



Court Users' Satisfaction Survey Report 2023

REPOA

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This publication was produced by REPOA as part of collaboration with the Judiciary of Tanzania. The latter engaged REPOA as an independent assessor to undertake the Court Users' Satisfaction Survey. This study aims at providing feedback on the services provided by the courts against users' and staff expectations from 2015 when the baseline survey was conducted until now. This will provide the Judiciary with a better understanding of the results of the efforts that the court has made during the implementation of its two strategic plans to improve the quality and range of services the court delivers.

EXECUTIVE SUMMARY

The Judiciary of Tanzania has been undertaking reforms to improve court services as part of its commitments to the Judiciary's transformation agenda to provide customer-oriented services, but also contributing to speeding up the attainment of the Tanzania Development Vision 2025 (TDV 2025). The court reforms have been embedded in the implementation of Five-Year Strategic Plans, the first one covering the period 2015/16-2019/20, and the second and current Five-year Strategic Plan for 2020/21-2024/25. The implementation of strategic plans involves interventions that will improve citizen satisfaction with court services.

To understand effectiveness of these interventions, they must be assessed from time to time. This has been done through conducting service delivery satisfaction survey, popularly by the name Court Users' Satisfaction Surveys. So far, two Court Users' Satisfaction Surveys have been completed since 2015, with the current one being the third in the series. These surveys aim at assessing the Judiciary's achievements against the objectives, identifying challenges, and informing on the further reforms needed. The first Court Users' Survey was conducted in 2015 and provided information which served as a baseline. The second one which was conducted in 2019 showed a major increase in the overall court user satisfaction with the quality of justice services from 61% in 2015 to 78% in 2019, indicating a positive impact of the Judiciary's efforts to improve court services. However, the survey also identified areas that needed further improvement, such as the size of infrastructure in relation to the population served. Also, while perceived corruption has declined significantly, still lower-level courts needed further attention.

The findings of the second court users' survey provided inputs for the preparation of the second Strategic Plan, which runs through 2020/2021- 2024/25. The second Strategic plan builds on the experiences of the first one, paying attention to areas that need improvement. Thus, issues related to behavioural change of mindset, both within and outside of the Judiciary, and business re-engineering have been given priority under the new plan.

Currently, the second Strategic Plan is halfway through its implementation. To assess its implementation to improve on its second half, the Judiciary of Tanzania has engaged REPOA as an independent assessor to undertake the Court Users' Satisfaction Survey. This assignment aims to provide feedback on the services provided by the courts against users' and staff expectations from 2015 when the baseline survey was conducted until now. This will provide the Judiciary with a better understanding of the results of the efforts that the court has made during the implementation of its two strategic plans to improve the quality and range of services the court delivers.

Efficiency

- i. Overall, majority of court users are satisfied with the quality of court services. About 95% in 2023 have indicated satisfaction, ranging from those who consider the quality to be of average to those who consider it to be very good. This represents an increase in the proportion of satisfied users compared to 92% recorded in 2019. Satisfaction of overall quality of court services is reflected in the high levels of satisfaction across various components of court services.
- ii. Non-client and court stakeholders were highly satisfied with court services on the day of the survey. Except for expert witnesses which is 83%, more than 90% of professional users are generally satisfied with their experience with all services that they received.

- iii. While majority of users accept that time taken from filing to disposal of cases is within the court target, more effort is needed as the score is relatively lower compared to many other indicators. This cuts across all court levels, although lower levels are relatively better off.
- iv. There is limited knowledge on time taken to transfer documents from one court level to another. However, relatively the majority of those who are aware have opinions that the time taken is within the court targets.
- v. There is a significant improvement in the workload of court staff between 2019 and 2023. The improvement in the satisfaction of the workload has increased from 55% in 2019 to 72% in 2023, suggesting either the intensive use of ICT or increased employment of court staff.
- vi. There is a small reduction of court staff who admitted to having attended and receiving some form of training in the last four years since joining the court. This is likely indicating potential growth of capacity gaps and possible demotivation among the cadres.

Transparency

- i. On arriving at the court premises, majority (90%) of clients (court users) seeking services on the day of the survey were confident on their understanding of the outcomes of their visit at the courts. This is an increase from 86% recorded in 2019.
- ii. Level of professionalism of court staff is perceived to be high by court users. Nine in ten (90%) of court users were satisfied with the way they were treated. The corresponding figure of 2019 was eight in ten (79%).
- ii. Satisfaction with the justice system is quite high and has improved over time. Results show that a majority (92%) of users think that judges/magistrates treated everyone with courtesy and respect. This proportion represents an increase of three percentage points from 89% which was recorded in the 2019 survey. Also, when asked about the performance of justice disregarding the outcome of the case, eight in ten court users (both clients and non-clients) were satisfied. The corresponding figures for 2019 were 72% for clients and 72% for non-clients.
- iv. While percentage of staff that have been promoted has nearly doubled to 45% from 23% in 2019, a large majority have limited awareness on the procedures, rules and regulations governing promotion, prompting most court staff (75%) to complain about promotion procedures.
- v. While perception on corruption is low and has shown improvement over time, lower court levels are still perceived as more corrupt. For instance, less than 5% of court users have paid a bribe to access court service like removal of hurdles, rights to exercise, to speed up cases, to influence court judgement, to have a court bail processed, and to access court related information. However, lower levels seem to have relatively higher levels of corruption. For instance, while in the Resident Magistrate court to high court, perception on corruption is 12% and less, the district and primary courts have 20% and 25% respectively. This is important area to think of especially when majority of citizens rely on court services at these levels.

Accessibility of Service and Information

- i. Just like in the previous survey, public awareness of events organized by the court for education and sensitization are not well known by the public. For instance, only 23% are aware about Weekly Morning Briefs, only 21% are aware that the court participated in the International Trade Fair (Saba Saba) and 46% are aware about the Law Week. There is a slight deterioration in the public awareness for all the three aspects when results from this survey are compared to that of 2019.
- ii. Court stakeholders like advocates, court brokers and process servers are important in delivery of justice. Compared to the 2019 survey, there has been a huge increase in the proportion of court users who use them due to increased awareness of their roles. 86% of court users have used brokers in 2023, as opposed to only 16% in 2019. Similarly, in 2019, only 36% of court users used services from process servers compared to 71% in 2023. Finally, only 37% of court users used advocates in 2019 compared to 63% of court users who used advocates in 2023.
- iii. There are huge improvements in the buildings, where new buildings have been built and old ones are under rehabilitation. However, there is still need for more new or rehabilitated buildings in some areas to improve court environments.
- iv. The issue of payment for court services has remained a bit of a challenge. Whether one is required to pay for a particular service depends on the purpose of their visit. For instance, for issue of witness summons, no payment of fee is required while application instituted by way of chamber summons payment of fee is required.

Potential areas for improvement

The reforms made by the Judiciary of Tanzania have resulted in huge improvements of its services. This has been acknowledged by both court users and court staff in many aspects. However, there are few areas that need further improvements. These are:

- i. Public awareness on events organized by the court for education and sensitization.
- ii. Time taken from filing the case to disposal.
- iii. Time taken to execute court decrees.
- iv. Staff awareness on procedures, rules and regulations governing promotion.
- v. Supervision and inspection of court to ensure that ethical procedures are adhered to. We see, for example, that lower level of courts are still involved in corruption despite improvements in this area.
- vi. Promoting use of ICT to access court services, for example use of SMS in getting court messages.
- vii. Increase use of mobile facilities as a short-term measure while working on building more permanent infrastructure to catch up with the increased demand for justice.
- viii. Call centres to report court related issues are very important and are already present. However, public awareness of such facilities is limited, hence they are not effectively used.
- ix. Promote use of court library to access important court information. Library services exist but there is very little use among court users because of limited awareness.

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1. INTRODUCTION

The government of Tanzania has been implementing reforms, aimed at improving service delivery for its citizens. The Judiciary of Tanzania (JoT) as one of the three state pillars tasked with ensuring justice, governed by its vision of timely, quality, and accessible justice for all, is not an exception in this aspect. It has been undertaking legal sector reforms to improve court services as part of its commitments to the Judiciary's transformation agenda to provide customer-oriented services. Also, court reforms have aimed at contributing to speeding up the attainment of the Tanzania Development Vision 2025 (TDV 2025). The court reforms have been embedded in the implementation of Five-Year Strategic Plans, the first one covering the period 2015/16-2019/20, and the second and current Five-year Strategic Plan for 2020/21-2024/25. This strategic plan identified areas of intervention, with the ultimate goal of improving citizen-satisfaction with court services. Subsequently, various interventions have been made for this purpose, including using ICT in court operations, increasing the number, size, and quality of infrastructure, employing more court service officials and many others. The ultimate aim is to attain the International Framework for Court Excellence (IFCE) in all its seven components of court excellence.

One of the components of IFCE is Client Needs and Satisfaction. Under this component, research has consistently shown that the perceptions of those using the courts are influenced more by how they are treated and whether the process appears fair than whether they received favourable or unfavourable results. Thus, one of the important aspects of the quality approach and the 'search for excellence' is that it considers the needs and perceptions of court users. Court users include citizens and businesses (e.g., litigants, witnesses, crime victims, those seeking information or assistance from court staff), professionals and key stakeholders (lawyers, public prosecutors, enforcement agents, governmental agencies, court experts, and court interpreters), all of them making use of citizen-centric court services. Accordingly, measures must address not only the level of satisfaction with the outcome of the court proceeding, but also the level of satisfaction with how the parties, witnesses, and lawyers are treated by the judges and the court staff. The judges and staff's (perceived) expertise and the fairness and ability to understand court procedures and decisions should also be measured. This information should be used to improve the quality and processes provided by the courts.

Two Court Users' Satisfaction Surveys have been conducted since the start of the reform, to assess the Judiciary's achievements against the objectives of the Five-Year Strategic Plans, identify challenges of the reforms that the Judiciary has been facing in the course of implementing the Strategic Plans, and inform the course of the reform needed based on citizens' perceived challenges. These surveys measure public satisfaction with court services. They are conducted by an independent research institution, providing the current level of satisfaction with court services in the country, hence informing the extent of improvement and challenges over time. The first Court Users' Survey was conducted in 2015 serving as a baseline, and the second one was conducted in 2019. Overall, the proportion of court users who are satisfied with the quality of justice services has risen from 92% in 2019 to 95% in 2023, indicating the positive impact of the Judiciary's efforts to improve court services, including accessibility, especially after the introduction of ICT and digitization of court services as well as the mobile courts. However, the survey also identified areas that need further improvements, such as the size of infrastructure in relation to the population served. Also, while perceived corruption has declined significantly, still lower-level courts need further attention.

The findings of the second court users' survey provided inputs for the preparation of the second Strategic Plan, which runs through 2020/2021- 2024/25. The second Strategic plan builds on the experiences of the first one, paying attention to areas that need improvements.

Thus, issues related to behavioural change, both within and outside of the Judiciary, and business re-engineering, have been given priority under the new plan.

Currently, the second Strategic Plan is halfway through its implementation. To assess its implementation to improve on its second half, the Judiciary of Tanzania has engaged REPOA as an independent assessor to undertake the Court Users' Satisfaction Survey. This assignment aims to provide feedback on the services provided by the courts against clients' expectations from 2015 when the baseline survey was conducted until now. This will provide the Judiciary with a better understanding of the results of the efforts that the court has made during the implementation of its two strategic plans in order to improve the quality and range of services the court delivers.

2. OUR APPROACH AND METHODOLOGY

2.1 Sampling procedures

This report provides a trend of the development of various indicators of court service since the baseline survey, which was done in 2015. Consequently, the report shows areas where the judiciary has consistently improved, areas where the Judiciary has deteriorated and any up and downward trends over time. To be able to do so, the sampling procedure and sample size considerations have followed closely the 2015, and 2019 rounds of the study. The approach in all these rounds has ensured that the sample is drawn to represent the zonal distribution of the courts, considering new developments, like, introduction of new courts in all levels. As a result, the current survey has taken into consideration the 4 new registered zones and 6 regions, which were not part of the previous surveys. Table 1 below provides details of the number of courts at all levels, which forms the basis of the selection of facilities.

Table 1. Number of courts in Tanzania 2023 by levels.

| Facility Name | Number of courts in the country |
|-------------------------------|---------------------------------|
| Court of Appeal | 1 |
| High Court Main Registry | 1 |
| High Court Zone | 19 |
| Division & Mediation Centre | 5 |
| Court of Resident Magistrates | 29 |
| District Courts | 132 |
| Primary Courts | 961 |
| Total | 1,147 |

2.2 Selection of facilities

The Terms of Reference (ToRs) proposed how to select the facilities. We have adopted this proposition because, as noted earlier in this section, it draws from the previous approaches used in the baseline survey of 2015 and the follow-up survey of 2019. The approach includes two main categories namely, the courts to be surveyed and individuals to be interviewed. The unit of analysis that informs the quality of court services is drawn from individual users and providers of court services. In addition to the collection and analysis of data from both users and providers of court services, the research team also collected administrative information from the facility level such as infrastructures improvements, number of workers by levels and location of the courts in relation to the headquarters for contextualizing findings from the results of the user surveys. Also, as will be discussed shortly, such administrative information helped to sample primary courts.

As noted earlier in this section, the number of courts present in the country is higher compared to 2019. To ensure that the ratio remains the same as in previous surveys, automatically the number of interviews has also increased compared to the previous surveys. Consistently, the ToRs proposed a sample of a total of 169 courts as follows; one Headquarters, one Court of Appeal, one High Court Main Registry, 18 High Court Registries (two in Dar es Salaam, (Temeke and DSM Zone), four High Courts Divisions (in Dar es Salaam), one Mediation Centre, 21 Courts of Resident Magistrates “RMs” (one at each Region save for Dar es Salaam has two RMs,(Kisutu and Kivukoni)), 41 District Courts “DCs” (two in each region save for Dar es salaam which has one more, Temeke DC at the IJC). To have good representation, out of the two District Courts, one was picked from the regional headquarters and the other in a remote area. For the 81 Primary Courts (PCs), the research team picked two in each of the District Courts visited except Temeke IJC which has only one PC.

Of the two PCs, one was an urban PC and the other was in a remote area. Table 2 below is an expansion of Table 1, showing selection of facilities by levels and their proportion of the sample.

Table 2. Number of sampled courts and their sample proportion by levels

| | Proportion of court surveyed in the country | | |
|-------------------------------|---|------------|------------|
| Court of Appeal | 1 | 1 | 100% |
| High Court Main Registry | 1 | 1 | 100% |
| High Court Zone | 19 | 18 | 95% |
| Division & Mediation Centre | 5 | 5 | 100% |
| Court of Resident Magistrates | 29 | 21 | 75% |
| District Courts | 132 | 41 | 31% |
| Primary Courts | 961 | 81 | 8% |
| Total | 1,147 | 168 | 15% |

As the research team was finalizing the inception report, an agreement was reached to add 6 Integrated Justice Centres (IJC), which had not been part of the previous surveys but have special characteristics of having many levels of courts located in one place. In addition, we also included head office, so as to get views of workers at that level. As the result, the final sample of facilities visited increased to 175 from the initial sample of 168 depicted in the above table. Table 3 below provides a summary of facilities that were visited by the research team, comparing with the sample of 2019.

Table 3. Visited facilities by levels in 2019 and 2023.

| | | 2019 | 2023 | Increase |
|-------------------------------|--|------------|------------|-----------|
| Head Office/ Headquarters | | 1 | 1 | 0 |
| Court of Appeal | | 1 | 1 | 0 |
| High Court | Main Registry | 1 | 1 | 0 |
| | Land Division | 1 | 1 | 0 |
| | Commercial Division | 1 | 1 | 0 |
| | Labour Division | 1 | 1 | 0 |
| | Corruption and Economic Crime Division | 1 | 1 | 0 |
| | Mediation Centre | 1 | 1 | 0 |
| Zones | | 14 | 18 | 4 |
| Integrated Justice Centre | | 0 | 6 | 6 |
| Court of Resident Magistrates | | 15 | 21 | 6 |
| District Courts | | 29 | 41 | 12 |
| Primary Courts | | 57 | 81 | 24 |
| Total | | 123 | 175 | 52 |

Source: Court Survey 2019 and 2023

As seen from the Table above, there are three categories of facilities that were visited. The first one covered headquarter of the Judiciary, the Court of Appeal, the High Court Main Registry and its divisions and the Mediation Centre. The second category covered Integrated Justice Centres (IJCs), located in Temeke, Kinondoni, Morogoro, Dodoma, Arusha, and Mwanza. The third category covered court zones. As mentioned earlier, in each of the zones one urban court and one rural court were visited. Usually, urban facilities tend to be well-equipped with better amenities than rural facilities. Thus, this allocation aimed at capturing possible differences in perception that may be influenced by remoteness. But also captures differences in levels of improvements in infrastructure that may be influenced by proximity to the zonal headquarters.

The selection of primary courts followed the proximity to the district court. As noted earlier, two primary courts that serve the respective district court were selected. Just as is the case of the district court, the selection of primary courts aimed at capturing characteristics that may be associated with being at the district headquarters as well as being in remote areas. In this case, one primary court was located nearest to the district court and the second one was located furthest to the district court. Selection of these facilities was done during the fieldwork using administrative data that were provided during interviews at the Resident Magistrate and district courts in a given region with close consultation from the contract manager. As explained earlier, there is an increase in the number of facilities visited in 2023 compared to the 2019 survey due to increase in the number of zones from 14 to 18 and associated RM, DC, and PC. The increase also reflects the newly established IJC, which was not present during the 2019 round of surveys. As a result, in 2023 the research team visited a total of 175 facilities compared to 123 facilities visited in 2019.

Consistent with the previous surveys and taking into account increased number of courts at various levels, the agreed sample size for the current survey was 4,872. This sample size was distributed such that each of the primary court would have 26 respondents, District Court and Regional Magistrate Court would have 31 respondents each and each of the Zonal High Court would have 32 respondents. It was further agreed that all other courts would have 27 respondents. The respondents were to include clients, non-clients, and staff.

On visiting the courts, it was noted that some of the courts had a smaller number of staff than anticipated. Others had many staff, possibly because they are in areas that are growing into small townships. Such areas have a larger caseload, hence have higher staff allocation to enable cases to be handled timely. So, while we strived to meet our target, in a few cases we had less than planned. Also, in the case where there were many staff and customers, for good representation we slightly added the number of respondents. Table 4 below provides details of the sample size per each court level for 2019 and 2023.

Table 4. Distribution of respondents by court levels

| Court Level | 2019 | | | | 2023 | | | |
|------------------------------------|------------------|------------|-------------|--------------|--------------|--------------|-------------|--------------|
| | Client | Non-client | Court staff | Total | Client | Non-client | Court staff | Total |
| Primary | 475 | 285 | 326 | 1,086 | 1,028 | 810 | 328 | 2,166 |
| District | 326 | 150 | 250 | 726 | 714 | 332 | 304 | 1,350 |
| Integrated Justice Centre | 0 | 0 | 0 | 0 | 50 | 22 | 24 | 96 |
| Court of Resident magistrate | 171 | 84 | 146 | 401 | 348 | 169 | 148 | 665 |
| High Court Zones | 168 | 69 | 188 | 425 | 284 | 115 | 134 | 533 |
| High Court Labour | 13 | 4 | 7 | 24 | 13 | 8 | 7 | 28 |
| High Court Commercial | 9 | 5 | 8 | 22 | 8 | 2 | 8 | 18 |
| High Court Land | 12 | 2 | 10 | 24 | 16 | 6 | 8 | 30 |
| High Court Corruption & Econ Crime | 11 | 5 | 8 | 24 | 7 | 6 | 7 | 20 |
| Mediation Centre | 11 | 5 | 7 | 23 | 19 | 6 | 8 | 33 |
| High Court Main Registry | 12 | 5 | 10 | 27 | 22 | 8 | 7 | 37 |
| Court of Appeal | 11 | 5 | 8 | 24 | 24 | 7 | 8 | 39 |
| Headquarter | All directorates | | | | 2 | 5 | 7 | 14 |
| Total | 1,219 | 619 | 968 | 2,806 | 2,535 | 1,496 | 998 | 5,029 |

Source: Court Survey 2019 and 2023

Combining Table 3 and Table 4 above, we note that, apart from very few higher-level courts, most of the courts had either the same or a larger sample than planned. Thus, our sample is more or less the same as planned in terms of the total number of respondents as well as the distribution, giving us confidence that our results reflect the actual situation and can be fairly compared with the previous surveys.

2.3 Selection of individuals

The number and type of individuals who were interviewed are consistent with the ToRs as well as the previous surveys. Table 4 above provides detailed information for each court as interviews covered court stakeholders who included State attorneys, Advocates, Police officers, Prison officers, Probation officers, RITA staff, Court Brokers, and Process Servers; court staff which included Judges/Magistrates, Registrars (for the High Court and the Court of Appeal), Court Administrators/Human Resource officers, Clerks, Accountants, Office Assistants, Personal Secretaries, and Security Guards; and other court users which included those who come to court for judicial and non-judicial services. For those who come for judicial services, their selection considered the types of cases such as criminal matters, civil matters, probate, and matrimonial matters. The selection of those with cases before the court considered whether the user is a remandees or out on bail; and not ordinary persons with no cases (ordinary citizens) in the said court level but are living and getting court services from that court. For the Headquarters the survey included at least one officer from the Divisions, Sections and Units; two Drivers; two Security Officers; two Personal Secretaries and two Office Assistants. For the case of primary courts, interviews covered the same category of persons as mentioned above. Table 5 below provides details of the staff categories who were interviewed.

Table 5. Respondent by staff category

| Staff category | Percentage (Number) | |
|----------------------------------|---------------------|------------------|
| | 2019 | 2023 |
| Court clerks | 21 (206) | 23 (225) |
| Magistrates/Judges | 20 (197) | 26 (258) |
| Registrars | 3 (33) | 1 (10) |
| Watchmen/Security guards | 12 (113) | 9 (93) |
| Administrators/HR | 8 (79) | 5 (49) |
| Secretaries/Personal Secretaries | 10 (96) | 9 (90) |
| Office attendants | 13 (127) | 15 (147) |
| Accountants | 5 (50) | 3 (26) |
| Record Management Officers | 5 (48) | 6 (63) |
| Drivers | 1 (12) | 2 (20) |
| ICT | 0 (3) | 1 (8) |
| Procurement Officers | 0 (4) | 1 (9) |
| Total | 100 (968) | 100 (998) |

Source: Court Survey 2019 and 2023

As we can see in the above table, while there appears to be some variations between the sample size of the 2019 and 2020 surveys, the composition of different cadres of staff interviewed is fairly similar, making a comparison of findings possible. As noted earlier, the variation is explained by two main reasons, one, the changes in the number of facilities, which has shown increase over time, and availability of the desired number of designated staff in the facility. The increase in the number of facilities has a general effect of increasing the number of respondents. However, if the desired number of designated respondents cannot be available, this has a general effect of reducing sample of that category.

Specifically, we see that among the service providers, court clerks and magistrates and judges are the majority. We also note that watchmen, office attendants and secretaries are other categories that had the majority of respondents. The next level with a large number of interviewees is administrators and record management officers. The kind of distribution basically reflects the nature of the distribution of staff courts. In every court, there are court clerks and magistrates/judges. Thus, it is not surprising that we see larger numbers in these categories.

Given the nature of documents that are kept, it is more likely courts will have watchmen, hence another group with a majority in our sample. Drivers are fewer because they may not necessarily be at all courts as their work involved moving from one place to another delivering documents and people. On the other hand, registrars may be serving more than one court, especially with the increasing use of ICT in court services. Hence, it is not surprising they form a group that is relatively in the minority in our sample.

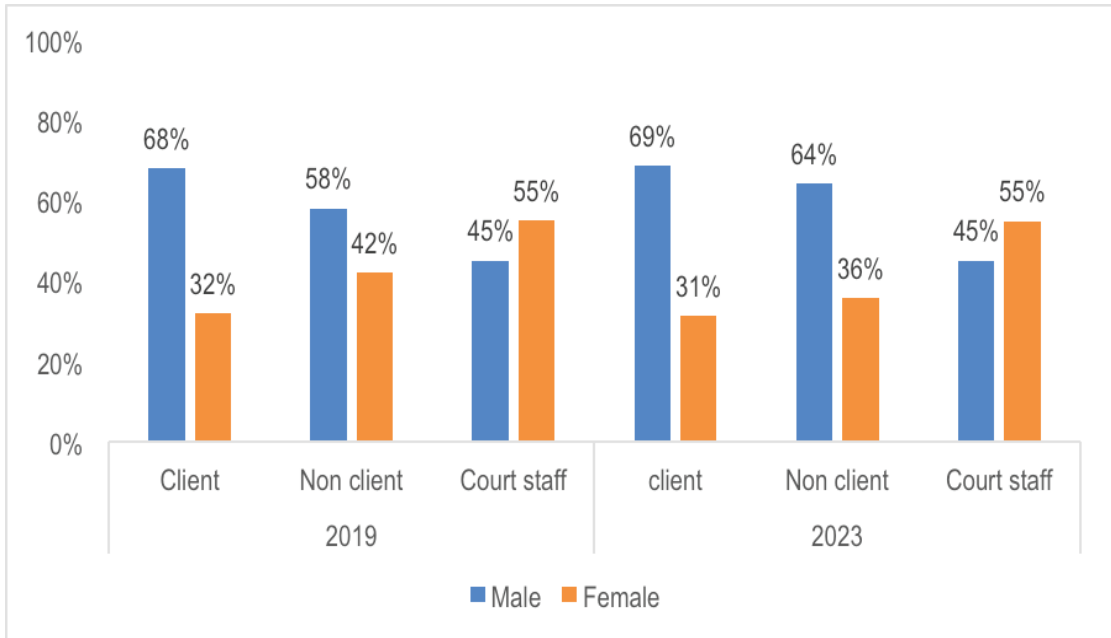
Table 6. Court Staff category by gender

| | 2019 | | | 2023 | | |
|------------------------------|-------------|--------------------|-------------------|--------------------|--------------------|-------------------|
| | male | female | Total | Female | Male | Total |
| Accountant | 2.4% (23) | 2.8% (27) | 5.2% (50) | 1.2% (12) | 1.4% (14) | 2.6% (26) |
| Court Admin/HR Officers | 2.8% (27) | 2.8% (27) | 5.6% (54) | 2.8% (28) | 2.1% (21) | 4.9% (49) |
| Court clerks | 6.1% (59) | 15.2% 147 | 21.3% (206) | 13.4% (134) | 9.1% (91) | 22.5% (225) |
| Magistrates/judges | 11.6% (112) | 8.8% 85 | 20.4% (197) | 13.3% (133) | 12.5% (125) | 25.9% (258) |
| Office Attendants | 4.4% (43) | 9% (87) | 13.4% (130) | 9.1% (91) | 5.6% (56) | 14.7% (147) |
| Secretary/personal secretary | 0.3% (3) | 10.6% (103) | 11% (106) | 8.4% (84) | 0.6% (6) | 9% (90) |
| Registrar | 1.2% (12) | 1.1% 11 | 2.4% (23) | 0.3% (3) | 0.7% (7) | 1% (10) |
| Security guard | 11% (106) | 0.7% 7 | 11.7% (113) | 1% (10) | 8.3% (83) | 9.3% (93) |
| Driver | 1.2% (12) | 0% (0) | 1.2% (12) | 0% (0) | 2% (20) | 2% (20) |
| Procurement Officer | 0.1% (1) | 0.3% (3) | 0.4% (4) | 0.7% (7) | 0.2% (2) | 0.9% (9) |
| Record Management Officer | 3.4% (33) | 3.8% (37) | 7.2% (70) | 4.4% (44) | 1.9% (19) | 6.3% (63) |
| ICT officer | 0.2% (2) | 0.1% (1) | 0.3% (3) | 0.2% (2) | 0.6% (6) | 0.8% (8) |
| Total | | 55.3% (535) | 100% (968) | 54.9% (548) | 45.1% (450) | 100% (998) |

As we see from the above table, there were relatively fewer women than men in the 2019 survey. In the 2023 survey, we see relatively more women than men, which is likely due to on-going government efforts to bridge the gender gap. However, comparison by gender between the two surveys can still be made because the difference is not very significant.

For court users, we noted earlier that citizens are the ones forming this category of respondents and their satisfaction is at the heart of the reform, and therefore of the survey. This category of respondents includes those who came for judicial and non-judicial services also known as clients. The category also includes ordinary people like those who were accompanying a friend or relative, also known as non-clients. As pointed out earlier on, gender was an important aspect to consider in the selection of respondents. In this case, the research team ensured that gender representation is reflected at each level of the court and each category of the respondent. The figure below provides details of the sample for the whole survey of 2019 and 2023, including court staff, disaggregated by gender.

Figure 1. Respondents by Gender

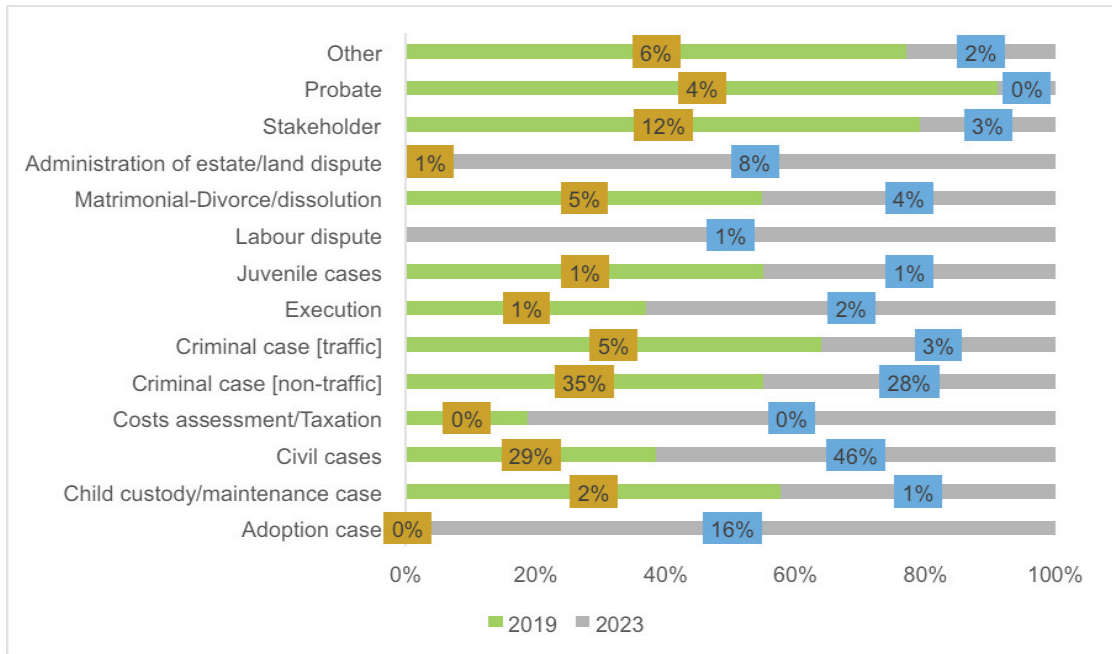


Source: Court Survey 2019 and 2023

Figure above shows the participation of both males and females in our survey, and that the composition in 2023 is very similar to that of the 2019 survey. As it was the case in the 2019 survey, the current survey shows that clients are mostly male (69%) compared to only 31% female. Since this category comprises of complainants and victims, the statistics might imply that men are more prone to crime-related issues than women. Non-client data for gender is also biased in favour of male representation, unlike the 2019 survey, which was relatively balanced between males and females. This is likely saying that, even in non-judicial matters men are more active than women. For the court staff, we see relatively gender-balance but slightly skewed towards females. This trend is the same as in the 2019 survey. As we noted earlier, in recent years the Government has put measures to address gender gaps in the civil service. We note, for instance, that the appointment of Judges has taken into consideration gender balance. In the last appointment of Judges, the President mentioned that in every appointment in that position, she will ensure gender balance. Also, because of increased gender balance in higher learning institutions, it is likely that more women graduate to add to this cadre in coming years than before. Thus, it is not surprising to see increasingly more women than men in these positions.

For the case of those who came to seek court services, the sample selection did not only consider gender but also the type of matter that brought them into the court. Therefore, the research team ensured that selection covers all types of cases such as civil, criminal, probate and matrimonial. Moreover, the selection of individuals for judicial matters considered whether the involved person is remanded or out on bail. Figure 2 below provides information about the reason for the client to be at the court at the time of the survey

Figure 2. Type of case of the client (percent of respondents)



Source: Court Survey 2019 and 2023

The figure above shows that, out of all cases that are brought to court, the majority (43%) are civil, followed by criminal (26%) cases. The last survey, that is 2019, shows that criminal cases had the highest share followed by civil cases. While we note the difference between the 2019 survey and that of 2023, one common thing is that the two cases still rank first and second in majority in both surveys. The other cases with large percent are traffic (3%) and divorce-related (4%). This composition points to the general composition of kinds of cases that are dominant in recent times.

Disaggregating the above analysis by gender gives interesting results. The table below provides details on gender analysis of cases.

Table 7. Type of case which has brought you to this court today's Gender.

| | 2019 | | 2023 | |
|--|--------|------|--------|------|
| | Female | Male | Female | Male |
| Adoption case | 0% | 0% | 0% | 0% |
| Child custody/maintenance case | 4% | 1% | 3% | 1% |
| Civil cases | 30% | 29% | 41% | 44% |
| Costs assessment/Taxation | 0% | 0% | 1% | 0% |
| Criminal case [other than traffic offence] | 29% | 37% | 22% | 29% |
| Criminal case [traffic/motoring offence] | 4% | 5% | 2% | 3% |
| Execution | 1% | 2% | 2% | 2% |
| Juvenile cases | 2% | 1% | 1% | 0% |
| Matrimonial-Divorce/dissolution | 9% | 3% | 8% | 2% |
| Other | 5% | 6% | 11% | 12% |
| Probate & administration of estate | 1% | 1% | 10% | 6% |

Respondents were asked: *What type of case brought you to this court today?*

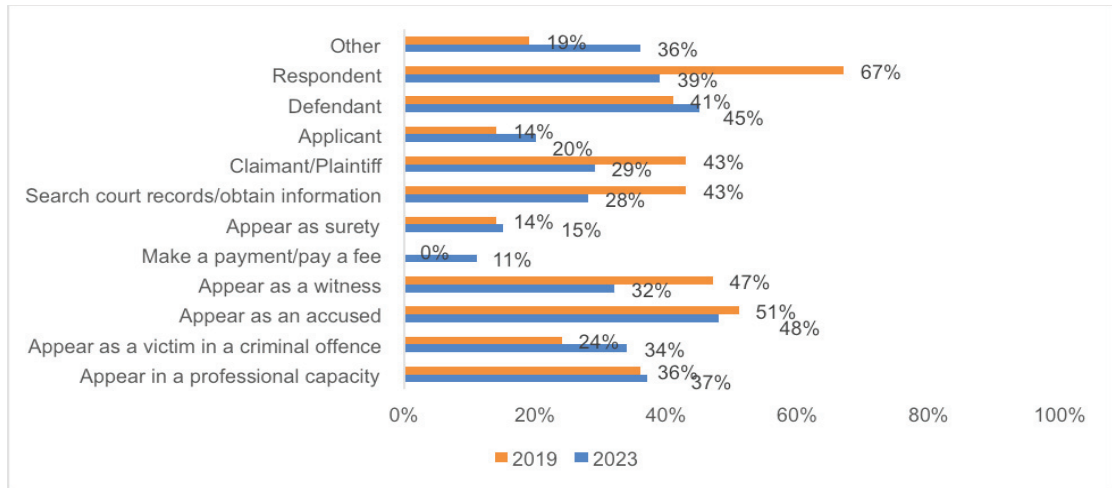
The above table shows while men dominate many cases, there are few which are dominated by women. For instance, for cases which most clients are accused of, that is criminal and civil cases, are dominated by males than females. This analysis suggests that, compared to females, males are more likely to be accused of committing civil/criminal offences. However, women are disproportionately represented in cases like matrimonial divorce/dissolution and child custody/maintenance than men. This suggests that cases related with spousal separation affect mostly women than men. But also, cases involving children involve more women than men, mainly because women remain closer to children than men.

3. PRE-COURT EXPERIENCES

3.1 Contact by the courts before visits

The survey team investigated different ways in which people were contacted before visiting to the court for their case hearing. The findings show that close to four out of ten (35%) persons that participated in the survey were contacted by the courts before their court appearance. This figure is slightly lower than that of the 2019 survey (39%). As it was the case of previous surveys, the nature of business remains the main determinant of whether a person will or will not be contacted by the court. Figure 3 provides details on the extent of prior contact with each category of persons who visited the court.

Figure 3. The proportion of respondents contacted before the court visit.



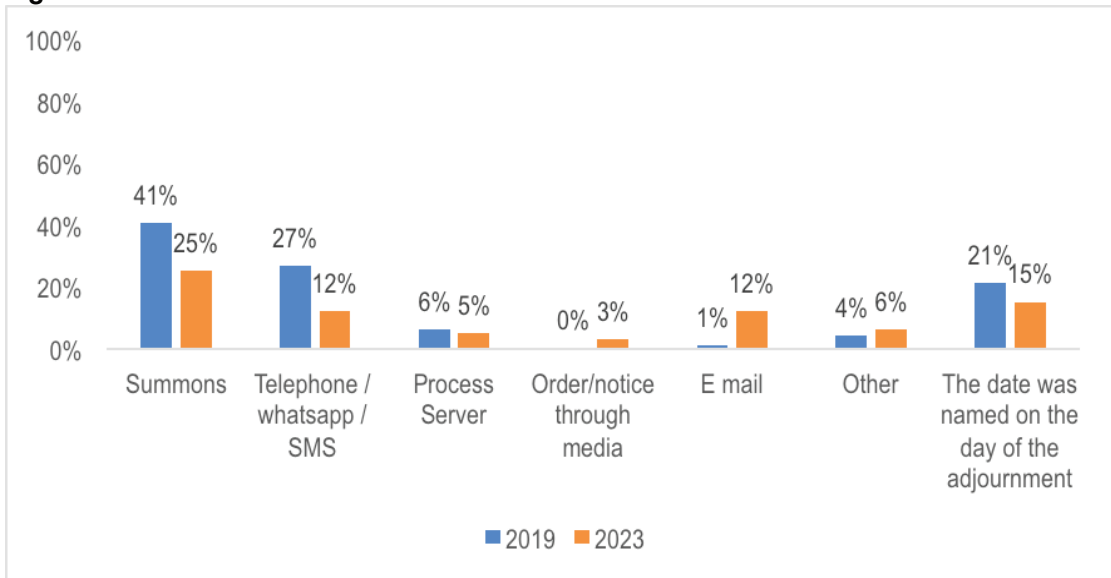
Respondents were asked: *Were you contacted by the court before you came to the court today?*

As seen in Figure 4 above, the majority of those who were contacted before appearing in court in 2023 are those who appear as accused (48%), which is a slight decrease from the same category who were contacted in 2019 (51%). The second majority of those who were contacted in 2023 before appearing in court were defendants (45%), a slight increase from the corresponding 2019 figure of 41%. In addition, 45% appeared as defendants, respondents (39%), those that appear in a professional capacity (37%) and victims in crime offences (34%). Interestingly, while in the 2019 survey, no prior contact was made to persons who came to make a payment, in the 2023 survey 11% of this category were contacted before coming to the court. These findings show, as it was in the case of the previous surveys, once a case is registered, commitments of the court to contact its customers have continued to be a priority.

3.2 Methods used to contact.

Summons is still the major means used by courts to relay information to clients, which was reported by 40% of all respondents. This figure is almost the same as that of the 2019 survey, which was 41% (Fig 4). We notice a decline in those who were contacted using mobile phones from 27% in 2019 to 21% in 2023. At the same time, there is a huge increase in those whose date of the case was announced during earlier hearings from 21% in 2019 to 30% in 2023. An increase in the number of court facilities, magistrates and judges has increased the reliability and prediction of future case dates. Thus, once announced it is almost certain that the date set for the next hearing will remain unchanged, hence there is no need to make further communication through mobile phones. The least used method is order/notice through media (0.2%). Figure 4 below provides details on the means of communication used by the court to contact its customers.

Figure 4. Means of communication

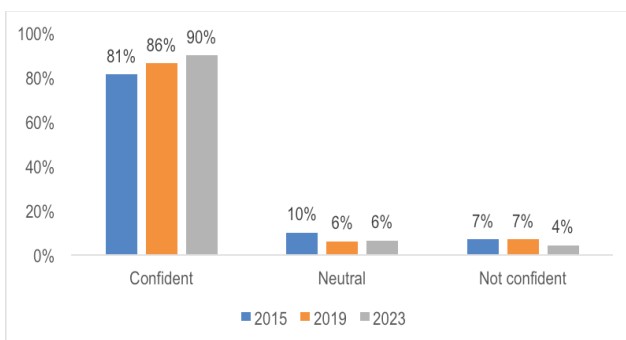


Respondents were asked: *What method did the court use to contact you?*

3.3 User confidence in what to expect from the court visit.

The majority of court clients (90%) who were seeking services on the day of the survey indicated that they knew what to expect from their visit to the courts, out of which 61% said they were very confident about their knowledge of what to expect. The confidence in what to expect from the court has consistently increased from 81% in 2015 to 86% in 2019 before peaking at 90% in 2023. This is mirrored by a 3-percentage point decrease in those who claim to have no confidence, from 7% in both 2015 and 2019 to 4% in 2023. The trend was similar for respondents who were not seeking services on the day of the survey (non-clients) where 85% of users said they were very confident about their knowledge of what to expect. The corresponding figure for the 2019 survey was 78%, implying an increase in the confidence of non-client of 7 percentage points.

Figure 5. User confidence (clients)



Respondents were asked: *Before you came to the court today, how confident were you that you knew what to expect from your visit?*

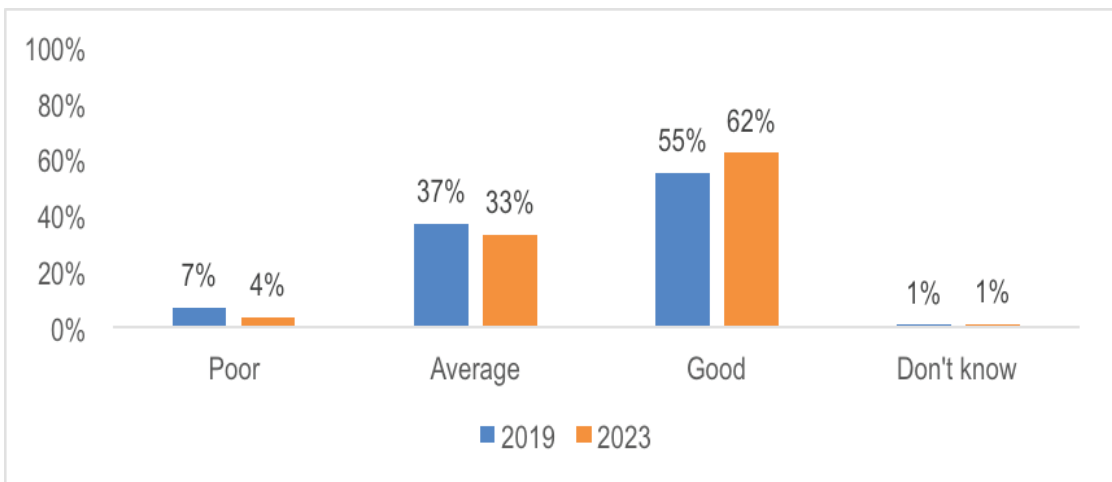
The increased confidence in both client and non-client on what to expect from the court reveals that the citizens are more positive about the results of the ongoing court reforms on transparency in the judicial system.

4. CUSTOMER ORIENTATION AND PROFESSIONALISM

4.1 Court user evaluation of overall quality services offered.

Court users were asked about their overall assessment of the court, irrespective of the outcome of their visit or the result of their case. This question aimed at capturing citizens' perception on overall quality of services provided by the court. The findings show that a considerable proportion of respondents (95%) are positive about the quality of services, ranging from those who consider the quality to be average to those who consider it to be very good. Specifically, a third (33 %) feel that the quality of services offered can at best be described as of average quality and close to two third of the proportion of respondents (62%) felt that the services are good/very good. Comparing the overall assessment of the quality of services offered by the court with the baseline survey, it is noted that 92% of clients were positive about the quality of services in 2019. Out of those who were positive about the overall quality of court services, 37% felt that the overall quality of services was average and 55% indicated that the service was good. This shows that the overall quality of services is perceived to be better in 2023 compared to 2019. Figure 6 provides details of the overall satisfaction of court services between the 2019 and 2023 surveys.

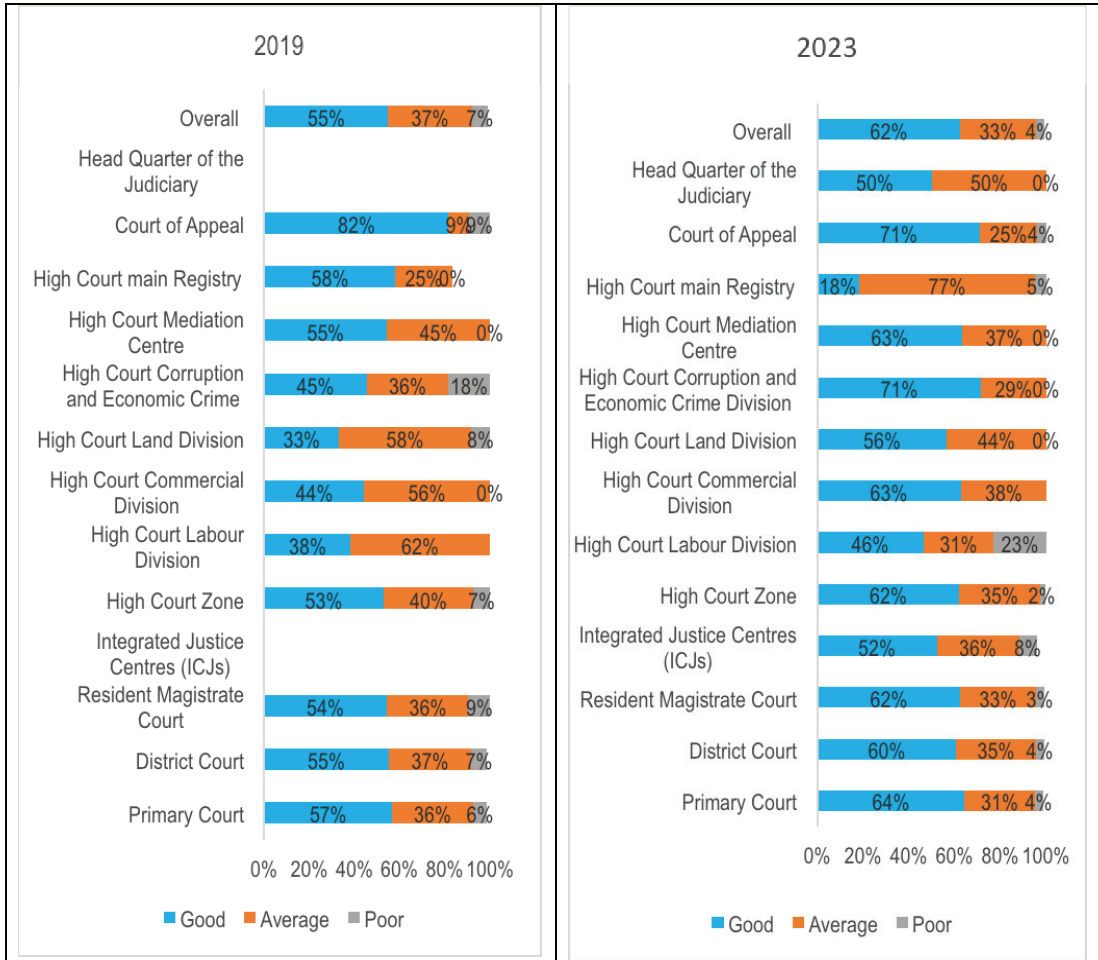
Figure 6. Users' evaluation of the quality of court services



Respondents were asked: Disregarding the outcome of your visit, or the result of your case, how would you rate the overall quality of services provided by this court?

Analysis of the satisfaction of quality of court services by levels mirrors the overall satisfaction. Figure 7 details this information.

