



**for the High Judicial and Prosecutorial Council of Bosnia and
Herzegovina**

Survey of court user satisfaction

within the IPA 2017 Project

“Building an Effective and Citizen-Friendly Judiciary”

FINAL REPORT

Mostar, July 2021

1. Content

1. CONTENT	1
2. ABBREVIATIONS AND LABELS	7
3. INTRODUCTION	8
The general goal of the survey	10
The purpose of the survey	10
Important note	10
4. METHODOLOGY	11
Desk analysis	11
Quantitative research	11
F2F interview	13
CATI interviews	14
5. PROCESSING DATA OBTAINED THROUGH QUANTITATIVE METHODS	15
Socio-demographic characteristics of the respondents F2F and CATI interviews	15
general overview	17
Unequal court treatment of different groups	19
Alternative ways of dispute resolution	19
Media	20
MYSTERY SHOPPING	21
6. REPORTING	22
7. MAIN FINDINGS	23
MUNICIPAL COURT IN SARAJEVO	23
General level of citizens' trust in certain institutions in BiH	23
General perception of the work of the judicial system in BiH	24
Problems in the judiciary	25
Corruption	26
Lack of expertise, professionalism and IT equipment	26
Corruption of representatives in institutions	27
Quality of work/services in the BiH judicial system	28
Satisfaction with past experience with the court system	29
Ratings for the work of judges and court employees in the last 5 years	29

Satisfaction with the building/space of the Municipal/Basic Court	30
Overall satisfaction with the work of the court in the last 5 years	31
MUNICIPAL COURT IN MOSTAR	32
General level of citizens' trust in select institutions in BiH	32
General perception of the functioning of the judicial system in BiH	32
Problems in the judiciary	33
Corruption	34
Lack of expertise, professionalism and IT equipment	34
Corruption of representatives in institutions	34
Quality of work/services in the BiH judicial system	36
Satisfaction with past experience with the court system	37
Ratings for the work of judges and court employees in the last 5 years	37
Satisfaction with the building/premises of the Municipal/Basic Court	38
Overall satisfaction with the work of the court in the last 5 years	39
MUNICIPAL COURT IN TUZLA	40
General level of citizens' trust in select institutions in BiH	40
General perception of the functioning of the judicial system in BiH	40
Problems in the judiciary	41
Corruption	41
Lack of expertise, professionalism and IT equipment	42
Corruption of representatives in institutions	42
Quality of work/services in the BiH judicial system	43
Obstacles to accessing the judicial system	44
Satisfaction with past experience with the court system	44
Ratings for the work of judges and court employees in the last 5 years	44
Satisfaction with the building/premises of the Municipal/Basic Court	46
Overall satisfaction with the work of the court in the last 5 years	47
BASIC COURT IN BANJA LUKA	48
General level of citizens' trust in select institutions in BiH	48
General perception of the functioning of the judicial system in BiH	48
Problems in the judiciary	49
Corruption	50
Lack of expertise, professionalism and IT equipment	50
Quality of work/services in the BiH judicial system	52
Obstacles to accessing the judicial system	53
Satisfaction with past experience with the court system	53
Ratings for the work of judges and court employees in the last 5 years	53
Satisfaction with the building/premises of the Municipal/Basic Court	54

Overall satisfaction with the work of the court in the last 5 years	55
8. DETAILED OVERVIEW OF RESULTS	56
Trust in the BiH judiciary	56
General level of trust in the police in BiH	56
General level of trust in the courts in BiH	57
General level of trust in the media in BiH	57
General level of trust in prosecutors in BiH	58
General level of trust in judges in BiH	59
General level of trust in religious leaders in BiH	59
General perception of the work of the judicial system in BiH	60
General opinion about the expectation of a fair trial	61
Opinion about the situation in the judiciary in the past 5 years	62
Opinion on the independence of the judiciary in the last 5 years	63
Problems in the judiciary in BiH	64
Length of proceedings	64
Political influence over the court	65
Costs of proceedings	66
Procedures in court proceedings	66
Corruption	67
Expertise of judicial employees	67
Independence of the courts	68
Unequal treatment before the law	68
Corruption of judges	69
Corruption of court employees	70
Corruption in the police	71
Lack of expertise and professionalism of judges	71
Lack of expertise and professionalism of the police	72
IT infrastructure of courts	72
Corruption of representatives in institutions	73
Corruption of political party leaders	73
Corruption of ministers	74
Corruption of elected representatives	75
Corruption of customs officers	75
Corruption of tax officers	76
Corruption of physicians	77

Corruption of judges	77
Corruption of prosecutors	78
Corruption of university professors	78
Corruption of businesspeople	79
Corruption of religious leaders	79
Corruption of police officers	80
Corruption of NGO leaders	80
Corruption of the media	81
Quality of work/services in the BiH judicial system	81
Quality of work/services of judges in the BiH judicial system	82
Quality of work/services of prosecutors in the BiH judicial system	82
Quality of work/services of public defenders in the BiH judicial system	83
Quality of work/services of ombudsmen in the BiH judicial system	84
Quality of work/services of attorneys in the BiH judicial system	84
Quality of work/services of court clerks in the BiH judicial system	85
Quality of work/services of court staff in the BiH judicial system	85
Causes of difficulties in accessing the judicial system	86
Equal treatment before the law	86
Respondents' reflections on previous experience with the court system	87
Number of court visits before case resolution	88
The time elapsed from start to end of the last proceeding	89
The time elapsed between the last and penultimate hearing in the respondent's last proceeding	89
Awareness of alternative ways of resolving court disputes	90
Using alternative ways of resolving disputes	90
Satisfaction with alternative ways of resolving court disputes	91
Using alternative ways of resolving disputes if they had the necessary information.	92
Evaluation of the work of judges in the municipal/basic court in the last 5 years	92
Evaluation of the work of judges in the last 5 years: Polite and courteous	92
Evaluation of the work of judges in the last 5 years: Expert	93
Evaluation of the work of judges in the last 5 years: Impartial	94
Evaluation of the work of judges in the last 5 years: Thorough and well prepared	94
Evaluation of the work of judges in the last 5 years: Speaks clearly and comprehensibly	95
Evaluation of the work of judges in the last 5 years: Writes clear decisions	95

Evaluation of the work of judges in the last 5 years: Complies with procedures	96
Evaluation of the work of court employees in the municipal/basic courts in the last 5 years	96
Evaluation of the work of court employees: Polite and courteous	96
Evaluation of the work of court employees: Expert	97
Evaluation of the work of court employees: Impartial	98
Evaluation of the work of court employees: They provide accurate (requested information)	98
Evaluation of the work of court employees: They provide the requested information on time	99
Evaluation of the work of court employees: They provide services on time	99
Assessment of the physical accessibility of the Municipal/Basic Court in the last 5 years	100
Limitations or obstacles to accessing the Municipal/Basic Court	100
Satisfaction with the building/premises of the Municipal/Basic Court	101
The premises are adequate for hosting clients/users	101
The space is adequately furnished	101
The offices and hallways are well marked and the building is easy to navigate	102
There is clear information on behaving and navigating the building	102
Promotional materials related to the work of courts (leaflets, brochures, etc.)	103
Noticed promotional materials related to the work of courts (leaflets, brochures, etc.)	103
Use of promotional materials related to the work of courts (leaflets, brochures, etc.)	104
User perception of what promotional materials should look like	104
Positive and negative segments of the work of the Municipal/Basic Court	105
Familiarity with the work of the Municipal/Basic Court	106
Media and the work of the Municipal/Basic Court	106
Sources of information about the activities of the HJPC BiH, i.e. activities related to the judicial system	107
9. MYSTERY SHOPPING	109
Municipal Court in Sarajevo	109
Municipal Court in Mostar	112
Municipal Court in Tuzla	114
Basic Court in Banja Luka	116
10. CONCLUSION	118

11. RECOMMENDATIONS	120
12. SOURCES	123
13. ANNEXES	124

2. Abbreviations and labels

BiH	Bosnia and Herzegovina
NO	No answer
CATI	Computer Aided Telephone Interviewing
AP	Promo Agency
SASL	Statistical Agency Studio Leonardo, Mostar, www.Statistical.Agency
EU	European Union
F2F	Face-to-face interviews
KM	Convertible mark
KS	Sarajevo Canton
M	Arithmetic mean
max	Maximum
min	Minimum
N	Number, Sample frequency
e.g.	for example
DN	Does not know
DNO	Does not want to answer
SD	Standard Deviation
SPSS	Statistical Package for the Social Sciences
i.e.	id est
HJPC BiH	High Judicial and Prosecutorial Council of Bosnia and Herzegovina
GDPR	Law on the Protection of Personal Data
%	Percent
% V	Percentage of sample without missing data (Valid Percent)
Valid	Percentage of respondents who answered questions (part of the sample used in processing)
Missing	Does not know / prefers not to answer or did not answer
BC Banja Luka	or Banja Luka - jurisdiction of the Basic Court in Banja Luka
MC Sarajevo	or Sarajevo - jurisdiction of the Municipal Court in Sarajevo
MC Mostar	or Mostar - jurisdiction of the Municipal Court in Mostar
MC Tuzla	or Tuzla - jurisdiction of the Municipal Court in Tuzla

3. Introduction

In order to improve the work of courts and the existing public perception of the judiciary in BiH, the High Judicial and Prosecutorial Council of Bosnia and Herzegovina (HJPC BiH) is conducting a series of activities aimed at improving court efficiency and reducing the backlog of cases, complemented by a set of promotional activities intended to raise public awareness (primarily court users) about the goals, activities and results achieved by the judiciary, along with the problems and obstacles that courts and the judiciary face.

Some of the projects implemented by the HJPC BiH in recent years was supported financially by the European Union under the Instrument for Pre-Accession Assistance IPA 2012 and IPA 2013. In addition to IPA projects, complementary project activities funded by other international donors were also implemented, and aimed at ensuring better public understanding of the work done by judicial institutions, informing the public about the problems they face, improving strategic communication and strengthening the courts' public and media relations segment.

Within IPA 2017, HJPC implemented the project "Building an Effective and Citizen-Friendly Judiciary". During this project, various activities were implemented with the aim of increasing the overall efficiency of the judiciary in BiH and improving public confidence in the state judicial system, along with the accountability and transparency of the judiciary to provide better services to citizens and businesses, with the ultimate goal of strengthening the rule of law in BiH.

Other activities implemented were aimed at improving enforcement proceedings, protecting human rights, resolving court cases and implementing internal reorganizations within the courts, including human resources. Various activities were implemented to strengthen the courts in the segment of management, efficiency and quality of court decisions, introducing a mentorship system, improving the automatic data processing system, all in order to reduce the number of outstanding cases and improve the judicial infrastructure.

Also, the Strategic Plan of the HJPC BiH for the period of 2014-2018 included conducting a court user satisfaction survey with the aim of achieving strategic goal 7 - Improve the transparency and accessibility of information on the work of judicial institutions in BiH to the expert and general public, i.e. the strategic program 7.1. Improve communication of judicial institutions in BiH with the public.

These efforts did not fail to yield results, and there has evident progress in certain segments of the judiciary, as reported by international and domestic institutions. This progress was also acknowledged in the report on

the Independence, Accountability and Quality of the Judiciary in Bosnia and Herzegovina 2018-2020¹, developed in accordance with the criteria of the European Network of Councils for the Judiciary (ENCJ). The report shows that the High Judicial and Prosecutorial Council of Bosnia and Herzegovina have been working intensively on improving independence, accountability and quality of work. The findings indicate progress in the field of independence. However, due to the complexity of the political system and the dependence on the work of the legislative branch of government, progress related to publishing financial reports, and the selection and promotion of judges has been limited.

The report also shows that there is still a negative perception of the independence of the judiciary coupled with an obvious lack of public confidence in the work of judicial institutions, which are also some of the findings of the research described below. Inadequacies were also identified in the area of media relations, transparency and disclosure of assets. The negative image of the judiciary is bolstered by negative media coverage and frequent statements by politicians who talked about the judiciary in negative contexts, which undermines its position and role in society.

On a positive note, the HJPC BiH is one of the few judicial councils in Europe that assesses the quality of court decisions. Room for improvement included simplifying procedures and providing an electronic filing system.

It is interesting to note that judges themselves have a negative perception of judges' compliance with ethical standards and the adequacy of processes managed by competent authorities that have to do with breaches of duty or corruption of judicial officials.

One of the activities of the HJPC BiH (Activities 2.2.1 - Improved relationship between the judiciary and the media from the IPA 2017 project) within the project "Building an Effective and Citizen-Friendly Judiciary" involved conducting an "Initial court user satisfaction survey" designed to examine users' satisfaction with the work of courts. The survey was conducted by a public opinion research agency from Mostar for the Municipal Courts in Mostar, Sarajevo, Tuzla and the Basic Court in Banja Luka. The survey was conducted in 2019, and targeted the general population, i.e. former, current and potential users of these courts. The methodology used was in line with the requirements laid out in the documentation provided by the High Judicial and Prosecutorial Council. Data collection included a combination of qualitative and quantitative research methods and instruments: desk analysis, face-to-face interviews (F2F), computer-assisted telephone interviewing (CATI), focus groups and mystery shopping.

The survey yielded data related to trust in the BiH judicial system, perception of critical segments of the judicial system, perception of corruption, satisfaction and experience of court users, which was used to gauge the

¹ Source: <https://vstv.pravosudje.ba> (accessed 27/6/2021)

level of satisfaction among the public and their opinions (citizens of Sarajevo, Mostar, Tuzla and Banja) about the work of the Municipal Courts in Sarajevo, Mostar and Tuzla and the Basic Court in Banja Luka. A similar "Final court user satisfaction survey" was conducted in mid-2021. A detailed description of this survey and its finding is provided below.

THE GENERAL GOAL OF THE SURVEY

The general goal of the final satisfaction survey aimed at court users is to assess the level of satisfaction among the general public, i.e. existing and potential court users in order to obtain clear insight into the public perception (citizens of Sarajevo, Mostar, Tuzla and Banja Luka) of the work of Municipal Courts in Sarajevo, Mostar and Tuzla and the Basic Court in Banja Luka.

THE PURPOSE OF THE SURVEY

The purpose of the research is to obtain clear insight into the public perception of court users on the work of courts, namely the Municipal Court in Sarajevo, the Municipal Court in Mostar, the Municipal Court in Tuzla and the Basic Court in Banja Luka, in order to identify the most important recommendations for improving the work of these courts and increasing public confidence in their work.

IMPORTANT NOTE

The information and conclusions presented in this analysis are based on the data yielded by the survey and may not necessarily represent the opinions of Agency Promo (AP).

4. Methodology

The methodology of the survey is compliant with the Technical Specifications and Guidelines provided by the HJPC BiH. Data collection included quantitative and qualitative research methods and multiple research instruments.

DESK ANALYSIS

Desk analysis as a research method that uses already available, existing data. Researchers mostly relied on data available on the HJPC BiH website (<https://vstv.pravosudje.ba>). The desk analysis, which was used to collect secondary data, also includes documents provided by the HJPC of BiH:

- IPA 2017, Project Description;
- Annex III, Project Description;
- Annex III, Organization and Methodology
- Guidelines for questionnaire design.

Results of the May 2019 survey were used to identify any changes in user satisfaction from 2019 to the present. The data obtained through the desk analysis was used to write parts of the report.

QUANTITATIVE RESEARCH

The quantitative part of the research included a total of 2000 respondents, approximately 500 from the jurisdictions of each of the following courts:

Municipal Court in Sarajevo, whose jurisdiction is Sarajevo Canton (KS) - 526 respondents,

Municipal Court in Mostar, whose jurisdiction is the City of Mostar - 483 respondents,

Municipal Court in Tuzla whose jurisdiction is the City of Tuzla and the Municipality of Čelić - 502 respondents and

Basic Court in Banja Luka, whose jurisdiction is the City of Banja Luka and the Municipality of Laktaši² - 489 respondents.

Quantitative data were collected by using two methods: 1) face-to-face interviews (F2F) and 2) computer-assisted telephone interviews (CATI). The F2F interviews account for 74.6% of the total number of

² The courts are listed in the order used in the Technical Specification supplied by the HJPC.

respondents (approximately 1500 interviews), while the CATI method accounts for 25.4% of respondents, or 500 interviews.

Similar questionnaires were used for data collection³ to those used in 2019, to ensure that data would be comparable.

It is important to note that the questionnaire for the CATI method is shorter than the questionnaire used for F2F interviews (29 questions, compared to 43 questions in the CATI version), to ensure that it can be successfully administered over the phone. However, the CATI questionnaire still has the same structure as the F2F version.

The first part of the questionnaire examined the general public's perception of the judiciary in BiH, specifically the Municipal Courts in Sarajevo, Mostar, Tuzla and the Basic Court in Banja Luka. All the respondents were administered this part of the questionnaire. The second part of the questionnaire examined specific segments of the work performed by these courts and the users' experience. Only respondents who were parties in court proceedings or used other court services responded to this part of the questionnaire. In order to identify respondents who had experience with using the services of these courts, the questionnaire begins with a question about participation in court proceedings or experience with other court services in the past 5 years.

TABLE 1 SAMPLE STRUCTURE

Area	Population ⁴	Sample size		
		F2F	CATI	TOTAL
Sarajevo Canton	350.333	343	183	526
City of Mostar	104.850	409	74	483
Municipalities of Tuzla and Čelić	105.116	384	118	502
The City of Banja Luka and the Municipality	187.279	355	134	489
TOTAL	747.578	1491	509	2000

As noted, quantitative data were collected using face-to-face interviews and computer-assisted telephone interviews, which is explained in detail below.

³ The questionnaire for the F2F and CATI interviews is provided in Annexes 1 and 2

⁴ Final results of the 2013 Census of Population, Households and Dwellings in Bosnia and Herzegovina, BiH Agency for Statistics, June 2016, Sarajevo. Since Census data for individual cities/municipalities disaggregated by age is available only in 5 year increments and the age of the age of 18 is included in the 15 to 19 category, the number of surveys for each municipality is proportionate to the number of persons over 15 registered in the Census. It is also important to note that for this sample size the sampling error remains the same if the sample is comprised only of persons over the age of 19.

F2F interview

In order to interview the planned number of respondents in Sarajevo, Mostar, Tuzla, and Banja Luka, 50% urban and 50% rural starting points were selected, and, whenever possible, 10 interview were conducted per each starting point.⁵ Starting points were randomly selected addresses and rural settlements from the aforementioned locations. The interviewers continued from the starting points randomly, by using the right hand rule to randomly select households to be included in the survey.

Respondents were selected from the household using two criteria. The first criterion was the selection of respondents based on their experience with court proceedings or the use of some other court service in the past 5 years. This means that in each household, the interviewers selected respondents over the age of 18, who used the services of one of the four courts mentioned above (depending on where they live). If no members of the household meet this criteria, the interviewers selected a respondent using the last birthday method, which ensures random selection of respondents from the household. By using this method, the interviewers select a person over 18, who lives in the household, and who was the last person to have their birthday, i.e. whose birth date was the closest to the interview day.⁶

The F2F interviews were conducted in the period from 22 June to 10 July 2021 and lasted 20 minutes on average. Due to the relatively short deadline for data collection, more interviewers were hired; a total of 17 interviewers covered the four aforementioned areas. Before going into the field, the interviewers underwent training and were instructed in all important aspects of data collection.

The participation rate in the F2F interviews is 60% (Participation rate = number of potential respondents contacted compared to the number of respondents who agreed to participate in the survey).

After fieldwork was completed, the Promo Agency checked the telephone interviews by contacting some of the respondents. 10% of randomly selected interviews were checked, i.e. 190 interviews. No irregularities were observed during the surveying process. While interviewing respondents in the field, the interviewers used tablets and answers were automatically recorded in the database.

Where it was not possible to conduct all 10 interviews per starting point (usually due to low population density or lack of interest among residents to participate in the survey) or starting points were unavailable for various reasons (e.g. distant rural areas), interviewers used the backup starting points they were assigned.

To avoid underrepresentation of employed persons and members who spend less time in the household and are more difficult to reach, the interviewers started after 4 pm on workdays, and worked all day over the weekends. If the person who had experience with courts or who had their birthday last was absent, they tried to arrange another time to interview them.

CATI interviews

CATI was conducted by dialing random telephone numbers from the targeted areas (from all phone operators), using the same criteria for selecting respondents as the F2F interviews. CATI was conducted from 22 June to 5 July 2021, and interviews lasted 10 minutes on average.

The interviews were conducted by five interviewers/operators, who also underwent training prior to the interviews. The interviewers were monitored in person by the Promo Agency while they were conducting the interviews.

The participation rate in F2F interviews is 21% (Participation rate = number of potential respondents contacted compared to the number of respondents who agreed to participate in the survey). Since the participation rate for this method was very low, most of the surveys were conducted using the F2F method.

5. Processing data obtained through quantitative methods

After all the interviews were conducted, the collected data was statistically processed using the Statistical Package for the Social Sciences (IBM SPSS 21).

SPSS was used to clean the data, produce tables and cross-tabulations, and perform the statistical data analysis.

SOCIO-DEMOGRAPHIC CHARACTERISTICS OF THE RESPONDENTS F2F AND CATI INTERVIEWS

The survey included a slightly higher percentage of female respondents (52.5% vs. 47.5%), which roughly corresponds to the demographic structure of the population.

TABLE 2 GENDER STRUCTURE OF THE SAMPLE, BY PROJECT AREA

	Mostar		Sarajevo		Tuzla		Banja Luka		Total	
Gen	Female	Male	Female	Male	Female	Men	Female	Men	Female	Male
%	44,3	55,7	51,5	48,5	57,4	42,6	56,6	43,4	52,5	47,5

About half of the respondents are under 40, and half are over 40 years of age. Approximately 7% of the respondents preferred not to answer the question about age.

TABLE 3 AGE STRUCTURE OF THE SAMPLE, BY PROJECT AREA

	Age categories					
	No answer	18-30	31-40	41-50	51-65	65+
Mostar	7,7%	38,7%	21,9%	13,3%	13,5%	5,0%
Sarajevo	5,5%	28,1%	24,0%	17,1%	19,2%	6,1%
Tuzla	5,2%	31,9%	17,1%	18,9%	17,7%	9,2%
Banja Luka	8,4%	10,0%	18,4%	27,0%	24,7%	11,5%
Total	6,7%	27,2%	20,4%	19,1%	18,8%	7,9%

In terms of their level of education, most respondents completed a three-year or four-year high school (47.6%), followed by higher education: college, university or postgraduate program (43%). 5.1% of the respondents completed primary school and 2.8% did not answer this question.

TABLE 4 EDUCATION STRUCTURE OF THE SAMPLE, BY PROJECT AREA

	No answer	Incomplete primary education	Primary school	Secondary school	University degree and above
Mostar	2,3%	1,6%	3,5%	46,0%	46,6%
Sarajevo	0,8%	1,1%	3,2%	49,1%	45,8%
Tuzla	2,8%	1,8%	6,4%	48,8%	40,2%
Banja Luka	5,3%	1,6%	7,4%	46,4%	39,3%
Total	2,8%	1,5%	5,1%	47,6%	43,0%

The biggest proportion of the respondents live in four-member households (33.3%). The second most frequent are three-member households 22.5%.

TABLE 5 SAMPLE STRUCTURE BY NUMBER OF HOUSEHOLD MEMBERS PER PROJECT AREA

	1	2	3	4	5	6	7 and more
Mostar	2,9%	13,2%	22,5%	34,2%	19,4%	4,7%	3,1%
Sarajevo	9,1%	17,4%	22,5%	34,3%	10,8%	4,5%	1,4%
Tuzla	6,5%	14,5%	22,5%	35,0%	14,3%	4,9%	2,3%
Banja Luka	8,3%	20,5%	22,6%	29,5%	11,8%	5,0%	2,3%
Total	6,7%	16,4%	22,5%	33,3%	14,0%	4,8%	2,3%

The table shows average monthly incomes of the respondents' households. As is common, a significant proportion of respondents prefer not to answer questions related to financial matters.

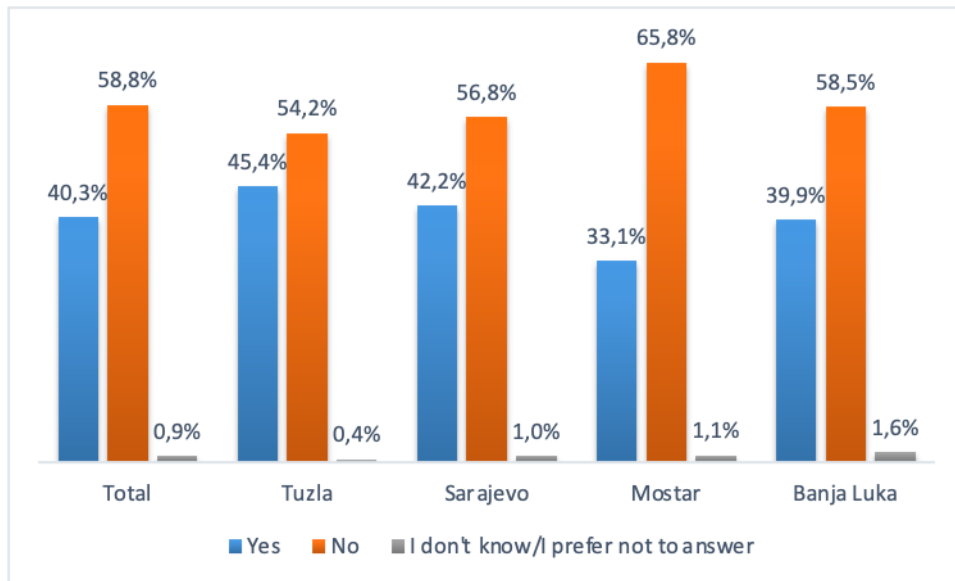
TABLE 6 SAMPLE STRUCTURE BY MONTHLY HOUSEHOLD INCOME IN PROJECT AREAS

	No answer	Under 700 BAM	From 700 to 1500 BAM	Over 1500 BAM
Mostar	22,5%	8,5%	28,0%	41,0%
Sarajevo	24,0%	8,5%	27,2%	40,3%
Tuzla	34,1%	11,5%	28,7%	25,7%
Banja Luka	34,1%	13,5%	26,4%	26,0%
Total	28,7%	10,5%	27,6%	33,2%

GENERAL OVERVIEW

About 40% of the respondents had some experience with the judicial system, i.e. they participated in a court proceeding or used another service provided by the court in the last 5 years (hereinafter: court users). The majority of these respondents are from the area under jurisdiction of the Municipal Court in Tuzla (45.4%).

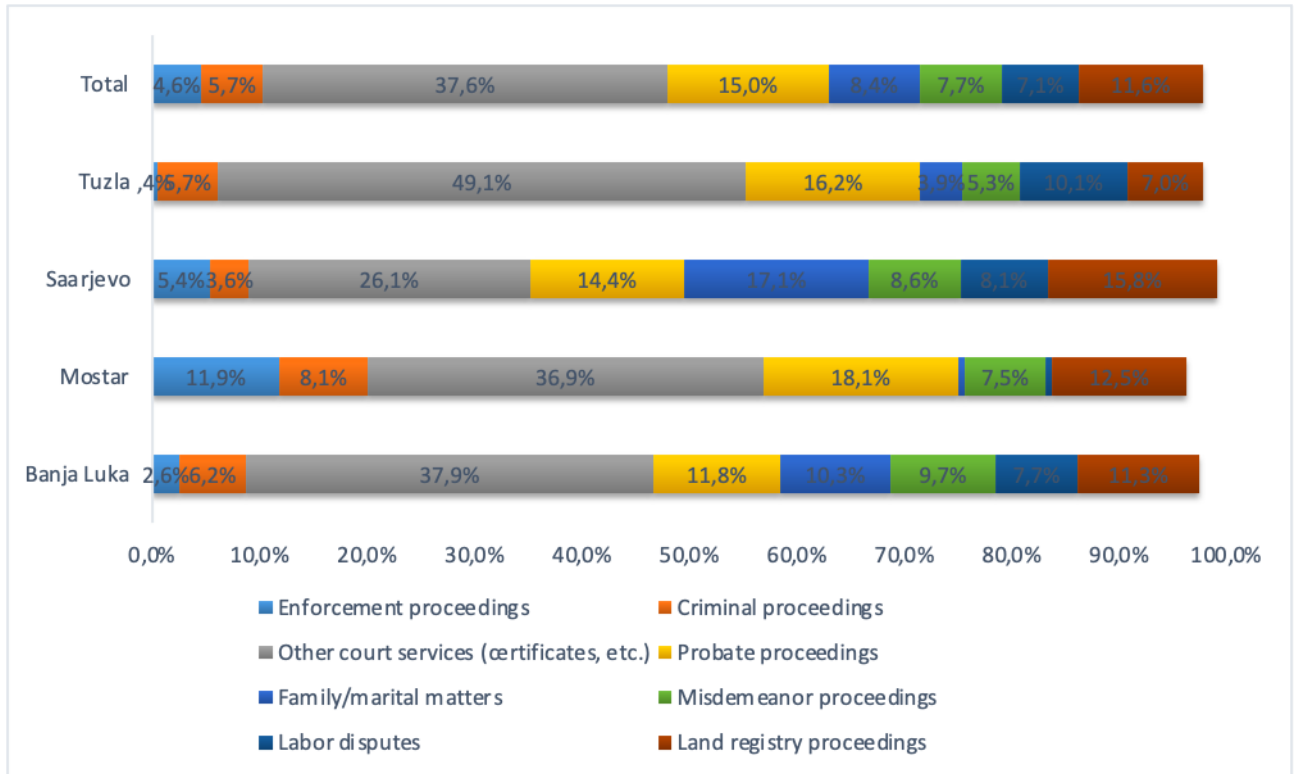
CHART 1 PARTICIPATION IN COURT PROCEEDINGS/USE OF OTHER COURT SERVICES IN THE LAST 5 YEARS PER PROJECT AREA



For most respondents, their most recent contact with the courts concerned “other court services” such as requesting certificates, etc. Next are probate and land registry proceedings, followed by family/marital matters, misdemeanor proceedings and labor disputes. Criminal and enforcement proceedings are the least frequent. These findings are similar to those from the initial survey.

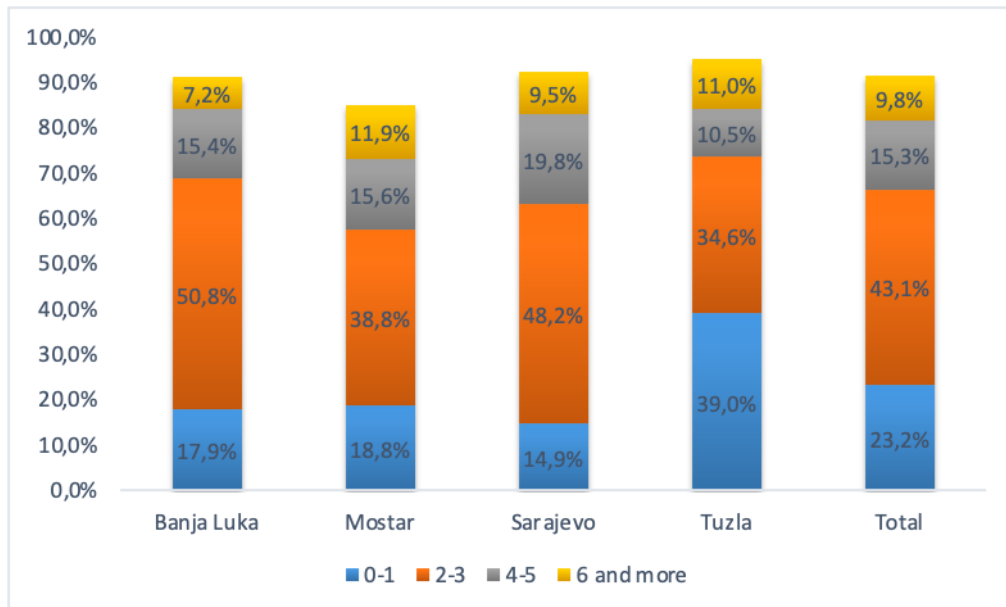
The chart illustrates percentages of different court proceedings in each project area.

CHART 2 TYPES OF COURT PROCEEDINGS USERS TOOK PART IN PER PROJECT AREA



In the last 5 years, most respondents visited the court 2 to 3 times before their case was resolved (43.1%). 8.6% of respondents do not recall how many times they visited the court before their case was resolved.

CHART 3 NUMBER OF VISITS TO COURT BEFORE CASE IS RESOLVED



CAUSES OF DIFFICULTIES IN ACCESSING THE JUDICIAL SYSTEM

About 74% of respondents stated that nothing hindered their access to the judicial system in the last 5 years. Respondents who stated they were hindered in accessing the judicial system listed the following reasons: economic status (9.7%), level of education (2.7%), gender (2.1%), age (2.1 %), nationality (1.7%), ethnicity (1.2%) and disability (0.7%).

Unequal court treatment of different groups

Most respondents believe that different groups of users are treated unequally. The biggest perceived inequality is in the treatment of politicians versus average court users - 86.3% of the respondents believe that politicians are treated differently than the average citizen. The perception of inequality on these grounds is particularly pronounced in Sarajevo and Tuzla, where more than 90% of respondents believe that politicians and average citizens do not have equal treatment.

On average, 79.9% of respondents believe that inequality based on economic status is observable in the courts' work, i.e. that courts do not treat rich and poor users equally. This opinion is very prominent in Tuzla, where 94.5% of the respondents perceive this type of inequality.

57.2% of respondents believe that the courts treat minorities different to the majority. The highest percentage of respondents who believe this are from Sarajevo (63.8%), and the lowest are from Mostar (48.6%).

Unequal treatment of courts on the basis of nationality was noted by 55.6% of respondents. The highest proportion of respondents with this opinion was in Tuzla (61.8%) and the lowest in Mostar (37.5%).

45.1% of respondents believe that courts do not provide equal treatment to people with disabilities, while 41.9% of respondents believe that there is no inequality in treatment based on disability. About 13% of respondents do not know or prefer not to answer this question.

Equality was rated most positively when it comes to genders, with 61.1% of respondents stating that courts treat women and men equally, and 30.8% stating that gender inequality is present in the courts' work. About 8% of respondents do not know or prefer not to answer this question.

Alternative ways of dispute resolution

A convincing majority of the respondents (74.5%) are most familiar with court settlement as an alternative way of resolving court disputes. The initial survey yielded similar results.

64.8% of respondents are familiar with conciliation as an alternative: the most in Sarajevo (79.3%) and the least in Mostar (34.4%).

A much lower proportion of respondents are familiar with mediation; 46.5% on average, most in Sarajevo (63.1%) and the least in Mostar (27.5%).

In general, a small proportion of respondents used some of the alternative ways of resolving disputes (around 13%). Court settlement is most commonly used alternative way of resolving disputes. Respondents who have used some of the alternative ways of resolving disputes most often state that they are partially satisfied with the alternative (more than half). When prompted to elaborate on why they are dissatisfied, most state that the alternative resolution did not meet their expectations. About 10% are dissatisfied, and 33% are satisfied, mostly in the jurisdiction of the Municipal Court in Sarajevo.

A significant number of respondents do not use the services of attorneys and were not able to answer the question "Did your attorney inform you about alternative ways to resolve disputes?". However, respondents who use legal services are generally informed about the existence of alternatives.

More than half of the respondents (56.8%) state that they would use alternative ways of resolving court disputes if they were informed about such an option. 24.7% do not know or prefer not to answer, and 18.5% would not use alternative ways to resolve disputes.

The main reasons for choosing an alternative way of resolving court disputes are the shorter time for resolving disputes and fewer expenses, which confirms the findings of the initial survey.

Media

On average, 35.8% of respondents believe that the media predominantly show the bad side of the work done by municipal courts. 44.3% in Mostar, 37.6% in Tuzla, 31.6% in Sarajevo and 30.1% in Banja Luka agree with this statement. 41.6% of respondents in Sarajevo, 35.8% in Banja Luka, 35.3% in Tuzla and 28.4% in Mostar believe that the media present the work of municipal courts realistically. 17% of respondents in Mostar, 16.8% in Banja Luka, 15.4% in Sarajevo and 12.2% in Tuzla stated that the media predominantly show the good side of the work done by municipal courts.

When asked: "How would you like to be informed about the activities of the HJPC BiH, i.e. activities related to the judicial system?" most respondents opted for social networks and Internet portals (40.9%), followed by TV (35.3%). A slightly bigger proportion of respondents in Banja Luka and Tuzla prefer television, while more respondents in Sarajevo and Mostar prefer social networks and portals.

About 6% of respondents have seen a television or radio advertisement related to activities on improving the work of the judiciary conducted by the HJPC. The majority (86.1%) have not seen or heard any advertisements, and 7.6% do not know or prefer not to answer this question.

People who have heard or seen the ad generally have a neutral stance on how informative they found the ad. On a scale from 1 (not informative at all) to 5 (fully informative), most respondents rated this issue with 3 (48%), 2 (23.5%) and 4 (16.3%).

MYSTERY SHOPPING

“Mystery shopping” was conducted in July 2021 in the Municipal Courts in Sarajevo, Mostar, Tuzla and the Basic Court in Banja Luka. It was conducted by persons who were provided with instructions for each visit, including all the details they need to pay attention to. Mystery shoppers were residents of the areas where the mystery shopping took place.

Before every visit, mystery shoppers were instructed on how to act as an ordinary visitor to one of the selected locations and asked to follow a previously defined scenario. They were instructed to carefully observe the space and employees and ask them questions that will help evaluate the quality of service offered in the workplace they visited. After their visits, all mystery shoppers met with the coordinators from the Promo Agency who had previously provided them with the scenario. After the visit, the mystery shoppers worked with the coordinators to record the observations they made during their visit.

6. Reporting

This report is based on the analysis of secret shopping and quantitative data, and contains the following:

Introduction;

Methodology;

Main findings;

Detailed review of results;

Conclusion:

Annexes (Questionnaire for F2F interviews, Questionnaire for CATI, scenarios used in mystery shopping, Questionnaire for Mystery shopping).

7. Main findings

MUNICIPAL COURT IN SARAJEVO

General level of citizens' trust in certain institutions in BiH

When it comes to citizens' trust in institutions such as the police, prosecutors, courts and others, the general opinion tends towards mistrust rather than trust. A significant proportion of respondents do not have a strong opinion on whether they trust or mistrust these institutions.

Citizens of Sarajevo are most likely to trust the police, which confirms the findings from the initial survey. 7.9% of the respondents trust the police completely, and 36.7% trust them for the most part. 32.7% of respondents trust the police to varying extents and 23.5% are neutral (responding with "I neither trust nor distrust them").

Next in terms of citizens' trust are religious leaders; 8.7% of citizens trust them completely, and 28.3% of mostly trust them. 39.7% of respondents do not trust religious leaders ("I don't trust them at all", 21% and "I mostly distrust them", 18.7%). Although this is a relatively high level of trust in religious leaders, Sarajevo's result is the lowest compared to other jurisdictions, where trust in religious leaders is slightly higher still. These results confirm the findings from the initial survey, where respondents from the jurisdiction of the Municipal Court in Sarajevo gave lower ratings than respondents in other jurisdictions.

The general level of trust in judges of the Sarajevo Municipal Court has not changed significantly compared to the initial survey. Option "3 - I neither trust nor distrust them" was chosen by 25.9% of respondents, followed by option "2 - I mostly distrust them" was chosen by 28.3%, "4 - I mostly trust them" (27.7%) and "1 - I don't trust them at all" (13.7%) of citizens.

The general level of trust in the courts in BiH is in the area of the Municipal Court Sarajevo was rated as follows "2 - I mostly distrust them" (31.8%), "3 - I neither trust nor distrust them" (28.3%), "4 - I mostly trust them" (24.5%), "1 - I don't trust them at all" (13.7%) and "5 - I trust them completely" (1.7%).

There is a noticeably low level of trust in the media in the jurisdiction of the Sarajevo Municipal Court. 24.5% of respondents mostly distrust the media, and 18.7% do not trust them at all. 28.3% chose option "3 - I neither trust nor distrust them". 4.4% of respondents trust the media completely, and 23% "mostly trust" the media.

Trust in prosecution has declined compared to the initial survey for the Sarajevo Municipal Court jurisdiction. The highest proportion of respondents remain neutral when it comes to trusting the prosecutors (33.2%). However, the number of citizens who choose the option "2 - I mostly distrust them" grew from 23.6% in the initial survey to 31.8% in the final survey. At the same time, the number of respondents who choose the option "4 - I mostly trust them" decreased from 22.1% to 16.3%. 16.6% of citizens do not trust the prosecution at all.

In the initial survey, 17.1% had no trust in the prosecution, which means this percentage remained relatively stable compared to the initial survey.

General perception of the work of the judicial system in BiH

Citizens' opinions about the work of the judicial system continue to skew more negative. As in the previous survey, most respondents did not have a strong opinion about the work of the judicial system in BiH and subsequently chose the neutral option ("neither positive nor negative") when asked for their opinion about the work of the judicial system in BiH. The majority of respondents in the initial survey for the jurisdiction of the Municipal Court in Sarajevo chose option "2 - Mostly negative" (40.5%), followed by "3 - Neither negative nor positive" (32.7%), and "1 - Very negative" (14.1%). In the final survey, the most commonly chosen option was "3 - Neither negative nor positive" (35.6%), followed by option "2 - Mostly negative" (33.8%). The percentage of respondents choosing "1 - Very negative" rose to 17.9%. Slightly less than 11% of respondents have a positive opinion about the work of the judicial system in BiH; 9.9% chose option "4 - Mostly positive" and 0.9% chose option "5 - Very positive". 1.9% of respondents did not know or preferred not to answer.

Half of the respondents believe that the average resident in BiH cannot expect a fair trial, if involved in a court proceeding. 39.9% of respondents believe that a fair trial can be expected, and 9.9% do not know or prefer not to answer this question.

Although the opinion of citizens about the situation in the judiciary in the last 5 years is still quite unfavorable (as most respondents believe that the situation in the judiciary remains unchanged), the number of citizens believe that the situation is improving is on the rise.

When asked if the situation in the judiciary has improved, deteriorated or remained the same in the last 5 years, the majority of respondents in the jurisdiction of the Municipal Court in Sarajevo chose the following option (similar to the initial survey): "2 - Remains the same" (47.9%). However, an improvement is observed in the percentage of respondents who believe that the situation in the judiciary is deteriorating - this option was chosen by 24% of respondents, compared to the 42.5% in the initial survey. At the same time, the proportion of respondents who believe that the situation in the judiciary has improved in the last 5 years increased from 11% to 25.5%. 2.6% chose not to answer this question.

In the overall sample, the general opinion is the duration of court proceedings has remained the same in the last 5 years. 51.9% of citizens in the jurisdiction of the Municipal Court in Sarajevo share this opinion. 14.1% of citizens believe that the duration of court proceedings is decreasing, while 27.4% of them think that the duration is increasing. This is an improvement over the results of the initial survey, where 45.4% of citizens in jurisdiction of the Municipal Court in Sarajevo believed that the duration of court proceedings is increasing.

Opinions on the independence of the judiciary in the last 5 years are the most positive in the jurisdiction of the Municipal Court in Sarajevo. In general, 19.6% of Sarajevo residents believe that the independence of the judiciary has been improving in the last 5 years. 48.9% of citizens believe that there has been no change in the level of independence of the judiciary in the last 5 years. At 25.5%, the percentage of citizens who believe that the independence of the judiciary is deteriorating is still relatively high.

Problems in the judiciary

Respondents rated problems in the judiciary on a scale of 1 to 5 (1 - the biggest problem, 2 - a big problem, 3 - a moderate problem, 4 - a minor problem, 5 - not a problem at all). Overall, respondents perceive corruption, political influence and lack of equality before the law as the biggest problems of the judiciary. The same issues were identified as the biggest problems in the initial survey.

Respondents in the jurisdiction of the Municipal Court in Sarajevo also recognized these three problems as the biggest. Corruption is the biggest problem according to 53.8% of respondents, while 33.3% of them consider corruption a big problem. Almost none of the respondents said corruption is not a problem, and 9.3% consider it a moderate problem. For 53% of respondents in Sarajevo, political influence over the courts is the biggest problem of the judiciary, and 33.7% rate it as a big problem. Political influence over the courts is seen as a moderate problem by 9.1% of respondents, while by 2.9% consider this a minor problem. For 35.2% of respondents in Sarajevo inequality before the law is the biggest problem, while 40.5% consider it a big problem. 14.3% of respondents think that inequality of before the law is a moderate problem, and 7.8% of respondents consider it a minor problem.

Judicial independence was identified as the biggest problem for 30.8% of respondents in Sarajevo. For 35.2%, the independence of the judiciary is a big problem, while 20% consider it a moderate problem.

20.2% of Sarajevo citizens consider the duration of court procedures as a big problem, while 50.8% consider it a big problem. 23.2% of respondents see it as a moderate problem and for 3% of citizens it is a minor problem. Procedures in court proceedings, the cost of proceedings and expertise of judicial employees are perceived more positively by respondents in Sarajevo. 17.7% of respondents consider procedures in court proceedings to be the biggest problem, for 46.6% of respondents it is a big problem, and 23.6% consider it a moderate problem. The situation is similar with costs: 13.3% of respondents consider the cost of proceedings to be the biggest problem, 40.1% see it as a big problem and for 27.9% of respondents it is a mediocre problem. The expertise of employees received the most favorable rating, with 12.7% stating that this issue the biggest problem, 31.6% stating it is a major problem, while 26.2% and 17.7% consider it a mediocre or minor problem, respectively. 8.6% of respondents from the jurisdiction of the Municipal Court in Sarajevo believe that the expertise of employees is not a problem at all.

Corruption

The survey also examined respondents' opinions on problems in the judiciary related to corruption among judges and court employees, corruption in the police, lack of expertise and professionalism of judges and police, and IT equipment available to courts.

As in the initial survey, the perception of police corruption is lowest in Sarajevo, although latest ratings of police corruption are generally worse in this jurisdiction compared to the initial survey. Corruption in the police is the biggest problem of the judiciary in BiH for 22.2% of respondents in Sarajevo. 44.3% of citizens stated it is a big problem, which totals to 66.5% of negative answers. 21.3% of citizens believe that corruption in the police is a moderate problem, and 9.6% of citizens consider it a minor problem. The number of respondents who do not see corruption in the police as a problem is negligible.

Corruption among judges was rated negatively by 60.1% of respondents (44.9% consider it a big problem, and 15.2% say it is the biggest problem). These results mark an improvement compared to the initial survey when 70% of respondents gave negative ratings. 17.8% of respondents consider corruption among judges to be a moderate problem, and 15.5% see it as a minor problem.

The perceived corruption among court employees was rated as the biggest problem in the judiciary by 18.1% of Sarajevo citizens and a big problem by 37.3%, which is an improvement over the initial survey where 25.1% of respondents rated corruption among court employees as the biggest problem, and 41% as a big problem. 21.6% of respondents consider this a moderate problem, and 16% say it is a minor problem.

