professional User	Total Index
<i>General Index for the region</i>	64,7%	61,1%	62,6%
<i>Building Location, disposition, comfort</i>	75,9%	71,3%	73,1%
<i>Helpfulness of the court staff</i>	70,8%	65,4%	67,5%
<i>Civility of the court staff</i>	74,4%	68,0%	70,6%
<i>Simplicity of legal procedures and provision of information</i>	66,4%	61,4%	63,4%
<i>Efficiency of legal procedures</i>	59,5%	54,7%	56,6%
<i>Possibility to express an opinion/impact</i>	64,3%	55,6%	59,0%
<i>Competence of court/judges</i>	63,0%	62,3%	62,6%
<i>Competence of the court staff</i>	66,4%	64,8%	65,4%
<i>Competence of prosecutors</i>	57,0%	60,0%	58,8%
<i>Competence of lawyers</i>	60,4%	63,2%	62,1%

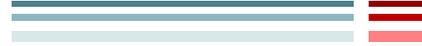
Comparison of the Satisfaction Indices surveyed in 2008 and 2010



In comparison with year 2008 the general index of satisfaction with the court has shown an insignificant increase from 59% to 62,6%

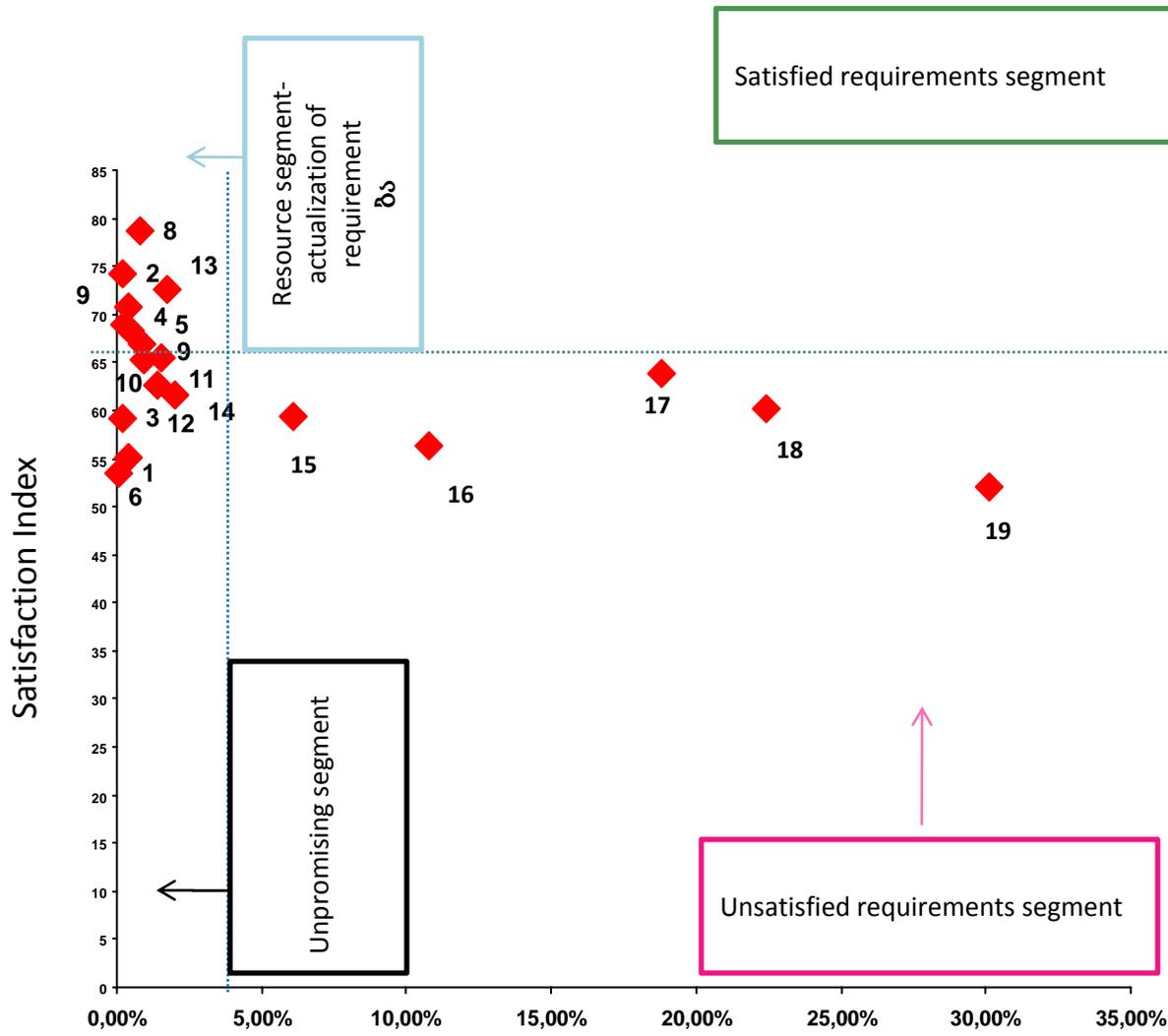
	2008	2010
Location of the building, disposition, comfort	64%	73,13
Helpfulness of the court staff	62%	67,53
Civility of the court staff	64%	70,55
Simplicity of court procedures and provision of information	61%	63,42
Efficiency of Legal Procedures	54%	56,62
Possibility to express an opinion/impact	56%	59,04