Figure 7. Users' evaluation of the quality of court services



Source: Court Survey 2019 & 2023

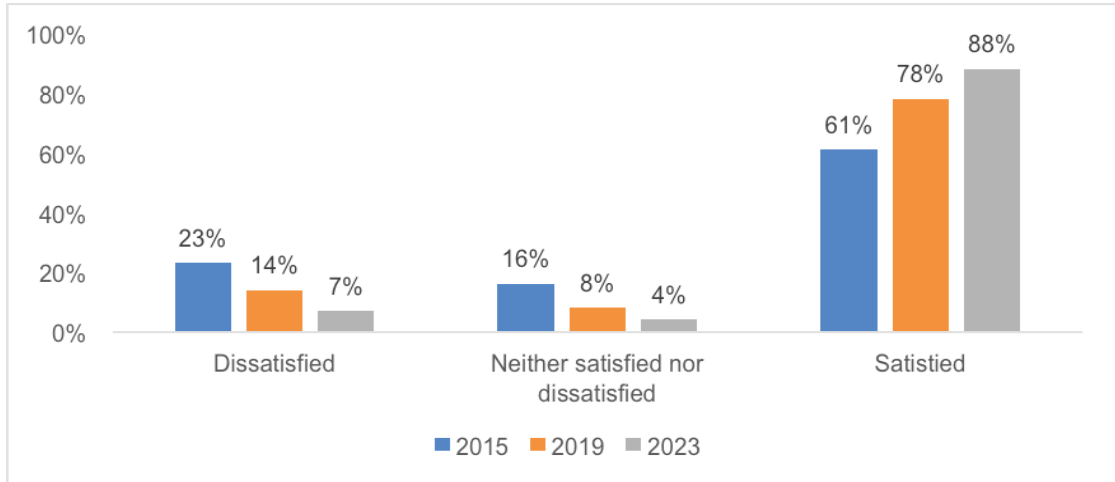
We see from Figure 8 above that court users have a positive assessment of the quality of court services across all court levels. In almost all court levels, we note that more than 90% of court users have opinions that court services are either of average or good quality. There are huge improvements if we compare the current levels of satisfaction with those of 2019. A very small proportion of court users indicate dissatisfaction with court service, with some court levels receiving 0% of citizens with this opinion. The positive opinions on the overall satisfaction with the quality of court services show that the reforms the court has been undertaking since 2015 are now felt by citizens.

4.2 Satisfaction with court experience on the day of the survey

The above discussion has focused on clients' overall satisfaction with the quality of court services regardless of the outcome of their case or any business they had with the court. The research team went further and investigated the level of satisfaction or dissatisfaction with court users' experience at the court, on the day of the survey. Most court users (88%) are satisfied with their court experiences, while only 7% expressed dissatisfaction with their experience. Over time, there is a consistently significant increase in the level of satisfaction from 2015 to 2023. During the baseline, that is 2015 survey, the level of satisfaction stood at 61%, thereafter increased to 78% in the 2019 survey before jumping to 88% in the 2023 survey.

Similarly, the proportion of those who were dissatisfied with court experience on the day of the survey decreased from 23% in the 2015 survey to 14% in the 2019 survey, before dropping further to 7% in the 2023 survey. Figure 8 provides details of the satisfaction of the client on the court service on the day of the survey over time.

Figure 8. Satisfaction with court user experience on the day of survey 2015|2019|2023



Respondents were asked: How satisfied or dissatisfied are you generally with your experience today?

The discussed findings on the level of satisfaction with the experience on the day of the survey mirror well analysis by court levels discussed earlier. We see that the level of satisfaction with court experience is high and has improved over time at all court levels, with some levels having close to 100% of court users being satisfied with court services. As noted earlier, the reforms being made by the Judiciary are likely being felt by court users now.

4.3 Court experience by non-clients and professional users

The survey asked how satisfied or dissatisfied ordinary non-clients (for example those accompanying friends or relatives) making use of/seeking court services and individuals using the court in a professional capacity (e.g., advocate, attorney, Police Officers, Prison Officers, Probation Officers but who are not members of staff at the facility) with their experience with the court on the day of the interview. The findings revealed that, except for expert witnesses which have 83%, more than 90% of all other professional users are generally satisfied with their experience with all services that they received and/or facilities they used on the day of the survey (Table 8).

Table 8. Experiences of professional court stakeholders

| | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Don't know | Total |
|-----------------------|-----------|------------------------------------|--------------|------------|-------|
| Advocate/solicitor | 93% | 2% | 5% | 0% | 100% |
| Attorney/prosecutor | 94% | 2% | 4% | 0% | 100% |
| Expert witness | 83% | 17% | 0% | 0% | 100% |
| Police Officer | 97% | 0% | 2% | 2% | 100% |
| Prison Officer | 100% | 0% | 0% | 0% | 100% |
| Probation officer | 95% | 5% | 0% | 0% | 100% |
| Social service worker | 97% | 3% | 0% | 0% | 100% |
| Court Broker | 100% | 0% | 0% | 0% | 100% |

Respondents were asked: How satisfied or dissatisfied are you generally with your experience today?

On the other hand, more than eight out of ten (83%) of court stakeholders said they are satisfied with their experience with all services they received and/or facilities they used. Disaggregating these findings by gender shows that both male and female are satisfied with their experience in the day they arrived at the court. There are no significant differences in the satisfaction between men and women (Table 9).

Table 9. Experiences of ordinary court non-clients

| Gender | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Don't know | Total |
|--------|-----------|------------------------------------|--------------|------------|-------|
| Female | 83% | 6% | 6% | 5% | 100% |
| Male | 84% | 4% | 8% | 4% | 100% |
| Total | 83% | 5% | 8% | 4% | 100% |

Respondents were asked: How satisfied or dissatisfied are you generally with your experience today?

4.4 Satisfaction with the treatment by Court staff

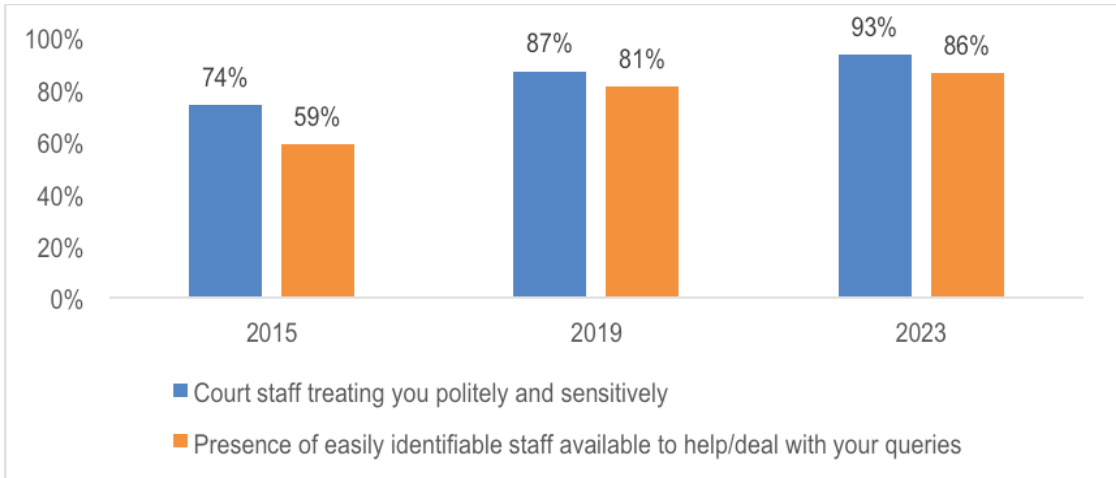
Users were asked; “How satisfied or dissatisfied are you with the way the court staff treated you?”. Most court users (90%) indicated that they were satisfied (48% fairly satisfied and 42% very satisfied) with how they were treated by court staff. Corresponding figures from the 2015 and 2019 surveys were 65% and 79% respectively. On the other hand, 6% of court users are dissatisfied with the way they were treated (3% very dissatisfied and 3% fairly dissatisfied). The figure for dissatisfaction for the 2019 survey was 11%, meaning that this proportion is going down over time.

4.5 Accessibility and courteousness of court staff

The 2023 survey revealed that 93% of the interviewed court users are satisfied with the politeness and sensitivity of court staff. There has been a consistent increase in the level of satisfaction towards the politeness of court staff from 2015 to 2023. In the 2015 survey, the proposition of court users who were satisfied with the politeness of court staff was 74%. This proportion increased to 81% in the 2019 survey.

The survey findings further show that 86% of court users were satisfied with the presence and availability of identifiable staff to help and deal with queries that arose in the court facilities, an increase from 81% who had that opinion in 2019. The corresponding figure for 2015 was 59%. On job trainings that court workers have been receiving seem to have contributed to this. Majority of the court workers who had received on-job training (86%), perceive that the trainings they have attended are very relevant and have improved their capacity to deliver court services.

Figure 9. Accessibility and courteousness of court staff

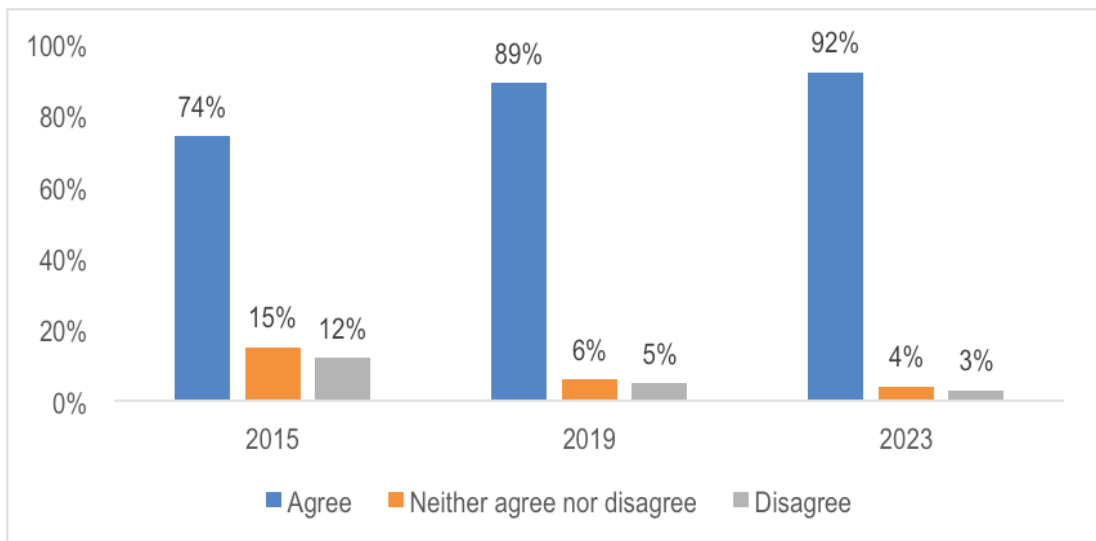


The proportion of those who said that they are either fairly satisfied or very satisfied.

4.6 Satisfaction with the treatment by Judge/Magistrate

Users attending hearings were furthermore asked to rate the way the judges/magistrates treated everyone involved irrespective of the outcomes. Results show that a majority (92%) of users think that judges/magistrates treated everyone with courtesy and respect. This proportion represents an increase of three percentage points from 89% which was recorded in the 2019 survey. The corresponding figure for the 2015 survey was 74%, which again shows that the proportion of court users who are satisfied with the way they were treated by judges/magistrates has been increasing over time. Figure 10 below provides more information on this perception.

Figure 10. Treatment by Judge/Magistrate



Respondents were asked: : If you attended a hearing or trial today, please tell us how much you agree with the following: The judge/magistrate treated everyone with courtesy and respect (Proportion of those who attended the hearing on that day)

It was stated earlier on in this report that one of the key aspirations of the Judiciary is to make its service customer care oriented. The seemingly positive views on the court services are a positive outcome, suggesting that citizens are increasingly sensing the impacts of reforms with respect to the customer care approach in the day-to-day court services.

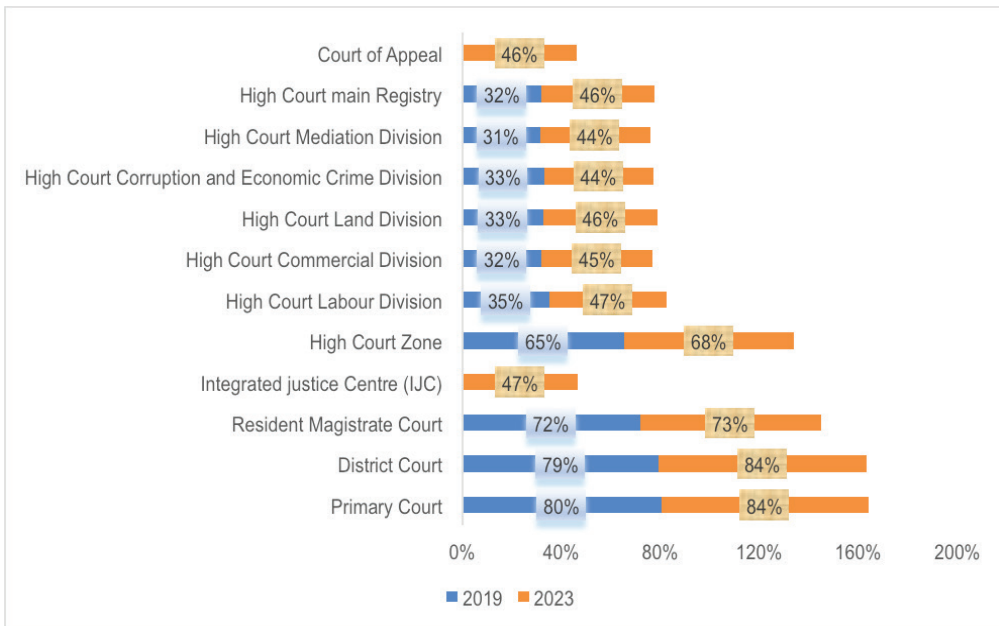
Education and Sensitization

In this section, staff, clients, and non-clients were asked about the court’s efforts to educate and raise awareness in the public about different services offered by the court.

4.7 Court raising awareness and education about court-related services.

Court staff were asked if their facility organized and provided public education and sensitization events. A majority of primary and district courts (84%) indicate that their facilities provided public awareness and education. These were closely followed by residents’ magistrate courts and zonal high courts with 73% and 68% of respondents with that opinion respectively. At other court levels, close to 50% of respondents had opinions that their facilities offered public education and sensitization. A similar trend is seen in the survey of 2019, though the magnitudes of the current survey are higher than those of 2019 in all count levels. The higher magnitude in the current survey suggests that the court has increased the rate of offering public education and sensitization over time at all court levels. Figure 11 below details this information.

Figure 11. Court public awareness events



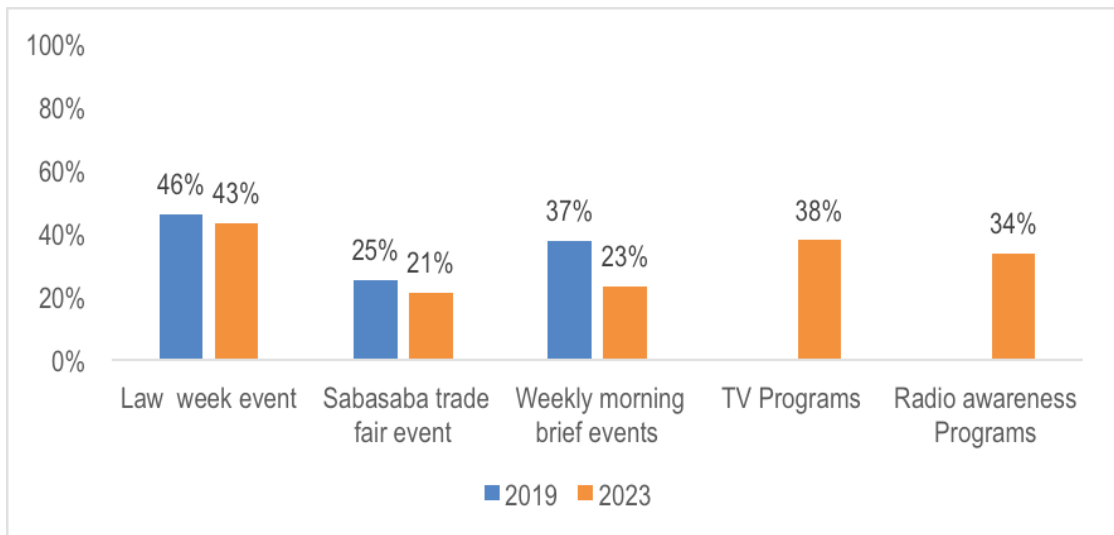
Respondents were asked: :Does the court provide public awareness education and sensitization for the court-related services at the following facilities? (Proportion of those who said YES)

4.8 Court public awareness events

In following up with the responses provided by court staff in the previous section, court users were also asked on the same issues, that is, if they are aware of the public awareness events organized by the court for education and sensitization. Such events include Law Week and Saba Saba Trade Fair. While most of the awareness events occur regularly, not many court users are aware of them, and the level of awareness has decreased over time. The 2023 survey for instance shows that only about 4 in ten (43%) are aware of the law week event, which has been an annual event in recent years. This is a slight decrease from 46% of court users who were aware of this event in the 2019 survey (Figure 12). Similarly, the Judiciary has been taking part in the Saba Saba trade fair every year to provide education on court matters. However, only 2 in ten (21%) are aware of the existence of these events, which is a decline from 25% recorded in the 2019 survey. Furthermore, the Judiciary has been organizing weekly morning brief events, aimed at increasing public awareness of court matters. The proportion of respondents who are aware of such events is 23%, a decline from 37% recorded in 2019.

Other events are special television programmes or radio programmes, which are normally aired regularly as part of the Judiciary's efforts to increase awareness of judicial services offered to citizens. Despite extensive coverage of radio and television signals in many parts of the country, only 38% and 34% indicated awareness of television and radio programmes, respectively, that provide Judicial services awareness. Figure 12 below provides the proportions of court users who said they are aware of the Judicial events that provide Judicial services education.

Figure 12. Awareness of court public organized events



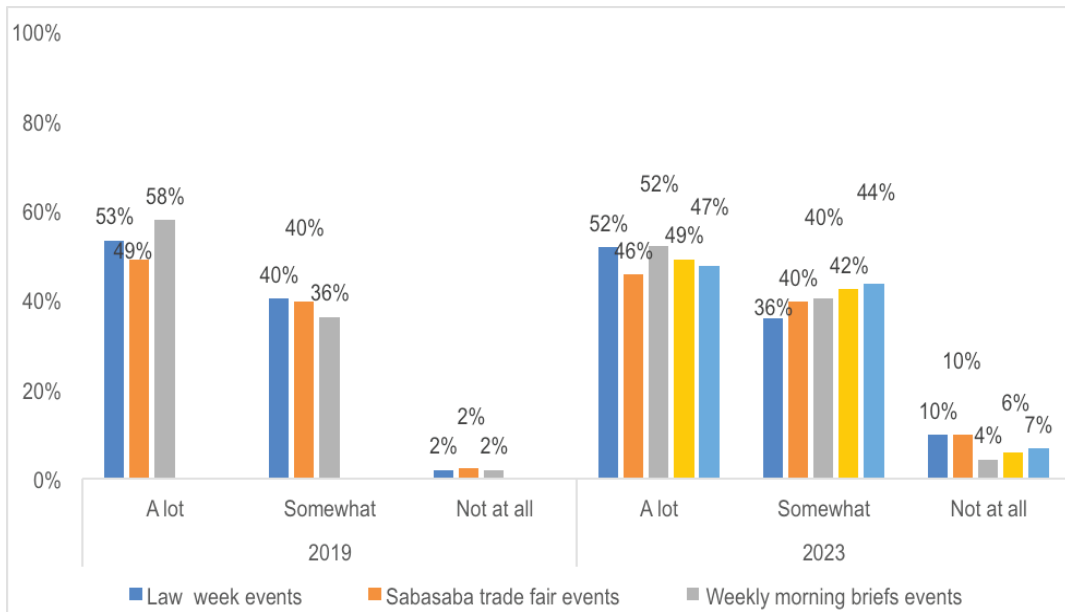
Respondents were asked: Are you aware of the following events organized by the court?

4.9 Contribution of court events in raising awareness of the court services

Court users who are aware of different events organized by the court on providing education on court service were asked how much such public events contribute to their understanding and knowledge about court services. A lot of awareness of court services was obtained from law week events and weekly morning briefs, each with 52% of respondents supporting their effectiveness in contributing to the awareness of court services. While International Trade Fair is very popular, its effectiveness in raising awareness of court services is relatively lower than the other two mentioned. This is perhaps due to the cost associated with attending the international trade fair, which common persons may find difficult to afford. Furthermore,

the event takes place in Dar es Salaam only, hence accessible to few people. Also, given that the event combines many activities, participants may be more interested in trade than legal issues. A similar pattern suggesting that law week events and weekly morning briefings are more effective than the international trade fair was also noticeable in the 2019 survey (Figure 13). Radio and television, which are the other two avenues used by the Court to raise awareness were also considered more effective than the international trade fair in raising court users' awareness of court services.

Figure 13. Public events awareness contribution

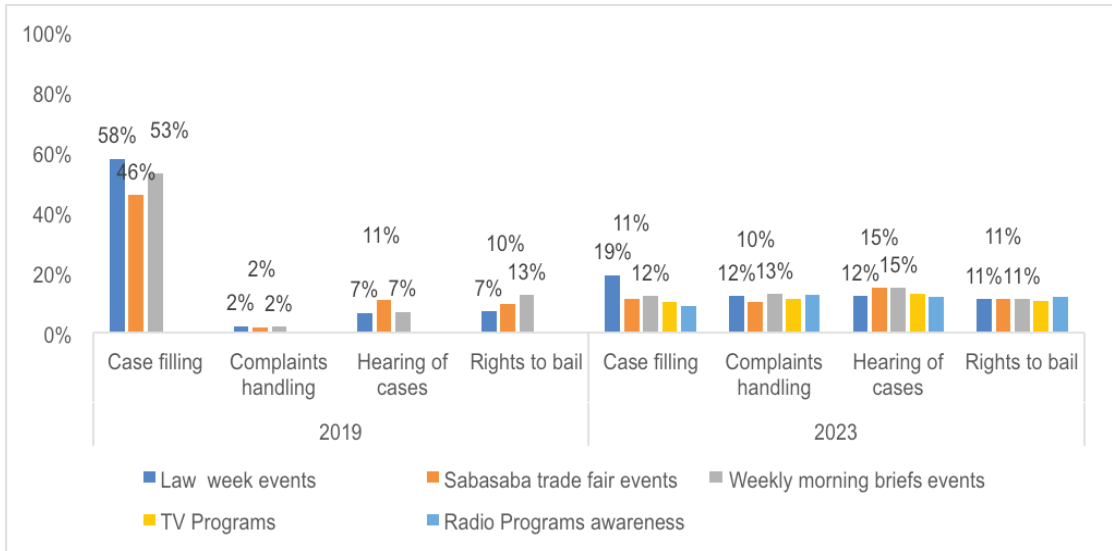


Respondents were asked: How have these events contributed to your awareness of court services?

4.10 Contribution of events to the specific court services

Court users were asked which awareness events were more beneficial to understanding different court services (case filing, complaints handling, hearing of cases and rights to bail). The survey findings show that all events had an almost similar contribution to raising awareness of many court services in the 2023 survey. However, in the 2019 survey, Law week, International Trade and weekly morning briefs contributed mostly to raising awareness on the handling of cases. But the three approaches contributed very little to raising awareness of other court services (Figure 14). It is possible that, while filing of cases was a serious problem facing court users in 2019, it is no longer an issue in recent years.

Figure 14. Public events contribution to the specific court services

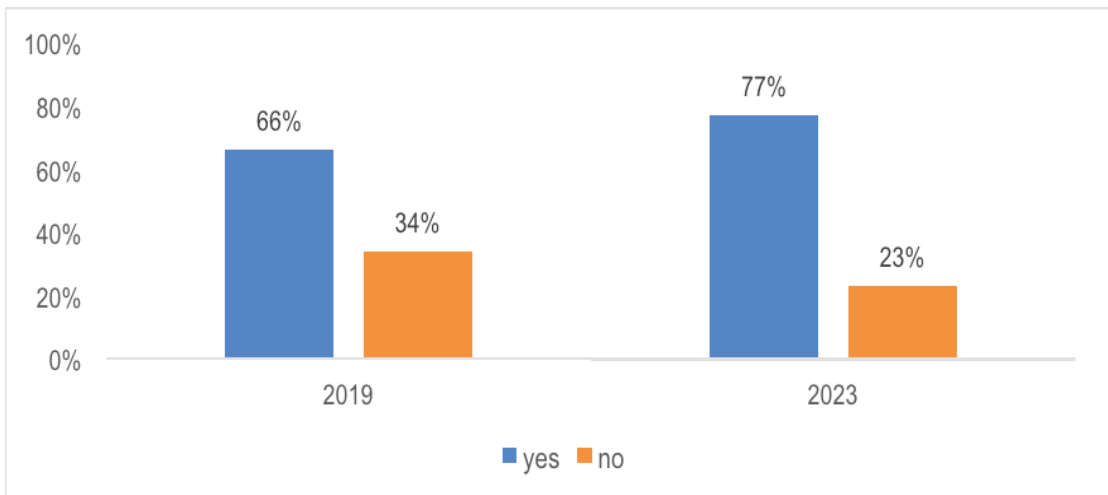


Respondents were asked: How the events have contributed to your awareness of the court services?

4.11 Front desk services

Availability of the front desk is an important aspect because that is where court users get initial assistance and guidance including where to get specific services. This is also a major step in the reform process, that is, creating citizen-centric facilities that aim to provide key information to all court users as soon as they enter courthouse facilities. When asked about the availability of this facility, 77% of the interviewed court staff said they have a front desk service and 23% said the facility is not available. In 2019 a smaller proportion (66%) of court staff acknowledged the presence of a front desk (See Figure 15 below). In addition to asking this question, researchers also made physical observations in all cases where the staff indicated that they have the front desk. From the observation, it was clear that, while all new facilities had front desks, rehabilitation of old facilities included fitting of a front desk.

Figure 15. Presence of Front desk in court facility

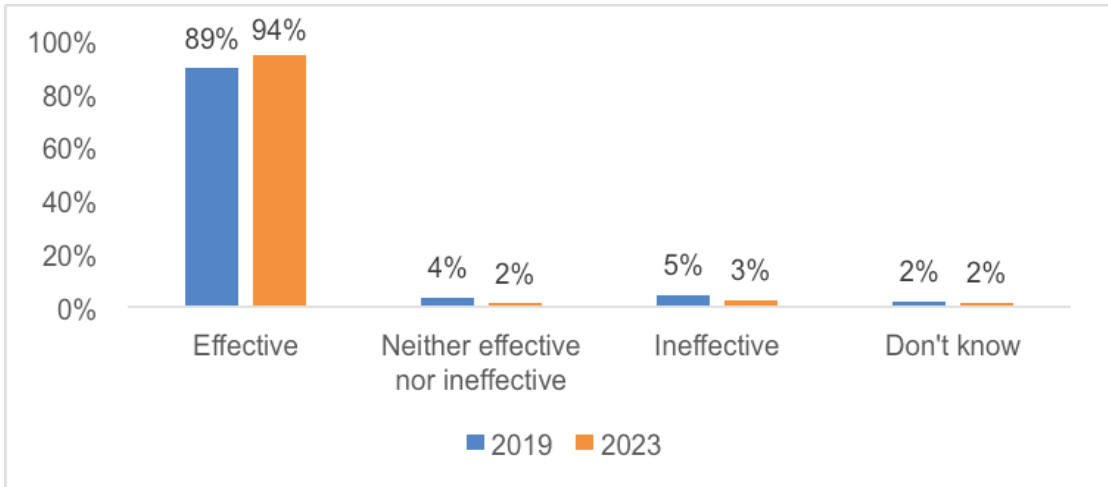


Respondents were asked: Do you have a front desk?

4.12 Effectiveness of the front desk

In the past, different officials spent time to re-direct court users to services that are offered by other court staff. For instance, a person arriving for the first time and in need of knowing the time and room location for his/her case would sometimes have to go through several offices before getting to the right place. This resulted in a waste of time for both staff and court users. It was expected that the presence of the front desk would assist court users with the appropriate information thus significantly reducing time wasted in courts. When asked about their effectiveness, 94% of the staff with the front desk services said it is effective. This is an increase from 89% of the court staff with the same views in the 2019 survey.

Figure 16. Effectiveness of the front desk in service provision



Court Staff were asked: Overall, how effective is the front desk in customer care at your court?

5. EXPERIENCE WITH THE SERVICE AT THE COURT BY USERS

5.1 Court user experience with specific services at the Court

In the previous sections, we analysed overall satisfaction of the court services as well as satisfaction on the day one arrived at the court. In this section we narrow down this analysis by focusing on views of users in terms of staff effectiveness in handling clients' specific requests, and the time it takes for services to be offered, including filing and disposal of cases. To answer these questions, users were asked about the extent to which they agreed or disagreed on certain aspects of court services. Table 10 provides details of the experiences of court users in various services.

Table 10. Experience with services at the Court |2015|2019|2023

| | Agree | | | Disagree | | |
|---|-------|------|------|----------|------|------|
| | 2015 | 2019 | 2023 | 2015 | 2019 | 2023 |
| I was treated with courtesy and respect by court staff today | 78% | 89% | 94% | 11% | 6% | 3% |
| The court staff demonstrate a sufficient level of competence in how they do their job | 66% | 82% | 92% | 18% | 9% | 4% |
| The court staff's conduct shows they understand and adhere to the established work ethics | 62% | 82% | 92% | 20% | 8% | 4% |
| The court staff are responsive in handling client's requests | 67% | 83% | 92% | 15% | 8% | 4% |
| I was able to get my court business done in a reasonable amount of time today | 51% | 71% | 74% | 32% | 20% | 13% |

Users' ratings of the way they were treated by court staff were mostly positive and showed to have consistently improved from the first survey in 2015. Specifically, 94% of court users have positive views on treatment with courtesy and respect from court staff. The proportion of respondents with a similar view in 2019 was 89%, which is also higher than that of 2015 (78%). Similarly, there has been an increased proportion of court users over time, who feel that court staff demonstrate a sufficient level of competence in how they do their job. This proportion increased from 66% in 2015 to 82% in 2019, rising even further to 92% in 2023. Also, the proportion of users who feel that court staff conducts themselves professionally rose from 62% in 2015 to 82% in 2019, and then to 92% in 2023. Increased proportion of court users' opinions that court workers demonstrate an understanding and adherence to established work ethics is good as they increase users' trust in the outcomes of cases. Furthermore, there has also been an increased percentage of court users with positive views on the staff's responsiveness in handling clients' requests over time. The percentage of respondents with these views increased from 83% in 2019 to 92% in 2023. The corresponding figure for 2015 was 67%.

Lastly, the survey collected court users' opinions on how long it took to get their business attended to on the day they were in the court. Just like the other items discussed earlier in this section, there was an improvement over time, from 67% in 2015 to 71% in 2019, and then to 74% in the 2023 survey. There are, however, two things that are worth noting when looking at the trend of this variable. First, while the proportion of those satisfied with this variable is still high and has been increasing over time, the absolute number of those who are positive has consistently dropped.

Secondly, the over time improvement from the survey of 2019 to that of 2023 seems slower than other aspects, with only a 3-percentage point increase. Thus, when compared with other aspects of court experiences discussed in this section, the findings are likely suggesting that the court should take a closer look at the time users spend in a day attending to their court-related needs, to achieve significant changes enjoyed in other areas.

Overall, however, the above findings suggest that, while citizens have generally high satisfaction with court services, they are equally high satisfied with various components of activities that are done by the court. More important, the level of satisfaction has been increasing over time.

5.2 User experiences compared to expectations.

Court users were asked to compare their actual court experiences with their expectations prior to their visits. Generally, majority of court users' experiences were either the same as or better than what they had expected. This trend has been shown to increase over time. The survey results revealed that about 2 in five (39%) indicated that their experiences were about the same as their expectations. This is almost similar to the findings of the 2019 survey, where 41% of court users said their experience was about the same as what they had expected. On the positive side, half (50%) of the users in 2023 said their experiences were better than what they had expected. A corresponding figure for 2015 and 2019 surveys were 28% and 42% respectively. This means that the percentage of those saying that their experience is better than what they had expected has improved over time since the first survey of 2015. Just like many other indicators, it appears that the reforms implemented by the Judiciary are being felt by court users.

5.3 Time taken from filing to disposal of the case.

Court users were asked about the time it takes from filing a case to the disposal and execution of court decrees. The time reported by the court users was compared with the target of the court to complete a case. The bale below provides this comparison.

Table 11. Time taken from filing to disposal of the case.

| | 0-6 months | 7-12 months | 13-24 months | Over 24 months | Don't Know | Court targets |
|---------------------------|------------|-------------|--------------|----------------|------------|---------------|
| Primary court | 53% | 5% | 1% | 1% | 40% | 6 |
| District court | 27% | 12% | 4% | 2% | 54% | 12 |
| Resident Magistrate court | 13% | 12% | 4% | 2% | 69% | 12 |
| High court | 8% | 8% | 5% | 5% | 74% | 24 |
| Court of Appeal | 6% | 4% | 3% | 5% | 82% | 24 |

From the table, about 5 in ten (53%) of court users admitted that the cases are completed within the primary courts' targeted time, that is 6 months. About 1 in 10 (7%) said that it takes more than 6 months to complete a case from filing. A large majority do not know the time it takes for court completion. For the district court, 4 in 10 (39%) had opinions that the case is completed within the court's target time, which is 12 months. On the other hand, 2 in 10 (6%)

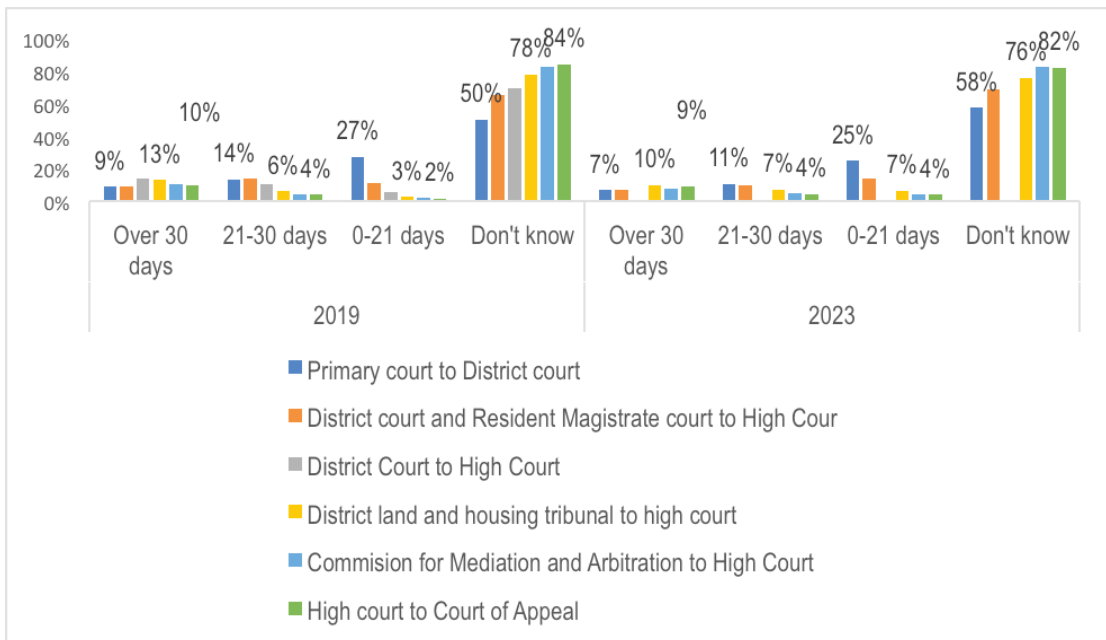
said that it takes more than the court target. As you go to higher court levels, more court users are unaware of time it takes for cases to be completed. Perhaps less knowledge of case competition at higher levels of the court is because majority are not served at those levels.

The high percentage of the court users who said that the case is completed on time than those who say that it takes more than targeted time is good. Furthermore, the fact that the highest percentage of completion is obtained at the primary court is even better because majority of common citizens are served at this level. Despite these positive achievements, the overall score is lower than the score the Court has been receiving in many other indicators. The findings in earlier sections on getting court clients' business done within a reasonable time on the day they were in court which also showed the lowest score compared to other indicators are at best consistent with these findings. This provides a clear message that more efforts in time management of court cases need attention to achieve results similar to other indicators.

5.4 Time it takes to transfer court records from one court level to another.

Awareness of the time taken for records to be transferred from one court to another is low for many of the clients interviewed. When asked about the time taken for records to be transferred from a lower to a higher level of courts; for appeal, revision or any other business, the majority did not know. The figure below provides details on time taken to transfer documents from one court to another.

Figure 17. Days taken to transfer court records.



Respondents were asked: Overall, can you tell us about the time taken for records to be transferred from a lower to a higher level of the Court? for appeal, revision, or any other business?

From the above figure, relatively higher percentage of respondents (25%) admitted that the time taken to transfer documents from the primary to district court is within the court target, which is 21 days. This is slight deterioration of the proportion of court users with the same views in 2019 (27%). Transferring of documents between higher court levels has been taking more than court targets as seen in the above figure and the progress over time has been slow.

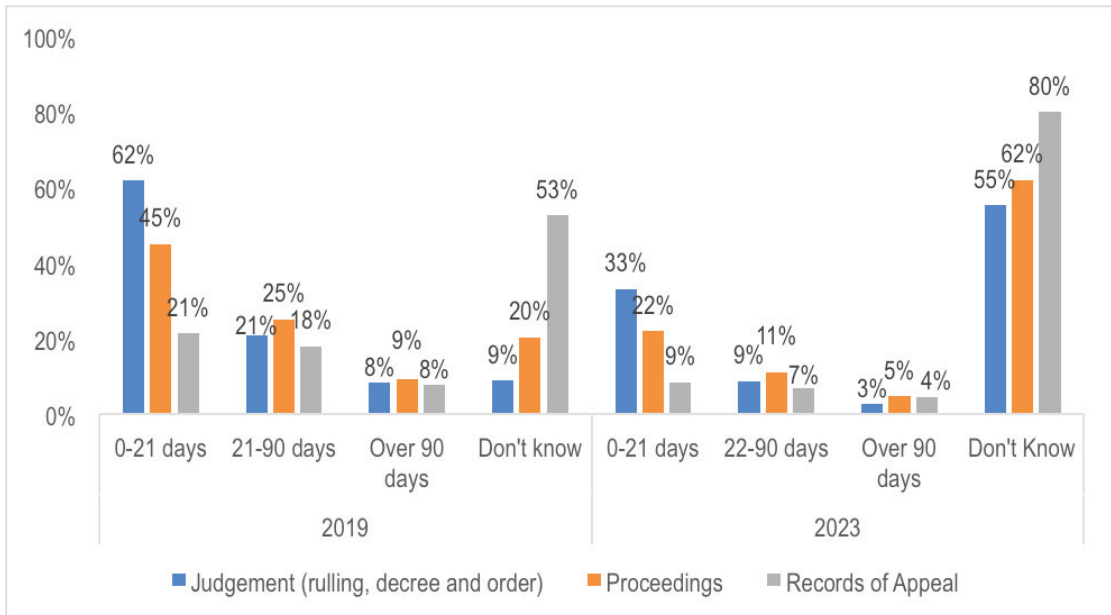
One key feature, however, is the limited knowledge of time taken to transfer documents from lower to higher court levels. For instance, 82% of respondents did not know how much time it takes for records to come from the High Court to the Court of Appeal. The same proportion of respondents did not know the time is taken to transfer records from the Commission for Mediation and Arbitration to the High Court and 76% did not know how long it takes for records to move from District Land and Housing Tribunal to High Court. Lower awareness of the time taken for the movement of records from one court to another has remained low over time. This is likely so because many of the cases, particularly those that are very common to citizens, end in one court. Very few cases are referred to higher levels and also, very few cases are only mentioned at lower levels and referred to higher levels with the mandate to handle them.

Like in the earlier findings, high unawareness of the time taken for processing court documents and transferring them to appropriate levels is a reflection that more efforts are needed from the courtside to manage time.

5.5 Time taken to access court-processed documents.

Just like transferring of documents, knowledge on time taken to access necessary court processed documents is also limited amongst court users. Over time, the proportion of court users who do not know the time taken to access court processed documents has increased. The figure below provides information on time taken to access such documents.

Figure 18. Time taken to obtain court documents.



Respondents were asked: How long did it take for you to obtain these documents from the court?

From the above table, when asked about the time it takes to obtain case-related documents (judgement, proceedings, and records of appeal) from the court, a majority said it takes zero to twenty-one days. This is a slight decrease from the level obtained in 2019. The target for the court is 21 days to obtain judgement and 30 days to obtain court proceedings. On the other hand, accessing records of appeal of the HC to the Court of Appeal for criminal cases is as soon as practicable after a notice of appeal has been lodged. Thus, the current trend shows positive achievement in accessing necessary documents, though still improvements can be made noting that the scores are far below scores of other indicators that the court has been enjoying.

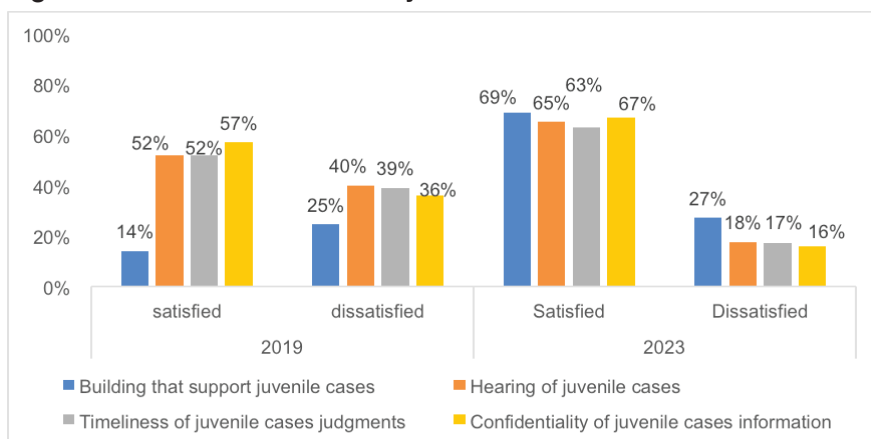
The ease of accessing court documents: To know this, users were asked to rate how easy or difficult it is in accessing necessary documents. There is a significant improvement between the baseline and the current survey in the ease with which one can access such documents. The proportion of those with a positive rating on easy-to-access court documents increased from 40% in 2015 to 70% in 2019, and finally to 78% in 2023-suggesting consistent improvement in this aspect over time. Similarly, those who found it difficult to access such documents decreased from 40% in 2015 to 28% in 2019 and thereafter to 22% in 2023.

Paying to access court documents: The survey asked users whether it is normal for court users to be expected to pay a fee to access case-related information. Results show that a large majority (77%) said that payment is not required compared to 71% who had similar views in the 2019 survey. The corresponding figure for the 2015 survey was 38%. These trends show that the court has been making improvements over time to ease access to its services, even to lower income citizens who would have found it difficult if payments were to apply.

5.6 Satisfaction with juvenile court aspects

To get the views of users on various aspects of the juvenile court, most users (69%) reported being satisfied with buildings that support juvenile cases, followed by 67% who reported being satisfied with the confidentiality of juvenile cases information. This is a huge increase from only 14% who had reported being satisfied with buildings to support juvenile cases and 57% who were happy with the confidentiality of juvenile cases in 2019. Similarly, a large majority were satisfied with the hearing and judgement of juvenile cases with 65% and 63% responding supporting these aspects respectively. This shows an increase from 52% of respondents with similar views in the 2019 survey (Figure 19). While there have been overall improvements in these aspects over time, still there is a room for improvements to attain higher percentage of satisfaction than those currently observed.

Figure 19. Satisfaction with the juvenile court

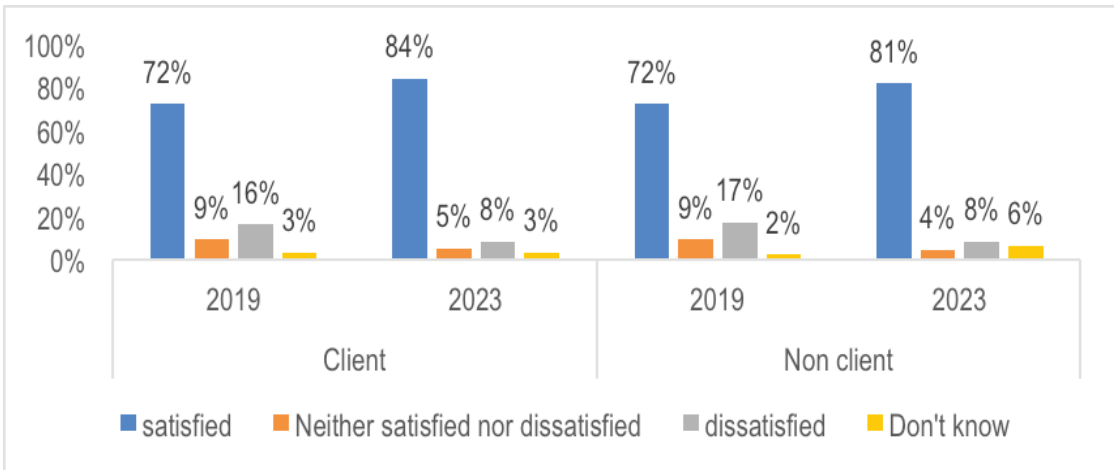


Respondents were asked: Thinking about juvenile cases, overall, how satisfied or dissatisfied with the following aspects.

5.7 Satisfaction with the justice system

Satisfaction with the justice system is quite high and has improved a lot over time. When asked about the performance of justice disregarding the outcome of the case, eight in ten court users (both clients and non-clients) were satisfied. The corresponding figures for 2019 were 72% for clients and 72% for non-clients. The dissatisfaction level is quite low, with only 8% for both clients and non-clients, decreasing from 17% for non-clients and 16% for clients in 2019.

Figure 20 below provides details of satisfaction with the justice system.



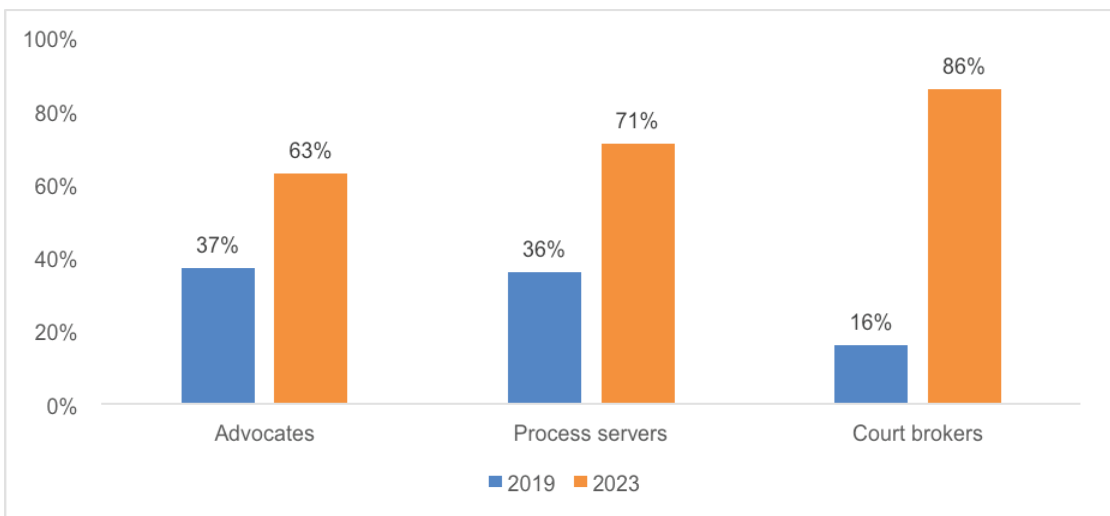
Respondents were asked: Disregarding your experience with this particular court, how satisfied or dissatisfied are you with the performance of the justice system in Tanzania as a whole?

6. SATISFACTION WITH COURT STAKEHOLDER'S SERVICES

6.1. Court users' experiences with services offered by court stakeholders.

Court users were asked about their experiences with services offered by court stakeholders (private advocates, process servers and court brokers) in the past 12 months. The most used stakeholders are court brokers (86%), followed by process servers (71%), while advocates' usage represents 63%. Evidence from (Figure 21) below indicates more uptake of services offered by court stakeholders in 2023 compared to 2019. Conversely, in 2019 court brokers, currently the most popular court service, were used by only 16% of court clients. Similarly, the proportion of clients using advocates has risen from 37% in 2019 to 63% in 2023, and the percent of those using process servers has almost doubled between 2019 and 2023.