Lack of expertise, professionalism and IT equipment

The perceived lack of expertise and professionalism of judges in the Municipal Court in Sarajevo was rated as a big problem by 30.3% of respondents, and as the biggest problem by 9.3% of respondents. These results are an improvement over the initial survey when 35.5% identified this as a big problem and 18.8% of respondents as the biggest problem. 23.3% of respondents think that the lack of expertise and professionalism of judges is a moderate problem, and 24.2% of citizens think that it is a minor problem. Approximately 11% of respondents believe that this is not a problem at all.

Ratings for the perceived lack of expertise and professionalism among the police have also slightly improved compared to the initial survey for the jurisdiction of the Sarajevo Municipal Court. For 36.4% of respondents this is a "big problem", 9.9% consider it the "biggest problem" 27.4% think it is a "moderate problem" and 20.7% see it as a "minor problem". For 5.2% of respondents it is not a problem at all.

Of all the problems in the judiciary, the IT infrastructure of the Municipal Court in Sarajevo was rated the most favorably: "Not a problem at all" (27,4%); "Minor problem" (14,6%); "Big problem" (23,9%) and "Moderate problem" (18,7%). These ratings are less favorable compared to the initial survey.

Corruption of representatives in institutions

Corruption of leaders of political parties is the most prominent, which was also the case in the initial survey. They are followed by ministers, elected representatives and customs officials. Option 5 (the highest level of corruption for political party leaders) was chosen by 68.5% of respondents in Sarajevo, option 4 was chosen by 16.3%, and option 3 by 10.5% of respondents. A negligible number of respondents in Sarajevo rated perceived corruption with 1 and 2 (little to no corruption).

In terms of the quality of work/services in the judicial system of BiH, respondents in the jurisdiction of the Municipal Court in Sarajevo gave the most unfavorable ratings to prosecutors, judges and public defenders.

The perceived corruption of ministers in this jurisdiction is also rated as very high. 55.4% of respondents chose option 5, 21.9% option 4, 10.2% option 3, and 9% chose option 2. Less than 2% chose option 1. These ratings are similar to the ones in the initial survey.

Respondents rated the perceived corruption of elected representatives as follows: 5 (52.8%), 4 (21.9%), 3 (15.5%), 2 (7.6%) and 1 (0.9%), which points to a generally negative perception of corruption among elected representatives.

The perceived corruption of customs officers was rated fairly negatively - 49.3% of Sarajevo citizens chose option 5. Option 4 was chosen by 20.4%, and option 3 by 16%. Around 11% of respondents chose options 1 or 2.

Corruption of tax officials in the jurisdiction of the Municipal Court in Sarajevo was perceived more negatively than in the initial survey. The results of the initial research are presented in brackets next to the latest results: "5 - High level of corruption" 36,7% (28,9%); "4 - Considerable level of corruption" 19,5% (16,2%); "3 - Average level of corruption" 24,2% (28,4%); "2 - Low level of corruption" 12,5% (20,3%) and "1 - No corruption" 4,4% (6,1%).

The perceived corruption of religious physicians was rated as follows by respondents in the jurisdiction of the Municipal Court in Sarajevo: "5 - High level of corruption" 39,1% (33,8%); "4 - Considerable level of corruption" 21% (31,8%); "3 - Average level of corruption" 24,5% (22,9%) and "2 - Low level of corruption" 11,1% (10,4%).

The corruption of judges is also perceived to be high. 38.8% of citizens stated that the level of corruption is high, and 22.4% said it was considerable. 22.2% of respondents chose option 3, while option 2 was chosen by 8.2% of respondents. 5.8% of respondents in Sarajevo believe that there is no corruption or that it is rare in judges.

Like in the initial survey, prosecutors of the Municipal Court in Sarajevo were perceived as more corrupt than prosecutors in other jurisdictions: "5 - High level of corruption" 38.8% (34.0%); "4 - Considerable level of

corruption" 20.7% (30.5%); "3 - Average level of corruption" 20.1% (18%); "2 - Low level of corruption" 10.8% (12.5%) and "1 – No corruption" 5.2% (5.0%).

The perceived corruption of university professors in the jurisdiction of the Municipal Court in Sarajevo was rated as follows: "5 - High level of corruption" 22.2% (29.9%); "4 - Considerable level of corruption" 25.4% (31.4%); "3 - Average level of corruption" 26.8% (22.7%).

Corruption of businesspeople in the jurisdiction of the Municipal Court in Sarajevo is perceived as somewhat lower compared to other representatives of institutions that were rated: "5 - High level of corruption" 20,7% (14,7%); "4 - Considerable level of corruption" 19% (22,3%); "3 - Average level of corruption" 25,4% (31,5%); "2 - Low level of corruption" 18,7% (20,8%) and "1 - No corruption" 12% (10,7%).

The perceived corruption of religious leaders was rated as follows by respondents in the jurisdiction of the Municipal Court in Sarajevo: "5 - High level of corruption" 19,8% (21,4%); "4 - Considerable level of corruption" 15,5% (23,4%); "3 - Average level of corruption" 22,7% (20,3%); "2 - Low level of corruption" 23,3% (22,9%) and "1 - No corruption" 14% (12%).

The perception of police as corrupt is very pronounced. More than half of the respondents stated that corruption among police officers is high or considerable. 27.4% rated corruption with 5, and 36.7% of respondents rated it with 4. 24.8% of respondents in Sarajevo rated corruption among police officers with 3.

NGO leaders received the best ratings when it comes to perceived corruption: "5 - High level of corruption" 7,6% (13,4%); "4 - Considerable level of corruption" 9,9% (11,6%); "3 - Average level of corruption" 26,2% (25,0%); "2 - Low level of corruption" 24,2% (28,7%) and "1 - No corruption" 19% (21,3%).

The perceived corruption of media was rated as follows by respondents in the jurisdiction of the Municipal Court in Sarajevo: "5 - High level of corruption" 23% (18,2%); "4 - Considerable level of corruption" 24,2% (32,3%); "3 - Average level of corruption" 27,7% (27,8%) and "2 - Low level of corruption" 12,2% (15,7%).

Quality of work/services in the BiH judicial system

The quality of work/services provided by judges in the judicial system of BiH, i.e. Municipal Court in Sarajevo, was rated as follows: "1 - Very bad" 10.8%; "2 - Bad" 21.5%; "3 - Neither bad nor good" 38.6%; "4 - Good" 20.3% and "1 - Very good" 3.8%. The ratings are improved compared to the initial survey.

The quality of work/services provided by prosecutors of the Municipal Court in Sarajevo received the worst ratings - 11.4% of respondents rated it as very bad and 30.6% consider it bad. 31% of respondents were neutral, and about 22% have a positive opinion on the quality of the prosecutors' work (17.7% rate their work as good and 4.8% as very good). These findings are similar to those from the initial survey.

The quality of work performed by the attorney general was rated somewhat more favorably. 6.3% of respondents from Sarajevo consider their work very bad, and 22.8% rated it as bad, which is a significant

improvement over the initial survey, where 11.7% of respondents gave a “very bad” and 31% a “bad” rating. 25.1% of citizens think that the quality of work of the attorney general is good, and 5.7% consider it very good. The perception of the quality of work/services of the ombudsman in the judicial system of BiH in the jurisdiction of the Municipal Court in Sarajevo was generally neutral, (35.6%) with approximately the same number of respondents who consider it good (20.3%) and bad (21.1%). 6.7% rate it as very good and 5.1% as very bad.

Attorneys received the most positive ratings of all categories. About 32% of Sarajevo citizens think that the work of attorneys is good, and 18.1% consider it very good. 26.6% of respondents are neutral on this issue, and 16% of think that the quality of attorneys' work is poor. 3.4% of respondents consider their work very bad. 7.2% of citizens think that the quality of work/services of court employees is very good, and 28.1% rate it as good. 5.9% of respondents consider it very bad, and 18.8% consider it bad. The majority of respondents are neutral on this issue (34.6%).

32.7% of respondents have no particular opinion about the quality of work of court staff, 30.6% think it is good, and 15.2% think it is bad. 10.5% consider their work very good, and 5.7% consider it very bad.

Satisfaction with past experience with the court system

When asked about their previous experience with the court system, respondents in the jurisdiction of the Municipal Court in Sarajevo emphasized the following: “Difficulties obtaining documents” (17.1%), “Impoliteness” (17.0%).

The time elapsed from start to end of the last procedure respondents took part in in the jurisdiction of the Municipal Court in Sarajevo ranges from 1 to 3 months (22%), 3 to 6 months (18%) and 6 to 12 months (16%). The time elapsed between the last and the penultimate hearing in proceedings conducted in the jurisdiction of the Municipal Court in Sarajevo is usually under 1 month (30%) or under two months (18.7%).

Ratings for the work of judges and court employees in the last 5 years

Satisfaction with various aspects of the work and treatment by judges and court employees was rated on a scale from 1 (completely dissatisfied) to 5 (completely satisfied). When asked to rate the politeness and courtesy of judges, respondents from Sarajevo rated this segment with 4 (38.2%), 5 (31.7%), which is an improvement compared to the initial survey where 12.8% of respondents chose option 5, and 34.9% chose option 4. About 18% of citizens rated the judges with 3 on this issue, with a smaller percentage of respondents choosing 2 and 1.

The respondents rated the judges' expertise over the past 5 year as follows: "5 - Completely satisfied" 35.2% (13.3%); "4 - Partially satisfied" 34.7% (34.9%); "3 - Neither satisfied nor dissatisfied" 18.1% (34.9%).

Judges' impartiality was rated with 1 by 10.6% of respondents, 2 by 6% of cases, and 3 by 22.6%. In the initial survey, 41.5% of respondents rated the judges' impartiality with 3. 31.7% of respondents rated the judges with 4 and 21.1% with 3. In the initial survey, option 5 was chosen by 14.6%, and 4 by 19.5% of respondents.

There was an improvement in the ratings of judges' thoroughness and preparation, with 36.7% of respondents rating this issue with 5 and 26.1% choosing 4. 19.1% of respondents chose option 3.

The respondents' opinions on the clarity and comprehensibility of the judges' speech are similar to the findings of the initial survey. 23.6% of respondents rated them with 5, and 21.6% of respondents in Sarajevo rated them with 4. Option 4 was chosen by 29.1%, and option 2 by 17.1% of respondents.

The clarity of decisions written by judges was rated similarly: 29.6% of respondents chose option 5, 21.6% chose option 4, and 27.6% of respondents chose option 3.

About 32% of respondents are completely satisfied with the judges' compliance with procedures, 25.1% are partially satisfied, and 22.6% are neither satisfied nor dissatisfied, which is similar to the findings of the initial survey.

When it comes to politeness and courtesy, court employees in the Municipal Court in Sarajevo were rated more positively than in the initial survey: "5 - Completely satisfied" 23,6% (14,1%); "4 - Partially satisfied" 30,2% (18,8%); "3 - Neither satisfied nor dissatisfied" 26,6% (44,7%); "2 - Partially satisfied" 14,1% (11,8%); "1 - Completely dissatisfied" 4% (10,6%)%.

Expertise of court clerks was not rated as highly. The highest percentage of respondents (37.2%) choose option 3. Option 4 was chosen by 25.1%, and option 5 by 18.1% of respondents.

The impartiality of court employees in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - Completely satisfied" 26.1%; "4 - Partially satisfied" 22.6%; "3 - Neither satisfied nor dissatisfied" 30.2%; "2 - Partially satisfied" 12.1%; "1 - Completely dissatisfied" 5.5%.

24.1% of respondents are completely satisfied with the accuracy of the information provided by court employees, 34.2% are partially satisfied, and 26.6% are neither satisfied nor dissatisfied.

The time that court employees take to provide requested information was rated somewhat less favorably: 22.6% are completely satisfied, 26.6% are partially satisfied, 26.6% are neutral, 15.1% are dissatisfied and 7% are completely dissatisfied.

Satisfaction with the building/space of the Municipal/Basic Court

Physical accessibility of the Municipal Court in Sarajevo is rated by the majority of respondents as easily accessible (33.8%) and very easily accessible (18.5%). 26.1% have no opinion about this issue, and 32% of people think that the Municipal Court is difficult or very difficult to access.

The biggest limitations or obstacles to accessing to the court in the last 5 years are the layout of the court premises and the lack of signs and instructions.

Most of the respondents in Sarajevo agree to varying extents with the statement that the premises of the Municipal Court are adequate for receiving clients and that they are adequately equipped. Respondents are slightly less likely to agree with the statement that offices and corridors are marked well, the building is easy to navigate, and that there is clear information on how to behave and move around the building. About 20% of respondents disagree with these statements to varying extents, and about 24% do not have a strong opinion either way.

Overall satisfaction with the work of the court in the last 5 years

The speed of resolving cases and court costs were rated as negative by 68% and 59.5% of respondents, respectively, in the jurisdiction of the Municipal Court in Sarajevo. 20.3% and 27.9% of respondents gave positive ratings, and the rest are neutral. These results are an improvement over the initial research.

Organization of the work of the Municipal Court in Sarajevo was rated as negative by 55.4% of respondents, which is an improvement compared to the initial survey when 70.9% of respondents gave negative ratings.

Fair treatment of users by judges recorded a significant improvement compared to the initial survey when 55.7% of citizens rated judges negatively on this issue. In the final survey, 18% of the ratings were negative.

The majority of participants have a positive opinion about fair treatment by other court staff (72.5%).

Unlike the initial survey, more than half of the respondents gave positive ratings for impartiality/objectivity.

In results similar to the initial survey, the majority of respondents have a positive opinion about the space/layout of the Municipal Court in Sarajevo (68.5%).

The majority of respondents in the jurisdiction of the Municipal Court in Sarajevo rate compliance with procedures positively (61.7%).

The percentage of respondents with positive opinions about Land Registry/Cadaster increased compared to the initial survey - half of the respondents rated this office positively.

Almost 60% of respondents have a positive opinion about the services and information offered by the clerk's office.

MUNICIPAL COURT IN MOSTAR

General level of citizens' trust in select institutions in BiH

The general level of trust in the police in BiH in the jurisdiction of the Municipal Court in Mostar is somewhat higher compared to the initial survey. 36.9% of respondents mostly trust the police, and 17.8% mostly distrust them. 28.6% of respondents neither trust nor distrust the police, 2.9% completely trust, and 13.2% do not trust the police at all.

The general level of trust in courts has also increased. 30.8% of respondents mostly trust the police, and 22% mostly distrust them. 29.6% neither trust nor do distrust, and 14.4% of Mostar citizens not trust them at all. 2.2% of respondents trust the courts completely.

Nearly 27% of respondents do not trust the media at all, and 29.6% generally distrust them. 9.4% of respondents trust the media completely, and 8.8% mostly trust them 30.6% of respondents neither trust not distrust the media in Mostar.

16.9% of respondents do not trust prosecutors at all, which is a more negative result compared to the initial survey when this percentage was 11.5%. 24% of respondents in Mostar mostly distrust prosecutors, and 20.8% generally trust them. 34% of respondents neither trust nor distrust prosecutors, and 1.2% of citizens trust them completely.

When asked about their trust in judges, respondents in the jurisdiction of the Municipal Court in Mostar mostly answered with "I neither trust nor distrust them" (37.4%). In the initial survey, 27.3% of the respondents chose this answer. 24.2% of respondents mostly trust judges, and 21% mostly distrust them, which is an improvement compared to the initial survey. 2.4% trust judges completely, and 12.2% do not trust them at all. 27.1% of Mostar citizens mostly trust religious leaders, and 13.4% mostly distrust them. 12.2% of respondents completely trust religious leaders, and 16.6% do not trust them at all. 27.1% of the respondents neither trust not distrust them, which is similar to the findings of the initial research.

General perception of the functioning of the judicial system in BiH

The data obtained show that residents from the jurisdiction of the Municipal Court in Mostar skew more negative than positive when it comes to their general opinion about the functioning of the judicial system in BiH. The majority of respondents in the jurisdiction of the Municipal Court in Mostar chose option "3 - Neither negative nor positive" (40%), "2 - Mostly negative" (27.1%), and "1 - Very negative" (15.1%), which is similar to the findings of the initial survey.

The general opinion about the expectation of a fair trial in BiH is quite unfavorable, with more than half (51.3%) of respondents not expecting a fair trial, and 32.5% saying they expect a fair trial.

The majority of respondents in Mostar (61.5%) believe that the situation in the judiciary has remained the same over the last 5 years, 19.7% believe that the situation is deteriorating, and 7.2% that it is improving.

Respondents in Mostar (49.6%) believe that the length of court proceedings in the last 5 years remained the same. 20% of respondents believe that the length of court proceedings is increasing, and 8.6% of respondents believe that it is decreasing.

The perceived independence of the judiciary remains similar to the initial survey, with 58.2% of respondents stating that the independence of the judiciary has remained the same over the last 5 years. About 12% of respondents believe that the judiciary is becoming more independent, and about 13% believe that its independence is decreasing. This is an improvement compared to the initial findings that show 32.6% of citizens thought that the level of independence of the judiciary is decreasing.

Problems in the judiciary

Respondents from Mostar identified corruption as the biggest problem of the judiciary; 47.2% of respondents see corruption as the biggest problem, and 32.3% consider it a big problem, which is similar to the findings of the initial survey. 11.4% of respondents consider corruption a moderate problem, and 5.2% say it is a minor problem.

Political influence over the court is recognized as the second biggest problem in the judiciary by respondents in Mostar. About 41% of respondents see this as the biggest problem, and 40% see it as a big problem. This marks a deterioration compared to the initial survey when an average of 30% of respondents gave these answers. Political influence over the courts is a moderate problem according to 11.8% of respondents in Mostar.

Inequality before law is the biggest problem for 35.4% of respondents and a big problem for 38.1%, which is similar to the findings of the initial survey. This issue is a moderate problem for 18.2% of respondents.

The length of court procedures is the biggest problem for 26.3% of respondents, and a big problem for 50.3% of respondents. This is a negative turn compared to the initial findings where the length of procedures was the biggest problem for 20.4% of citizens, and a big problem for 37.9%. The length of procedures is a moderate problem for 23.2% of respondents and a minor problem for 2.9%.

The independence of the courts is perceived as the biggest problem for 20.9%, and as a big problem for 29% of respondents in Mostar. 27.1% of respondents consider this a moderate problem, and 10.6% say it is a minor problem.

The expertise of employees is rated similarly to the initial survey. 15.7% of respondents consider the expertise of employees the biggest problem, for 26.3% it is a big problem, and 28% of respondents say it is a moderate problem. 19% of respondents consider it a minor problem.

The perception of procedures in court proceedings as a problem in the jurisdiction of the Municipal Court in Mostar was rated as follows: "3 - moderate problem" (29.2%); "2 - big problem" (35%); "4 - a minor problem" (9.3%) and "1 - the biggest problem" (12.6%).

The costs of the court proceedings are the biggest problem for 9.5% of respondents, and a big problem for 32.5%. This is an improvement compared to the initial survey when costs were perceived as the biggest problem by 16.6% of citizens. The cost of court procedures is a moderate problem for 33.5% of participants, and a minor problem for 10.8%.

Corruption

When it comes to corruption, the police received the lowest ratings, with 27.9% of respondents identifying corruption as the biggest problem, and 34% as a big problem. For 21.3% of respondents in Mostar, corruption is a moderate problem.

Corruption among judges as a problem in the judiciary in the jurisdiction of the Municipal Court in Mostar was rated as: "2 - a big problem" (30.6%); "1 - the biggest problem" (27.9%), "3 - moderate problem" (21.3%) and "4 - minor problem" (7.8%), which is slightly better than the results of the initial survey.

Corruption among court employees in the jurisdiction of the Municipal Court in Mostar was rated as: "2 - a big problem" (26.9%); "1 - the biggest problem" (24%), "3 - moderate problem" (17.8%) and "4 - minor problem" (16.4%), which is slightly better than the results of the initial survey.

Lack of expertise, professionalism and IT equipment

The perceived lack of expertise and professionalism of the police in the jurisdiction of the Municipal Court in Mostar was rated as: "3 - moderate problem" (26.4%); "2 - big problem" (28.4%); "1 - the biggest problem" (18.6%) and "4 - minor problem" (14.7%), which is similar to the findings of the initial survey.

16.4% consider lack of expertise and unprofessional conduct of judges as the biggest problem in the judiciary, and 24.7% consider it a big problem, which is an improvement compared to initial findings.

There is an improvement in respondents' ratings of the courts' IT infrastructure. About 9% of respondents consider this the biggest problem, and 17.4% consider it a big problem. The IT infrastructure of courts is a moderate problem for 25.4% of respondents in Mostar.

Corruption of representatives in institutions

Perception of corruption of leaders of political parties in the jurisdiction of the Municipal Court in Mostar: "5 - High level of corruption" (46,5%); "4 - Considerable level of corruption" (20%); "3 - Average level of corruption" (16,9%).

The perceived corruption of ministers in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - High level of corruption" (38.4%); "4 - Considerable level of corruption" (29,3%); "3 - Average level of corruption" (17,6%).

The perceived corruption of elected officials in the jurisdiction of the Municipal Court in Mostar is rated as follows: "5 - High level of corruption" (33%); "4 - Considerable level of corruption" (24,4%); "3 - Average level of corruption" (25,2%).

All the ratings above have mildly improved compared to the initial survey.

Corruption among customs officers was rated as follows: "5 - High level of corruption" (27,9%); "4 - Considerable level of corruption" (27,6%); "3 - Average level of corruption" (27,6%) and "2 - Low level of corruption" (6,4%) which is similar to the findings in the initial survey.

The perceived corruption of tax officials was rated as follows: "5 - High level of corruption" (27,6%); "4 - Considerable level of corruption" (23,7%); "3 - Average level of corruption" (27,9%) and "2 - Low level of corruption" (8,6%) which is similar to the findings in the initial survey.

The perceived corruption among physicians was rated as follows: "5 - High level of corruption" (26,4%); "4 - Considerable level of corruption" (22,5%); "3 - Average level of corruption" (30,3%) and "2 - Low level of corruption" (11%) which is fairly similar to the findings from the initial survey.

The perceived corruption of judges in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - High level of corruption" (27,1%); "4 - Considerable level of corruption" (22,7%); "3 - Average level of corruption" (31,1%) and "2 - Low level of corruption" (8,3%).

The perceived corruption of the prosecutor was rated as follows: "5 - High level of corruption" (27,9%); "4 - Considerable level of corruption" (22,2%); "3 - Average level of corruption" (29,3%) and "2 - Low level of corruption" (7,1%) which is similar to the initial survey.

The perceived corruption of university professors in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - High level of corruption" (13,7%); "4 - Considerable level of corruption" (13,9%); "3 - Average level of corruption" (30,6%) and "2 - Low level of corruption" (21,3%) which is an improvement compared to the initial findings.

The perceived corruption of businesspeople in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - High level of corruption" (15.4%); "4 - Considerable level of corruption" (13.2%); "3 - Average level of corruption" (26.4%) and "2 - Low level of corruption" (18.3%), and "1 - No corruption" (14.2%) which is a significant improvement over the results in the initial survey.

The perceived corruption of religious leaders in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - High level of corruption" (15.6%); "4 - Considerable level of corruption" (13%); "3 - Average level of corruption" (25.4%); "2 - Low level of corruption" (18.6%) and "1 - No corruption" (20.5%).

Corruption of police officers was rated as follows: "5 - High level of corruption" (21.3%); "4 - Considerable level of corruption" (27.1%); "3 - Average level of corruption" (27.1%) and "2 - Low level of corruption" (16.1%), which is similar to the results in the initial survey.

The perceived corruption of the leaders of non-governmental organizations in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - High level of corruption" (13.7%); "4 - Considerable level of corruption" (15.4%); "3 - Average level of corruption" (33%) and "2 - Low level of corruption" (18,6%), and "1 - No corruption" (7.6%) which is better than the results in the initial survey.

A fairly high percentage perceives media as corrupt: "5 - High level of corruption" (33,3%); "4 - Considerable level of corruption" (22,7%); "3 - Average level of corruption" (25,7%); "2 - Low level of corruption" (10%) and "1 - No corruption" (3,7%)

Quality of work/services in the BiH judicial system

The prosecutors' quality of work was rated the lowest in the jurisdiction of the Municipal Court in Mostar - 12.2% rate their quality of work as very bad and 19.9 consider it bad. 35.4% of respondents rated it as neither good nor bad, 14.5% consider it good and 4.6% stated that the quality of their work is very good.

The judges' quality of work was rated as follows: "1 - Very bad" (11.2%); "2 - Bad" (18.2%); "3 - Neither bad nor good" (37.9%); "4 - Good" (17.6%) and "5 - Very good" (2.7%). The ratings are improved compared to the initial survey.

The quality of work/services of the public defender in the judicial system of BiH in the jurisdiction of the Municipal Court in Mostar was rated as follows: "1 - Very bad" (9.2%); "2 - Bad" (14.9%); "3 - Neither bad nor good" (32.5%); "4 - Good" (19%) and "5 - Very good" (4.8%).

The quality of work/services of the ombudsman in the judicial system of BiH in the jurisdiction of the Municipal Court in Mostar was rated as follows: "1 - Very bad" (9.5%); "2 - Bad" (15.5%); "3 - Neither bad nor good" (35%); "4 - Good" (13.7%) and "5 - Very good" (4.1%). The ratings are more negative compared to the initial survey.

The work of attorneys was rated much more positively than in the initial survey and generally has more positive than negative ratings: "1 - Very bad" (5.4%); "2 - Bad" (11.4%); "3 - Neither bad nor good" (27.5%); "4 - Good" (29.4%) and "5 - Very good" (15.7%).

The quality of work/services of court employees in the jurisdiction of the Municipal Court in Mostar was rated as follows: "1 - Very bad" (7.2%); "2 - Bad" (17%); "3 - Neither bad nor good" (34.8%); "4 - Good" (22.6%) and "5 - Very good" (4.6%) which is slightly better than the initial findings.

The quality of work/services of court staff was rated as follows: "1 - Very bad" (6.8%); "2 - Bad" (14.5%); "3 - Neither bad nor good" (38.5%); "4 - Good" (22.6%) and "5 - Very good" (3.5%) which is slightly better than the initial findings.

Satisfaction with past experience with the court system

When asked about their previous experience with the court system, respondents in the jurisdiction of the Municipal Court in Mostar emphasized the following: "Impoliteness" (23.1%) and "Difficulties obtaining documents" (18.8%).

The time elapsed from initiating to ending the last procedure respondents took part in in the jurisdiction of the Municipal Court in Mostar, ranges from 6 to 12 months (18.3%), 3 to 6 months (17.2%) and from one to two years (17.2%).

The time elapsed between the last and the penultimate hearing in proceedings conducted in the jurisdiction of the Municipal Court in Mostar is usually under 3 months (31.2%) or under two months (14%).

Ratings for the work of judges and court employees in the last 5 years

Satisfaction with various aspects of the work and treatment by judges and court employees was rated on a scale from 1 (completely dissatisfied) to 5 (completely satisfied). Respondents from Mostar generally rated the judges' politeness and courtesy with 3 (31.9%) and a 5 (16.7%).

The respondents rated the judges' expertise over the past 5 year as follows: "5 - Completely satisfied" 13.2%; "4 - Partially satisfied" 21.5%; "3 - Neither satisfied nor dissatisfied" 27.1%.

Judges' impartiality was rate 1 by 5.6% of respondents, 2 by 10.4% of cases, and 3 by 34%, in contrast to the initial survey when 42.4% of respondents rated the judges' impartiality with 3. Option 4 was chosen by 11.1%, and 5 by 13.2% of respondents. In the initial survey, option 5 was chosen by 14.6%, and 4 by 19.5% of respondents.

13.2% of respondents choose option 5 to rate the thoroughness and good preparation of judges, while 18.1% chose option 4. 26.4% of respondents chose option 3.

When rating the clarity and comprehensiveness of the judges' phrasing, 22.9% chose option 5 and 25% of respondents in Mostar chose option 4. Option 3 was chosen by 20.1% of respondents and option 2 by 6.3%, which is an improvement over the initial survey.

The clarity of decisions written by judges was rated similarly: 29.6% of respondents chose option 5, 21.6% chose option 4, and 27.6% of respondents chose option 3.

About 15% of respondents are completely satisfied with the judges' compliance with procedures, 12.5% are partially satisfied, and 38.9% are neither satisfied nor dissatisfied, which is an improvement compared to the findings of the initial survey.

When it comes to politeness and courtesy, court employees in the Municipal Court in Mostar were rated more positively than in the initial survey: "5 - Completely satisfied" 22.2%; "4 - Partially satisfied" 20.8%; "3 - Neither satisfied nor dissatisfied" 31.3%; "2 - Partially satisfied" 18.8%; "1 - Completely dissatisfied" 0.7%.

The expertise of court employees was also rated more positively than in the initial survey. The highest percentage of respondents (31.3%) choose grade 3. Grade 4 was chosen by 28.5%, and grade 5 by 20.1% of respondents.

The impartiality of court employees in the jurisdiction of the Municipal Court in Mostar was rated as follows: "5 - Completely satisfied" 28.5%; "4 - Partially satisfied" 22.2%; "3 - Neither satisfied nor dissatisfied" 23.6%; "2 - Partially satisfied" 13.2%; "1 - Completely dissatisfied" 2.1%, which is significantly better than in the initial survey when 16.4% of the respondents were completely dissatisfied.

29.2% of respondents are completely satisfied with the accuracy of the information provided by court employees, 31.9% are partially satisfied, and 22.9% are neither satisfied nor dissatisfied, which is also a significant improvement over the results from the initial survey.

When asked to rate the time that court employees take to provide requested information, 19.4% of respondents stated that they are completely satisfied, 21.5% are partially satisfied, the majority (36.1%) are neutral, 14.6% are dissatisfied and 3.5% are completely dissatisfied.

Satisfaction with the building/premises of the Municipal/Basic Court

Physical accessibility of the Municipal Court in Mostar is rated by the majority of respondents as easily accessible (36.3%) and very easily accessible (12.5%). 30.6% have no opinion about this issue, and 14.4% of respondents think that the Municipal Court is difficult or very difficult to access.

The biggest limitations or obstacles to accessing to the court in the last 5 years are the location of the courthouse, layout of the court premises and the lack of signs and instructions.

Most of the respondents in Mostar agree to varying extents with the statement that the premises of the Municipal Court are adequate for receiving clients and that they are adequately equipped. 22.5% agree completely, and 20.6% agree partially that the offices and hallways are marked well and that the building is easy to navigate. Slightly fewer respondents agree with the statement that there is clear information on how to behave, and navigate the building.

8.8% of respondents noticed promotional materials related to the work of courts (leaflets, brochures, etc.) at the Municipal/Basic Court. About 37% of those who saw the materials stated that they used or read them and most (81%) claim that the materials were somewhat useful to them, but should be more accessible/visible.

Overall satisfaction with the work of the court in the last 5 years

The expedience in resolving cases in the Municipal Court in Mostar was rated more negatively compared to the initial survey, when 57.78% of respondents gave negative ratings to this segment. In the final survey, 67.5% of the ratings were negative. When asked if courts are organized, 42.5% of respondents gave negative responses, which is an improvement over the 60.7% from the initial survey. Fair treatment by judges was rated by approximately equal proportions of respondents as positive (36.3%), negative (33.1%) and neutral (30.6%). Fair treatment by other staff was rated more positively (58.1%), which is similar to the findings of the initial survey. Impartiality/objectivity was also rated by approximately equal proportions of respondents as positive (33.1%), negative (31.3%) and neutral (35.6%), which is slightly more positive overall than the data from the initial survey. The respondents positively rated the premises/furnishings of the Municipal Court in Mostar (53.8%), which is identical to the initial survey. When it comes to following procedures, 43.1% of respondents rated this segment positively, which is lower compared to the initial findings. The services of the Land Registry Office were positively rated by 25.6% of respondents, which is significantly lower than the previous survey. The percentage of respondents with neutral opinions increased (48.1%). About 39% of respondents rate the services and information received at the clerk's office positively. 38.8% are neutral and 21.9% of respondents rate this segment negatively.

The percentage of negative responses regarding court costs rose from 56.1% to 64.4%.

MUNICIPAL COURT IN TUZLA

General level of citizens' trust in select institutions in BiH

The general level of trust in the police in BiH is the highest in the jurisdiction of the Municipal Court in Tuzla, and is higher compared to the initial survey. 44.8% of respondents mostly trust the police. 21.1% of respondents are neutral. 19.3% of respondents mostly distrust the police, and 12% do not trust them at all.

About 36% of respondents mostly trust the courts, and 28.1% of Tuzla citizens neither trust nor distrust the courts, which is an improvement over initial findings. 16.7% of respondents mostly distrust the police, and 14.6% do not trust them at all.

The general level of trust in the media in BiH among respondents in the jurisdiction of the Tuzla Municipal Court is more negative than positive. 29.7% of respondents do not trust the media at all, and 24.2% mostly distrust them. 30.2% of respondents chose option 3 - I neither trust nor distrust them.

17.7% do not trust the prosecution at all, and 19% of Tuzla citizens mostly distrust them. 27.3% mostly trust the prosecution, and 32.8% gave a neutral response.

The question on the general level of trust in judges yielded the highest percentage of neutral answers (36.2%), followed by "I mostly trust them" (27.9%) and "I mostly distrust them" (16.7%) and "I do not trust them at all" (14.3 %).

The general level of trust in religious leaders is relatively high with 36.5% of respondents who mostly trust religious leaders and 12.5% who trust them completely. 20.6% of respondents neither trust nor distrust religious leaders, 12.5% of respondents mostly distrust them and 17.4% do not trust them at all.

General perception of the functioning of the judicial system in BiH

Most respondents in the jurisdiction of the Municipal Court in Tuzla have neutral opinions on the functioning of the judicial system in BiH (43.4%), followed by mostly negative opinions (24.7%) and mostly positive (15.3%). 11.2% have very negative opinions, which is similar to the findings of the initial survey.

Positive, negative and neutral opinions are divided fairly equally among respondents when asked if BiH citizens can expect a fair trial (from 23% to 26%). In the initial survey, the prevalence of negative responses was significantly higher (51.6%).

More than half of the respondents in Tuzla believe that the situation in the judiciary has remained the same over the last 5 years. About 25% think that the situation is deteriorating, while 12.7% think that the situation is improving. These results are more positive compared to initial findings.

The length of court proceedings remains the same according to 28.4% of respondents. 15.6% of respondents believe that the length of court proceedings is decreasing, and 26.7% of respondents believe that it is increasing.

Opinions about the independence of the judiciary have improved compared to the initial findings where 56.3% of respondents felt that the independence of the judiciary was declining. This percentage in the latest survey is 20.7%. 6.2% of respondents believe that the judiciary is becoming more independent, 54.8% say it is staying the same, and about 18% do not have an opinion about this issue.

Problems in the judiciary

In the Municipal Court in Tuzla, like in other jurisdictions, corruption is perceived as the biggest problem of the judiciary, with 65.1% of respondents sharing this opinion. 21.9% of respondents think that corruption is a big problem, while a minority offered neutral or positive assessments. The next issue that stands out was political influence over the courts. About 45% of respondents consider this to be the biggest problem of the judiciary, and 37.1% consider it a big problem. Political influence over the courts is a moderate problem for 12.7% of respondents, with very few respondents offering positive assessments of this issue. The results are similar to the findings of the initial survey.

Lack of equality before the law is perceived as the biggest problem of the judiciary by 32.7% of respondents, while 42.2% of respondents consider it a big problem.

The length of court proceedings was rated quite negatively by respondents in the jurisdiction of the Municipal Court in Tuzla, which is similar to initial findings. 50.4% of respondents think that length of court proceedings is a big problem, and 21.9% of respondents in Tuzla rate it as the biggest problem. 22.1% consider it a moderate problem.

The costs of court proceedings are a big problem for 45% of respondents, the biggest problem for 21.3%, and a moderate problem for 22.9% of respondents. These results are less favorable than the initial data.

Procedures in court proceedings are seen by 40.8% of citizens as a big problem, and 19.9% consider it the biggest problem, which is similar to initial findings.

Lack of independence of the courts is perceived as the biggest problem of the judiciary by 16.7% of respondents, while 37.8% of respondents consider it a big problem. 28.7% of respondents consider this a moderate problem.

Opinions about the expertise of judicial staff as a problem in the judiciary was rated slightly more positively than other problems in the judiciary. The expertise of judicial employees in the jurisdiction of the Municipal Court in Tuzla was rated as a moderate problem (31.7%), a big problem (28.5%), the biggest problem (14.9%), a minor problem (12%) and not a problem at all (2.2%).

Corruption

Corruption in the police received the most negative ratings in the jurisdiction of the Municipal Court in Tuzla. About 37% of respondents consider it the biggest problem, and about 45% think it is a big problem.

Corruption among judges is the biggest problem for 35% of respondents, and a big problem for 43% of respondents in Tuzla.

Corruption among court employees as a problem in the judiciary was rated quite negatively, with percentages similar to the initial findings. About 29% of respondents consider this to be the biggest problem of the judiciary, and 45% consider it a big problem. 20.6% of respondents rate this as a moderate problem.

Lack of expertise, professionalism and IT equipment

Similar to opinions on corruption, the police scored lowest when it comes to opinions on the lack of expertise and professionalism. About 19% of respondents think that lack of expertise and professionalism of the police is the biggest problem, and 44% think that it is a big problem. The prevalence of negative opinions of respondents has increased compared to the initial survey when this issue was considered the biggest problem by 14.4% of respondents, and a big problem by 35.4%.

The lack of expertise and professionalism of judges in the jurisdiction of the Municipal Court in Tuzla was rated as follows: "3 - moderate problem" (26.6%); "2 - a big problem" (35.4%); "4 - a minor problem" (8.3%) and "1 - the biggest problem" (21.6%), which indicates a deterioration in public perception compared to initial findings.

The perception of the courts' IT infrastructure as a problem in the judiciary is somewhat less pronounced compared to other issues observed, with results similar to the findings of the initial survey. The courts' IT infrastructure was rated as follows: the biggest problem (9.1%), big problem (22.4%), moderate problem (27.3%), minor problem (17.2%), not a problem at all (9.1%).

Corruption of representatives in institutions

Political party leaders and ministers were rated as the most corrupt representatives of institutions with more than 80% of respondents saying that corruption among these representatives is significant. Very few respondents say that there is little to no corruption. The results are similar to the findings of the initial survey.

Approximately 75% of respondents believe that the level of corruption among elected representatives is significant. Option 5, which indicates the highest level of corruption, was chosen by 47.1% of respondents, and option 4 was chosen by 28.6% of respondents. These findings are an improvement over the initial survey when option 5 was chosen by 57.2% of respondents and 4 was chosen by 31.7% of respondents in Tuzla.

Perceived level of corruption of customs officers in the jurisdiction of the Municipal Court in Tuzla was rated as follows: "5 - High level of corruption" (47.1%); "4 - Considerable level of corruption" (20.6%); "3 - Average level of corruption" (23.4%), which is very similar to the results of the initial survey.

The level of corruption was rated slightly better among tax officials than in the initial survey: "5 - High level of corruption" (34.9%); "4 - Considerable level of corruption" (25.8%); "3 - Average level of corruption" (25.8%).

About 40% of respondents believe that the level of corruption in physicians is high, and about 21% believe that it is considerable. 22.7% of respondents in Tuzla say that the level of corruption among physicians is average. The perceived corruption among judges was rated as much higher than in the initial survey, when 21.5% of respondents in Tuzla rated corruption with 5 and 33.0% with 4. In the final survey, 5 was chosen by 41.4% of respondents, and 4 by 25.8% of respondents.

The perceived corruption of prosecutors in the jurisdiction of the Municipal Court in Tuzla was more negative than in the initial survey: "5 - High level of corruption" (36.5%); "4 - Considerable level of corruption" (33.3%); "3 - Average level of corruption" (21.9%).

Like in the initial survey, the corruption levels of university professors in Tuzla were rated higher than any other category. About 41% of respondents rate corruption among university professors with 5, and about 26% with 4.

Businesspeople are perceived as less corrupt. Corruption among businesspeople was rated as follows: "5 - High level of corruption" (20.1%); "4 - Considerable level of corruption" (20.6%); "3 - Average level of corruption" (30.5%); "2 - Low level of corruption" (19.3%) and "1 - No corruption" (3.9%).

Religious leaders and leaders of non-governmental organizations are perceived as the least corrupt, with 14% of respondents stating that there is no corruption among them at all. 26.3% of respondents think there is a high level of corruption among religious leaders, and 17.7% believe the same of leaders of NGOs. 9.9% of respondents believe that there is a considerable level of corruption among religious leaders, and 17.7% believe this for NGO leaders. These results are more positive compared to the initial data.

The perception of media corruption in the jurisdiction of the Municipal Court in Tuzla has significantly deteriorated, as almost 41% of respondents estimate that there is a high level of corruption in the media, compared to the initial survey when 19.2% of respondents expressed this opinion. 28.6% of respondents rated corruption of the media with 4.

Quality of work/services in the BiH judicial system

The quality of work of judges and prosecutors in the jurisdiction of the Municipal Court in Tuzla was rated the lowest. About 17% of respondents think that the quality of work of judges and prosecutors is good, and about 11% think that it is very bad. 16.7% of the respondents think that the quality of the work of judges is bad, and 14.7% of the respondents have the same opinion about prosecutors. 44.2% said the work of judges was neither good nor bad, and 14.7% said the same for prosecutors.

The perception of the quality of work/services of public defenders and ombudsmen is similar, with 17% of respondents stating that the quality of their work is good and about 12% saying it was bad. 47.6% of respondents said the work of public defenders was neither good nor bad, and 43.4% were equally neutral

when it comes to ombudsmen. About 8% of respondents rate the work done by public defenders and ombudsmen as very bad.

The quality of work/services of attorneys is received the highest ratings: "3 - Neither bad nor good" (30.5%); "4 - Good" (38.6%); "5 - Very good" (7.0%).

The quality of work/services of court employees was rated as follows: "3 - Neither bad nor good" (49%); "4 - Good" (19.3%) and "2 - Bad" (13.3%).

In results similar to those of court employees, the ratings of the quality of work/services of court staff in the jurisdiction of the Municipal Court in Tuzla were mostly neutral: "3 - Neither bad nor good" (43.6%); "4 - Good" (21.3%) and "2 - Bad" (15.1%).

Obstacles to accessing the judicial system

Economic status stands out as an obstacle to accessing the justice system in the last 5 years, which is similar to ratings in other observed segments. However, most respondents say that they did not encounter obstacles in accessing the justice system (74.3%).

Satisfaction with past experience with the court system

Respondents note two issues in particular when asked about their experience with the court system - impoliteness (34.6%) and difficulties in obtaining documents (19.3%).

For the majority of participants in the jurisdiction of the Municipal Court in Tuzla, it takes one visit (39%) or 2 to 3 visits (34.6%) to complete a procedure.

The time it took for respondents from the jurisdiction of the Municipal/Basic Court in Tuzla to complete the last procedure they were involved in was generally from 1 to 3 months (22%); from 3 to 6 months (18%) and from 6 to 12 months (16%).

The time elapsed between the last and the penultimate hearing in proceedings conducted in the jurisdiction of the Municipal Court in Tuzla is usually under 1 month (13.2%) or from 6 to 12 months (9.6%). Respondents generally do not remember how much time elapsed between hearings (37.7%).

Ratings for the work of judges and court employees in the last 5 years

Judges and court staff were evaluated on several issues on a scale from 1 to 5, with 1 indicating the lowest level of satisfaction and 5 the highest. Politeness and courtesy of judges was most often rated with 3 (41.8%), which means that the respondents are neither satisfied nor dissatisfied with the politeness and courtesy of the judges. 21.8% of respondents rated the judges with a 4, and 2 and 5 were each chosen by 10% of respondents.

The expertise of judges was most often rated with 3 (35.5%), while 21.8% of respondents in Tuzla gave them a rating of 4. Option 2 was chosen by 15%, and option 5 by 10.5% of respondents.

The number of respondents who rated the work of judges in the last 5 years with Impartial, rating "1 - Completely dissatisfied".

The impartiality of judges was rated somewhat more negatively, with 32.7% of respondents offering neutral answers, 17.3% who were partially satisfied, 9.1% completely satisfied, 17.7% partially dissatisfied and 9.1% completely dissatisfied.

The thoroughness and preparation of judges was rated as neutral by 36.5% of respondents, 16.8% were partially satisfied, 11.4% completely satisfied, 15% partially dissatisfied and 7.7% completely dissatisfied.

Clear and comprehensive phrasing by judges was rated as follows: completely satisfied (20.5%), partially satisfied (15%), neither satisfied nor dissatisfied (32.3%), partially dissatisfied (11.8%) and completely dissatisfied (6.8%).

15% of respondents are completely satisfied and partially satisfied with the clarity of the decisions written by judges. 33.6% of respondents are neutral, 11.8% are partially dissatisfied and 9.1% are completely dissatisfied.

Neutral answers are also the most frequent when respondents are asked whether judges follow procedures (34.5%). 19.5% are partially satisfied and 14.1% are completely satisfied. 5.5% of respondents from the jurisdiction of the Municipal Court in Tuzla are partially dissatisfied, and 11.8% are completely dissatisfied.

Ratings for politeness and cordiality are as follows: "5 - Completely satisfied" (14.1%); "4 - Partially satisfied" (25.5%); "3 - Neither satisfied nor dissatisfied" (35.9%); "2 - Partially dissatisfied" (12.3%) and "1 - Completely dissatisfied" (8.6%).

Respondents ratings of the clerks' expertise are provided below: "5 - Completely satisfied" (11.8%); "4 - Partially satisfied" (24.1%); "3 - Neither satisfied nor dissatisfied" (35.9%); "2 - Partially dissatisfied" (16.8%) and "1 - Completely dissatisfied" (5%).

Below are respondents' ratings of impartiality: "5 - Completely satisfied" (11.8%); "4 - Partially satisfied" (17.7%); "3 - Neither satisfied nor dissatisfied" (40%); "2 - Partially dissatisfied" (14.5%) and "1 - Completely dissatisfied" (7.3%).

In the jurisdiction of the Municipal Court in Tuzla, respondents' satisfaction with court clerks providing the requested information over the past 5 years was rated as follows: "5 - Completely satisfied" (16.8%); "4 - Partially satisfied" (25.9%); "3 - Neither satisfied nor dissatisfied" (30%); "2 - Partially dissatisfied" (6.8%) and "1 - Completely dissatisfied" (11.4%).

The issue of whether court clerks provide information in a timely manner was rated as follows: "5 - Completely satisfied" (14.5%); "4 - Partially satisfied" (20.9%); "3 - Neither satisfied nor dissatisfied" (35%); "2 - Partially dissatisfied" (5.5%) and "1 - Completely dissatisfied" (14.1%).

When asked if court employees provide services on time, respondents from the jurisdiction of the Municipal Court in Tuzla gave the following responses: "5 - Completely satisfied" (16.8%); "4 - Partially satisfied" (17.7%); "3 - Neither satisfied nor dissatisfied" (31.4%); "2 - Partially dissatisfied" (10%); "1 - Completely dissatisfied" (15.5%).

Satisfaction with the building/premises of the Municipal/Basic Court

The majority of respondents rated the physical accessibility of the Municipal Court in Tuzla as easily accessible (37.7%) and very easily accessible (21.1%). 22.4% of respondents are neutral, and 10% stated that the court is difficult to access.

The biggest limitations or obstacles to accessing the Municipal/Basic Court are: lack of signs and instructions (15.8%) and insufficient information provided by the receptionist (10.5%).