Increase of the satisfaction index has been noticed with all factors. Significant growth (by 9 units) has been observed with the building location, disposition and comfort satisfaction factor. The most insignificant raise has been observed with the factors of court procedures simplicity and provision of information, effectiveness of the court procedures and possibility to express one's opinion.



Map of Indices

Importance / Satisfaction maps



1	Prosecutor was competent in presenting interests against the defendant
2	Orientation in the court building was easy
3	Interesting information was found and handed over to me promptly / efficiently
4	Court reception personnel was competent
5	Reception personnel treated me politely and with respect
6	I was given an opportunity to participate and influence my case
7	Communication from the side of the court personnel was good
8	Overall ambiance in the court was comfortable
9	I could feel that the personnel was ready to help me
10	Provided information regarding court procedures is full-fledged
11	Final verdict of the court was documented and easy to comprehend
12	Court personnel gave me a competent answer on the question placed
13	Defence service / minister were competent
14	Court House location is easy to find
15	Judge in the court proceedings was independent and was not influenced by contestants. In other words, judge was impregnable, firm and impartial.
16	Overall, I think, that court worked effectively time-wise. In other words, was time-effective.
17	Judge managed court competently
18	Judge was just during the hearing of the case
19	All cases are managed promptly and effectively

Importance (Q8.6)



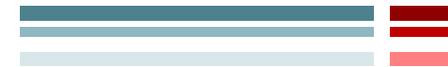
Demography

Education, gender, age.

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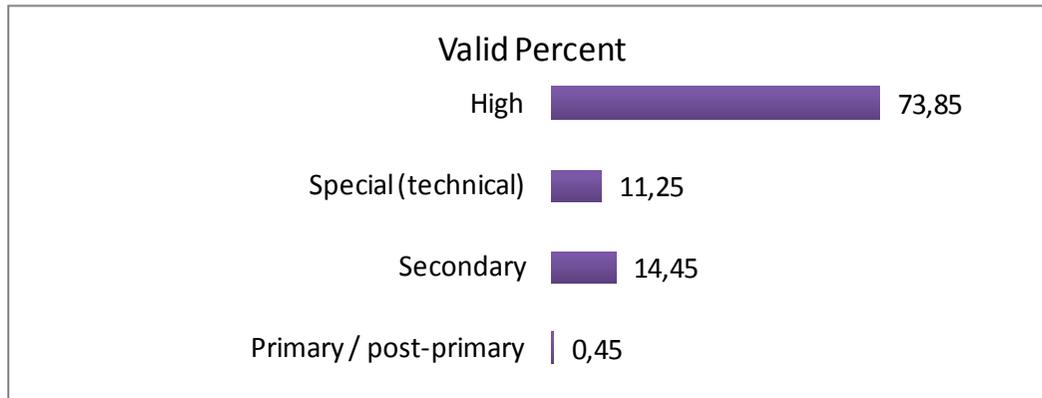
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2000 respondents