Figure 21. The proportion of respondents who have received services from court stakeholders



Respondents were asked: Thinking about your experiences in the past 12 months, have you or know anyone who has ever received service from the following court stakeholders?

6.2 Overall satisfaction with the services offered by the court stakeholders.

The survey asked users how satisfied they were with services offered by court brokers, process servers and advocates in terms of cost of service, quality of services offered, time taken to complete assignments and communication. Like in 2019, court users in 2023 are most satisfied with services offered by process servers, followed by advocates and court brokers. In addition, more clients in 2023 are satisfied with the services offered by all three stakeholders compared to 2019.

Most clients who received services from advocates are mostly satisfied with the communication (78%), overall quality of their service (77%), and time spent completing the assignment (70%). Similarly, court brokers are also commended in the same areas of communication, quality of services, and time spent completing an assignment. The cost of services, for all three stakeholders, received the least level among court clients.

Table 12. Satisfaction with court stakeholders' service

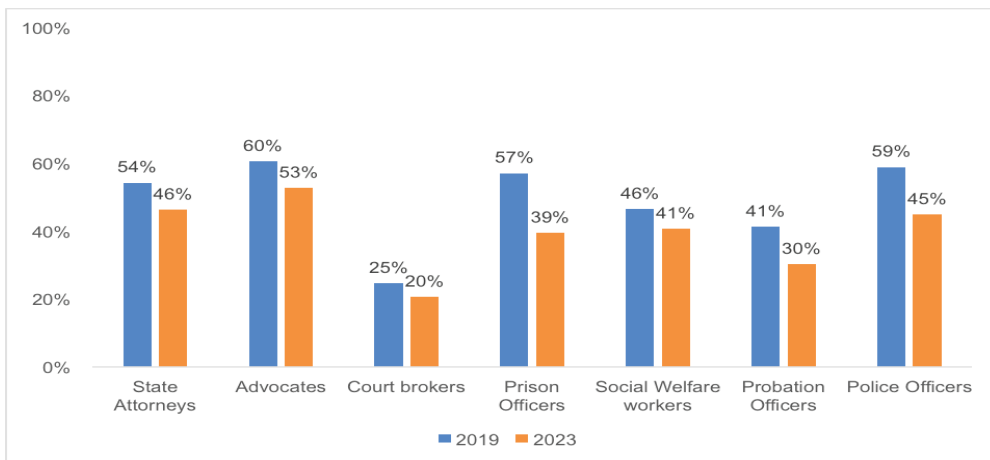
| Issues | Satisfied with | | Difference |
|--|----------------|------|------------|
| | 2019 | 2023 | |
| Cost of service | | | |
| Court brokers | 47% | 55% | 8% |
| Process servers | 70% | 76% | 6% |
| Advocates | 58% | 65% | 7% |
| Time taken to complete the assignment | | | |
| Court brokers | 50% | 60% | 10% |
| Process servers | 75% | 82% | 7% |
| Advocates | 64% | 70% | 6% |
| Communication | | | |
| Court brokers | 57% | 66% | 9% |
| Process servers | 76% | 84% | 8% |
| Advocates | 78% | 78% | 0% |
| Quality of service | | | |
| Court brokers | 56% | 63% | 7% |
| Process servers | 80% | 84% | 4% |
| Advocates | 76% | 77% | 1% |

Respondents were asked: Thinking about your experiences in the past 12 months, overall, how satisfied, or dissatisfied are you with the service provided by the Court broker, Process server and Advocate?

6.3 The overall effectiveness of services offered by the court stakeholders.

To get views on the effectiveness of court stakeholders' services in the opening, processing, and dispensation of justice, users were asked to say how effective they perceive, the state attorneys, advocates, court brokers, prison officers, social welfare workers, probation officers, and police officers. The first notable pattern from (Figure 22) is the drop in the number of clients who think any of the named stakeholders is effective as far as the opening, processing and/or dispensation of justice is concerned. This probably signals a need to carry out an independent assessment, by respective stakeholders, to study the matter in more detail. Regardless, advocates have received positive reviews from half (53%) of the clients, a 7-percentage drop from 60% recorded in 2019. State attorneys, police officers, and prison officers are considered to be effective by 46%, 45%, and 39% of court users respectively. On the other end of the spectrum, probation officers and court brokers were found to be effective by no more than 30% of the court clients.

Figure 22. Effectiveness of court stakeholders' services



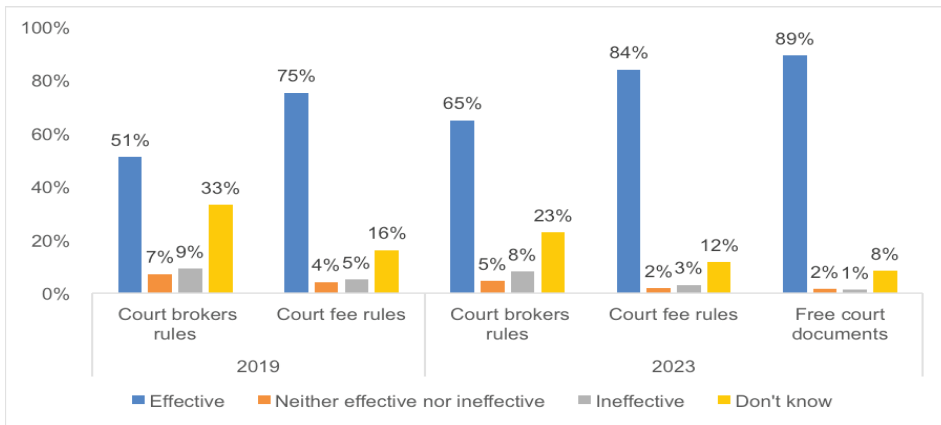
Respondents were asked: Now thinking about court stakeholders; How effective would you say these stakeholders are in opening, processing and/or dispensation of justice?

6.4 Effectiveness of the laws and regulations guiding the court stakeholders

To get views of staff about the effectiveness of laws and regulations guiding court fees rules, court broker rules and free court documents rules. The proportion of staff who said the court

fee rules were very effective/effective increased by 9%, that is from 75% in 2019 to 84% in 2023. Similarly, the number of staff who said court broker rules are very effective/effective rose from 51% in 2019 to 65% in 2023. Nevertheless, in 2023 about 89% of respondents reported that there is effectiveness in handling free court documents. However, 33% and 16% respectively said they did not know of the effectiveness of Court Broker Rules and Court Fee Rules in 2019 as compared to 23% for Court Broker Rules and 12% for Court Fee Rules in 2023.

Figure 23. Effectiveness of the laws and regulations



Respondents were asked: How effective are the guidelines, rules & regulations concerning court broker rules and court fee rules?

6.5 Effectiveness of court stakeholders in delivering justice

Court staff were also allowed to express their views about the effectiveness of court stakeholders' services (State Attorneys, Advocates, Court brokers, Prison Officers, Social welfare workers, Probation Officers, and Police Officers) in opening, processing and/or dispensing justice. Unlike court users, court staff have more positive views on the effectiveness of court stakeholders. In fact, contrary to the pattern we observe in court users' views, in 2023 more court staff are of the opinion that court stakeholders are effective compared to 2019.

More than 80% of court staff consider advocates, prison officers, social welfare workers, and state attorneys to be effective. Except for court brokers, more than 70% of court staff consider all other stakeholder categories to be effective in opening, processing and/or dispensing justice. The contradiction in the opinion of court staff and court users over the effectiveness of court stakeholders clearly calls for further investigation into the matter.

Table 13. Proportion of court staff who say court stakeholders are effective.

| | 2019 | 2023 | Difference |
|------------------------|------|------|------------|
| State Attorneys | 64% | 80% | 16% |
| Advocates | 69% | 84% | 15% |
| Court brokers | 54% | 66% | 12% |
| Prison Officers | 79% | 82% | 3% |
| Social welfare workers | 69% | 81% | 12% |
| Probation Officers | 63% | 75% | 13% |
| Police Officers | 77% | 79% | 2% |

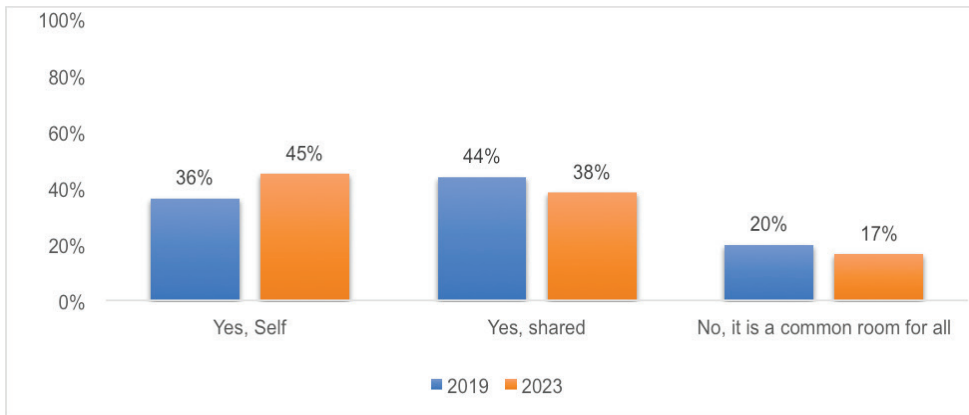
Respondents were asked: How effective would you say these stakeholders are in the opening, processing and/or dispensation of justice?

7. COURT STAFF VIEWS ABOUT THE WORK ENVIRONMENT

7.1 Work facilities

There has been a significant increase in the availability and possession of office spaces for court staff since 2019 (Figure 24, below). Collectively more than 4 out of 5 (83%) staff reported either having an office of their own (45%) or sharing one with a colleague (38%). The 9% increase in the proportion of staff occupying own offices is commensurate with the relative decline in office sharing between 2019 and 2023.

Figure 24. Staff offices

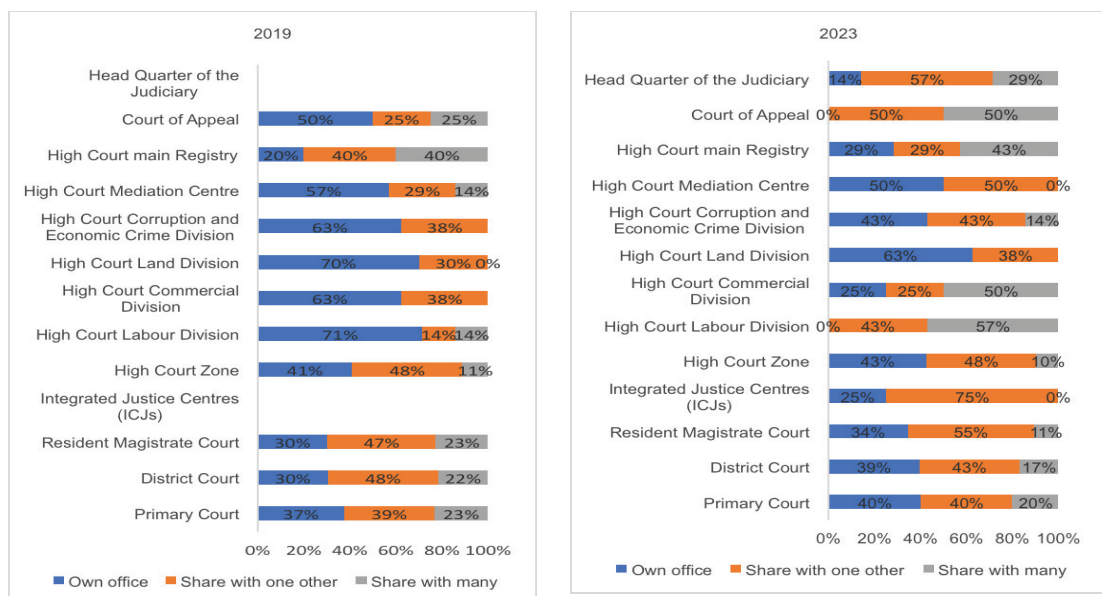


Respondents were asked: Do you have an office?

7.2 Availability of office space by court level

A higher number of staff in High Court Land Division and Labour Division have their own office, 70% and 71% respectively. Nearly half the staff in Resident Magistrate Court and District Court, 55% and 43% respectively, share office space with a colleague, while 11% and 17% are in the common room respectively, as the figure below indicates.

Figure 25. Staff Office space by court level

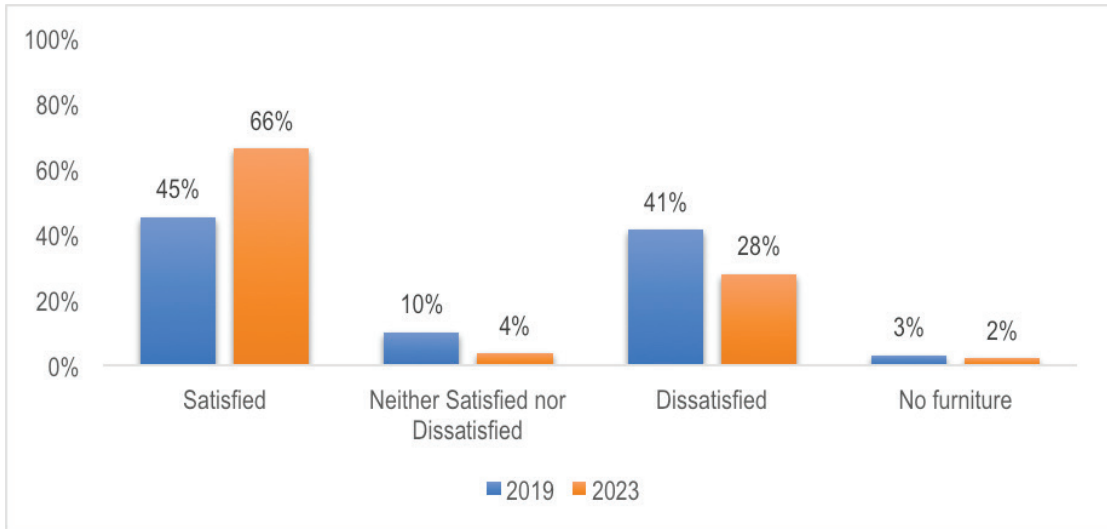


Respondents were asked: Do you have an office?

7.3 Satisfaction with the office furniture by court staff

Over 98% of court staff have access to furniture in their offices, with only 2% don't have furniture. Two-thirds of all staff (66%) reported being satisfied with the office furniture they had, an increase of 21% compared to 2019. The increase corresponds well with a markedly decline over time in the level of dissatisfaction from 41% to 28% as well as the rate of indifference which more than halved to 4% in 2023.

Figure 26. Satisfaction with the office furniture by court staff

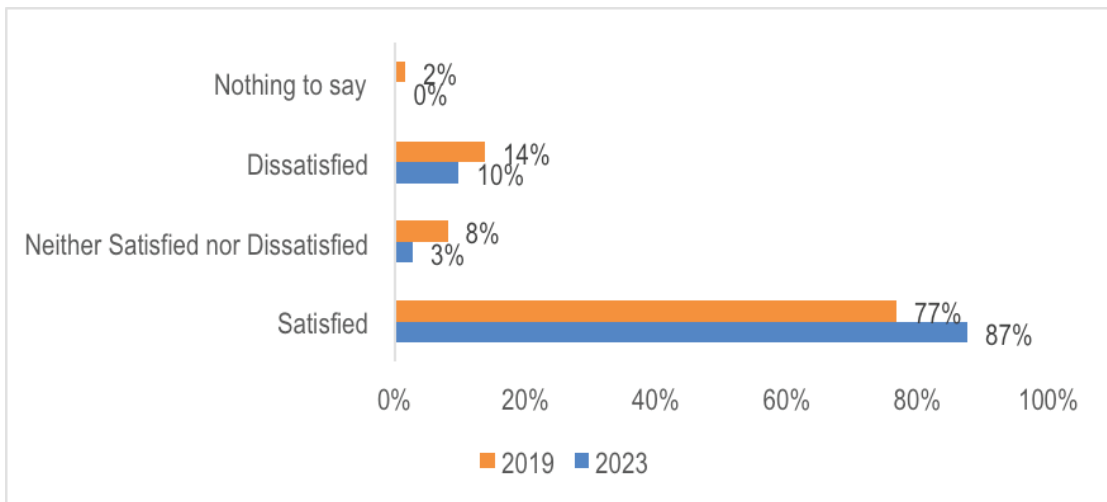


Respondents were asked: How satisfied are you with office furniture?

7.4 Satisfaction with the cleanliness of the court environment by court staff

There has been a ten percent increase in reported cleanliness of court environments, with the satisfaction rate among court staff increasing to 87% in 2023 compared to 77% in 2019. The increase in satisfaction inversely reflects the 4% and 5% decline in disapproval and indifference to cleanliness between 2019 and 2023.

Figure 27. Satisfaction with the cleanliness of the court environment by court staff



Respondents were asked: how satisfied with the cleanliness of the court environment?

7.5 Satisfaction with environment and workload

In the questionnaire, court staff were asked to rate their satisfaction level for three specific issues under this topic:

- Resources and stationaries supply,
- Workload and working environment,
- Salary and remuneration,

Table 14. Satisfaction with environment and workload

| Component of work environment | A proportion of Respondents said Satisfied | | | |
|--|--|------|------|-------------------------|
| | 2015 | 2019 | 2023 | Diff. btn 2019 and 2023 |
| Stationaries supplies | 58% | 74% | 81% | 7% |
| Workload | 53% | 54% | 72% | 18% |
| Working environment | 47% | 60% | 76% | 16% |
| Remuneration and other allowances | 23% | 15% | 26% | 11% |
| Timing of receiving salary/remuneration | 59% | 92% | 92% | 0% |
| Resources available to this court to carry out its mandate | 47% | 69% | 81% | 12% |

7.5.1 Resources and stationaries supplies.

There has been a 7% increase since 2019 in the proportion of court staff expressing satisfaction with the availability and quality of stationery supplies to 81% from 74%. The increase in satisfaction levels is more pronounced at 23% when compared to 2015.

Assessment of the work environment also covers the availability of resources necessary for carrying out the court's mandates. More than 4 out of 5 staff (81%) reported being satisfied with the availability of resources necessary for the operations of the court. This represents a 12-percentage point increase over 2019 and overall represents a 35% increase between 2015 and 2023.

7.5.2 Workload and working environment.

Recent legal sector reforms have seen measures to address staff shortages through expanded recruitment and improved retention. Unsurprisingly, this has led to a significant reduction in workloads helping to increase the rate of satisfaction with court workloads by 18% basis points to 72% in 2023 from 54% in 2019. Despite the improvement, satisfaction with one's workload is the second lowest-rated component of the work environment after pay (discussed below).

The general work environment involves the availability of key physical inputs, motivation, professional relations, and support in the workplace. It is an important feature in effective functioning of the judiciary and the broader justice system in Tanzania. At the outset of these periodic reviews, satisfaction with the work environment was the second least rated feature of the judiciary with less than half (47%) of court staff being satisfied with it. In the eight years since then, improvements to the general work environment have been approved with more than 3 out of 4 (76%) of court staff now being satisfied with it, representing a 29% and 16% increase respectively over the previous assessments in 2015 and 2019.

7.5.3 Salary and remuneration

Workplace remuneration is also another important feature of the work environment reflecting the value added and perceived productivity of one's efforts. While it is rare to find employees anywhere who are wholly satisfied with their pay, for the judicial system the relative rate of satisfaction with one's pay remains the lowest of all the components of the work environment with a little over 1 in 4 (26%). This represents an increase of 11 percentage points since 2019.

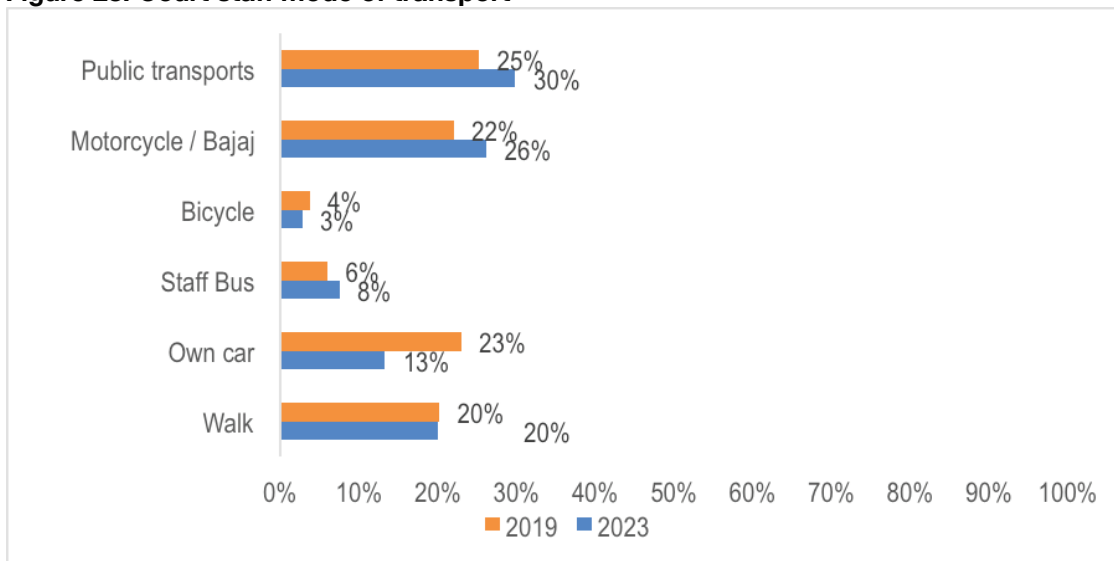
Despite low levels of satisfaction with the rate of remuneration and other workplace allowances, more than 9 out of 10 staff (92%) claimed to be satisfied with when salaries and allowances were paid. This is instructive of the relative timeliness of pay, with an overwhelming proportion of staff indicating that the timing met their expectations. The rate of satisfaction with the timeliness of pay has remained unchanged since 2019.

7.6 Staff mode of transport and time taken to get to the court.

In the questionnaire, court staff were asked about the main mode of transport used to commute to work. The dominant mode of transport is public with 3 out of 10 staff (30%) utilising it compared to 1 out of 4 (25%) staff in 2019. The second most utilised mode of transport is motorcycles including tricycles popularly known as Bajaj. More than 1 in 4 members of staff (26%) employ this mode of transport to commute to work compared to a little over 1 in 5 (22%) of staff who did so in 2019. Some 1 in 5 (20%) staff walk to work while the use of private vehicles has decreased to 13% compared to 23% four years ago.

As part of ongoing reforms, the judiciary of Tanzania has committed to improving staff welfare by among others, the provision of staff buses. Despite increase of percentage of court staff making use of staff buses from 6% to 8% between 2019 and 2023, overall bus usage has remained low. The low usage of staff bus may be associated with limited infrastructure close to many court staff residents, forcing them to use other means.

Figure 28. Court staff mode of transport



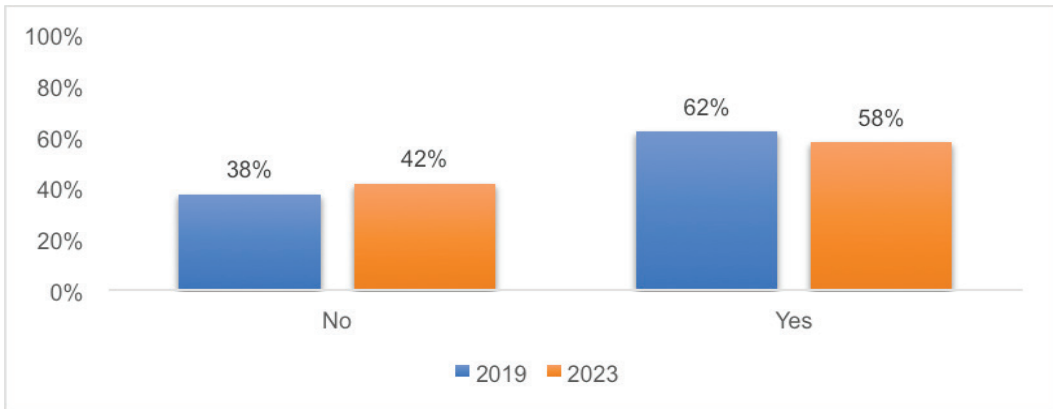
Respondents were asked: What is your main Mode of transport to work?

7.7 Staff training and promotion.

Have you taken any training since being employed by the Court?

About 58% of court staff admitted having attended and received some form of training in the last four years in the 2023 survey, compared to 62% in 2019. This represents a 4-percentage point decrease in the number of staff to have received in-service training in the last four years, a rare deterioration of perceptions in this generally positive overall assessment. With slightly more than 2 out 5 staff (42%) claiming not to have benefitted from in-service training, this is likely indicating potential growth of capacity gaps and possible motivation among the cadres.

Figure 29. Court staff training

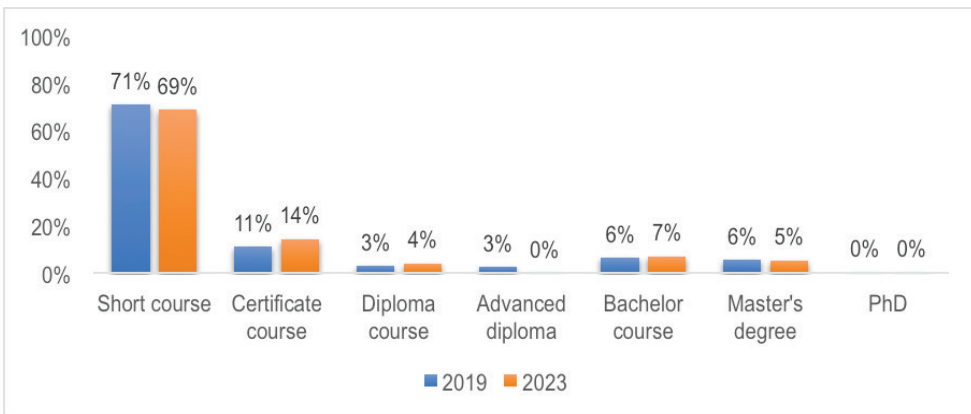


Respondents were asked: Have you undertaken any training after being employed by the court?

7.8 Training types and duration

Of all staff that have attended or undertaken some form of training, 69% went for short courses, here referred to as short training which ranges from one day to a month. 14% undertook a course which led to a certificate qualification this covers the duration of six months to a year, and 4% went for a diploma which covers a period of two years. Furthermore, none attended advanced diploma while 7% undertook undergraduate courses which range between two years to three years and 5% went for master’s courses of a year to two years. Only 0.2% of the court staff attended the course that led to a PhD as the figure below indicates.

Figure 30. Type of training attended by court staff.

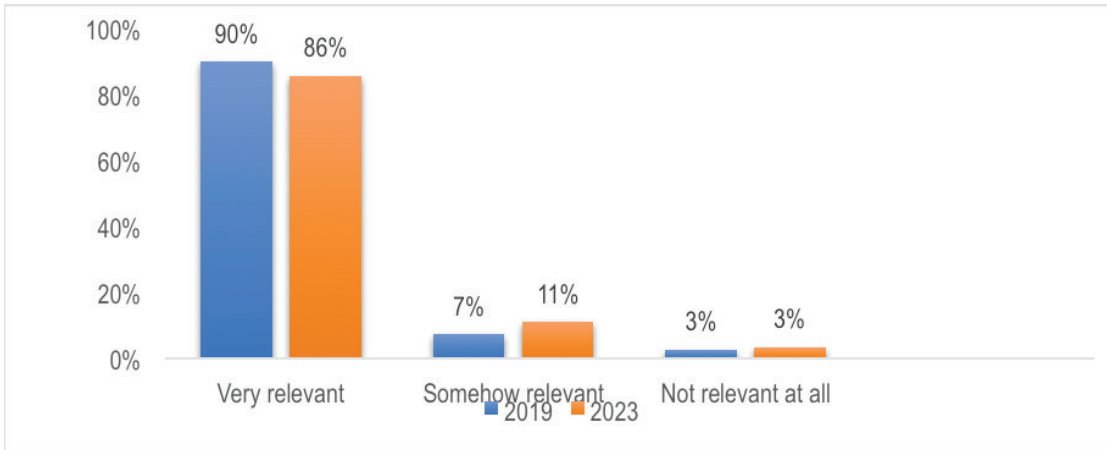


Respondents were asked: If you undertook training, what kind of training did you attended?

7.9 Training relevance

The majority of staff (86%) found the training they have attended very relevant, 11% said they were somewhat relevant and only 3% found them not relevant at all.

Figure 31. Training relevance

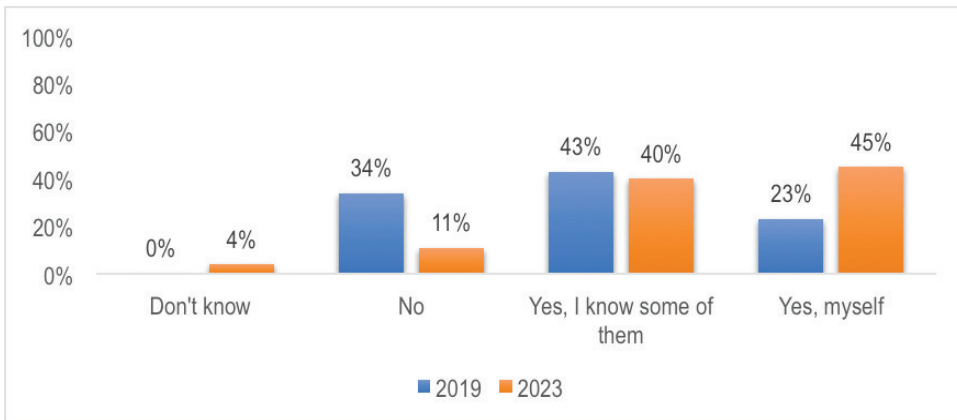


Respondents were asked: If you undertook training, was it relevant to your work?

7.10 Staff Promotions

The proportion of court staff promoted has nearly doubled to 45% from 23% in 2019. A further 2 out of 5 staff (40%) had witnessed the promotion of a colleague they are familiar with. These figures are indicative of adherence of the judiciary to civil service guidelines on staff recruitment (by recruiting competent staff to begin with) and promotion.

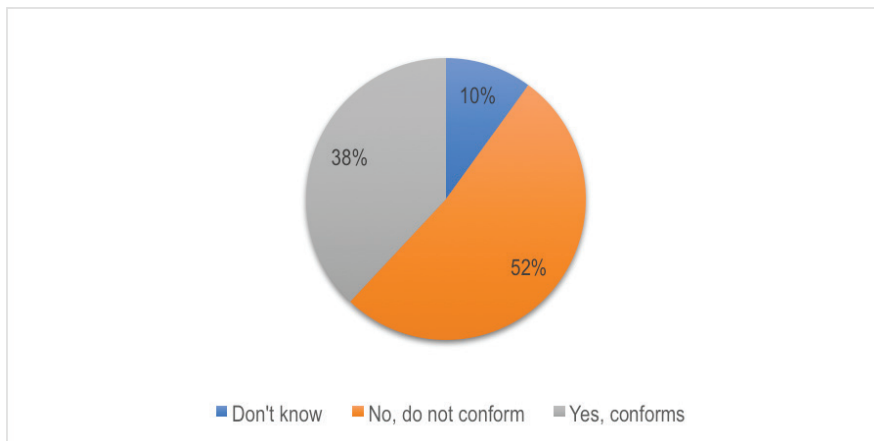
Figure 32. The extent of in-service promotion



Respondents were asked: For the past five years, have you or anyone you know in this facility ever been promoted?

Despite relatively regular and widespread promotion of court staff, more than half of surveyed staff (52%) had misgivings about the meritocracy of promotion while only 2 out of 5 staff (38%) expressed satisfaction with the handling of staff promotion (Figure 33).

Figure 33. Perceptions of whether promotion conforms with regulations.



Respondents were asked: Based on your experience, do you think promotion conforms with the time provided in the laws, rules, and regulations?

7.11 Does promotion follow the rules and regulations?

In this questionnaire court staff were asked if promotion follows the rules and regulations, 15% believed that the promotion conforms to rules and regulations, while 75% believed it doesn't follow, and 10% said they don't know.

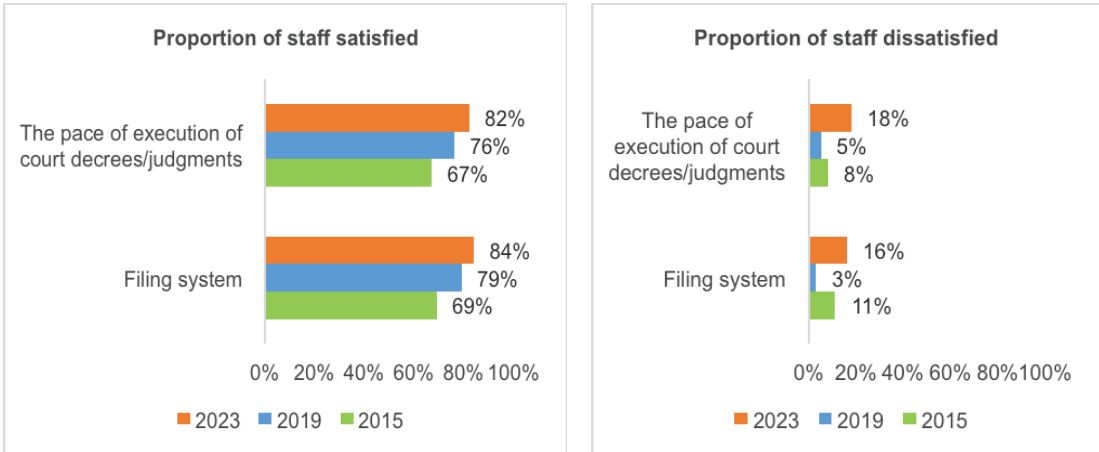
As findings indicate that 75% of court staff interviewed in this survey said they don't believe that promotion follows the rules and regulation, this could be due to the number of reasons; first, promotion in the court system requires the staff to have certain qualifications to be eligible for promotion, which include time, competency, education and performance, all have to be taken into account before one is promoted. For example, a staff may think that s/he qualifies for a promotion because s/he has number of years that are eligible for promotion, but s/he might not have education qualification required for the next level of the promotion; Second, the court is reviewing its recruitment and personnel management, policy, regulations, and rules. During the review, the promotion of staff has been put on hold, therefore, there are some of court staff who are eligible for promotion but have not been promoted since 2015 as result when staff were asked, they responded that they felt promotion didn't conform to rules and regulations. There is a need for the court to raise awareness on the eligibility for promotion as well as finalizing the review process for the staff so that those who are eligible for promotion can be promoted.

7.12 Staff views on own efficiency in filing and execution of court decrees

Here the staff were asked to rate their satisfaction of their own efficiency in filing and executing court decrees. Overall, 84% of staff were satisfied with the court filing system in 2023 survey which is an increase of 6 percentage points from the 2019 survey whereby the level of satisfaction was 76%. Despite reforms, 4 out of 25 (16%) of staff remain unsatisfied with the judiciary's filing system, a considerable increase from nearly 1 out of 25 (3%) staff in 2019. Regarding the pace of executing of court decrees, 82% of staff were satisfied with the pace of execution of court decrees in 2023, compared to 76% of 2019. The level of dissatisfaction with the rate of execution of decrees has, however, increased to 18% from 5% in the last four years.

While increases in the rates of satisfaction point to enhanced effectiveness of reforms in this area, these have been outstripped by the rates with which staff have become dissatisfied with the very same systems pointing to a need for closer review of the type, pace, and mode of reforms in these two areas.

Figure 34. Staff satisfaction with filing and execution

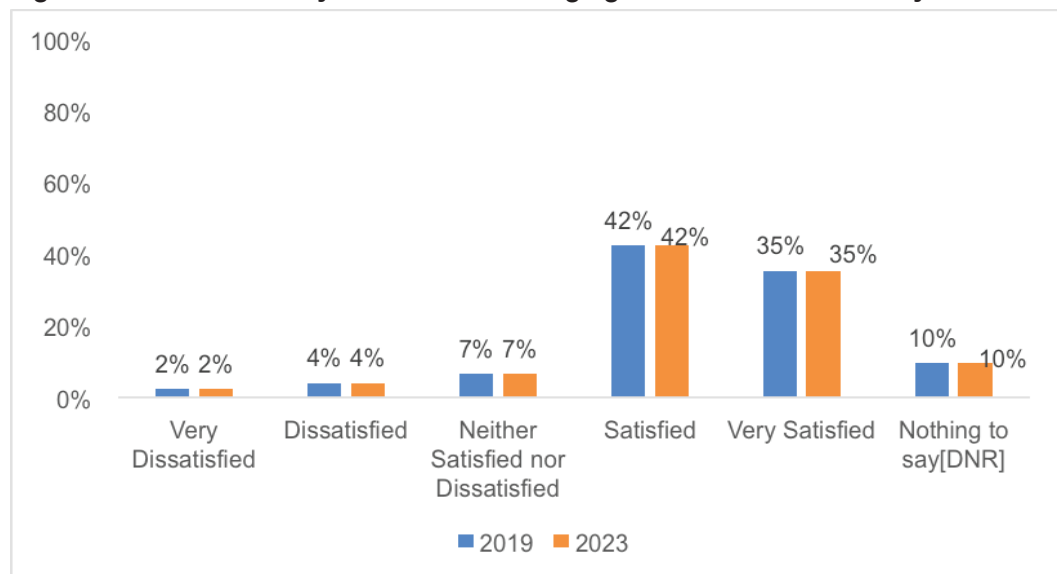


Respondents were asked: How satisfied are you with the filing system in this facility, and how satisfied are you with the pace of execution of court decrees/judgments?

7.13 Satisfaction by court staff in disposing of the cases without delays.

The survey found out that 77% of court staff were generally satisfied with the ability of their court to dispose cases without delay with 6% generally dissatisfied and 7% are indifferent. These observations are identical to those in 2019.

Figure 35. Satisfaction by court staff in charging the cases without delays.



Respondents were asked: To what extent are you satisfied with the court's ability to withstand the case (case-charge) without delay?

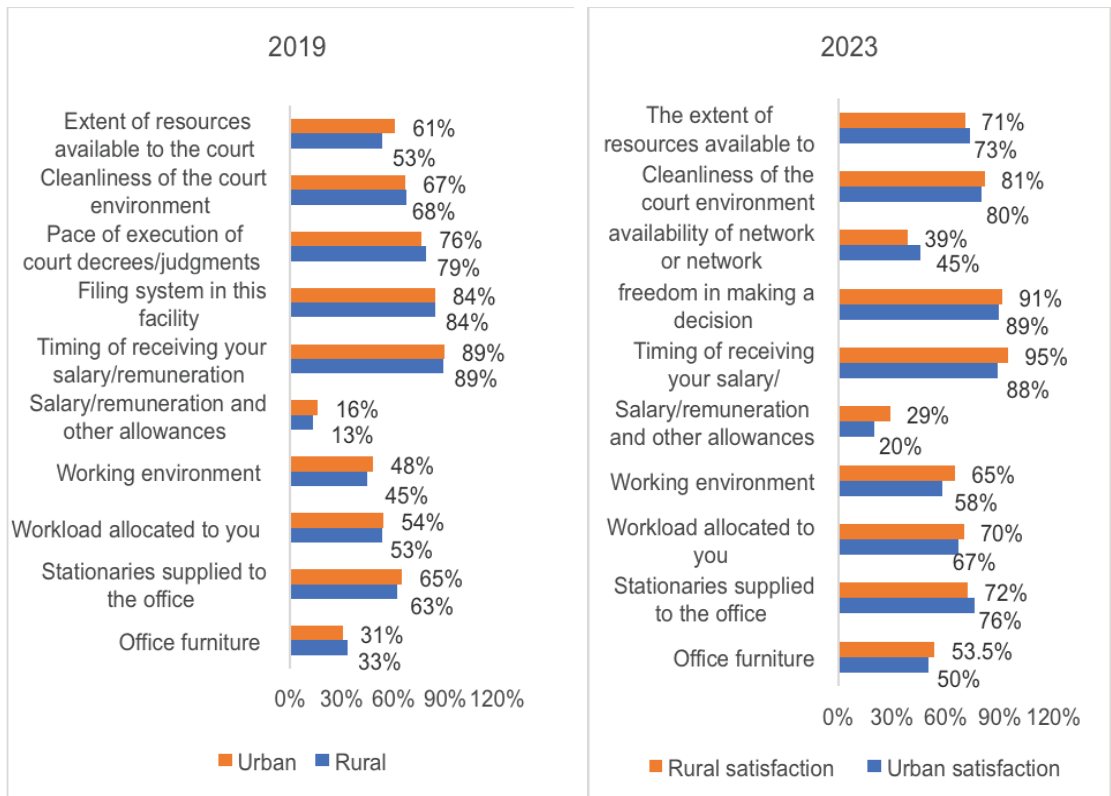
7.14 Satisfaction of court staff across rural and urban primary courts

The survey aimed at finding out if there were different levels of satisfaction with the court working environment among court staff in urban courts and rural courts. Thus, court staff were asked how much they were satisfied with the environment in which they are working, including their working equipment, office status, Salary/remuneration and other allowances based on the geography divisions. The findings show increases in general levels of satisfaction between 2019 and 2023 with the biggest increment recorded in the following key areas: office furniture (54% in rural areas in 2023 compared to 33% in 2019), work environment (65% in rural areas compared to 45% in 2019), and remuneration (29% in rural areas compared to 13% in 2019) (extent of resource availability to courts (71% compared to 61% in 2019). Despite a general increase in satisfaction between 2019 and 2023, the differences in levels of satisfaction in 2023 were observed not to be statistically significant between urban and rural courts.

This may be due to improvements made by the judiciary at all levels of the court, and that staff at all levels and in both urban and rural contexts have tasted success at their level. Even though the researchers' observation shows some environmental and infrastructure differences between urban and rural courts, the reality remains that no level of the court was left unattended.

It should also be noted that this study did not aim at comparing rural and urban courts but focused on the state of the court system as a whole and the extent to which court users are generally satisfied or dissatisfied with the improvements made.

Figure 36. Satisfaction of court staff across rural and urban primary courts



8. ACCESSIBILITY OF THE COURT SERVICES

In the questionnaire, court users were asked to rate their satisfaction levels in four specific issues under this topic:

1. Finding court buildings,
2. Opening/sitting times,
3. Finding a courtroom/office; and
4. Travel time to the court.

Court users were asked how easy it was to find the court building location. 91% were satisfied that they could easily locate court buildings and 8% were not satisfied. In 2019, the overall level of satisfaction on the same subject was 86% meanwhile the level of dissatisfaction was 11% in the same survey.

77% of the court users interviewed in the 2023 survey expressed satisfaction with the convenience of sitting or opening times, with 20% were not particularly satisfied with opening/sitting times. In 2019, the satisfaction level of court users was 68% and dissatisfaction among the court user on opening/sitting time was 24%. Therefore, the dissatisfaction with opening times has been cut by 4 percentage points since 2019. On finding a courtroom or court office when court users visited the court, 84% were generally satisfied compared to 82% of court users in 2019. At the other end of the scale, some 11% of court users were not satisfied with finding a courtroom or office in 2023 compared to 10% in 2019. The 2023 survey inquired about the availability of staff to respond to court users' queries as well as the degree to which court staff were treating users politely and sensitively. Some 86% and 93% respectively of court users expressed satisfaction with these two key components of court service delivery.

In both the 2023 and 2019 surveys, court users were asked to rate their level of satisfaction or dissatisfaction with the travel times from their residence or work to court. 77% said they were satisfied with the travel time, compared to 67% in 2019. 20% of court users were dissatisfied with the travel time in 2023 compared to 25% in 2019

Table 15. Physical accessibility of courts

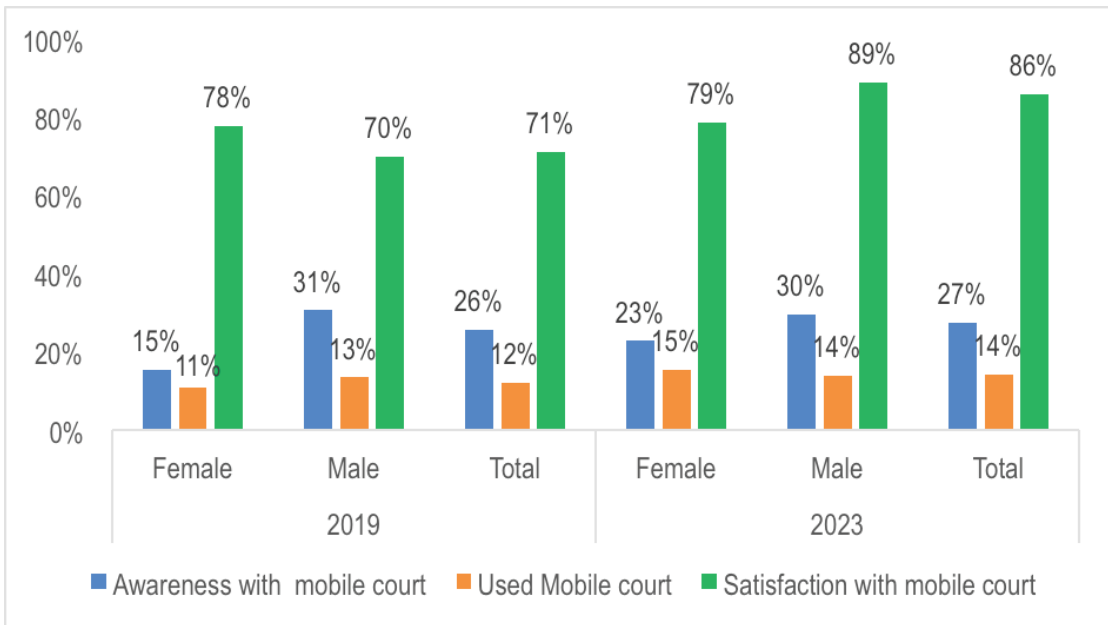
| | Generally Satisfied | | Generally Dissatisfied | |
|--|---------------------|------|------------------------|------|
| | 2019 | 2023 | 2019 | 2023 |
| How easy it was to find the court building location | 86% | 91% | 11% | 8% |
| The convenience of sitting/opening times | 68% | 77% | 24% | 20% |
| How easily you found the courtroom or office you needed to get to | 82% | 84% | 10% | 11% |
| Presence of easily identifiable staff available to help/deal with your queries | na | 86% | na | 11% |
| Court staff treating you politely and sensitively | na | 93% | na | 7% |
| Travel time to the court from your place of residence/work | 69% | 77% | 28% | 20% |

8.1 Awareness of alternative means of delivering court services

Recent reforms of the judiciary have focused on expanding access to services by reducing the requirements for physical access of established court buildings. The reforms have reflected evolving needs of court stakeholders including the need to decongest cases awaiting trial as well as workplace innovations to cope with the then onset of Covid-19 as well as the attainment of economic efficiency in court operations. Reforms have led to investments made in, among others, the creation and expansion of coverage of mobile courts, trial through

video conference and physical delivery of court documents. The rollout of such innovations has been limited ostensibly by limited finances, the practicality of specific court services and technical limitations of the technologies involved. Nonetheless, there has been a sequencing of such innovations with key services such as mobile courts first piloted in Dar es Salaam and Mwanza in early 2019 with video conference (virtual) trials having been piloted for High court cases since 2016. Despite being in operation for quite some time, awareness of such provisions remains relatively limited among court users. The figure below provides details on awareness, use and satisfaction with mobile court services.

Figure 37. Awareness, use and satisfaction with mobile court services.