Respondents were given the following options for rating their satisfaction with the court's premises: 1 - I completely disagree, 2 - I partially disagree, 3 - I neither agree nor disagree, 4 - I partially agree and 5 - I completely agree.

When asked if the court premises of the Municipal Court in Tuzla are adequate for hosting clients, the respondents said the following: "1 - I completely disagree" (6.1%); "2 - I partially disagree" (4.8%); "3 - I neither agree nor disagree" (35.1%); "4 - I partially agree" (27.6%) and "5 - I completely agree" (21.9%).

33.8% of respondents partially agree with the statement that court premises are adequately furnished, and 19.3% completely agree. 28.9% of respondents are neutral, and about 13% of respondents disagree to varying extents.

21.1% of respondents completely agree and 23.2% partially agree that the offices and corridors are marked well and that the building is easy to navigate. 34.2% of respondents neither agree nor disagree, 11.4% completely disagree and 5.7% partially disagree.

About 24% of respondents completely agree with the statement that there are clear instructions for behaving inside the building and navigating the premises, and 31.6% are neutral on this issue. 21.9% of respondents partially agree and 7% partially disagree. 10.1% completely disagree with this statement.

About 15% of respondents noticed promotional materials in the Municipal Court in Tuzla related to the work of the courts (leaflets, brochures, etc.), and approximately 31% say they read them. More than half of those who read the materials say that they were somewhat useful (54.5%), 27.3% said they were not very useful and

18.2% said they were neither useful nor useless. Most respondents think that the materials should be more accessible/visible and easier to understand.

Overall satisfaction with the work of the court in the last 5 years

More than half of the respondents (55.3%) do not have an opinion about the work of the Municipal/ Basic Court in Tuzla in the last 5 years. 5% are completely satisfied and 5% completely dissatisfied. 17.1% are partially satisfied and 14.9% are partially dissatisfied.

In the initial survey, respondents in the jurisdiction of the Municipal Court in Tuzla reported extremely negative opinions about the courts' speed in solving problems (90.43%). The percentage in the final survey was 71.5%. There has been an improvement in the respondents' perception of how organized the courts are. When asked if the courts were organized, 78.7% of respondents in the first survey gave negative ratings, compared to 51.3% in the final survey.

Fair treatment by judges was rated positively by 70.8% of initial respondents. In the final survey, 38.2% respondents gave positive ratings, 31.6% negative, and 30.3% were neutral.

Fair treatment by other court staff was rated positively by 43.4% of respondents, negatively by 37.7%, with 18.9% of neutral respondents.

Impartiality/objectivity had fewer positive ratings compared to the initial survey when 42% of respondents in Tuzla expressed positive opinions. 29.4% of respondents rated impartiality positively, 47.8% a negatively and 22.8% are neutral.

65.8% of respondents in the jurisdiction of the Municipal Court in Tuzla have positive opinions about the court premises/furnishings, which is an improvement compared to 52.5% from the initial survey.

When it comes to courts following procedures, less than half of the respondents (41.2%) rated this segment positively, which is similar to the findings from the initial survey.

22.8% of respondents are satisfied (have a positive opinion) with the Land Registry Office, which is significantly lower compared to 66.9% from the initial survey. 43.9% of participants gave a neutral response, and 33.3% gave negative responses.

The trend is similar when it comes to services and information from the clerk's office - positive ratings went down from 75.7% percent in the initial survey to 37.3% in the final survey. 27.2% of respondents gave a neutral response, and 35.5% rated this segment negatively.

With regards to court costs, respondents from the jurisdiction of the Municipal Court in Tuzla rated them largely negatively (67.5%).

BASIC COURT IN BANJA LUKA

General level of citizens' trust in select institutions in BiH

The general level of trust in the police in BiH in the jurisdiction of the Basic Court in Banja Luka has improved slightly from the initial survey. 35.5% of respondents mostly trust the police, 5.9% completely trust them, and 23.9% neither trust nor distrust them. 24.2% of respondents mostly distrust the police, and 9% do not trust them at all.

The general level of trust in the courts is more negative than positive, which marks a downturn in trust levels compared to the initial data. 31.3% of respondents neither trust nor distrust the courts, 27% mostly trust them, and 26.2% mostly distrust them. 2.5% of respondents trust the courts completely, and 11% do not trust them at all.

Confidence in the media is the lowest and it is significantly lower than in the initial survey, when 24.5% of respondents mostly trusted the media, and 54.1% were neutral. The results of the final survey show that 14.1% mostly trust the media, and 23.4% do not trust them at all. 28.5% of participants gave a neutral response. 29.3% of respondents mostly distrust the media, and 3.4% completely trust them.

16.6% of respondents do not trust the prosecutors at all, 35.5% neither trust nor distrust them, 24.5% of respondents mostly distrust them and 19.4% of respondents in Banja Luka mostly trust them.

The general level of trust in judges is also declining. 35.4% of respondents in the initial survey trusted the judges. This percentage dropped to 24.8% in the latest survey. 29.9% of respondents gave a neutral response, and 25.1% rated this segment as mostly negative. 12.7% of respondents do not trust judges at all.

Confidence in religious leaders is relatively high, with 27% of respondents offering neutral responses. 11.3% of respondents completely trust religious leaders, and 25.4% mostly trust them. 16.9% of respondents mostly distrust them, and 15.2% do not trust them at all.

General perception of the functioning of the judicial system in BiH

The general opinion about the work of the judicial system in BiH in the jurisdiction of the Basic Court in Banja Luka skews more negative than positive, and has deteriorated compared to initial findings. 12.9% of respondents have a very negative opinion about the work of the judicial system, 26.8% have a mostly negative opinion and 39.5% are neutral. 1.6% of respondents have a very positive opinion, and 13.9% of respondents have a mostly positive opinion.

Half of respondents in Banja Luka believe that the average citizen cannot expect a fair trial. 33.5% believe citizens can expect a fair trial, and the remaining respondents were neutral.

The majority of respondents in Banja Luka (47.2%) believe that the situation in the judiciary has remained the same over the past 5 years. About 22% of respondents believe that the situation is deteriorating, while 18% think that it is improving, which is similar to the findings of the initial survey.

Like in the initial survey, more than half of the respondents in Banja Luka believe that the length of court proceedings has remained the same over the past 5 years. 22% of respondents believe that the length of court proceedings is increasing, and 10% of believe that it is decreasing.

The majority of respondents stated that judicial independence has remained the same over the past 5 years. 14% of respondents believe that independence is increasing, and about 23% of respondents in Banja Luka believe that it is decreasing.

Problems in the judiciary

Like in other jurisdictions, respondents in Banja Luka identified corruption as the biggest problem of the judiciary, in a higher percentage compared to the initial survey. More than half (51.7%) of the respondents believe that corruption is the biggest problem of the judiciary, and 30.5% consider corruption a big problem of the judiciary. 11.7% of respondents think that corruption is a mediocre problem, and a small number of respondents think that it is a minor problem or that there is no problem at all.

Opinions about political influence over the courts have deteriorated since the initial survey. About 43% of respondents consider this to be the biggest problem of the judiciary, 35.8% consider it a big problem and 12.7 think it is a moderate problem. The remaining respondents gave positive and neutral responses.

Inequality before the law is the next most negatively rated problem of the judiciary. 29.2% of respondents consider this biggest problem, and 40.1% consider it a big problem, which is similar to the findings of the initial survey. 18.6% of respondents said it was a moderate problem.

The length of the procedure is a big problem for 45.2% of respondents, and the biggest problem for 15.7%. 25.6% of respondents in Banja Luka said it was a moderate problem, which is a slightly more negative result compared to the initial survey.

Procedures in court proceedings were perceived as the biggest problem by 12.1% of respondents, as a big problem by 42.9% of respondents and a moderate problem for 29.7% of respondents.

20.7% believe that the lacking independence of the courts is the biggest problem and for 33.5% of respondents in Banja Luka this is a big problem. 26.2% consider this a moderate problem, and 8.8% of respondents think it is a minor problem.

Responses to the question about costs of procedures show an evident improvement compared to the initial findings. Around 30% of respondents consider the cost of proceedings to be a moderate problem, 13.3% see it as the biggest problem and 38.4% of respondents consider it a big problem.

Opinions about the expertise of judicial employees as a problem in the judiciary was rated slightly more positively than other problems in the judiciary, which is similar to the initial findings. The expertise of employees was rated as the biggest problem by 11% of respondents, as a big problem by 28.8% of cases, and as a moderate problem by 31.7% of respondents. 15.3% of respondents believe that the expertise of employees is a minor problem and 5.7% believe that it is not a problem at all.

Corruption

The police was again rated as the most corrupt, like in the initial survey. More than 70% of respondents believe that corruption in the police is a problem of the judiciary in BiH (26.5% say it is the biggest problem and 45.9% consider it a big problem). 16.6% of respondents rated this as a moderate problem, and very few respondents gave a positive assessment of this issue.

Corruption among judges as a problem in the judiciary was rated slightly better than in the initial survey with 41.4% of respondents qualifying it as a big problem, 23.1% as the biggest problem and 17.2% as a moderate problem. 11.3% of respondents in Banja Luka believe that corruption among judges is a minor problem.

Opinions on corruption among court employees as a problem in the judiciary are similar to the initial findings. About 21% of respondents consider this to the biggest problem of the judiciary, and 37.5% consider it a big problem and 20.6% think it is a moderate problem. 12.1% of respondents think that corruption among court employees is a minor problem, and for 4.2% it is not a problem at all.

Lack of expertise, professionalism and IT equipment

Lack of expertise and professionalism was rated more negatively than in the initial survey. About 32% of respondents in Banja Luka consider this a big problem of the judiciary, 14.1% consider it the biggest problem, 23.1% think it is a moderate problem and for 18 it is a minor problem. Approximately 7.6% of respondents believe that this is not a problem at all.

The lack of expertise and professionalism of the police is a big problem for 33.8% of respondents, and the biggest problem for 14.6% of respondents in Banja Luka. 26.2% of respondents consider this a moderate problem, and 16.3% say it is a minor problem. Approximately 5% of respondents believe that this is not a problem at all.

The IT infrastructure of the courts was rated fairly positively in the jurisdiction of the Basic Court in Banja Luka, where 17.2% of respondents believe that this is a minor problem, and for 18.6% it is not a problem at all. 25.9% of respondents said it was a moderate problem, and 21.7% think that it is a big problem.

Corruption of representatives in institutions

Perceived corruption of representatives in institutions was rated on a scale from 1 to 5, with 1 being the lowest and 5 highest level of corruption. Like in other jurisdictions, party leaders and ministers were perceived as the

most corrupt by respondents in Banja Luka. More than half of the respondents (58.6%) rated corruption among leaders of political parties with 5, 17.2% with 4, and 14.9% of respondents with 3. This is a downturn compared to the findings of the initial survey.

Corruption of ministers is rated by half of the respondents with 5, by 23.1% with 4, and 13.8% of respondents in Banja Luka rated it with 3, which is overall more negative than the initial results.

Elected representatives ranked third on the corruption scale with 41.4% of respondents rating them with 5 and 25.1% with 4. 20.3% of respondents were neutral on this issue.

The perceived corruption of customs officials was rated similarly to the corruption of elected representatives, with 43.4% of respondents rating it with 5, followed by 22.5% choosing 4 and 20.3% choosing 3. These ratings are more negative compared to initial findings.

The corruption of tax officials was rated somewhat more positively, but less positively than in the initial survey. Option 5 was chosen by 33.8%, and 4 by 23.1% of respondents. 22.3% of respondents said the level of corruption was average. 11.3% believe that the level of corruption is low.

The perceived corruption of physicians in the jurisdiction of the Basic Court in Banja Luka was rated as follows: "5 - High level of corruption" (31.8%); "4 - Considerable level of corruption" (24.5%); "3 - Average level of corruption" (22.8%) and "2 - Low level of corruption" (11%).

The perception of judges' corruption skews more negative than positive. The perceived corruption of judges was rated as follows: "5 - High level of corruption" (35.2%); "4 - Considerable level of corruption" (25.9%); "3 - Average level of corruption" (20.3%) and "2 - Low level of corruption" (9.6%).

The perception of prosecutorial corruption is very similar to the perception of judges: "5 - High level of corruption" (34.1%); "4 - Considerable level of corruption" (26.8%); "3 - Average level of corruption" (21.1%) and "2 - Low level of corruption" (8.2%). The ratings for both are more negative compared to the initial data.

The perceived corruption of university professors is not very high. Most respondents do not have a strong opinion either way (31%). 22.5% see a high level of corruption among university professors, and 19.7% see a considerable level of corruption in this group. 7% see no corruption among professors and 11.5% believe there is a low level of corruption in this group.

Levels of corruption among businesspeople are also perceived as lower. About 15% of respondents state that there is a high level of corruption, 17.2% notice a considerable level of corruption, and 29% of answers are neutral. About 17% of respondents see a low level of corruption among businesspeople, and 11.8% say there is no corruption in this group.

18.6% of respondents stated that there is a high level of corruption among religious leaders, 12.4% of respondents rated corruption in this group with 4, and 23.1% with 3. 19.7% of respondents believe that

corruption levels among religious leaders are low, and 17.2% of respondents in Banja Luka believe that there is no corruption in this group at all.

There is a very negative perception of corruption among the police. 27.6% of respondents say there is a high level of corruption in the police, 33.5% noted considerable levels and 25.1% stated that the level of corruption is average.

Rating for NGO leaders are more positive than negative. About 15% of respondents believe that there is no corruption among leaders of non-governmental organizations, and 19% of them said that the level of corruption in this group is low. 28.5% gave neutral responses, 11% were extremely negative, and 12.1% were moderately negative.

The perceived corruption of media was rated as follows by respondents in the jurisdiction of the Basic Court in Banja Luka: "5 - High level of corruption" (31,8%); "4 - Considerable level of corruption" (24,2%); "3 - Average level of corruption" (25,4%) and "2 - Low level of corruption" (7,6%). 5.6% of respondents in Banja Luka believe that there is no corruption.

Quality of work/services in the BiH judicial system

The quality of work/services of the judges in the jurisdiction of the Basic Court in Banja Luka was rated as follows: "1 - Very bad" (9.2%); "2 - Bad" (17.4%); "3 - Neither bad nor good" (42.3%); "4 - Good" (17.2%) and "5 - Very good" (3.3%).

The quality of work/services of prosecutors was rated as follows: "1 - Very bad" (11%); "2 - Bad" (22.7%); "3 - Neither bad nor good" (36.2%); "4 - Good" (15.5%) and "5 - Very good" (3.9%).

The quality of work/services of the public defenders in the jurisdiction of the Basic Court in Banja Luka was rated as follows: "1 - Very bad" (7.2%); "2 - Bad" (16%); "3 - Neither bad nor good" (39.1%); "4 - Good" (21.1%) and "5 - Very good" (4.9%).

The quality of work/services of ombudsmen was rated on follows: "1 - Very bad" (6.7%); "2 - Bad" (14.1%); "3 - Neither bad nor good" (39.5%); "4 - Good" (20.2%) and "5 - Very good" (5.1%).

The perception of the quality of work/services of attorneys in the jurisdiction of the Basic Court in Banja Luka was rated relatively positively, like in other jurisdictions: "1 - Very bad" (4.1%); "2 - Bad" (10.8%); "3 - Neither bad nor good" (32.7%); "4 - Good" (30.3%) and "5 - Very good" (11.7%).

The quality of work/services of court employees in the jurisdiction of the Basic Court in Banja Luka was rated as follows: "1 - Very bad" (5.9%); "2 - Bad" (12.9%); "3 - Neither bad nor good" (41.3%); "4 - Good" (24.1%) and "5 - Very good" (6.1%). The quality of work/services of judicial staff in the jurisdiction of the Basic Court in Banja Luka was rated as follows: "1 - Very bad" (6.1%); "2 - Bad" (10.6%); "3 - Neither bad nor good" (39.1%); "4 - Good" (26.2%) and "5 - Very good" (8.6%).

Obstacles to accessing the judicial system

When asked about obstacles in accessing the judicial system in the last 5 years, the main obstacle mentioned by respondents was economic status, which is true across all jurisdictions, including the Basic Court in Banja Luka. In all jurisdictions, the majority of the respondents said that their access was not hindered by anything (82.1%).

Satisfaction with past experience with the court system

Two issues were prominent in the responses to the questions about respondents' past experience with the court system - impoliteness (25.6%) and difficulties in obtaining documents (20%).

Most respondents visit the court 2-3 times before their case is resolved.

The time elapsed from the beginning to the end of the respondents' last court proceeding is a fairly regular descending linear sequence: "Up to one month" (10.7%), "From 1 to 3 months" (19.4%), "From 3 to 6 months" (15.5%), "From 6 to 12 months" (18.4%), "From 1 to 2 years" (13.6%).

The time elapsed between the last and penultimate hearing was mostly "Up to 1 month" (28.2%), "Up to 2 months" (14.6%) and "Up to 3 months" (17.5%).

Ratings for the work of judges and court employees in the last 5 years

Satisfaction with the work of judges and court staff was evaluated on several parameters on a scale from 1 to 5, with 1 indicating the lowest level of satisfaction and 5 the highest. Politeness and courtesy of judges were most often rated with 4 (32.7%), which means that the respondents are mostly satisfied with the politeness and courtesy of the judges. 27.2% of respondents rated this segment with 5, and 22.2% with 3, which is slightly lower than the initial survey when 20.7% were completely satisfied and 60.9% were partially satisfied.

The expertise of the judges was rated similarly to politeness and courtesy, but somewhat more positive. 29% are completely satisfied and 35.8% are partially satisfied. 21.6% of respondents in Banja Luka have neutral opinions, which is also slightly lower than the initial findings.

The respondents' were mostly neutral when asked about their satisfaction with the impartiality of judges (30.2%). 28.4% of respondents are partially satisfied, and 18.5% are completely satisfied. 8% are completely dissatisfied and 6.2% are partially dissatisfied.

The thoroughness and preparation of the judges were rated as follows: "5 - Completely satisfied" (29.6%); "4 - Partially satisfied" (30.2%); "3 - Neither satisfied nor dissatisfied" (18.5%); "2 - Partially dissatisfied" (9.3%); and "1 - Completely dissatisfied" (4.3%).

Grades 3, 4 and 5 were awarded in approximately equal proportions (25% each) for clear and understandable communication by judges. Grade 2 was given by 11% and grade 1 by 3% of the respondents.

30.2% are completely satisfied with how clearly the judges phrase their decisions, and 23.5% are partially satisfied. 24.1% are neither satisfied nor dissatisfied, and 10.5% are partially dissatisfied.

Judges' adherence to procedures was rated as follows: "5 - Completely satisfied" (29.6%); "4 - Partially satisfied" (23.5%); "3 - Neither satisfied nor dissatisfied" (22.8%).

Satisfaction with various aspects of the work and attitudes of court clerks is highest in the jurisdiction of the Basic Court in Banja Luka, which was also the case in the initial survey.

Court clerks in the Basic Court in Banja Luka received the highest ratings for politeness and courtesy for the past 5 years: "5 - Completely satisfied" (29%); "4 - Partially satisfied" (25.9%); "3 - Neither satisfied nor dissatisfied" (26.5%).

Respondents ratings of the clerks' expertise are provided below: "5 - Completely satisfied" (21%); "4 - Partially satisfied" (23.5%); "3 - Neither satisfied nor dissatisfied" (34.6%).

The impartiality of court employees in the jurisdiction of the Basic Court in Banja Luka was rated as follows: "5 - Completely satisfied" (27.2%); "4 - Partially satisfied" (24.1%); "3 - Neither satisfied nor dissatisfied" (32.7%).

Court employees in the Basic Court in Banja Luka received the highest ratings for providing accurate (requested) information in the past 5 years: "5 - Completely satisfied" (26.5%); "4 - Partially satisfied" (37%); "3 - Neither satisfied nor dissatisfied" (22.2%).

When asked whether court clerks provide the requested information on time, 25.9% of respondents say they are completely satisfied, 26.5% are partially satisfied, and 30.2% are neither satisfied nor dissatisfied.

Court clerks' providing services in a timely manner was rated as follows: "5 - Completely satisfied" (29%); "4 - Partially satisfied" (22.8%); "3 - Neither satisfied nor dissatisfied" (30.9%).

Satisfaction with the building/premises of the Municipal/Basic Court

The Basic Court in Banja Luka received the best ratings for physical accessibility of all municipal/basic courts, which was also the case in the initial survey. In terms of physical accessibility, this court is rated as easily accessible by 34.4% of respondents, and as very easily accessible by 21.5%. 28% of respondents do not have a strong opinion on this issue.

The biggest limitations or obstacles to accessing to the municipal/basic court in the last 5 years are the lack of signs and instructions (10.8%), layout of the court premises (9.7%), location of the courthouse (7.2%).

27.7% of the respondents completely agree with the statement that the court premises are adequate for hosting clients, 33.8% partially agree, and 21.5% of the respondents in Banja Luka neither agree nor disagree.

27.7% completely agree and 30.3% partially agree that the premises are adequately furnished. 24.6% of the responses were neutral.

21.5% of the respondents completely agree with the statement that the offices and corridors are marked well and easy to navigate, 34.9% of respondents partially agree, and 24.6% neither agree nor disagree. 10.3% partially disagree, and 5.4% of respondents in Banja Luka completely disagree.

24.1% of respondents completely agree that there is clear information about behaving in the building and navigating it, 32.3% partially agree, and 22.1% of respondents neither agree nor disagree. 13.8% of respondents partially disagree.

21% of respondents noticed promotional materials related to the work of courts (leaflets, brochures, etc.) at the Municipal/Basic Court. Half of those who saw the promotional materials stated that they had read them and consider the materials: somewhat useful (33.3%), entirely useful (14.3%), neither useful nor useless (38.1%). Most respondents think that the materials should be more accessible/visible (90.5%) and more diverse (71.4%).

Overall satisfaction with the work of the court in the last 5 years

Overall satisfaction with the work of the Basic Court in Banja Luka in the last 5 years was rated as follows: "5 - Completely satisfied" (6.2%); "4 - Somewhat satisfied" (34.4%); "3 - Neither satisfied nor dissatisfied" (42.6%); "2 - Somewhat dissatisfied" (12.3%); "1 - Completely dissatisfied" (3.6%).

Respondents in Banja Luka are the least satisfied with the speed of resolving cases. About 64% of respondents rate this aspect negatively, which is an improvement over the initial survey when 87.9% of respondents rated this aspect negatively.

Fair treatment by judges was rated negatively in 14.9% of cases, positively in 64.6% of cases, and about 8% of respondents did not answer this question. The results are more negative compared to the initial survey which had 74.6% positive responses.

Fair treatment by other court staff was rated somewhat more positively than judges, with about 70% positive and 18% negative answers, which is similar to the results of the initial survey.

Organization was rated positively by 42.6% of respondents, and negatively by 49.2% of respondents.

Almost half of the respondents (49.7%) positively rated the impartiality/objectivity in their work, which is a slight improvement over initial finding, which had 46.9% of positive responses.

Respondents have a positive perception of the premises/layout of the Basic Court in Banja Luka (71.8%) and of compliance with procedures (62.6%). These results are lower compared to the initial survey. Around 57% of respondents have a positive opinion about the services and information provided by the clerk's office. Satisfaction with services offered by the Land Registry Office is somewhat lower, with 48.2% of respondents rating it positive, which is significantly more negative than the initial data.

58.5% of respondents rated court costs negatively, much like in the initial survey.

8. Detailed overview of results

In order to present all the results clearly and allow for comparisons of results interpreted in previous chapters, this chapter presents graphical and tabular versions of the results for all four surveyed jurisdictions (Municipal Court in Sarajevo, Basic Court in Banja Luka, Municipal Court in Mostar and Municipal Court in Tuzla).

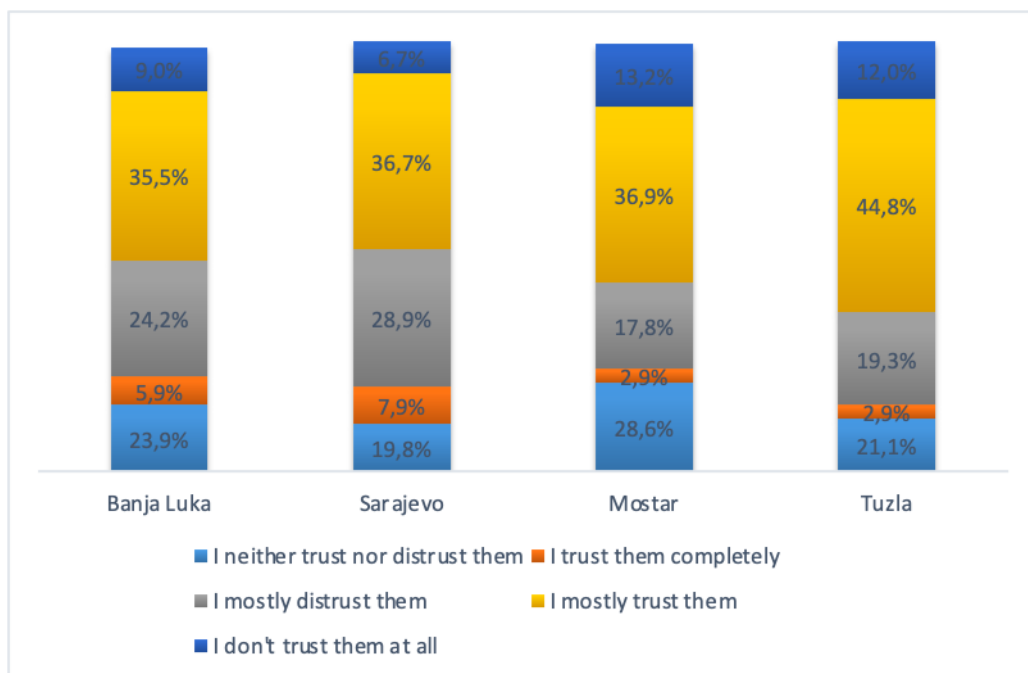
TRUST IN THE BIH JUDICIARY

The general level of citizens' trust in select institutions in BiH is still fairly low. Below is an overview of the general level of trust in the judiciary for each surveyed institution separately.

General level of trust in the police in BiH

CHART 4 GENERAL LEVEL OF TRUST IN THE POLICE IN BIH

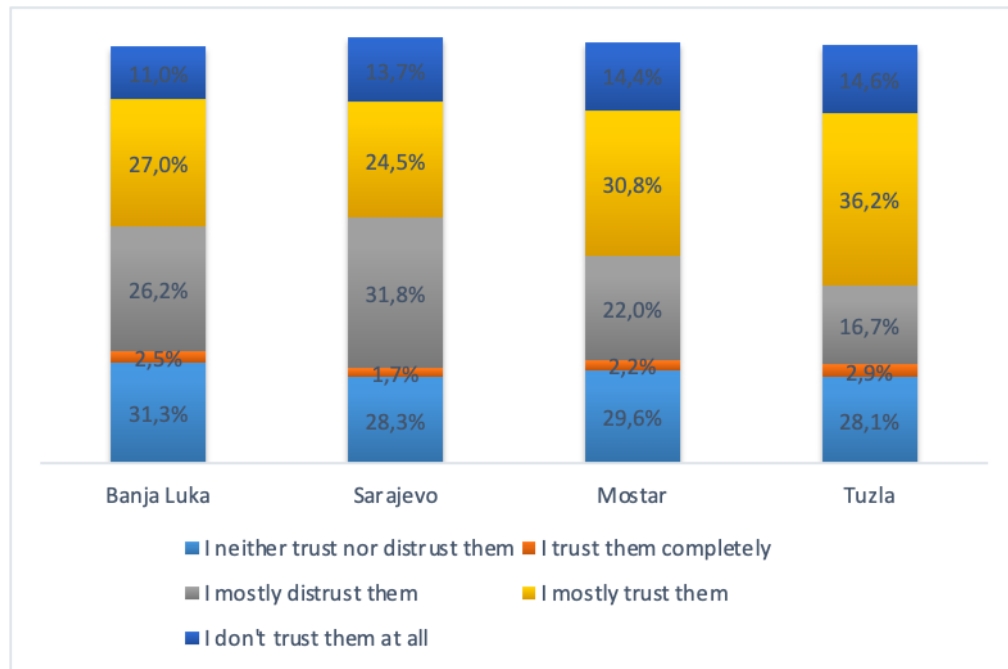
On average, in all surveyed jurisdictions the level of trust in the police is more positive than negative, with the following ratings: "5 - I trust them completely" (4,8%); "4 - I mostly trust them" (38,6%); "3 - I neither trust nor distrust them" (23,5%); "2 - I mostly distrust them" (22,3%) and "1 - I don't trust them at all" (10,4%).



General level of trust in the courts in BiH

The average ratings for the general level of trust in the courts in BiH are: "5 - I trust them completely" (2,3%); "4 - I mostly trust them" (29,8%); "3 - I neither trust nor distrust them" (29,3%); "2 - I mostly distrust them" (23,9%) and "1 - I don't trust them at all" (13,5%).

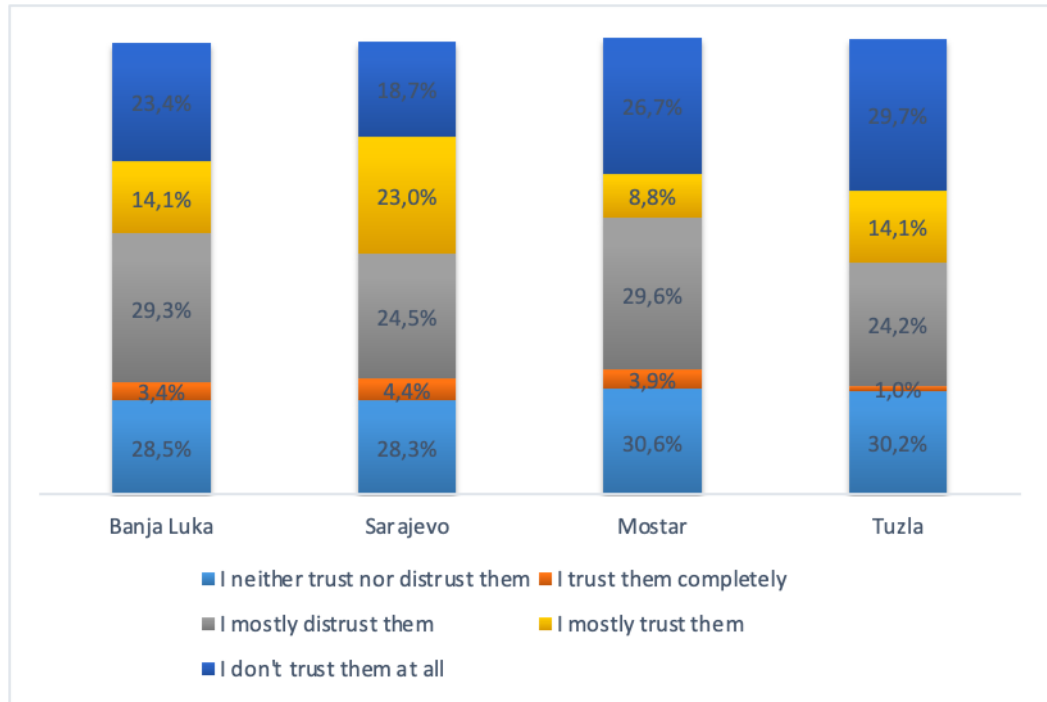
CHART 5 GENERAL LEVEL OF TRUST IN THE COURTS IN BIH



General level of trust in the media in BiH

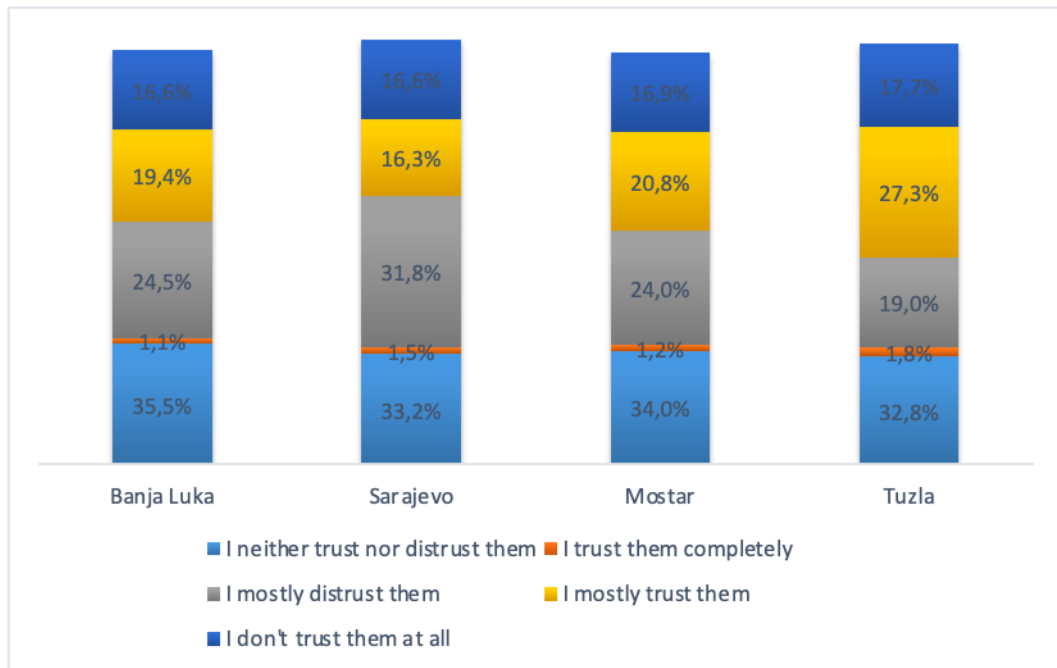
The general level of trust in the media in BiH is lower compared to other categories, with the following percentages: "5 - I trust them completely" (3,2%); "4 - I mostly trust them" (14,7%); "3 - I neither trust nor distrust them" (29,4%); "2 - I mostly distrust them" (27%) and "1 - I don't trust them at all" (24,8%).

CHART 6 GENERAL LEVEL OF TRUST IN MEDIA IN BIH



General level of trust in prosecutors in BiH

CHART 7 GENERAL LEVEL OF TRUST IN PROSECUTORS IN BIH



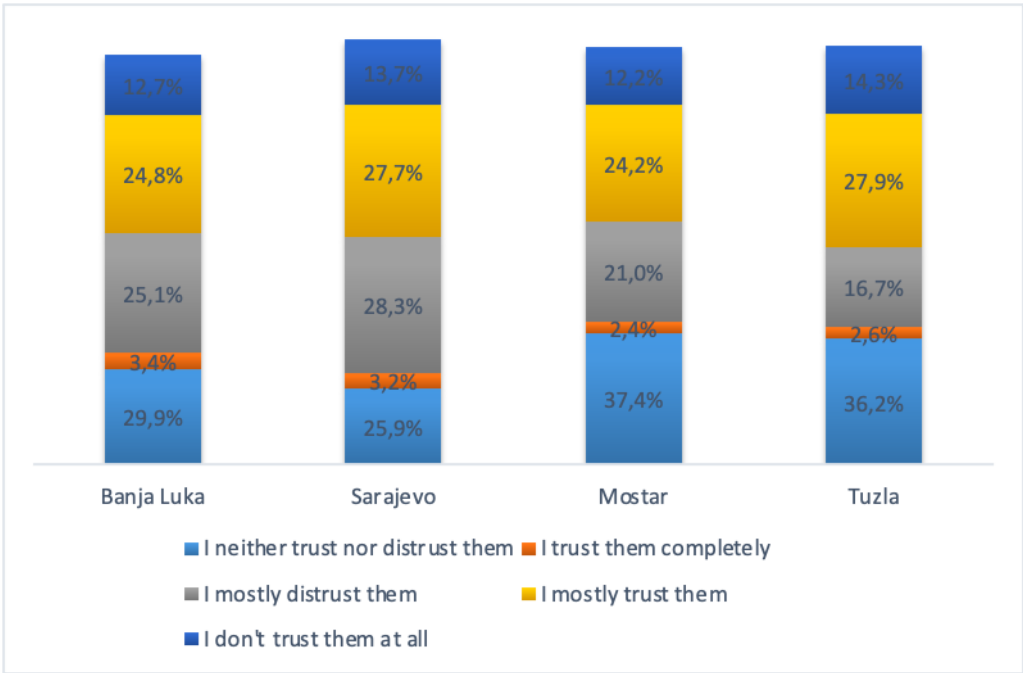
The question about trust in prosecutors had the highest proportion of neutral responses. Average ratings for trust in the prosecution in all targeted jurisdictions are as follows: "5 - I trust them completely" (1.4%); "4 - I

mostly trust them" (21,1%); "3 - I neither trust nor distrust them" (33,9%); "2 - I mostly distrust them" (24,6%) and "1 - I don't trust them at all" (17%).

General level of trust in judges in BiH

The general average level of trust in judges skews more negative. The grades are "5 - I trust them completely" (2.9%); "4 - I mostly trust them" (26.1%); "3 - I neither trust nor distrust them" (32.7%); "2 - I mostly distrust them" (22.5%) and "1 - I don't trust them at all" (13.2%).

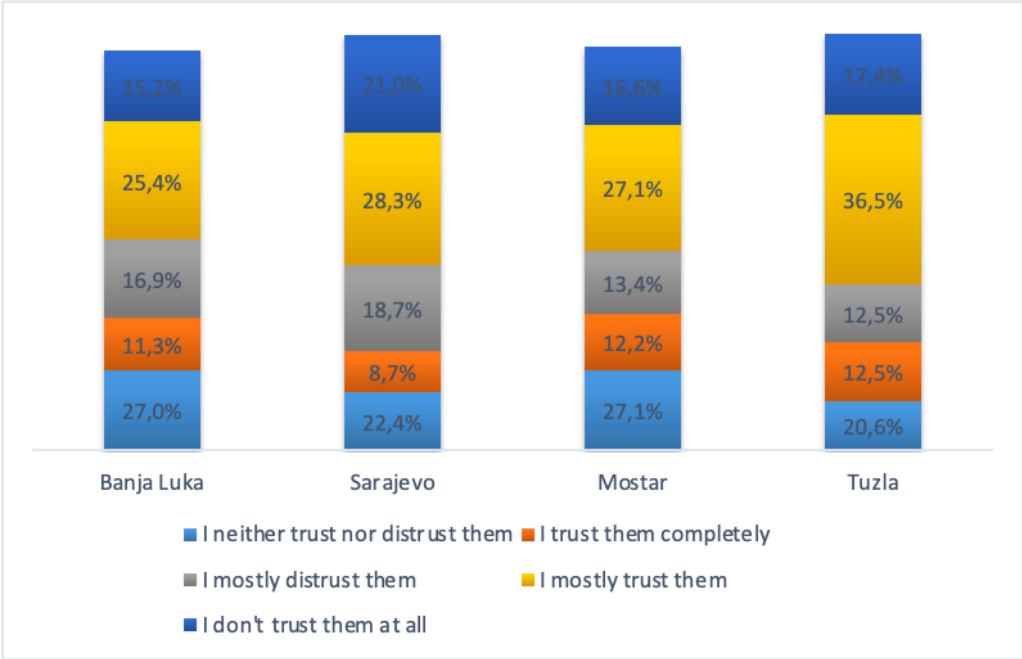
CHART 8 GENERAL LEVEL OF TRUST IN JUDGES IN BIH



General level of trust in religious leaders in BiH

Religious leaders received higher ratings for trustworthiness, when it comes to complete trust, than any other category. However, overall, trust in the police is slightly higher than trust in religious leaders. On average, trust in religious leaders was rated as follows: "5 - I trust them completely" (11,3%); "4 - I mostly trust them" (29,4%); "3 - I neither trust nor distrust them" (24,3%); "2 - I mostly distrust them" (15,2%) and "1 - I don't trust them at all" (27,5%).

CHART 9 GENERAL LEVEL OF TRUST IN RELIGIOUS LEADERS IN BIH



GENERAL PERCEPTION OF THE WORK OF THE JUDICIAL SYSTEM IN BIH

The perception of the work of the judicial system in BiH is more negative than positive with a significant portion of respondents who do not have a strong opinion about the work of the judicial system in BiH. Below are average percentages for all the targeted jurisdictions: "5 - Very positive" (1.2%); "4 - Mostly positive" (13.2%); "Neither negative nor positive" (39.6%); "2 - Mostly negative" (28.3%) and "1 - Very negative" (14.3%).

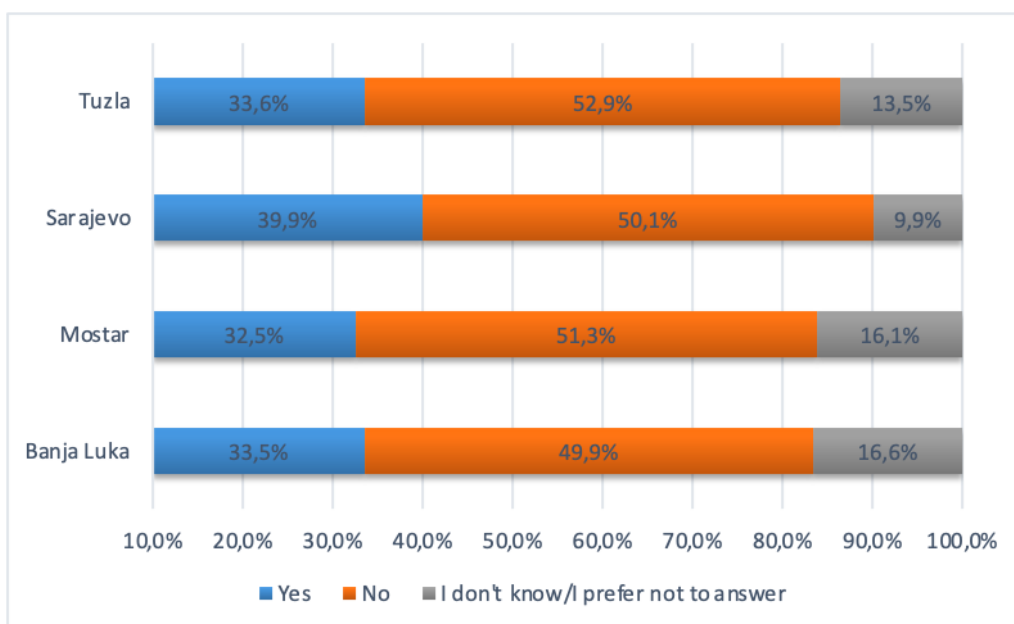
CHART 10 PERCEPTION OF THE WORK OF THE JUDICIAL SYSTEM IN BIH



GENERAL OPINION ABOUT THE EXPECTATION OF A FAIR TRIAL

The general opinion on the expectation of a fair trial in BiH is quite unfavorable and an extremely high proportion of respondents do not expect a fair trial. This is particularly evident in the jurisdiction of the Municipal Court in Tuzla, where 52.9% of respondents do not expect a fair trial. The average percentages for the expectation of a fair trial for all examined jurisdictions are: yes (34.7%), no (51.1%). An average of 14.2% of respondents do not know or prefer not to answer.

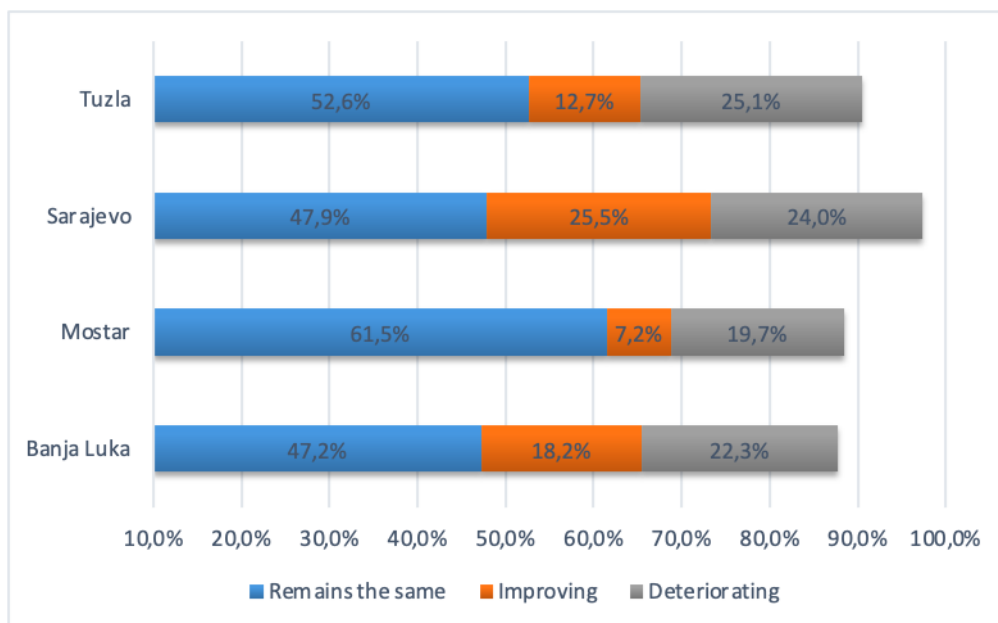
CHART 11 OPINIONS ABOUT EXPECTATION OF A FAIR TRIAL



OPINION ABOUT THE SITUATION IN THE JUDICIARY IN THE PAST 5 YEARS

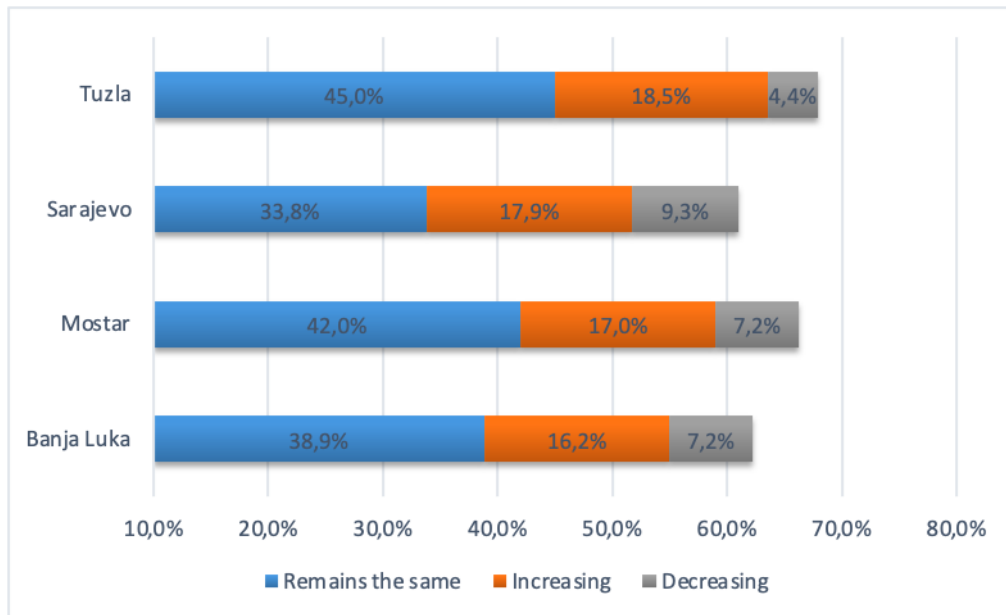
The majority of respondents believe that the situation in the judiciary has remained the same over the past 5 years. This stance is particularly prominent in Mostar, where respondents have the negative opinions about the judiciary. On average, respondents said the following about the situation in the judiciary: “it remains the same as before” (52.2%), “it is deteriorating” (22.8%) and “it is improving” (16.1%).