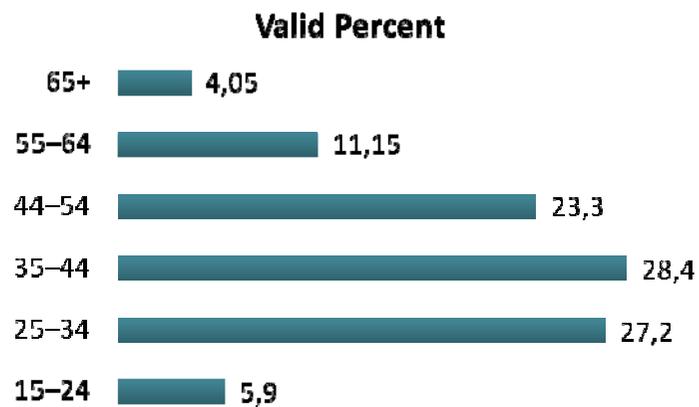


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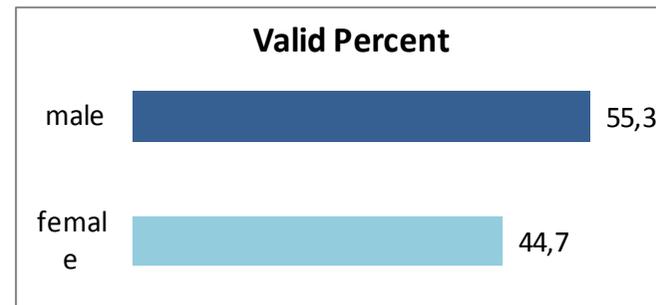
education



age

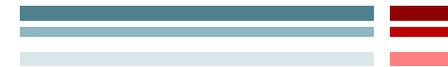


gender



Demographic parameters

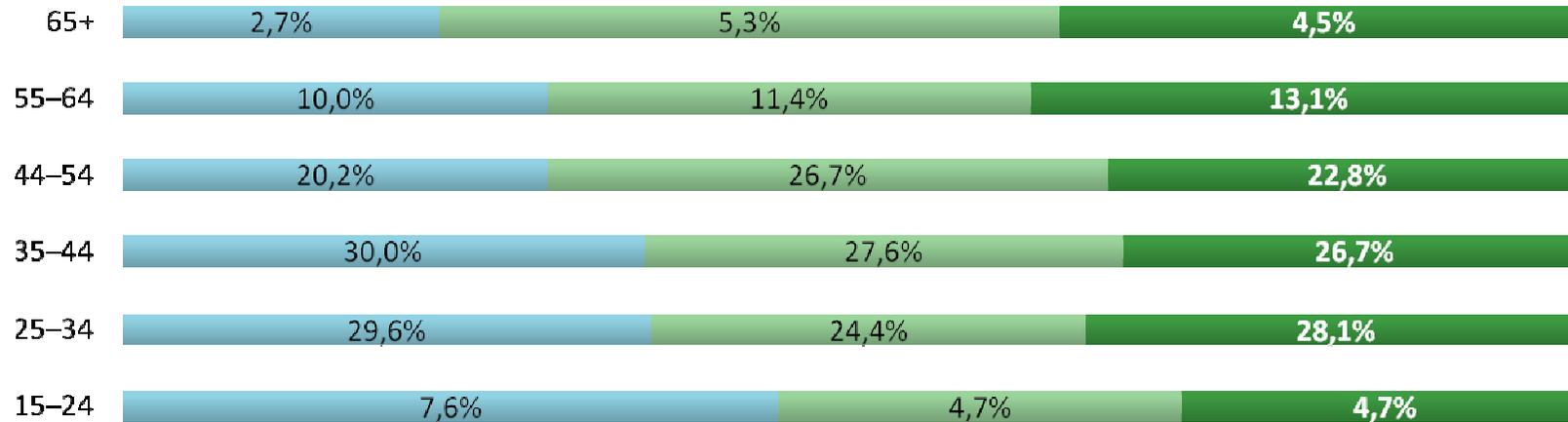
2000 respondents



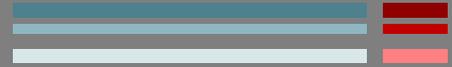
48

Court case distributed by AGE

■ Criminal ■ Civil ■ Administrative

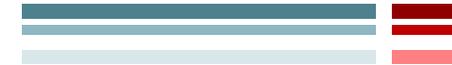


Appendix



2000 respondents

Distribution of cases by regions and types

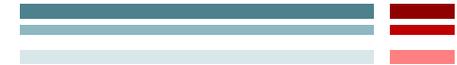


50

Frequency	Criminal case	Civil case	Administrative case	Total
1 Tbilisi	348	459	207	1014
2 Mtskheta- Tianeti	35	36	19	90
3 Kvemo Kartli	66	61	19	146
4 Shida Kartli	120	37	18	175
5 Imereti	94	105	33	232
6 Adjara	165	115	63	343
Total	828	813	359	2000