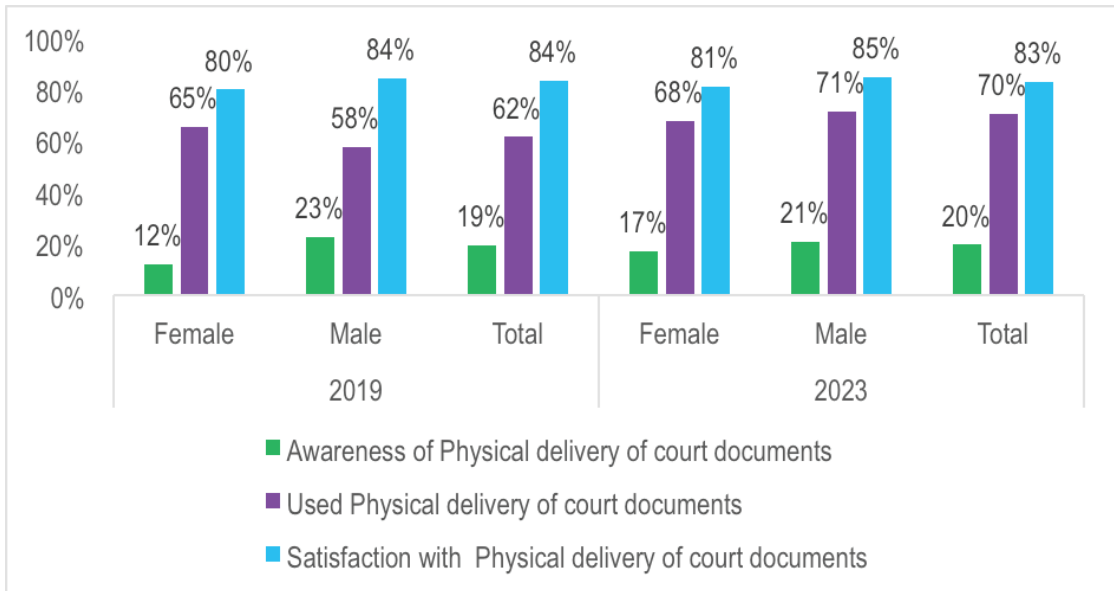


Respondents were asked: Whether they were aware, used and their satisfaction with the mobile court.

From the above figure, less than 3 out of 10 court users (27%) claimed to be in knowledge of mobile courts, an insignificant increment of one percentage point from 2019. Similarly, slightly more than 1 in 10 (14%) have ever used mobile court services, a small percentage point increase from 12% in 2019. However, despite limited knowledge and use among many court users, those who have ever used the facility have indicated a high level of satisfaction (86%). Disaggregating the above analysis by gender, we see that, while there is relatively high awareness and use of mobile court by males than females, there is higher satisfaction of the mobile court for females than males. The seemingly less knowledge and usage of mobile court suggests that this service has not been spread in large part of the country.

Another form of innovation in the court services is the physical delivery of court documents. The figure below provides information on awareness, use and satisfaction of these services among court users in the country.

Figure 38. Awareness, use and satisfaction with physical delivery of court documents.

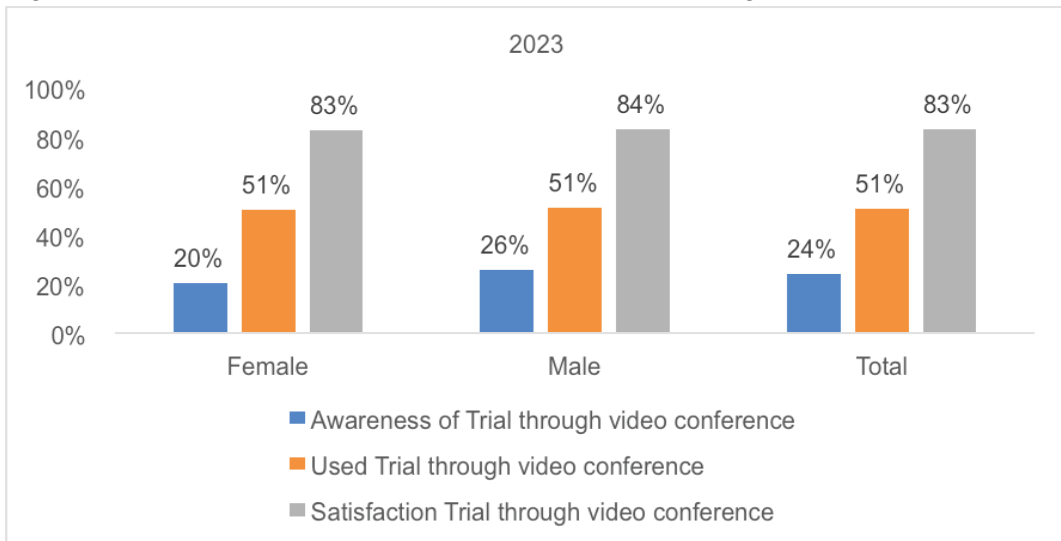


Respondents were asked: Whether they were aware, used and their satisfaction with the physical delivery of court documents.

From the above figure, only 2 in 10 (20%) admitted being aware of the physical delivery of court documents in 2023, a marginal increase of 1% point from 2019. Out of those who are aware of this service, 70% indicated to have used it, with relatively more males (71%) than females (68%). Satisfaction with this service is high (83%) for those who use it. Again, males seem to have relatively higher satisfaction than females. Generally, we see marginal increase on awareness, use and satisfaction between 2019 and 2023.

The last innovation in the list of alternative ways of delivering court services that the survey investigated is the use of video conference, whose details are shown in the figure below.

Figure 39. Awareness, use and satisfaction with trial through video conference.



Respondents were asked: Whether they were aware, used and their satisfaction with the Trial through video conference.

We see that, less than a quarter (24%) of court users professing awareness of the trial through video conference, with relatively more males (26%) than females (20%). For those who are aware of this facility, about 5 in 10 have ever used it. There is no difference between males and females in this aspect. For those who used this facility, about 8 in 10 are satisfied with it. There is no significant difference between men and women in the satisfaction with this service.

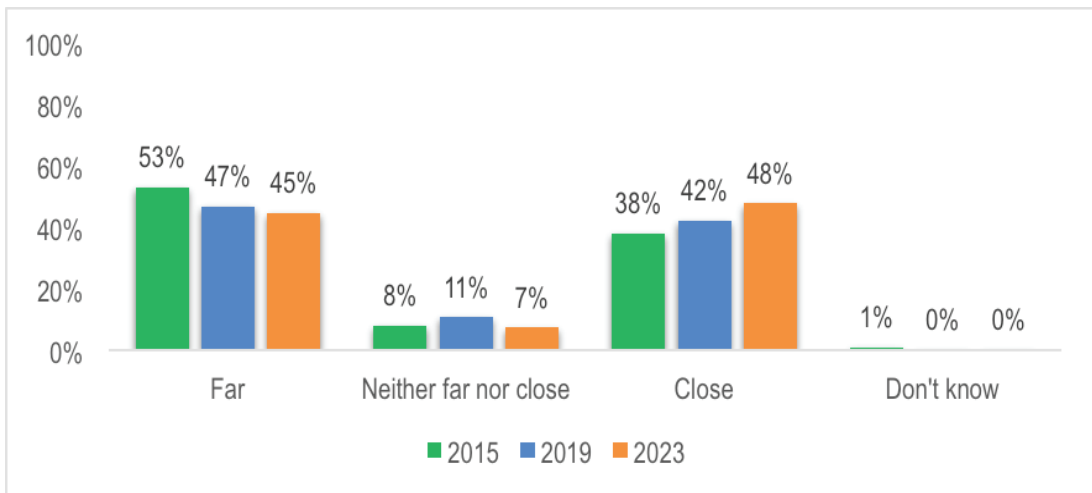
8.2 Distance and monetary cost of accessing courts.

In the questionnaire, court users were asked to rate their satisfaction level for two specific issues namely distance and cost.

8.2.1 Distance

The proportion of respondents finding easy access to courts has been gradually increasing in recent years to 48% in 2023 from 42% in 2019. Unsurprisingly there has also been a decline in the number of court users living far from court premises from 47% in 2019 to 45% in 2023.

Figure 40. Distance to the court facility



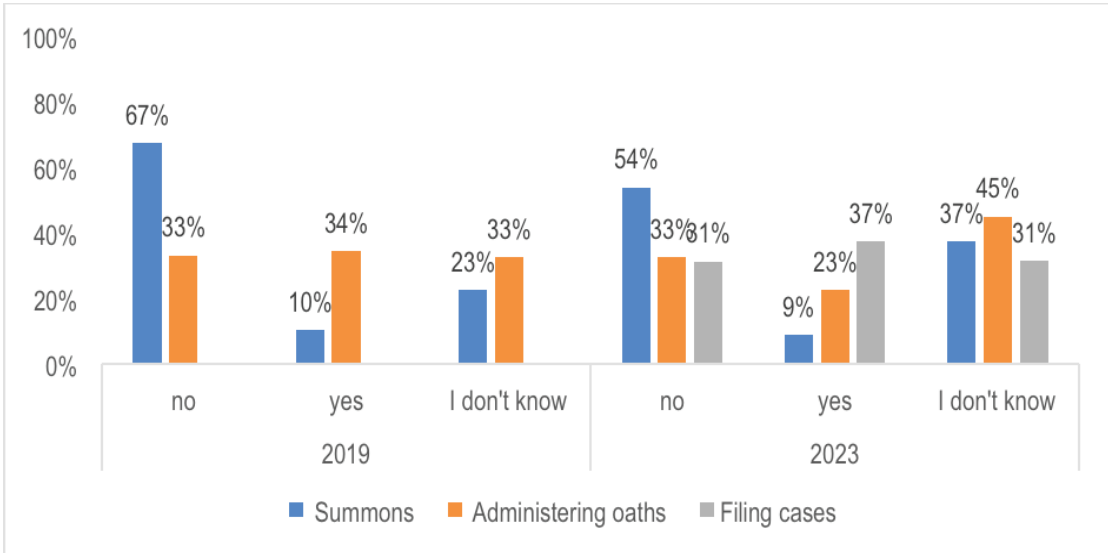
Respondents were asked: How far from your residence, would you say, this court facility is?

8.2.2 Cost

Court services charges

Payment for various services in the court are subject to reasons that brought a customer to a court. For instance, one may or may not be required to make payment for summons depending on whether he or she is defendant or complainant. From the survey data, we see no significant difference of such payments between the 2019 survey and the current one. The survey has revealed that the proportion of court users who paid for summons remained almost stable at 1 in 10 for both 2019 and 2023 surveys. Similarly, the proportion of those who did not pay for summons between the two surveys remains also the same at 33% for both surveys. On the other hand, the number of court users who didn't have to pay for a court-administered oath remained the same between the two surveys at 33% while slightly less than a quarter of all court users (23%) reported paying for a court-administered oath compared to a third of users (34%) in 2019. This is instructive of considerably fewer people being required to pay for such services. Further, slightly more court users (37%) reported being charged to file cases than those who did it for free (31%). The figure below provides information on payment of three court services analysed in the preceding section.

Figure 41. Court service charges

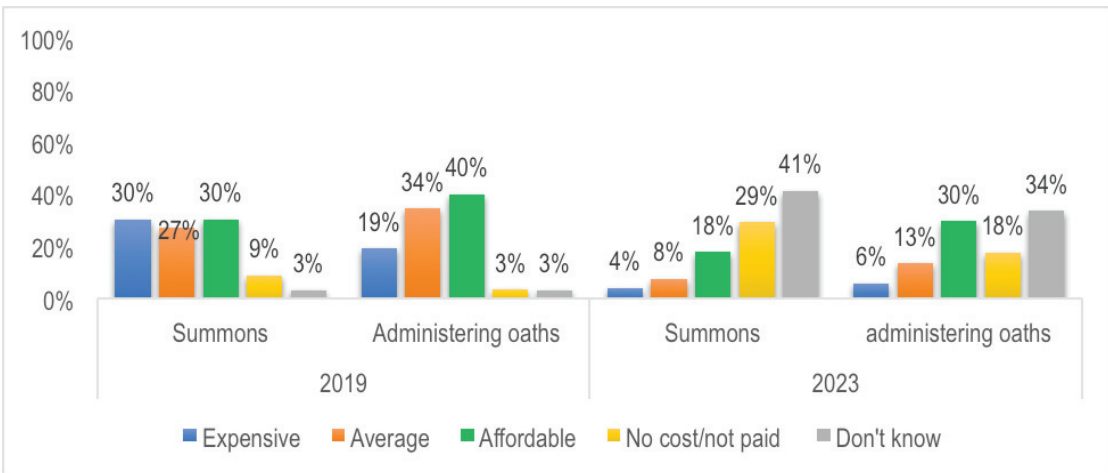


Respondents were asked: Based on your experience, does the court charge fees for these services? Are you normally required to pay for these services?

8.3 Affordability of court services

There has been a significant decline in the number of court users deeming court charges to be expensive since 2019. Almost 7 times as fewer respondents (4%) found the cost of court summons to be expensive compared to 30% in 2019. Similarly, three times fewer respondents (6%) now find the cost of administering oaths to be expensive compared to 19% in 2019.

Figure 42. Affordability of cost charged for court services.

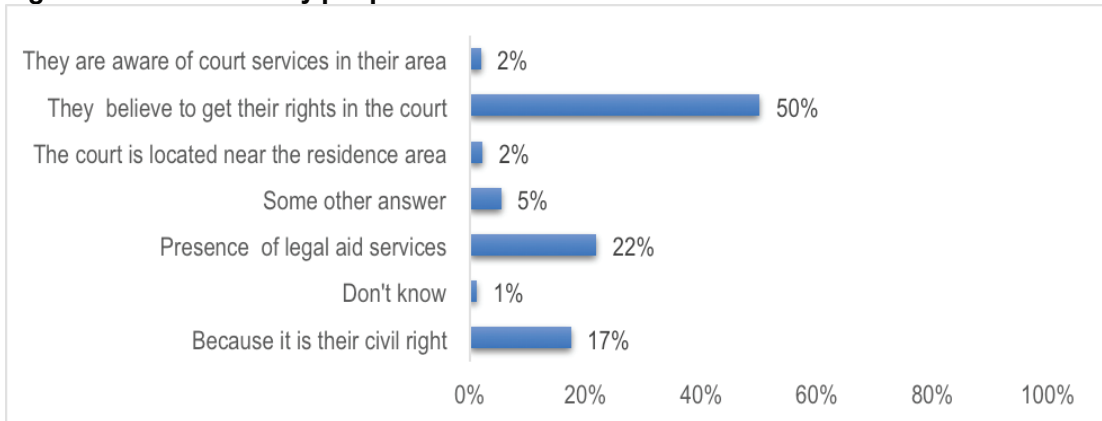


Respondents were asked: Based on your experience, how would you rate the cost of accessing services related to the court business that brought you here today?

8.4 Reasons as to why people take cases to courts.

Interviewees were asked on what they think are the reasons people take cases to court. Half of all respondents (50%) believe in the fairness of the judicial system to administer rights before the law, while more than a fifth (22%) took matters to court because of the availability of legal aid services. Close to 1 out of 6 (17%) court users sought recourse in the judiciary principally because it is their civil right to do so.

Figure 43. Reasons why people take cases to court.



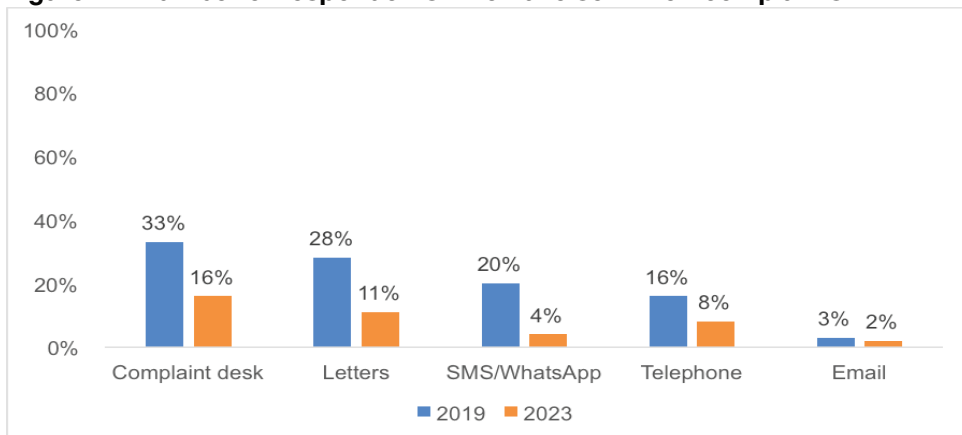
Respondents were asked: Why do people take the cases to the court?

Complaints handling mechanisms.

8.5 The medium of sending complaints.

Improvements to the Client Service Charter have included an expanded portfolio of the different means court users can communicate grievances and complaints. Overall, there have been significantly fewer complaints filed by users in 2023 compared to 2019. The most utilized means of communicating grievances are complaints desks with 4 out of 25 users (16%) utilizing them compared to a third (33%) in 2019. The second most preferred means of communication are letters with a little over 1 in 10 users (11%) utilizing them compared to 28% in 2019. New age innovative modes of communication such as emails and SMS/WhatsApp are the least popular, attracting 2% and 4% of users respectively.

Figure 44. Number of respondents who have sent their complaints.

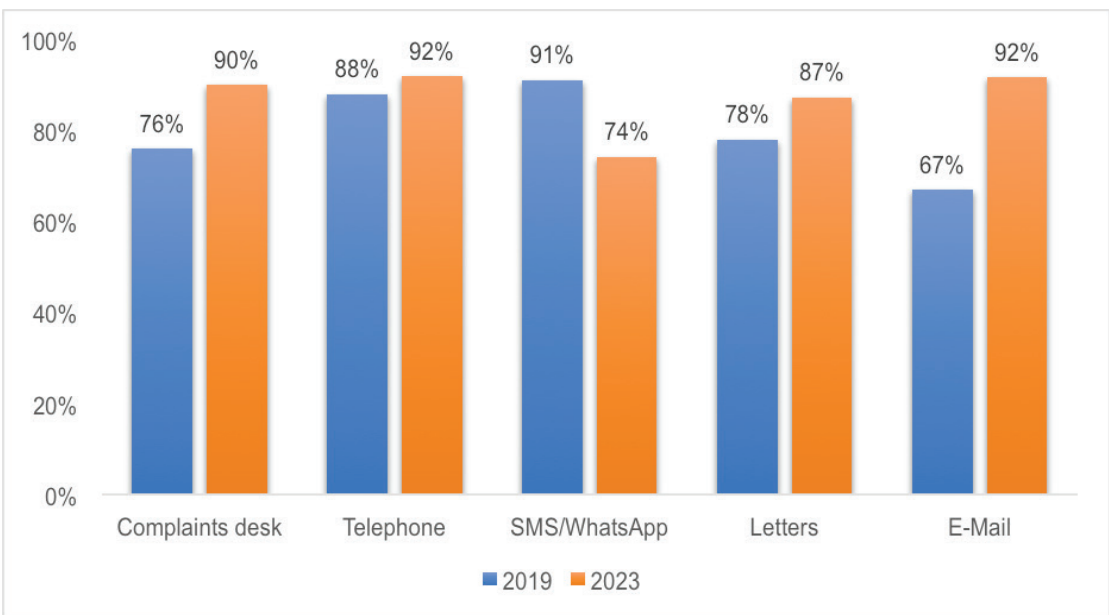


Respondents were asked: Which of the following communication methods do you normally use to send complaints and receive responses to your complaints?

8.6 Satisfaction with the medium of sending complaints.

Court users reported to being generally satisfied with the medium used to communicate grievances. The level of satisfaction ranged from 92% with respect to users of e-mails and telephones to 74% for users of SMS/WhatsApp. Despite, the generally high levels of satisfaction with these media, it will be important to further examine the causes of the 17-percentage points decline involving users of SMS/WhatsApp that occurred between 2019 and 2023. Lessons could be drawn from uses of the complaints desk (14-percent point increase) and e-mails (25-percentage point increase) who experienced statistically significant increases in satisfaction during the same period.

Figure 45. Satisfaction with the medium of sending complaints.



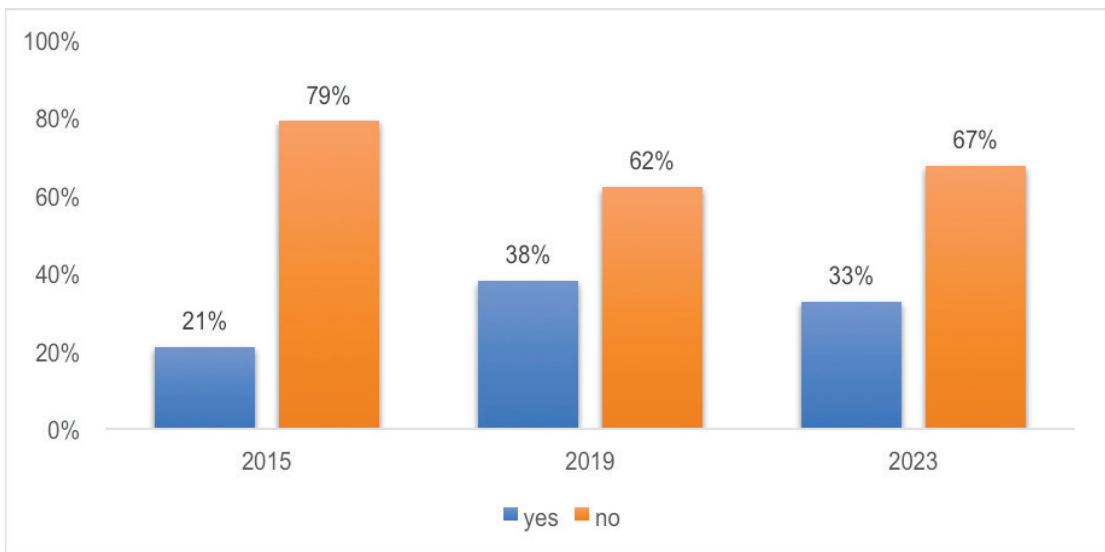
Respondents were asked: how would you rate your satisfaction for the media you have used to send your complaints?

9. ACCESSIBILITY OF CASE RELATED INFORMATION

9.1 User needs for case-related information.

There has been a decline in the proportion of interviewed court users who had attempted to access case-related information (proceedings, judgments, or decrees) from the courts in 12 months leading to this year's survey compared to the predecessor survey in 2019. A third (33%) of all respondents said they needed to obtain court process documents in 2023 compared to almost 2 out of 5 (38%) in 2019.

Figure 46. Users accessing case-related information.



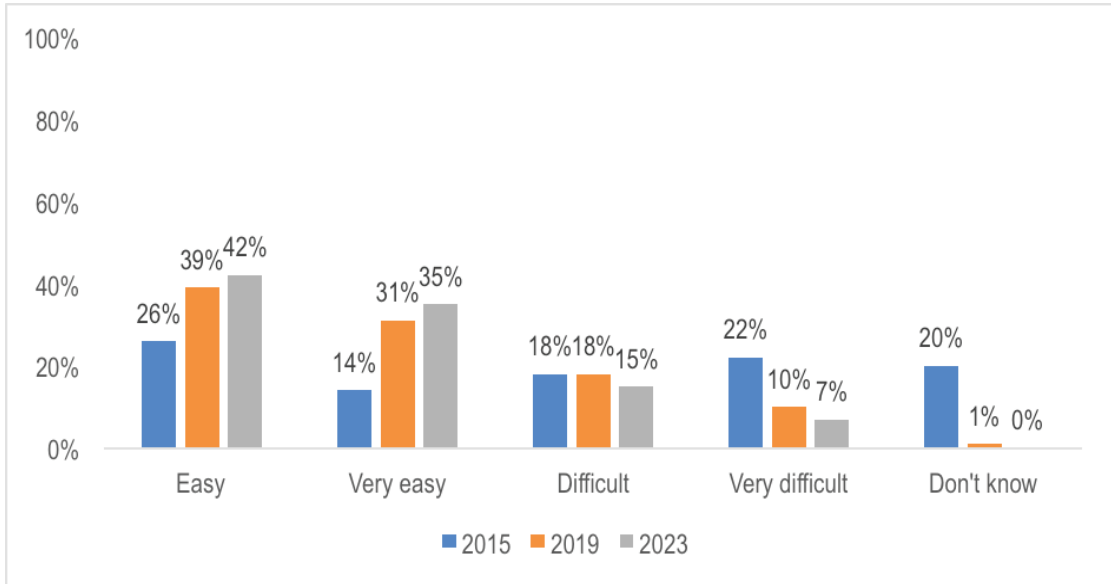
Respondents were asked: Whether during the last 12 months, have you needed to obtain court process documents (proceedings, judgements, or decrees etc.) at this court?

9.2 Ease of accessibility of case-related information

Access to court process documents (proceedings, judgments and or decrees) is essential to court users to facilitate their engagements in the court. The absence or difficulties in obtaining such documents among some clients was an area where the judiciary of Tanzania targeted to improve. In the last five years, there have been several positive changes that have been consistent with gains made in 2019 over the 2015 survey. These changes have been reflected in the way court users obtained various documents related to court proceedings, judgments, decrees, and others.

More than three-quarters of service users (77%) find it generally easy to access case-related information compared to 7 out of 10 (70%) in 2019. Consequently, there has been a marked reduction in the proportion of court users experiencing general difficulties in accessing case related information to 22% from 28% in 2019.

Figure 47. Accessibility to case-related information

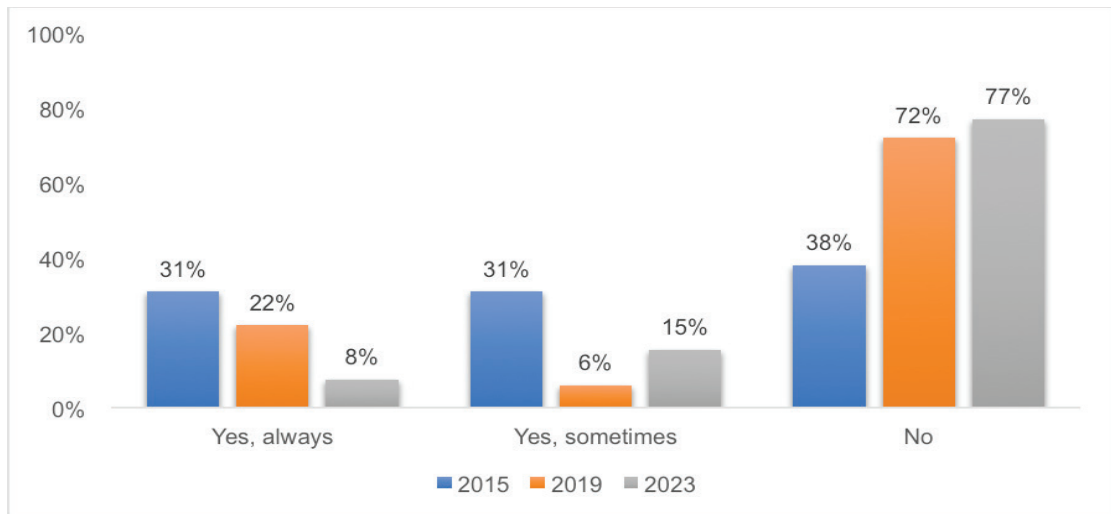


Respondents were asked: If you have EVER obtained/needed to obtain a court process document. How easy or difficult, would you say it is to obtain the documents when you need them?

9.3 Fees for case-related document

The survey asked users whether they are normally expected to pay a fee to access case-related information. Overall, more than three-quarters of court users (77%) reported having free access (without charge) to case-related documents compared to 7 out of 10 users (72%) in 2019. This increase is complemented by an almost three-fold decrease in the proportion of court users being mandated to always pay a fee to access case-related information to 8% from 22% in 2019. Findings reveal a degree of haphazardness in requirements to pay a fee with a doubling of the proportion of users who occasionally had to pay a fee to 15% from 6% in 2019 (Figure 48).

Figure 48. Fees requirement to access case-related information.

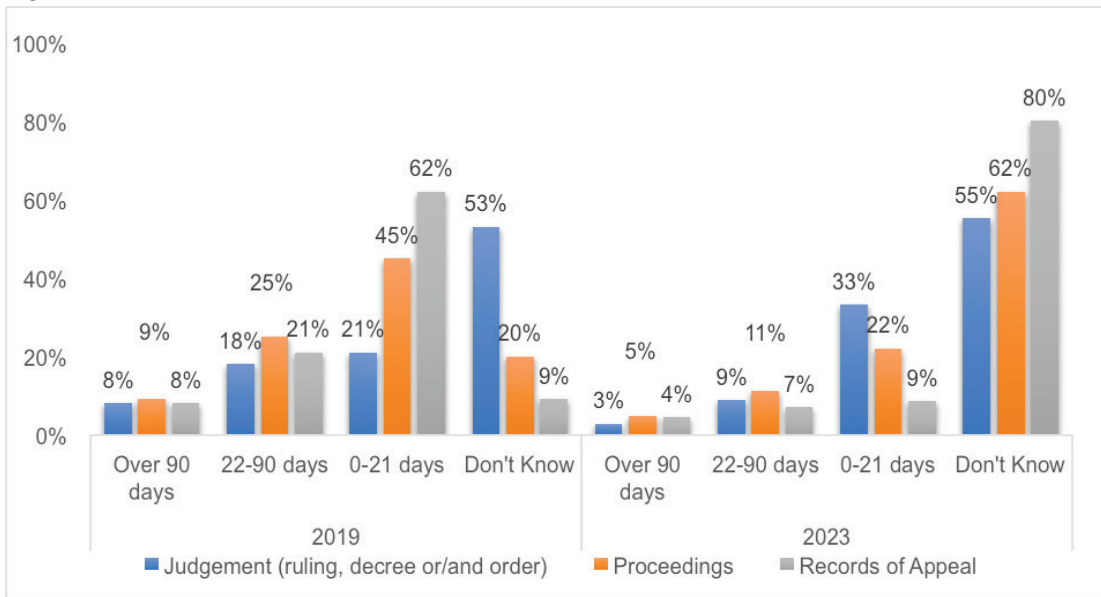


Respondents were asked: Are you normally required to pay for accessing court documents?

9.4 Time taken to obtain the case related documents.

Time management is an essential aspect of the provision of any services to clients. This study investigated the time taken by the court to issue judgment (ruling, decree, order, proceedings, and records of appeal) to its clients. Some documents were issued within a short time while others took a longer period. Notable improvements have been recorded in the publication of judgements where a third of court clients (33%) were able to obtain a ruling, decree or order within 21 days compared to a fifth of court users (21%) in 2019. The proportion of respondents obtaining proceedings and records of appeal within 21 days of issue declined to 22% and 9% respectively compared to 45% and 62% in 2019. This is indeed the single biggest fall in performance measures in the 2023 survey.

Figure 49. Time taken to obtain case related documents.



Respondents were asked: How long did it take for you to obtain these documents from the court?

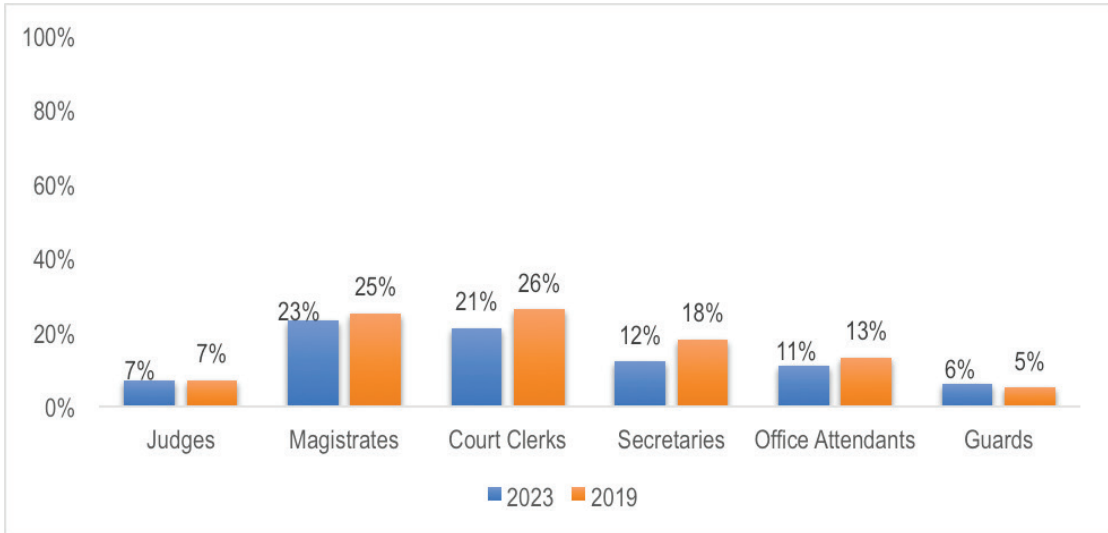
9.5 Perceptions of corruption in the justice system

Having acknowledged the Judiciary of Tanzania as an authority with the final decision in the dispensation of justice in the United Republic of Tanzania, as indicated in the constitution Article 107A; The survey wanted to know the extent of corruption amongst court staff. Thus, court clients were asked to give their experience on how staff at different levels of the court were involved or uninvolved in inducement/gifts.

Overall, there has been a marginal decline in experiences with corruption among court users. While the trend shows signs of decline over time, relatively, corruption is higher among magistrates (23%) and court clerks (21%). The biggest improvement was recorded in instances involving legal secretaries where 12% compared to 18% of users in 2019 claimed to have been asked for a bribe by them. The figure below provides information of perceived corruption as well as the overtime trend.

Respondents were asked: Are you normally required to pay for accessing court documents?

Figure 50. Proportion of staff received inducement/gifts by their categories.



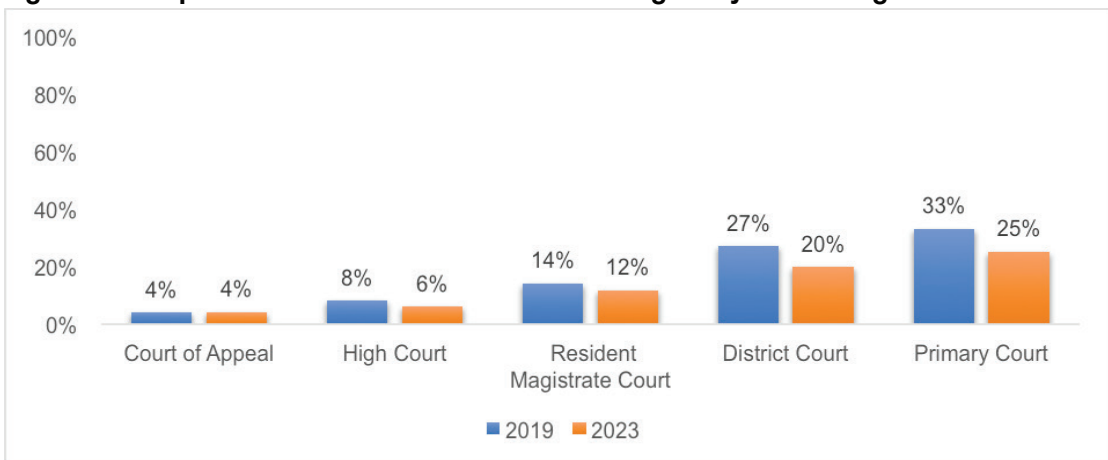
Respondents were asked: Thinking about your experiences, overall, how involved, or uninvolved are the following in receiving bribes/gifts?

9.6 Involve with inducement and gifts by court level.

The clients were further asked to rate the extent of corruption by court level. The question required clients to give their experience on how different court levels were involved or uninvolved in inducement/gifts.

Generally, all levels of the court were involved in receiving bribes/gifts at different magnitudes. However, primary and district courts were leading in corruption where about 25% of court clients interviewed reported that primary courts are involved in inducement/ gifts and 20% of clients interviewed reported that district courts are involved. Notwithstanding the seemingly spread of corruption across the divisions, fewer instances of corruption were recorded in 2022/23 than in 2019 across all the divisions save for the court of appeal which despite recording the lower instances of corruption at 4%, failed to improve its corruption outlook in the four years since 2019.

Figure 51. Proportion of staff received inducement/gifts by their categories.



Respondents were asked: Thinking about your experiences, overall, how involved, or uninvolved are the following courts in receiving bribes/gifts?

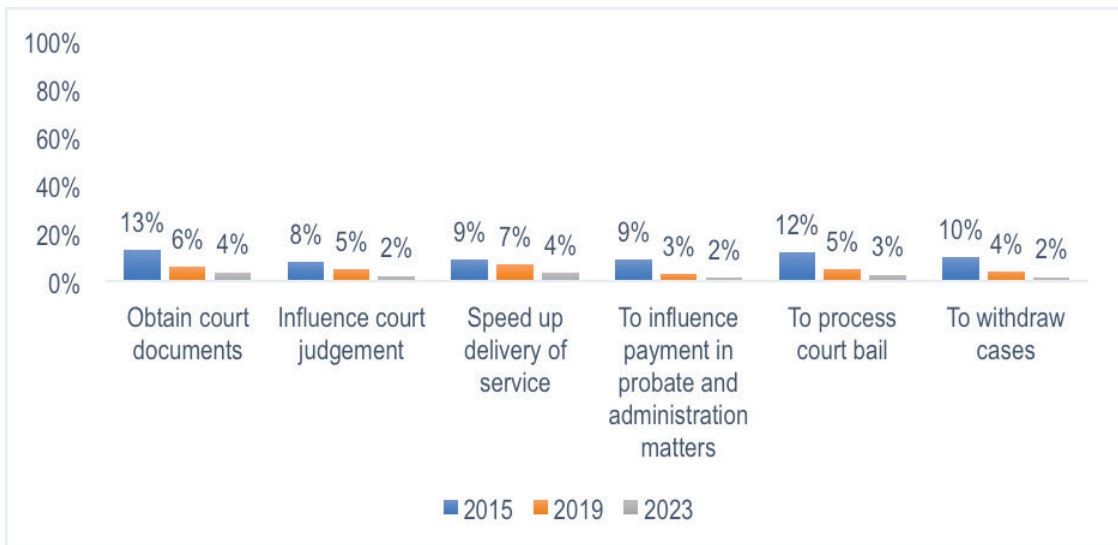
9.7 Corruption/bribery in accessing court services.

Opinion polls in Tanzania have time and again shown that popular perceptions of court staff's conduct are more often negative. This follow-up study examined this issue by asking court clients and non-clients/ordinary people. Interviews with court clients and non-court clients/ordinary people reveal that there have recently been improvements in general perceptions about the ethical conduct of some court staff. To understand the extent to which people were faced with corruption situations while accessing court services, respondents were asked whether they had to pay a bribe, give a gift, or do a favour to a court official in the course of their interactions.

Generally, there are now fewer reported experiences of corruption within the justice system in comparison to 2019 when the last exist survey was conducted. When comparing the findings for court clients who reported to have paid bribe once or twice/few times/often across the service areas that were examined between two periods of the survey, the findings show that:

- In 2023 about 4% of the clients interviewed say they paid a bribe to obtain court documents as compared to 6% in 2019
- In 2023 about 4% of clients interviewed say they paid a bribe to speed up service delivery as compared to 7% in 2019
- In 2023 about 3% of clients interviewed say they paid a bribe to process bail compared to 5% in 2019
- In 2023 about 2% of clients interviewed say they paid a bribe to influence judgement compared to 5% in 2019
- In 2023 about 2% of clients interviewed say they paid a bribe to have cases withdrawn compared to 4% in 2019
- In 2023 about 2% of clients interviewed say they paid a bribe to influence payment in probate and other administrative matters judgement compared to 3% in 2019

Figure 52. The status of corruption in accessing court services



Respondents were asked: In the course of your interaction with the court, how often, if ever, did you have to pay a bribe, give a gift, or do a favour in order to: -

It is important to note that the justice system in Tanzania involves several stakeholders, including the court, police, prison, prosecution, social welfare, advocates, court brokers and process servers. Justice requires some if not all court and its stakeholders to work together throughout the process, from filing the case to disposal of the case. However, other stakeholders were not part of the corruption assessment in the survey, although they are part of the justice system. Sometimes ordinary people (court users and potential court users) may not distinguish between court staff and other court stakeholders. That could undermine the deliberate measures that the court takes to fight corruption.

To gauge the impact of the measures that the court has taken since 2015 to fight corruption, future interventions should assess the entire composition of the judicial staff.

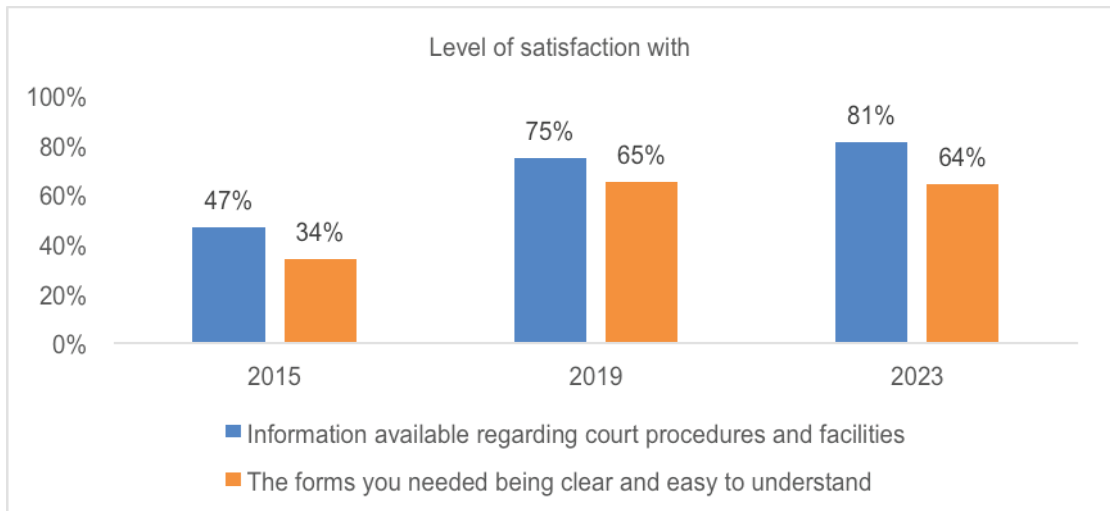
10. ACCESSIBILITY AND USEFULNESS OF THE INFORMATION TO USERS

Court clients were asked to rate their satisfaction with the availability of information regarding court procedures and facilities as well as the clarity and ease of forms they needed.

In general, court clients expressed higher levels of satisfaction with the availability of information regarding court procedures and facilities in 2023 compared to 2019. The majority of court clients (81%) in 2023 were satisfied with the availability of information regarding court procedures and facilities (30% fairly satisfied and 51% very satisfied) compared to 75% of clients who expressed similar sentiments in 2019 (31% fairly satisfied and 44% very satisfied).

On the other hand, the proportion of court clients who were satisfied with the clarity and ease of understanding court forms was about the same in 2023 (64%) as in 2019 (65%).

Figure 53. Availability and usefulness of court information



Respondents were asked: Let's talk a bit about information provided by the court to its users. Overall how satisfied or dissatisfied are you with?

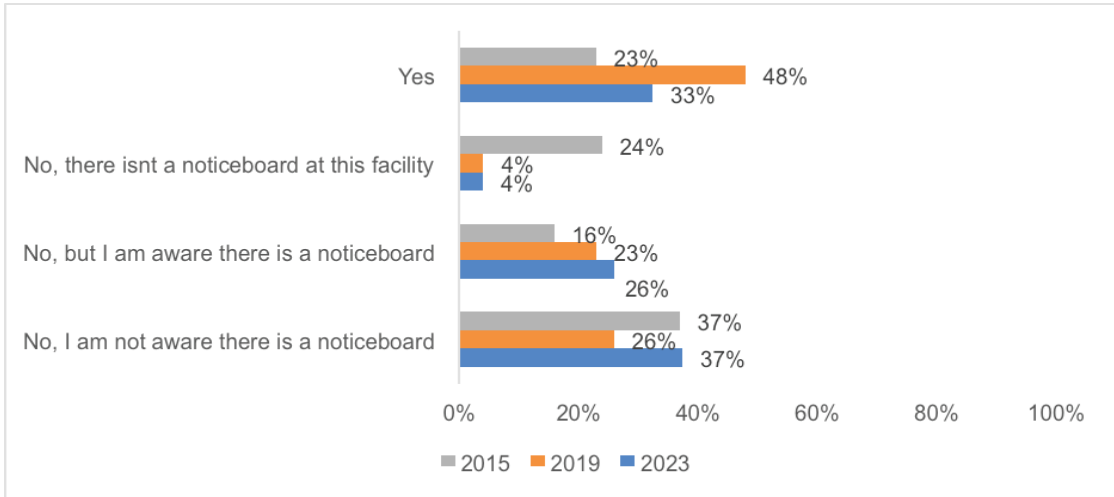
Presence and usefulness of noticeboards

10.1 The extent to which court clients make use of court noticeboards.

The clients were asked whether they had seen and/or read what was on court noticeboards at any time during their visits. The proportion of clients who had seen and/or read what was on the court noticeboard has declined from 48% in 2019 to 33% in 2023.

The remaining 67% of the clients had not seen or read what was on the noticeboard for various reasons including the absence of a noticeboard (4%), they were unaware of its presence (37%), and 26% did not read despite being aware of its presence. Possibly also the decrease in the number of those who have not visited and/or read the noticeboard is because of recent development in getting information through mobile phones. The figure below provides information on use of noticeboards in the court compounds.

Figure 54. Information provided on the court noticeboard.



Respondents were asked: Have you, at any time during your visit(s) to the court, seen/read the information provided on the court noticeboard(s)?

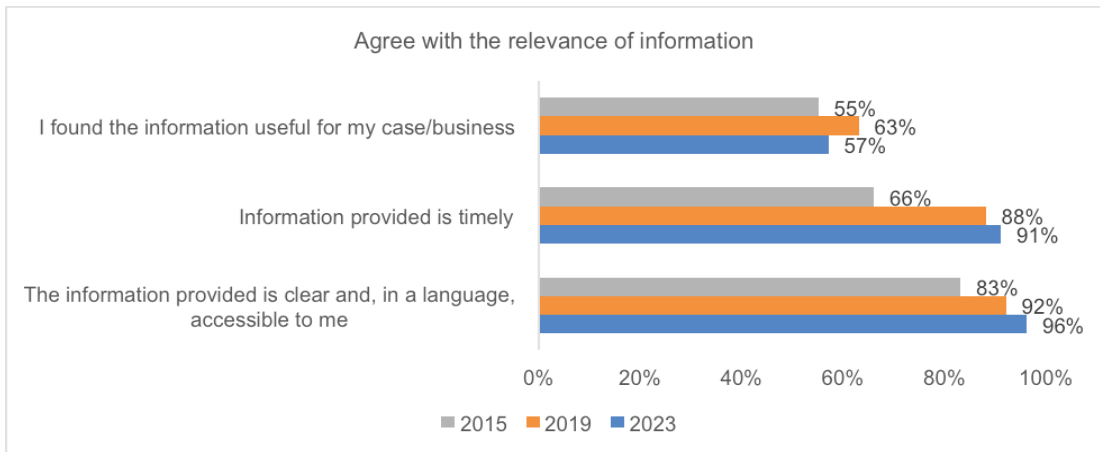
10.2 Court user's rating of the usefulness of court noticeboards

The court users who had read the information on noticeboards were again asked to rate the usefulness of the information along three dimensions: accessibility and clarity of the language used, timeliness of the information and whether they found the information posted to be relevant to their case/business.

Most court clients who read what was on the noticeboard said the language used to was clear and accessible, and that the information provided was timely. 96% of court clients in 2023 indicate that the information on the noticeboards is accessible and the language is clear compared to 92% who had the same view back in 2019.

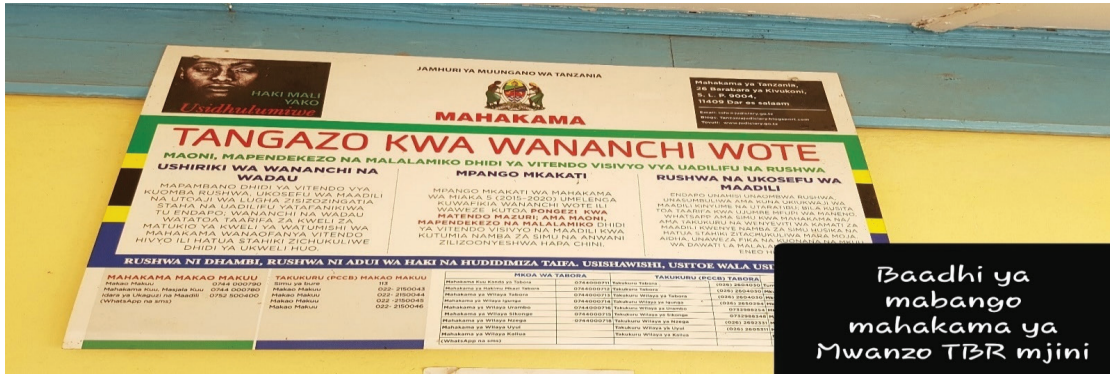
In addition, 91% of court clients in 2023, agreed that the information posted was timely compared to 88% in 2019. However, usefulness to own case/business received the lowest ranking in both rounds, in 2019 was rated 63% and 57% in 2023.