CHART 12 OPINION ABOUT THE SITUATION IN THE JUDICIARY IN THE PAST 5 YEARS



The results are similar for the length of court proceedings - the majority of respondents believe that it has remained the same in the last 5 years. Very few who believe that the proceedings are becoming shorter. On average for all surveyed jurisdictions, the answers are: it remained the same (39.9%), it became longer (17.4%), it became shorter (7.1%).

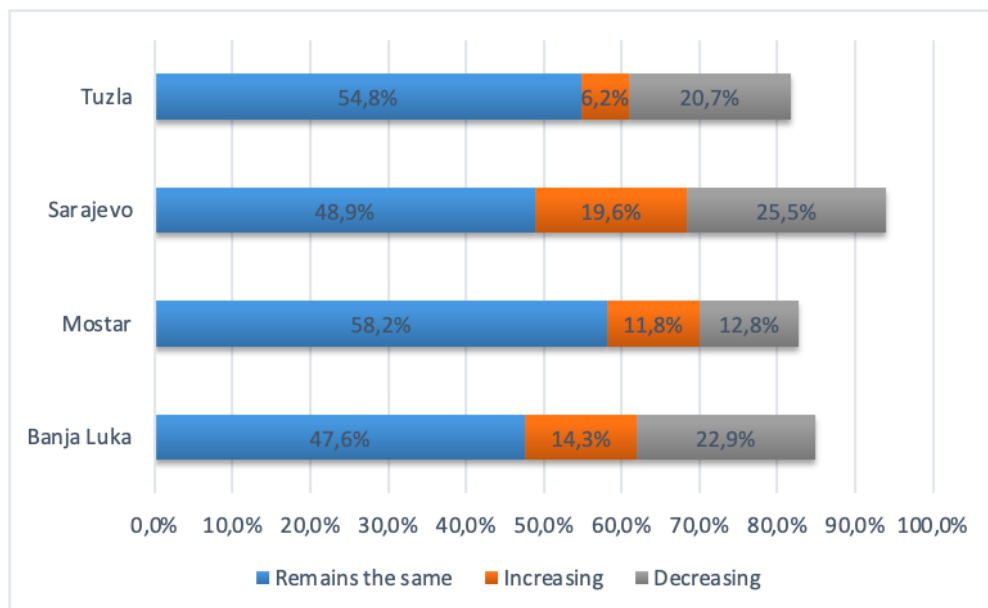
CHART 13 OPINION ON THE LENGTH OF COURT PROCEEDINGS IN THE LAST 5 YEARS



OPINION ON THE INDEPENDENCE OF THE JUDICIARY IN THE LAST 5 YEARS

Chart 14 shows percentages for responses regarding judicial independence over the past 5 years. The majority of the respondents stated that the independence of the judiciary has remained unchanged in the last 5 years. Average percentages for all jurisdictions are: remained the same (52.3%), increased (13.1%), decreased (20.6%).

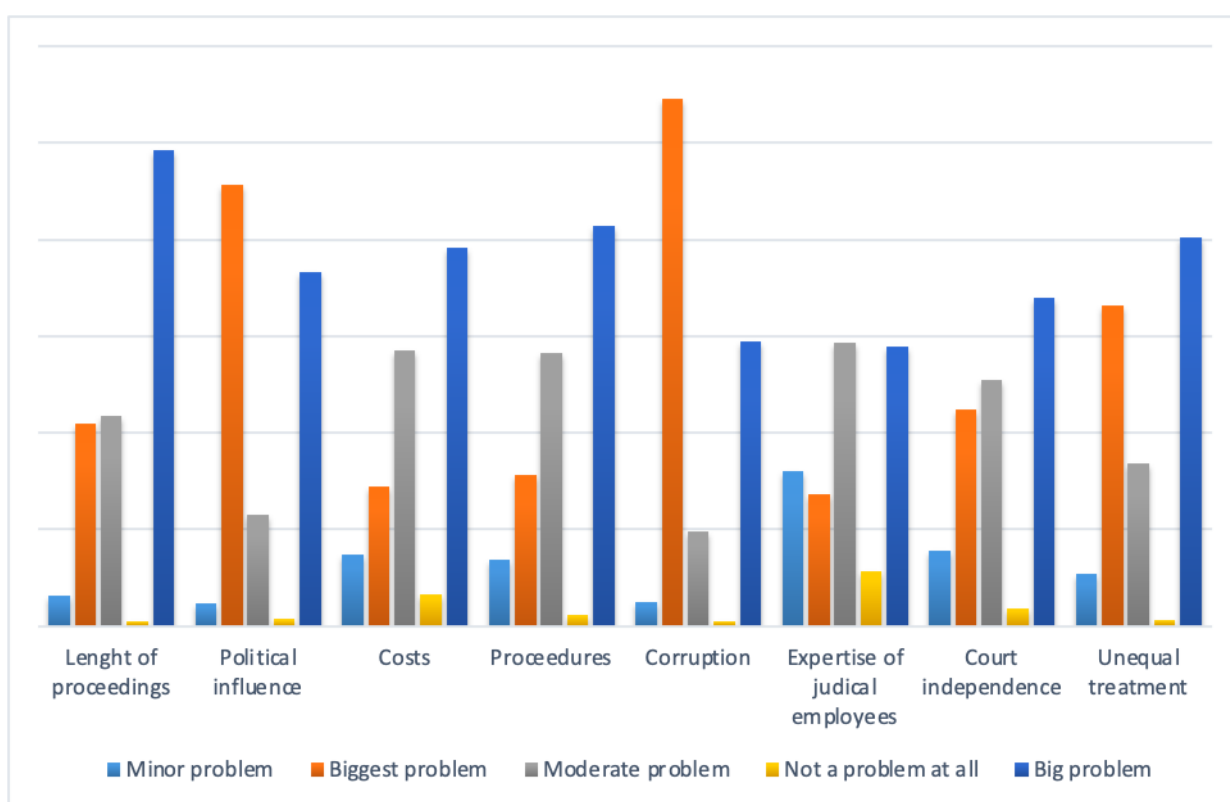
CHART 14 OPINION ON THE INDEPENDENCE OF THE JUDICIARY IN THE LAST 5 YEARS



PROBLEMS IN THE JUDICIARY IN BIH

Corruption and political influence over the courts are perceived as the biggest problems of the judiciary. These are followed by inequality before the law and the duration of proceedings, procedures in court proceedings, independence of the courts and the costs of proceedings. All these problems were perceived as the biggest or big problems of the judiciary by more than half of the respondents. The expertise of employees in the judiciary is the only problem that fewer than half of the respondents consider the biggest or at least a big problem. Chart 15 shows average ratings for all jurisdictions.

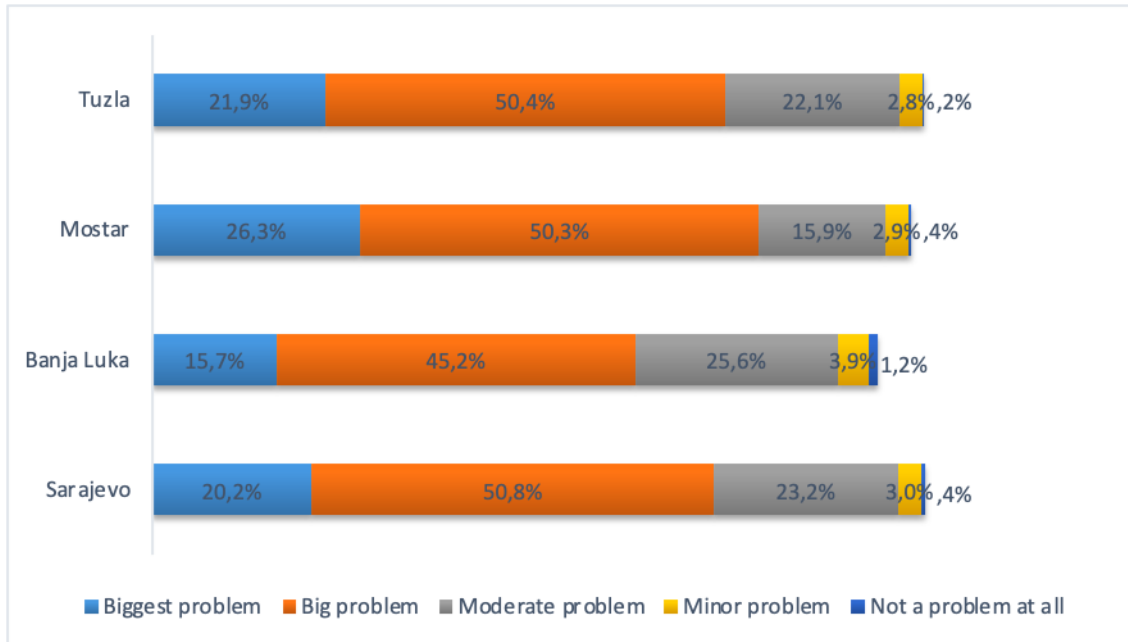
CHART 15 PERCEPTION OF PROBLEMS IN THE JUDICIARY



Length of proceedings

The length of the proceedings as a problem of the judiciary was rated on average as follows: "Biggest problem" (21%); "Big problem" (49.2%); "Moderate problem" (21.8%); "Minor problem" (3.2%) and "Not a problem at all" (0.6%).

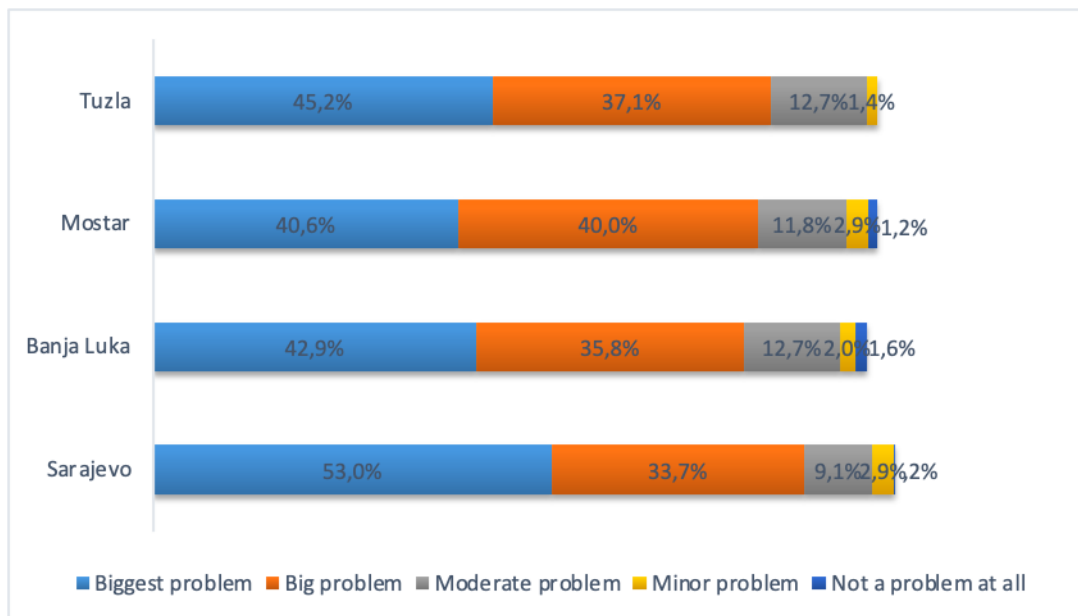
CHART 16. PERCEPTION OF PROBLEMS IN THE JUDICIARY: DURATION OF PROCEEDINGS



Political influence over the court

Political influence exerted over the courts was rated as follows: “Biggest problem” (45,6%); “Big problem” (36,6%); “Moderate problem” (11,6%); “Minor problem” (2,3%) and “Not a problem at all” (0,8%).

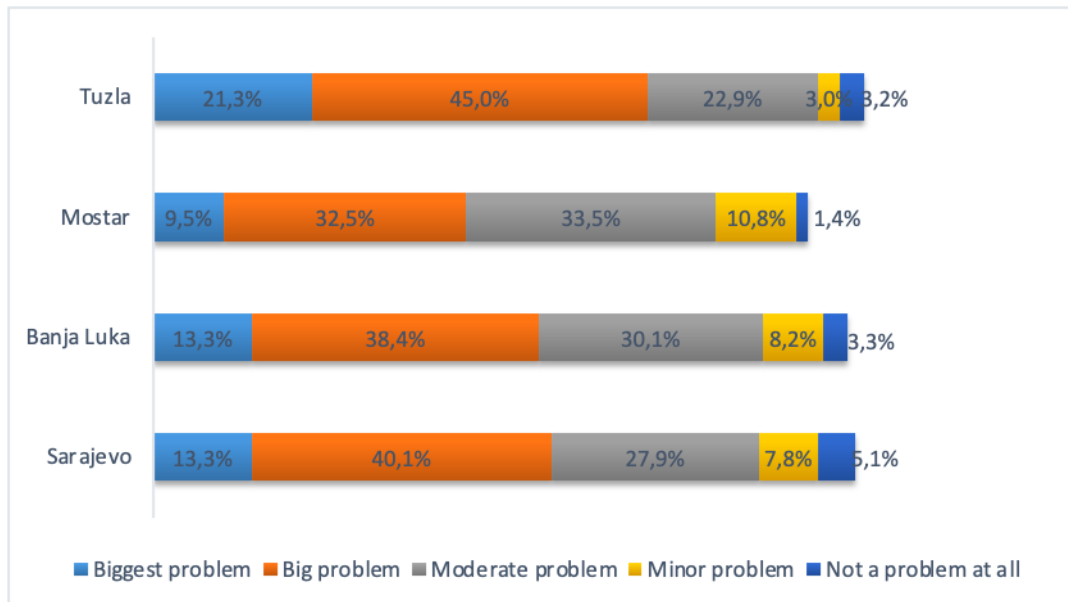
CHART 17. PERCEPTION OF PROBLEMS IN THE JUDICIARY: POLITICAL INFLUENCE OVER THE COURTS



Costs of proceedings

On average, across all jurisdictions, the costs of proceedings were rated as follows: “Biggest problem” (14,4%); “Big problem” (39,1%); “Moderate problem” (28,6%); “Minor problem” (7,4%) and “Not a problem at all” (3,3%).

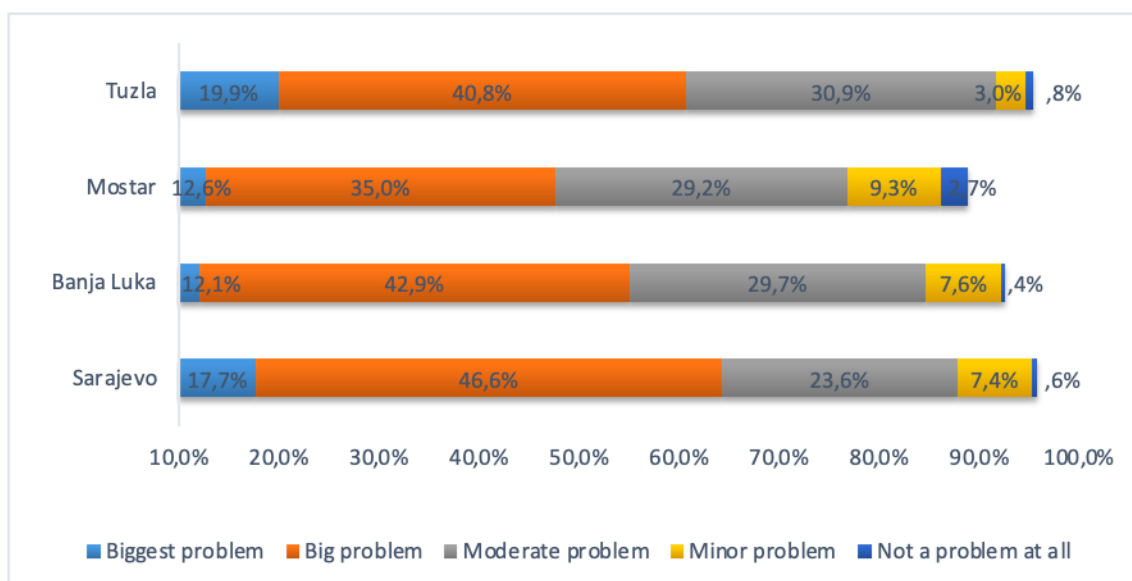
CHART 18. PERCEPTION OF PROBLEMS IN THE JUDICIARY: COSTS OF PROCEEDINGS



Procedures in court proceedings

Average ratings for court proceedings are: “Biggest problem” (15,7%); “Big problem” (41,5%); “Moderate problem” (28,3%); “Minor problem” (6,8%) and “Not a problem at all” (1,1%).

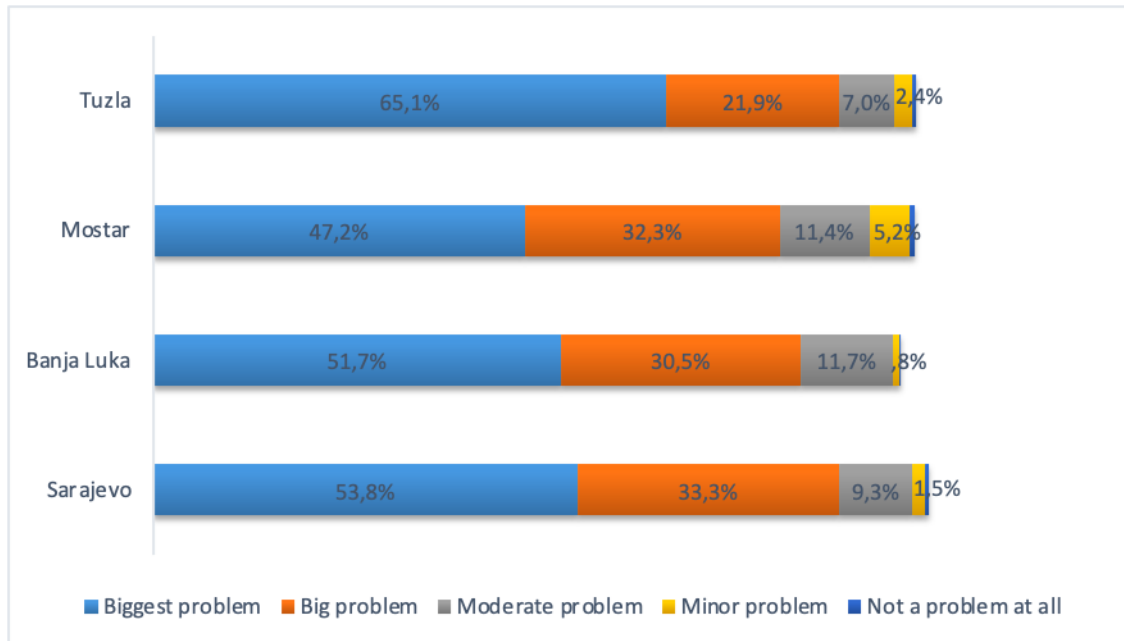
CHART 19. PERCEPTION OF PROBLEMS IN THE JUDICIARY: PROCEDURES IN COURT PROCEEDINGS



Corruption

On average, corruption has the highest percentage of negative ratings in all jurisdictions: “Biggest problem” (54,6%); “Big problem” (29,5%); “Moderate problem” (9,8%); “Minor problem” (2,5%) and “Not a problem at all” (0,5%).

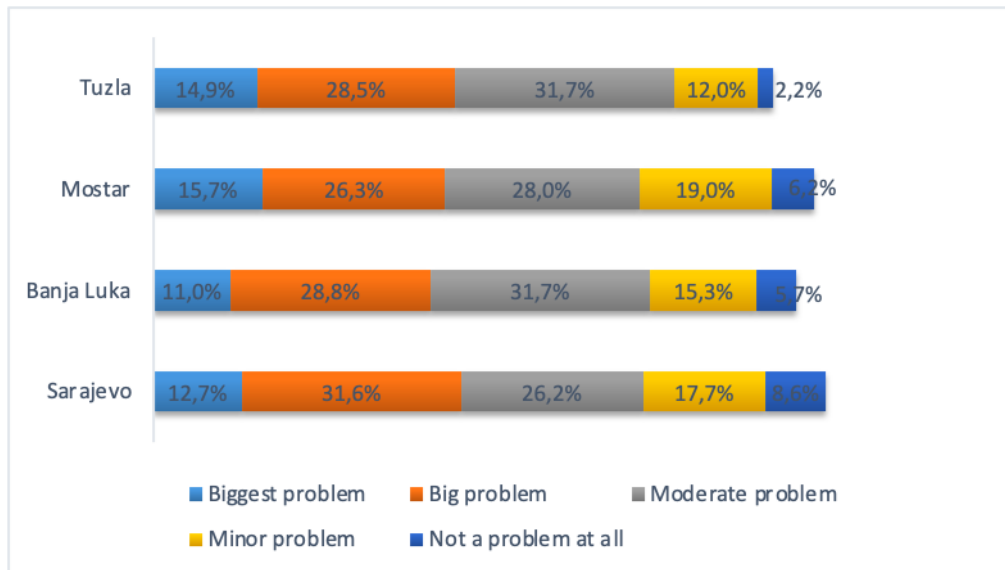
CHART 20. PERCEPTION OF PROBLEMS IN THE JUDICIARY: CORRUPTION



Expertise of judicial employees

The expertise of judicial employees was rated more favorably than other problems in the judiciary. Respondents rated the expertise of judicial employees as follows: “Biggest problem” (13,6%); “Big problem” (28,9%); “Moderate problem” (29,4%); “Minor problem” (16%) and “Not a problem at all” (5,7%).

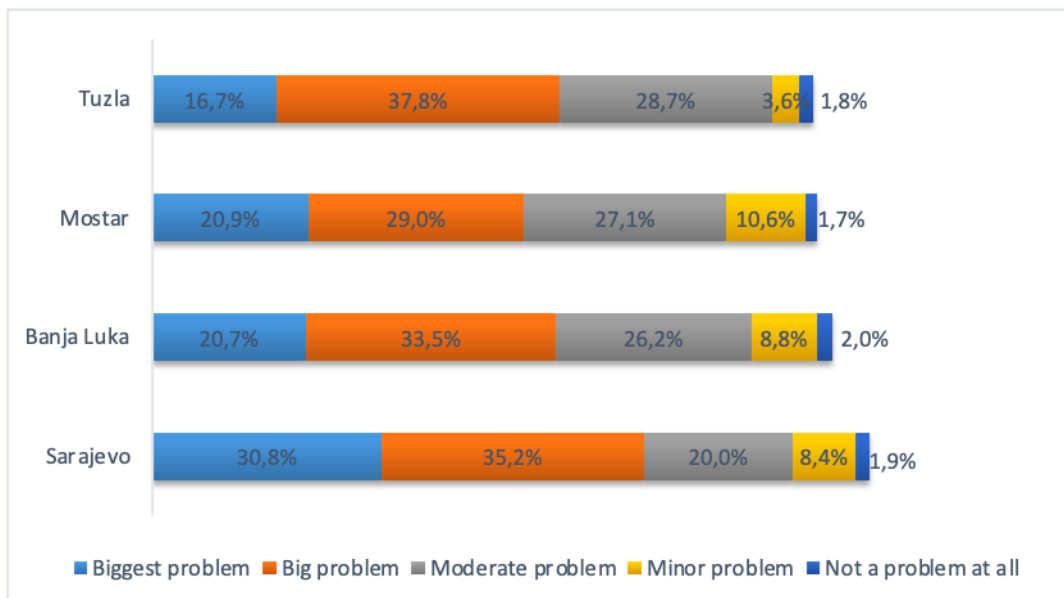
CHART 21. PERCEPTION OF PROBLEMS IN THE JUDICIARY: EXPERTISE OF JUDICIAL EMPLOYEES



Independence of the courts

The independence of the courts is perceived quite negatively, with average percentages listed below: “Biggest problem” (22,4%); “Big problem” (34%); “Moderate problem” (25,4%); “Minor problem” (7,8%) and “Not a problem at all” (1,9%).

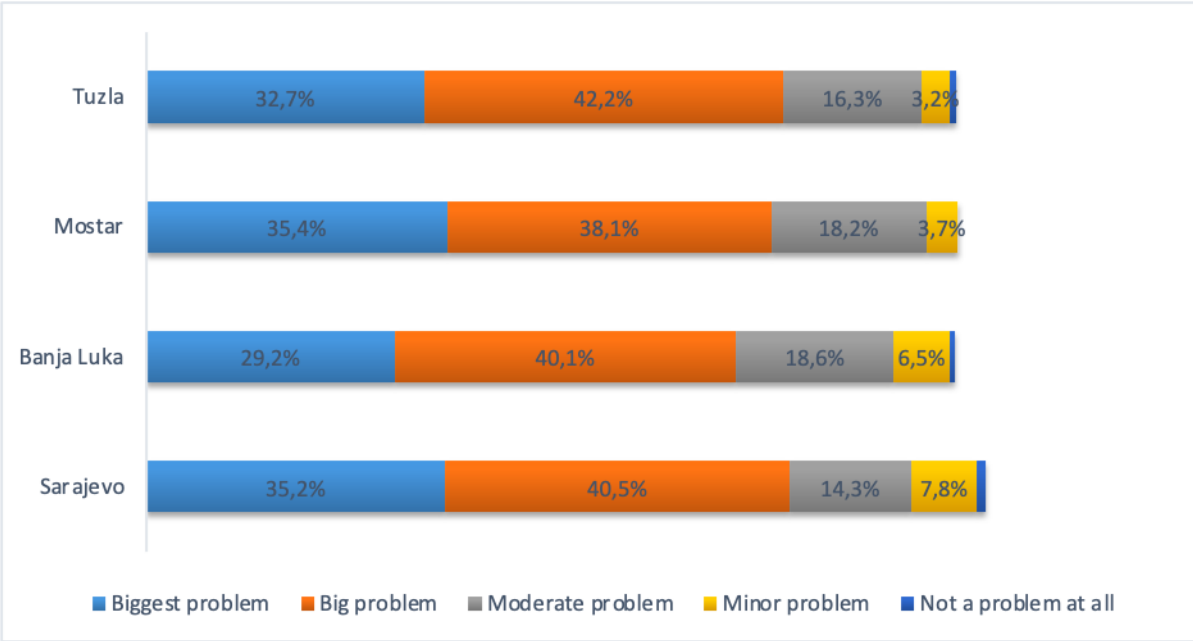
CHART 22. PERCEPTION OF PROBLEMS IN THE JUDICIARY: INDEPENDENCE OF THE COURTS



Unequal treatment before the law

Unequal treatment before the law was rated as a significant problem in the BiH judiciary, with the following breakdown of percentages: “Biggest problem” (33,2%); “Big problem” (40,3%); “Moderate problem” (16,8%); “Minor problem” (5,4%) and “Not a problem at all” (0,6%).

CHART 23. PERCEPTION OF PROBLEMS IN THE JUDICIARY: UNEQUAL TREATMENT BEFORE THE LAW

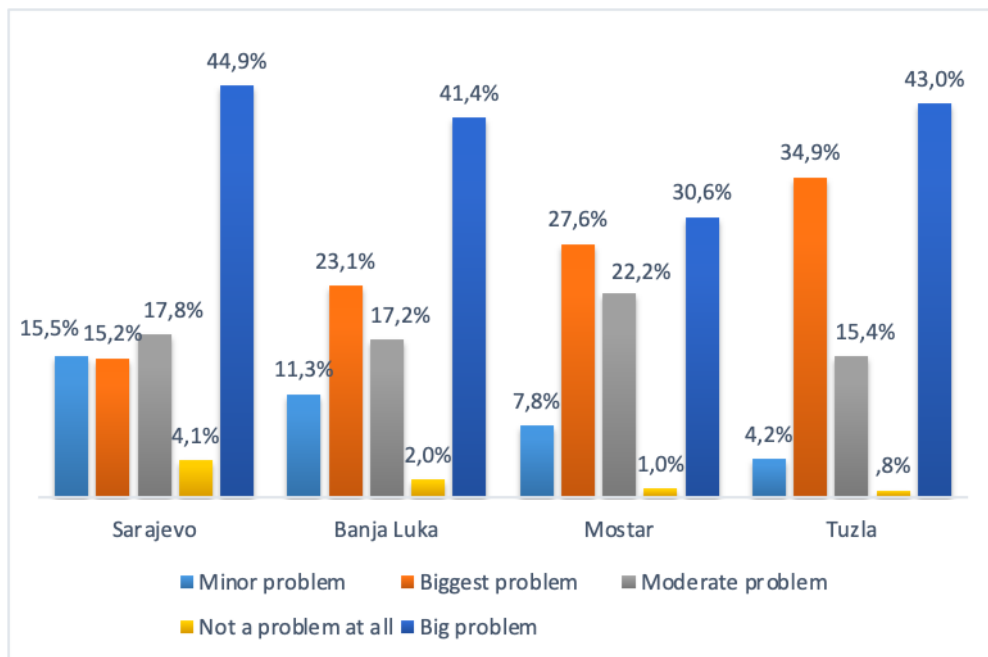


Other problems in the judiciary that were investigated in the survey are: corruption of judges, corruption of court employees, corruption of the police, lack of competence and professionalism of judges, lack of competence and professionalism of the police and problems related to the IT infrastructure of courts.

Corruption of judges

The perception of corruption among judges is fairly uniformly negative across all jurisdictions. Average ratings given by the respondents regarding corruption among judges as a problem in the judiciary are as follows: “Biggest problem” (25,6%); “Big problem” (39,6%); “Moderate problem” (18,2%); “Minor problem” (9,5%) and “Not a problem at all” (1,9%).

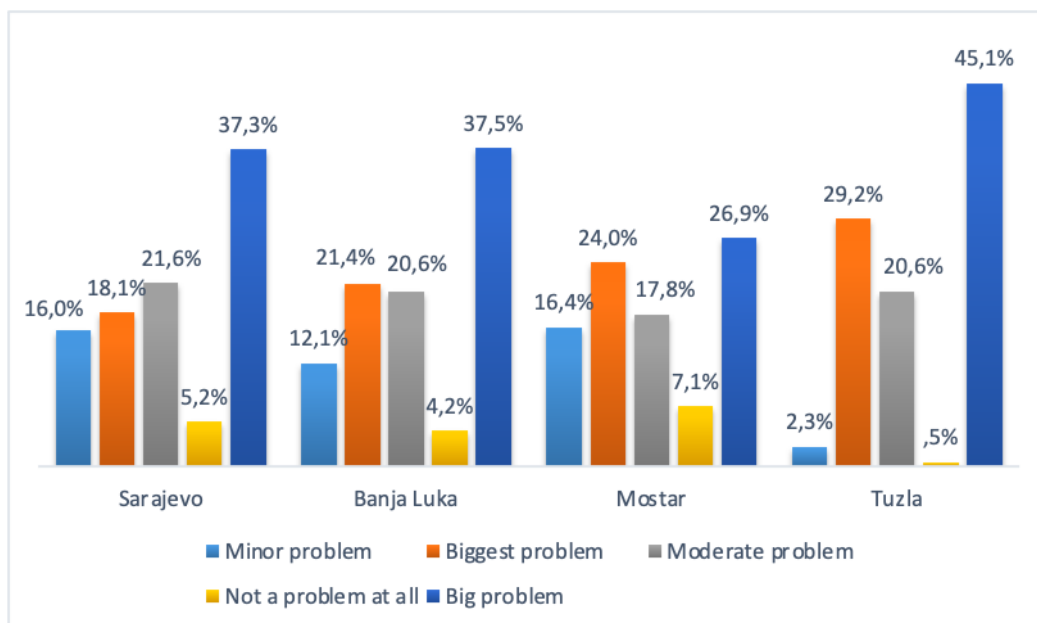
CHART 24 PERCEPTION OF PROBLEMS IN THE JUDICIARY: CORRUPTION OF JUDGES



Corruption of court employees

Corruption among court employees is perceived less negatively than corruption among judges. Below are average percentages for this question: “Biggest problem” (23,3%); “Big problem” (36,5%); “Moderate problem” (20,1%); “Minor problem” (11,7%) and “Not a problem at all” (4,3%).

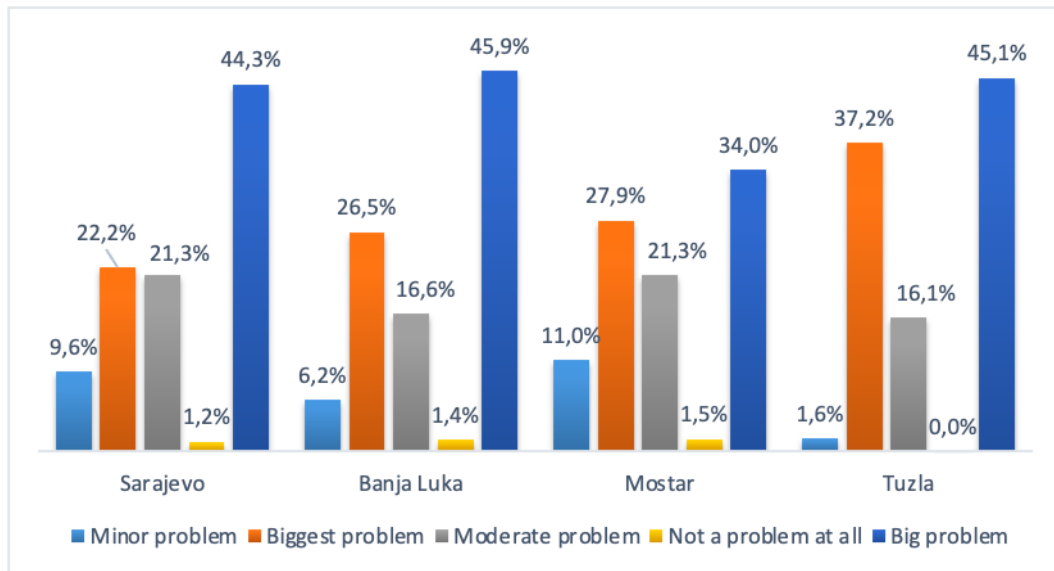
CHART 25. PERCEPTION OF PROBLEMS IN THE JUDICIARY: CORRUPTION OF COURT EMPLOYEES



Corruption in the police

The negative perception of corruption in the police is the most pronounced. A significant majority of the respondents believe that corruption in the police force is the biggest or a big problem of the BiH judiciary. The respondents rated this issue as follows: “Biggest problem” (28,6%); “Big problem” (42,1%); “Moderate problem” (18,8%); “Minor problem” (7,1%) and “Not a problem at all” (1%).

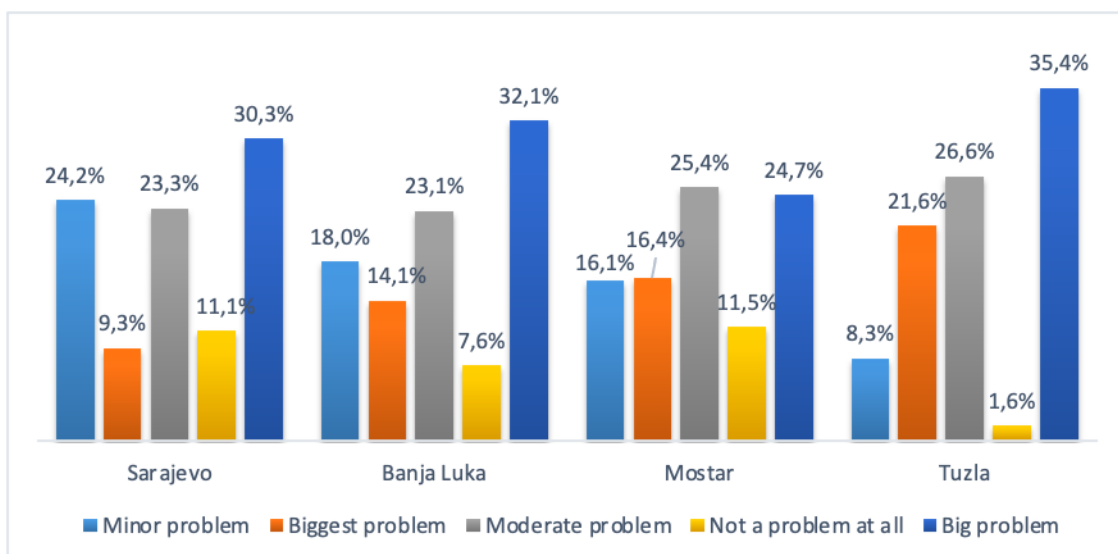
CHART 26. PERCEPTION OF PROBLEMS IN THE JUDICIARY: CORRUPTION IN THE POLICE FORCE



Lack of expertise and professionalism of judges

Less than half of the respondents gave a negative rating for lack of competence and professionalism of judges as a problem in the judiciary in BiH. Average grades are: “Biggest problem” (15,6%); “Big problem” (30,5%); “Moderate problem” (24,7%); “Minor problem” (16,4%) and “Not a problem at all” (7,9%).

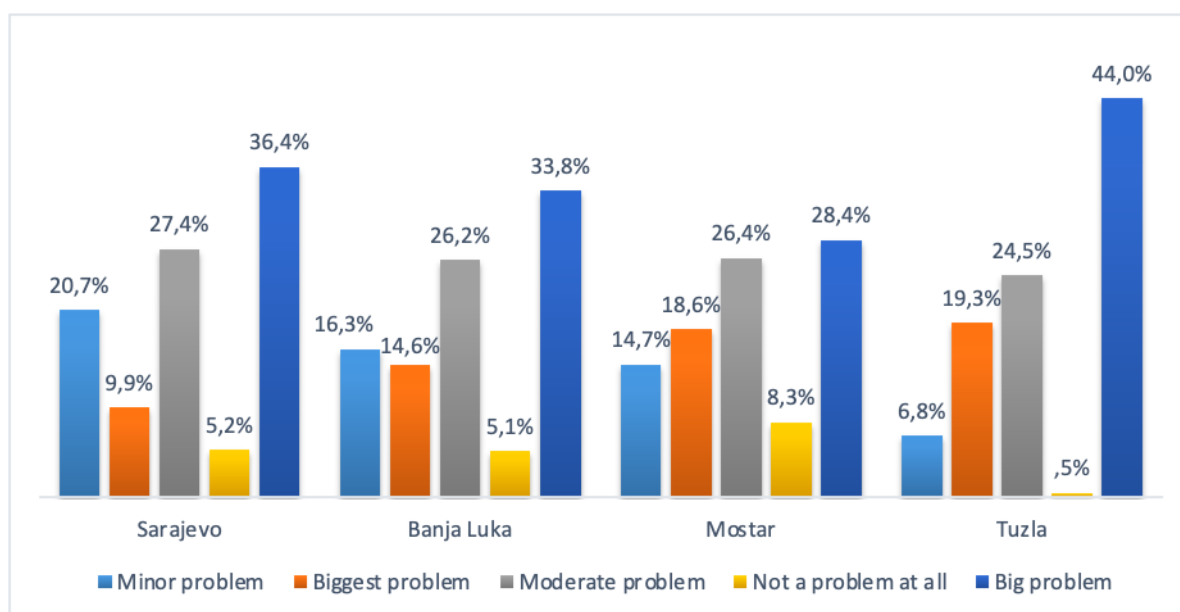
CHART 27. PERCEPTION OF PROBLEMS IN THE JUDICIARY: LACK OF EXPERTISE AND PROFESSIONALISM OF JUDGES



Lack of expertise and professionalism of the police

Lack of expertise and professionalism of the police as a problem of the BiH judiciary were rated as follows: “Biggest problem” (15,8%); “Big problem” (35,5%); “Moderate problem” (26,1%); “Minor problem” (14,4%) and “Not a problem at all” (4,8%).

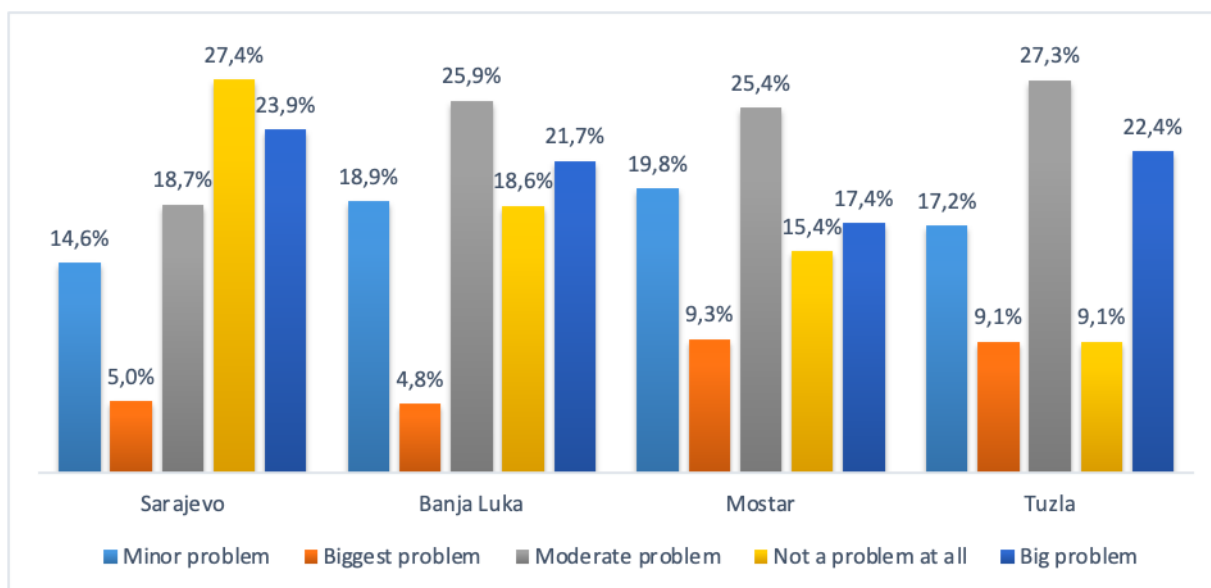
CHART 28. PERCEPTION OF PROBLEMS IN THE JUDICIARY: LACK OF EXPERTISE AND PROFESSIONALISM OF THE POLICE



IT infrastructure of courts

Of all the targeted problems in the judiciary, the IT infrastructure of the courts received the best ratings: “Biggest problem” (7,2%); “Big problem” (21,2%); “Moderate problem” (24,5%); “Minor problem” (17,7%) and “Not a problem at all” (17,3%).

CHART 29. PERCEPTION OF PROBLEMS IN THE JUDICIARY: IT INFRASTRUCTURE OF COURTS



CORRUPTION OF REPRESENTATIVES IN INSTITUTIONS

Average ratings for the perception of corruption of representatives in institutions are shown in Table 7. The highest level of corruption is perceived in leaders of political parties, ministers, elected representatives, customs officers and police officers. The lowest level of corruption is perceived in leaders of NGOs, businesspeople and religious leaders.

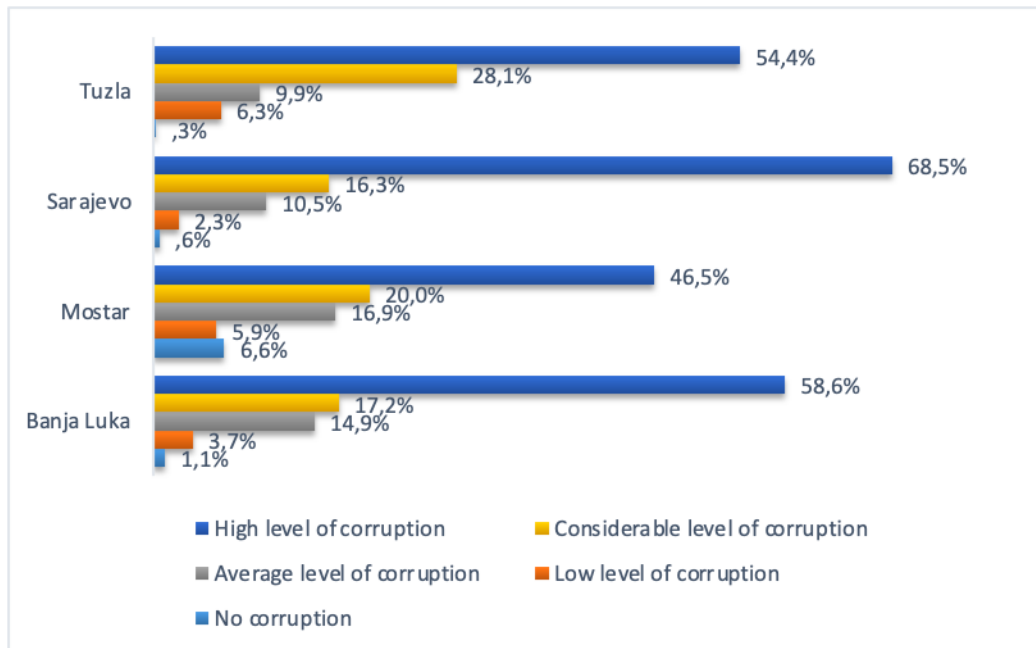
TABLE 7. CORRUPTION OF REPRESENTATIVES IN INSTITUTIONS

	No corruption	Low level of corruption	Average level of corruption	Considerable level of corruption	High level of corruption
Leaders of political parties	2,3%	4,6%	13,1%	20,6%	56,5%
Ministers	2,1%	6,6%	13,5%	26,1%	49,0%
Elected representatives	2,7%	6,6%	19,0%	25,1%	43,2%
Customs officers	2,1%	6,6%	21,9%	22,9%	41,4%
Tax officials	3,0%	10,3%	25,2%	23,1%	33,1%
Physicians	3,8%	11,6%	25,2%	22,3%	34,1%
Judges	3,6%	8,6%	24,5%	24,2%	35,4%
Prosecutors	4,0%	8,0%	23,3%	25,8%	34,1%
University professors	8,2%	13,2%	27,7%	21,0%	24,8%
Businesspeople	10,5%	18,4%	27,8%	17,4%	17,7%
Religious leaders	16,6%	20,1%	24,4%	12,6%	20,1%
Police officers	1,8%	9,6%	25,4%	31,7%	28,6%
NGO leaders	13,5%	19,2%	28,4%	13,7%	12,7%
Media	4,8%	8,1%	25,4%	24,9%	32,5%

Corruption of political party leaders

Leaders of political parties were rated as the most corrupt. On average, more than 77% of respondents believe that levels of corruption among leaders of political parties are high or substantial. The respondents rated corruption among political party leaders as follows: “High level of corruption” (56,5%); “Considerable level of corruption” (20,6%); “Average level of corruption” (13,1%); “Low level of corruption” (4,6%) and “No corruption” (2,3%).