Valid percent	Criminal case	Civil case	Administrative case	Total
1 Tbilisi	34,30%	45,30%	20,40%	100,00%
2 Mtskheta- Tianeti	38,90%	40,00%	21,10%	100,00%
3 Kvemo Kartli	45,20%	41,80%	13,00%	100,00%
4 Shida Kartli	68,60%	21,10%	10,30%	100,00%
5 Imereti	40,50%	45,30%	14,20%	100,00%
6 Adjara	48,10%	33,50%	18,40%	100,00%
Total	41,40%	40,70%	18,00%	100,00%

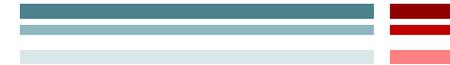
Status of Respondent



	2010	
	Sample	%
Family member/ relative/friend	538	26,9
Plaintiff/Defendant/ Third Party	361	18,05
Lawyer-Civil Law	321	16,05
Lawyer-Criminal Law	192	9,6
Lawyer- Administrative Law	145	7,25
Victim	103	5,15
Prosecutor	102	5,1
Witness	66	3,3
Member of Audience	58	2,9
Investigator	37	1,85
Penalty payer	24	1,2
Accused	21	1,05
Seeker of Public information	16	0,8
Intern	5	0,25
Patrol	3	0,15
Errors made in Birth Certificate	3	0,15
Corporate lawyer	1	0,05
Representative of the Organization	1	0,05
person empowered to act for somebody	1	0,05
Legalization of apartment	1	0,05
Error made in Legalization of apartment	1	0,05
Total;	2000	100

User Distribution by case type

2000 respondents

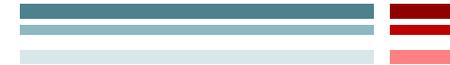


52

Percent distribution of Respondents by their role in the court

	Criminal low	Civil low	Administrative low	Total
Lawyer	23,20%	39,50%	40,40%	33,0%
Prosecutor	12,30%			5,10%
Witness	4,50%	3,00%	1,40%	3,30%
Member of Audience	4,50%			1,90%
Investigator		29,90%	32,90%	18,10%
Penalty payer	12,40%			5,20%
Accused	0,50%	1,10%	0,80%	0,80%
Seeker of Public information	3,60%	2,50%	2,20%	2,90%
Intern	2,50%			1,10%
Patrol	36,20%	22,60%	15,00%	26,90%
Witness			6,70%	1,20%
Member of Audience		0,60%		0,30%
Investigator	0,20%		0,30%	0,20%
Errors made in Birth Certificate		0,10%		0,10%
Corporate Lawyer		0,40%		0,20%
Representative of the Organization			0,30%	0,10%
person empowered to act for somebody		0,10%		0,10%
Legalization of apartment		0,10%		0,10%
Error made in Legalization of apartment		0,10%		0,10%
Total	100,00%	100,00%	100,00%	100,00%

2000 respondents



According to the research context the highest mean of preposition had following Respondents with the following status: Lawyer of the Organization, Representative of the Organization, person empowered to act for somebody. (average mean 5 on five point scale).

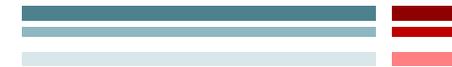


Status of Respondent	Mean of Q4	Quantity
Corporate lawyer	5,00	2
Organizational Representative	5,00	2
person empowered to act for somebody	5,00	2
Investigator	4,78	38
patrol	4,67	4
Intern	4,40	6
Prosecutor	4,33	102
Errors made in Birth Certificate	4,00	4
Legalization of apartment	4,00	2
Error made in Legalization of apartment	4,00	2
Lawyer_ civil Case	3,94	322
Witness	3,83	66
Lawyer_ criminal law	3,80	192
Lawyer_ administrative law	3,73	146
Member of Audience	3,72	58
Plaintiff/Defendant/ Third Party	3,65	362
Seeker of civil Information	3,63	16
Family member/ relative/friend	3,54	538
Victim	3,50	104
Accused	3,24	22
Penalty payer	3,17	24
Total	3,74	2000

The prepositions of lawyers is higher (4,33), Than lawyers (3,94; 3,80, 3,73). Among the lawyers highest expectation is observed in civil cases(3,94), rather than criminal(3,83). The lowest is the expectation of administrative lawyers. (3,73).