Figure 55. Usefulness of the court the information provided on the noticeboards.



Respondents were asked: If you have read the information provided on the noticeboards at the court, please tell us whether you agree or disagree with the following aspects concerning the information provided on them.

2019. Billboard in Tabora urban primary Court

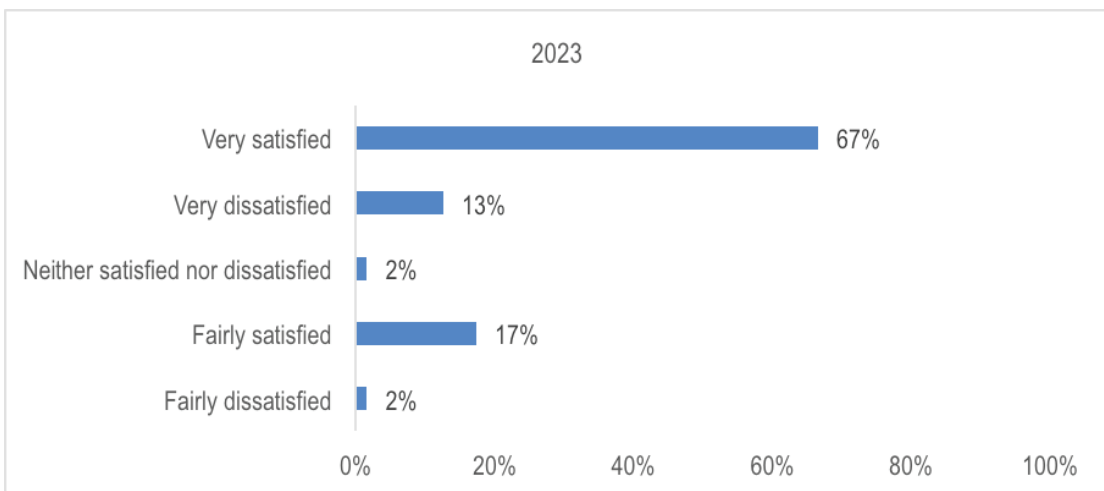


Usage and user rating of the usefulness of the court mobile numbers

10.3 Number usage and awareness

The judiciary has strategically positioned outdoor advertisements in some government offices which display mobile numbers that can be used to report or advise the judiciary on issues related to violation of country rules and regulations. When asked if, at any point, they used the call centre service available at the court, only 18% of the clients were aware of such a facility out of which 14% accessed it. Most clients (84%) who used the call centre facility said they are satisfied with the service (67% are very satisfied, and 17% are fairly satisfied)

Figure 56. Satisfaction with the use of call centre service

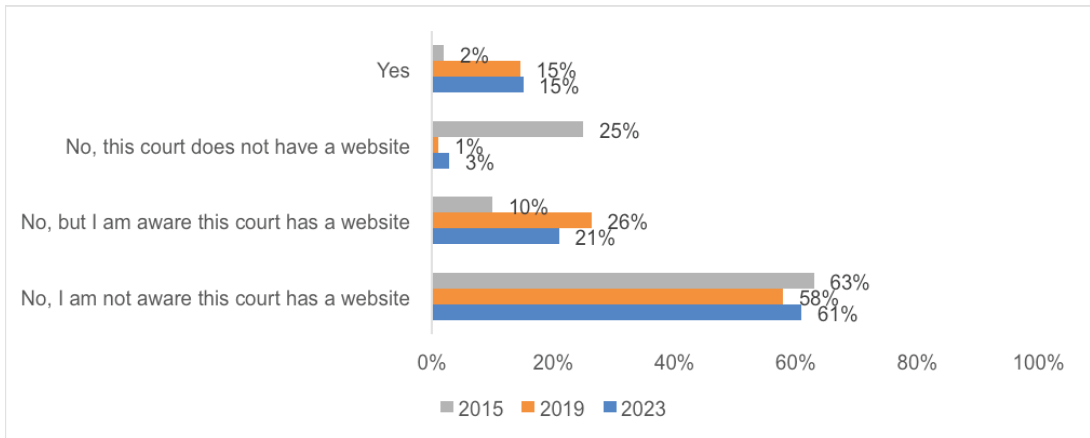


Respondents were asked: If you Have used the Call Centre Service, how satisfied are you with this service?

10.4 Usage and user rating of usefulness of the court website

Court users were asked whether they visited the court website at any time during 12 months before the survey date. The proportion of respondents (15%) who visited the court's website remained unchanged in both 2019 and 2023. Most court users (61%) didn't visit the website because they didn't know the court had one, while the other 21% didn't visit the website despite their knowledge of its existence.

Figure 57. Usage of court website by court clients



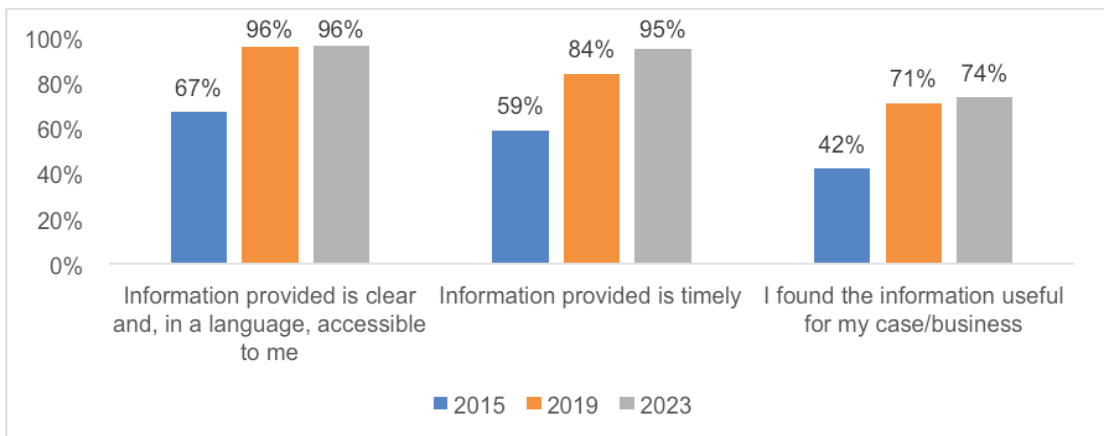
Respondents were asked: Have you, at any time during the last year, visited the court website to access information provided by this court (s)?

The limited use of the website despite knowledge that it exists may also be accounted for by many citizens having no access to internet facility, either because they don't have smart phones or even when they have, purchasing airtime for that facility may also be a challenge particularly for low-income segment of the population.

10.5 Court user's rating of the usefulness of the court website

The survey assessed the usage of information found on the court's website and its usefulness to court clients. Those who accessed the court's website were asked to give their opinions regarding the clarity of information and language used, the timeliness of the information, and its usefulness to their own business/case. Overall, most users agreed that the information on the court's website was useful, clear, and is presented in a language that was accessible. The number of court users who said the information on the website is clear and the language is accessible remained unchanged (96%) for both survey rounds of 2019 and 2023. Timeliness of the information received the highest changes in positive reviews from 84% in 2019 to 95% in 2023. A smaller positive change in the proportion of those who found the information useful to their own business/case was observed from 71% in 2019 to 74% in 2023.

Figure 58. Respondents who agree with the website aspects of information



Respondents were asked: If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided.

10.6 Staff's view on the usefulness of the website

When asked whether they have visited the court website, findings indicate that the proportion of staff who visit the court's website rose from 48% in 2019 to 65% in 2023. This improvement is observed across all levels of the judiciary system. For instance, the rate of website visits amongst primary court officials is 53% in 2023 up from 36% in 2019. Similarly, the rate of website visits among District court officials went up from 45% in 2019 to 67% in 2023; while that of High court staff jumped from 60% to 77% in the respective years. Evidently, website visits are more common among High and district court staff than in primary courts.

Table 16. Uses of court website by court staff

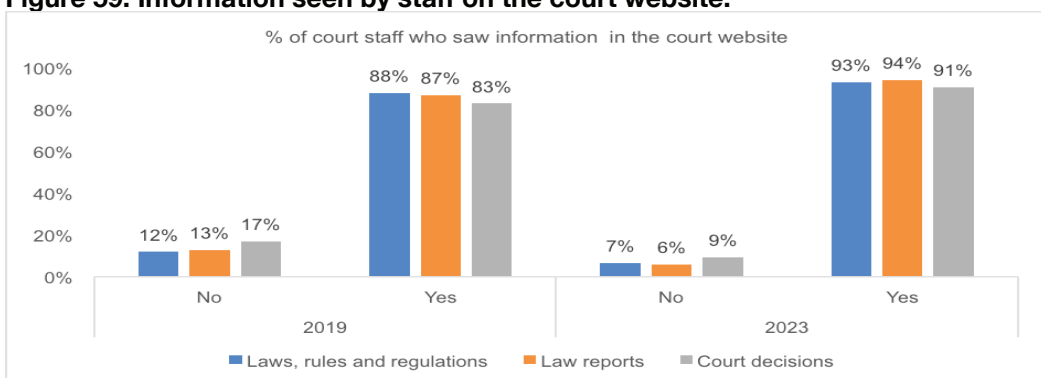
| | 2019 | 2023 |
|---|------|------|
| Head Quarter of the Judiciary | | 100% |
| Court of Appeal | 63% | 50% |
| High Court Commercial Division | 75% | 63% |
| High Court Corruption and Economic Crime Division | 75% | 57% |
| High Court Labour Division | 71% | 57% |
| High Court Land Division | 70% | 63% |
| High Court Mediation Centre | 57% | 100% |
| High Court Main Registry | 70% | 86% |
| High Court Zone | 57% | 79% |
| Integrated Justice Centres (ICJs) | | 96% |
| Court of Resident Magistrate | 59% | 68% |
| District Court | 45% | 67% |
| Primary Court | 36% | 53% |
| TOTAL | 48% | 65% |

Respondents were asked: Have you ever visited the court's website?

10.7 The information available on the website

The survey selected a few pieces of information and enquired whether they were accessed by court staff during their visits to the website. Therefore, court staff were asked if during their visits they happened to see information on laws, rules and regulations, law reports and court decisions. Almost all staff who visited the court's website saw information on all three categories. In fact, it appears that all three categories are probably more visible or accessible in 2023 than they were in 2019. This is evident from an additional 5% of the staff who saw information on laws, rules, and regulations on the court's website in 2023 compared to 2019, and another additional 7% who found law reports and court decisions posted on the website.

Figure 59. Information seen by staff on the court website.

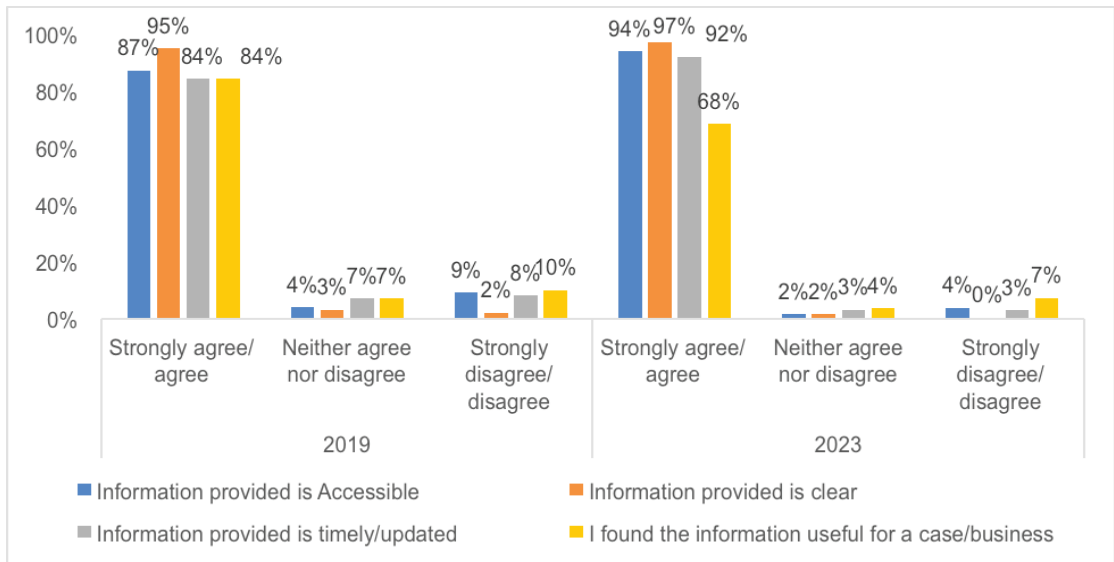


Respondents were asked: Whether you have seen information on laws, rules and regulations, law reports and court decisions on the website?

10.8 Staff rating on the usefulness of the court website.

In understanding how useful the court website is, court staff who accessed information from it in the last 12 months, prior to the date of the interview, were asked to rate the usefulness of the website along the dimensions of, accessibility, clarity of the language used, timeliness of information, and whether they found the information posted relevant to the business they were handling. Clearly, almost all staff had positive reviews towards information available on the court’s website, in terms of accessibility, timeliness and clarity. With regards to being useful, 68% of staff found information on the court’s website useful to their business they were handling. However, this represents a drop from 84% of staff with the same view back in 2019.

Figure 60. Usefulness of court website to court staff

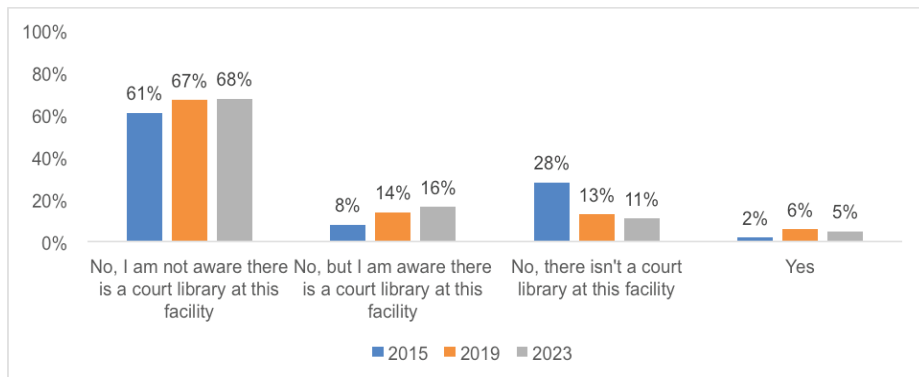


Respondents were asked: If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided.

10.9 Court library services

Court users were asked whether at any time during their visit(s) to the court, in the last 12 months, they used the court library. The proportion of library users was almost the same in 2023 (5%) as in 2019 (6%). Most clients (68%) are unaware if the court has a library, 11% claim there is none, and 16% did not use the library despite their knowledge of its presence.

Figure 61. Availability of the court library to users



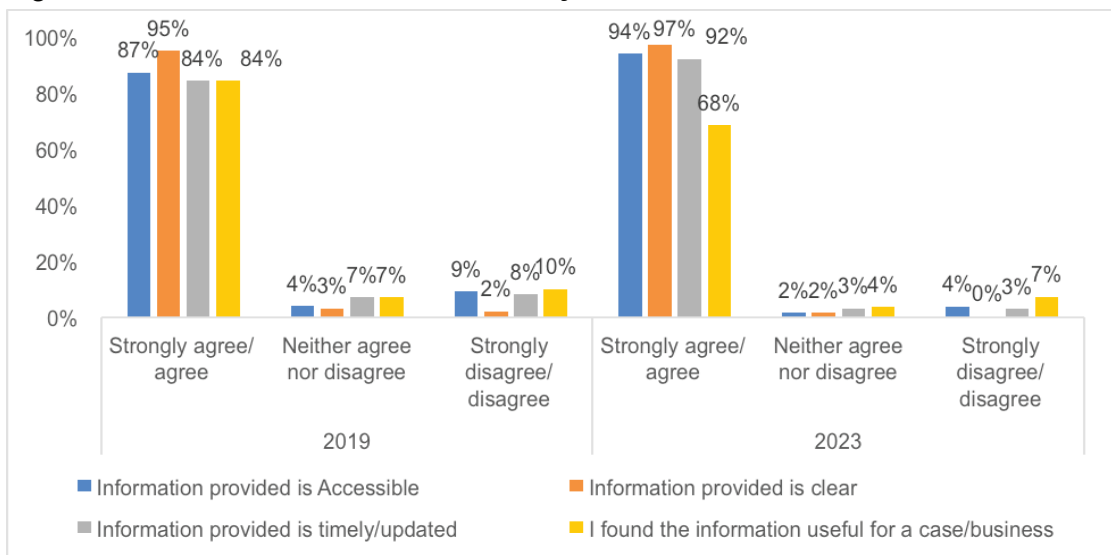
Respondents were asked: Have you, at any time during your visit(s) to the court in the last 12 months made use of the court library?

10.10 Court user's rating of usefulness of court library

The survey wanted to understand how useful the court library was for those who accessed information from it in terms of availability of information/document needed, professionalism and courtesy for court staff, the suitability of opening time and sufficient and suitable space to sit and read.

Overall, the court library services received positive reviews in both the 2019 and 2023 survey rounds. More clients seem happy with the services in 2023 compared to 2019, especially regarding information availability, professionalism and courtesy of court staff, sufficiency, and suitability of reading space. About 84% of respondents said the information they needed was always available in the library, and 88% said court staff always act professional and courteous, compared to 69% and 83% of respective responses in 2019.

Figure 62. The usefulness of the court library to court users



Respondents were asked: Do you agree or disagree with the following in the court library?

One of the Court Library facilities



11. COURT ENVIRONMENT AND FACILITIES

11.1 Court Building Materials

The conditions of court building infrastructures, supporting facilities and general environment play a key role in facilitating staff performance and user satisfaction. This section assesses the quality of court buildings, ICT facilities, and other supporting technologies. The assessment also looks at how the work environment enables court staff to provide quality service, and if indeed users are satisfied with the outcomes. The findings of this part have also used qualitative information obtained from the in-depth interviews (IDI). Generally, we see acknowledgement that improvements have been made by judiciary in court environments and facilities. We are also noted some challenges here and there suggesting for more improvement on court infrastructures including buildings and online systems.

Respondent was asked: Whether there is any **improvement in infrastructure in court facilities,**

2023: Court of Appeal

"More effort has been done to build new facilities, but also old facilities have been rehabilitated. More importantly, there has been the construction of Integrated Justice Centres (IJC) in different regions for easier monitoring of cases".

"A number of systems have been established to make sure cases are handled smoothly and on time, the court has put in place facilities that simplify its operations and speed up service to all people that use or seek to use court services, these include but not limited to e-offices, JSDS, JOPRAS, and Video Conferences".

"There have been constructions of new and renovation of judiciary registry buildings in IJCs, district and primary courts all over the country. Some new registry/renovated registry buildings are already finished and are in use and some are undergoing construction/renovations".

2023: HC-Main Registry

"There have been constructions of new and renovation of judiciary registry buildings in IJCs, district and primary courts all over the country. Some new registry/renovated registry buildings are already finished and are in use and some are undergoing construction/renovations".

"In my experience, there has been a revolution of ICT in the judiciary of Tanzania. We have changed from analogue to digital. This has improved registry activities by increasing transparency and efficiency. Currently, cases are registered online for clients and non-clients use. Now I am proud of being a judiciary staff".

2023: High court-mediation centre

"In fact, together with the newly constructed and renovated buildings, the system that I enjoy the most is the IT System that collect statistics during the case. In previous years we used to compile these manually, and the accuracy was somehow low. It is now very clear that with the use of this IT system our leaders no longer have to call to ask for statistics, they simply log into the system and retrieve the information they need. And it is through this system the supervisors can see if a centre is overloaded with cases, which helps them to make necessary decisions on reallocation of staff and resources".

2019: Court headquarters (Unit of information technology and communication)

"There has been the construction of new high court buildings across the country, for example recently there has been a construction of high court buildings in Kigoma, Mara, Shinyanga and Mbeya as well as some district courts and primary courts. There have been repairs and construction of toilets in various regional, district and primary courts. The waiting areas for recipients in the courts have been improved and have a positive impact on the needs of citizens, especially in regional and district courts. Most courts in the country use electricity connected to the national grid and are also connected to tap water".

"Currently, the court is considering constructing best toilets for every court building. Similarly, the construction of new toilets will cater for special needs groups - the disabled and the elderly; however, all the major refurbished buildings are being repaired in the same way to accommodate those groups with special needs."

Longitudinally, the findings show significant improvement in the quality of court buildings over the past eight years. The court buildings that were surveyed in 2023 used materials of higher quality in the construction of floor and roofing as compared to the 2019 and 2015 surveys.

The use of concrete/cement floor has declined over time as tiles have become more popular floor materials. Court buildings with concrete/cement floors dropped from 98% in 2015 to 61% in 2019 and finally to 57% in 2023. On the other hand, court buildings with tile floors went from non-existent (0%) in 2015, to 37% in 2019 before increasing to 41% in 2023.

Notwithstanding about 82% of the court buildings visited in 2023 are made of concrete/cement walls, a decrease from 89% in 2019. This decrease is reflected by an increase in the use of burnt bricks for wall materials in 16% of buildings in 2023 compared to 8% recorded in 2019. Moreover, about 87% of the court buildings surveyed in 2023 had on metal sheets compared to 82% of the buildings in 2019.

2023: Shinyanga High Court



Table 17. Court Building Materials

| | | 2015 | 2019 | 2023 |
|---|------------------|------|------|------|
| Construction material used in the floor | Concrete/cement | 98% | 61% | 57% |
| | Timber | 2% | 2% | 1% |
| | Tiles | 0% | 37% | 41% |
| | Earth | 0% | 0% | 1% |
| Construction material used in the wall | Concrete/cement, | 83% | 89% | 82% |
| | Burnt bricks, | 11% | 8% | 16% |
| | Mud bricks | 5% | 2% | 2% |
| | Timber | 1% | 2% | 0% |
| Construction material used in the roof | Metal sheets | 80% | 82% | 87% |
| | Tiles/concrete | 20% | 18% | 13% |

2023. Gonja Primary Court buildings



When speaking with judiciary staff, they clearly explained that the court gives great priority to the provision of services in a friendly, high-quality, and acceptable environment. These services include setting up modern infrastructure and technology that facilitate the provision of better and more timely services to all court users. Also, the infrastructure has been set up to enable the courts to provide better services to all people, including those with special who needs.

The respondent was asked: Whether there is any improvement in infrastructure in court facilities,

2023 FGD Sumbawanga High Court

“The world of today is constantly evolving with new upgrades of technology, and the state of our institutions' infrastructure cannot keep up. For instance, courts are utilizing some of the new technologies, but we face a challenge because the current facilities do not offer a welcoming atmosphere. When the system is down or the internet speed is slow, it can take a while to view or upload a document. For instance, we have the Judiciary Statistical Dashboard System (JSDS), a web application platform for Case Registration & Administration, which is used to keep and manage both civil and criminal case records and file cases online through an electronic case filing system. The Judiciary has integrated the 'Mfumo wa Ulipaji Serikalini (MUSE)' a government digital payment system for all government expenditure transactions, TANZLII, which is used to upload judgments into the system, Primary Court Tz, which is used to register court cases in primary courts, GMAP, which registers all court infrastructure buildings, and E-office, which helps with internal communication both within and between courts”.

2019: Court headquarters (Unit of administration and inspection)

“There have been national wide construction and maintenance of court buildings at all levels. We recognise the status of court buildings on all levels, those in poor condition are replaced with new ones and or renovated. Where there are no buildings, we construct the High Courts such as in of Mbeya, Musoma and Sumbawanga. In building and renovating court buildings at all levels we take into consideration the essentials such as modern toilets and upgrades of old toilets, the construction of better waiting areas and adequate seating. We also ensure that all buildings are connected to the national electricity grid or other sources of electricity like solar electricity and generators. We also work to make water available, even when there is a water challenge, we normally dig wells and set up tanks for rainwater harvesting”



2019: Waiting area Mbeya Urban Primary Court



2023: Waiting area IJC Morogoro



2019: Waiting area for S/wanga DC



2023: Waiting area Tanga Zonal Cour



2023: Waiting area Ukerewe District Court



2023: Waiting area Kishapu Primary Court

11.2 Water facility for court premises

To assess the quality of water services in the court premises, the survey looked at the main sources of water used in court premises and compared that with what was reported in the 2019 follow-up survey.

The use of piped water found from a source inside the court premise decreased by 13% from 72% in 2019 to 59% in 2023. However, the use of other sources such as piped water outside the court premise, public tap, and outside/ public well has slightly increased. About 3% of court facilities visited use water from wells within the premise compared to 2% in 2019 and no court facility was found to use rainwater. The use of water vendors remains the same (2%) in 2019 and 2023 rounds of surveys.

Table 18. Court's main source of water

| | 2015 | 2019 | 2023 |
|--------------------------------|------|------|------|
| Piped water inside | 37% | 72% | 59% |
| Piped water outside | 24% | 18% | 20% |
| Public tap | 10% | 2% | 9% |
| Well water within the premise, | 0% | 2% | 3% |
| Outside/ public well | 7% | 2% | 4% |
| Rainwater | 2% | 0% | 0% |
| Water vendors | 11% | 2% | 2% |
| Other | 9% | 2% | 1% |

The decrease in the proportion of courts with piped water inside and the increase in well water and water sources outside the premise is likely due to construction of new facilities, most of which are in rural areas where water sources are mainly from wells.

11.3 Electricity connections in the court building

Electricity is still the main source of lighting in court facilities, with 99% of courts are connected to the national grid representing a 2% increase from 97% in 2019. However, 1% indicated they have no source of lighting, a marginal reduction from 2% recorded in 2019 survey.

Table 19. Court's main source of lightning

| | 2015 | 2019 | 2023 |
|---------------------------|------|------|------|
| Electricity-national grid | 77% | 97% | 99% |
| Solar | 1% | 1% | 0% |
| None | 23% | 2% | 1% |
| Total | 100% | 100% | 100% |

User rating of the friendliness of the court environment

11.4 Toilet in the facility

The use of quality toilets remains among the central area that the judiciary of Tanzania aims to improve. Together with the improvement in other provisions, the court facilities visited in the 2023 survey showed a huge improvement in availability of pit latrines and less improvement in flush/improved toilets. In 2023, among the court facilities visited the use of pit latrines increased from 8% in 2019 to 28% in 2023. On the flip side, the use of flush/improved toilets decreased by 11% from 91% in 2019 to 80% in 2023. Though the use/construction of flush/improved toilets has decreased, qualitatively this has taken care of the availability of water as the same case of the increase of pit latrines which do not necessarily need flowing water.

However, the newly constructed buildings and toilets have taken care of people with special needs/disabled people as indicated in qualitative interviews and observations, particularly in the Integrated Justice Centres.

Table 20. Kind of the toilet in the facility

| | 2015 | 2019 | 2023 |
|------------------------------|------|------|------|
| Flush toilet/improved toilet | 66% | 91% | 80% |
| Pit latrine | 29% | 8% | 20% |
| Others | 5% | 1% | 1% |
| Total | 100 | 100 | 100% |



Court toilet in the facilities
2019: Ukonga Primary Court Toilet



2023: Musoma Urban Primary Court Toilet



2019: Kariakoo Primary Court Toilet



2023: Karatu District Court Toilet

The findings from in-depth interviews (IDI) and Focus Group Discussion (FGD) show mixed results on the presence of infrastructures that accommodates people with special needs.

Respondent was asked: To give their opinion about the improvement of court Infrastructure, especially toilets, the respondent to in-depth and focus group discussions had mixed information.

2023: IDI High court-mediation centre.

“The infrastructure in all levels from the lower to the higher courts has improved significantly compared to previous years. Many infrastructures in previous years were in poor condition and did not cater for people with special needs. Today the environment is somehow better for all clients including those with special needs. However, a lot of infrastructure development is still needed in many courts. Despite the recent infrastructure developments made at all court levels, the judiciary of Tanzania has to continue improving all facilities- from the availability of work equipment, and buildings that consider people with special needs.”

2023: FGD Sumbawanga High Court

“The people with special needs may find it difficult especially for the courtrooms located on the first floor. Indeed, the rooms located on the first floor are extremely difficult for persons with special needs to access because there are only staircases for them to get to higher floors. But court staff unanimously agreed that for cases involving people with special needs, judges should use the ground floor for proceedings”.

2023: Arusha High Court

“The court environment is friendly towards people with disabilities. The new buildings have stare cases and elevators. Some of the staff have received specialized training on how to attend to the needs of people with disability. For instance, we use interpreters who specialise in sign language to aid those with hearing disabilities during court proceedings”.

2023: Court of Resident Magistrate Tanga

“The court environment is not friendly towards people with disabilities because the buildings were constructed long time ago, and they did not consider people with special needs. For example, the buildings do not have ramps meaning disabled people have to be carried. We also do not have sign language experts to assist those with hearing impairment. However, in case we receive a case for a person with this disability we hire signs language experts”.

2019: IDI Court of Appeal (Estate development and management unit)

“For every new building constructed, there should be stairs or paths for people with special needs/disabled people, as well as their toilets. This helps to reduce hardships for court staff in the entire process of giving services to this kind of client.”

“The existence of old buildings and infrastructure hinder efficient implementation and administration of the court services. Most of the buildings do not have enough public toilets or toilets for the people with special needs.”.

11.5 Satisfaction with the court environment and facilities

Most court users (75%) said they are satisfied/very satisfied with the availability of a conducive waiting areas. This is a 24% increase from about 51% of users who said they were satisfied/very satisfied in 2019. Only 1% of users said a waiting area was not available to their courts.

More court users (84%) are satisfied with cleanliness of court public areas (excluding toilets) in 2023 compared to 68% with the same views in 2019. Across the board, however, only a very small proportion of respondents demonstrate the highest level of satisfaction (are very satisfied) with indicators of the quality of the court environment.

A smaller proportion of court users (56%) are satisfied with the availability of facilities that take into account the specific needs of users. However, this number is higher than 32% of users who held the same views back in 2019. On the contrary, the proportion of users who are very dissatisfied/ dissatisfied with such facilities dropped from 40% in 2019 to 19% in 2023. Again, about 11% of courts are reported to have no facilities that consider the specific needs of users in 2023, down from 15% in 2019.

More than half of court users (58%) in 2023 are satisfied/very satisfied with the availability of space for private discussion as compared to 38% in 2019. This is mirrored by the drop in proportion of those who are dissatisfied, by half, from 36% in 2019 to 17% in 2023.

Though the level of satisfaction with the cleanliness of the public toilets has gone up, some users are still not satisfied. In 2023, close to two thirds (64%) of court users expressed being very satisfied/satisfied with the cleanliness of the public toilets compared to 48% in 2019. However, about 21% of users in 2023 and 31% in 2019 said were very dissatisfied/dissatisfied with toilet cleanliness. Besides the increase in toilet cleanliness in court facilities in 2023, users also noted a decrease in the critical absence of cafeteria/restaurant facilities in a convenient location within court premises by 49% in 2023 as compared to 68% in 2019.

Table 21. Satisfaction with the court environment

| | Dissatisfied | | | Satisfied | | | Service is not available | | |
|---|--------------|------|------|-----------|------|------|--------------------------|------|------|
| | 2015 | 2019 | 2023 | 2015 | 2019 | 2023 | 2015 | 2019 | 2023 |
| Availability of conducive waiting areas | 42% | 41% | 22% | 43% | 51% | 75% | 2% | 2% | 1% |
| Cleanliness of public areas (excluding the toilets) | 25% | 24% | 13% | 63% | 68% | 84% | 0% | 0% | 0% |
| Facilities that consider any particular needs that you may have | 48% | 40% | 19% | 29% | 32% | 56% | 5% | 15% | 11% |
| Availability of space to hold private discussions | 41% | 36% | 17% | 28% | 38% | 58% | 15% | 11% | 9% |
| Cleanliness of the public toilets | 53% | 31% | 21% | 22% | 48% | 64% | 15% | 1% | 1% |
| Refreshments available at the restaurant/cafeteria within the premise | 46% | 14% | 6% | 14% | 16% | 29% | 32% | 68% | 49% |

11.6 Special needs facilities

Users were asked to rate their level of satisfaction with regards to the availability of facilities that supports users with special needs including toilets for the disabled, building structures that support disabled & elderly people as well as buildings that support juvenile cases in the 2023 follow-up survey.

2023: Toilet for users with special needs 2023



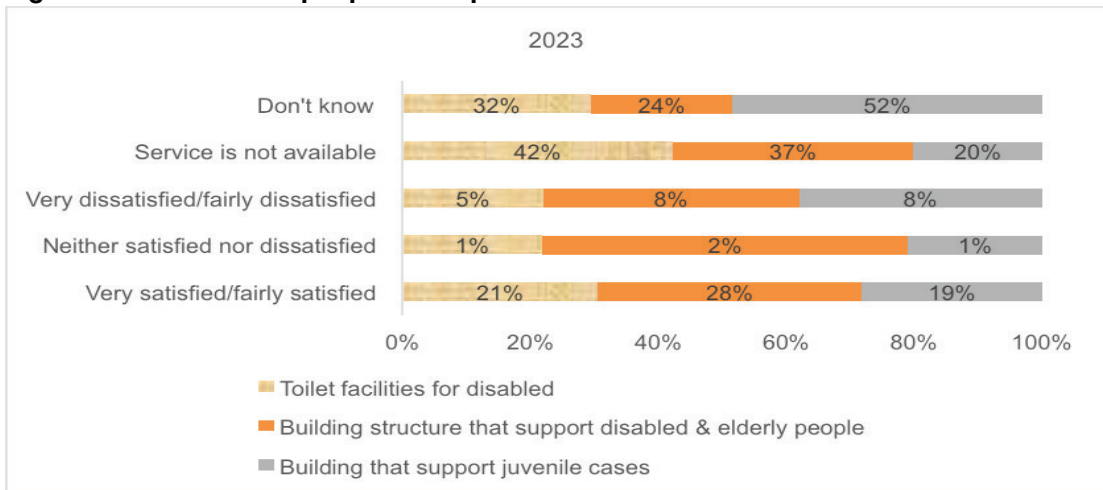
The survey wanted to know the status of toilet use for different groups of people regardless of whether court building is new or not. Less than half (42%) of users in 2023 said toilet facilities for the disabled were not available, similarly, 37% say that buildings and structures that support disabled & older people were not available, while 52% say they didn't know whether buildings that support juvenile cases were available. It is only between 19% to 28% of court users who are satisfied with the special needs' facilities. Generally, there has been a huge improvement in all facilities needed by users with special needs in 2023 as compared to 2019.

Furthermore, the qualitative findings indicated that some old buildings are not user-friendly to people with special needs, though some of them have toilets for the disabled on the ground floor. However, every newly constructed building has stairs and paths for people with special needs/disabled people, as well as their toilets, see the qualitative boxes.

Children in conflict with the law



Figure 63. Facilities for people with special needs



Respondents were asked: Thinking about the court environment and facilities for the group with special needs here today, overall, how satisfied, or dissatisfied are you with the following?

Based on the focus group discussion (FGD) with the court staff, the findings showed mixed information on the presence of infrastructures that accommodate people with special needs.

2023: High Court Zone-Kagera

“The court environment does accommodate people with special needs to access court services by providing ramps, inclusive toilets and sign language interpreter”.

2019: Mbeya High Court FGD

“Existing buildings are not friendly to people with special needs. The disabled must use the ground floors of the building because there are no elevators to take them upstairs or other ways to allow them to use their bicycles.”

2019: Nkasi district court

“We have made great effort to build stairs and toilets, but there are no buildings that cater for people with special needs. The court building has been leased and we cannot make any major renovations. However, we have renovated toilets, painted one room, and installed a water system”

12 EMERGING PRIORITIES FOR COURT SERVICES

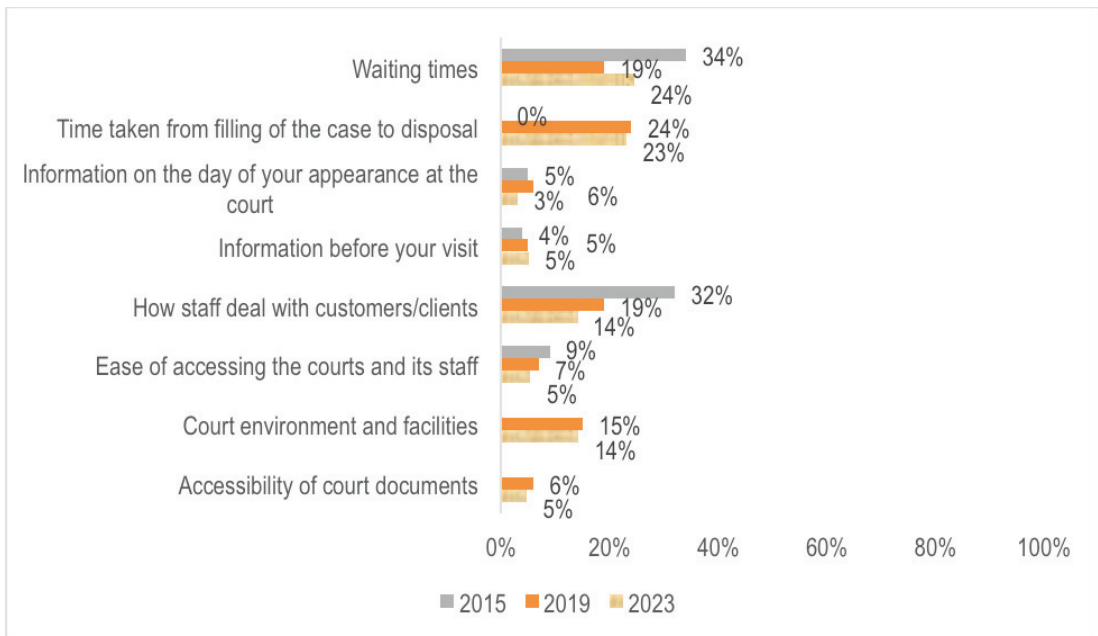
12.1 Court users' priorities in accessing court services.

Court users were asked to rank in the order of overall importance what they considered as priorities in accessing court services. These were their responses in the order of priority: the most important was waiting times; followed by how staff deal with customers/clients; and thirdly, the court environment and facilities. “Waiting times” have improved, by 15 percentage points in comparison to the survey in 2015, and there is a 13-percentage point improvement in “how staff deal with customers/clients” when compared to 2015. “Time taken from filing of the case to disposal” as well as “accessibility of court documents” have no comparison because they were not included in the 2015 survey, however, “time taken from filing of the case to disposal” is considered the most important service received by court users in 2019. The ranking of the importance of priorities when accessing other court services is illustrated in Figure below.

In 2023 court users were asked to rank in the order of overall importance what they considered as priorities in their accessing court services. These were their responses in the order of priority: the most important was waiting times; followed by the time taken from filing of the case to disposal and thirdly how staff deal with customers/clients.

The “waiting times” have worsened, by 5 percentage points in comparison to the survey in 2019, and there is a 5-percentage point improvement in “how staff deal with customers/clients” when compared to 2019. “Time is taken from filing of the case to disposal” as well as “accessibility of court documents” have improved by 1% respectively as compared to 2019. However, “waiting times” is considered the most important service received by court users in 2023. The ranking of the importance of priorities of accessing other court services is illustrated in Figure below.

Figure 64. Court users' priorities in accessing court services.



Respondents were asked: Overall, which one or two of these are the most important to you regarding the services you received from the court?

12.2 Impact assessment of simplified laws/rules of procedure

The Judiciary of Tanzania usually makes changes to various laws when the court sees fit to improve the services, they provide to court users. In 2021, the Court made improvements to the law in the following areas.

- Criminal Procedure (Plea Bargain Agreement) Rules, 2021, GN. No. 180 of 2021, which provides a procedure for a Plea Bargain Agreement
- The Judicature and Application of Laws (Criminal Appeals and Revisions in Proceedings originating from Primary Courts Rules, 2021 GN No. 390 of 2021, which provides a procedure for determining appeals and revisions originating from primary court
- The Judicature and Application of Laws (Remote Proceedings and Electronic Recording) Rules, 2021 GN. No. 637 of 2021, which provides a procedure for trial to be conducted through audio and video conferencing,
- The Civil Procedure (Amendments of the First Schedule) Rules, 2021. GN. No. 760 of 2021, which provides a procedure for evidence to be given by a witness statement and
- The Interpretation of Laws (Use of English Language in Courts) (Circumstances and Conditions) that provides circumstances in which proceedings may be conducted in Swahili or English language.

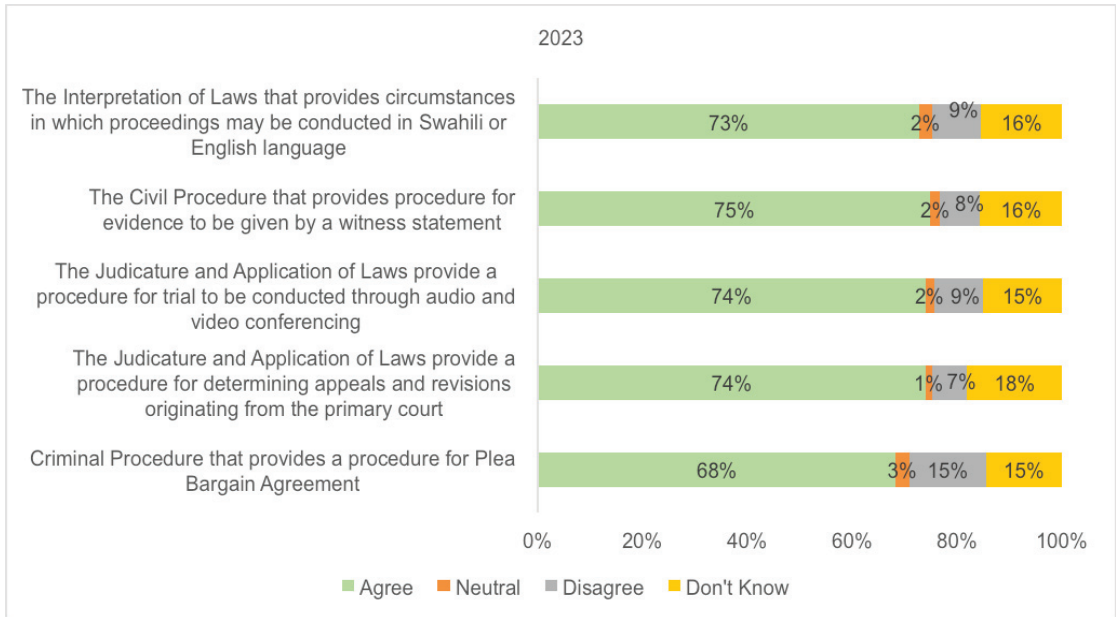
To monitor the changes, the Judiciary wanted to get opinions from court stakeholders, advocates, state attorneys, prisons, magistrates, judges and record management officers who frequently use these services.

Three main areas of assessment were the applicability of each Law/Rule amended in courts, secondly, how these amended laws/rules have contributed to expediting and accelerating the disposition of cases and reduction of backlog in our courts and finally, how satisfied, or dissatisfied are they with the applicability of amended laws.

12.3 Applicability of simplified laws/rules in the disposition of cases

When law professionals were asked about the applicability of simplified laws/rules, about seven in ten agree that the simplified laws/rules are relevant in expediting and accelerating the disposition of cases in courts. Looking at a specific law/rule, about 75% agreed on the applicability of simplified Civil Procedure that provides a procedure for evidence to be given by a witness statement in expediting and accelerating the disposition of cases in courts, and 74% of them said, the Judicature and application of laws which provide a procedure for trial to be conducted through audio and video conferencing are applicable in expediting and accelerating the disposition of cases in courts. However, the same majority, 74% said that the Judicature and application of laws that provide a procedure for determining appeals and revisions originating from the primary court are applicable as well. Notwithstanding, about 73% gave approval on the applicability of the interpretation of laws that provides circumstances in which proceedings may be conducted in Swahili or English language while 68% support that criminal procedure that provides a procedure for a Plea Bargain Agreement is also applicable in expedite and accelerate the disposition of cases in courts.

Figure 65. The applicability of amendment/enactment of laws and rules

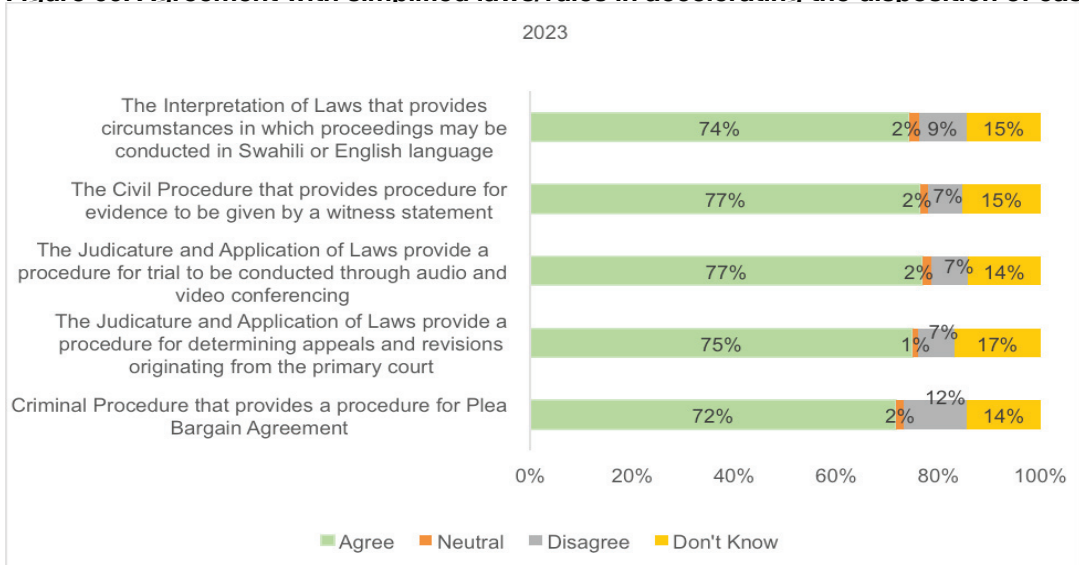


Respondents were asked: To what extent do you agree with the applicability of each of the amendment/enactment of laws and rules in our courts?

12.4 Contribution of simplified laws/rules in the disposition of cases

The survey wanted to understand the contribution of simplified laws/rules in expediting and accelerating the disposition of cases and reduction of backlog in our courts. Overall, the respondents were positive. Over 70% of all respondents interviewed agreed that all five simplified laws/rules contribute positively towards expediting and accelerating the disposition of cases and reduction of backlog in our courts. See figure below.

Figure 66. Agreement with simplified laws/rules in accelerating the disposition of cases.

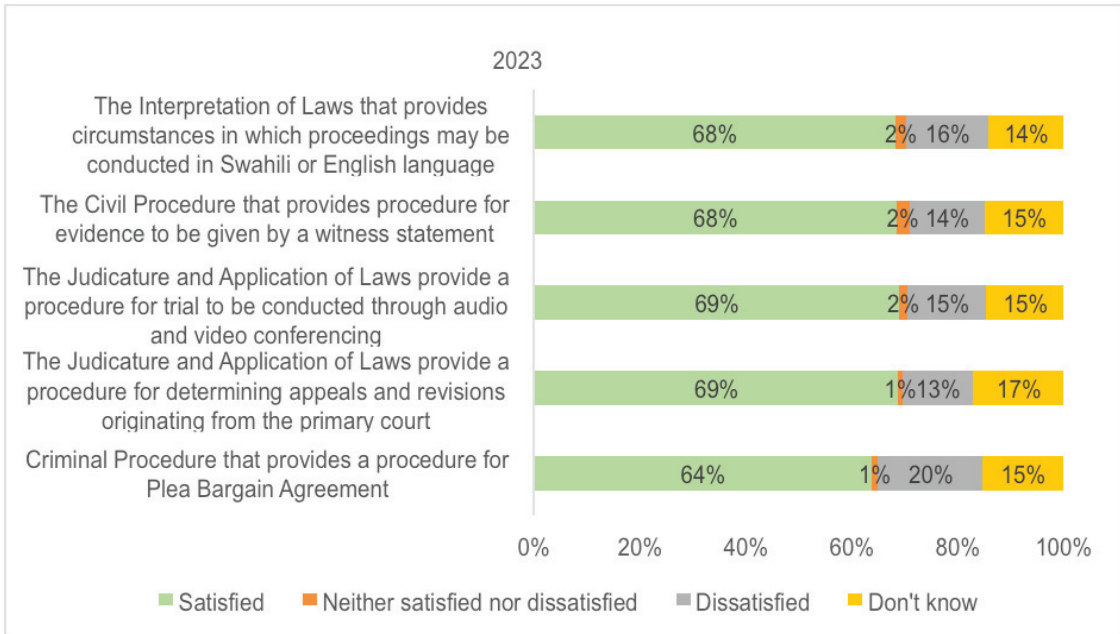


Respondents were asked: Do you agree or disagree with the statement that the following laws/rules have contributed to expedite and accelerate the disposition of cases and reduction of backlog in our courts.