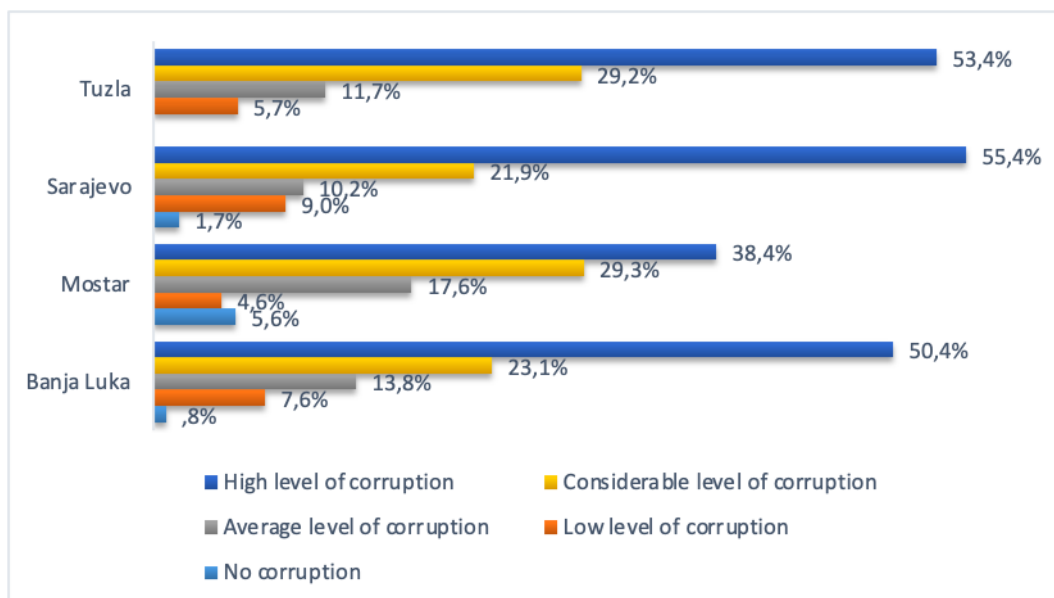
CHART 30 PERCEIVED CORRUPTION OF POLITICAL PARTY LEADERS



Corruption of ministers

Respondents perceive corruption among minister as follows: “High level of corruption” (49%); “Considerable level of corruption” (26,1%); “Average level of corruption” (13,5%); “Low level of corruption” (6,6%) and “No corruption” (2,1%).

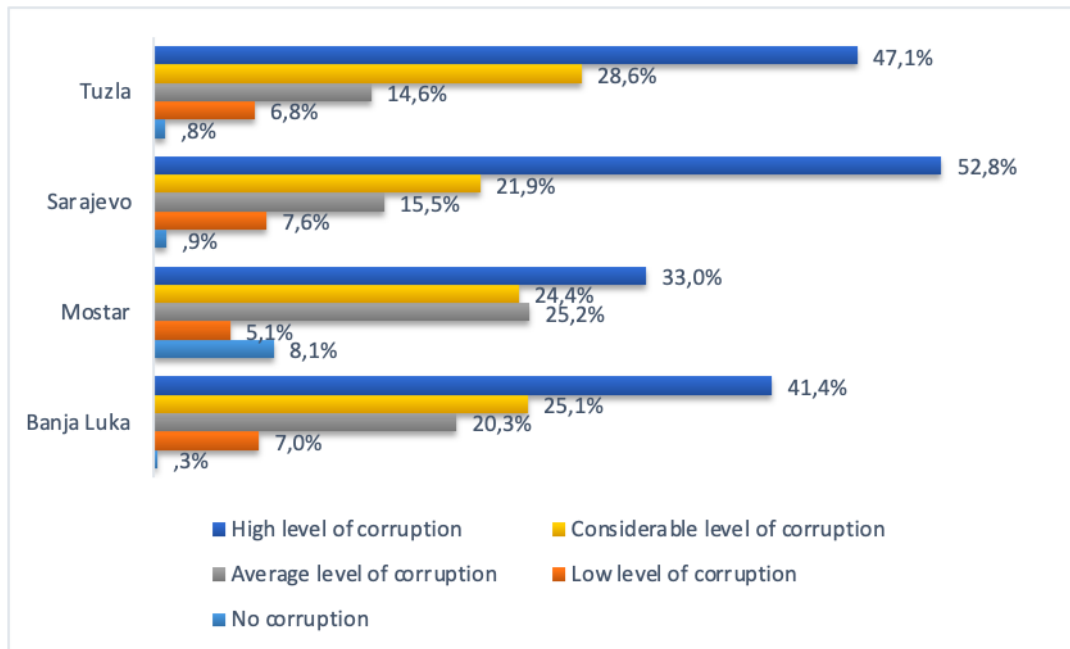
CHART 31 PERCEIVED CORRUPTION OF MINISTERS



Corruption of elected representatives

Elected representatives are considered fairly corrupt across all areas, with the following ratings: “High level of corruption” (43,2%); “Considerable level of corruption” (25,1%); “Average level of corruption” (19%); “Low level of corruption” (6,6%) and “No corruption” (2,7%).

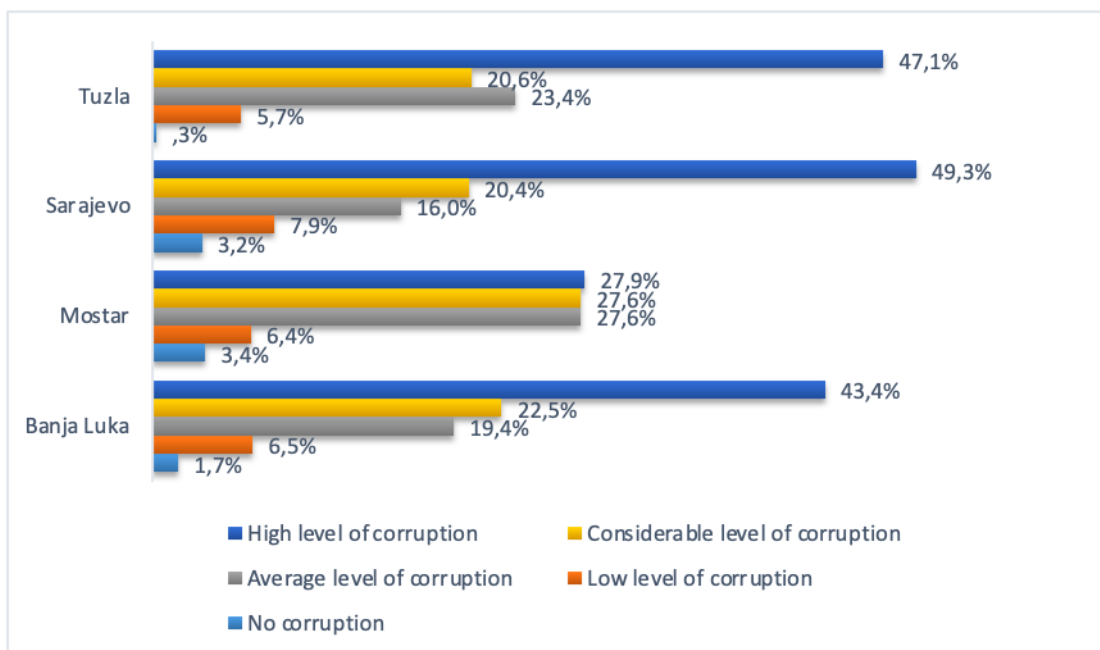
CHART 32 PERCEPTION OF CORRUPTION OF ELECTED REPRESENTATIVES



Corruption of customs officers

The perception of corruption of customs officers is relatively high in all surveyed areas. The respondents rated it as follows: “High level of corruption” (41,4%); “Considerable level of corruption” (22,9%); “Average level of corruption” (21,9%); “Low level of corruption” (6,6%) and “No corruption” (2,1%).

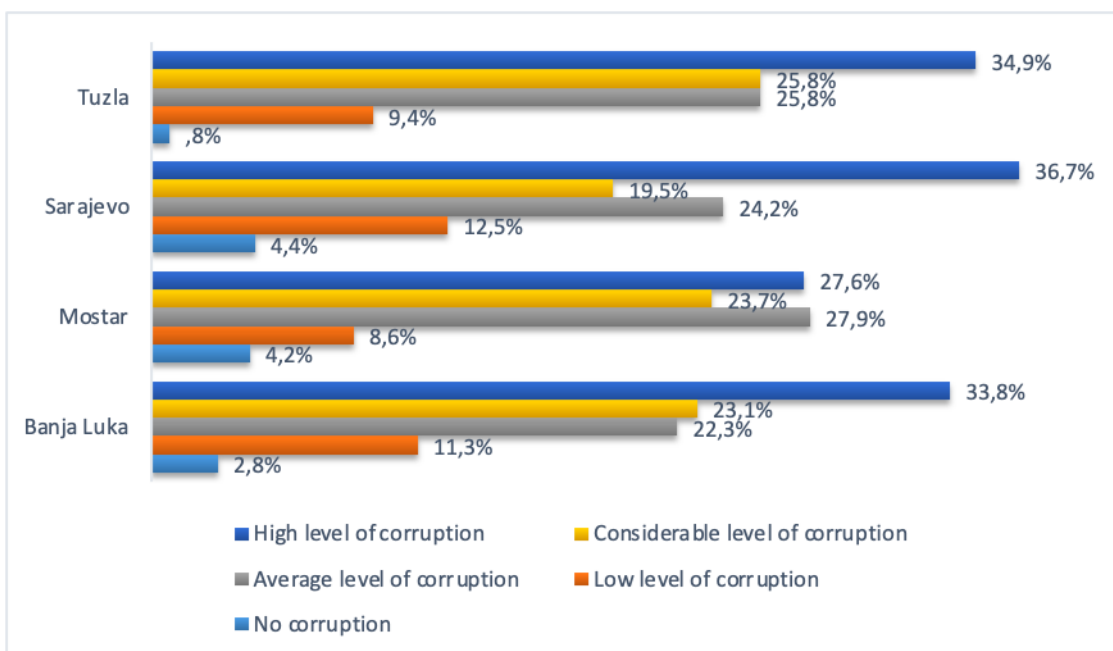
CHART 33 PERCEPTION OF CORRUPTION OF CUSTOMS OFFICERS



Corruption of tax officers

The perceived corruption of tax officers was rated as follows: “High level of corruption” (33,1%); “Considerable level of corruption” (23,1%); “Average level of corruption” (25,2%); “Low level of corruption” (10,3%) and “No corruption” (3%).

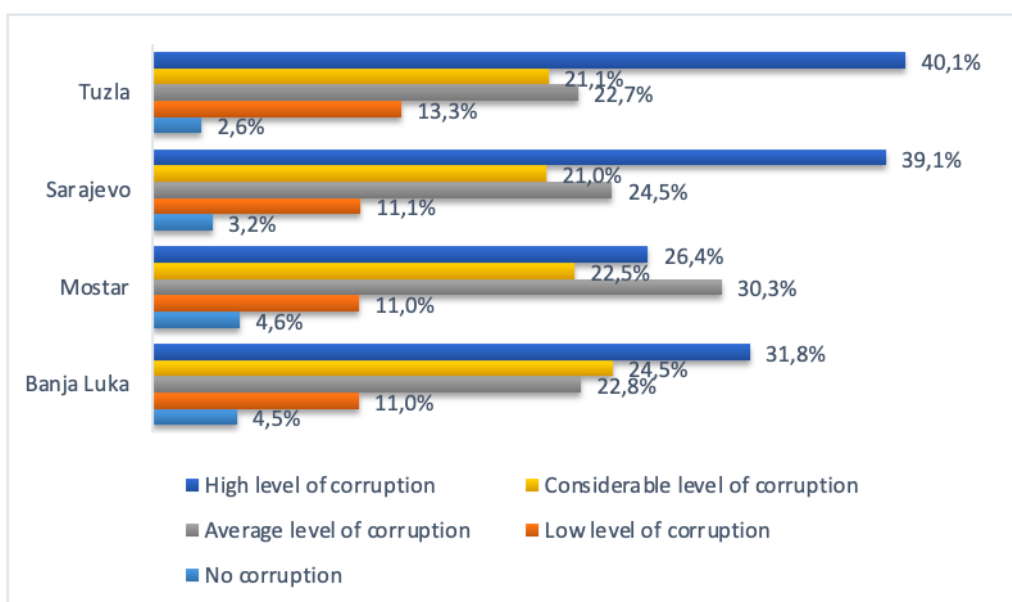
CHART 34 PERCEIVED CORRUPTION OF TAX OFFICERS



Corruption of physicians

Average ratings for the perceived corruption of physicians: “High level of corruption” (34,1%); “Considerable level of corruption” (22,3%); “Average level of corruption” (25,2%); “Low level of corruption” (11,6%) and “No corruption” (3,8%).

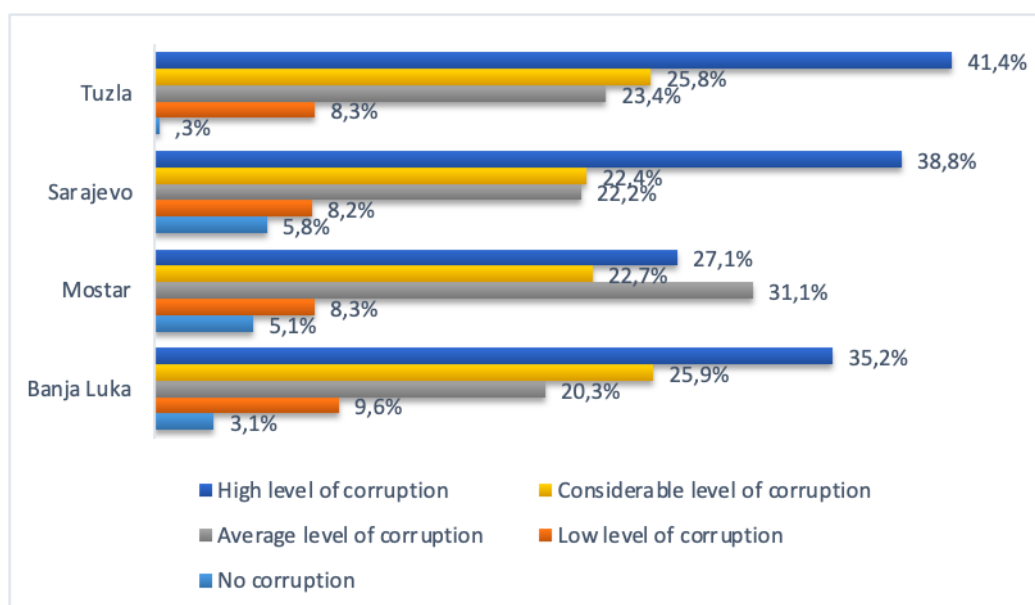
CHART 35 PERCEPTION OF CORRUPTION OF PHYSICIANS



Corruption of judges

The perceived corruption of judges was rated as follows: “High level of corruption” (35,4%); “Considerable level of corruption” (24,2%); “Average level of corruption” (24,5%); “Low level of corruption” (8,6%) and “No corruption” (3,6%).

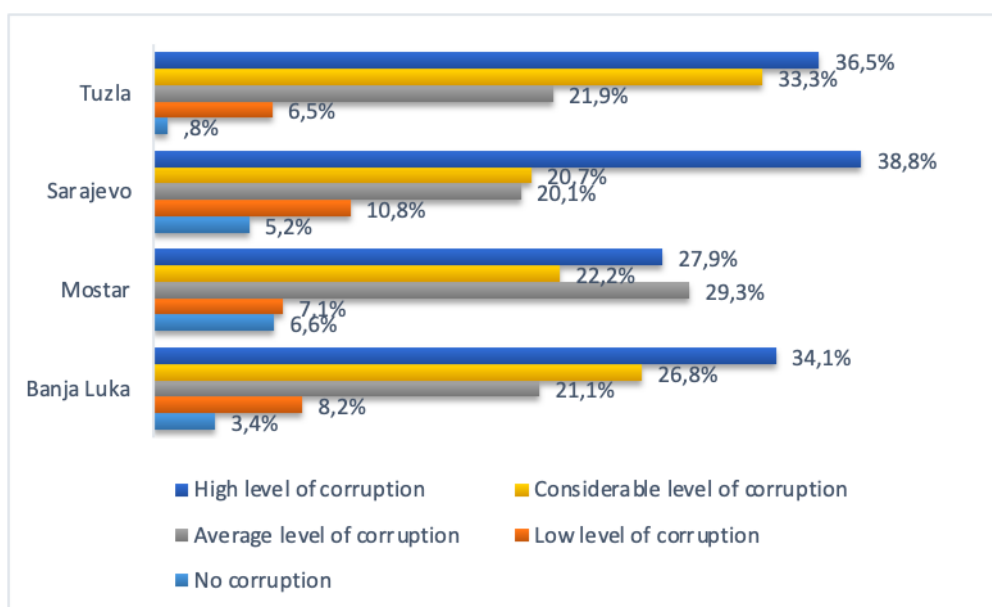
CHART 36 PERCEIVED CORRUPTION OF JUDGES



Corruption of prosecutors

The perceived corruption of prosecutors is similar to the perceived corruption of judges: “High level of corruption” (34,1%); “Considerable level of corruption” (25,8%); “Average level of corruption” (23,3%); “Low level of corruption” (8%) and “No corruption” (4%).

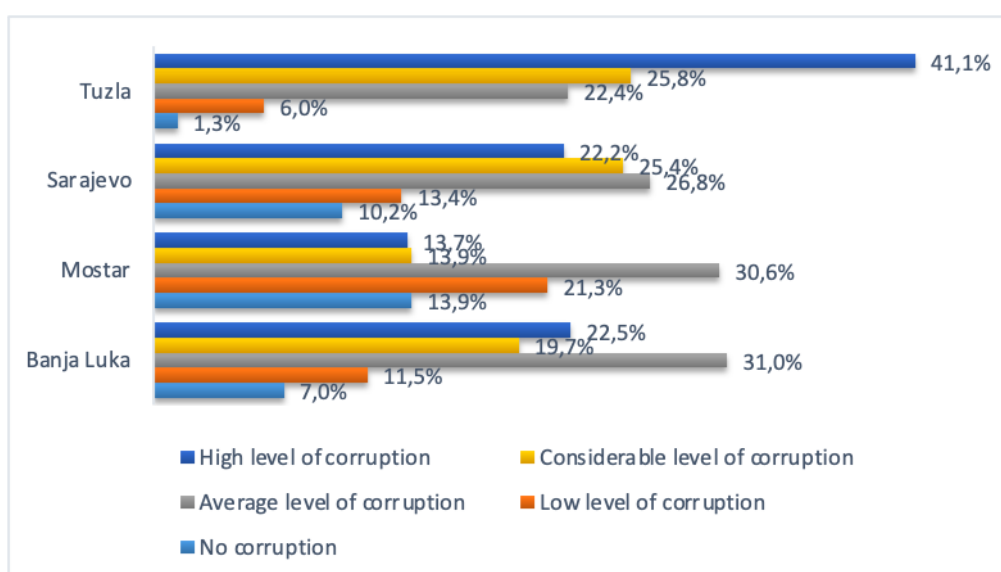
CHART 37 PERCEIVED CORRUPTION OF PROSECUTORS



Corruption of university professors

The perceived corruption of university professors is lower compared to other representatives: “High level of corruption” (24,8%); “Considerable level of corruption” (21%); “Average level of corruption” (27,7%); “Low level of corruption” (13,2%) and “No corruption” (8,2%).

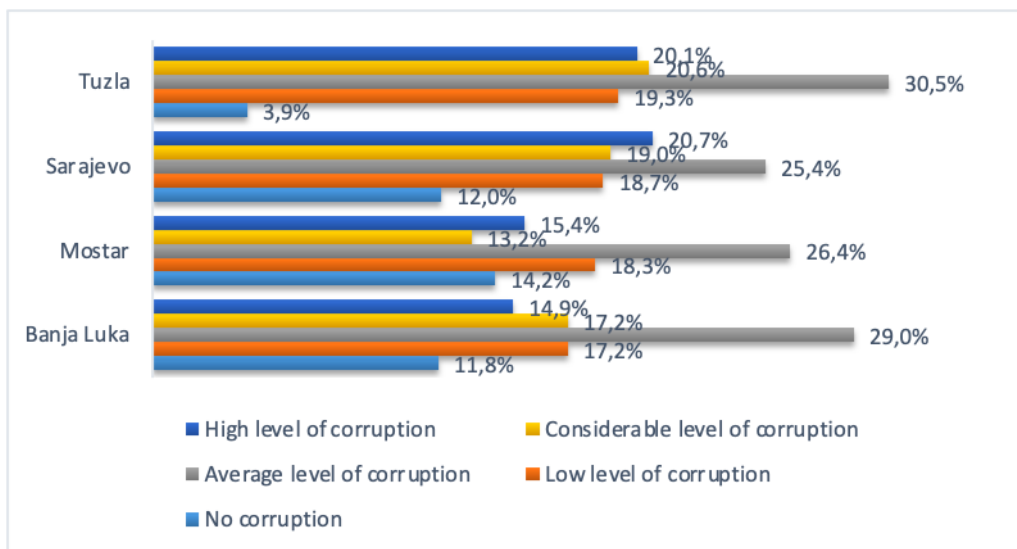
CHART 38 PERCEPTION OF CORRUPTION OF UNIVERSITY PROFESSORS



Corruption of businesspeople

The perceived corruption of businesspeople is lower compared to other representatives, as shown below: “High level of corruption” (17,7%); “Considerable level of corruption” (17,4%); “Average level of corruption” (27,8%); “Low level of corruption” (18,4%) and “No corruption” (10,5%).

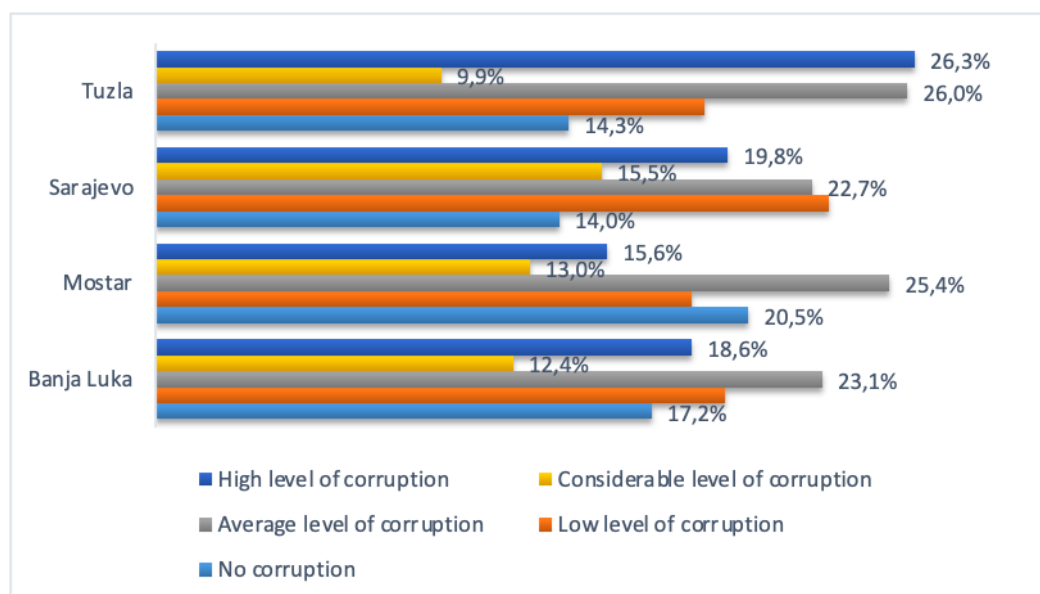
CHART 39 PERCEIVED CORRUPTION OF BUSINESSPEOPLE



Corruption of religious leaders

The perceived corruption of religious leaders is also lower compared to other observed categories: “High level of corruption” (20,1%); “Considerable level of corruption” (12,6%); “Average level of corruption” (24,4%); “Low level of corruption” (20,1%) and “No corruption” (16,6%).

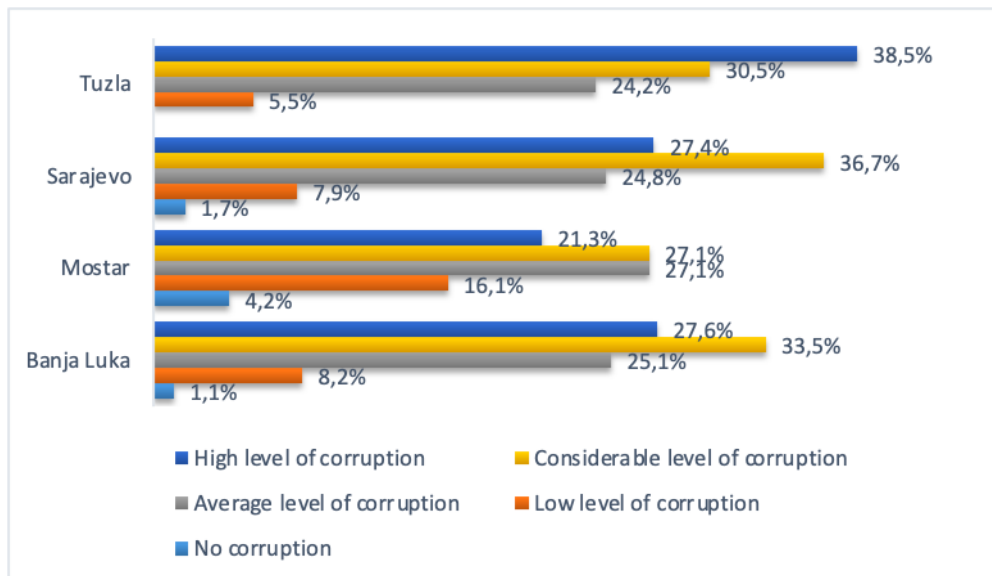
CHART 40 PERCEIVED CORRUPTION OF RELIGIOUS LEADERS



Corruption of police officers

The perception of corruption of police officers is quite negative: “High level of corruption” (20,1%); “Considerable level of corruption” (12,6%); “Average level of corruption” (24,4%); “Low level of corruption” (20,1%) and “No corruption” (16,6%).

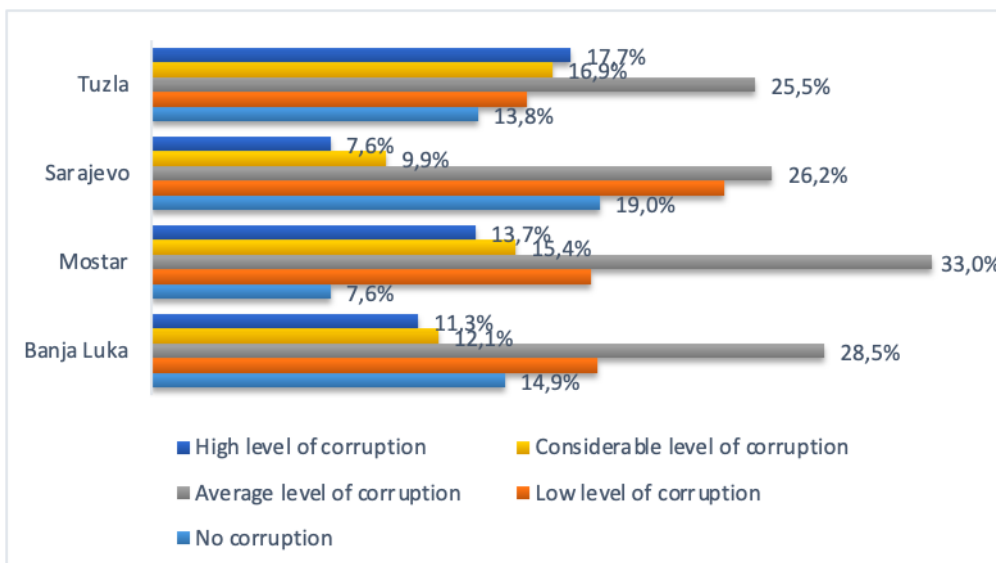
CHART 41 PERCEIVED CORRUPTION OF POLICE OFFICERS



Corruption of NGO leaders

The perceived corruption of leaders of non-governmental organizations received the lowest ratings: “High level of corruption” (12,7%); “Considerable level of corruption” (13,7%); “Average level of corruption” (28,4%); “Low level of corruption” (19,2%) and “No corruption” (13,5%).

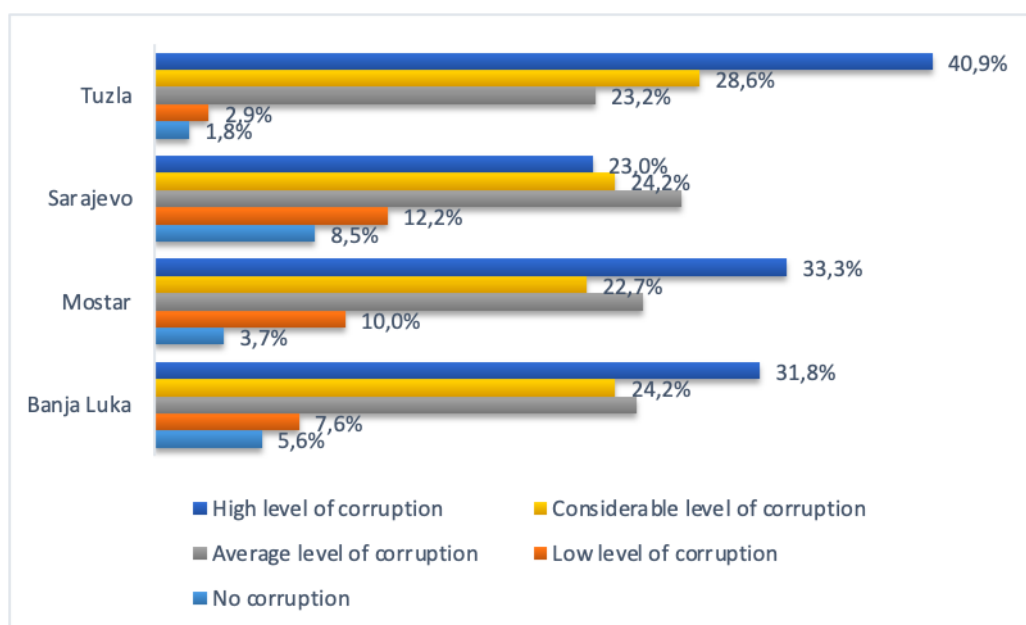
CHART 42 PERCEIVED CORRUPTION OF LEADERS OF NON-GOVERNMENTAL ORGANIZATIONS



Corruption of the media

The perceived corruption of media is fairly high in all segments: “High level of corruption” (12,7%); “Considerable level of corruption” (13,7%); “Average level of corruption” (28,4%); “Low level of corruption” (19,2%) and “No corruption” (13,5%).

CHART 43 PERCEIVED CORRUPTION OF THE MEDIA



QUALITY OF WORK/SERVICES IN THE BiH JUDICIAL SYSTEM

The quality of work/services in the BiH judicial system was assessed by evaluating the work of judges, prosecutors, attorney general, ombudsmen, lawyers, court clerks and court staff was evaluated. Respondents chose among the following grades: 1 - Very bad, 2 - Bad, 3 - Neither bad nor good, 4 - Good, 5 - Very good.

TABLE 8. QUALITY OF WORK/SERVICES IN THE BIH JUDICIAL SYSTEM (AVERAGE GRADES)

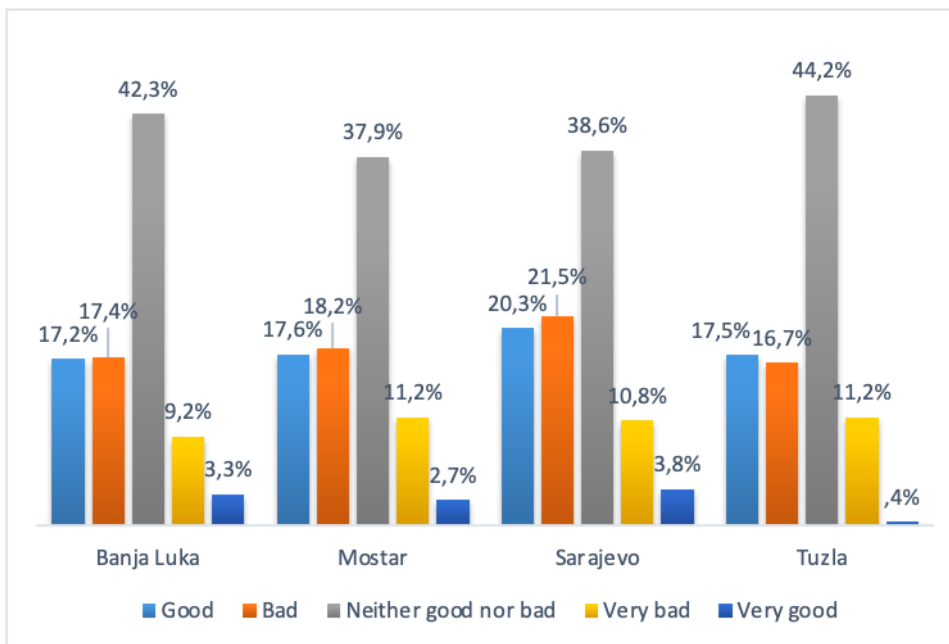
	Good	Bad	I don't know/I prefer not to answer	Neither bad nor good	Very bad	Very good
Judges	18,2%	18,5%	9,4%	40,8%	10,6%	2,6%
Prosecutors	16,3%	22,1%	9,2%	37,4%	11,5%	3,6%
Attorney general	20,8%	16,6%	12,5%	37,8%	7,7%	4,7%
Ombudsmen	17,7%	15,9%	15,8%	38,4%	7,4%	5,0%
Lawyers	32,6%	12,1%	8,1%	29,3%	4,9%	13,2%
Court clerks	23,6%	15,6%	9,2%	39,9%	6,7%	5,1%
Court staff	25,3%	13,9%	9,4%	38,4%	6,1%	7,1%

Below is a detailed (percentage) overview of ratings of the work/services of the judicial system of BiH by area.

Quality of work/services of judges in the BiH judicial system

The question about the work of judges elicited the highest percentage of neutral answers. Ratings for the quality of their work are: "Very good" (2.6%); "Good" (18.2%); "Neither bad nor good" (40.8%); "Bad" (18.5%) and "Very bad" (10.6%).

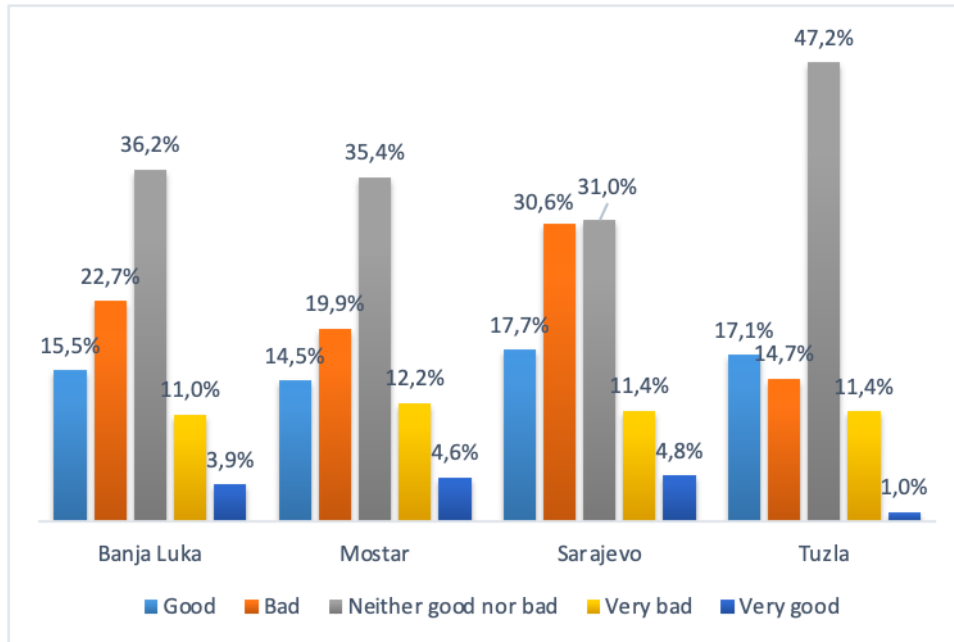
CHART 44 PERCEIVED QUALITY OF WORK/SERVICES OF JUDGES IN THE BIH JUDICIAL SYSTEM



Quality of work/services of prosecutors in the BiH judicial system

The work of prosecutors was rated similarly to the work of judges, with a slightly higher percentage of negative ratings: "Very good" (3.6%); "Good" (16.3%); "Neither bad nor good" (37.4%); "Bad" (22.1%) and "Very bad" (11.5%).

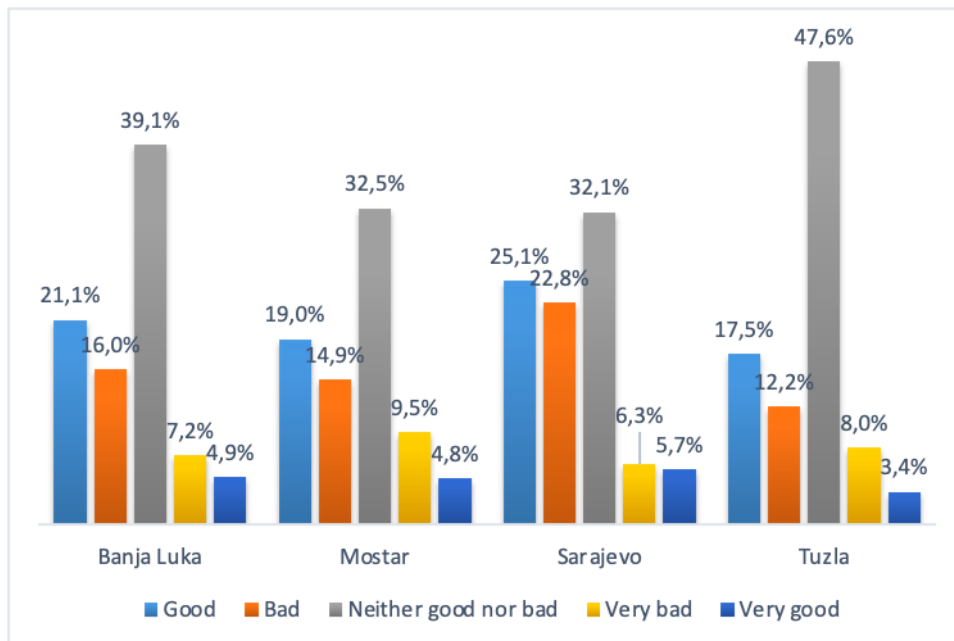
CHART 45 PERCEIVED QUALITY OF WORK/SERVICES OF PROSECUTORS IN THE BIH JUDICIAL SYSTEM



Quality of work/services of public defenders in the BiH judicial system

Evaluations of public defenders yielded roughly equal percentages of positive and negative responses, with a substantial percentage of neutral responses. "Very good" (4.7%); "Good" (20.8%); "Neither bad nor good" (37.8%); "Bad" (16.6%) and "Very bad" (7.7%).

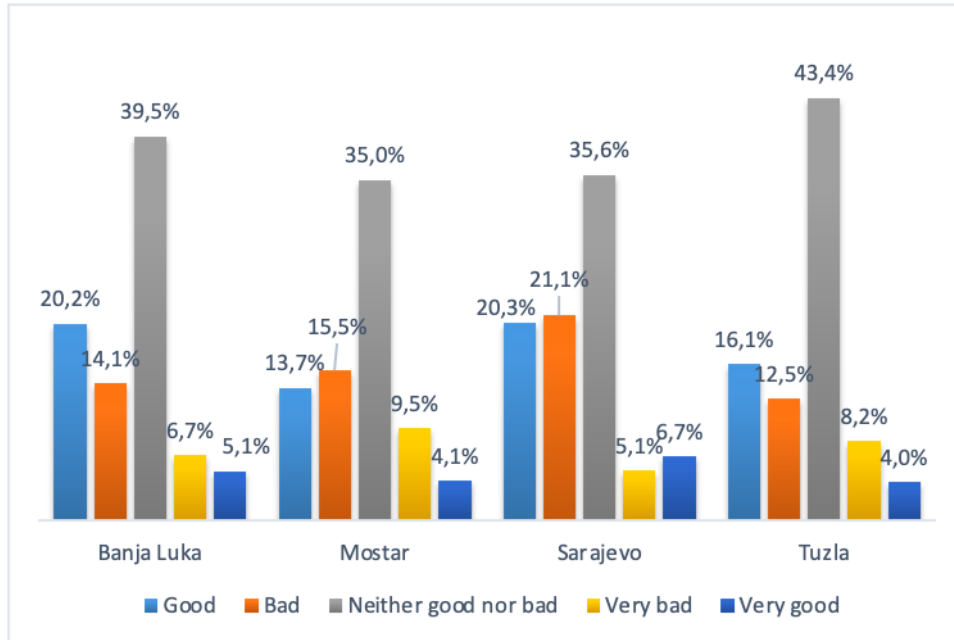
CHART 46 PERCEIVED QUALITY OF WORK/SERVICES OF PUBLIC DEFENDERS IN THE BIH JUDICIAL SYSTEM



Quality of work/services of ombudsmen in the BiH judicial system

The quality of work/services of ombudsmen was rated on average as follows: "Very good" (5%); "Good" (17.7%); "Neither bad nor good" (38.4%); "Bad" (15.9%) and "Very bad" (7.4%).

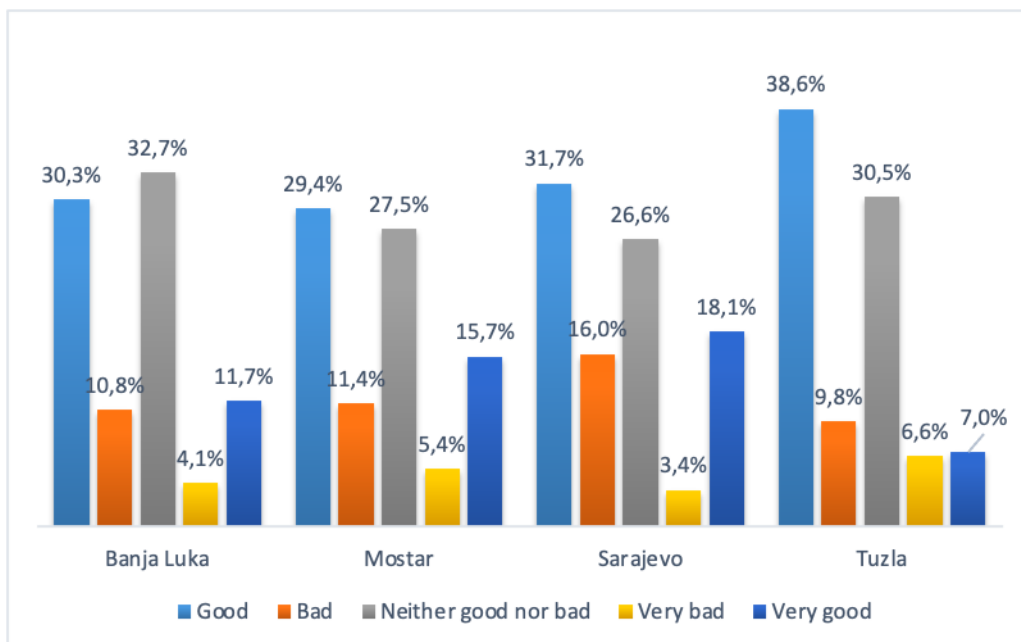
CHART 47 PERCEIVED QUALITY OF WORK/SERVICES OF OMBUDSMEN IN THE BIH JUDICIAL SYSTEM



Quality of work/services of attorneys in the BiH judicial system

The evaluation of the work of attorneys is relatively positive: "Very good" (13.2%); "Good" (32.6%); "Neither bad nor good" (29.3%); "Bad" (12.1%) and "Very bad" (4.9%).

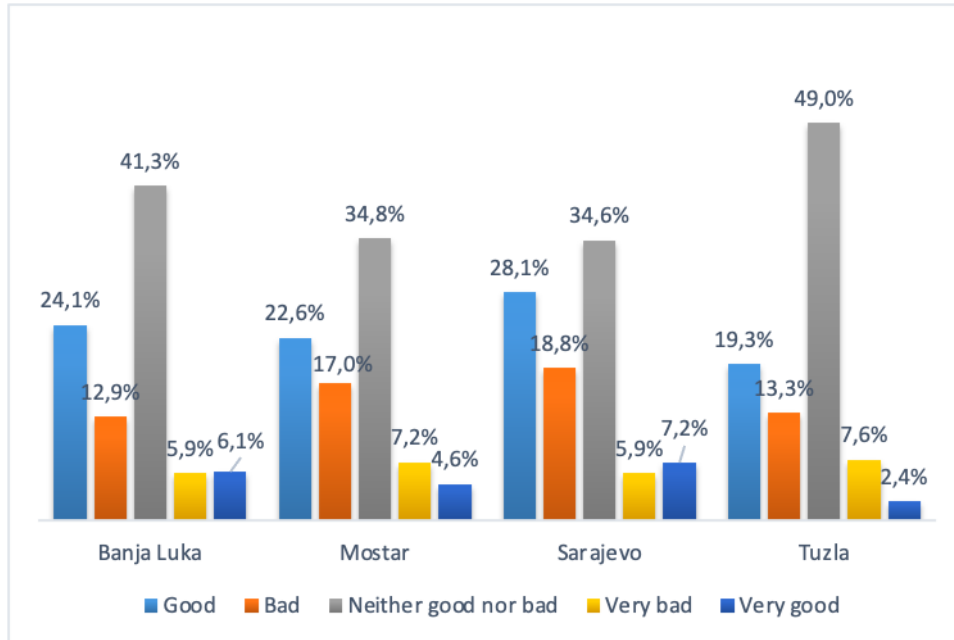
CHART 48 PERCEIVED QUALITY OF WORK/SERVICES OF ATTORNEYS IN THE BIH JUDICIAL SYSTEM



Quality of work/services of court clerks in the BiH judicial system

The quality of work/services of court clerks was rated as follows: "Very good" (5.1%); "Good" (23.6%); "Neither bad nor good" (39.9%); "Bad" (15.6%) and "Very bad" (6.7%).

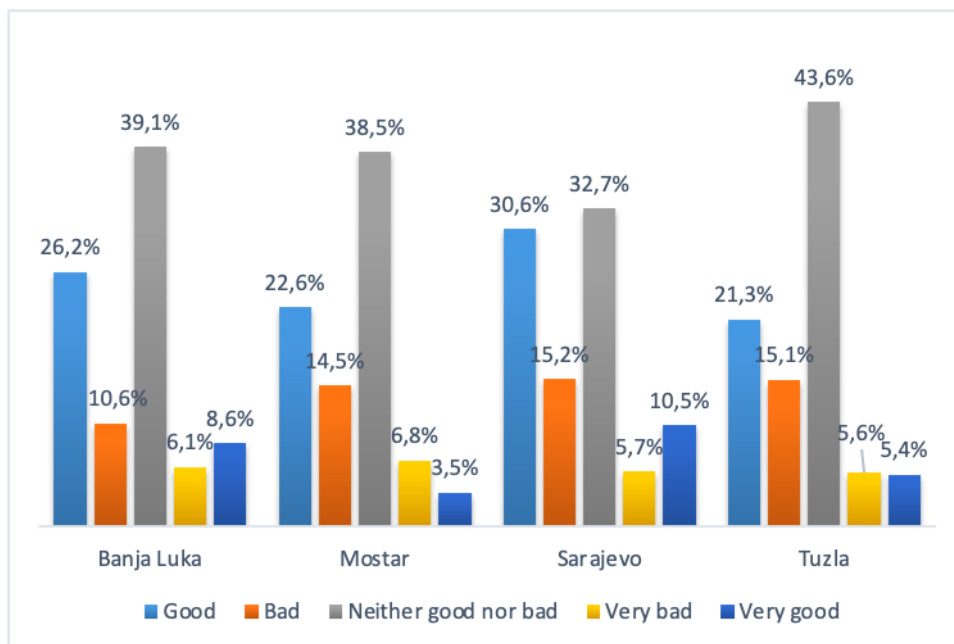
CHART 49 PERCEIVED QUALITY OF WORK/SERVICES OF COURT CLERKS IN THE BIH JUDICIAL SYSTEM



Quality of work/services of court staff in the BiH judicial system

The quality of work/services of court staff was rated more positively compared to other categories: "Very good" (7.1%); "Good" (25.3%); "Neither bad nor good" (38.4%); "Bad" (13.9%) and "Very bad" (6.1%).