The motivation of respondents visiting the court, distributed by the types of cases

2000 respondents



54

Col response %	Criminal	Civil	Administrative	Total
1. Attend the process	87,70%	69,10%	62,10%	75,60%
2. Receive/ Request information	5,00%	10,80%	11,10%	8,50%
3. To present the documentation	0,60%	5,70%	7,50%	3,90%
4. To Sue	1,10%	5,80%	1,70%	3,10%
5. To meet assistant of Judges	0,20%	1,20%	2,20%	1,00%
6. To apply the intermediary	2,40%	0,40%	0,60%	1,30%
7. To pay penalty or Tax	0,10%	0,50%	7,50%	1,60%
8. To receive the court verdict	2,10%	7,50%	8,90%	5,50%
9. To visit the lawyer	0,50%	0,70%	1,70%	0,80%
10. The process was cancelled	1,10%	0,70%	0,30%	0,80%
11. To consult with the assistant			0,30%	0,10%

Practice of Using the service of lawyer

553 respondents

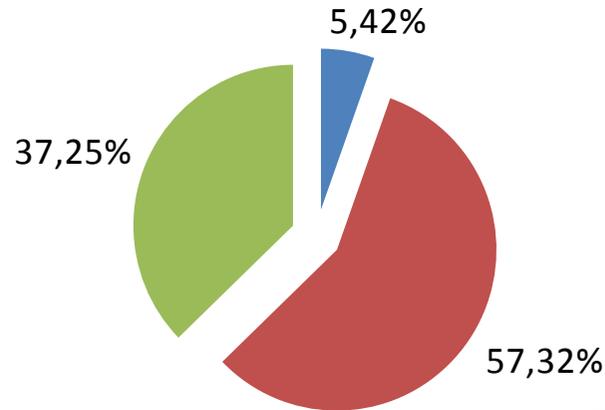


From 553 cases 62, 7 %used lawyer services 5,42% of users used state lawyer, 57%–Private lawyer

55

Valid Percent

- Service of state lawyer
- Service of private lawyer
- don't have the lawyer



69,20% of audience surveyed in Tbilisi had private lawyer, 61,8% had private lawyer in Adjara. There were no cases of having state lawyer in Gori and Kutaisi. In Kutaisi 75,30% of Respondents haven't had a lawyer at all

lawyer	State	Private	Don't have
1 Tbilisi	6,20%	69,20%	24,70%
2 Mtskheta-Mtianeti	15,40%	46,20%	38,50%
3 Kvemo Kartli	18,90%	59,50%	21,60%
4 Shida Kartli		52,60%	47,40%
5 Imereti		24,70%	75,30%
6 Adjara	3,70%	61,80%	34,60%
Total	5,40%	57,30%	37,30%

Expectations and attitudes

Expectation indices of different-status respondents according to the each evaluation of the scale are described in the table given below. From the Table we can assume, that the negative expectation is observed in 7,30% of criminal cases in 5,90% of civil cases and 9,70% of administrative cases. The negative attitude is not observed among prosecutors, 90,20% of them are having positive attitude. The similar situation is with the Investigators

q4 * q3 Cross tabulation	Totally Negative	Negative	Not Negative/ Not positive	Positive	Totally positive
Family member/ relative/friend	3,10%	4,20%	27,10%	40,60%	25,00%
Plaintiff/Defendant/ Third Party	1,20%	4,70%	21,50%	44,20%	28,30%
Lawyer-Civil Law	1,40%	8,30%	27,60%	41,40%	21,40%
Lawyer-Criminal Law			9,80%	47,10%	43,10%
Lawyer- Administrative Law			2,70%	16,20%	81,10%
Victim		3,00%	31,80%	43,90%	21,20%
Prosecutor	5,30%	7,80%	28,50%	33,20%	25,20%
Witness	3,90%	6,80%	36,90%	40,80%	11,70%
Member of Audience	6,30%	6,30%	18,80%	56,30%	12,50%
Investigator	6,90%	5,20%	19,00%	46,60%	22,40%
Penalty payer	4,80%	9,50%	52,40%	23,80%	9,50%
Accused	4,10%	8,60%	26,80%	50,60%	10,00%
Seeker of Public information	4,20%	25,00%	25,00%	41,70%	4,20%
Intern			20,00%	20,00%	60,00%
Patrol				33,30%	66,70%
Errors made in Birth Certificate					100,00%
Corporate lawyer			33,30%	33,30%	33,30%
Representative of the Organization					100,00%
person empowered to act for somebody					100,00%
Legalization of apartment				100,00%	
Error made in Legalization of apartment				100,00%	