12.5 Satisfaction with the applicability of simplified laws/rules

The survey wanted to know the satisfaction of respondents with the simplified laws/rules in expediting and accelerating the disposition of cases and reduction of backlog in our courts. Indeed, small majority were satisfied across all five amended laws/rules evaluated. As indicated in the figure below, more than 60% of respondents are satisfied that the simplified laws/rules support in expediting and accelerating the disposition of cases and reduction of backlog in our courts.

Figure 67. Level of satisfaction with the applicability of simplified laws/rules



Respondents were asked: How satisfied are you with the applicability of any of the following laws/rules?

The FGD Respondents were asked: Are there any challenges experienced during the application of the proposed tools for the impact assessment of simplified laws/rules of procedure?

2023: FGD with High Court Zones & Court of Resident Magistrate

“Yes, there are challenges with some of those laws and regulations. For example, the law that provides a procedure for Plea Bargain Agreement helps the accused to get out of prison, but for the one who was hurt, it does not help at all. Again, once you have negotiated, the fine that one is required to pay is more than what they can afford. This causes other problems after being released from prison, the accused has to borrow to be able to pay the money. -The law has also only talked/considered about the side of the accused; it didn't talk about the victim's side”.

“The challenge of poor network connection is that it always takes a lot of time to wait, fix and complete the teleconference. A witness statement may reduce the chance for justice as it lacks gestures and facial expressions that provide important signals to the court”.

“Some court employees do not know how to implement some laws. (More training is needed) For example, many court clerks do not know how to receive evidence electronically. Many courts do not have the ability to properly listen to evidence that exists electronically. Again, when the case reaches the Court of Appeal/Supreme, the original source of evidence, such as a phone, has to remain in Court until the case is over and the judicial procedures are complete., Throughout this period of the case the phone owner loses the freedom to use the phone for communication. Also, some customers fail to get their rights simply because they fail to follow certain electronic rules in producing evidence”.

“Translation of court terms from English to Swahili is cumbersome and some terms mislead and cause misunderstanding to other parties. Vocabularies are often limited making it very difficult to have a common legal language”.

“Some laws have not yet been translated into Kiswahili, and it becomes challenging to listen to cases in Kiswahili and then translate them back to English. The challenge is how to get a proper meaning when you translate to English because there are some words that make sense in English but cannot easily be translated to Kiswahili and vice versa”.

12.6 Future improvement measures by the court users

Court users were asked to rank in the order of importance as far as court performance improvement is concerned, what quality measurements they think should be improved first. Many court users interviewed first ranked; the timeliness of court proceedings; followed by ethics; then the increase of qualified personnel; followed by the increase of modern equipment, physical infrastructure, and facilities; then improve record keeping through ICT and timely dissemination of information, then the increase the accessibility of physical and electronic library and lastly, the affordability of court fee.

Table 22. User’s suggestions for future court improvement measures

| | 2023 |
|--|------|
| Timeliness of court proceedings | 35% |
| Ethics | 20% |
| Increase qualified personnel | 18% |
| Increase modern equipment, physical infrastructure, and facilities | 14% |
| Improve record keeping through ICT and timely dissemination of information | 6% |
| Increase accessibility of physical and electronic library | 4% |
| Affordability of court fees | 3% |

Respondents were asked: List issues that undermine the performance of the Judiciary in its mandate of maintaining peace and order in the country.

13. STAFF VIEW ON IMPROVEMENT MEASURES

13.1 The effectiveness of supervision and inspection systems

As for court improvement measures, particularly systems and their effectiveness in improving their performance. The majority 85% of court staff interviewed think that the supervision of these systems is either somewhat ineffective or very ineffective in improving their performance. Furthermore, about the same majority, 86% of court staff interviewed think that the inspection of these systems is either somewhat ineffective or very ineffective in improving their performance. This is likely due to the heavy workload of court supervisors and the lack of enough court manpower. However, it is surprising that the 2023 findings have been reversed. Among the court staff interviewed in 2023 about 94% think that the inspection of these systems is either somewhat effective or very effective in improving their performance, notwithstanding about the same majority, 93% of court staff interviewed think that the supervision of these systems is either somewhat effective or very effective in improving their performance.

13.2 Improvement of court infrastructure in the last five years

The Judiciary of Tanzania, like all other branches of government and government institutions, strides to better itself through a host of improvement measures. The interviewed court staff admitted that there have been several projects in the construction and or renovation of court buildings and sanitary facilities in their workstation in the last five years.

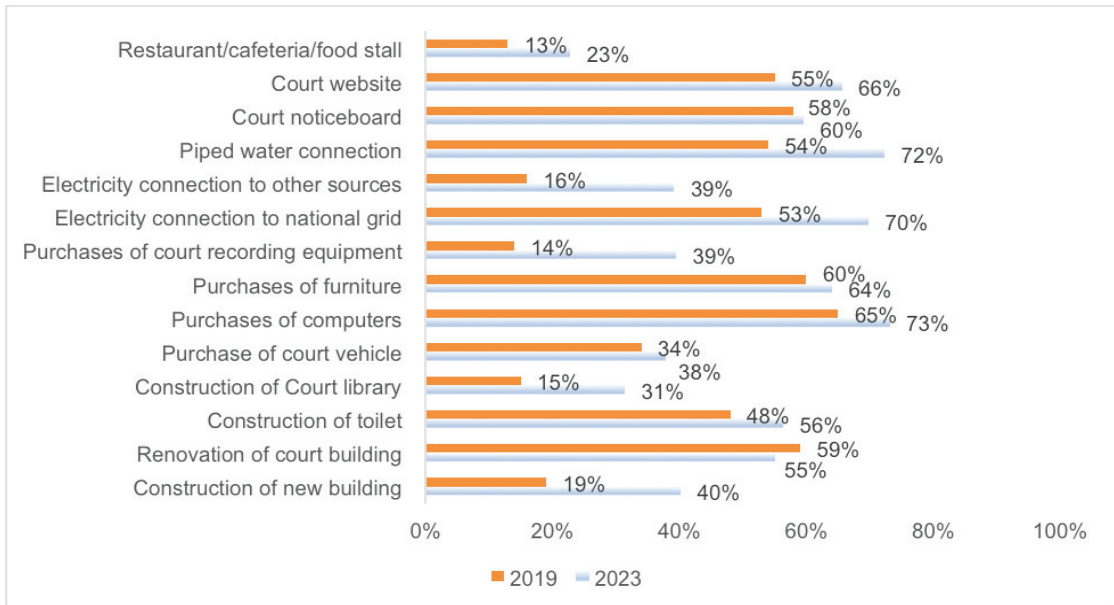
A total of 40% of court staff reported that new buildings were constructed in their workstation, 55% said their court building was renovated and 56% reported the construction of toilets. Furthermore, 31% of staff reported that a library has been constructed in their working station in the last five years.

A total of 19% of court staff reported that new court buildings were constructed in the working station and about 59% reported that their court building was renovated while 48% said new toilets were constructed at their working stations in the same period. Furthermore, 15% of staff interviewed reported that a library has been constructed in their working station in the last five years.

Regarding improvements made by the Judiciary of Tanzania in the form of the purchase of court vehicles and computers, regardless of the need, 38% of the interviewed staff say that court vehicles have been purchased in their workstations in the last 5 years, and 73% admitted to the purchase of computers. In addition, 64% and 39% of interviewed court staff say that the Judiciary of Tanzania purchased furniture and recording equipment, respectively, for their workstations in the past five years.

Infrastructure improvement is crucial, particularly with regard to utilities such as electricity and water. 70% and 39% of the staff say improvements were made in electricity connectivity to the national grid, and to other sources respectively. Furthermore, 72% indicated that connectivity to piped water in their workstation was improved in the last five years.

Figure 68. Court improvements made by the Judiciary of Tanzania in the past five years.



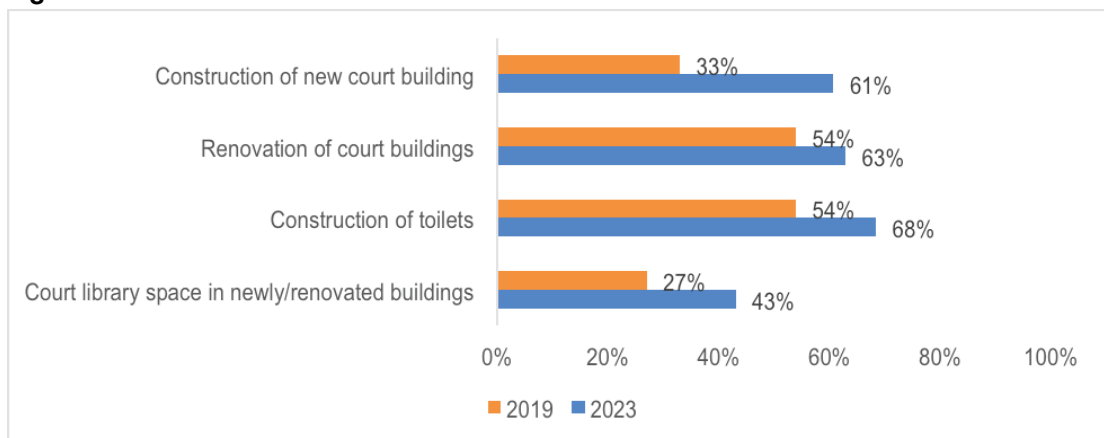
Respondents were asked: In the last 5 years, has there been any improvement made by the Judiciary of Tanzania in the following at your court?

Communication is another important aspect in the functions of the court, and court staff were asked about their views on the improvements made by the Judiciary of Tanzania regarding court noticeboards and court websites. Concerning court noticeboards, about 60% of court staff say that the Judiciary of Tanzania has made improvements in their courts in the last five years, and 66% say improvements in their court’s website were made in the last five years.

Improvement by court level

13.3 Construction and renovation of court facilities

Figure 69. Satisfaction with construction and renovation of court facilities



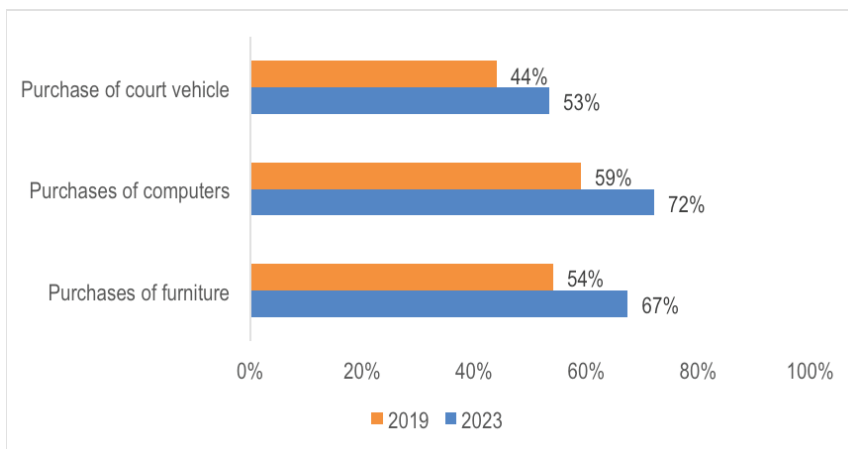
Respondents were asked: Thinking about current court assets, overall, how satisfied or dissatisfied are you with the following court assets?

13.4 Purchase of court working facilities

When it comes to the level of satisfaction with the purchase of court vehicles by the Judiciary of Tanzania, 44% of the court staff interviewed that had vehicles purchased for their courts were either fairly satisfied or very satisfied, while only 15% of the court staff interviewed that had vehicles purchased for their courts were either fairly dissatisfied or very dissatisfied. Regarding the level of satisfaction for the purchase of computers, about 59% of the court staff interviewed that had computers purchased for their courts were either fairly satisfied or very satisfied, while about 21% of the court staff interviewed that had computers purchased for their courts were either fairly dissatisfied or very dissatisfied.

Similarly, when it comes to the level of satisfaction with the purchase of court furniture by the Judiciary of Tanzania, over half 54% of the court staff interviewed that had furniture purchased for their courts were either fairly satisfied or very satisfied, while about 24% of the court staff interviewed that had furniture purchased for their courts were either fairly dissatisfied or very dissatisfied

Figure 70. Satisfaction of purchase of court working facilities (% of staff who are satisfied)

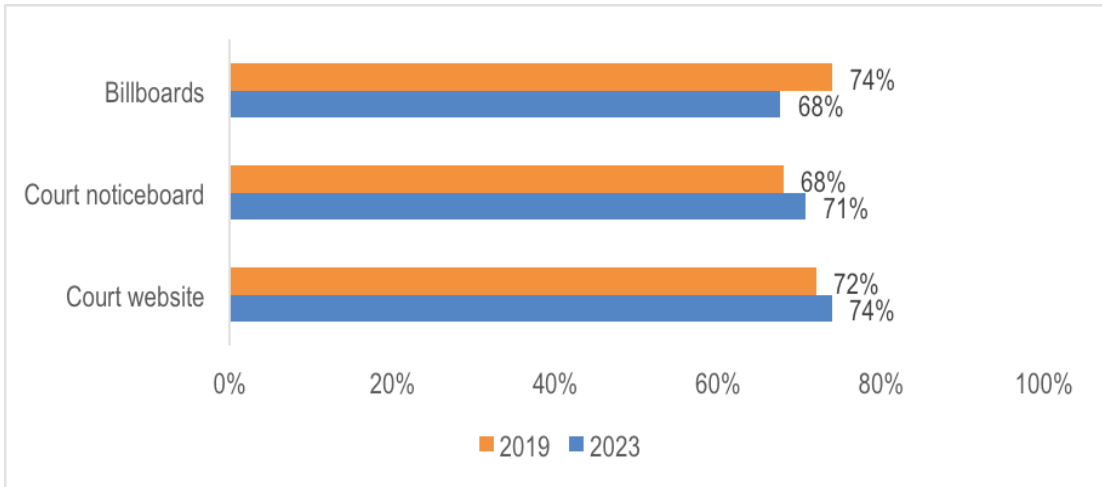


Respondents were asked: Thinking about current court assets, overall, how satisfied or dissatisfied are you with the following court assets?

13.5 Court communication facilities

Furthermore, when it comes to the level of satisfaction with the progress made in court communication, most staff members were satisfied with improvements in billboards (68%), noticeboards (71%), and court websites (74%). Here again, in 2023 we observe a marginal progression in the level of staff satisfaction towards positive changes made to improve the assessed communication tools, with the exception of billboards. The majority of the court staff interviewed in 2023, about 74% whose courts had billboards were either fairly satisfied or very satisfied, while only about 12% of the court staff interviewed whose courts had billboards were either fairly dissatisfied or very dissatisfied. When it comes to the level of satisfaction with court websites, many of the court staff interviewed about 72% whose courts had websites were either fairly satisfied or very satisfied, while only about 10% of the court staff interviewed whose courts had websites were either fairly dissatisfied or very dissatisfied. Lastly, when it comes to the level of satisfaction with court noticeboards, many of the court staff interviewed about 68% whose courts had noticeboards were either fairly satisfied or very satisfied, while about 14% of the court staff interviewed whose courts had noticeboards were either fairly dissatisfied or very dissatisfied.

Figure 71. Satisfaction of court communication facilities (% of staff satisfied with improvements)

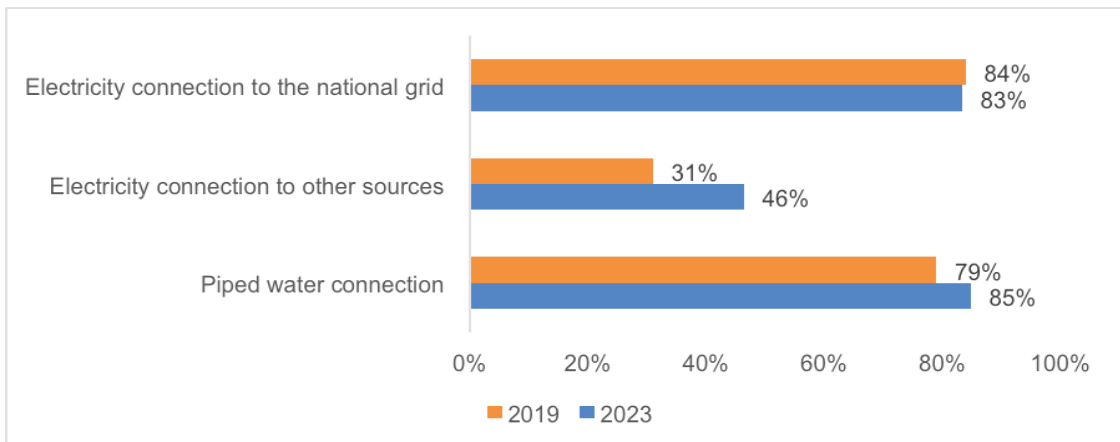


Respondents were asked: Thinking about current court assets, overall, how satisfied or dissatisfied are you with the following court assets?

13.6 Electricity and water infrastructure

In the case of the level of satisfaction for infrastructure improvements namely electricity connection and piped water connection by the Judiciary of Tanzania, a majority of about 83% of the court staff interviewed whose courts had electricity that was connected to the national grid was either fairly satisfied or very satisfied. Likewise, a majority of about 85% of the court staff interviewed whose courts had improvements with piped water connections were either fairly satisfied or very satisfied.

Figure 72. Satisfaction with electricity and water infrastructure



Respondents were asked: Thinking about current court assets, overall, how satisfied or dissatisfied are you with the following court assets?

13.7 Court information sources

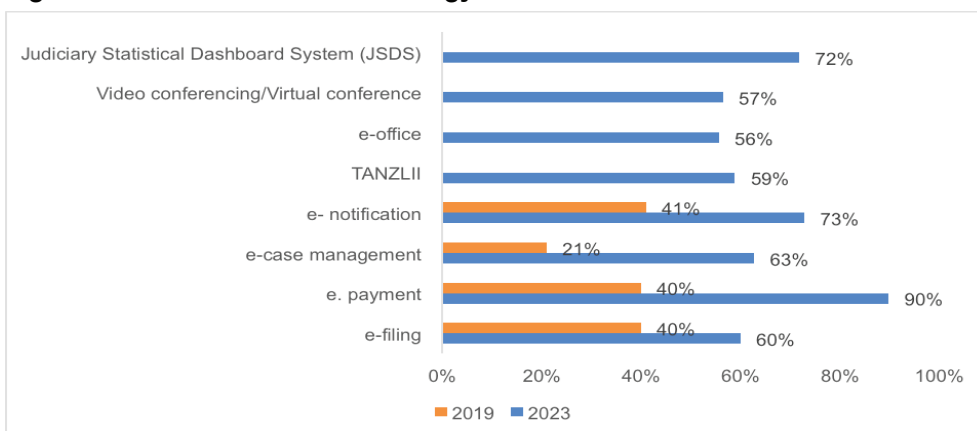
Court staff who had visited the court website were asked to provide their opinion concerning the clarity, accessibility and timeliness of the information provided, whether the information provided is updated and whether they found the information useful for a case or business. Looking at 2023, when it comes to clarity a big majority 97% of court staff who had visited the court website either agree or strongly agree that the court information provided in the court website is clear, again, 94% of court staff who had visited the court website either agree or strongly agree that court website is accessible and 92% of court staff who had visited the court website either agree or strongly agree that the information provided on the court website was timely/updated. Again, about 68% of court staff who had visited the court website either agree or strongly agree that they found the information on the court website useful for a case/business.

In general, there has been a significant improvement in all aspects in 2023 as compared to 2019. It is well seen that in 2019 about 94% of court staff who had visited the court website either agree or strongly agree that the information provided on the court website is clear, and about 86% of court staff who had visited the court website either agree or strongly agree that court website is accessible, Similarly, a majority of about 83% of court staff who had visited the court website either agree or strongly agree that the information provided on the court website was timely/updated. Finally, a majority of about 61% of court staff who had visited the court website either agree or strongly agree that they found the information on the court website useful for a case/business.

13.8 The use of modern technology

Court staff were asked whether, in the last five years, there has been any use of modern technologies such as e-filing, e-payment, e-case management, and e-notification at their courts. Overall, it appears there is more use of different technologies in courts in 2023 than there was in 2019. These are very promising results, as they may be indicative of enhanced efficiency in court-handled cases. The use of e-notification was reported by 73% of court staff in 2023 compared to 41% in 2019. Similarly, the use of e-case management, e-payment and e-filing was reported by 63%, 90% and 60% of court staff respectively. Here again, we observe more staff reporting the use of the latter three technologies in 2023 compared to 2019. In addition to these, other technologies reported to be in use are the Judiciary Statistical Dashboard System (72%), video/virtual conferences (57%), e-office (56%), and TANZLII (57%).

Figure 73. Use of modern technology



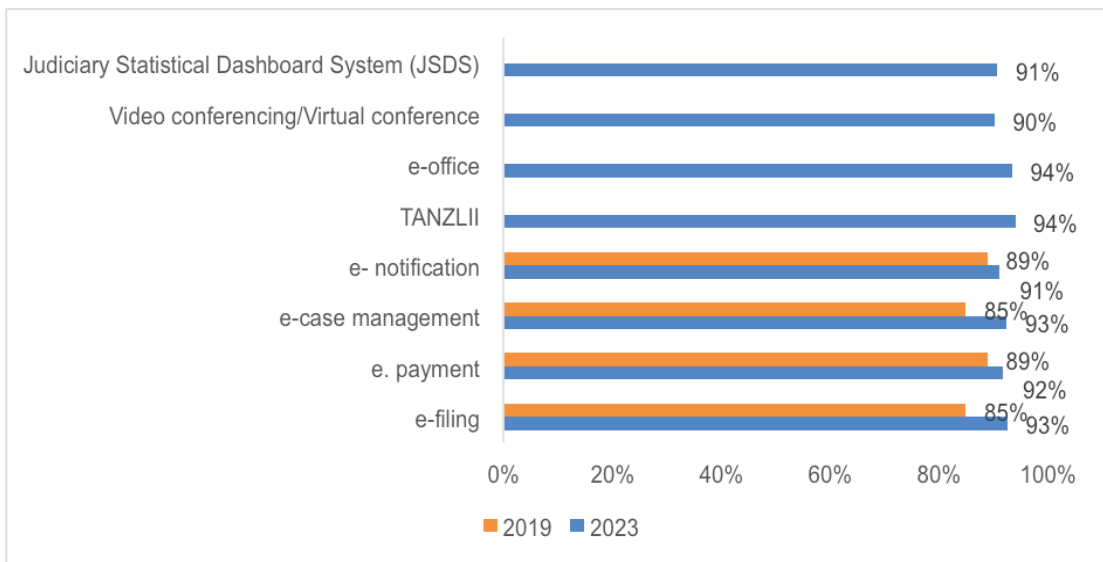
Respondents were asked: In the last 5 years, has there been any use of the following modern technology at your court?

13.9 Satisfaction with the use of modern technology by court staff

Additionally, court staff were asked about their overall satisfaction with the use of modern technologies such as e-filing, e-payment, e-case management, and e-notification at their courts. Most court staff are satisfied with the use of various modern technologies in their courts. This may come as no surprise given there is an indication of more use of these technologies in courts, which presumably makes life easier for court staff. More than 90% of court staff are satisfied with the courts' use of all the technologies referenced above.

Regarding the use of e-filing, almost 85% of the court staff interviewed who used e-filing in their courts were either fairly satisfied or very satisfied. Similarly, regarding the use of e-payment, 89% of the court staff interviewed who used e-payment in their courts were either fairly satisfied or very satisfied. Likewise, for e-case management, almost 85% of the court staff interviewed who used e-case management in their courts were either satisfied or very satisfied. Finally, regarding the use of e-notification, almost 90% of the court staff interviewed who used e-notification in their courts were either fairly satisfied or very satisfied.

Figure 74. Satisfaction with the use of modern technology by court staffs

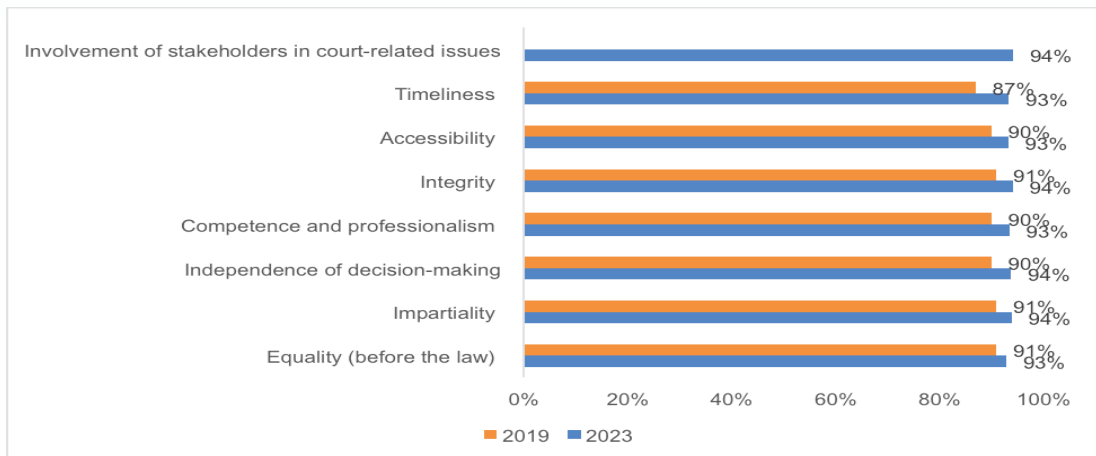


Respondents were asked: Thinking about modern technology used, overall, how satisfied or dissatisfied are you with the following modern technology used in this court?

13.10 Improvement with the court values

In addition to other improvements, court staff were asked to provide their overall level of satisfaction or dissatisfaction with improvements in specific core court values in the handling of cases by the court in the past 12 months namely, equality (before the law); impartiality; independence of decision-making; competence and professionalism; integrity; accessibility; and timeliness. More than 90% of the court staff are (fairly/very) satisfied with the improvement in court values observed in the last 12 months.

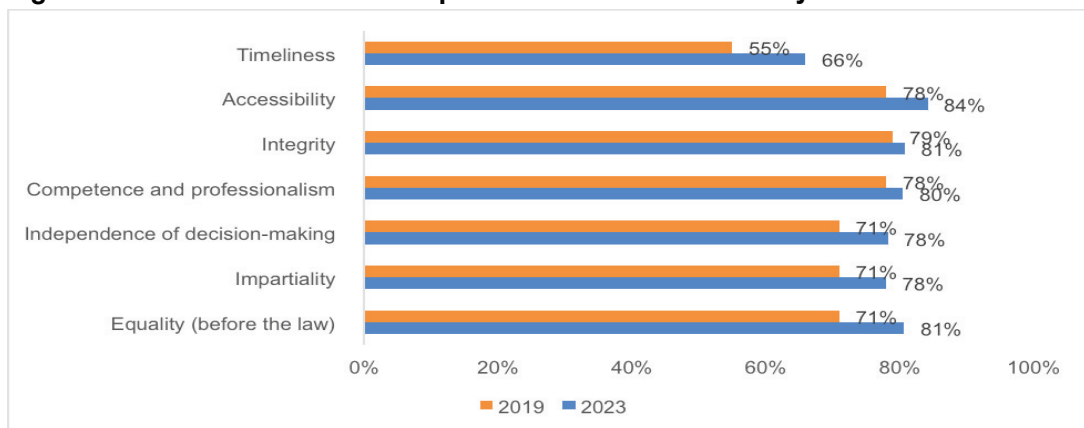
Figure 75. Satisfaction with the improvement of court values by court staff



Respondents were asked: Thinking about your experience, overall, how satisfied, or dissatisfied are you with the improvement if any for the following core values in the handling of cases by the court in the last 12 months?

However, court users are less satisfied with improvements in court values observed in the last 12 months. Values which received the highest positive reviews amongst users include court accessibility, integrity, equity (before the law), and competence and professionalism. In each case, over 80% of court users are satisfied with the improvement of the said court values. Fewer users (66%) are satisfied with the timeliness of courts’ handling of cases. Nevertheless, there is a positive increase in the level of satisfaction towards all court values in 2023 compared to 2019. For instance, even with the lowest ranked court value, there is an additional 11% of court clients who are satisfied with the timeliness of handling of cases in 2023 compared to the 55% of clients observed in 2019.

Figure 76. Satisfaction with the improvement of court values by court users



Respondents were asked: Thinking about your experience, overall, how satisfied, or dissatisfied are you with the improvement if any for the following core values in the handling of cases by the court in the last 12 months?

Improvement in the future

13.11 Future improvement measures by the court staff

Finally, court staff were asked to rank in order of importance as far as court performance improvement is concerned, what quality measurements they thought should be improved first. Many court staff interviewed in 2023 first ranked, increasing qualified personnel as the most important as far as court performance improvement is concerned. Followed by ethics, then increase modern equipment, physical infrastructure, and facilities; Improve record keeping through ICT and timely dissemination of information and timeliness of court proceedings.

14. CONCLUSIONS AND RECOMMENDATIONS

Like other Court Users' Satisfaction Surveys carried out in 2015 and 2019, the current one is aimed at tracking the impact of the reforms that the Court has undertaken since 2015. These reforms are part of public sector reforms implemented in various sectors to improve the daily operationalization of government systems. But also, the reforms are inputs to ensuring that the country's long terms Development Vision 2025 is attained in all sectors. Within the Judiciary, implementation of reforms is embedded in its Strategic Plans, the first one covering the period 2015/16-2019/20 and the second one covering the period 2020/2021- 2024/25.

The baseline survey, conducted in 2015 provided information on the status quo, against which progress would be measured in the future. Following the baseline, a follow-up survey was conducted in 2019, four years after the baseline. This survey showed that the reforms had very positive impacts on many aspects of court services. It also showed areas that needed further improvements. While the Judiciary got feedback on the progress of the implementation of reforms that it has been making since 2015, the findings also provided inputs to the second Strategic Plan for the period 2020/21-2024/25.

This Court Users' Satisfaction Survey is done almost halfway through the current Strategic Plan. Its findings have shown further improvements in court services, in most cases more than they were in the 2019 survey. Court users are increasingly getting satisfied with court services. The expansion of existing infrastructure and the building of new ones have increased court access for many citizens. Improvements made within the court premises, like the increased number of courts with front desks have increased efficiency and time used for both service providers and users of court services. Most court users are easily directed to where they can get appropriate services instead of moving from one office to another to find out where they can get services. Similarly, court workers are now serving only court users seeking support for the work they are designated for, rather than receiving court users who should have been directed to other workers.

More important, capacity building in the form of job training that the court staff have received together with improved working environments has enabled them to offer good services to the court users. Court users are increasingly getting positive opinions on their experiences from when they get into court premises, and how cases are handled until the case is completed. Adherence to work ethics on the side of court staff has increased the confidence of court users. We note that the majority can predict the outcome of their case as they now feel that decisions made by judges/magistrates are very objective, without external influences.

While a lot of improvements have been made over time following the reforms, the survey also has identified areas that need more effort. Infrastructure increases and expansion, in line with the increasing number of court workers, have been part of the reforms. However, court users still feel that time for case completion is on the higher side. This was also the case during the 2019 survey, suggesting that the speed of expansion is not in line with the demand for court services. Trying to match the increased demand through different modalities like online courts is important. Also, extensive use of mobile courts is equally important as a short-term solution while waiting for longer term solution of building new courts and expansion of old ones. This is currently happening but could be expanded more than it is now, noting the increased availability of internet services in the country.

Furthermore, the use of ICT has been very useful in simplifying communication and documentation. The current survey shows declining use of ICT in communication. This has been accompanied by an increasing proportion of court users who get information of their next hearing in the current hearing. While this may be explaining that reliability is high to the extent that future hearing can easily be determined in the current hearing, the use of ICT in the form of text messages needs to be given due attention given the widespread increase in mobile phone ownership. This is important because those who have ever used this method of communication have expressed a very high level of satisfaction.

Also, there a public awareness on events organized by the court for education and sensitization. These are very important to enable citizens on various activities of the court, thereby reduce the number of court users visiting the court to seek information. However, a large majority is not aware of such events. Events like Saba Saba Trade Fair, Law week, and even those morning de-briefing at the court. Either to ensure that they are properly advertised, or changes are made on the way they are organized, For instant, it is possible that Saba Saba Trade fair is not a right avenue to provide court services education, The event is big and attracts a large majority, but possibly the visitors are mostly interested on trade issues than other issues. Also, the event takes place in Dar and may not attract citizens of lower income given the associated costs to get into Saba Saba Trade fair ground.

The survey has shown significant reduction of perceived corruption among court staff. Despite the recorded achievements, corruption is still relatively high among lower court levels. Noting that majority of common citizens are served at this level, trust to the court can significantly improve if corruption is addressed at these levels. This can be done by increasing supervision and inspection of court to ensure that ethical procedures are adhered to.

The Judiciary has a call center to report court issues, which is very important as it helps users to report anything that will enable the court to take actions to improve its services. Even of corruption practices that have just been discussed shortly can be reported though the call centre. However, awareness of its existence is limited, hence it is not effectively used. The court should take deliberate measure to increase awareness of its existence and hence to promote its use among citizens. Within the same context, library is an important avenue that court users can use to read various laws and other court guiding documents. However, majority of court users are not aware of availability of libraries within court premises. It is important to promote use of library of the court to access important court information.

Following the findings, the Judiciary needs to take advantage of its approval to continue providing quality services. At this point, it is important to note that success is a challenge on its own as one needs to maintain it. More efforts are needed to maintain the quality of service the court has been offering following its reforms. In this case, education to users on what the court can do and what it cannot do in a given time needs to be conveyed to users so that they can manage potential expectations.

In lines of the above, increased awareness of court staff of all cadres on matters related to promotion procedures is important. Majority are complaining of not knowing the procedures for promoting, making some complain that they have not been promoted for a long time. Increasing their understanding and awareness on procedures and conditions governing promotion will reduce these grievances.

15. ANNEXES

Annex 1. List of selected Court Facility for Court User Survey

| Head Quarter of the Judiciary, | | | | |
|---|-----------------|--------------------|------------------------|-----------------------|
| Court of Appeal, | | | | |
| High Court Main Registry, | | | | |
| High Court Division (Labour), | | | | |
| High Court Division (Commercial), | | | | |
| High Court Division (Corruption), | | | | |
| High Court Division (Land), | | | | |
| Mediation Centre | | | | |
| 1. Temeke Integrated Justice Centres (IJC) | | | | |
| 2. Kinondoni Integrated Justice Centres (IJC) | | | | |
| 3. Morogoro Integrated Justice Centres (IJC) | | | | |
| 4. Dodoma Integrated Justice Centres (IJC) | | | | |
| 5. Arusha Integrated Justice Centres (IJC) | | | | |
| 6. Mwanza Integrated Justice Centres (IJC) | | | | |
| HC Zones | Resident Courts | Districts Courts | Primary Courts | |
| Arusha | Arusha (IJC) | Arusha DC (IJC) | Themis (IJC) PC | Maromboso PC |
| | | Karatu DC | Karatu PC | Mang'ola PC |
| Tanga | Tanga | TangaDC | Urban PC | Pongwe PC |
| | | Kilindi DC | Songea PC | Kwediboma PC |
| Moshi | Moshi | Moshi DC | Moshi Urban PC | Himo PC |
| | | Same DC | Same PC | Gonja PC |
| Dar es Salaam | 1. Kisutu | Kinondoni DC (IJC) | Kawe (New building) PC | Kindoni (IJC) PC |
| | 2. Kivukoni | Ilala DC | Kariakoo PC | Chanika PC |
| Bukoba | Bukoba | Bukoba DC | Bukoba Urban PC | Gera PC |
| | | Karagwe DC | Kayanga Urban PC | Nyaishozi PC |
| Mwanza | Mwanza (IJC) | Ilemela DC (IJC) | Ilemela PC | Busweru (IJC) PC |
| | | Ukerewe DC | Nansio PC | Ilangala PC |
| Shinyanga | Shinyanga | Shinyanga DC | Urban PC | Kizumbi PC |
| | | Kishapu DC | Kishapu PC | Mwadui PC |
| Tabora | Tabora | Tabora DC | Tabora Urban PC | Sikonge PC |
| | | Urambo DC | Urambo Urban PC | Ussoke PC |
| Dodoma | Dodoma (IJC) | Dodoma DC (IJC) | Chamwino PC | Dodoma mjini PC (IJC) |
| | | Kongwa DC | Urban PC | KibaigwaPC |
| Mtwara | Mtwara | Mtwara DC | Urban PC | Nanyamba PC |
| | | Newala DC | Urban PC | Mkunya PC |
| Iringa | Iringa | Iringa DC | Urban PC | Kimande PC |
| | | Mufindi DC | Urban PC | Mufindi Kibao PC |
| Mbeya | Mbeya | Mbeya DC | Mbeya Urban PC | Uyole PC |
| | | Rungwe DC | Tukuyu Urban PC | Masebe PC |
| Sumbawanga | Sumbawanga | Sumbawanga DC | Urban PC | Lahela PC |
| | | Nkasi DC | Urban PC | Kirando PC |
| Songea | Songea | Songea DC | Songea Urban PC | Mfaranyaki PC |
| | | Namtumbo DC | Namtumbo PC | Namabengo PC |
| | Lindi | Lindi DC | Urban PC | Mingoyo PC |
| | | Kilwa DC | Kilwamasoko PC | kilwakivinje PC |
| | Singida | Singida DC | Itembe PC | Sepuka PC |
| | | Kiomboy DC | Urban PC | Igugono PC |
| | Pwani | Kibaha DC | Maili Moja PC | Mlandizi PC |
| | | Mkuranga DC | Mkuranga PC | Kimanzichana PC |
| Morogoro | Morogoro (IJC) | Morogoro DC (IJC) | Urban PC | Kihonda (IJC) PC |
| | | Malinyi DC | Malinyi Urban PC | Mtimbila PC |

| HC Zones | Resident Courts | Districts Courts | Primary Courts | |
|-----------------|-----------------|-------------------|------------------|------------------|
| | Lindi | Lindi DC | Urban PC | Mingoyo PC |
| | | Kilwa DC | Kilwamasoko PC | kilwakivinje PC |
| | Singida | Singida DC | Itembe PC | Sepuka PC |
| | | Kiomboy DC | Urban PC | Igugono PC |
| | Pwani | Kibaha DC | Maili Moja PC | Mlandizi PC |
| | | Mkuranga DC | Mkuranga PC | Kimanzichana PC |
| Morogoro | Morogoro (IJC) | Morogoro DC (IJC) | Urban PC | Kihonda (IJC) PC |
| | | Malinyi DC | Malinyi Urban PC | Mtimbila PC |
| Musoma | Musoma | Musoma DC | Urban/Kitaji PC | Mgango PC |
| | | Serengeti DC | Mugumu PC | Ngoreme PC |
| Kigoma | Kigoma | Kigoma DC | Ujiji PC | Mwandiga PC |
| | | Kibondo DC | Urban PC | Kifura PC |
| Temeke IJC | NIL | Temeke DC (IJC) | Temeke PC (IJC) | |
| 18 | 21 | 41 | 81 | |

Annex 2. Court Client Survey (CCS) 2023

Court user Satisfaction Survey in Tanzania 2023

THE FOLLOWING FIELDS ARE TO BE FILLED IN CONJUNCTION WITH THE FIELD SUPERVISOR

| Fieldworker No. | | | | |
|--|-----------------------|-------------------------------|---|------|
| R | E | P | | |
| <i>[Supervisor Use Only]</i> | | | | |
| The interview was checked in the field. | | Questionnaire checked by: | Court Level: <i>[Circle one]</i> | |
| Yes | 1 | <i>[Supervisor signature]</i> | Primary Court | 1 |
| No | 2 | | District Court | 2 |
| | | | Court of Resident Magistrate | 3 |
| | | | High Court Zone | 4 |
| | | | Integrated Justice Centre (IJC) | 5 |
| | | | High Court Labour Division | 6 |
| | | | High Court Commercial Division | 7 |
| | | | High Court Land Division | 8 |
| | | | High Court Corruption and Economic Crime Division | 9 |
| | | | High Court Mediation | 10 |
| | | | High Court Main Registry | 11 |
| | | | Court of Appeal | 12 |
| <i>Interviewer: Enter appropriate names for Zone, Region, District, and Street/Village where the Court is located in the boxes below</i> | | | | |
| Zone <i>[enter name below]</i> | Area | Name | | Code |
| | Region | | | |
| | District | | | |
| | Street/Village | | | |
| | Court Name | | | |

Interviewer's introduction:

Good day. My name is, I am from REPOA, an independent research organisation based in Dar es Salaam. We are conducting a survey about people's experiences in accessing court services in the country. We would like to discuss these issues with you as a service recipient. The answers to these questions will help the judiciary improve court services in the country.

Participation in this survey is anonymous and will not affect you in any way. Your responses will be put together with other interviews with people we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take few minutes. There is no penalty for refusing to participate. Do you wish to proceed? [Proceed with interview only if answer is positive].

[Interviewer: Only interview people, who have accessed the requisite services at service outlets on the day of interview, begin by asking the simple question whether the respondent is at the facility on business. Only proceed if they indicate that they are there on business.]

Note: The person must give his or her informed consent by answering positively
 [Interviewer: Please fill the following questions prior to interviewing a respondent]

| This interview is with [Interviewer: Please indicate the category of court user participating in this interview]. | |
|---|---|
| Ordinary client making use of/seeking court services | Person using the court in professional capacity (e.g., advocate, attorney, etc. BUT is not a member of staff at the facility) |
| 1 | 2 |

| DINTR [DATE OF INTERVIEW] | Day | Month | Year | | | |
|---|-----|-------|------|--|--|--|
| Date of interview [Interviewer: Enter day, month, and year] | | | | | | |

| STIME [START TIME] | Hour | | Minute | |
|---|------|--|--------|--|
| Time interview started [Interviewer: Enter hour and minute, use 24 hr. clock] | | | | |

SECTION 1: GENERAL INFORMATION ABOUT THE COURT USER

| | | | | |
|---|--|--|--|--|
| RNAM. Name of respondent [Optional] | | | | |
| Q1. How old are you? [Interviewer: Enter three-digit number. Don't Know = 999] [Interviewer: If respondent is aged less than 15 years [a minor], interview must be carried out in presence of the guardian] | | | | |

| | | |
|---|------|--------|
| Q2. Gender of respondent <i>[Interviewer: Fill from observation. Do not ask]</i> | Male | Female |
| | 1 | 2 |
| Q3. Is this your first time coming to this court during the last 12 months? | | |
| Yes, this is my first | | 1 |
| No, I have been here before | | 0 |

| | |
|---|-----------|
| Q4. What kind of business brought you at this court today? <i>[Do not read option, code from response]</i> | |
| Appear in a professional capacity | 1 |
| Appear as a victim in a criminal offense | 2 |
| Appear as an accused | 3 |
| Appear as a witness | 4 |
| Make a payment/pay a fee | 5 |
| Appear as surety | 6 |
| Search court records/obtain information | 7 |
| Claimant/Plaintiff | 8 |
| Applicant | 9 |
| Defendant | 10 |
| Respondent | 11 |
| Other [Please specify] _____ | Post Code |

| | |
|---|-----------|
| Q5. If you appeared in a professional capacity, which of the following best describes you/your role? <i>[Do not read option, code from response]</i> <i>[Interviewer: Ask if response to Q5 is "1" Appear in a professional capacity"]</i> | |
| Social service worker | 1 |
| Attorney/prosecutor | 2 |
| Advocate/solicitor | 3 |
| Interpreter | 4 |
| Probation officer | 5 |
| Press/media | 6 |
| Expert witness | 7 |
| Police Officer | 8 |
| Prison Officer | 9 |
| Other [Please specify] _____ | Post Code |

| Q6. What type of case brought you to this court today? <i>[Do not read option, code from response]</i> | | | |
|---|-----------|--|----|
| Criminal case [other than traffic offence] | | | 1 |
| Criminal case [traffic/motoring offence] | | | 2 |
| Civil cases | | | 3 |
| Costs assessment/Taxation | | | 4 |
| Juvenile cases | | | 5 |
| Child custody/maintenance case | | | 6 |
| Matrimonial-Divorce/dissolution | | | 7 |
| Adoption case | | | 8 |
| Probate & administration of estate | | | 9 |
| Labour dispute | | | 10 |
| Execution | | | 11 |
| Other [Please specify] | Post Code | | |
| | | | |

SECTION 2: SATISFACTION WITH PRE-COURT-VISIT EXPERIENCE

| Let us talk for a moment about your pre-court visit experience | |
|--|---|
| Q7. Were you contacted by the court before you came to the court today? | |
| Yes | 1 |
| No | 0 |

| Q8.[Interviewer: If respondent was contacted by the court] What method did the court use to contact you? | |
|---|-----------|
| Summons | 1 |
| Telephone /WhatsApp /SMS) | 2 |
| Process server | 3 |
| Order/notice through media | 4 |
| Email | 5 |
| Other [Please specify] _____ | Post Code |

| Q9. Before you came to the court today, how confident were you that you knew what to expect from your visit? [Interviewer: Probe for the strength of opinion]. Would you say you were: | |
|---|---|
| Very confident | 5 |
| Fairly confident | 4 |
| Neutral | 3 |
| Not very confident | 2 |
| Not at all confident | 1 |
| Don't know/Not sure [DNR=Do Not Read] | 9 |

| Q10. Overall, how satisfied are you with each of the following provided by the court and NOT by anybody else e.g. police, private attorney, etc.[Interviewer: Probe for strength of opinion]. | | | | | | |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know [DNR] |
| A. Information you received before your visit regarding court procedures and facilities and what to expect | 5 | 4 | 3 | 2 | 1 | 9 |
| B. That the hearing/or trial that brought you to the court today went ahead when you were told it would | 5 | 4 | 3 | 2 | 1 | 9 |

| | | | | | | |
|--|---|---|---|---|---|---|
| That the hearing/or trial that brought you to the court today went ahead when you were told it would | 5 | 4 | 3 | 2 | 1 | 9 |
| The time it has taken for your case/business that brought you to court to reach the stage it is at today | 5 | 4 | 3 | 2 | 1 | 9 |
| Being informed by the court staff of any delays and reasons for the delays to your case | 5 | 4 | 3 | 2 | 1 | 9 |
| I was able to get my court business done in a reasonable amount of time today | 5 | 4 | 3 | 2 | 1 | 9 |

SECTION 3: TIMELINESS IN OBTAINING COURT SERVICE

Q13. Now thinking about the waiting times at the court, overall, how would you rate the following based on your experience today? [Interviewer: Probe for the strength of opinion].

| | Just about right | Long | Too long | Don't know [DNR] |
|---|------------------|------|----------|------------------|
| A The time you waited at the public counter/reception before you were attended | 3 | 2 | 1 | 9 |
| B The time you waited for the court or its staff to deal with your case/business in its entirety | 3 | 2 | 1 | 9 |

Q13.1. Overall, how satisfied are you with each of the following provided by the court and NOT by anybody else e.g., police, private attorney, etc.? [Interviewer: Probe for the strength of opinion].