CHART 50 PERCEIVED QUALITY OF WORK/SERVICES OF COURT STAFF IN THE BIH JUDICIAL SYSTEM



CAUSES OF DIFFICULTIES IN ACCESSING THE JUDICIAL SYSTEM

When asked about what hindered their access to the judicial system in the last 5 years in all jurisdictions, respondents most often stated that their access was not hindered by anything. A smaller proportion of respondents stated that their access to the judicial system was hindered mostly by economic status, followed by age and level of education.

EQUAL TREATMENT BEFORE THE LAW

Most respondents believe that different groups of users are treated unequally. The biggest perceived inequality is in the treatment of politicians versus average court users - 86.3% of the respondents believe that politicians are treated differently than the average citizen. The perception of inequality on these grounds is particularly pronounced in Sarajevo and Tuzla, where more than 90% of respondents believe that politicians and average citizens do not have equal treatment.

On average, 79.9% of respondents believe that inequality based on economic status is observable in the courts' work, i.e. that courts do not treat rich and poor users equally. This opinion is very prominent in Tuzla, where 94.5% of the respondents perceive this type of inequality.

57.2% of respondents believe that the courts treat minorities differently to the majority. The highest percentage of respondents who believe this are from Sarajevo (63.8%), and the lowest are from Mostar (48.6%).

Unequal treatment of courts on the basis of nationality was noted by 55.6% of respondents. The highest proportion of respondents with this opinion was in Tuzla (61.8%) and the lowest in Mostar (37.5%).

45.1% of respondents believe that courts do not provide equal treatment to people with disabilities, while 41.9% of respondents believe that there is no inequality in treatment based on disability. About 13% of respondents do not know or prefer not to answer this question. These are the average results for all surveyed areas while the individual scores by areas are shown in Table 9.

Equality was rated most positively when it comes to genders, with 61.1% of respondents stating that courts treat women and men equally, and 30.8% stating that gender inequality is present in the courts' work. About 8% of respondents do not know or prefer not to answer this question.

TABLE 9 PERCEPTION OF EQUAL TREATMENT OF DIFFERENT GROUPS OF USERS IN THE JUDICIAL SYSTEM

	Men/Women		Rich/Poor		Persons with disabilities	
	Yes	No	Yes	No	Yes	No
Banja Luka	63,6%	27,8%	17,9%	78,4%	52,5%	38,9%
Mostar	66,0%	22,9%	30,6%	59,7%	40,3%	50,7%
Sarajevo	67,8%	26,6%	18,1%	79,4%	51,3%	39,7%
Tuzla	50,0%	41,8%	5,0%	94,5%	26,8%	50,9%
	Minorities/Majority		Average Citizens/Politicians		By nationality	
	Yes	No	Yes	No	Yes	No
Banja Luka	33,3%	56,2%	9,3%	89,5%	30,9%	60,5%
Mostar	38,9%	48,6%	13,9%	67,4%	54,9%	37,5%
Sarajevo	28,1%	63,8%	5,0%	91,5%	34,2%	57,8%
Tuzla	21,4%	57,7%	6,8%	91,8%	21,8%	61,8%

RESPONDENTS’ REFLECTIONS ON PREVIOUS EXPERIENCE WITH THE COURT SYSTEM

An average of 25% of respondents in all jurisdiction state that in their experience with the justice system so far, they have encountered impoliteness and difficulties in obtaining documents (about 19%). A smaller percentage cite unfair trial, disrespect and prejudice. Below are some of the comments made by respondents interview face-to-face.

"It drives me crazy how long the procedure is!"

"Court expert was corrupt."

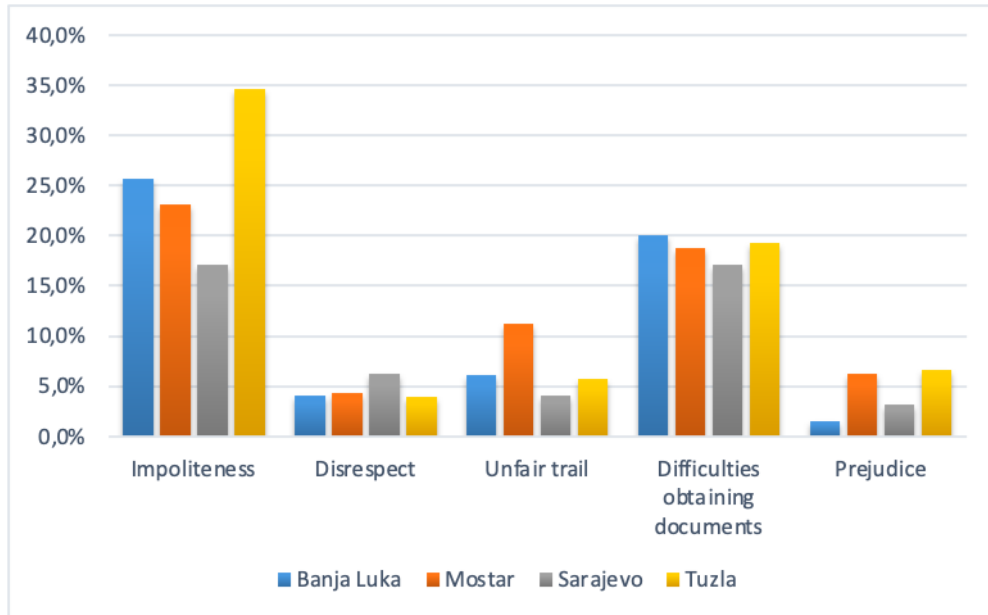
"I witnessed corruption when a judge signed a verdict written by an attorney."

"When I asked the judge why he denied me marital acqurest he said he had made a mistake, but he didn't try to make it right."

"Employees are rude, uncivil, impolite and discriminate based on age and physical appearance."

"Shifting responsibility to other courts."

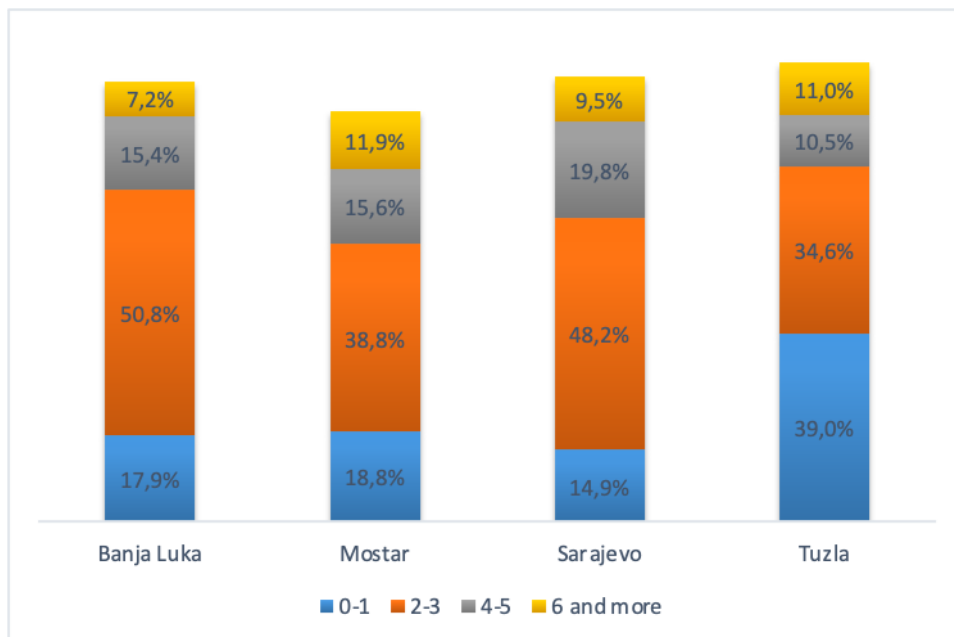
CHART 51 EXPERIENCED BY RESPONDENTS IN THE COURT SYSTEM



NUMBER OF COURT VISITS BEFORE CASE RESOLUTION

In all jurisdictions, most respondents visited the court 2 to 3 times before their case was resolved (43.1%). For 23% of respondents it only took one visit, and 15% visited the court 4 to 5 times. For 9.8% it took 6 or more visits before their case was resolved.

CHART 52. NUMBER OF COURT VISITS BEFORE CASE RESOLUTION



THE TIME ELAPSED FROM START TO END OF THE LAST PROCEEDING

The time elapsed from the beginning to the end of the respondents' last court proceeding varies by jurisdiction.

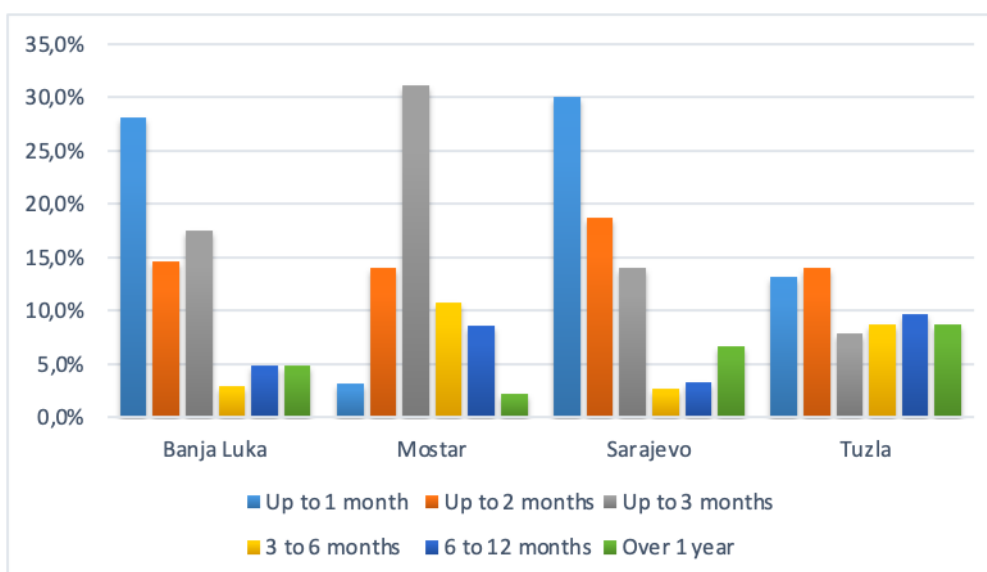
CHART 53. THE TIME ELAPSED FROM START TO END OF THE LAST PROCEEDING



THE TIME ELAPSED BETWEEN THE LAST AND PENULTIMATE HEARING IN THE RESPONDENT'S LAST PROCEEDING

The time elapsed between the last and penultimate hearing in the proceedings before the municipal/basic courts varies by jurisdiction, but the majority of respondents falls in the first three categories (up to one month, two and three months).

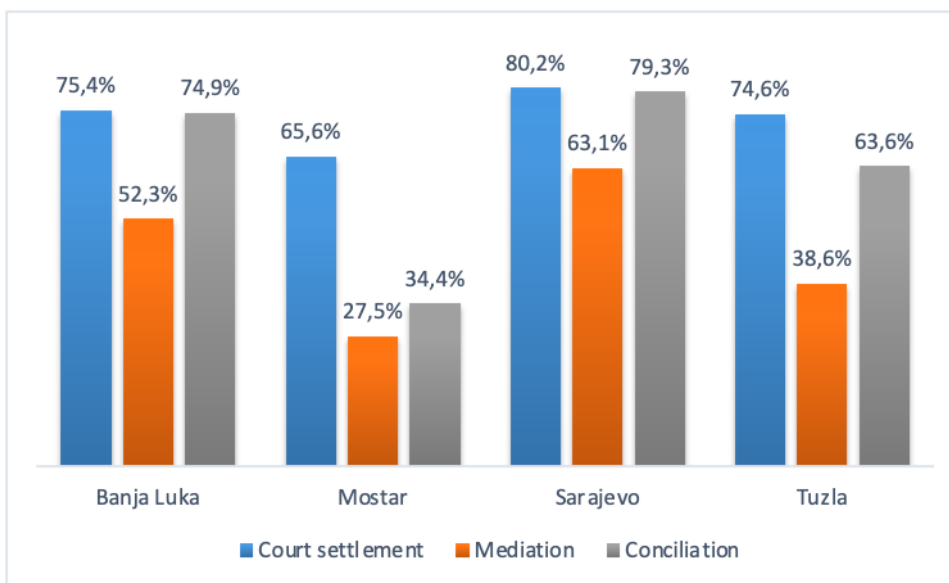
CHART 54. THE TIME ELAPSED BETWEEN THE LAST AND PENULTIMATE HEARING IN THE RESPONDENT'S LAST PROCEEDING



AWARENESS OF ALTERNATIVE WAYS OF RESOLVING COURT DISPUTES

The majority of respondents (74.5%) are most familiar with court settlement as an alternative way of resolving court disputes. 64.8% of respondents are familiar with conciliation as an alternative: the most in Sarajevo (79.3%) and the least in Mostar (34.4%). A much lower proportion of respondents are familiar with mediation; 46.5% on average, most in Sarajevo (63.1%) and the least in Mostar (27.5%).

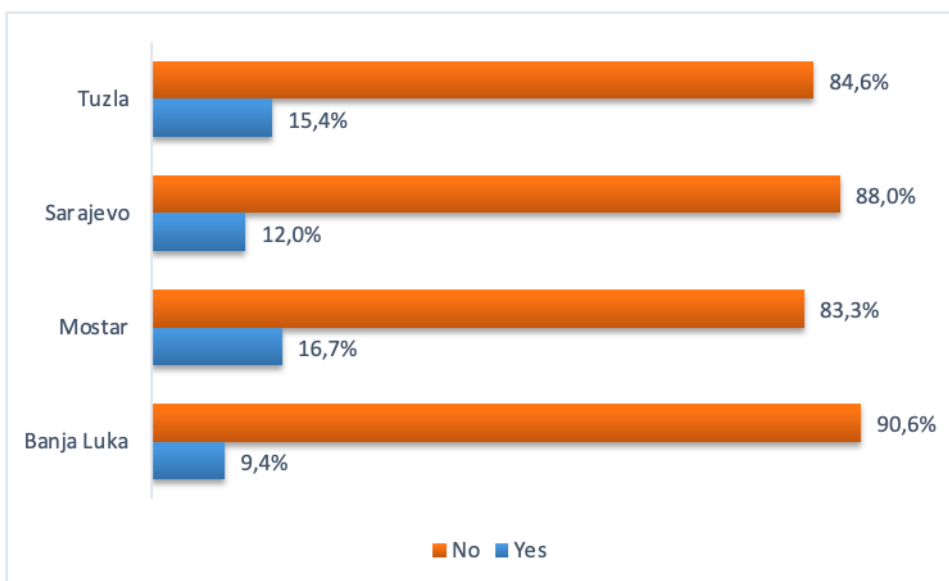
CHART 55. RESPONDENTS WHO ARE FAMILIAR WITH ALTERNATIVE WAYS OF RESOLVING DISPUTES



USING ALTERNATIVE WAYS OF RESOLVING DISPUTES

In general, a small proportion of respondents used some of the alternative ways of resolving disputes (around 13% across all jurisdictions). Court settlement is most commonly used alternative way of resolving disputes.

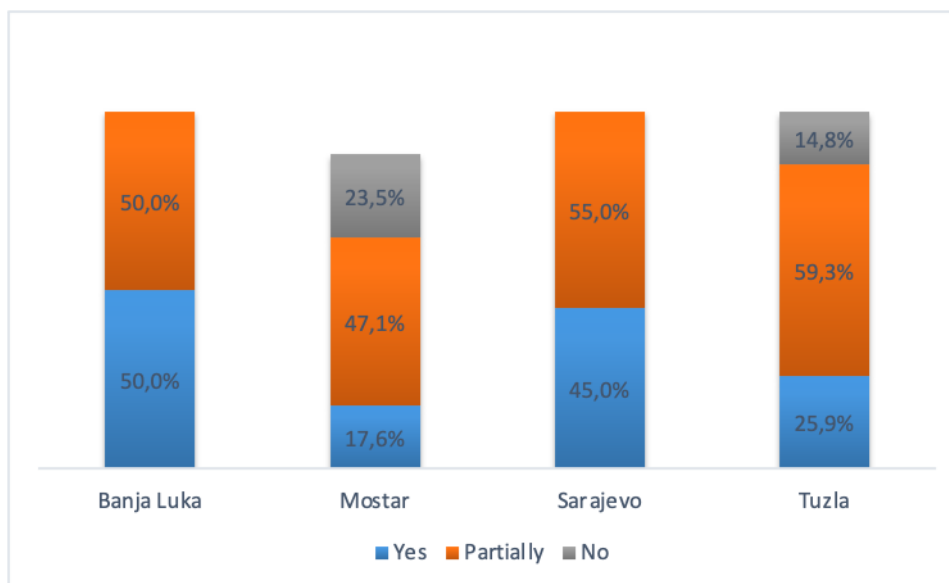
CHART 56. HAVE YOU EVER USED ALTERNATIVE WAYS OF RESOLVING DISPUTES



SATISFACTION WITH ALTERNATIVE WAYS OF RESOLVING COURT DISPUTES

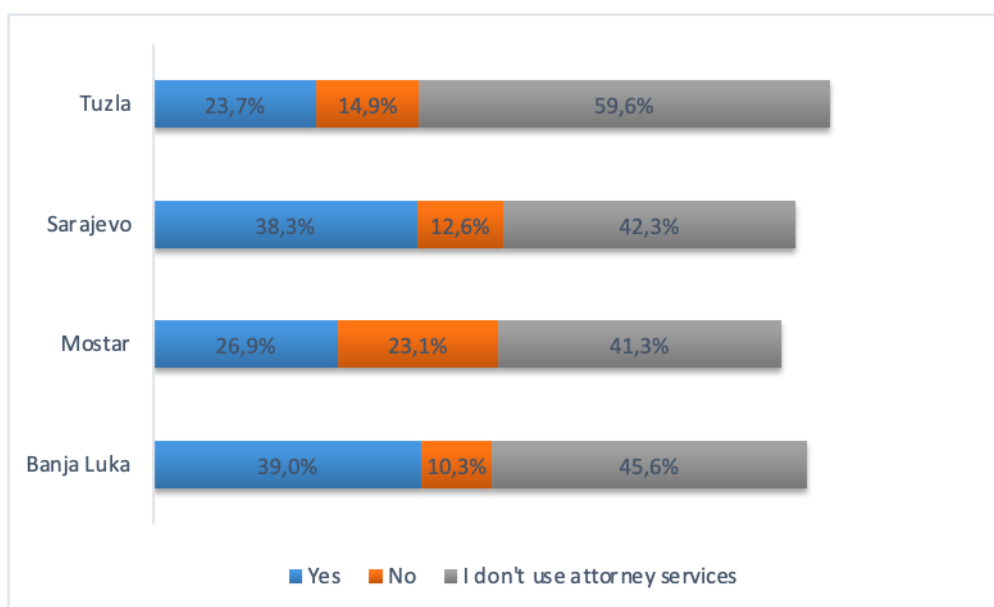
Respondents who have used some of the alternative ways of resolving disputes most often state that they are partially satisfied with the alternative (more than half). When prompted to elaborate on why they are dissatisfied, most state that the alternative resolution did not meet their expectations. On average, in all surveyed jurisdictions, about 10% are dissatisfied and about 33% are satisfied.

CHART 57. SATISFACTION WITH ALTERNATIVE WAYS OF RESOLVING COURT DISPUTES



A significant number of respondents do not use the services of attorneys and were not able to answer the question "Did your attorney inform you about alternative ways to resolve disputes?". However, respondents who do use legal services are generally informed about the existence of alternatives.

CHART 58. INFORMATION ABOUT ALTERNATIVE WAYS OF RESOLVING DISPUTES SHARED BY ATTORNEYS

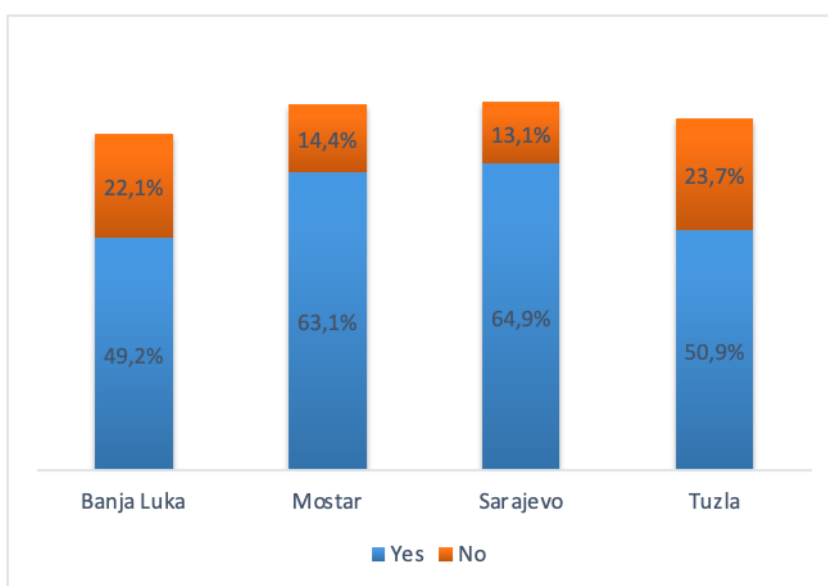


USING ALTERNATIVE WAYS OF RESOLVING DISPUTES IF THEY HAD THE NECESSARY INFORMATION.

More than half of the respondents (56.8%) state that they would use alternative ways of resolving court disputes if they were informed about such an option. 24.7% do not know or prefer not to answer, and 18.5% would not use alternative ways to resolve disputes.

The main reasons for choosing an alternative way of resolving court disputes are the shorter time for resolving disputes and fewer expenses.

CHART 59. USING ALTERNATIVE WAYS OF RESOLVING DISPUTES IF THEY HAD THE NECESSARY INFORMATION



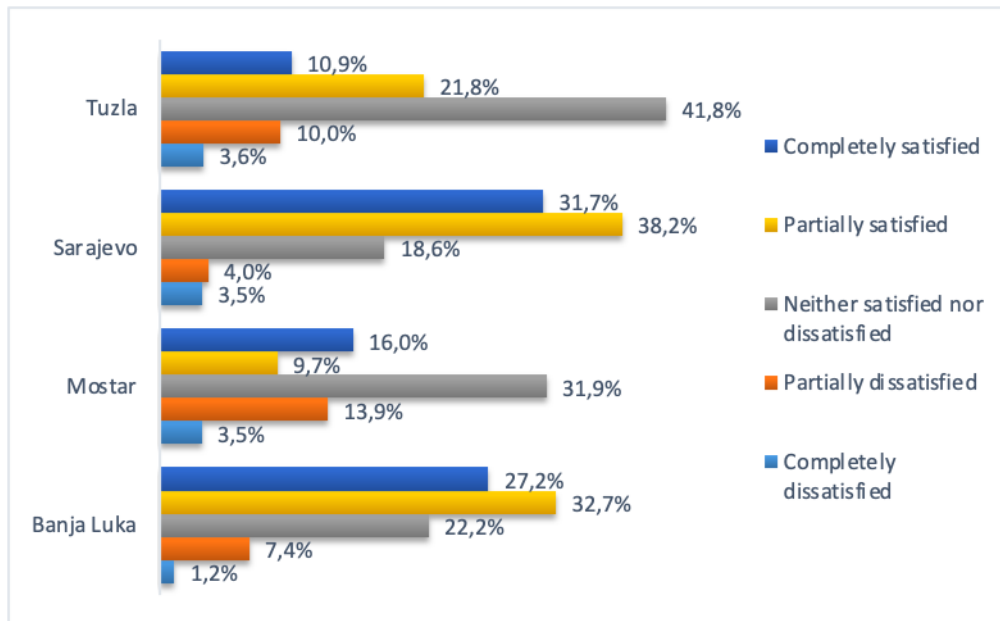
EVALUATION OF THE WORK OF JUDGES IN THE MUNICIPAL/BASIC COURT IN THE LAST 5 YEARS

The various aspects of the work of judges in the municipal/basic court were rated using the scale below: 1 - Completely dissatisfied, 2 - Partially dissatisfied, 3 - Neither satisfied nor dissatisfied, 4 - Partially satisfied and 5 - Completely satisfied.

Evaluation of the work of judges in the last 5 years: Polite and courteous

The politeness and courtesy of judges was rated on average: "Completely dissatisfied" (3%); "Partially dissatisfied" (8.6%); "Neither satisfied nor dissatisfied" (29.1%); "Partially satisfied" (26.3%); and "Completely satisfied" (21.2%).

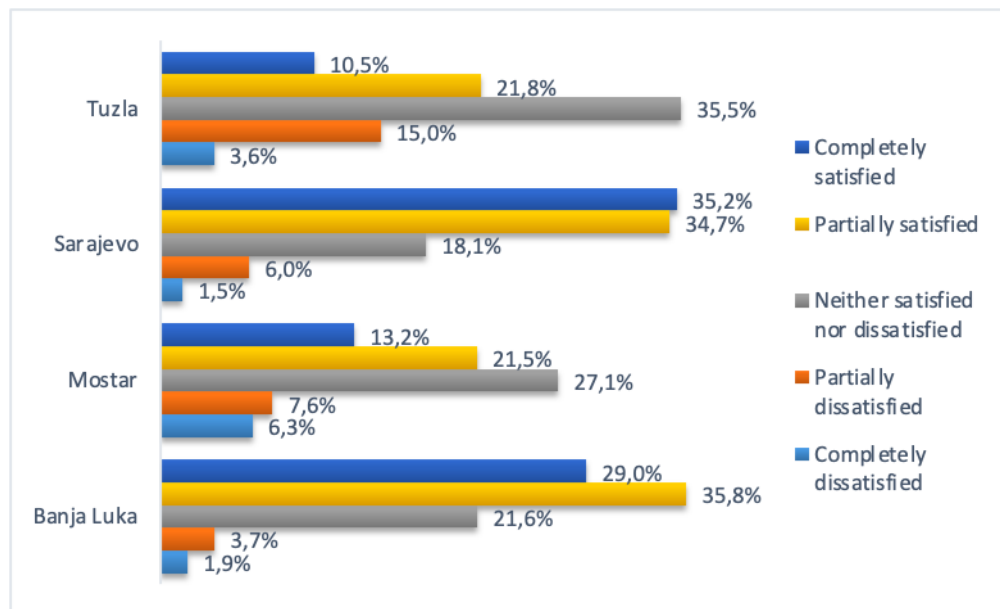
CHART 60. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: POLITE AND CURTEOUS



Evaluation of the work of judges in the last 5 years: Expert

Average ratings for the expertise of judges are: "Completely dissatisfied" (3.2%); "Partially dissatisfied" (8.6%); "Neither satisfied nor dissatisfied" (25.9%); "Partially satisfied" (28.4%); and "Completely satisfied" (21.9%).

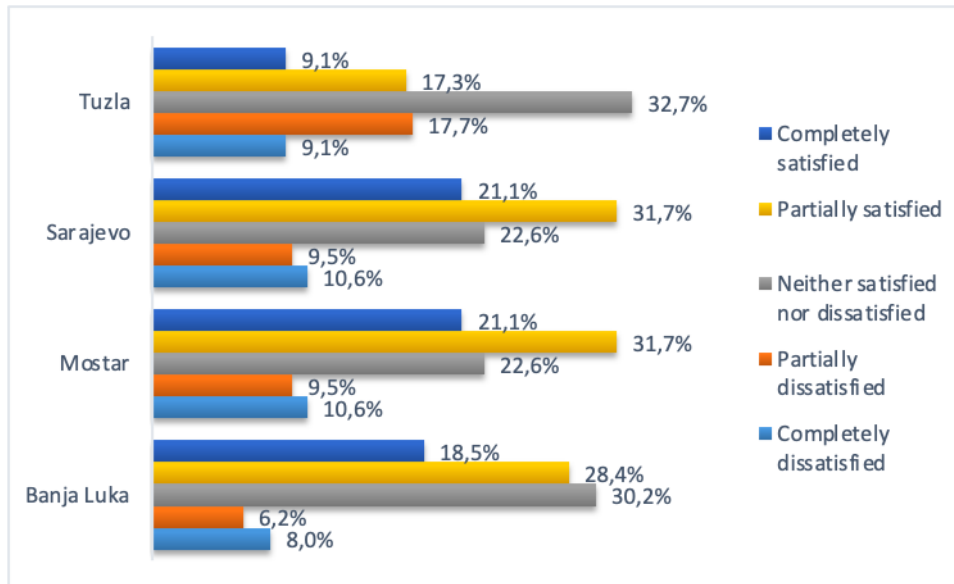
CHART 61. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: EXPERT



Evaluation of the work of judges in the last 5 years: Impartial

The impartiality of judges was rated as follows: "Completely dissatisfied" (8.6%); "Partially dissatisfied" (11.4%); "Neither satisfied nor dissatisfied" (29.7%); "Partially satisfied" (22.5%); and "Completely satisfied" (15.3%).

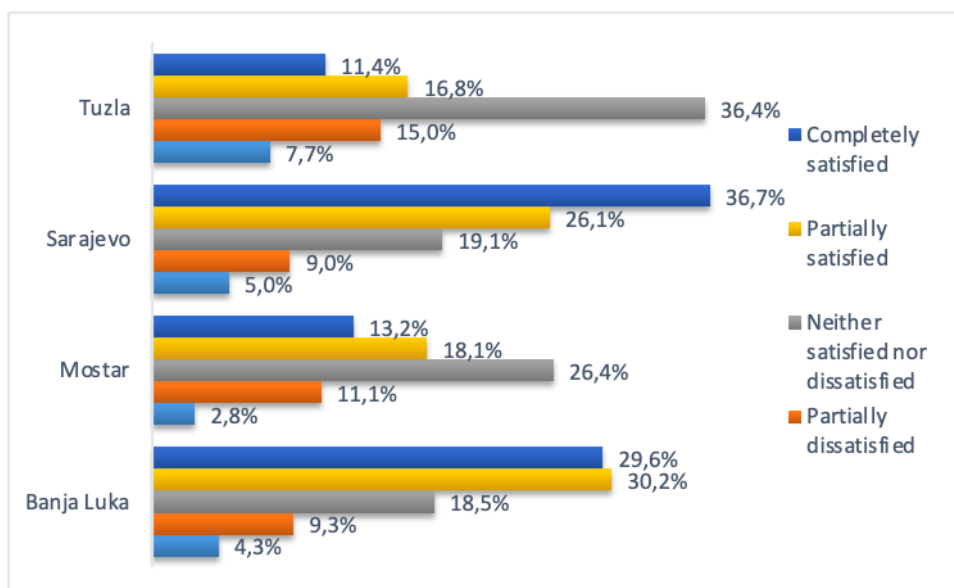
CHART 62. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: IMPARTIAL



Evaluation of the work of judges in the last 5 years: Thorough and well prepared

The average ratings for thoroughness and preparation of judges are: "Completely dissatisfied" (5.2%); "Partially dissatisfied" (11.3%); "Neither satisfied nor dissatisfied" (25.7%); "Partially satisfied" (22.6%); and "Completely satisfied" (22.8%).

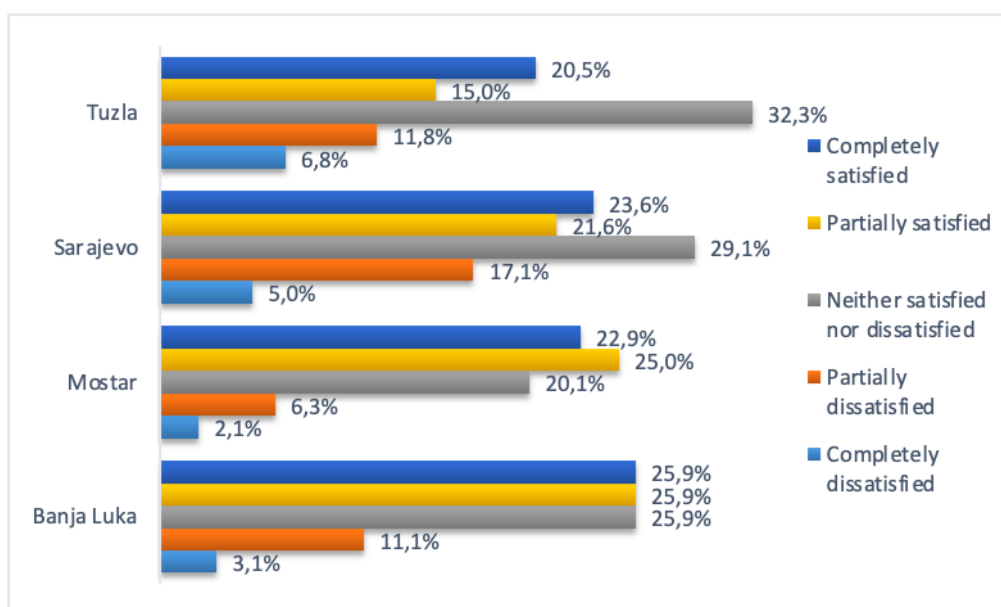
CHART 63. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: THOROUGH AND WELL PREPARED



Evaluation of the work of judges in the last 5 years: Speaks clearly and comprehensibly

Clarity and comprehensibility in the judges' phrasing were rated with the following average grades: "Completely dissatisfied" (4.6%); "Partially dissatisfied" (12%); "Neither satisfied nor dissatisfied" (27.6%); "Partially satisfied" (21.2%); and "Completely satisfied" (23%).

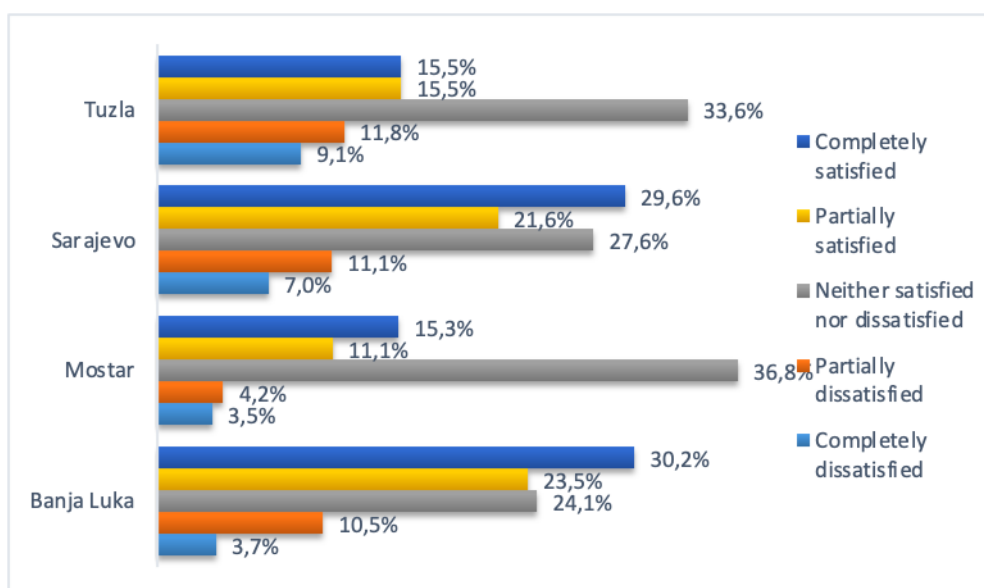
CHART 64. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: SPEAKS CLEARLY AND COMPREHENSIBLY



Evaluation of the work of judges in the last 5 years: Writes clear decisions

Satisfaction with the clarity of the judges' written decisions was rated on average with: "Completely dissatisfied" (6.2%); "Partially dissatisfied" (9.8%); "Neither satisfied nor dissatisfied" (30.5%); "Partially satisfied" (18.1%); and "Completely satisfied" (22.6%).

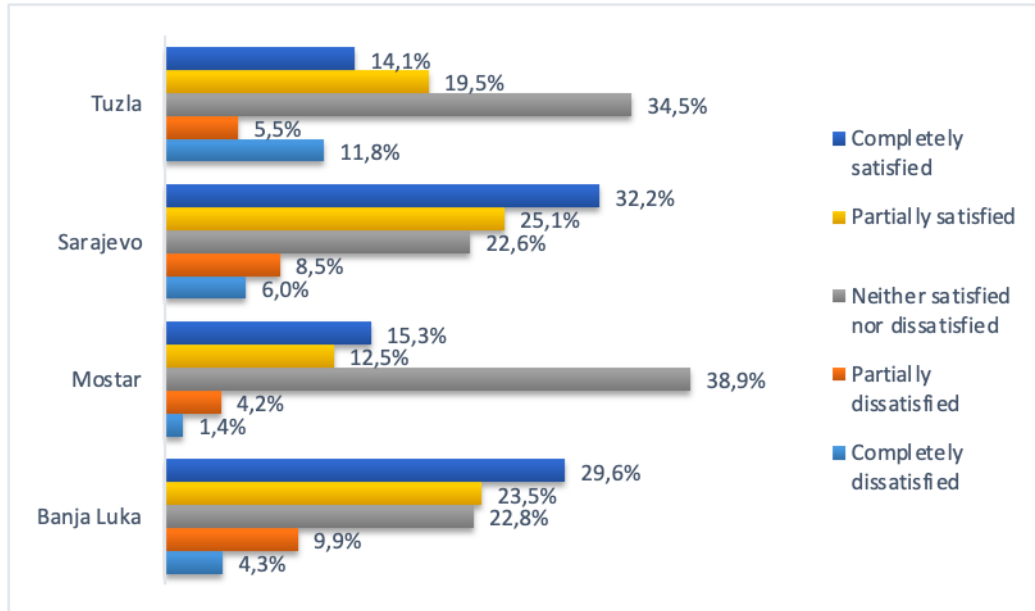
CHART 65. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: HE WRITES CLEAR DECISIONS



Evaluation of the work of judges in the last 5 years: Complies with procedures

Compliance with procedures was rated as follows: "Completely dissatisfied" (6.5%); "Partially dissatisfied" (7%); "Neither satisfied nor dissatisfied" (29.5%); "Partially satisfied" (20.6%); and "Completely satisfied" (22.8%).

CHART 85. EVALUATION OF THE WORK OF JUDGES IN THE LAST 5 YEARS: COMPLIES WITH PROCEDURES



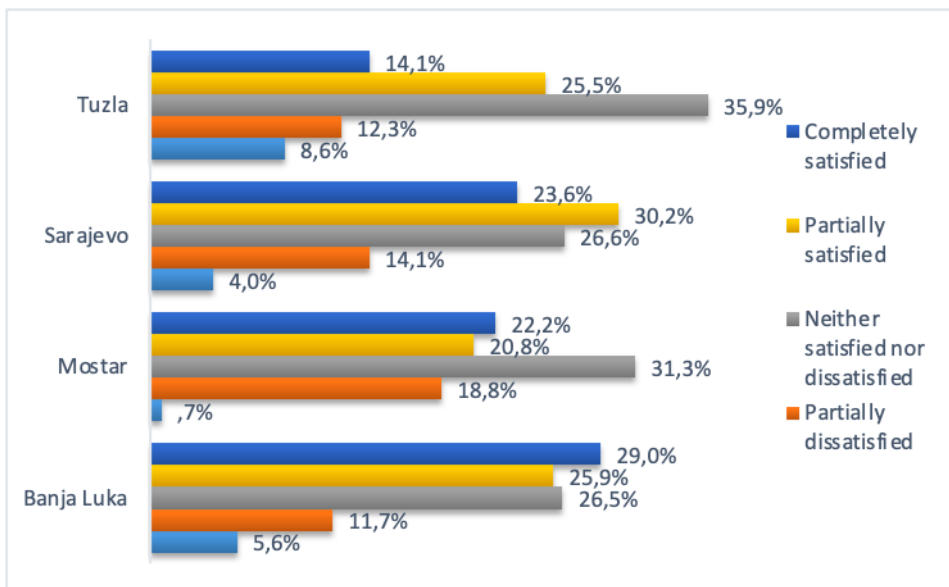
EVALUATION OF THE WORK OF COURT EMPLOYEES IN THE MUNICIPAL/BASIC COURTS IN THE LAST 5 YEARS

The various aspects of the work of court employees in the municipal/basic court were rated using the scale below: 1 - Completely dissatisfied, 2 - Partially dissatisfied, 3 - Neither satisfied nor dissatisfied, 4 - Partially satisfied and 5 - Completely satisfied.

Evaluation of the work of court employees: Polite and courteous

The politeness and courtesy of court clerks was rated as follows: "Completely dissatisfied" (5.1%); "Partially dissatisfied" (13.9%); "Neither satisfied nor dissatisfied" (30.3%); "Partially satisfied" (25.9%); and "Completely satisfied" (21.7%).

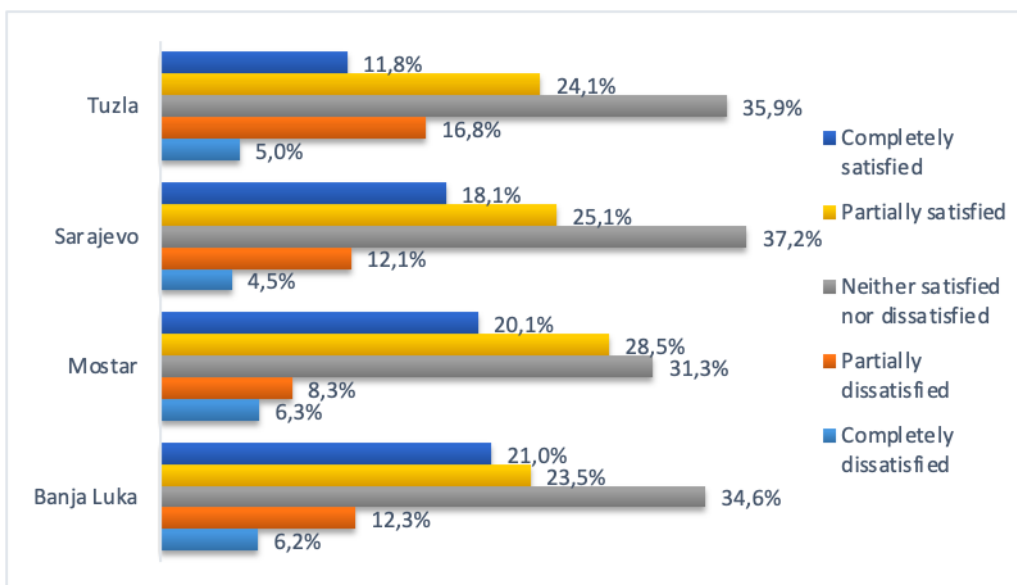
CHART 67. EVALUATION OF THE WORK OF COURT EMPLOYEES: POLITE AND CURTEOUS



Evaluation of the work of court employees: Expert

Average ratings for the expertise of judicial staff are: "Completely dissatisfied" (5.4%); "Partially dissatisfied" (12.8%); "Neither satisfied nor dissatisfied" (35%); "Partially satisfied" (25.1%); and "Completely satisfied" (17.2%).

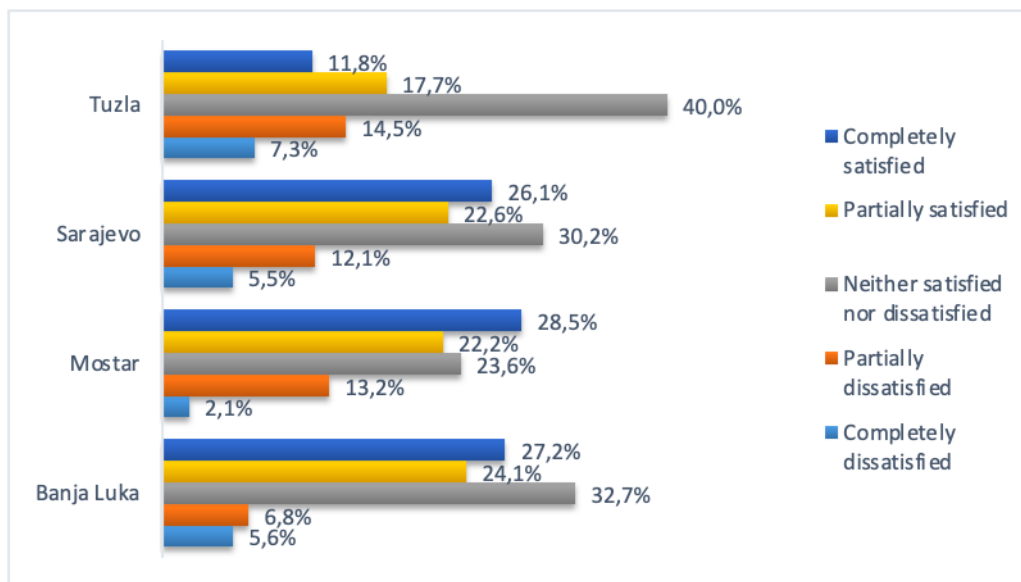
CHART 68. EVALUATION OF THE WORK OF COURT EMPLOYEES: EXPERT



Evaluation of the work of court employees: Impartial

The impartiality of court employees was rated as follows: "Completely dissatisfied" (5.4%); "Partially dissatisfied" (11.9%); "Neither satisfied nor dissatisfied" (32.4%); "Partially satisfied" (21.4%); and "Completely satisfied" (22.5%).

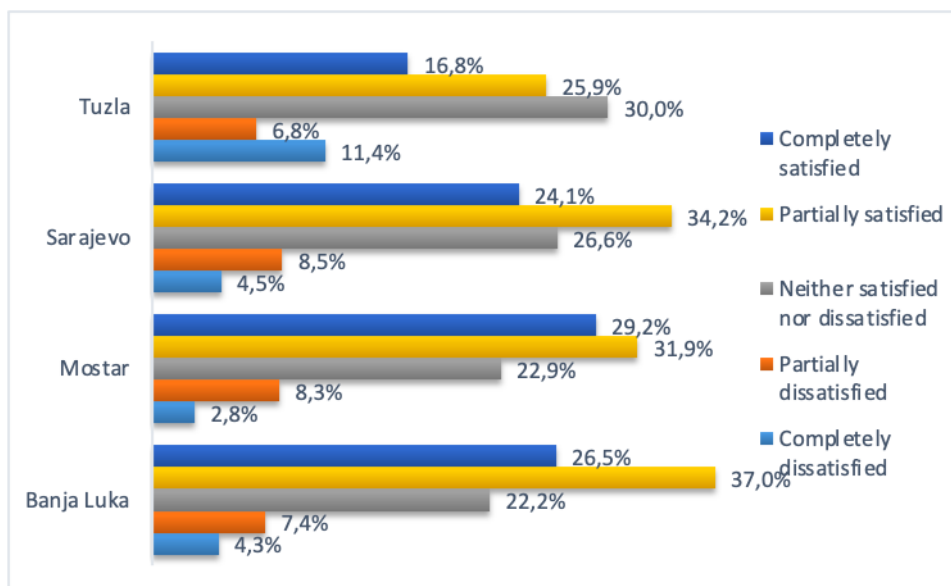
CHART 69. EVALUATION OF THE WORK OF COURT EMPLOYEES: IMPARTIAL



Evaluation of the work of court employees: They provide accurate (requested information)

The accuracy of the information provided by court employees was rated on average as follows: "Completely dissatisfied" (6.2%); "Partially dissatisfied" (7.7%); "Neither satisfied nor dissatisfied" (25.9%); "Partially satisfied" (31.9%); and "Completely satisfied" (23.4%).