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know [DNR] |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A Time taken from case filing to disposal | 5 | 4 | 3 | 2 | 1 | 9 |
| B Time taken to execute decree | 5 | 4 | 3 | 2 | 1 | 9 |

A I was able to get my court business done in a reasonable amount of time today

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't Know [DNR] |
|--|----------------|-------|----------------------------|----------|-------------------|------------------|
| | 5 | 4 | 3 | 2 | 1 | 9 |

| Q11. Overall, can you tell us about the time taken from filing to disposal of the case | | | | | |
|---|------------|-------------|--------------|----------------|------------------|
| | 0-6 months | 7-12 months | 13-24 months | Over 24 months | Don't Know [DNR] |
| A Primary court | 5 | 4 | 3 | 2 | 9 |
| B District court | 5 | 4 | 3 | 2 | 9 |
| C Resident Magistrate court | 5 | 4 | 3 | 2 | 9 |
| D High court | 5 | 4 | 3 | 2 | 9 |
| E Court of Appeal | 5 | 4 | 3 | 2 | 9 |

| Q56. Overall, can you tell us about the time taken for records to be transferred from lower to higher level of the Court. for appeal, revision or any other business | | | | | |
|---|-----------|------------|--------------|------------------|--|
| | 0-21 days | 21-30 days | Over 30 days | Don't Know [DNR] | |
| A Primary court to District court | 3 | 2 | 1 | 9 | |
| B District court and Resident Magistrate court to High Court | 3 | 2 | 1 | 9 | |
| C District land and housing tribunal to high court | 3 | 2 | 1 | 9 | |
| D Commission for Mediation and Arbitration to High Court | 3 | 2 | 1 | 9 | |
| E High court to Court of Appeal | 3 | 2 | 1 | 9 | |

SECTION 4: CUSTOMER ORIENTATION AND PROFESSIONALISM

| Let us now turn to your experience at the court and with the services here today | | | | | | |
|--|----------------|-------|----------------------------|----------|-------------------|------------------|
| Q12. Please tell us how much you agree with the following [Interviewer: Probe for strength of opinion]. | | | | | | |
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't Know [DNR] |
| A I was treated with courtesy and respect by court staff today | 5 | 4 | 3 | 2 | 1 | 9 |
| B | | | | | | |
| C The court staff demonstrate sufficient level of competence in how they do their job | 5 | 4 | 3 | 2 | 1 | 9 |
| C The court staff demonstrate sufficient level of competence in how they do their job | 5 | 4 | 3 | 2 | 1 | 9 |
| D The court staff conduct shows they understand and adhere to the established work ethics | 5 | 4 | 3 | 2 | 1 | 9 |

| | | | | | | |
|---|---|---|---|---|---|---|
| E The court staff are responsive in handling clients' requests | 5 | 4 | 3 | 2 | 1 | 9 |
|---|---|---|---|---|---|---|

| Q14. If you attended a hearing or trial today, please tell us how much you agree with the following <i>[Interviewer: Probe for the strength of opinion].</i> | | | | | | |
|--|----------------|-------|----------------------------|----------|-------------------|----------------------------------|
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Did not attend trial today [DNR] |
| A The judge/magistrate treated everyone with courtesy and respect | 5 | 4 | 3 | 2 | 1 | 7 |
| B Regardless of the outcome, the way the case was handled was fair | 5 | 4 | 3 | 2 | 1 | 7 |

| Q15. If you are a direct party to an ongoing case [victim, defendant] please tell us whether you agree or disagree with the following <i>[Interviewer: Probe for the strength of opinion].</i> | | | | | | |
|--|----------------|-------|----------------------------|----------|-------------------|----------------------|
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
| A As I leave the court, I understand what happened in my case | 5 | 4 | 3 | 2 | 1 | 7 |
| B The outcome in my case was favorable to me | 5 | 4 | 3 | 2 | 1 | 7 |

| Q16. If you have visited this court before, that is at any other time besides today, during the last 12 months] Please tell us how much you agree with the following statements <i>[Interviewer: circle Not Applicable "9" only if this is the first visit of the respondent to this court]</i> | | | | | | |
|---|----------------|-------|----------------------------|----------|-------------------|----------------------|
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
| A The court staff at this facility always treat everyone with courtesy and respect | 5 | 4 | 3 | 2 | 1 | 7 |
| B I am always able to get my business done in a reasonable amount of time whenever I come | 5 | 4 | 3 | 2 | 1 | 7 |
| C The judges/magistrates always treat everyone with courtesy and respect | 5 | 4 | 3 | 2 | 1 | 7 |

SECTION 5: SATISFACTION WITH COURT STAKEHOLDERS SERVICES

| Q17. Thinking about your experiences in the past 12 months, have you or know anyone who have ever received service from the following court stakeholders | | |
|---|-----|----|
| | Yes | No |
| A Court brokers | 1 | 0 |
| B Process servers | 1 | 0 |
| C Advocates | 1 | 0 |

| Q18. Thinking about your experiences in the past 12 months, overall, how satisfied or dissatisfied are you with the service provided by Court broker [Interviewer: probe for strength of opinion]. | | | | | | | |
|---|-----------------------------------|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Never used [DNR] |
| A | Cost of service | 5 | 4 | 3 | 2 | 1 | 7 |
| B | Time taken to complete assignment | 5 | 4 | 3 | 2 | 1 | 7 |
| C | Communication | 5 | 4 | 3 | 2 | 1 | 7 |
| D | Quality of service | 5 | 4 | 3 | 2 | 1 | 7 |

| Q19. Thinking about your experiences in the past 12 months, overall, how satisfied, or dissatisfied are you with the service provided by Process server [Interviewer: probe for strength of opinion]. | | | | | | | |
|--|-----------------------------------|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Never used [DNR] |
| A | Cost of service | 5 | 4 | 3 | 2 | 1 | 7 |
| B | Time taken to complete assignment | 5 | 4 | 3 | 2 | 1 | 7 |
| C | Communication | 5 | 4 | 3 | 2 | 1 | 7 |
| D | Quality of service | 5 | 4 | 3 | 2 | 1 | 7 |

| Q20. Thinking about your experiences in the past 12 months, overall, how satisfied or dissatisfied are you with the service provided by Advocate [Interviewer: probe for the strength of opinion]. | | | | | | | |
|---|-----------------------------------|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Never used [DNR] |
| A | Cost of service | 5 | 4 | 3 | 2 | 1 | 7 |
| B | Time taken to complete assignment | 5 | 4 | 3 | 2 | 1 | 7 |

| | | | | | | | |
|----------|--------------------|---|---|---|---|---|---|
| C | Communication | 5 | 4 | 3 | 2 | 1 | 7 |
| D | Quality of service | 5 | 4 | 3 | 2 | 1 | 7 |

Q57. Now thinking about court stakeholders; How effective would you say these stakeholders are in opening, processing and/or dispensation of justice? [Interviewer: probe for strength of opinion].

| | | Very effective | Effective | Neither effective nor ineffective | Very ineffective | ineffective | Don't know [DNR] |
|----------|------------------------|-----------------------|------------------|--|-------------------------|--------------------|-------------------------|
| A | State Attorneys | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Advocates | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Court brokers | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Prison Officers | 5 | 4 | 3 | 2 | 1 | 9 |
| E | Social welfare workers | 5 | 4 | 3 | 2 | 1 | 9 |
| F | Probation Officers | 5 | 4 | 3 | 2 | 1 | 9 |
| G | Police Officers | 5 | 4 | 3 | 2 | 1 | 9 |

SECTION 6: ACCESSIBILITY OF COURT SERVICES

No [w let's discuss the level of accessibility of court services

Q21. Thinking about your experiences today, overall, how satisfied, or dissatisfied are you with each of the following aspects of court service accessibility? [Interviewer: probe for strength of opinion].

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] |
|----------|--|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A | How easy it was to find the court building location | 5 | 4 | 3 | 2 | 1 | 9 |
| B | The convenience of sitting/opening times | 5 | 4 | 3 | 2 | 1 | 9 |
| C | How easily you found the court room or office you needed to get to | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Presence of easily identifiable staff available to help/deal with your queries | 5 | 4 | 3 | 2 | 1 | 9 |
| E | Court staff treating you politely and sensitively | 5 | 4 | 3 | 2 | 1 | 9 |
| F | Travel time to the court from your place of residence/work | 5 | 4 | 3 | 2 | 1 | 9 |

Q22 How far from your residence, would you say, to the court facility is? [Interviewer: probe for strength of opinion]

| | |
|-----------------------|---|
| Very close | 5 |
| Close | 4 |
| Neither far nor close | 3 |
| Far | 2 |
| Very far | 1 |
| Don't Know [DNR] | 9 |

Now let's talk about the cost of obtaining services.

Q23.1. Based on your experience, does the court charge fees for these services? Are you normally required to pay for these services?

| | | Yes | No |
|----------|---|-----|----|
| A | Summons | 1 | 0 |
| B | Cost of administering oaths/affirmations and certification of documents | 1 | 0 |
| C | Cost for filing cases | 1 | 0 |

Q23.2. Based on your experience, how would you rate the cost of accessing services related to the court business that brought you here today? [Interviewer: Probe for strength of opinion].

| | A | B |
|------------------|---------|---|
| | Summons | Cost of administering oaths/affirmations and certification of documents |
| Quite affordable | 5 | 5 |
| Affordable | 4 | 4 |
| Average | 3 | 3 |
| Expensive | 2 | 2 |
| Very expensive | 1 | 1 |
| Don't know [DNR] | 9 | 9 |

24. In your opinion, what would be the most important reason that people like yourself would like to take their case to court? [Interviewer: Do not read options. Code from response.] And what would be the second most important reason?

| | Q19. 1 st response | Q19.2 nd response |
|--|-------------------------------|------------------------------|
| Because it is their civil right | 0 | |
| They are aware of court services in their area | 1 | 1 |
| The court is located near the residence area | 2 | 2 |
| Presence of legal aid services | 3 | 3 |
| They believe they will get their rights in the court | 4 | 4 |
| Some other answer (1st response) Specify _____ | Post Code | |
| Some other answer (2nd response) Specify__ | Post Code | |
| No further Answer | | 9996 |
| Don't know [DNR] | 9999 | |
| | | |

Q26.1. Are you aware of any of the following Court services?

| | Yes | No |
|---|-----|----|
| A Mobile Court | 1 | 0 |
| B Trial through video conference | 1 | 0 |
| C Physical delivery of court documents | 1 | 0 |

Q26.2 If Yes to Q26.1 above, have you ever used these the following services?

| | Yes | No |
|---|-----|----|
| A Mobile Court | 1 | 0 |
| B Trial through video conference | | |
| C Physical delivery of court documents | 1 | 0 |

Q26.3. If Yes in 26 in Q66.2, Please tell us how satisfied you are with

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Very dissatisfied | Somewhat dissatisfied |
|-----------------------|----------------|------------------|------------------------------------|-------------------|-----------------------|
| A Mobile Court | 5 | 4 | 3 | 2 | 1 |

SECTION 7: ACCESSIBILITY AND USEFULNESS OF INFORMATION TO USERS

| Q27. Let's talk a bit about information provided by the court to its users. Overall, how satisfied or dissatisfied are you with it? [Interviewer: Read out options. Probe for strength of opinion]. Would you say you are? | | | | | | | |
|---|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] |
| A | Information available regarding court procedures and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| B | The forms you needed being clear and easy to understand | 5 | 4 | 3 | 2 | 1 | 9 |

| Now let's talk about accessibility and usefulness of information provided by the court to the public through noticeboards | |
|--|---|
| Q28. Have you, at any time during your visit(s) to the court, seen/read the information provided on the court noticeboard(s)? | |
| Yes | 3 |
| No, but I am aware there is a noticeboard | 2 |
| No, I am not aware there is a noticeboard | 1 |
| No, there isn't a noticeboard at this facility | 0 |

| Q29. If you have read the information provided on the noticeboards at the court, please tell us whether you agree or disagree with the following aspects concerning the information provided on them [Interviewer ask only if response to previous question is Yes "3". Otherwise, circle "7" "Not applicable"] | | | | | | | |
|--|---|----------------|------------------|------------------------------------|---------------------|-------------------|----------------------|
| | | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
| A | Information provided is clear, and in a language accessible to me | 5 | 4 | 3 | 2 | 1 | 7 |
| B | Information provided is timely | 5 | 4 | 3 | 2 | 1 | 7 |
| C | I found the information useful for my | 5 | 4 | 3 | 2 | 1 | 7 |
| | | | | | | Yes | No |
| Q30.1. Do you know the presence of call centre in the court services | | | | | | 1 | 0 |
| Q30.2. If YES to Q30.1 above, Have you ever used the | | | | | | 1 | 0 |
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] |
| Q30.3. If you Have used the Call Centre Service, how satisfied are you with this service | | 5 | 4 | 3 | 2 | 1 | 9 |

Now let's talk about accessibility and usefulness of information provided by the court on its website to the public

Q34. Have you, at any time during the last year, visited the court website to access information provided by this court (s)?

| | |
|---|---|
| Yes | 3 |
| No, but I am aware this court has a website | 2 |
| No, I am not aware this court has a website | 1 |
| No, this court does not have a website | 0 |

Q35. If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided [Interviewer ask only if response to previous question is Yes "3".

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
|---|----------------|-------|----------------------------|----------|-------------------|----------------------|
| A Information provided is clear, and in a language accessible to me | 5 | 4 | 3 | 2 | 1 | 7 |
| B Information provided is timely | 5 | 4 | 3 | 2 | 1 | 7 |
| C I found the information useful for my case/business | 5 | 4 | 3 | 2 | 1 | 7 |

Now let's talk about accessibility and usefulness of the court library to you

Q36. Have you, at any time during your visit(s) to the court in the last 12 months made use of the court library?

| | |
|--|---|
| Yes | 3 |
| No, but I am aware there is a court library at this facility | 2 |
| No, I am not aware there is a court library at this facility | 1 |
| No, there isn't a court library at this facility | 0 |

Q37. If you have made use of the court library to access information, please tell us whether you agree or disagree with the following aspects? [Interviewer ask only if response to question 25 is Yes "3".

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
|---|----------------|-------|----------------------------|----------|-------------------|----------------------|
| A I am always able to get the information/documentation I need from the library | 5 | 4 | 3 | 2 | 1 | 7 |
| B Court staff at the library always treats me courteously and professionally | 5 | 4 | 3 | 2 | 1 | 7 |
| C Opening times are suitable for visitors | 5 | 4 | 3 | 2 | 1 | 7 |
| D There is sufficient and suitable space to sit and read | 5 | 4 | 3 | 2 | 1 | 7 |

| Q25.1. Which of the following communication methods do you normally use to send complaints and receive responses to your complaints | | | | | | |
|--|----------------|------------------|------------------------------------|-------------------|---------------------|------------------|
| | | Yes | No | | | |
| A | Complaint desk | 1 | 0 | | | |
| B | SMS/WhatsApp | 1 | 0 | | | |
| C | Telephone | 1 | 0 | | | |
| D | Letters | 1 | 0 | | | |
| E | E mail | 1 | 0 | | | |
| Q25.2. If YES to Q25.1 above, how would you rate your satisfaction for the media you have used to send your complaints? | | | | | | |
| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Very dissatisfied | Fairly dissatisfied | Don't know [DNR] |
| Complaint desk | 5 | 4 | 3 | 2 | 1 | 9 |
| Telephone | 5 | 4 | 3 | 2 | 1 | 9 |
| SMS/WhatsApp | 5 | 4 | 3 | 2 | 1 | 9 |
| Letters | 5 | 4 | 3 | 2 | 1 | 9 |
| E mail | 5 | 4 | 3 | 2 | 1 | 9 |

SECTION 8: ACCESSIBILITY OF COURT PROCESS DOCUMENTS (JUDGEMENTS, ORDER, DECREE RULING AND PROCEEDINGS)

| Let's talk for a moment about accessibility of court process documents (judgements, order, decree ruling and proceedings) | |
|--|---|
| Q38. How often, during the last 12 months, have you needed to obtain court process documents (proceedings, judgements, or decrees etc.) at this court? [Interviewer: Probe for frequency] | |
| Yes | 1 |
| No | 0 |
| Q38.1 If Yes in Q38, in by which means did you use to obtain court process documents (proceedings, judgements, or decrees etc.) at this court? [Interviewer: Probe for frequency] | |
| physical collection from the court | 1 |
| Posta mlangoni | 2 |
| TANZLII, | 3 |
| Other means (specify) | 4 |

| | | | | | |
|--|---------------------------------------|------------|--------------|------------------|---|
| Q39. If you have EVER obtained/needed to obtain a court process document. How easy or difficult would you say it is to obtain the documents when you need them? [Interviewer: Ask if response to question 27 is NOT Never "0"]. Otherwise, circle "7" not applicable. | | | | | |
| Very easy | 1 | | | | |
| Easy | 2 | | | | |
| Difficult | 3 | | | | |
| Very difficult | 4 | | | | |
| Don't Know [DNR] | 9 | | | | |
| Not applicable [DNR] | 7 | | | | |
| Q40. Are you normally required to pay for accessing court documents? [Interviewer: Ask if response to question 27 is NOT Never "0"]. Otherwise, circle "7" not applicable. | | | | | |
| Yes, always | 2 | | | | |
| Yes, sometimes | 1 | | | | |
| No | 0 | | | | |
| Not applicable [DNR] | 7 | | | | |
| Q41. How long did it take for you to obtain these documents from the court? [Interviewer: Probe for strength of opinion]. | | | | | |
| | 0-21 days | 22-90 days | Over 90 days | Don't Know [DNR] | |
| A | Judgement (rulling, decree and order) | 3 | 2 | 1 | 9 |
| B | Proceedings | 3 | 2 | 1 | 9 |
| C | Records of Appeal | 3 | 2 | 1 | 9 |

Q42. In the course of your interaction with the court, how often, if ever, did you have to pay a bribe, give a gift, or do a favour in order to

| | | Never needed this service/ Not Applicable [DNR] | Never | Once or twice | A few times | Often | Don't Know [DNR] |
|----------|--|--|-------|---------------|-------------|-------|------------------|
| A | Obtain court documents | 7 | 0 | 1 | 2 | 3 | 9 |
| B | Influence court judgement | 7 | 0 | 1 | 2 | 3 | 9 |
| C | Speed up delivery of service | 7 | 0 | 1 | 2 | 3 | 9 |
| D | To influence appointment of an administrator | 7 | 0 | 1 | 2 | 3 | 9 |
| E | To influence payment in probate and administration matters | 7 | 0 | 1 | 2 | 3 | 9 |
| F | To process court bail | 7 | 0 | 1 | 2 | 3 | 9 |
| G | To withdraw cases | 7 | 0 | 1 | 2 | 3 | 9 |
| | | | | | | | |

SECTION 9. COURT ENVIRONMENT AND FACILITIES

Q43. Thinking about the court environment and facilities here today, overall, how satisfied or dissatisfied are you with the following? [Interviewer: Probe for strength of opinion]. Would you say you are:

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Service is not available [DNR] | Don't Know (DK) |
|---|--|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------------------|-----------------|
| A | Availability of conducive waiting areas | 5 | 4 | 3 | 2 | 1 | 7 | 9 |
| B | Cleanliness of public areas (excluding the toilets) | 5 | 4 | 3 | 2 | 1 | 7 | 9 |
| C | Facilities that take into account any particular needs that you may have | 5 | 4 | 3 | 2 | 1 | 7 | 9 |
| D | Availability of space to hold private discussions | 5 | 4 | 3 | 2 | 1 | 7 | 9 |
| E | Cleanliness of the public toilets | 5 | 4 | 3 | 2 | 1 | 7 | 9 |
| F | Refreshments available at the restaurant/cafeteria within the premise | 5 | 4 | 3 | 2 | 1 | 7 | 9 |

Q44. Thinking about the court environment and facilities for group with special need here today, overall how satisfied or dissatisfied are you with the following?[Interviewer: Probe for strength of opinion]. Would you say you are:

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Service is not available [DNR] |
|---|---|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------------------|
| A | Toilet facilities for disabled | 5 | 4 | 3 | 2 | 1 | 7 |
| B | Building structure that support disabled & elderly people | 5 | 4 | 3 | 2 | 1 | 7 |

Q45. Thinking about juvenile cases, overall, how satisfied or dissatisfied with the following aspects; [Interviewer: Probe for strength of opinion]. Would you say:

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know [DNR] |
|---|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A | Building that support juvenile cases | 5 | 4 | 3 | 2 | 1 | 7 |
| B | Hearing of juvenile cases | 5 | 4 | 3 | 2 | 1 | 7 |
| C | Timeliness of juvenile cases judgments | 5 | 4 | 3 | 2 | 1 | 7 |
| D | Confidentiality of juvenile cases information | 5 | 4 | 3 | 2 | 1 | 7 |

SECTION 10: COURT AWARENESS PROGRAMS

Qn 53. Move to the category of court awareness programs and, TV and Radio programs awareness.

| Q53.1 Are you aware of the following events organized by the court? [If No go to Q38.4] | | | |
|--|---|-----|----|
| | | Yes | No |
| A | Law week | 1 | 0 |
| B | Participation in the Saba Saba trade fair | 1 | 0 |
| C | Weekly morning briefs | 1 | 0 |
| D | TV Programs | 1 | 0 |
| E | Radio Programs awareness | 1 | 0 |

| Q53.2 If YES to Q53.1. above, How have these events contributed to your awareness about court services? | | | | | |
|--|---------------------------------------|-------|----------|------------|------------------|
| | | A lot | Somewhat | Not at all | Don't know [DNR] |
| A | Law week | 1 | 2 | 3 | 9 |
| B | Participation in Saba Saba Trade fair | 1 | 2 | 3 | 9 |
| C | Weekly morning briefs | 1 | 2 | 3 | 9 |
| D | TV Programs | 1 | 2 | 3 | 9 |
| E | Radio Programs Awareness | 1 | 2 | 3 | 9 |

| Q53.3 If 1 or 2 to Q53.2 above which of the following is the main source contributed to your awareness of the court services? [Do not read option, code from response] Add Morning briefs | | | | | |
|--|-----------|-----------|-------------|----------------|----------------|
| | Law week | Saba Saba | TV Programs | Radio Programs | Morning briefs |
| Case filing | 1 | 2 | 3 | 4 | 5 |
| Costs involved in case filing | 1 | 2 | 3 | 4 | 5 |
| Hearing of cases | 1 | 2 | 3 | 4 | 5 |
| Rights to bail | 1 | 2 | 3 | 4 | 5 |
| E-services | 1 | 2 | 3 | 4 | 5 |
| Mobile court | 1 | 2 | 3 | 4 | 5 |
| Delivery of court documents through Posta Mlangoni | 1 | 2 | 3 | 4 | 5 |
| Complaints handling | 1 | 2 | 3 | 4 | 5 |
| Time for issuing of courts documents (judgment, decree & proceedings) | 1 | 2 | 3 | 4 | 5 |
| Time of delivery of judgment | 1 | 2 | 3 | 4 | 5 |
| Procedure for dealing with inheritance | 1 | 2 | 3 | 4 | 5 |
| Execution | 1 | 2 | 3 | 4 | 5 |
| Other [Please specify] _____ | Post Code | | | | |

Q58. Thinking about your experiences, overall, how involved or uninvolved are the following in receiving bribes/gifts? [Interviewer: probe for strength of opinion]

| | | Highly involved | Somehow involved | Not involved | Don't know [DNR] |
|----------|-------------------|-----------------|------------------|--------------|------------------|
| A | Judges | 5 | 4 | 1 | 9 |
| B | Magistrates | 5 | 4 | 1 | 9 |
| C | Court Clerks | 5 | 4 | 1 | 9 |
| D | Secretaries | 5 | 4 | 1 | 9 |
| E | Office Attendants | 5 | 4 | 1 | 9 |
| F | Guards | 5 | 4 | 1 | 9 |

Q59. Thinking about your experiences, overall, how involved or uninvolved are the following courts in receiving bribes/gifts? [Interviewer: probe for strength of opinion]

| | | Highly involved | Somehow involved | Not involved | Don't know [DNR] |
|----------|---------------------------|-----------------|------------------|--------------|------------------|
| A | Court of Appeal | 5 | 4 | 1 | 9 |
| B | High Court | 5 | 4 | 1 | 9 |
| C | Resident Magistrate Court | 5 | 4 | 1 | 9 |
| D | District Court | 5 | 4 | 1 | 9 |
| E | Primary Court | 5 | 4 | 1 | 9 |

In your opinion, what other if any, should the court do to improve satisfaction of users like you with its services?

Q60A: _____ **Write 1st response**

Q61B: _____ **Write 2nd response**

Q62C: _____ **Write 3rd response**

SECTION 11. OVERALL PRIORITIES AND SATISFACTION

| Q46. Overall, which one or two of these are the most important to you regarding the services you received from the court? | | |
|---|--------------------------|--------------------------|
| | 1 st response | 2 nd response |
| How staff deal with customers/clients | 1 | |
| Ease of accessing the courts and its staff | 2 | 2 |
| Waiting times | 3 | 3 |
| Information before your visit | 4 | 4 |
| Information on the day of your appearance at the court | 5 | 5 |
| Court environment and facilities | 6 | 6 |
| Accessibility of court documents | 7 | 7 |
| Time taken from filing of the case to disposal | 8 | 8 |
| Other 1 st response [Please specify] _____ | Post code | |
| Other 2 nd response [Please specify] _____ | Post code | |
| No further answer [DNR] | | 9996 |
| Don't Know [DNR] | 9999 | |

| Now let's turn to your overall satisfaction with your court experience. | |
|--|---|
| Thinking about the types of issues we have just been discussing and disregarding the outcome of your visit, or the result of your case: | |
| Q47. How satisfied or dissatisfied are you generally with your experience today? <i>[interviewer: Probe for the strength of opinion]. Would you say you are:</i> | |
| Very satisfied | 5 |
| Fairly satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Fairly dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know [DNR] | 9 |
| Q48. How satisfied or dissatisfied are you with the way you were treated by the court staff? <i>Interviewer: Probe for strength of opinion]. Would you say you are:</i> | |
| Very satisfied | 5 |
| Fairly satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Fairly dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know [DNR] | 9 |

Q49. Disregarding the outcome of your visit, or the result of your case, how would you rate the efficiency with which the court does the following? On time

| | Did not use service [DNR] | Very inefficient | Inefficient | Average | Efficient | Very efficient | Don't know [DNR] |
|---|---------------------------|------------------|-------------|---------|-----------|----------------|------------------|
| A. Hearing of the cases at the assigned time | 7 | 1 | 2 | 3 | 4 | 5 | 9 |
| B. Time for adjournment of cases | 7 | 1 | 2 | 3 | 4 | 5 | 9 |
| C. Time taken to process bail | 7 | 1 | 2 | 3 | 4 | 5 | 9 |
| D. Delivers judgement/ rulings | 7 | 1 | 2 | 3 | 4 | 5 | 9 |
| E. Execute decrees | 7 | 1 | 2 | 3 | 4 | 5 | 9 |
| F. Obtaining copies of judgement, ruling, decree, proceedings and records of appeal | 7 | 1 | 2 | 3 | 4 | 5 | 9 |
| G. Time taken to resolve complaints | 7 | 1 | 2 | 3 | 4 | 5 | 9 |

Q50. Disregarding the outcome of your visit, or the result of your case, how would you rate the overall quality of services provision by this court?

| | |
|------------------|---|
| Very poor | 1 |
| Poor | 2 |
| Average | 3 |
| Good | 4 |
| Very good | 5 |
| Don't know [DNR] | 9 |

51. And how would you rate your experience today compared to your expectation. Has it been better, worse or about the same as you expected it to be?

| | |
|-------------------------|---|
| <i>Better</i> | 3 |
| <i>About the same</i> | 2 |
| <i>Worse</i> | 1 |
| <i>No expectation</i> | 0 |
| <i>Don't know [DNR]</i> | 9 |

Q52. Disregarding your experience with this particular court, how satisfied or dissatisfied are you with the performance of the justice system in Tanzania as a whole? Interviewer: Probe for strength of opinion]. Would you say you are:

| | |
|------------------------------------|---|
| Very satisfied | 5 |
| Fairly satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Fairly dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know [DNR] | 9 |

Q54. Thinking about your experiences, overall, how satisfied or dissatisfied are you with the improvement if any for the following core values in handling of cases by the court in last 12 months? [Interviewer: probe for strength of opinion].

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] | No further response |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|---------------------|
| A Equality (before the law) | 5 | 4 | 3 | 2 | 1 | 9 | |
| B Impartiality | 5 | 4 | 3 | 2 | 1 | 9 | |
| C Independence of decision-making | 5 | 4 | 3 | 2 | 1 | 9 | |
| D Competence and professionalism | 5 | 4 | 3 | 2 | 1 | 9 | |
| E Integrity | 5 | 4 | 3 | 2 | 1 | 9 | |
| F Accessibility | 5 | 4 | 3 | 2 | 1 | 9 | |
| G Timeliness | 5 | 4 | 3 | 2 | 1 | 9 | |
| H Other (specify)_____ | 5 | 4 | 3 | 2 | 1 | | |

Q55. As far as court performance improvement is concerned, what quality measurements do you think should be improved first? Rate 5 (five) quality measurements by their importance for you, *Measurement* [Interviewer: Tick options where 1 is the most important quality measurement and 5 is the least important quality and 9 for Don't know [DNR]

| | | | | | | | |
|----------|--|---|---|---|---|---|---|
| A | Ethics | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Increase qualified personnel | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Improve record keeping through ICT and timely dissemination of information | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Increase modern equipment, physical infrastructure and facilities | 5 | 4 | 3 | 2 | 1 | 9 |

SECTION 12: PROPOSED TOOLS FOR IMPACT ASSESSMENT OF SIMPLIFIED LAWS/RULES OF PROCEDURE

Q1. Overall, as far as amendment/enactment of laws and rules that expediate and accelerate disposition of cases in courts to what extent do you agree with the applicability of each of the following Laws/Rules in our courts. *Measurement [Interviewer: Tick AN APPROPRIATE options: Probe for strength of opinion]. Stakeholders, advocates, state attorneys, Prisons, Judges, Magistrates and Record Management Officers*

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Don't Know [DNR] |
|---|-------------------|----------|---------|-------|----------------|------------------|
| A Criminal Procedure (Plea Bargain Agreement) Rules, 2021, GN. No. 180 of 2021. (That provides procedure for Plea Bargain Agreement) | 1 | 2 | 3 | 4 | 5 | 9 |
| B The Judicature and Application of Laws (Criminal Appeals and Revisions in Proceedings originating from Primary Courts Rules, 2021 GN No. 390 of 2021. (That provides procedure for determining appeals and revisions originating from primary court). | 1 | 2 | 3 | 4 | 5 | 9 |
| C The Judicature and Application of Laws (Remote Proceedings and Electronic Recording) Rules, 2021 GN. No. 637 of 2021. (That provides procedure for trial to be conducted through audio and video conferencing). | 1 | 2 | 3 | 4 | 5 | 9 |
| D The Civil Procedure (Amendments of the First Schedule) Rules, 2021. GN. No. 760 of 2021. (That provides procedure for evidence to be given by a witness statement) | 1 | 2 | 3 | 4 | 5 | 9 |
| E The Interpretation of Laws (Use of English Language in Courts) (Circumstances and Conditions). (That provides circumstances in which proceedings may be conducted in Swahili or English language) | 1 | 2 | 3 | 4 | 5 | 9 |

Q1.1. How do you agree with the statement that the following laws/rules have contributed to expediting and accelerating the disposition of cases and reduction of backlog in our courts? *Measurement [Interviewer: Tick AN APPROPRIATE option: Probe for the strength of opinion]. Stakeholders, advocates, state attorneys, Prisons, magistrates and judges and Record Management Officers*

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Don't Know [DNR] |
|---|-------------------|----------|---------|-------|----------------|------------------|
| A Criminal Procedure (Plea Bargain Agreement) Rules, 2021, GN. No. 180 of 2021. (That provides a procedure for Plea Bargain Agreement) | 1 | 2 | 3 | 4 | 5 | 9 |
| B The Judicature and Application of Laws (Criminal Appeals and Revisions in Proceedings originating from Primary Courts Rules, 2021 GN No. 390 of 2021. (That provides a procedure for determining appeals and revisions originating from the primary court). | 1 | 2 | 3 | 4 | 5 | 9 |
| C The Judicature and Application of Laws (Remote Proceedings and Electronic Recording) Rules, 2021 GN. No. 637 of 2021. (That provides a procedure for trial to be conducted through audio and video conferencing). | 1 | 2 | 3 | 4 | 5 | 9 |

| | | | | | | | |
|---|--|---|---|---|---|---|---|
| D | The Civil Procedure (Amendments of the First Schedule) Rules, 2021. GN. No. 760 of 2021. (That provides a procedure for evidence to be given by a witness statement) | 1 | 2 | 3 | 4 | 5 | 9 |
| E | The Interpretation of Laws (Use of English Language in Courts) (Circumstances and Conditions). (That provides circumstances in which proceedings may be conducted in Swahili or English language) | 1 | 2 | 3 | 4 | 5 | 9 |

Q1.3. Thinking about your experiences, overall, how satisfied or dissatisfied are you with the applicability of any of the following laws/rules? [Interviewer: probe for the strength of opinion].
Measurement [Interviewer: Tick AN APPROPRIATE option: Probe for the strength of opinion]. Stakeholders, advocates, state attorneys, Prisons, magistrates and judges and Record Management Officers

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know [DNR] |
|---|--|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A | Criminal Procedure (Plea Bargain Agreement) Rules, 2021, GN. No. 180 of 2021. (That provides procedure for Plea Bargain Agreement) | 1 | 2 | 3 | 4 | 5 | 9 |
| B | The Judicature and Application of Laws (Criminal Appeals and Revisions in Proceedings originating from Primary Courts Rules, 2021 GN No. 390 of 2021. (That provides procedure for determining appeals and revisions originating from primary court). | 1 | 2 | 3 | 4 | 5 | 9 |
| C | The Judicature and Application of Laws (Remote Proceedings and Electronic Recording) Rules, 2021 GN. No. 637 of 2021. (That provides procedure for trial to be conducted through audio and video conferencing). | 1 | 2 | 3 | 4 | 5 | 9 |
| D | The Civil Procedure (Amendments of the First Schedule) Rules, 2021. GN. No. 760 of 2021. (That provides procedure for evidence to be given by a witness statement) | 1 | 2 | 3 | 4 | 5 | 9 |
| E | The Interpretation of Laws (Use of English Language in Courts) (Circumstances and Conditions). (That provides circumstances in which proceedings may be conducted in Swahili or English language) | 1 | 2 | 3 | 4 | 5 | 9 |

SECTION 13: ADDITIONAL INFORMATION ABOUT THE COURT USER

Just a few more questions about yourself.

| Q63. Have you made visit(s) to any other courts besides this one, for business purposes, during the last 12 months? | |
|--|---|
| No | 0 |
| Yes | 1 |
| Q64. Do you have disability which limits your daily activities or the work you can do? | |
| Yes | 1 |
| No | 0 |

| Q65. What is your highest level of education? [Code from answer. Do not read options] | |
|--|------|
| No formal schooling | 0 |
| Some primary schooling | 1 |
| Primary school completed | 2 |
| Intermediate school or Some secondary school / high school | 3 |
| Secondary school / high school completed | 4 |
| Post-secondary qualifications, other than university e.g., a diploma or degree from a polytechnic or college | 5 |
| Some university | 6 |
| University completed | 7 |
| Post-graduate | 8 |
| Don't know [Do not read] | 9999 |

| Q66. What is your main occupation? (If unemployed, retired or disabled, what was your last main occupation?) [Do not read options. Code from responses.] | |
|---|---|
| Never had a job | 0 |
| Student | 1 |
| Housewife/homemaker | 2 |
| Fishing/forestry | 3 |
| Trader/hawker / vendor | 4 |
| Retail / Shop | 5 |
| Unskilled manual worker (e.g., cleaner, laborer, domestic help, unskilled manufacturing worker) | 6 |
| Artisan or skilled manual worker (e.g., trades like electrician, mechanic, machinist or skilled manufacturing worker) | 7 |
| Supervisor / Foreman / Senior Manager | 8 |

| | |
|---|---|
| Q67. Do you work for yourself, for someone else in the private sector or the non-governmental sector, or for the government? <i>[Read out options]</i> | |
| Works for self | 1 |
| Private sector | 2 |
| Non-Governmental Organizations or the civil society sector | 3 |
| Government | 4 |
| Not applicable [i.e., if the answer to the previous question was unemployed, or student] | 7 |
| Don't know [Do not read] | 9 |

| | |
|---|---|
| Q68. Do you live in this District? <i>[Interviewer: do not read options]</i> | |
| Yes, Go to Qn 69 | 1 |
| No | 2 |
| Q69. [If no to the previous question] In which district, are you a resident? | |

| | |
|--|---|
| Q69. In general, how would you describe your present living conditions? <i>[Interviewer: Read options, probe for strength of opinion]. Would you say it is:</i> | |
| Very good | 5 |
| Fairly good | 4 |
| Neither good nor bad | 3 |
| Fairly bad | 2 |
| Very bad | 1 |
| Don't Know [Do not read] | 9 |

| | | | | | |
|--|-----------------|------------------------------|----------------|---------------|--------------|
| Q70. What is your marital status? <i>[Read options]</i> | | | | | |
| Married | | Not married | | | |
| Monogamous 1 | Polygamous 2 | Single-never married 3 | Separated 4 | Divorced 5 | Widowed 6 |

THANK YOU VERY MUCH. YOUR ANSWERS HAVE BEEN VERY HELPFUL.

THE FOLLOWING INFORMATION HAS TO BE FILLED BY THE INTERVIEWER IN CONJUNCTION WITH THE FIELD SUPERVISOR [Ask Court Administrator/ Human Resource Officer]

Q71

| CFE – Does the court facility have the following? | Yes | No |
|--|------------|-----------|
| A. Connection to national electricity grid | 1 | 0 |
| B. Connection to other source of electricity | 1 | 0 |
| C. Piped water connection | 1 | 0 |
| D. Toilets for use by public visitors | 1 | 0 |
| E. Court noticeboard | 1 | 0 |
| F. Court website | 1 | 0 |
| G. Court library | 1 | 0 |
| H. Court related information and education materials for the public Court publications | 1 | 0 |
| I. Restaurant/cafeteria/food stall within court premises | 1 | 0 |

Q72

CFP. Is the court premise enclosed by a fence?

| | |
|-----|---|
| Yes | 1 |
| No | 0 |

Q73

CFT. If the court premise is fenced, what type of fencing material has been used?

| | |
|------------------------------|-----------|
| Brick/concrete wall | 3 |
| Barbed wire fence | 2 |
| Plant/tree fence | 1 |
| Other [Please specify] _____ | Post Code |

END INTERVIEW -- DON'T FORGET TO COMPLETE THE NEXT SECTION

ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER AFTER THE INTERVIEW IS CONCLUDED

| | | |
|--|------|---------|
| END TIME. Time interview ended [Interviewer: Enter hour and minute, use 24 hr. clock] | Hour | Minutes |
| | | |

| | | | |
|---|--|--|--|
| LENGTH. For Office Use: Duration of interview in minutes | | | |
|---|--|--|--|

| | | | |
|--|-----------|---|--|
| Q74. Where was the interview conducted? | | | |
| Court premises | | 1 | |
| Advocate offices | | 2 | |
| Legal Aid Providers Offices | | 3 | |
| State attorney's offices | | 4 | |
| Other areas [specify _____] | Post Code | | |

| | |
|---------------------------------|---|
| Q75. Respondent's gender | |
| Male | 1 |
| Female | 2 |

| | | | |
|--------------------------------|---|--|---|
| Q76. Respondent's race? | | | |
| Black / African | 1 | Arab / Lebanese / North African | 4 |
| White / European | 2 | South Asian (Indian, Pakistani, etc.) | 5 |
| Coloured / Mixed race | 3 | East Asian (Chinese, Korean, Indonesian, etc.) | 6 |
| | | | |

| | |
|--|---|
| Q77. Were there any other people immediately present who might be listening during the interview? | |
| Yes | 1 |
| No | 0 |

| | | |
|---|-----|----|
| Q78. | Yes | No |
| A. Did the respondent check with others for information to answer any question? | 1 | 0 |
| B. Do you think anyone influenced the respondent's answers during the interview? | 1 | 0 |

| Q79. What proportion of the questions do you feel the respondent had difficulty answering? | |
|--|---|
| All | 4 |
| Most | 3 |
| Some | 2 |
| Few | 1 |
| None | 0 |

| Q80. What was the respondent's attitude toward you during the interview? | | | | | | |
|--|-------------|---|------------|-----------|---------------|---|
| A. Was he or she | Friendly | 1 | In between | 2 | Hostile | 3 |
| B. Was he or she | Interested | 1 | In between | 2 | Bored | 3 |
| C. Was he or she | Cooperative | 1 | In between | 2 | Uncooperative | 3 |
| D. Was he or she | Patient | 1 | In between | 2 | Impatient | 3 |
| E. Was he or she | At ease | 1 | In between | 2 | Nervous | 3 |
| F. Did he or she appear | Honest | 1 | In between | 2 | Misleading | 3 |
| | | | | | | |
| Q81. Interviewer Name <i>[Write in]</i> | | | | | | |
| Q82. Interviewer's Number | | | | R | E | P |
| Q83. Interviewer's Age | | | | | | |
| Q84. interviewer's gender | | | | | | |
| Male | | | | 1 | | |
| Female | | | | 2 | | |
| | | | | | | |
| Q85. Interviewer's highest level of education | | | | | | |
| Primary education | | | | 1 | | |
| Secondary school (O-Level) completed / some high school | | | | 2 | | |
| Certificate (received Post O-Level Secondary) | | | | 3 | | |
| Secondary A-Level | | | | 4 | | |
| Diploma (Post-secondary qualifications, other than university) | | | | 5 | | |
| University Degree | | | | 6 | | |
| Postgraduate | | | | 7 | | |
| Other Specify] | | | | Post Code | | |

SIGNATURE PAGE

Q86. INTERVIEWER: Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

| | |
|----|---|
| No | 0 |
|----|---|

Yes. (Specify)

1

INTERVIEWER: I hereby certify that this interview was conducted in accordance with instructions received during training. All responses recorded here are those of the respondent who was chosen according to the procedure/ instructions for this survey's respondent selection.

INTERVIEWER SIGNATURE: _____

Q87. SUPERVISOR: Do you have any other comments on the interview? For example, did anything else significant happen during the interview/at the interview location?

| | | |
|----|---|---|
| No | 0 | 0 |
|----|---|---|

1

SUPERVISOR: I hereby certify that this interview was conducted in accordance with instructions given to interviewers during training. All responses have been checked for completeness and accuracy. The information about the court is based on observations I and the interviewer personally made at the facility chosen for interview.

SUPERVISOR SIGNATURE: _____

Annex 3. Court Non-Clients Survey 2023

Court user Satisfaction Survey in Tanzania 2023

THE FOLLOWING FIELDS ARE TO BE FILLED IN CONJUNCTION WITH THE FIELD SUPERVISOR

| | | |
|--------------------------|--|--|
| Fieldworker No. | | |
| <i>[Office Use Only]</i> | | |

| | | | | |
|--|---|-------------------------------|---|----|
| <i>[Supervisor Use Only]</i> | | | | |
| The interview was checked in the field. | | Questionnaire checked by: | Court Level: <i>[Circle one]</i> | |
| Yes | 1 | <i>[Supervisor signature]</i> | Primary Court | 1 |
| No | 2 | | District Court | 2 |
| | | | Resident Magistrate Court | 3 |
| | | | High Court Zone | 4 |
| | | | Integrated Justice Centres (IJC's) | 5 |
| | | | High Court Labour Division | 6 |
| | | | High Court Commercial Division | 7 |
| | | | High Court Land Division | 8 |
| | | | High Court Corruption and Economic Crime Division | 9 |
| | | | High Court Mediation Division | 10 |
| | | | High Court main Registry | 11 |
| | | | Court of Appeal | 12 |

Interviewer: Enter appropriate names for Zone, Region, District, and Street/Village where the Court is located in the boxes below

| Zone <i>[enter name below]</i> | Area | Name | Code |
|---------------------------------------|-----------------------|------|------|
| | Region | | |
| | District | | |
| | Street/Village | | |
| | Court Name | | |

Interviewer's introduction:

Good day. My name is, I am from REPOA, an independent research organisation based in Dar es Salaam. We are conducting a survey about people’s experiences in accessing court services in the country. We would like to discuss these issues with you as a service recipient. The answers to these questions will help the judiciary improve court services in the country.

Participation in this survey is anonymous and will not affect you in any way. Your responses will be put together with other interviews with people we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take about 30 minutes. There is no penalty for refusing to participate. Do you wish to proceed? [Proceed with interview only if answer is positive].

[Interviewer: Only interview people, who have accessed the requisite services at service outlets on the day of interview, begin by asking the simple question whether the respondent is at the facility on business or otherwise. Only proceed if they indicate that they are there on business.]

Note: The person must give his or her informed consent by answering positively

[Interviewer: Please fill the following questions prior to interviewing a respondent]

| | |
|--|--|
| This interview is with [Interviewer: Please indicate the category of court user participating in this interview]. | |
| Non-Client /Ordinary people making use of/seeking court services BUT with NO Case in Court | A person using a professional capacity (e.g., advocate, attorney, etc. BUT with NO Case in the court and is not regular member of staff at the facility) |
| 1 | 2 |

| DINTR [DATE OF INTERVIEW] | Day | Month | Year |
|---|-----|-------|------|
| Date of interview [Interviewer: Enter day, month, and year] | | | |

| STIME [START TIME] | Hour | Minute |
|---|------|--------|
| Time interview started [Interviewer: Enter hour and minute, use 24 hr. clock] | | |

SECTION 1: GENERAL INFORMATION ABOUT THE COURT USER

| | | | |
|--|------|--------|--|
| RNAM. Name of the respondent <i>[Optional]</i> | | | |
| Q1. How old are you? <i>[Interviewer: Enter three-digit number. Don't Know = 999]</i> <i>[Interviewer: If the respondent is aged less than 15 years [a minor], an interview must be carried out in presence of the guardian]</i> | | | |
| Q2. Gender of respondent <i>[Interviewer: Fill from observation. Do not ask]</i> | Male | Female | |
| | 1 | 2 | |
| Q3. Have you/any other member of the household ever appeared in the court during the last 12 months? | | | |
| Yes | | 1 | |
| No, <i>[If no, skip to section 3]</i> | | 0 | |
| Q4. What business brought you to court today? <i>N[Do not read option, code from response]</i> | | | |
| Escort someone | | 1 | |
| Just to hear the case | | 2 | |
| To see one of my relatives who is an accused/court staff | | 3 | |
| To ask about court procedures/to get information about court procedural | | 4 | |
| To collect some documents | | 5 | |
| Other (Specify) | | 6 | |
| | | | |
| Q4.1. Did you get the thing that brought you here/did you get what you expected to get on your visit to court today | | | |
| Yes | | 1 | |
| No | | 2 | |
| | | | |
| Q4.2. If not, what makes it impossible? Is it because | | | |
| the attendant did not attend to you | | 1 | |
| You were not attended on time | | 2 | |
| The hearing did not take place | | 3 | |
| You did not get access | | 4 | |

SECTION 2: SATISFACTION WITH COURT SERVICES

Let us talk for a moment about your court visit experience [Interviewer: If appeared for any other business other than escorting someone] **please tell us:** [Interviewer: otherwise go to section 3]

Q7. Were you or any other member of your household contacted by the court before appearing to court

| | |
|----------------|---|
| Yes | 1 |
| No | 0 |
| Not applicable | 9 |

Q8. [Interviewer: If the respondent was contacted by the court] What method did the court use to contact you or any other member of your household?

| | |
|------------------------------|-----------|
| Summons | 1 |
| Telephone /WhatsApp /SMS) | 2 |
| Process server | 3 |
| Order/notice through media | 4 |
| Email | 5 |
| Other [Please specify] _____ | Post Code |

Q9. Before you appeared to court, how confident were you that you knew what to expect from your visit? [Interviewer: Probe for strength of opinion]. **Would you say you were:**

| | |
|---------------------------------------|---|
| Very confident | 5 |
| Fairly confident | 4 |
| Neutral | 3 |
| Not very confident | 2 |
| Not at all confident | 1 |
| Don't know/Not sure [DNR=Do Not Read] | 9 |

Q10. Overall, how satisfied were you with each of the following provided by the court and NOT by anybody else e.g., police, private attorney, etc.? [Interviewer: Probe for the strength of opinion].