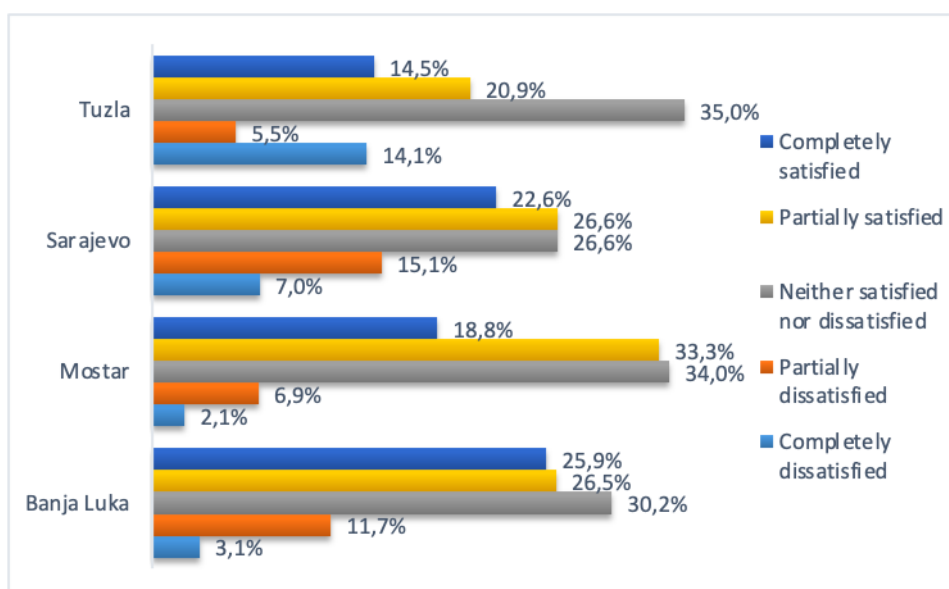
CHART 70. EVALUATION OF THE WORK OF COURT EMPLOYEES: THEY PROVIDE ACCURATE (REQUESTED INFORMATION)



Evaluation of the work of court employees: They provide the requested information on time

When asked whether court employees provide the requested information on time, the respondents said the following: "Completely dissatisfied" (7.3%); "Partially dissatisfied" (9.8%); "Neither satisfied nor dissatisfied" (31.4%); "Partially satisfied" (26.2%); and "Completely satisfied" (20.1%).

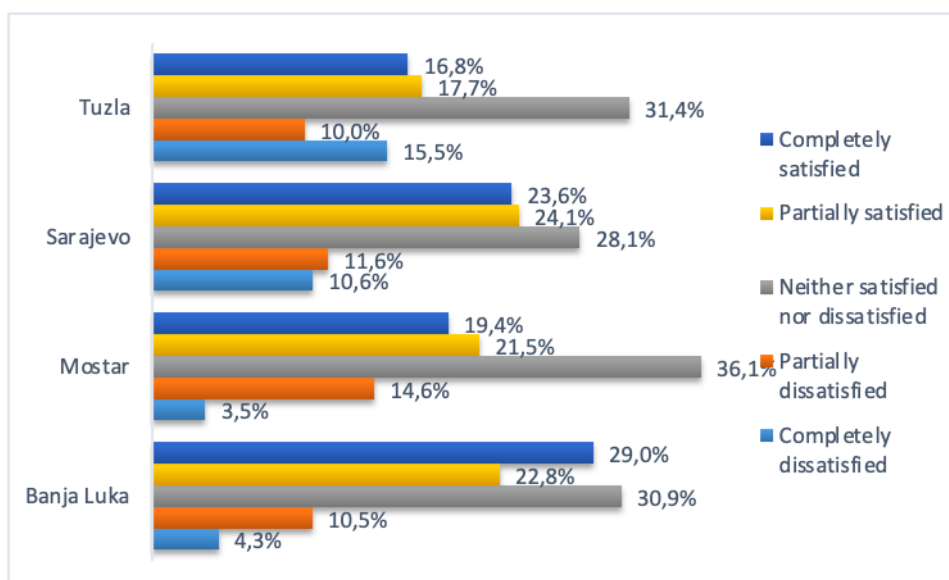
CHART 71. EVALUATION OF THE WORK OF COURT EMPLOYEES: THEY PROVIDE THE REQUESTED INFORMATION ON TIME



Evaluation of the work of court employees: They provide services on time

When asked whether court employees provide service on time, the respondents said the following: "Completely dissatisfied" (9.2%); "Partially dissatisfied" (11.4%); "Neither satisfied nor dissatisfied" (31.3%); "Partially satisfied" (21.4%); and "Completely satisfied" (21.9%).

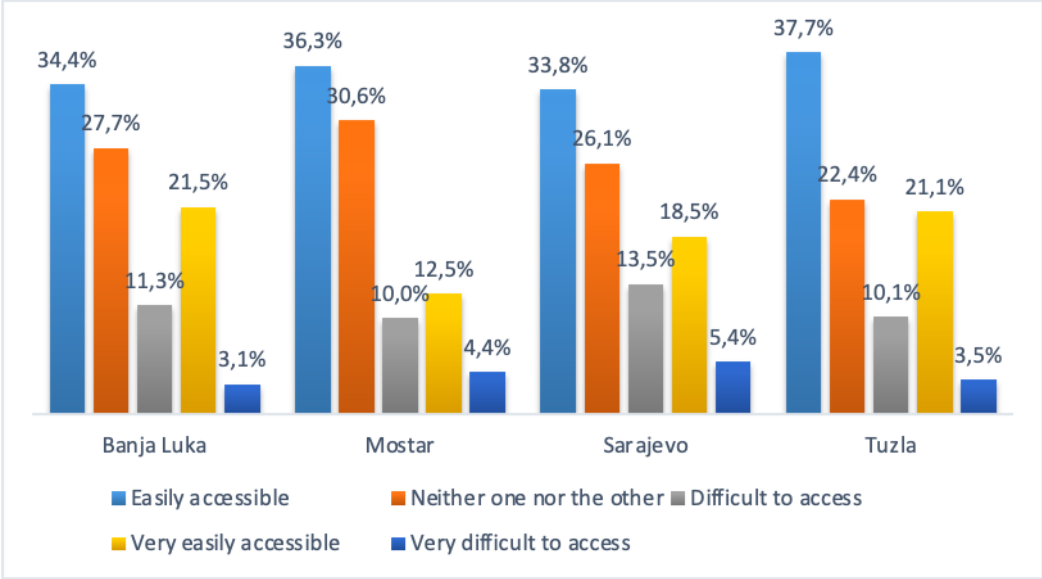
CHART 72. EVALUATION OF THE WORK OF COURT EMPLOYEES: THEY PROVIDE SERVICES ON TIME



ASSESSMENT OF THE PHYSICAL ACCESSIBILITY OF THE MUNICIPAL/BASIC COURT IN THE LAST 5 YEARS

When asked about physical accessibility, most respondents (35.5%) rated their relevant Municipal/Basic Court as easily accessible. 18.8% think that they are very easily accessible. 26.3% of respondents think it is neither easy nor hard to access. 11.3% of respondents think it is difficult to access and 4.1% of respondents said it was very difficult to access.

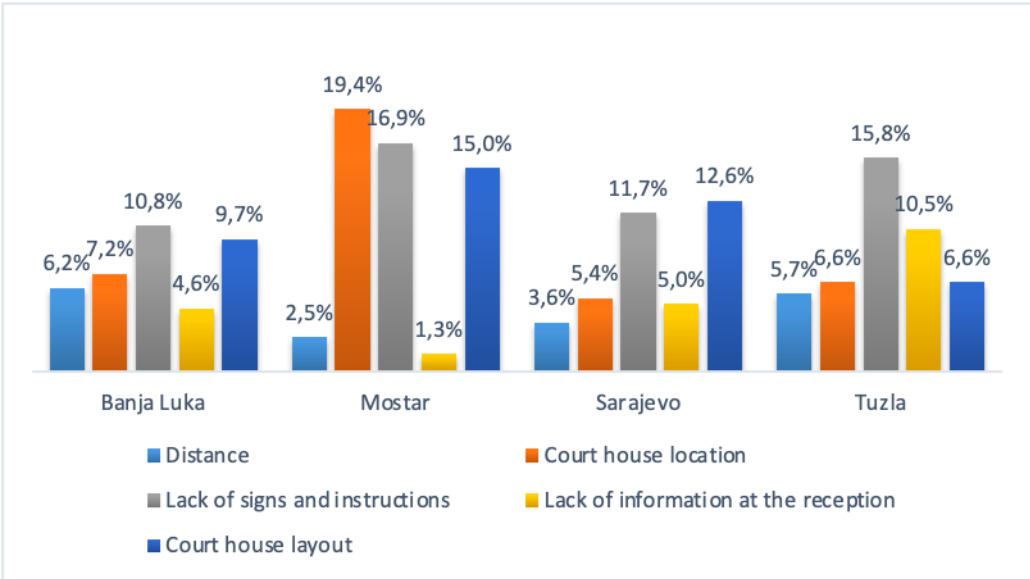
CHART 73. RATINGS OF PHYSICAL ACCESSIBILITY OF THE MUNICIPAL/BASIC COURT IN THE LAST 5 YEARS



LIMITATIONS OR OBSTACLES TO ACCESSING THE MUNICIPAL/BASIC COURT

Different limitations and obstacles were cited by respondents in different jurisdictions. Details are provided in the chart below.

CHART 74. LIMITATIONS OR OBSTACLES TO ACCESSING THE MUNICIPAL/BASIC COURT



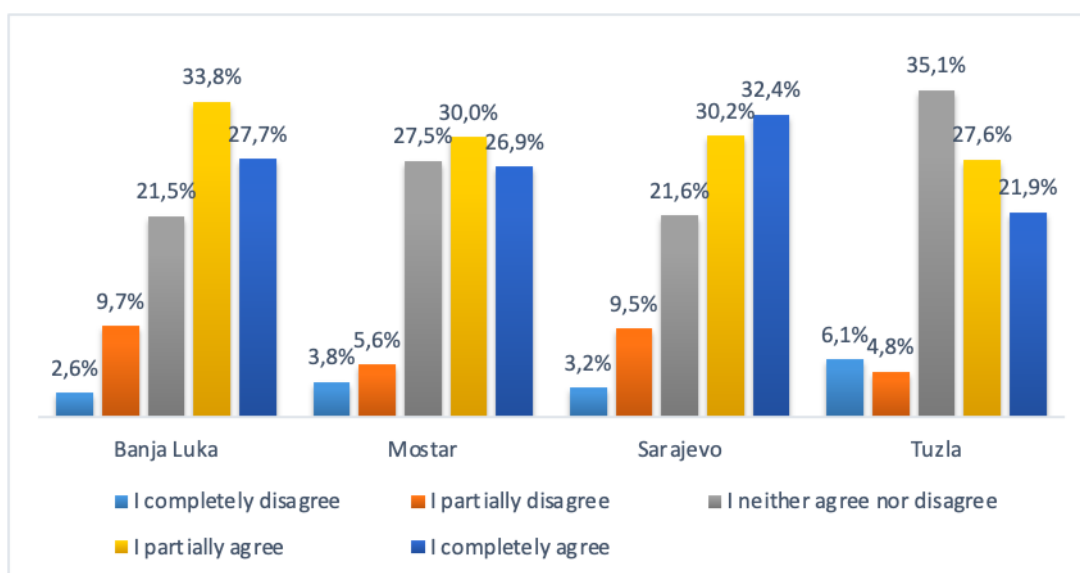
SATISFACTION WITH THE BUILDING/PREMISES OF THE MUNICIPAL/BASIC COURT

Respondents were given the following options for rating their satisfaction with the court's premises: 1 - I completely disagree, 2 - I partially disagree, 3 - I neither agree nor disagree, 4 - I partially agree and 5 - I completely agree.

The premises are adequate for hosting clients/users

Average ratings for the adequacy of court premises are: "I completely disagree" (4%); "I partially disagree" (7.5%); "I neither agree nor disagree" (26.6%); "I partially agree" (30.3%) and "I completely agree" (27.2%).

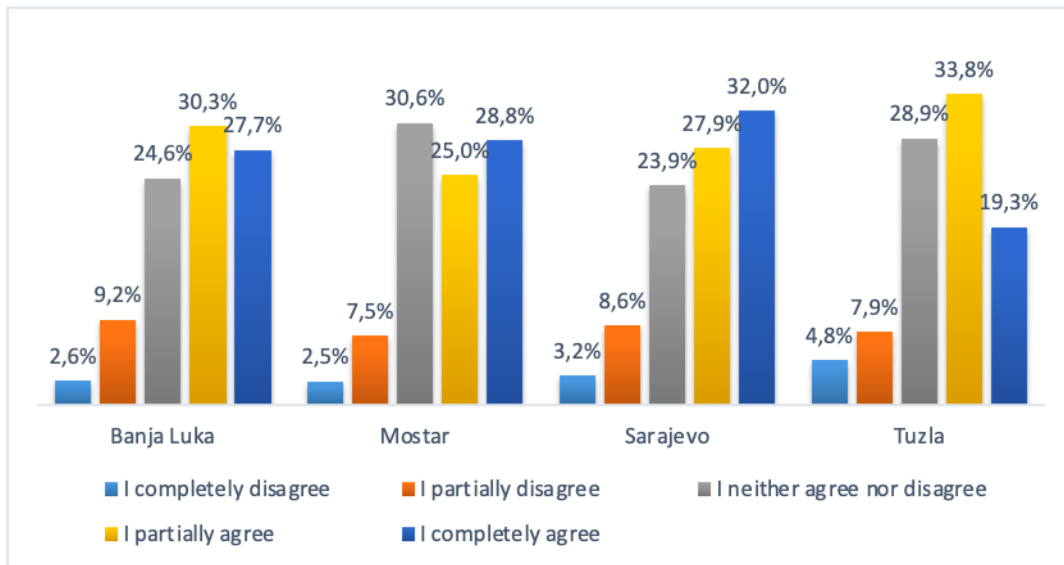
CHART 75. THE PREMISES ARE ADEQUATE FOR HOSTING CLIENTS/USERS



The space is adequately furnished

Furnishings of the court premises were rated as follows: "I completely disagree" (3.4%); "I partially disagree" (8.3%); "I neither agree nor disagree" (26.8%); "I partially agree" (29.6%) and "I completely agree" (26.7%).

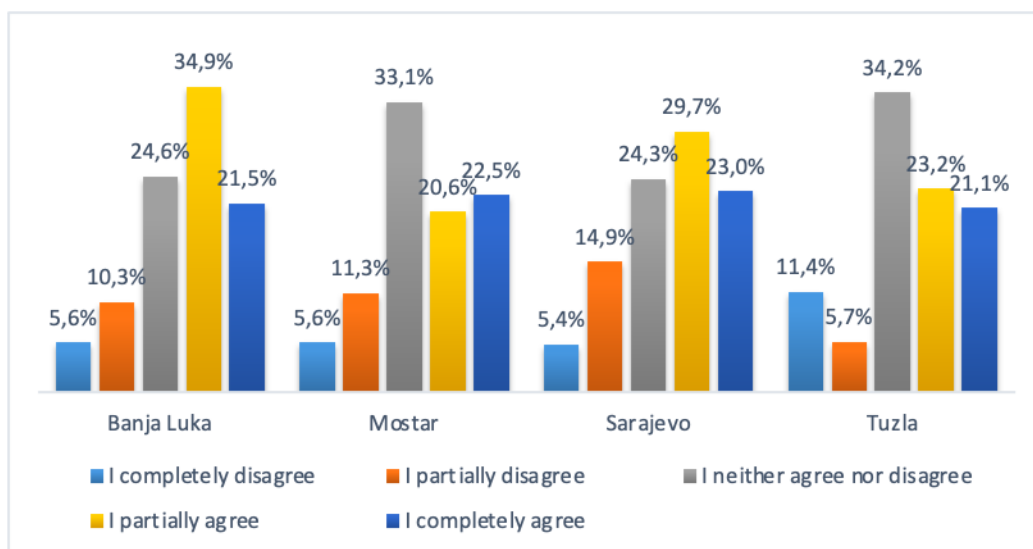
CHART 76. THE SPACE IS ADEQUATELY FURNISHED



The offices and hallways are well marked and the building is easy to navigate

When asked to rate the statement that offices and corridors are well marked and the building is easy to navigate, the respondents had this to say: "I completely disagree" (7.2%); "I partially disagree" (10.4%); "I neither agree nor disagree" (28.9%); "I partially agree" (27.3%) and "I completely agree" (22%).

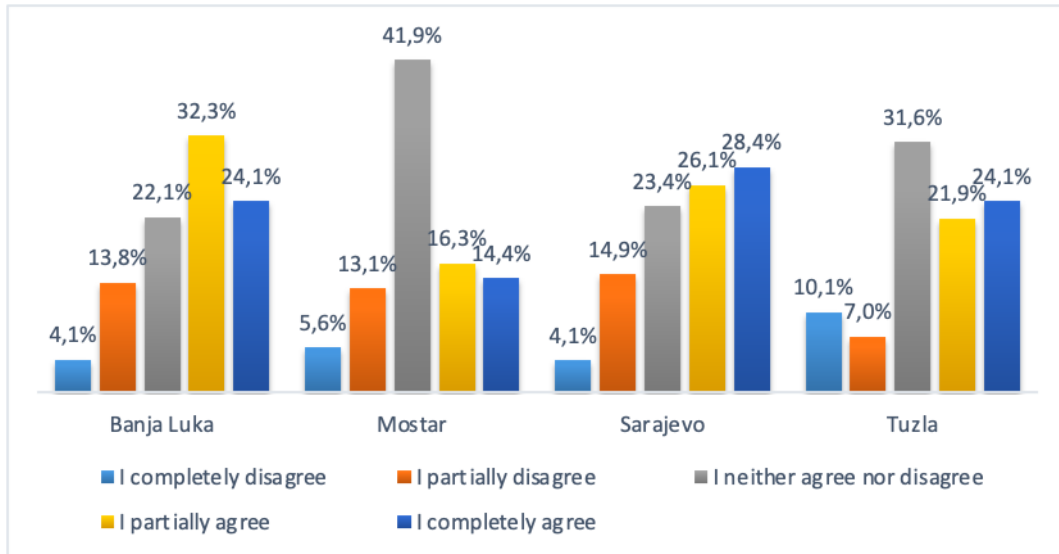
CHART 77. THE OFFICES AND HALLWAYS ARE WELL MARKED AND THE BUILDING IS EASY TO NAVIGATE



There is clear information on behaving and navigating the building

Average percentages for agreement with the statement "there is clear information on behaving and navigating the building: "I completely disagree" (6.1%); "I partially disagree" (12%); "I neither agree nor disagree" (29.1%); "I partially agree" (24.5%) and "I completely agree" (23.4%).

CHART 78. THERE IS CLEAR INFORMATION ON BEHAVING AND NAVIGATING THE BUILDING

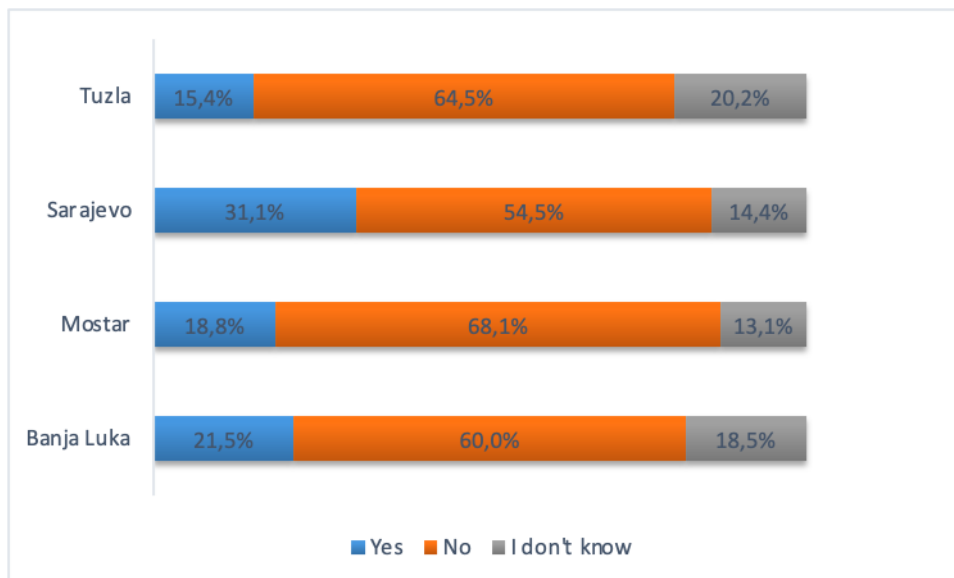


PROMOTIONAL MATERIALS RELATED TO THE WORK OF COURTS (LEAFLETS, BROCHURES, ETC.)

Noticed promotional materials related to the work of courts (leaflets, brochures, etc.)

On average, about 22% of respondents noticed some promotional materials in the Municipal/Basic Courts, about 61% did not notice any, and about 17% do not know or prefer not to answer.

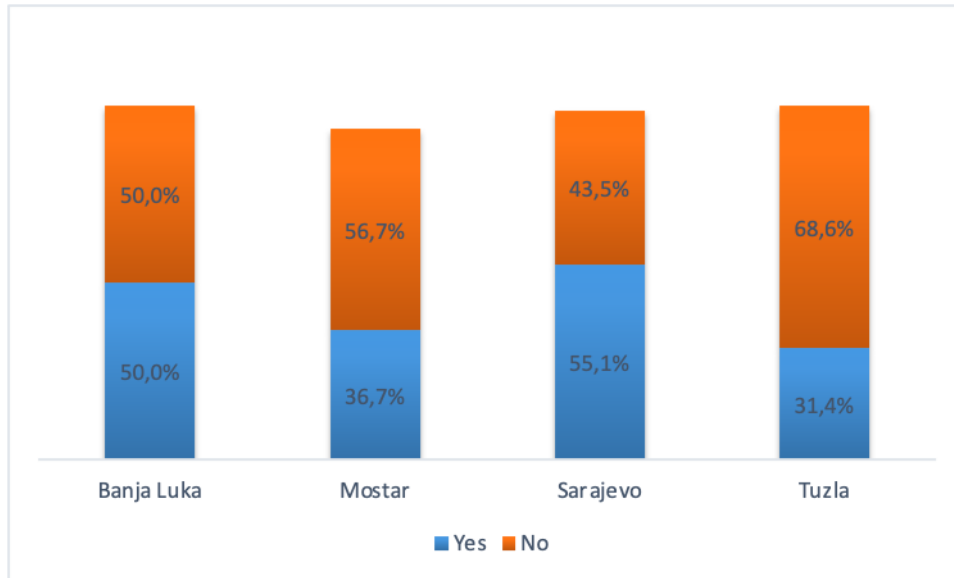
CHART 79. DID YOU NOTICE PROMOTIONAL MATERIALS RELATED TO THE WORK OF COURTS (LEAFLETS, BROCHURES, ETC.) AT THE MUNICIPAL/BASIC COURT?



Use of promotional materials related to the work of courts (leaflets, brochures, etc.)

On average, about 46% of respondents reported that they used or read promotional materials related to the work of courts. Half of the respondents said that the materials were somewhat useful to them, about 12% said that they were entirely useful, and about 22% said that they were neither useful nor useless.

CHART 80. HAVE YOU USED I.E. READ ANY PROMOTIONAL MATERIALS RELATED TO THE WORK OF COURTS?



User perception of what promotional materials should look like

Respondents generally agree that promotional materials related to the work of courts should be more accessible/visible, and more diverse. On average, about 48% of respondents believe that the materials should be easier to understand.

CHART 81. USER PERCEPTION OF WHAT THE MATERIALS SHOULD LOOK LIKE

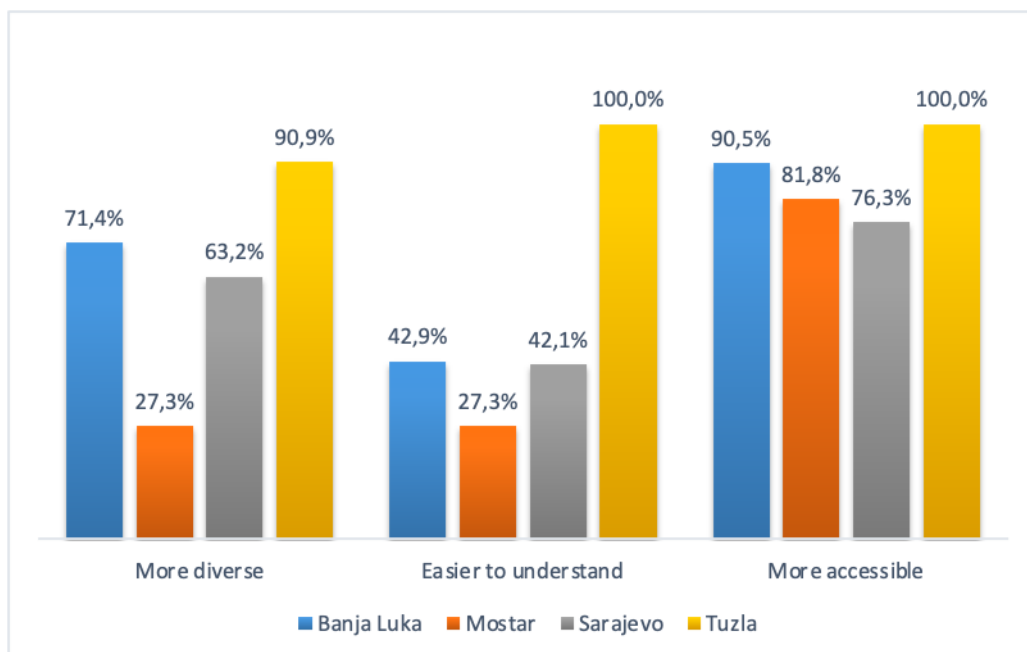
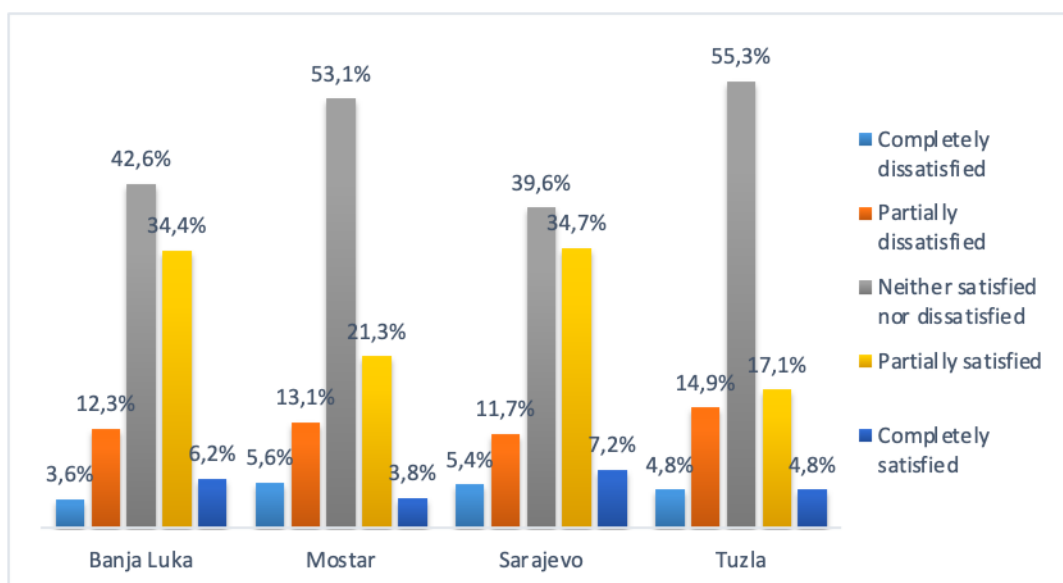


CHART 82. OVERALL SATISFACTION WITH THE WORK OF THE MUNICIPAL/BASIC COURT IN THE LAST 5 YEARS



POSITIVE AND NEGATIVE SEGMENTS OF THE WORK OF THE MUNICIPAL/BASIC COURT

Respondents rated the following aspects of the work of Municipal/Basic Courts as positive or negative: speed of resolving cases, organization, fair treatment by judges, fair treatment by other court staff, impartiality/objectivity, adequate space/layout, compliance with procedures, Land Registry services, Clerk’s Office services, court costs. Details for each jurisdiction are shown in the table below.

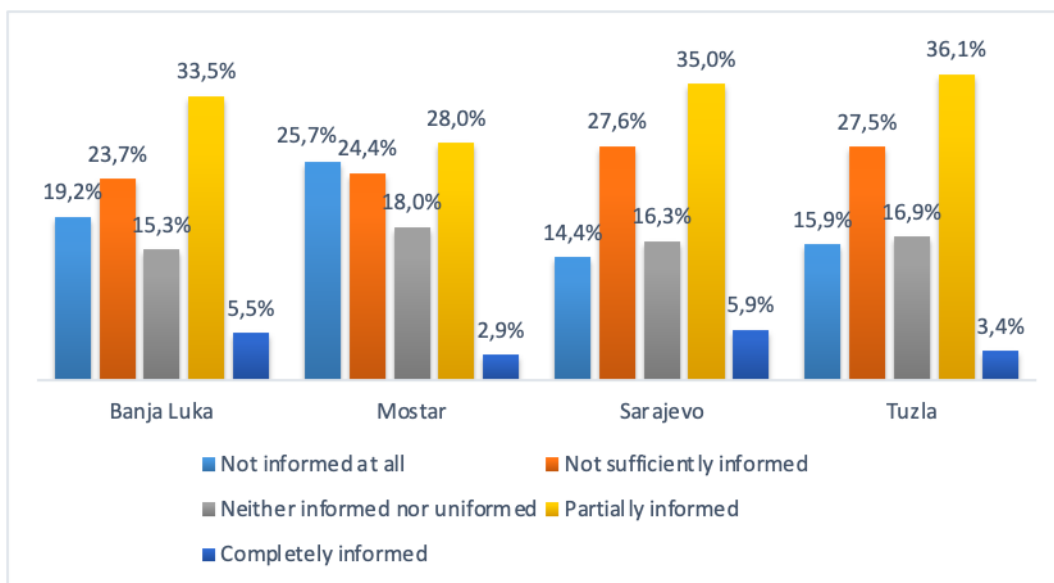
TABLE 11. POSITIVE AND NEGATIVE SEGMENTS OF THE WORK OF THE MUNICIPAL/BASIC COURT

	Banja Luka		Mostar		Sarajevo		Tuzla	
	Positive	Negative	Positive	Negative	Positive	Negative	Positive	Negative
Case resolution speed	27,2%	64,1%	18,8%	67,5%	20,3%	68,0%	19,3%	71,5%
Organization	42,6%	49,2%	38,8%	42,5%	36,9%	55,4%	34,6%	51,3%
Fair treatment by judges	64,6%	14,9%	36,3%	33,1%	68,0%	18,0%	38,2%	31,6%
Fair treatment by other court staff	70,3%	17,9%	58,1%	29,4%	72,5%	21,2%	43,4%	37,7%
Impartiality/objectivity	49,7%	33,3%	33,1%	31,3%	53,6%	36,9%	29,4%	47,8%
Adequate premises/layout	71,8%	18,5%	53,8%	35,6%	68,5%	22,5%	65,8%	22,4%
Compliance with procedures	62,6%	24,1%	43,1%	36,3%	61,7%	28,8%	41,2%	37,7%
Services provided by Land Registry Office	48,2%	17,9%	25,6%	26,3%	50,5%	21,6%	22,8%	33,3%
Services and Information from Clerk’s Office	57,4%	16,4%	39,4%	21,9%	59,5%	11,7%	37,3%	35,5%
Court costs	26,2%	58,5%	20,6%	64,4%	27,9%	59,5%	17,1%	67,5%

FAMILIARITY WITH THE WORK OF THE MUNICIPAL/BASIC COURT

Most respondents state that they are partially informed about the work of the Municipal/Basic Court - about 33% of respondents on average. 4.5% are completely informed and about 26% are insufficiently informed. On average, 18.7% of respondents say that they are completely uninformed, and 16.7% are neither informed nor uninformed.

CHART 83. INFORMEDNESS ABOUT THE WORK OF THE MUNICIPAL/BASIC COURT



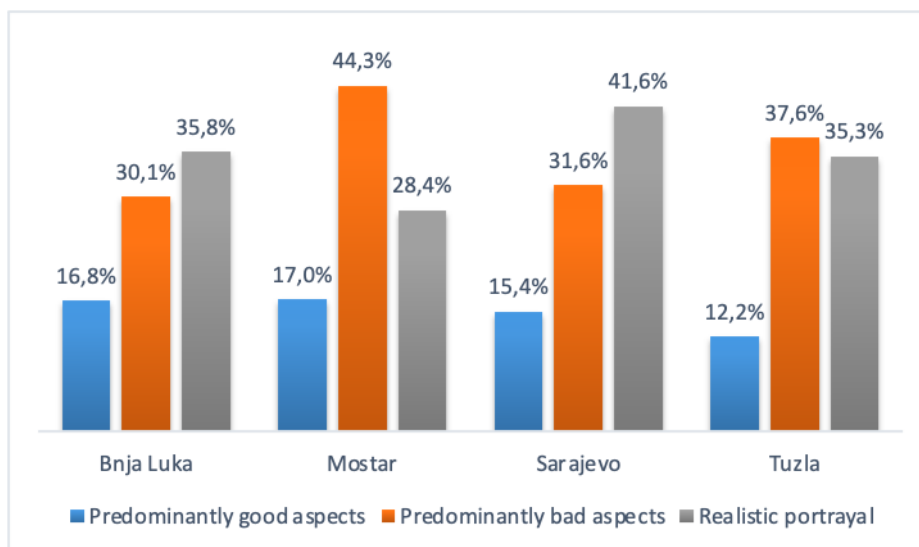
MEDIA AND THE WORK OF THE MUNICIPAL/BASIC COURT

Most respondents stated that they learn about the work of the Municipal/Basic Court on the Internet, radio and television, through personal experience and through friends. A negligible percentage use other ways of obtaining information.

The perceived media representation of the work of the Municipal/Basic Court was rated on a scale from 1 to 3: "1 - Media mostly present negative aspects of courts' work", "2 - Media present the courts' work realistically" and "3 - Media mostly present positive aspects of courts' work".

The average percentages show that approximately the same number of respondents believe that the media mostly show the negative aspects of the work of municipal/basic court (35.8%) and that they show the work of the courts realistically (35.4%). About 15% of respondents think that the media mostly present the positive aspects of the work of the courts. Percentages for individual jurisdictions are shown in the chart below.

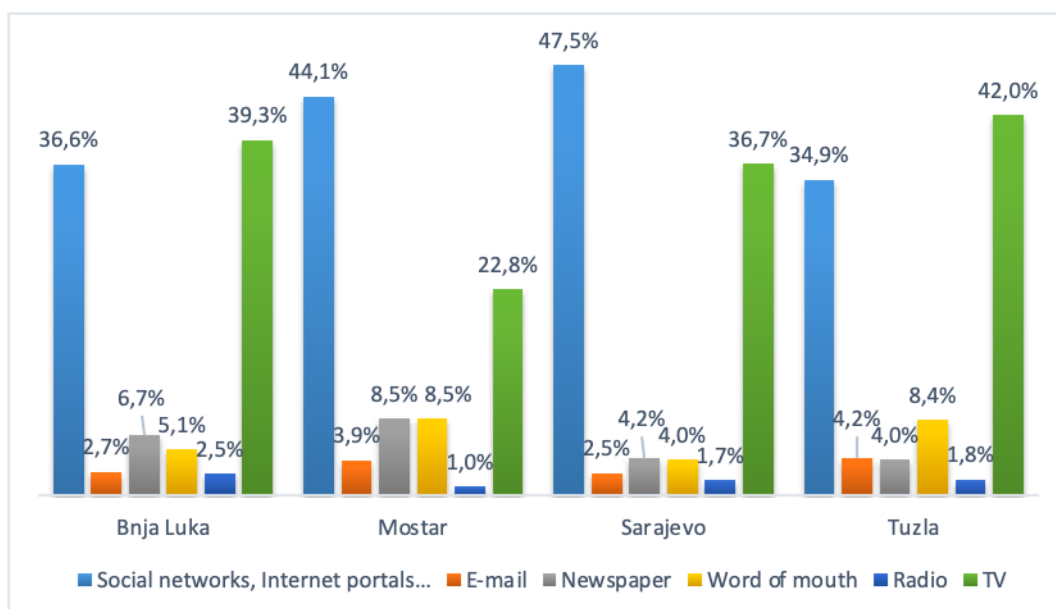
CHART 84. HOW MEDIA PRESENT THE WORK OF THE MUNICIPAL/BASIC COURTS



Sources of information about the activities of the HJPC BiH, i.e. activities related to the judicial system

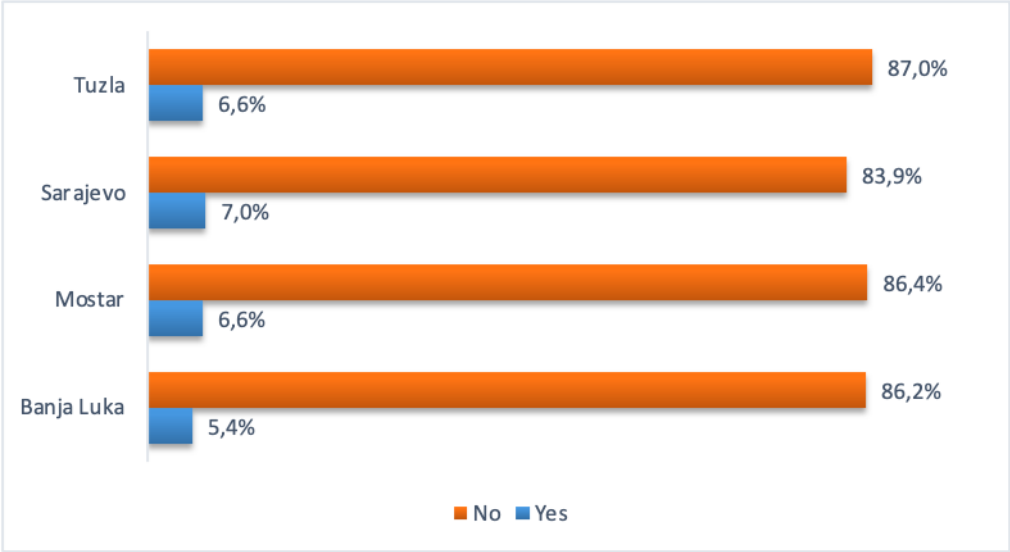
The majority of respondents would like to be informed about the activities of the HJPC BiH, i.e. activities related to the judicial system, through social networks and internet portals (an average of 40.9%). 35.3% of respondents would like to be informed via television. Other ways of informing (through friends, via radio, newspapers or e-mail) are less favored.

CHART 85. "HOW WOULD YOU LIKE TO BE INFORMED ABOUT THE ACTIVITIES OF THE HJPC BiH, I.E. ACTIVITIES RELATED TO THE JUDICIAL SYSTEM?"



About 6% of respondents have seen a television or radio advertisement related to activities on improving the work of the judiciary conducted by the HJPC.

CHART 86. "HAVE YOU SEEN A TELEVISION OR RADIO ADVERTISEMENT RELATED TO ACTIVITIES ON IMPROVING THE WORK OF THE JUDICIARY CONDUCTED BY THE HJPC?"



Respondents who have seen or heard the advertisement usually have a neutral opinion on how informative the advertisement was. An average of 48% said they were "neither informative nor uninformative". About 17% of the respondents state that the advertisement was informative to varying extents, and 32.7% of the respondents state that it was entirely or partly uninformative.

9. MYSTERY SHOPPING

MUNICIPAL COURT IN SARAJEVO

All mystery shoppers confirmed that there is no access for persons with disabilities at the main entrance of the Court building. Entrance for persons with disabilities or persons with wheelchair is provided in the form of an elevator on the other side of the building (the one facing the street). The elevator for persons with disabilities has an intercom that does not work/nobody answers the calls. In order to be able to use the elevator, one has to contact the judicial policeman at the main entrance who, in cooperation with the court staff, opens the elevator.

There is no "ENTRANCE" sign at the main entrance door, nor is there a sign indicating the working hours and break time. The building houses both the Cantonal and the Municipal Court, but there are no signs indicating the locations of the courts. Inside the building, there are no signs for the court registry office or any offices or divisions of the Municipal Court. The Court working hours and break time are indicated at a visible location.

Information desk is in a prominent/visible place and the staff at the information desk refer visitors and answer the questions related to court offices and divisions. Working hours and break time are indicated on the court registry office door (printed on an A4 sheet of paper).

In the area/corridor where the court registry office is, there is also a large number of offices dealing with clients whose purpose is not clearly indicated (office working with notaries, with natural persons, court registry office...). Only when one enters those offices, where the counter windows are, signs indicating the purpose of the counter windows become visible. This creates unnecessary queueing and extends the clients' waiting time. As for obtaining clear information from court police officers about moving through security check, the vast majority of mystery shoppers, 80% of them, received clear information about moving through the security check and where to leave personal belongings (purse, metal objects, etc.).

While in the court building, near the court registry office, most mystery shoppers spotted a notice board. The vast majority of mystery shoppers did not find clear instructions for the court registry office and the land registry office and department because there are various advertisements and notices on the notice board. Almost all mystery shoppers, nine of them (90%), pointed out that they had simply and easily found the counter windows (based on information provided by court police officers and staff working at the information desk).

When passing through the security check, I immediately notices the sign Information desk, and there I enquired about the location of the court registry office and very easily found it based on the information the staff gave me. (man, university degree, 38 years old)

Two (20%) mystery shoppers immediately got their turn, while the rest had to wait for five to ten minutes, averaging about seven minutes. Mystery shoppers going to the land registry office waited the longest (for about 40 minutes).

Four out of ten mystery shoppers rated the person working at a counter window as being polite or kind, while 60% of them stated that the staff at the counters were professional but less polite and had given them short and vague answers and information. Mystery shoppers have noticed/got the impression that the court registry office staff expected persons seeking information to know what to do.

The person in the court registry office addressed me in a business-like and formal manner, almost rudely (woman, university degree, 31 years old)

The staff was business-like, with a small dose of kindness and provided brief information upon inquiries, (male, high-school diploma, 26 years old)

Regarding the manner of answering inquiries, all mystery shoppers stated that they had received answers/information concerning their inquiries orally. For 40% of the mystery shoppers, the oral information received was clear, detailed and professional, while 60% of them found the information they received to be incomplete, i.e. they had to ask few more questions in order to get full information.

I did not receive the requested information when I enquired and I had to ask more questions to get a full answer. (man, university degree, 35 years old)

The answers to my questions were not detailed and I could not get the necessary information from them (woman, university degree, 32 years old)

Ninety percent (90%) of mystery shoppers had to ask additional questions to get a full answer to their inquiry. Four of them stated that in that case the person at the counter window had explained more carefully what to do next, while the remaining three that the person's reaction had been nervous (these are mystery shoppers who asked for information on how to initiate a lawsuit, on a penalty for a misdemeanour and a list of experts). Mystery shoppers who asked additional questions on average had to ask three or four more questions, from one to four (four additional questions had to be asked by a client who enquired about filing a lawsuit and about the list of experts).

Most of the mystery shoppers (80% of them) knew what documents they needed to complete the procedure they came for, and 70% of them knew where to get them. Almost all (90%) received information on where to submit their application. Half of the mystery shoppers (50% of them) found out how much money they needed to get the service they came for, and eight of them (80%) did not get information on where to buy duty stamps. Information on the exact duration of the procedure was provided to four (40%) mystery shoppers, while 60% of them did not receive this information. The court staff has no knowledge of whether the requested information is available on the court's website, nor do they refer the parties to this website.

When I asked about the costs of the court proceedings, they told me that my lawyer would tell me that.
(man, 35 years old).

Almost all mystery shoppers, nine of them (90%), were greeted in return.

All the mystery shoppers noticed that the court police officers were not kind and gave very short and basic answers to their inquiries. All mystery shoppers were told what to do with the things they had with them, including a cell phone.

Mystery shoppers rated the courtesy of Court staff differently. Judicial police officers were on average rated 3, (which on a scale from 1 to 5, where 1 means “very impolite” and 5 means “very polite”, is closest to the rating “neither polite nor impolite”). The staff at the first counter (information desk) was rated 3.5, and at the second one also 3.5. The courtesy of the court police was rated the lowest by the mystery shoppers.

The court police officers were nervous and were not talkative, that is, they maintained official manner.
(man, high-school diploma, 31 years old)

The officers who were in the court building told me what to do with the things I had with me, including my cell phone. (woman, high school diploma, 26 years old)

The exit from the court building is not marked and all mystery shoppers have noticed that the way out is very difficult to find because the view of the exit door, which is marked EXIT, is blocked by the scanner at the entrance to the court and by the closets. All the mystery shoppers tried to exit the same way they entered, but the court police officers impolitely directed them to the exit door.

MUNICIPAL COURT IN MOSTAR

Access to the court building is from the street and a narrow sidewalk and is not suitable for persons with disabilities or in wheelchair because the street is busy and there is a high step that is difficult to climb by people in wheelchair. The situation is completely different in the court building where everything is adapted to persons with disabilities (after entering the building there is a wheelchair ramp leading to the information desk, and the ramp also leads to the court registry office and other offices located on the ground floor.

The Court is entered and exited through a door with no entrance and exit signs. Court working hours and the break time are not indicated on the main entrance door. There are no signposts and directions to the court registry office, whereas it is easy to find following a clarification by a police officer or a person working at the information desk. The registry office bears no prominent and visible sign, but on the left side of the door opening/door frame there is a sign (on white paper of fairly small format) reading "registry office" but it is not prominent or visible due to its small size. Opening hours and break time are indicated on the registry office door but when they are open (and the door is open as long as entry is granted), the sign is not visible. So, in order to see the working hours and the break time, one has to get to the registry office, that is, to the entrance to the registry office.

Most mystery shoppers (80%) did not immediately see the notice board, and most of them wrote that the information on the notice board did not help them with what they needed (there was no relevant information on the notice boards). All mystery shoppers received additional instructions at the information desk.

Most visitors were instructed by court police officers on how to move through the security check and where to leave their bag and cell phone, while 30% of police officers did not instruct them on what to do when passing through the security check (they were in a room near the entrance).

The court police officer asked me what I needed and explained how to pass through the security check. (woman, university degree 37 years)

When I entered the court building, the police officers were in the next room, with the door open, while the person at the information desk told me where the registry office was and I went through a metal detection device without being instructed to do so. (man, university degree, 36 years old)

Upon my inquiry, the court police officer explained to me where the notice board was located. It is not easily spotted because it is located at the end of the hallway, next to the registry office and on the side wall. While checking the notice board, I could not find information about the registry office, the land registry office or the department for legal entities. (man, high-school diploma, 47 years old)

Seven out of ten (70%) mystery shoppers immediately got their turn, while the rest of the mystery shoppers had to wait three to five minutes. Most of the mystery shoppers, eight of them, are satisfied with the way the person at the counter addressed them - they mostly greeted them / replied with "good day". Most mystery shoppers (80% of them) are satisfied with the attitude and politeness of the staff in the court registry office, but not with the professional attitude in terms of knowledge of the matter because they had to ask several questions to get a full answer. Even after the questions were asked, they did not get all the necessary answers.

All mystery shoppers received answers to the requested information concerning the actions that need to be taken orally. Mystery shoppers rated the quality of the information differently. Less than half of the mystery shoppers (40%) thought that the information was clear and complete, 30% of them thought that the information obtained was insufficiently clear and precise, while 30% of them were referred to another place. Almost all the mystery shoppers who had to repeat a question, received a more detailed explanation of the steps that needed to be taken by the person at the counter.

I did not get an answer to the requested information because the employee in the registry office did not know where the list of experts could be found and whether it existed on the Court's website.

(man, high-school education, 49 years old)

More than half of mystery shoppers (60%) had to ask additional questions to get a full answer. Even after receiving the answers, a small number of mystery shoppers had the necessary information on the documents they needed, where they should submit the request and get a required document. Just over one half, six of them, knew how much money they needed for the services requested, while three of them found out where to buy the necessary duty stamps. The smallest number of mystery shoppers, 30% of them, found out how long their procedure would last or how long it would take for a court service to be completed at the Municipal Court in Mostar.

All the mystery shoppers were greeted back, but none of the mystery shoppers received instructions from the court police regarding the cell phone retrieval.

When it comes to the politeness of the individual court staff, mystery shoppers gave the lowest ratings to the police officers - average rating 4 (on a scale of 1 to 5, where 1 means "very impolite" and 5 means "very polite"). Staff at the counter was rated slightly better, 4.5 on average.

When I entered the court, officers were sitting in the adjacent room and did not address me. (man, high-school diploma, 38 years old)

MUNICIPAL COURT IN TUZLA

All the mystery shoppers noticed that the building of the Municipal Court in Tuzla was new and that everything was marked with clearly visible hanging signs in the hallway of the building.

All mystery shoppers stated that there was access for persons with disabilities and that the Court was accessed through one large glass door that also served as an exit from the Municipal Court in Tuzla and that the door was not marked with ENTRY and EXIT signs, but that it was clear that it was the entry/exit door. The same number of mystery shoppers stated that the Court working hours and break time were clearly indicated on the Court front door.

As for obtaining clear information from court police officers about moving through security check, most mystery shoppers, 80% of them, received clear information about moving through security check, as well as information about where, when going through the check, they should leave personal belongings (purse, metal items, mobile phone, etc.).

The court police were kind and professional and immediately, as I walked through the door, explained to me what I needed to do when walking through the security check. (man, university degree, 32 years old)

While at Court, the vast majority of mystery shoppers (90% of them) immediately noticed/saw a notice board with information related to court decisions, without information related to offices such as the registry office, etc. Those mystery shoppers who needed additional instructions on how to find counter windows to which they should go, asked at the information desk or the court police and then easily found the counter/office they needed. Almost all mystery shoppers, nine of them (90%) pointed out that they had found the counters simply and easily (independently or with the help of court police).

When entering the building I did not have to ask anyone where the court registry office is located because everything is clearly marked in visible places. (men, high-school diploma, 36 years old)

I received all the necessary instructions from the staff at the information desk (woman, university degree, 28 years old).

A small number of mystery shoppers (20% of them) immediately got their turn, while the rest had to wait five to 10 minutes, seven minutes on average. Seven out of ten mystery shoppers (70% of them) rated the behaviour of the person at the counter as polite or kind. Others stated that the people at the counters were less polite.

The person at the counter was polite and kind (woman, high-school diploma, 34 years old)

The woman working at the registry office counter was not very talkative (man, university diploma, 41 years old)

Regarding the method of answering enquiries, most mystery shoppers (90% of them) received information orally, while one received information in writing. More than half of the mystery shoppers (70% of them) believe that the oral information received was clear, detailed and professional, while 30% of them believe that they received short and not too detailed explanations.

The information obtained was precise but not clear enough so I had to ask several more questions to get the necessary answers. (man, university degree, 38 years old)

The clerk in the registry office answered my questions but I had to ask more questions to get the requested information. (woman, high-school diploma, 31 years old)

Most mystery shoppers (70% of them) had to ask additional questions to get a full answer to their query. More than half of the mystery shoppers stated that in that case the person at the counter had explained more carefully what to do next, while the remaining four said that the clerk, after being asked additional questions, reacted more nervously and answered with a degree of impatience. Mystery shoppers who asked additional questions, on average, had to ask three more questions, between one and five.

Most mystery shoppers, seven of them (90%), got a response to their greeting, while 10% of them got no response to their greeting.

Most mystery shoppers stated that they had to ask additional questions in order to learn what documents they needed for the procedure they came for and where to get them, as well as where to submit the application and how much money they needed to pay the service they came for, but also where they will buy duty stamps and how long the procedure would take.

Mystery shoppers rated the courtesy of Court staff with different ratings. Court police were rated with an average 4.5 (which on a scale of 1 to 5, where 1 means "very impolite" and 5 "very polite", is closest to the rating "very polite"). The staff at the first counter (information desk) was rated 4, and at the second counter also 4. Politeness of the court police received the highest rating by the mystery shoppers.

Court police and staff were polite and professional (man, high-school diploma, 32 years old)

The officers were clear and professional and the clerk at the registry office was professional but uninterested and a little nervous (woman, high school diploma, 34 years old).

BASIC COURT IN BANJA LUKA

All mystery shoppers noted that the Court building had an adapted entrance for people with disabilities, with the entrance and exit doors not clearly marked and the Court's working hours and break time clearly marked. In the court building, police officers answer enquiries and provide information on the location of the offices. While in the court building, mystery shoppers did not see a notice board.

As for obtaining clear information from the court police officers about the movement through the security check, the mystery shoppers entered the court after the court police officer asked them if they had any illicit items with them.

When entering the Court, the court police officer asked me if I had any illicit items with me and why I was there, and when I explained, they referred me further, and they were the ones who gave me most of the necessary information. (woman, high-school diploma, 34 years old)

There was a police officer at the court who asked me about illicit items and gave me instructions how to find the office I was looking for (man, high-school diploma, 42 years old)

I received all the necessary information from the court police officer (woman, high-school diploma, 45 years old)

All mystery shoppers were satisfied with how soon it was their turn, because the vast majority (80%) reached a clerk immediately or within five minutes.

Eight out of ten mystery shoppers (80% of them) rated the person at the counter person as being polite or kind. Others stated that the people at the counters were not so kind.

The clerk in the court registry office was professional and answered the questions I asked (man, high-school diploma, 38 years old).

The clerk was professional and comprehensive. (man, high-school diploma, 37 years old)

In terms of how their enquiries were answered, most mystery shoppers (90% of them) received information orally, while one received information in writing and one mystery shopper was referred to another post. All mystery shoppers are of the opinion that the oral information received was clear, adequate and consistent with what was asked.

The answer I received to my question was clear (men, university degree, 41 years old)

All mystery shoppers had to ask additional questions to get a full answer to their enquiry. 80% of them stated that in that case the person at the counter had explained more carefully what to do next, while two mystery shoppers stated that the clerk had not been polite. Mystery shoppers who asked additional questions, on average, had to ask two more questions, between one and three.

All mystery shoppers stated that they received an appropriate response to their greeting.

Having received the information, the vast majority of mystery shoppers (eight of them) knew what documents they needed to complete the procedure they came for and where to get them. All mystery shoppers were given information on where to apply, and just over half of them (60%) received information on how much money they needed to pay the service they came for, while a small number (three of them) got answers to the questions on where to buy duty stamps and how long the procedure would take (answers were given after additional questions).

None of the mystery shoppers were told what to do with the cell phone or where to leave it.

Mystery shoppers rated the courtesy of court staff differently. Court police officers were rated with an average 4.2 (on a scale of 1 to 5, where 1 means "very impolite" and 5 means "very polite" it represents the rating "very kind"). The staff working in the registry office was rated with an average 3.7.

All the necessary information was given to me by a court police officer. (man, high-school diploma, 39 years old)

10. Conclusion

Although a slight improvement is noticeable in respondents' attitudes towards the judiciary in BiH, the general level of public confidence in institutions related to the justice system remains low. For most institutions, the average level of trust is more negative than positive with a significant proportion of neutral and indifferent respondents.

The general perception of the work of the judicial system in BiH skews more negative than positive. Respondents in the jurisdiction of the Municipal Court in Sarajevo gave the lowest ratings, whereas respondents from the jurisdiction of the Municipal Court in Tuzla gave the highest ratings overall.

About half of the respondents believe that the average BiH citizen cannot expect a fair trial, which speaks to the general distrust of citizens towards judicial institutions.

Citizens generally believe that the situation in the judiciary remained the same in the reference period (past five years), that the length of proceedings remained the same, and that the independence of the judiciary has not changed either. Positive ratings are significantly less common than negative ones.

This survey confirmed initial findings as corruption has again been recognized as the biggest problem of the judiciary by far. Other major problems include political influence over the courts, inequality before the law, and the length of proceedings. Corruption in the police and corruption among judges is rated fairly negatively; most respondents believe that corruption among these representatives of judicial institutions is a big problem in the judicial system.

Perceived corruption was measured for political party leaders, ministers, elected representatives, customs and tax officials, physicians, judges, prosecutors, university professors, businesspeople, religious leaders, police officers, NGO leaders, and the media. All of these representatives, except for NGO leaders, religious leaders, businesspeople, and university professors, were rated as highly or significantly corrupt by more than half of the respondents.

A significant number of respondents are neutral position when it comes to the quality of work/services in the BiH judicial system. As with previous surveys, prosecutors and judges received the lowest ratings. Attorneys, on the other hand, received the highest ratings.

Most respondents believe that different groups of users are treated unequally. The biggest perceived inequality is in the treatment of politicians versus average court users - 86.3% of the respondents believe that politicians are treated differently than the average citizen. On average, 79.9% of respondents believe that inequality based on economic status is observable in the courts' work, i.e. that courts do not treat rich and poor users equally.

Issues encountered by respondents in the judicial system are the same as in previous years - difficulties in obtaining documents and impoliteness.

The majority of respondents are most familiar with court settlement as an alternative way of resolving court disputes, followed by conciliation. Far fewer respondents are familiar with mediation. In general, a small proportion of respondents used some of the alternative ways of resolving disputes (around 13%). Court settlement is the most commonly used alternative way of resolving disputes. Respondents who have used some of the alternative ways of resolving disputes most often state that they are partially satisfied with the alternative (more than half). When prompted to elaborate on why they are dissatisfied, most state that the alternative resolution did not meet their expectations. A significant number of respondents do not use the services of attorneys and were not able to answer the question on whether their attorney informed them about alternative ways of resolving disputes. Respondents who do use legal services are generally informed about alternative ways of resolving disputes. More than half of the respondents state that they would use alternative ways of resolving court disputes if they were informed about such an option. The main reasons for choosing an alternative way of resolving court disputes are the shorter time for resolving disputes and lower cost.

Judges received the highest ratings for expertise - more than half of the respondents give a positive rating for judges' expertise. The lowest rated aspect for judges was impartiality.

Most of the respondents give neutral responses when asked how satisfied they are with the work of the Municipal/Basic Court in the last five years. Nevertheless, positive perceptions prevail among those who had both positive and negative opinions.

The speed of resolving cases and court costs stand out as negative features of the courts' work. Respondents give positive ratings when asked about the premises, organization and fair treatment by court staff. Fair treatment by judges and compliance with procedures also received relatively positive ratings.

Nearly half of the respondents believe that they are not sufficiently informed or not informed at all about the work of municipal/basic courts. It is important to also note the qualitative findings stemming from the experiences of interviewers who were in direct contact with the respondents. After the data collection process was completed, exit interviews were conducted with the interviewers to learn about spontaneous comments of the respondents. Two main conclusions stand out:

- Respondents do not distinguish the work of municipal/basic courts from other components of the judicial system - they view the judicial system as a whole and they have a certain (positive or negative) opinion about it.
- Respondents' opinions about the judiciary in BiH are shaped to a significant extent by specific court proceedings/cases that received a lot of media attention, which speaks to the role and importance of the media in shaping the general public's perception of the judicial system in BiH.

11. Recommendations

Based on the results of the Final court user satisfaction survey, the following four categories of general guidelines/recommendations can be offered. Please note that these recommendations are based on citizens' perception and not necessarily on the actual situation in the judiciary in BiH. More specific recommendations for activities aimed at improving the work of the judiciary would have to be based on a detailed analysis of the current state in judicial institutions.

1. Improve internal processes within different segments of the judicial system

When it comes to municipal/ basic courts, the survey shows that citizens most frequently use operational services like obtaining certificates, probate proceedings and land registry procedures. These citizens, however, indicated a significant degree of dissatisfaction with the court's speed of resolving cases. The majority of respondents believe that the length of court proceedings in the last 5 years either remained the same or increased. Furthermore, they believe that the length of court proceedings and procedures is a significant problem of the judiciary in BiH. While the IT infrastructure is not perceived as the biggest problem of the judiciary, introducing additional IT solutions is advisable as they may simplify certain procedures and offer more "online" ways to cooperate with citizens. E-government as a broader concept of the way government institutions operate can certainly be useful in the judicial system as well. Investing efforts into this can contribute to relieving the workload of judicial staff, shorten the time needed to resolve cases, reduce the number of court visits and generally improve transparency of the courts. It would also be useful to implement what has proven to be good practice in EU countries; therefore, it is recommended to research examples of good practice and explore the possibility of implementing them in the BiH judiciary.

2. Promote the work of judicial institutions

The survey shows that citizens are not sufficiently familiar with the work of municipal/basic courts; few respondents have seen or heard advertisements related to the work of the judiciary and the general impression is that citizens base their opinion of the judiciary on individual cases that feature prominently in the media, which often does now show the judiciary in the most favorable light. Respondents also do not distinguish the work of municipal/basic courts from other components of the judicial system. They view the judicial system as a whole and the survey shows that their general perception is predominantly negative. It is interesting to note that even citizens who do not have any personal experience with municipal/basic courts have a negative opinion of the work of the courts, which implies that their opinions are based on media coverage of the judiciary in general.

To address this, it is recommended to implement continuous and long-term campaigns designed to inform and educate citizens about the work and achievements of institutions that comprise the BiH judicial system. This will ensure that citizens form their opinion on the judiciary on the basis of objective information and not individual high-profile cases. Among other things, media campaigns should address corruption, political influence over the judiciary, and the independence of the judiciary in general, since these issues were perceived distinctly negatively in all segments respondents were asked about. High-quality media campaigns can increase citizens' trust in the work of judicial institutions, contribute to transparency, improve citizens' knowledge about the functioning of the judiciary and improve the general perception of the judicial system of BiH.

3. Communicate with citizens more clearly

Perceptions of the expertise of judges and court employees are not alarmingly negative and responses related to their expertise, compliance with procedures and thoroughness indicate a general respect for the legal profession. Citizens still respect the specific expertise and knowledge of judges and other persons employed in the judicial system, which can be a solid foundation for building a better relationship between the courts and citizens. On the other hand, citizens are somewhat dissatisfied with the clarity and comprehensibility in verbal and written communication of judges. This may mean that judicial employees use specialized terminology that cannot be easily understood by the average user in the judicial system. Simplicity is recommended in communicating with citizens, both in direct communication with them and indirectly during media appearances of representatives of judicial institutions that are intended to convey information to the public. Simpler communication can lead to better understanding, fewer opportunities for misunderstandings, and a reduction in the number of errors stemming from citizens misunderstanding specific instructions received from judges and court employees in everyday procedures. Another positive impact of improved comprehensibility would be an increase in the level of citizens' satisfaction with the work of the judiciary.

4. Strengthen human resources

A team is only as strong as its weakest member. It is recommended that an analysis of the current situation in the judiciary be conducted (as thorough as resources allow) which would yield information on the number of employees and their levels of expertise. Insight from this analysis would be used to inform any corrective measures that need to be taken. Regular analyses of employee training needs would enable the planning of quality education, organizing study visits and similar programs that can contribute to building the capacities of judicial employees. It would be particularly useful to ensure that the trainings incorporate modern trends in the judicial field, so that the entire system would not lag behind EU countries. The survey results showed that in

ther interactions and contact with the judiciary citizens often complain of impoliteness, which could be addressed by providing employees with trainings focused on communication with users. Communication is just one of the areas where employee education can prove beneficial. However, decisions on specific programs designed to build the capacities of human resources through trainings should be based on a needs analysis.

12. Sources

1. Information and reports taken from the website <https://vstv.pravosudje.ba>:

- "Building an Effective and Citizen-Friendly Judiciary"
- "Improving Court Efficiency and Accountability of Judges and Prosecutors in BiH"
- "Improving judicial quality project"
- Report on Independence, Accountability and Quality of the Judiciary of Bosnia and Herzegovina 2018-2020

2. Initial court user satisfaction survey from 2019, PROMO Public Opinion Research Agency

3. Documents provided by the HJPC:

- IPA 2017, Project Description
- Annex III, Project Description
- Annex III, Organization and Methodology
- Guidelines for questionnaire design
- Technical specification

4. Final results of the 2013 Census of Population, Households and Dwellings in Bosnia and Herzegovina, BiH Agency for Statistics taken from www.popis.gov.ba

13. Annexes

Annex 1 Questionnaire for F2F interviews

Annex 2 CATI questionnaire

Annex 3 Scenarios used in mystery shopping

Annex 4 Questionnaire for mystery shopping

Annex 1 Questionnaire for F2F interviews

Interviewer code				
Municipality code				
Start point code				
Start point name				
Interview date				
Start time				

Good afternoon. My name is and I work as an interviewer for Promo Agency. We are currently conducting a survey related to the satisfaction of residents with the work of the High Judicial and Prosecutorial Council of Bosnia and Herzegovina who live in the area of Sarajevo, Tuzla, Mostar and Banja Luka.

The survey is anonymous, and its results will be used solely for the purpose of making important recommendations to improve the work of the courts and the level of public confidence in the courts. Please answer a few questions that I will read to you.

A1. Can you tell me whether any of the members of your household, in the last 5 years, was a party to the court proceedings or in another way was a user of court services such as: obtaining a Certificate of no criminal proceedings, land registry excerpt, etc. in the Municipal / Basic court?

1. Yes (Request an interview with that person)
2. No (go to A2)

Do not read

9. I don't know/I prefer not to answer

A2. Can I talk to the person from your household who last had a birthday?

P1. Can you tell me how much you are informed about the work of the Municipal / Basic Court?

1. Fully informed
2. Partially informed
3. Neither informed nor uninformed
4. Not informed enough
5. Not informed at all
9. I don't know/I prefer not to answer

P2. How do you get information about the work of the Municipal / Basic Court?

1. Personal experience
2. Word of mouth
3. Radio and TV

4. Leaflets and brochures
5. Newspapers
6. Internet
7. _____
9. I don't know/I prefer not to answer

P3. Please answer how much you trust the institutions that I will list. We will use grades from 1-5 where 1 means I don't trust at all and 5 I fully trust.

	I don't trust at all	I don't trust mostly	Neither trust or don't trust	I trust mostly	I fully trust	I don't know/I prefer not to answer
Police	1	2	3	4	5	9
Courts	1	2	3	4	5	9
Media	1	2	3	4	5	9
Prosecutor's office	1	2	3	4	5	9
Judges	1	2	3	4	5	9
Religious leaders	1	2	3	4	5	9

P4. What is your opinion on the work of the judicial system in BiH?

1. Very negative
2. Mostly negative
3. Neither negative nor positive
4. Mostly positive
5. Very positive
9. I don't know/I prefer not to answer

P5. Do you think that the average BiH citizen can expect a fair trial, if they are in court?

1. Yes
2. No
9. I don't know/I prefer not to answer

P6. In your opinion, the situation in the judiciary in the last 5 years is:

1. Improving
2. Remains the same
3. Worsening
9. I don't know/I prefer not to answer

P7. In your opinion, the usual length of court proceedings, in the last 5 years, is:

1. Increasing
2. Remains the same
3. Decreasing
9. I don't know/I prefer not to answer

P8. In your opinion, the independence of the judiciary in the last 5 years is:

1. Increasing
2. Remains the same
3. Decreasing
9. I don't know/I prefer not to answer

P9. For the following characteristics please answer are they the biggest problem, a big problem, a medium problem, a minor problem or not a problem at all in the judiciary of Bosnia and Herzegovina?

	The biggest problem	Big problem	Medium problem	Minor problem	Not a problem at all	Don't know
Length of court procedures	1	2	3	4	5	9
Political influence on courts	1	2	3	4	5	9
Costs of proceedings	1	2	3	4	5	9
Procedures in court proceedings	1	2	3	4	5	9
Corruption	1	2	3	4	5	9
Expertise of judicial employees	1	2	3	4	5	9
Independence of the courts	1	2	3	4	5	9
Inequality before law						

P10. For the following characteristics please answer are they the biggest problem, a big problem, a medium problem, a minor problem or not a problem at all in the judiciary of Bosnia and Herzegovina?

	The biggest problem	Big problem	Medium problem	Minor problem	Not a problem at all	Don't know
Corruption among judges	1	2	3	4	5	9
Corruption of court employees	1	2	3	4	5	9
Police corruption	1	2	3	4	5	9
Unprofessionalism of judges	1	2	3	4	5	9
Unprofessionalism of police	1	2	3	4	5	9
IT equipment of courts	1	2	3	4	5	9

P11. In your opinion, to what extent are the representatives of the following institutions corrupt? You can give answers using a scale from 1 to 5 where 1 means that there is no corruption at all and 5 that corruption is present to a large extent.

	No corruption at all				Corruption present to a large extent	Don't know
Leaders of political parties	1	2	3	4	5	9
Ministers	1	2	3	4	5	9

Elected representatives	1	2	3	4	5	9
Custom officers	1	2	3	4	5	9
Tax officers	1	2	3	4	5	9
Physicians	1	2	3	4	5	9
Judges	1	2	3	4	5	9
Prosecutors	1	2	3	4	5	9
University professors	1	2	3	4	5	9
Businesspeople	1	2	3	4	5	9
Religious leaders	1	2	3	4	5	9
Police officers	1	2	3	4	5	9
NGO leaders	1	2	3	4	5	9
Media	1	2	3	4	5	9

P12. Please rate the quality of work provided by the following services in the BiH judicial system.

	Very bad	Bad	Neither bad nor good	Good	Very good	Don't know
Judges	1	2	3	4	5	9
Prosecutors	1	2	3	4	5	9
Public defenders	1	2	3	4	5	9
Ombudsmen	1	2	3	4	5	9
Lawyers	1	2	3	4	5	9
Court clerks	1	2	3	4	5	9
Court staff	1	2	3	4	5	9

P13. Has one of the following items, in the last 5 years, made it difficult for you to access the justice system?

1. Age
2. Economic status
3. Level of education
4. Gender
5. Disability
6. Ethnicity
7. National affiliation
9. I don't know/I prefer not to answer

P14. In your opinion, do the courts treat the following categories of people equally?

	Yes	No	Don't know
Women and men	1	2	9
Rich and poor	1	2	9
Persons with disabilities	1	2	9
Minorities and majorities	1	2	9
Average residents and politicians	1	2	9
By nationality	1	2	9

P15. In your experience with the court system so far, have you felt:

1. Disrespect
2. Unkindness
3. Prejudice
4. Difficulties in obtaining documents
5. Unfair trial
6. _____
9. I don't know/I prefer not to answer

P16. What was the most recent type of case you had in justice system?

1. Criminal proceeding
2. Misdemeanor proceeding
3. Enforcement case
4. Inheritance proceeding
5. Land registry procedure
6. Family / marital matters
7. Labor disputes
8. Other court services (certificates, etc.)
9. I don't know/I prefer not to answer

P17. How many times have you had to come to court to resolve your case?

1. 0-1
2. 2-3
3. 4-5
4. 6 and more
9. I don't know/I prefer not to answer

P18. At what stage is your case at the moment?

1. Final decision is made
2. There is an ongoing court proceeding

3. The renewed procedure is in progress after the revoked decision
4. The main hearing is concluded
5. Awaiting court decision
6. The main hearing is ongoing
7. The court has not yet scheduled a main hearing
8. _____
9. I don't know/I prefer not to answer

P19. How much time elapsed from the initiation to the end of the last proceeding in which you participated, which was conducted in the Municipal / Basic court?

1. Up to 1 month
2. Between 1 and 3 months
3. Between 3 and 6 months
4. Between 6 and 12 months
5. Between 1 and 2 years
6. Between 2 and 4 years
7. Between 4 and 6 years
8. More than 6 years
9. I don't know/I prefer not to answer

P20. How much time elapsed between the last and penultimate hearing in your proceedings?

1. Up to 1 month
2. Up to 2 months
3. Up to 3 months
4. Between 3 and 6 months
5. Between 6 and 12 months
6. More than one year
9. I don't know/I prefer not to answer

P21. Are you familiar with any of the following?

	yes	no	Don't know
Court settlement	1	2	9
Mediation	1	2	9
Conciliation	1	2	9

If no go to P26.

P22. Have you ever used that opportunity?

1. Yes
2. No (go to 26)
9. I don't know/I prefer not to answer

P23. What alternative method did you use?

1. Court settlement
2. Mediation
3. Conciliation

P24. Are you satisfied with this way of resolving the dispute?

1. Yes
2. Partially
3. No
9. I don't know/I prefer not to answer

P25. If the answer was no, please explain why?

1. It took too long
2. It didn't live up to my expectations
3. I had the impression that they were not experts
4. Using these methods you can never reach the desired solution
5. _____
9. I don't know/I prefer not to answer

P26. Has your lawyer informed you about alternative dispute resolution??

1. Yes
2. No
3. I don't use the services of a lawyer
9. I don't know/I prefer not to answer

P27. If you had the necessary data related to alternative ways of resolving litigation, would you use these methods?

1. Yes
2. No
9. I don't know/I prefer not to answer

P28. If the answer is yes, please answer why would you use alternatives?

1. Lower costs
2. Time saving
3. _____
9. I don't know/I prefer not to answer

P29. Please rate the following aspects of the work of judges in the Municipal / Basic Court in the last 5 years using grades from 1 to 5 where grade 1 means completely dissatisfied and grade 5 completely satisfied.

	Completely dissatisfied				Completely satisfied	Don't know
Decent and polite	1	2	3	4	5	9
Have the expertise	1	2	3	4	5	9
Impartial	1	2	3	4	5	9
Thorough and well prepared	1	2	3	4	5	9
Expresses clearly and understandably	1	2	3	4	5	9
Writes clear decisions	1	2	3	4	5	9
Respects procedures	1	2	3	4	5	9

P30. Please rate the following aspects of the work of court clerks in the Municipal / Basic Court in the last 5 years using grades from 1 to 5 where grade 1 means completely dissatisfied and grade 5 completely satisfied.

	Completely dissatisfied				Completely satisfied	Don't know
Decent and polite	1	2	3	4	5	9
Have the expertise	1	2	3	4	5	9
Impartial	1	2	3	4	5	9
Provide correct information	1	2	3	4	5	9
Information is provided on time	1	2	3	4	5	9
Services are provided on time	1	2	3	4	5	9

P31. How would you rate the physical accessibility of the Municipal / Basic Court in the last 5 years?

1. Very difficult to access
2. Hard to access

3. Neither one nor the other
4. Easily accessible
5. Very easily accessible
9. I don't know/I prefer not to answer

P32. Do any of the listed factors restrict or prevent access to the Municipal / Basic Court in the last 5 years?

1. Geographical distance
2. Location of the court building
3. The layout of the court premises
4. Lack of signs and instructions
5. Insufficient information by the commissionaire
9. I don't know/I prefer not to answer

P33. Please tell us your overall satisfaction with the premises of the Municipal / Basic Court, in the last 5 years, using numbers 1 to 5 where 1 means I completely disagree and 5 completely agree?

	Completely disagree				Completely agree	Don't know
The premises are adequate for visitors/clients	1	2	3	4	5	9
The premises are adequately equipped (furniture)	1	2	3	4	5	9
The premises are well marked and it is easy to find what you need	1	2	3	4	5	9
There is clear information on how to behave in the building	1	2	3	4	5	9

P34. Have you noticed any promotional materials related to the work of courts (leaflets, brochures, etc.) in the Municipal / Basic Court?

1. Yes
2. No (go to P38)
9. I don't know/I prefer not to answer

P35. Have you used/read them?

- 1. Yes
- 2. No (go to P38)
- 9. I don't know/I prefer not to answer

P36. To what extent were they useful to you?

- 1. Completely useful
- 2. Somewhat useful
- 3. Neither useful nor useless
- 4. Not very useful
- 5. Not useful at all
- 9. I don't know/I prefer not to answer

P37. Do you think the materials should be?

	yes	no	Don't
More diverse	1	2	9
More understandable	1	2	9
More accessible / visible	1	2	9

P38. Please tell us your overall satisfaction with the work of the Municipal / Basic Court, in the last 5 years, using numbers 1 to 5 where 1 means completely dissatisfied and 5 completely satisfied?

- 1. 1 2 3 4 5
- 9. I don't know/I prefer not to answer

P39. Based on your experience so far, please tell us which of the following items are positive and which are negative in the work of the Municipal / Basic Court?

	Positive	Negative	Don't know
Case resolution speed	1	2	9
Organization of work	1	2	9
Fair attitude - judges	1	2	9
Fair attitude – court staff	1	2	9
Impartiality / objectivity	1	2	9

Adequate premises	1	2	9
Adherence to procedures	1	2	9
Services of land registry office	1	2	9
Office Services and Information	1	2	9
Costs	1	2	9
Something else Specify:	1	2	9

P40. Have you noticed a TV or radio commercial related to the improvement of the work of the judiciary conducted by the High Judicial and Prosecutorial Council?

1. Yes
2. No (go to P42)
9. I don't know/I prefer not to answer

P41. Was that commercial informative enough for you?

Use grades 1 to 5 where 1 means not at all informative and 5 means completely informative.

1 2 3 4 5

9. I don't know/I prefer not to answer

P42. In your opinion, how do the media present the work of the Municipal / Basic Court?

1. They show the predominantly bad side of the work of this court
2. They present the real state of work of this court
3. They present predominantly good side of the work of this court
9. I don't know/I prefer not to answer

P43. How would you like to be informed about the activities of the High Judicial and Prosecutorial Council, i.e. activities related to the judicial system?

1. TV
2. Radio
3. Newspapers
4. Thorough friends
5. Social networks, web portals...
6. E-mail
9. I don't know/I prefer not to answer

We almost finished the questionnaire. Please answer a few questions about the socio-demographic characteristics that we need in order to analyze the results of this survey.

D1. Don't ask Gender?

1. Female
2. Male

D2. Level of education?

1. Unfinished elementary school
2. Elementary school
3. High school
4. Faculty and more
9. I don't know/I prefer not to answer

D3. Year of birth? _____

9. I don't know/I prefer not to answer

D4. Number of household members? _____

9. I don't know/I prefer not to answer

D5. Can you tell us the total average monthly income of your household?

1. Up to 700 BAM
2. Between 700 and 1.500 BAM
3. More than 1.500 BAM
9. I don't know/I prefer not to answer

That would be all. Thank you for your time.

Annex 2 Questionnaire for CATI interviews

Good afternoon. My name is and I am calling from the Promo polling agency. We are currently conducting a public opinion survey for the High Judicial and Prosecutorial Council of Bosnia and Herzegovina. The survey is related to the satisfaction of residents with the work of the High Judicial and Prosecutorial Council of BiH, and is conducted in Sarajevo, Tuzla, Mostar and Banja Luka.

Your phone number is one of the random numbers in these cities. Numbers are dialed using a computer (computer number selection). The survey is anonymous, and its results will be used solely for the purpose of making important recommendations to improve the work of the courts and public confidence in the courts. Since each opinion is important to us, please answer a few questions that I will read to you. These questions are the same for all respondents.

City/Municipality	
Interview date	

C1. Can you tell me whether any of the members of your household, in the last 5 years, was a party to the court proceedings or in another way was a user of court services such as: obtaining a Certificate of no criminal proceedings, land registry excerpt, etc. in the Municipal / Basic court?

1. Yes (Request an interview with that person)
2. No (go to C2)

Do not read

9. I don't know/I prefer not to answer

C2. Can I talk to the person from your household who last had a birthday?

(to P9 – afterwards go to P26)

P1. Can you tell me how much you are informed about the work of the Municipal / Basic Court?

1. Fully informed
2. Partially informed
3. Neither informed nor uninformed
4. Not informed enough
5. Not informed at all
9. I don't know/I prefer not to answer

P2. What is your opinion on the work of the judicial system in BiH?

1. Very negative
2. Mostly negative
3. Neither negative nor positive
4. Mostly positive
5. Very positive
9. I don't know/I prefer not to answer

P3. In your opinion, the situation in the judiciary in the last 5 years is:

1. Improving
2. Remains the same
3. Worsening
9. I don't know/I prefer not to answer

P4. In your opinion, the independence of the judiciary in the last 5 years is:

1. Increasing
2. Remains the same
3. Decreasing
9. I don't know/I prefer not to answer

P5. For the following characteristics please answer are they the biggest problem, a big problem, a medium problem, a minor problem or not a problem at all in the judiciary of Bosnia and Herzegovina?

	The biggest problem	Big problem	Medium problem	Minor problem	Not a problem at all	Don't know
Length of court procedures	1	2	3	4	5	9
The impact of politics on courts	1	2	3	4	5	9
Costs of proceedings	1	2	3	4	5	9
Procedures in court proceedings	1	2	3	4	5	9
Corruption	1	2	3	4	5	9
Expertise of judicial employees	1	2	3	4	5	9
Independence of the courts	1	2	3	4	5	9
Inequality before law	1	2	3	4	5	6

P6. Please rate the quality of work provided by the following services in the BiH judicial system.

	Very bad	Bad	Neither bad nor good	Good	Very good	Don't know
Judges	1	2	3	4	5	9
Prosecutors	1	2	3	4	5	9
Public defenders	1	2	3	4	5	9
Ombudsmen	1	2	3	4	5	9
Lawyers	1	2	3	4	5	9
Court clerks	1	2	3	4	5	9
Court staff	1	2	3	4	5	9

P7. Has one of the following items, in the last 5 years, made it difficult for you to access the justice system?

1. Age
2. Economic status
3. Level of education
4. Gender
5. Disability
6. Ethnicity
7. National affiliation
9. I don't know/I prefer not to answer

P8. In your experience with the court system so far, have you felt:

1. Disrespect
2. Unkindness
3. Prejudice
4. Difficulties in obtaining documents
5. Unfair trial
6. _____
9. I don't know/I prefer not to answer

P9. What was the most recent type of case you had in justice system?

1. Criminal proceeding
2. Misdemeanor proceeding
3. Enforcement case
4. Inheritance proceeding
5. Land registry procedure

6. Family / marital matters
7. Labor disputes
8. Other court services (certificates, etc.)
9. I don't know/I prefer not to answer

P10. How many times have you had to come to court to resolve your case?

1. 0-1
2. 2-3
3. 4-5
4. 6 and more
9. I don't know/I prefer not to answer

P11. How much time elapsed from the initiation to the end of the last proceeding in which you participated, which was conducted in the Municipal / Basic court?

1. Up to 1 month
2. Between 1 and 3 months
3. Between 3 and 6 months
4. Between 6 and 12 months
5. Between 1 and 2 years
6. Between 2 and 4 years
7. Between 4 and 6 years
8. More than 6 years
9. I don't know/I prefer not to answer

P12. How much time elapsed between the last and penultimate hearing in your proceedings?

1. Up to 1 month
2. Up to 2 months
3. Up to 3 months
4. Between 3 and 6 months
5. Between 6 and 12 months
6. More than one year
9. I don't know/I prefer not to answer

P13. Are you familiar with any of the following?

	yes	no	Don't know
Court settlement	1	2	9
Mediation	1	2	9
Conciliation	1	2	9

P14. Has your lawyer informed you about alternative dispute resolution??

- 1. Yes
- 2. No
- 3. I don't use the services of a lawyer
- 9. I don't know/I prefer not to answer

P15. If you had the necessary data related to alternative ways of resolving litigation, would you use these methods?

- 1. Yes
- 2. No
- 9. I don't know/I prefer not to answer

P16. If the answer is yes, please answer why would you use alternatives?

- 1. Lower costs
- 2. Time saving
- 3. _____
- 9. I don't know/I prefer not to answer

P17. Please tell us your overall satisfaction with the premises of the Municipal / Basic Court, in the last 5 years, using numbers 1 to 5 where 1 means I completely disagree and 5 completely agree?

	Completely disagree				Completely agree	Don't know
The premises are adequate for visitors/clients	1	2	3	4	5	9
The premises are adequately equipped (furniture)	1	2	3	4	5	9
The premises are well marked and it is easy to find what you need	1	2	3	4	5	9
There is clear information on how to behave in the building	1	2	3	4	5	9

P18. How would you rate the physical accessibility of the Municipal / Basic Court in the last 5 years?

- 1. Very difficult to access
- 2. Hard to access
- 3. Neither one nor the other
- 4. Easily accessible
- 5. Very easily accessible
- 9. I don't know/I prefer not to answer

P19. Do any of the listed factors restrict or prevent access to the Municipal / Basic Court in the least 5 years?

- 1. Geographical distance
- 2. Location of the court building
- 3. The layout of the court premises
- 4. Lack of signs and instructions
- 5. Insufficient information by the commissionaire
- 9. I don't know/I prefer not to answer

P20. Have you noticed any promotional materials related to the work of courts (leaflets, brochures, etc.) in the Municipal / Basic Court?

- 1. Yes
- 2. No (go to P24)
- 9. I don't know/I prefer not to answer

P21. Have you used/read them?

- 1. Yes
- 2. No (go to P38)
- 9. I don't know/I prefer not to answer

P22. To what extent were they useful to you?

- 1. Completely useful
- 2. Somewhat useful
- 3. Neither useful nor useless
- 4. Not very useful
- 5. Not useful at all
- 9. I don't know/I prefer not to answer

P23. Do you think the materials should be?

	yes	no	Don't
More diverse	1	2	9
More understandable	1	2	9
More accessible / visible	1	2	9

P24. Please tell us your overall satisfaction with the work of the Municipal / Basic Court, in the last 5 years, using numbers 1 to 5 where 1 means completely dissatisfied and 5 completely satisfied?

- 1. 1 2 3 4 5
- 9. I don't know/I prefer not to answer

P25. Based on your experience so far, please tell us which of the following items are positive and which are negative in the work of the Municipal / Basic Court?

	Positive	Negative	Don't know
Case resolution speed	1	2	9
Organization of work	1	2	9
Fair attitude – judges	1	2	9
Fair attitude – court staff	1	2	9
Impartiality / objectivity	1	2	9
Adequate premises	1	2	9
Adherence to procedures	1	2	9
Services of land registry office	1	2	9
Office Services and Information	1	2	9
Costs	1	2	9
Something else	1	2	9
Specify:			

P26. Have you noticed a TV or radio commercial related to the improvement of the work of the judiciary conducted by the High Judicial and Prosecutorial Council?

- 1. Yes
- 2. No (go to D1)
- 9. I don't know/I prefer not to answer

P27. Was that commercial informative enough for you?

Use grades 1 to 5 where 1 means not at all informative and 5 means completely informative.

- 1 2 3 4 5
- 9. I don't know/I prefer not to answer

P28. In your opinion, how do the media present the work of the Municipal / Basic Court?

1. They show the predominantly bad side of the work of this court
2. They present the real state of work of this court
3. They present predominantly good side of the work of this court
9. I don't know/I prefer not to answer

P29. How would you like to be informed about the activities of the High Judicial and Prosecutorial Council, i.e. activities related to the judicial system?

1. TV
2. Radio
3. Newspapers
4. Thorough friends
5. Social networks, web portals...
6. E-mail
7. I don't know/I prefer not to answer

We almost finished the questionnaire. Please answer a few questions about the socio-demographic characteristics that we need in order to analyze the results of this survey.

D1. Don't ask Gender?

1. Female
2. Male

D2. Level of education?

1. Unfinished elementary school
2. Elementary school
3. High school
4. Faculty and more
9. I don't know/I prefer not to answer

D3. Year of birth? _____

9. I don't know/I prefer not to answer

D4. Number of household members? _____

9. I don't know/I prefer not to answer

D5. Can you tell us the total average monthly income of your household?

1. Up to 700 BAM
2. Between 700 and 1.500 BAM
3. More than 1.500 BAM
9. I don't know/I prefer not to answer

That would be all. Thank you for your time.

Annex 3. Scenarios used in secret shopping

1. Expert witness

Good day,

I need an expert witness. How can I choose one? (If the person at the counter asks: Which expert witness do you need? please answer: in civil engineering, in economics, financial, etc.).

If the person at the counter does not mention/provide the list of expert witnesses, please ask; Where can I find a list of expert witnesses?

Thank you, good bye.

2. Mediator

Good day,

I need a mediator. How can I choose one? (If the person at the counter asks: What for?, please answer: Family dispute).

If the person at the counter does not mention/provide the list of mediators, please ask; Where can I find a list of mediators?

Thank you, good bye.

3. Instituting a lawsuit

Good day,

How do I submit a motion to institute a lawsuit? If the person at the counter does not provide information on the place of submission and the fees, please ask:

Where is it submitted?

What is the fee?

Thank you, good bye.

4. Appealing a court ruling

Good day,

How do I submit an appeal from a court ruling? If the person at the counter does not provide information on the place of submission and the fees, please ask:

Where is it submitted?

What is the fee?

Thank you, good bye.

5. Certificate that no criminal proceedings are pending

Good day,

I need a certificate that no criminal proceedings are pending. How do I submit a request for issuance? If the person at the counter does not provide information on the fees, please ask:

What is the fee?

Thank you, good bye.

6. Super-certification for abroad

Good day,

I want to do super-certification/legalisation for abroad. How do I do this? (If the person at the counter asks what the super-certification is for, please say: For a birth certificate). If the person at the counter does not mention the fees or rate, please ask:

What is the rate for super-certification and how is it paid?

Thank you, good bye

7. Land registry excerpt

Good day,

I need a land registry excerpt. How do I get it? If the person at the counter does not provide information on the place of submission and the fees, please ask:

Where is it submitted?

What is the fee?

Thank you, good bye.

8. Application for registration

Good day,

I would like to apply for registration. How do I do this? If the person at the counter does not provide information on the place of submission and the fees, please ask:

Where is it submitted?

What is the fee?

Thank you, good bye.

9. Viewing and information about casefiles

Good day,

I would like some information about casefiles. How do I get it? Which information can I get?

Thank you, good bye.

10. Information about archived cases

Good day,

I need information about an archived case. How can I get it?

Thank you, good bye

11. Notice of hearing

Good day,

I need information on the way I will be notified of a hearing. How will the summons be sent to me? When can I expect the summons?

Thank you, good bye

12. Registration of a company in a register of legal persons

Good day,

I would like to register a company. How should I do that, what is the procedure? If the person at the counter asks what type of company it is, the answer is: limited liability company. If the person at the counter does not provide information on the place of submission and the fees, please ask:

Where do I submit a request?

What is the fee?

Thank you, good bye.

13. Excerpt from the register of legal persons

Good day, I need an excerpt from the register of legal persons. How do I get one? If the person at the counter does not provide information on the place of submission and the fees, please ask:

Where do I submit a request?

What is the fee?

Thank you, good bye.

14. Minor offence fine

Good day,

I need to pay a minor offence fine. How is it paid? If the person at the counter does not provide information on the payment location, please ask:

Where is it paid?

Thank you, good bye.

15. Initiating an inheritance procedure

Good day,

I would like to initiate an inheritance procedure. What is the procedure? Where is it done?

Thank you, good bye.

16. Divorce with children involved

Good day,

I wish to file for a divorce. What is the procedure? Where is it done? If the person at the counter asks if it is a marriage with or without children, please say:

With children.

Thank you, good bye.

17. Divorce with no children involved

Good day,

I wish to file for a divorce. What is the procedure? Where is it done? If the person at the counter asks if it is a marriage with or without children, please say:

Without children.

Thank you, good bye.

18. Initiating a minor offence when a party files for a court ruling

Good day, I want the court to rule on my minor offence procedure. How do I initiate/do that? What is the procedure? If the person at the counter does not provide information on the location and manner of submission of a request and the fees, please ask:

Where is a request submitted?

What should the request look like?

What is the fee?

When can I expect to receive a reply?

Thank you, good bye

Annex 4. Secret shopping questionnaire

Municipal court: 1. Sarajevo 2. Banja Luka 3. Tuzla 4. Mostar

Buyer code: _____ Procedure code: _____
 Date: _____ Time of entering the court: _____ Time of existing the court: _____

Court entrance:

- 1. There is a ramp for persons with disabilities: Yes No
- 2. Entry door and exit door is clearly marked: Yes No
- 3. Working hours/lunchbreak indicated: Yes No
- 4. Court police gave clear information on movement through the secured area Yes No
- 5. Court police told me to leave my bag and cell phone Yes No
- 6. I saw the notice board immediately Yes No _____
- 7. I found clear directions to Registry office Yes No _____
 Land-registry office Yes No _____
 Section for legal persons Yes No _____
- 8. How did you find the counter you need? _____
- 9. How long did you wait in the line? _____
- 10. How did the person at the counter address you? _____
- 11. After the inquiry, my question was answered: 1. In writing 2. Orally
 3. I was referred elsewhere 4. I received no answer
- 12. If you received information orally, what was it like? _____
- 13. If the question had to be repeated, the person: 1. Reacted in an agitated manner 2. Explained more carefully
 3. Provided information in writing
- 14. I had to ask _____ additional questions.
- 15. My greeting was replied: 1. Yes (How? _____) 2. No
- 16. After receiving information, I knew: Which documents I need: Yes No No answer (NA)
 Where to get them: Yes No NA
 Where to submit a request Yes No NA
 How much money I need: Yes No NA
 Where to buy stamp duty: Yes No NA
 Duration of procedure: Yes No NA
- 17. Court police officer told me how to take my cell phone back: Yes No NA
- 18. How polite was the court police officer on a scale of 1 to 5 (1- very impolite; 5- very polite): _____
- 19. How polite was the person at the counter (1) on a scale of 1 to 5 (1- very impolite; 5- very polite): _____
- 20. How polite was the person at the counter (2) on a scale of 1 to 5 (1- very impolite; 5- very polite): _____