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know [DNR] |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A. Information you received before your visit regarding court procedures and facilities and what to expect | 5 | 4 | 3 | 2 | 1 | 9 |
| B That the hearing/or trial that brought you to the court today went ahead when you were told it would | 5 | 4 | 3 | 2 | 1 | 9 |

SECTION 3: CUSTOMER ORIENTATION AND PROFESSIONALISM

| Let us now turn to your experience at the court and with the services | | | | | | |
|---|------------------|-------|----------------------------|------------------|-------------------|------------------|
| Q12. Please tell us how much you agree with the following [Interviewer: Probe for strength of opinion]. | | | | | | |
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't Know [DNR] |
| A I was treated with courtesy and respect by court staff today | 5 | 4 | 3 | 2 | 1 | 9 |
| B I was able to get my court business done in a reasonable amount of time today | 5 | 4 | 3 | 2 | 1 | 9 |
| C The court staff demonstrate a sufficient level of competence in how they do their job | 5 | 4 | 3 | 2 | 1 | 9 |
| D The court staff's conduct shows they understand and adhere to the established work ethics | 5 | 4 | 3 | 2 | 1 | 9 |
| E The court staff are responsive in handling clients' requests | 5 | 4 | 3 | 2 | 1 | 9 |
| Q13. Now thinking about the waiting times at the court, overall, how would you rate the following based on your experience [Interviewer: Probe for the strength of opinion]. | | | | | | |
| | Just about right | Long | Too long | Don't know [DNR] | | |
| A The time you waited at the public counter/reception before you were attended | 3 | 2 | 1 | 9 | | |
| B The time you waited for the court or its staff to deal with your business in its | 3 | 2 | 1 | 9 | | |

Q16. If you have visited this court before, during the last 12 months Please tell us how much you agree with the following statements [Interviewer: circle **Not Applicable "99" only if this is the first visit of the respondent to this court]**

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
|--|----------------|-------|----------------------------|----------|-------------------|----------------------|
| A The court staff at this facility treat everyone with courtesy and respect | 5 | 4 | 3 | 2 | 1 | 7 |
| B I was able to get my business done in a reasonable amount of time | 5 | 4 | 3 | 2 | 1 | 7 |
| C The judges/magistrates/referees treat everyone with courtesy and respect | 5 | 4 | 3 | 2 | 1 | 7 |

SECTION 4: SATISFACTION WITH COURT STAKEHOLDERS' SERVICES

Q17. Thinking about your experiences in the past 12 months, have you or know anyone who has ever received service from the following court stakeholders

| | Yes | No |
|-------------------|-----|----|
| A Court brokers | 1 | 0 |
| B Process servers | 1 | 0 |
| C Advocates | 1 | 0 |

Q18 If Yes to Q17A, thinking about your experiences in the past 12 months, overall, how satisfied, or dissatisfied were you with the service provided by the Court broker
[Interviewer: probe for the strength of opinion].

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Never used [DNR] |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A Cost of service | 5 | 4 | 3 | 2 | 1 | 7 |
| B Time taken to complete the assignment | 5 | 4 | 3 | 2 | 1 | 7 |
| C Communication | 5 | 4 | 3 | 2 | 1 | 7 |
| D Quality of service | 5 | 4 | 3 | 2 | 1 | 7 |

Q19. Thinking about your experiences in the past 12 months, overall, how satisfied, or dissatisfied were you with the service provided by Process saver
[Interviewer: probe for the strength of opinion].

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Never used [DNR] |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A Cost of service | 5 | 4 | 3 | 2 | 1 | 7 |
| B Time taken to complete the assignment | 5 | 4 | 3 | 2 | 1 | 7 |
| C Communication | 5 | 4 | 3 | 2 | 1 | 7 |
| D Quality of service | 5 | 4 | 3 | 2 | 1 | 7 |

Q20. Thinking about your experiences in the past 12 months, overall, how satisfied or dissatisfied were you with the service provided by Advocate
[Interviewer: probe for the strength of opinion].

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Never used [DNR] |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A Cost of service | 5 | 4 | 3 | 2 | 1 | 7 |
| B Time taken to complete the assignment | 5 | 4 | 3 | 2 | 1 | 7 |
| C Communication | 5 | 4 | 3 | 2 | 1 | 7 |
| D Quality of service | 5 | 4 | 3 | 2 | 1 | 7 |

SECTION 5: ACCESSIBILITY OF COURT SERVICES

| | | | |
|--|-----------|-------------------------------------|------------------------------------|
| Q21 How far from your residence, would you say, is the court facility? <i>[Interviewer: probe for strength of opinion]</i> | | | |
| Very close | | | 5 |
| Close | | | 4 |
| Neither far nor close | | | 3 |
| Far | | | 2 |
| Very far | | | 1 |
| Don't Know [DNR] | | | 9 |
| Q24. Have you ever taken the case to the court | | | |
| Yes | | | 1 |
| No | | | 0 |
| Q24A. If NO to Q24, what would be the most important reason that people like yourself would take a case to court? <i>[Interviewer: Do not read options. Code from the response.]</i> And what would be the second most important reason? | | | |
| | | Q19. 1st response | Q19.2nd response |
| Because it is their civil right | | 0 | |
| They are aware of court services in their area | | 1 | 1 |
| The court is located near the residence area | | 2 | 2 |
| Presence of legal aid services | | 3 | 3 |
| They believe they will get their rights in the court | | 4 | 4 |
| Some other answer (1st response) Specify_____ | Post Code | | |
| Some other answer (2nd response) Specify_ | Post Code | | |
| No further Answer | | | 9996 |
| Don't know [DNR] | | 9999 | |

SECTION 6: ACCESSIBILITY AND USEFULNESS INFORMATION TO USERS

| Q27. Let's talk a bit about information provided by the court to its users. Overall, how satisfied or dissatisfied are you with it? [Interviewer: Read out options. Probe for strength of opinion]. Would you say you are? | | | | | | |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] |
| A Information available regarding court procedures and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| B The forms you needed being clear and easy to understand | 5 | 4 | 3 | 2 | 1 | 9 |

| Now let's talk about the accessibility and usefulness the of information provided by the court to the public through noticeboards | |
|--|---|
| Q28. Have you, at any time during your visit(s) to the court, seen/read the information provided on the court noticeboard(s)? | |
| Yes | 3 |
| No, but I am aware there is a noticeboard | 2 |
| No, I am not aware there is a noticeboard | 1 |
| No, there isn't a noticeboard at this facility | 0 |

| Q29 If you have read the information provided on the noticeboards at the court, please tell us whether you agree or disagree with the following aspects concerning the information provided on them [Interviewer ask only if the response to the previous question is Yes “”. Otherwise, circle “7” “Not applicable” | | | | | | |
|---|----------|-------|---------|----------|----------|-----|
| | Strongly | Agree | Neither | Disagree | Strongly | Not |
| A Information provided is clear, and in a language accessible to me | 5 | 4 | 3 | 2 | 1 | 7 |
| B Information provided is timely | 5 | 4 | 3 | 2 | 1 | 7 |
| C I found the information useful for my business | 5 | 4 | 3 | 2 | 1 | 7 |

Now let's talk about the accessibility and usefulness the s of information provided by the court on its website to the public

Q34. Have you, at any time during the last year, visited the court website to access information provided by this court (s)?

| | |
|---|---|
| Yes | 3 |
| No, but I am aware this court has a website | 2 |
| No, I am not aware this court has a website | 1 |
| No, this court does not have a website | 0 |

Q35. If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided [Interviewer asks only if the response to the previous question is Yes "3".

| | | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
|---|--|----------------|-------|----------------------------|----------|-------------------|----------------------|
| A | Accessible | 5 | 4 | 3 | 2 | 1 | 7 |
| B | The information provided is clear | 5 | 4 | 3 | 2 | 1 | 7 |
| C | Information provided is timely/updated | 5 | 4 | 3 | 2 | 1 | 7 |
| D | I found the information useful for a case/business | 5 | 4 | 3 | 2 | 1 | 7 |

Now let's talk about accessibility and usefulness of the court library to you

Q36.1 Have you, at any time during your visit(s) to the court in the last 12 months made use of the court library?

| | |
|--|---|
| Yes | 3 |
| No, but I am aware there is a court library at this facility | 2 |
| No, I am not aware there is a court library at this facility | 1 |
| No, there isn't a court library at this facility | 0 |

Q37. If you have made use of the court library to access information, please tell us whether you agree or disagree with the following aspects? [Interviewer ask only if response to question 25 is Yes “3”.

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
|--|----------------|-------|----------------------------|----------|-------------------|----------------------|
| A I am always able to get the information/documentation I need from the library | 5 | 4 | 3 | 2 | 1 | 7 |
| B Court staff at the library always treats me courteously and professionally | 5 | 4 | 3 | 2 | 1 | 7 |
| C Opening times are suitable for visitors | 5 | 4 | 3 | 2 | 1 | 7 |
| D There is sufficient and suitable space to sit and read | 5 | 4 | 3 | 2 | 1 | 7 |

SECTION 7: ACCESSIBILITY OF COURT PROCESS DOCUMENTS (JUDGEMENTS, order, DECREERULING AND PROCEEDINGS)

Let's talk for a moment about the accessibility of court process documents (judgements rulings, orders, decrees and proceedings)

Q38. How often, during the last 12 months, have you or any other member of the household needed to obtain court process documents (proceedings, judgements, or decrees etc.) at this court? [Interviewer: Probe for frequency]

| | |
|--------------------|---|
| Never | 0 |
| Just once or twice | 1 |
| A few times | 2 |
| Often | 3 |
| Don't know | 9 |

Q39. If you or any other member of your household EVER obtained/needed to obtain a court process document. How easy or difficult would you say it is to obtain the documents when you need them? [Interviewer: Ask if response to question 38 is NOT Never "0"]. Otherwise, circle "7" not applicable.

| | |
|----------------------|---|
| Very easy | 1 |
| Easy | 2 |
| Difficult | 3 |
| Very difficult | 4 |
| Don't Know [DNR] | 9 |
| Not applicable [DNR] | 7 |

Q40. Are you or other members of your household normally required to pay for accessing court documents? [Interviewer: Ask if response to question 38 is NOT Never "0"]. Otherwise, circle "7" not applicable.

| | |
|----------------------|---|
| Yes, always | 2 |
| Yes, sometimes | 1 |
| No | 0 |
| Not applicable [DNR] | 7 |

Q41 How long did it take for you to obtain these documents from the court?[Interviewer: Probe for strength of opinion].

| | 0-21 days | 22-90 days | Over 90 days | Don't Know [DNR] |
|--|-----------|------------|--------------|------------------|
| A. Judgement (rulling, decree and order) | 3 | 2 | 1 | 9 |
| B Proceedings | 3 | 2 | 1 | 9 |
| C Records of Appeal | 3 | 2 | 1 | 9 |

Q42. In the course of your interaction with the court, how often, if ever, did you have to pay a bribe, give a gift, or do a favour in order to

| | Never needed this service/ Not Applicable [DNR] | Never | Once or twice | A few times | Often | Don't Know [DNR] |
|---|---|-------|---------------|-------------|-------|------------------|
| A Obtain court documents | 7 | 0 | 1 | 2 | 3 | 9 |
| C Speed up delivery of service | 7 | 0 | 1 | 2 | 3 | 9 |
| D To influence appointment of administrator | 7 | 0 | 1 | 2 | 3 | 9 |

SECTION 8. COURT ENVIRONMENT AND FACILITIES

Q43. Thinking about the court environment and facilities here today, overall, how satisfied or dissatisfied are you with the following?*[Interviewer: Probe for strength of opinion]. Would you say you are:*

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Service is not available [DNR] |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------------------|
| A Availability of conducive waiting areas | 1 | 2 | 3 | 4 | 5 | 7 |
| B Cleanliness of public areas (excluding the toilets) | 1 | 2 | 3 | 4 | 5 | 7 |
| C Facilities that take into account any particular needs that you may have | 1 | 2 | 3 | 4 | 5 | 7 |
| D Availability of space to hold private discussions | 1 | 2 | 3 | 4 | 5 | 7 |
| E Cleanliness of the public toilets | 1 | 2 | 3 | 4 | 5 | 7 |
| F Refreshments available at the restaurant/cafeteria within the premise | 1 | 2 | 3 | 4 | 5 | 7 |

Q44. Thinking about the court environment and facilities for groups with special need here today, overall how satisfied or dissatisfied are you with the following?*[Interviewer: Probe for strength of opinion]. Would you say you are:*

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Service is not available [DNR] | Don't know [DNR] |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|--------------------------------|------------------|
| A Toilet facilities for disabled | 5 | 4 | 3 | 2 | 1 | 7 | |
| B Building structure that support disabled & elderly people | 5 | 4 | 3 | 2 | 1 | 7 | |

| Q45. Thinking about juvenile cases, overall, how satisfied or dissatisfied with the following aspects:[Interviewer: Probe for strength of opinion]. Would you say: | | | | | | | | |
|---|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|-----------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't Know [DNR] | Service not available |
| A | Building that support juvenile cases | 5 | 4 | 3 | 2 | 1 | 7 | |
| B | Hearing of juvenile cases | 5 | 4 | 3 | 2 | 1 | 7 | |
| C | Timeliness of juvenile cases judgments | 5 | 4 | 3 | 2 | 1 | 7 | |
| D | Confidentiality of juvenile cases information | 5 | 4 | 3 | 2 | 1 | 7 | |

SECTION 9. OVERALL PRIORITIES

| Q46. Overall, which one or two of these are the most important to you regarding the services you received from the court? | | | |
|--|-----------|--------------------------|--------------------------|
| | | 1 st response | 2 nd response |
| How staff deal with customers/clients | | 1 | 1 |
| Ease of accessing the courts and its staff | | 2 | 2 |
| Waiting times | | 3 | 3 |
| Information before your visit | | 4 | 4 |
| Court environment and facilities | | 6 | 6 |
| Accessibility of court documents | | 7 | 7 |
| Other specify] | Post code | | |
| No further answer [DNR] | | | 9996 |
| Don't Know [DNR] | | 9999 | |

| Now let's turn to your overall satisfaction with your court experience. | |
|--|---|
| Thinking about the types of issues we have just been discussing and disregarding the outcome of your visit, or the result of your case/business brought you in the court: | |
| Q47. How satisfied or dissatisfied are you generally with your experience today? [interviewer: Probe for strength of opinion]. Would you say you are: | |
| Very satisfied | 5 |
| Fairly satisfied | 4 |
| Neither satisfied nor dissatisfies | 3 |
| Fairly dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know [DNR] | 9 |

| | |
|--|---|
| Q48. How satisfied or dissatisfied are you with the way you or any other member of the household were treated by the court staff? interviewer: Probe for strength of opinion]. Would you say you are: | |
| Very Satisfied | 5 |
| Fairly satisfied | 4 |
| Neither satisfied nor dissatisfies | 3 |
| Fairly dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know [DNR] | 9 |

| | |
|---|---|
| Q50. Disregarding the outcome of your visit, or the result of your case, how would you rate the overall quality of services provision by this court? | |
| Very poor | 1 |
| Poor | 2 |
| Average | 3 |
| Good | 4 |
| Very good | 5 |
| Don't know [DNR] | 9 |

| | |
|--|---|
| Q51. And how would you rate your experience today compared to your expectation. Has it been better, worse or about the same as you expected it to be? | |
| <i>Better</i> | 3 |
| <i>About the same</i> | 2 |
| <i>Worse</i> | 1 |
| <i>No expectation</i> | 0 |
| <i>Don't know [DNR]</i> | 9 |

| | |
|---|---|
| Q52. Disregarding your experience with this particular court, how satisfied or dissatisfied are you with the performance of the justice system in Tanzania as a whole? interviewer: Probe for strength of opinion]. Would you say you are: | |
| Very satisfied | 5 |
| Fairly satisfied | 4 |
| Neither satisfied nor dissatisfies | 3 |
| Fairly dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know [DNR] | 9 |

SECTION 10: COURT AWARENESS PROGRAMS

Qn 53. Move to the category of court awareness programs and, TV and Radio programs awareness.

| Q53.1 Are you aware of the following events organized by the court? [If No go to Q38.4] | | | |
|--|---|-----|----|
| | | Yes | No |
| A | Law week | 1 | 0 |
| B | Participation in the Saba Saba trade fair | 1 | 0 |
| C | Weekly morning briefs | 1 | 0 |
| D | TV Programs | 1 | 0 |
| E | Radio awareness Programs | 1 | 0 |

| Q53.2 If YES to Q53.1. above, How have these events or program contributed to your awareness about court services? | | | | | |
|---|---------------------------------------|-------|----------|------------|------------------|
| | | A lot | Somewhat | Not at all | Don't know [DNR] |
| A | Law week | 1 | 2 | 3 | 9 |
| B | Participation in Saba Saba Trade fair | 1 | 2 | 3 | 9 |
| C | Weekly morning briefs | 1 | 2 | 3 | 9 |
| D | TV Programs | 1 | 2 | 3 | 9 |
| E | Radio Programs | 1 | 2 | 3 | 9 |

| Q53.3 If 1 or 2 to Q52.2 above, event or program contributed to your awareness of the following court services? [Do not read option, code from response] | | | | | |
|---|----------|-----------|-------------|----------------|----------------|
| | Law week | Saba Saba | TV Programs | Radio Programs | Morning briefs |
| Case filing | 1 | 1 | 1 | 1 | 1 |
| Costs involved in case filing | 2 | 2 | 2 | 2 | 2 |
| Hearing of cases | 3 | 3 | 3 | 3 | 3 |
| Rights to bail | 4 | 4 | 4 | 4 | 4 |
| E-services | 5 | 5 | 5 | 5 | 5 |
| Mobile court | 6 | 6 | 6 | 6 | 6 |
| Complaints handling | 8 | 8 | 8 | 8 | 8 |
| Time for issuing of courts documents (judgment, decree & proceedings) | 9 | 9 | 9 | 9 | 9 |

| | | | | | |
|--|-----------|----|----|----|----|
| Time of delivery of judgment | 10 | 10 | 10 | 10 | 10 |
| Procedure for dealing with inheritance | 11 | 11 | 11 | 11 | 11 |
| Execution | 12 | 12 | 12 | 12 | 12 |
| Other [Please specify] _____ | Post Code | | | | |

Q55. As far as court performance improvement is concerned, what quality measurements you think should be improved first? Rate 5 (five) quality measurements by their importance for you, **Measurement [Interviewer: Tick options where 1 is the most important quality measurement and 5 is the least important quality and 9 for Don't know [DNR]**

| | | | | | | | |
|---|--|---|---|---|---|---|---|
| A | Ethics | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Increase qualified personnel | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Improve record keeping through ICT and timely dissemination of information | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Increase modern equipment, physical infrastructure and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| E | Increase accessibility of physical and electronic library | 5 | 4 | 3 | 2 | 1 | 9 |
| F | Affordability of court fees | 5 | 4 | 3 | 2 | 1 | 9 |
| G | Timeliness of court proceedings | 5 | 4 | 3 | 2 | 1 | 9 |

In your opinion, what if anything, should the court do to improve satisfaction of users like you with its services?

Q60A: _____ **Write 1st response**

Q60B: _____ **Write 2nd response**

Q60C _____ **Write 3rd response**

SECTION 11: ADDITIONAL INFORMATION ABOUT THE COURT USER

Just a few more questions about yourself.

Q61. Have you made visit(s) to any other courts besides this one, for business purposes, during the last 12 months?

| | |
|-----|---|
| No | 0 |
| Yes | 1 |
| | |

| | |
|--|------|
| Q62. Do you have any disability which limits your daily activities or the work you can do? | |
| Yes | 1 |
| No | 0 |
| Q63. What is your highest level of education?[Code from answer. Do not read options] | |
| No formal schooling | 0 |
| Some primary schooling | 1 |
| Primary school completed | 2 |
| Intermediate school or Some secondary school / high school | 3 |
| Secondary school / high school completed | 4 |
| Post-secondary qualifications, other than university e.g., a diploma or degree from a polytechnic or college | 5 |
| Some university | 6 |
| University completed | 7 |
| Post-graduate | 8 |
| Don't know [Do not read] | 9999 |
| Q64. What is your main occupation? (If unemployed, retired or disabled, what was your last main occupation?)[Do not read options. Code from responses.] | |
| Never had a job | 0 |
| Student | 1 |
| Housewife / homemaker | 2 |
| Agriculture / farming / fishing / forestry | 3 |
| Trader / hawker / vendor | 4 |
| Retail / Shop | 5 |
| Unskilled manual worker (e.g., cleaner, laborer, domestic help, unskilled manufacturing worker) | 6 |
| Artisan or skilled manual worker (e.g., trades like electrician, mechanic, machinist or skilled manufacturing worker) | 7 |
| Supervisor / Foreman / Senior Manager | 9 |
| Security services (police, army, private security) | 10 |
| Mid-level professional (e.g., teacher, nurse, mid-level government officer) | 11 |
| Upper-level professional (e.g., banker/finance, doctor, lawyer, engineer, accountant, professor, senior-level government officer) | 12 |
| Other | 95 |
| Don't know [Do Not Read] | 9999 |

| | |
|--|---|
| Q65. Do you work for yourself, for someone else in the private sector or the non-governmental sector, or for the government? [Read out options] | |
| Works for self | 1 |
| Private sector | 2 |
| Non-Governmental Organizations or civil society sector | 3 |
| Government | 4 |
| Not applicable [i.e., if answer to the previous question was unemployed, or student] | 7 |
| Don't know [Do not read] | 9 |

| | |
|--|---|
| Q66. Do you live in this District? [Interviewer: do not read options] | |
| Yes | 1 |
| No | 2 |
| Q67. [If no to the previous question]In which district, are you a resident? | |

| | |
|---|---|
| Q68. In general, how would you describe your present living conditions? [Interviewer: Read options, probe for strength of opinion]. Would you say it is: | |
| Very good | 5 |
| Fairly good | 4 |
| Neither good nor bad | 3 |
| Fairly bad | 2 |
| Very bad | 1 |
| Don't Know [Do not read] | 9 |

| | | | | | |
|---|------------|----------------------|-----------|----------|---------|
| Q69. What is your marital status? [Read options] | | | | | |
| Married | | Not married | | | |
| Monogamous | Polygamous | Single-never married | Separated | Divorced | Widowed |
| 1 | 2 | 3 | 4 | 5 | 6 |

THANK YOU VERY MUCH. YOUR ANSWERS HAVE BEEN VERY HELPFUL.

**END INTERVIEW -- DON'T FORGET TO COMPLETE THE NEXT SECTION
ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER AFTER
THE INTERVIEW IS CONCLUDED**

| | | |
|--|------|---------|
| END TIME. Time interview ended [Interviewer: Enter hour and minute, use 24 hr. clock] | Hour | Minutes |
| | | |

| Q70. Where was the interview conducted? | | | | |
|--|--|-----------|---|--|
| Court premises | | | 1 | |
| Advocate offices | | | 2 | |
| Legal Aid Providers Offices | | | 3 | |
| State attorney's offices | | | 4 | |
| Other areas [Please specify] _ | | Post Code | | |

| | | | |
|---|--|--|--|
| LENGTH. For Office Use: Duration of interview in minutes | | | |
|---|--|--|--|

| Q71. Respondent's gender | |
|---------------------------------|---|
| Male | 1 |
| Female | 2 |

| Q72. Respondent's race? | | | |
|---------------------------------|---|--|----|
| Black / African | 1 | South Asian (Indian, Pakistani, etc.) | 5 |
| White / European | 2 | East Asian (Chinese, Korean, Indonesian, etc.) | 6 |
| Coloured / Mixed race | 3 | Other | 95 |
| Arab / Lebanese / North African | 4 | | |

| Q73. Were there any other people immediately present who might be listening during the interview? | |
|--|---|
| Yes | 1 |
| No | 0 |

| Q74. | Yes | No |
|---|-----|----|
| A. Did the respondent check with others for information to answer any question? | 1 | 0 |
| B. Do you think anyone influenced the respondent's answers during the interview? | 1 | 0 |

| Q75. What proportion of the questions do you feel the respondent had difficulty answering? | |
|---|---|
| All | 4 |
| Most | 3 |
| Some | 2 |
| Few | 1 |
| None | 0 |

| Q76. What was the respondent's attitude toward you during the interview? | | | | | | |
|---|-------------|---|------------|---|---------------|---|
| A. Was he or she | Friendly | 1 | In between | 2 | Hostile | 3 |
| B. Was he or she | Interested | 1 | In between | 2 | Bored | 3 |
| C. Was he or she | Cooperative | 1 | In between | 2 | Uncooperative | 3 |
| D. Was he or she | Patient | 1 | In between | 2 | Impatient | 3 |
| E. Was he or she | At ease | 1 | In between | 2 | Nervous | 3 |
| F. Did he or she appear | Honest | 1 | In between | 2 | Misleading | 3 |

| | | | | | |
|---|-----------|----------|----------|--|--|
| Q77. Interviewer Name <i>[Write in]</i> | | | | | |
| Q78. Interviewer's Number | R | E | P | | |
| Q79. Interviewer's Age | | | | | |
| Q80. interviewer's gender | | | | | |
| Male | 1 | | | | |
| Female | 2 | | | | |
| Q81. Interviewer's highest level of education | | | | | |
| Primary education | 1 | | | | |
| Secondary school (O-Level) completed / some high school | 2 | | | | |
| Certificate (received Post O-Level Secondary) | 3 | | | | |
| Secondary A-Level | 4 | | | | |
| Diploma (Post-secondary qualifications, other than university e.g. a diploma from a polytechnic or college) | 5 | | | | |
| University Degree | 6 | | | | |
| Postgraduate | 7 | | | | |
| Other [Specify] _____ | Post Code | | | | |

SIGNATURE PAGE

82. INTERVIEWER: Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

| | |
|----|---|
| No | 0 |
|----|---|

INTERVIEWER: I hereby certify that this interview was conducted in accordance with instructions received during training. All responses recorded here are those of the respondent who was chosen according to the procedure/ instructions for this survey's respondent selection.

INTERVIEWER SIGNATURE: _____

83. SUPERVISOR: Do you have any other comments on the interview? For example, did anything else significant happen during the interview/at the interview location?

| | |
|----|---|
| No | 0 |
|----|---|

SUPERVISOR: I hereby certify that this interview was conducted in accordance with instructions given to interviewers during training. All responses have been checked for completeness and accuracy. The information about the court is based on observations I and the interviewer personally made at the facility chosen for interview.

SUPERVISOR SIGNATURE: _____

Annex 4. Court Staff/Work Environment Survey

Court user Satisfaction Survey in Tanzania 2023

THE FOLLOWING FIELDS ARE TO BE FILLED IN CONJUNCTION WITH THE FIELD SUPERVISOR

| | | | |
|--|---------------------------|---|---------------------------|
| Fieldworker No. | | | |
| <i>[Office Use Only]</i> | | | |
| <i>[Supervisor Use Only]</i> | | | |
| Interview was checked in the field. | Questionnaire checked by: | Court Level: <i>[Circle one]</i> | |
| Yes | 1 | Primary Court | 1 |
| No | 2 | <i>[Supervisor signature]</i> | District Court |
| | | | Resident Magistrate Court |
| | | High Court Zone | 4 |
| | | Integrated Justice Centre (IJC) | 5 |
| | | High Court Labour Division | 6 |
| | | High Court Commercial Division | 7 |
| | | High Court Land Division | 8 |
| | | High Court Corruption and Economic Crime Division | 9 |
| | | High Court Mediation Division | 10 |
| | | High Court main Registry | 11 |
| | | Court of Appeal | 12 |
| <i>Interviewer: Enter appropriate names for Zone, Region, District, and Street/Village where the Court is located in the boxes below</i> | | | |
| Zone <i>[enter name below]</i> | Area | Name | Code |
| | Region | | |
| | District | | |
| | Street/Village | | |
| | Court Name | | |

Interviewer's introduction:

Good day. My name is, I am from REPOA, an independent research Organisation based in Dar es Salaam. We are conducting a survey about people's experiences in accessing court services in the country. We would like to discuss these issues with you as a court Staff. The answers to these questions will help the judiciary improve court services in the country.

Participation in this survey is anonymous and will not affect you in any way. Your responses will be put together with other interviews we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take short time. There is no penalty for refusing to participate. Do you wish to proceed? [Proceed with interview only if answer is positive].

[Interviewer: Only interview court staff]

Note: The person must give his or her informed consent by answering positively

[Interviewer: Please fill the following questions prior to interviewing a respondent]

| DINTR [DATE OF INTERVIEW] | Day | Month | Year |
|--|-----|-------|------|
| Date of interview <i>[Interviewer: Enter day, month, and year]</i> | | | |

| STIME [START TIME] | Hour | Minute |
|--|------|--------|
| Time interview started <i>[Interviewer: Enter hour and minute, use 24 hr. clock]</i> | | |

| Name of Respondent <i>[Interviewer: write in capital letters] [Optional]</i> | Gender | Age | Marital status | Highest level of education | Staff Category | For how long you have been in service in the judiciary |
|---|--------------------|-----|--|---|--|---|
| a | b | c | d | e | f | G |
| Q1 | | | | | | |
| CODES | 1=Male 2=Female | | 1= Single 2= Married 3=Separated 4=Divorced 5= Widow | 0= No formal education 1=Primary education 2= Secondary O level | 1=Magistrates/judges 2=Registrar 3=Court Admin/HR Officers 5=Accountants | <i>Enumerator: report number of years and 0 if less than one year</i> |
| | | | 9=Not applicable | 3=Certificate 4= Secondary A Level 5=Diploma 6= University Degree 7=Postgraduate 9=Other [Specify] | 6=Office Attendants 7=Personal Secretaries 8=Security guard 9=Other [Specify] | |

SECTION 1. COURT STAFF DETAILS

SECTION 2: FACILITIES LEVEL OF SATISFACTION AND INCENTIVES AT THE COURT FACILITIES

| <i>Observe the facilities while speaking to the respondent</i> | | | |
|--|--|--|--|
| Q1. Main construction materials used on the floor | Q2. Main materials used for the wall | Q3. Main materials used in the roof | Q4. Kind of toilet in this facility |
| 1=Concrete/cement 2=Timber 3=Earth 4=Tiles | 1=Concrete/cement, 2=Burnt bricks, 3=Mud bricks, 4=Poles and mud 5=Poles and grass | 1=Metal sheets 2=Tiles/concrete 3=Mud and grass 4=Grass leaves | 1= Flush toilet, 2= VIP (Improved toilet) 3= Pit latrine 4= Other |
| Q5. What is the main source of water in this facility | Q6. The main source of lighting in the facility | Q7. Do you have an office | Q8. How satisfied are you with office furniture |
| 1=Piped water inside, 2=Piped water outside, 3=Public tap, 4= Well water within the premise, 5=Outside/ public well, 6=Rainwater, 7=Water vendors 8=Other [Specify] | 1=Electricity-national grid 2=Solar 3=Paraffin lamp 4=Candles 5=Firewood | 1=Yes, Self 2=Yes, shared 3= No, it is a common room for all | 1=No furniture 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied 5= Satisfied 6= Very Satisfied |
| Q9. How satisfied are you with the stationaries supplied to the office | Q10. How satisfied are you with the workload allocated to you | Q11. How satisfied are you with the working environment | Q12. How satisfied are you with your salary/remuneration and other allowances to you |
| 1=No Stationary 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied, 5= Satisfied 6= Very Satisfied | 1=No workload 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied, 5= Satisfied 6= Very Satisfied | 1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR] | 1= No salary [volunteer] 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied, 5= Satisfied 6= Very Satisfied |
| Q13. How satisfied are you with the timing of receiving your salary/remuneration | Q14. How satisfied are you with the freedom in making a decision | Q15. How satisfied are you with the availability of network or network performance when dealing with e-services. | |
| 1=No salary [volunteer] 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied 5= Satisfied 6= Very Satisfied | 1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied, 4= Satisfied 5= Very Satisfied 6=Nothing to say | 1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied, 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR] | |

| Q16. Are they satisfied with the strategies/measures taken by the court in the following areas | | | | | | |
|---|---|--------------|--|-----------|---|----------------------|
| | Very Dissatisfied | Dissatisfied | Neither Satisfied nor Dissatisfied | Satisfied | Very Satisfied | Nothing to say [DNR] |
| a. Finish the case within time | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Clearing the case backlog | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Handling complaints and feedback from citizens | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Dealing with arrears/claims of employee entitlements | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Dealing with ethical violations | 1 | 2 | 3 | 4 | 5 | 6 |
| f. Improve performance | 1 | 2 | 3 | 4 | 5 | 6 |
| g. Infrastructure construction | 1 | 2 | 3 | 4 | 5 | 6 |
| h. Availability of working tools | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | | |
| Q17. How satisfied are you with the cleanliness of the court environment | Q18. How satisfied are you with the extent of resources available to this court to carry out its mandate? | | Q19. For how long you have worked for this court | | Q20. Do you know your rights/entitlement in your workplace | |
| 1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied, 4= Satisfied 5= Very Satisfied 6=Nothing to say[DNR] | 1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR] | | Write number of years | | 1= Yes 2= No 3= Not sure | |
| Q21. Are satisfied with the ways in which your rights are observed | Q22. Have you undertaken any training after being employed by the court | | Q23. How many trainings have undertaken after your employment (Including diplomas and degrees) | | Q24. If you undertook training, what kind of training did you attended? | |
| 1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say[DNR] | 1= Yes 2= No | | 0 = None 99= Don't remember | | 1= Short course 2= Certificate course 3= Diploma course 3=Bachelor/degree course 4= Master's degree 5= PhD 99= Not applicable | |

| | | | |
|---|---|---|--|
| Q25. If you undertook training, was it relevant to your work | Q26. Among the training that you attended, what was the duration of the longest training (DAYS) | Q27. Do you live at the court compass? | Q28. Is the house you live in provided by your employer? |
| 1=Very relevant 2= Somehow relevant 3= Not relevant at all 99= Not applicable | 99= Not applicable | 1=Yes 2= No | 1=Yes 2= No |
| Q29. How long does it take from home to the office _____ | Q30. What is your main Mode of transport to work? | Q31. Do you agree or disagree that there are functional mechanisms of individual grievance handling | Q32. Do you agree or disagree that the Judiciary allow staff to participate in Trade unions |
| <i>(Write in MINUTES and 0 if lives in the campus)</i> | 0 = Lives in the campus 1= Walk 2= Own car 3= Staff Bus 4= Bicycle 5=motorcycle/Bajaj 5= Public transports 6= Not applicable | 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree. | 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree. |
| Q33. How well do you know the strategic plan of the Tanzanian Judiciary? | Q34. To what extent are employees involved in ongoing court strategies? | Q35. Are you satisfied or dissatisfied with the methods of internal communication regarding employee welfare schemes, promotion schemes and different HR policies. | Q36. Are you satisfied or dissatisfied with the Employees' statutory rights. |
| 1= I understand it very well 2=I understand it to some extent 0= I don't understand it at all | 1=Very involved 2=Somehow involved 3=Not involved at all | 1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR] | 11=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR] |
| Q37. How much does this court receive cases relating to election matters or political issues? Refer to the election period | Q38. Has the court ever been interfered by other parties when there are electoral cases or cases relating to political matters? | Q39. If the court has been interfered with by other parties in election cases or in case related to political matters. Was this situation disapproved or approved? | Q40. How satisfied are you with your autonomous with other government parties? |
| 1=Never 2=Only once 3=A few times 4=Often 5=Don't know [DNR] | 1=Never 2=Only once 3=A few times 4=Often 5=Don't know [DNR] 6=Not Applicable (NA) | 1=Strongly Disapproved 2=Disapproved 3=Neither Approved nor Disapproved [DNR] 4=Approved 5=Strongly Approved 6=Don't know [DNR] 7=Not Applicable (NA) | 1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR] |

| | | | |
|---|---|---|--|
| Q41. For the past 5 years, have you or anyone you know in this facility ever been promoted? | Q42. Based on your experience, do you think promotion conforms with the time provided laws, rules and or regulations? | Q42.1. Do you agree or disagree that you regularly receive information about emerging and ongoing matters of the Judiciary? | Q42.2. To what extent do you agree with the statement that employee performance in the Judiciary is undertaken regularly |
| 1=Yes, myself 2=Yes, I know some of them 3=No 6= I don't know | 1=Yes, conforms 2=No, do not conform 3=Don't know [DNR] | 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree | 1= Not Available; 2= Strongly Disagree; 3=Disagree 4=Agree; 5=Strongly Agree. |

| Q43. Thinking about your experiences, overall, how affective are these systems in improving your performance? | | | | | | | |
|--|----------------|--------------------|-----------------------------------|------------------|----------------------|------------|------|
| | Very effective | Somewhat effective | Neither effective nor ineffective | Very ineffective | Somewhat ineffective | Don't know | None |
| Supervision | 5 | 4 | 3 | 2 | 1 | 9 | 8 |
| Inspection | 5 | 4 | 3 | 2 | 1 | 9 | 8 |

SECTION 3: COURT IMPROVEMENT MEASURES

Q1. Thinking about current court assets, overall, how satisfied or dissatisfied are you with the following court assets? [Interviewer: probe for strength of opinion].

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | None | Don't know [DNR] |
|---|--|----------------|------------------|------------------------------------|---------------------|-------------------|------|------------------|
| A | Construction of new court building | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| B | Renovation of court buildings | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| C | Construction of toilets | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| D | Court library space in newly/renovated buildings | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| E | Purchase of court vehicle | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| F | Purchases of computers | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| G | Purchases of furniture | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| H | Electricity connection to national grid | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| I | Electricity connection to other sources | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| J | Piped water connection | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| K | Court noticeboard | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| L | Court website | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| M | Restaurant/cafeteria/food stall | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| O | Billboards | 5 | 4 | 3 | 2 | 1 | 8 | 9 |

Q2. In last 5 years, has there been any improvement made by Judiciary of Tanzania in the following at your court

| | | Yes | No |
|---|---|-----|----|
| | Construction of new court building | | |
| A | Renovation of court buildings | 1 | 0 |
| B | Construction of toilets | 1 | 0 |
| C | Construction of Court library | 1 | 0 |
| D | Purchase of court vehicle | 1 | 0 |
| E | Purchases of computers | 1 | 0 |
| F | Purchases of furniture | 1 | 0 |
| G | Purchases of court recording equipment | 1 | 0 |
| H | Electricity connection to national grid | 1 | 0 |
| I | Electricity connection to other sources | 1 | 0 |
| J | Piped water connection | 1 | 0 |
| K | Court noticeboard | 1 | 0 |
| L | Court website | 1 | 0 |
| M | Restaurant/cafeteria/food stall | 1 | 0 |

SECTION 4: ACCESSIBILITY AND USEFULNESS OF INFORMATION TO USERS

Q3. Have you ever visited the court's website?

1=Yes, 0=No

| Q4. If yes in the above question, have you seen any of the following documents? | | | |
|---|-----------------------------|-----|----|
| | | Yes | No |
| A | Laws, rules and regulations | 1 | 0 |
| B | Law reports | 1 | 0 |
| C | Court decisions | 1 | 0 |
| D | Others | 1 | 0 |

| Q5. If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided <i>[Interviewer ask only if response to previous question is Yes "3"]</i> . | | | | | | |
|--|----------------|-------|----------------------------|----------|-------------------|----------------------|
| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable [DNR] |
| A Accessible | 5 | 4 | 3 | 2 | 1 | 7 |
| B <i>The information provided is clear</i> | 5 | 4 | 3 | 2 | 1 | 7 |
| C <i>Information provided is timely/updated</i> | 5 | 4 | 3 | 2 | 1 | 7 |
| D <i>I found the information useful for a case/business</i> | 5 | 4 | 3 | 2 | 1 | 7 |

| Q6. In last 5 years, has there been any use of the following modern technology at your court | | | | |
|--|---------------------------------------|-----|----|-----------------|
| | | Yes | No | Don't Know (DK) |
| A | e-filing | 1 | 0 | |
| B | e. payment | 1 | 0 | |
| C | e-case management | 1 | 0 | |
| D | e- notification | 1 | 0 | |
| E | TANZLII | 1 | 0 | |
| F | e-office | 1 | 0 | |
| G | Video conferencing/Virtual conference | 1 | 0 | |
| H | JSDS | 1 | 0 | |

| Q7. Thinking about modern technology used, overall, how satisfied or dissatisfied are you with the following modern technology used in this court? [Interviewer: probe for strength of opinion]. | | | | | | | | |
|---|---------------------------------------|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|---------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] | Not Applicable [NA] |
| A | e-filing | 5 | 4 | 3 | 2 | 1 | 9 | |
| B | e. payment | 5 | 4 | 3 | 2 | 1 | 9 | |
| C | e-case management | 5 | 4 | 3 | 2 | 1 | 9 | |
| D | e- notification | 5 | 4 | 3 | 2 | 1 | 9 | |
| E | TANZLII | 5 | 4 | 3 | 2 | 1 | 9 | |
| F | e-office | 5 | 4 | 3 | 2 | 1 | 9 | |
| G | Video conferencing/Virtual conference | 5 | 4 | 3 | 2 | 1 | 9 | |
| H | JSDS | 5 | 4 | 3 | 2 | 1 | 9 | |
| | | | | | | | | |

SECTION 5: COURT PUBLIC AWARENESS PROGRAMS

| Q8. Does the court provide Public awareness education and sensitization for the court related services at the following facilities? | | | | |
|--|---|-----|----|------------|
| | | Yes | No | Don't Know |
| A | Primary Court | 1 | 0 | |
| B | District Court | 1 | 0 | |
| C | Resident Magistrate Court | 1 | 0 | |
| D | High Court Zone | 1 | 0 | |
| E | High Court Labour Division | 1 | 0 | |
| F | High Court Commercial Division | 1 | 0 | |
| G | High Court Land Division | 1 | 0 | |
| H | High Court Corruption and Economic Crime Division | 1 | 0 | |
| I | High Court Mediation Division | 1 | 0 | |
| J | High Court main Registry | 1 | 0 | |
| K | Integrated Justice Centre (IJC) | 1 | 0 | |
| L | Court of Appeal | 1 | 0 | |
| | | | | |

Q9. If yes in Q8 above. Now thinking about public awareness, overall, how sufficient or insufficient is the public awareness delivered in the following court levels?

| | | Very sufficient | Fairly sufficient | Neither sufficient nor insufficient | Fairly insufficient | Very insufficient | Don't know [DNR] |
|---|---|-----------------|-------------------|-------------------------------------|---------------------|-------------------|------------------|
| A | Primary Court | 5 | 4 | 3 | 2 | 1 | 9 |
| B | District Court | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Resident Magistrate Court | 5 | 4 | 3 | 2 | 1 | 9 |
| D | High Court Zone | 5 | 4 | 3 | 2 | 1 | 9 |
| E | High Court Labour Division | 5 | 4 | 3 | 2 | 1 | 9 |
| F | High Court Commercial Division | 5 | 4 | 3 | 2 | 1 | 9 |
| G | High Court Land Division | 5 | 4 | 3 | 2 | 1 | 9 |
| H | High Court Corruption and Economic Crime Division | 5 | 4 | 3 | 2 | 1 | 9 |
| I | High Court Mediation Division | 5 | 4 | 3 | 2 | 1 | 9 |
| J | High Court main Registry | 5 | 4 | 3 | 2 | 1 | 9 |
| K | Integrated Justice Centre (IJC) | 5 | 4 | 3 | 2 | 1 | 9 |
| L | Court of Appeal | 5 | 4 | 3 | 2 | 1 | 9 |
| | | | | | | | |

Q10. Do you have Front Desk Services at your court

No = 0 Yes = 1

Q11. If yes in Q10 above. Now thinking about Front Desk, overall, how effective is the front desk in customer care at your court?

| | Very ineffective | Fairly ineffective | Neither effective nor ineffective | Fairly effective | Very effective | Don't know [DNR] |
|------------------------------------|------------------|--------------------|-----------------------------------|------------------|----------------|------------------|
| Effectiveness of front desk | 5 | 4 | 3 | 2 | 1 | 9 |

Q12. How effective are the guidelines, rules & regulations with respect to? *[Interviewer: probe for strength of opinion].*

| | | Very effective | Effective | Neither effective nor ineffective | Very ineffective | ineffective | Don't know [DNR] |
|---|----------------------|----------------|-----------|-----------------------------------|------------------|-------------|------------------|
| A | Court brokers rules | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Court fee rules | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Free court documents | 5 | 4 | 3 | 2 | 1 | 9 |

SECTION 6: COURT STAKEHOLDERS

Q13. Now think about court stakeholders; How effective would you say these stakeholders are in opening, processing and/or dispensing justice? [Interviewer: probe for strength of opinion].

| | | Very effective | Effective | Neither effective nor ineffective | Very ineffective | ineffective | Don't know [DNR] |
|---|------------------------|----------------|-----------|-----------------------------------|------------------|-------------|------------------|
| A | State Attorneys | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Advocates | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Court brokers | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Prison Officers | 5 | 4 | 3 | 2 | 1 | 9 |
| E | Social welfare workers | 5 | 4 | 3 | 2 | 1 | 9 |
| F | Probation Officers | 5 | 4 | 3 | 2 | 1 | 9 |
| G | Police Officers | 5 | 4 | 3 | 2 | 1 | 9 |

Q14. Thinking about your experiences, overall, how satisfied or dissatisfied are you with the improvement if any for the following core values in handling of cases by the court in last 12 months? [Interviewer: probe for strength of opinion]

| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know [DNR] |
|---|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------------|
| A | Equality (before the law) | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Impartiality | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Independence of decision-making | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Competence and professionalism | 5 | 4 | 3 | 2 | 1 | 9 |
| E | Integrity | 5 | 4 | 3 | 2 | 1 | 9 |
| F | Accessibility | 5 | 4 | 3 | 2 | 1 | 9 |
| G | Timeliness | 5 | 4 | 3 | 2 | 1 | 9 |
| H | Involvement of stakeholders in court-related issues | 5 | 4 | 3 | 2 | 1 | 9 |

Q15. As far as court performance improvement is concerned, what quality measurements you think should be improved first? Rate 5 (five) quality measurements by their importance for you, **Measurement** [Interviewer: Tick options where 1 is the most important quality measurement and 5 is the least important quality and 9 for Don't know [DNR]

| | | | | | | | |
|---|--|---|---|---|---|---|---|
| A | Ethics | 5 | 4 | 3 | 2 | 1 | 9 |
| B | Increase qualified personnel | 5 | 4 | 3 | 2 | 1 | 9 |
| C | Improve record keeping through ICT and timely dissemination of information | 5 | 4 | 3 | 2 | 1 | 9 |
| D | Increase modern equipment, physical infrastructure and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| E | Increase accessibility of physical and electronic library | 5 | 4 | 3 | 2 | 1 | 9 |
| F | Affordability of court fees | 5 | 4 | 3 | 2 | 1 | 9 |
| G | Timeliness of court proceedings | 5 | 4 | 3 | 2 | 1 | 9 |

Let's talk about the influence in ruling decision-making at this court level. From your point of view which of the following statements do you agree with? [Interviewerprobe for strength of opinion]:Choose statement 1 or statement 2.

Q16.

| | | | |
|--|--------------------------|--|-------------------------------------|
| Statement 1: Judges/magistrates at this level are not free in making decisions when it comes to cases of persons with influence | | Statement 2: The Judges/magistrates at this level are free and their decision is not affected by the popularity of the person | |
| I agree completely with statement 1 | I agree with statement 1 | I agree with statement 2 | I agree completely with statement 2 |
| 1 | 2 | 3 | 4 |
| I disagree with both of these statements [DNR] | | | 5 |
| Don't know [DNR] | | | 9 |

| | | | |
|--|-------------------------------|---|--|
| Q17. | | | |
| Statement 1: As the case continues, the direct party to the case (the Victim and the defendant) have the tendency to influence decisions by giving gifts or bribes to decision makers | | Statement 2: the direct party to the case (the Victim and the defendant) remain calm following the proceedings of the judges believing their decisions cannot be changed by bribe or gifts | |
| I agree completely with statement 1 1 | I agree with statement 1 2 | I agree with statement 2 3 | I agree completely with statement 2 4 |
| I disagree with both of these statements [DNR] | | | 5 |
| Don't know [DNR] | | | 9 |

| | | | |
|--|-------------------------------|--|--|
| Q18. | | | |
| Statement 1: When the case is completed, the judges/magistrates feel free and peaceful in the presence of the victims | | Statement 2: When the case is completed judges/magistrates become uncomfortable in the presence of victims, especially in fear of revenge | |
| I agree completely with statement 1 1 | I agree with statement 1 2 | I agree with statement 2 3 | I agree completely with statement 2 4 |
| I disagree with both of these statements [DNR] | | | 5 |
| Don't know [DNR] | | | 9 |

In your opinion, what can be done in court to improve services and for you to have a better working environment?

Q19: _____ *Write the first response*

Q20: _____ *Write the second response*

Q21 _____ *Write the third response*

Q21.1. To what extent do you agree or disagree with the level of transparency in court proceedings

| SN | Statements | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|----|---|-------------------|----------|---------|-------|----------------|
| 1 | Our judgments are available to litigants. | 1 | 2 | 3 | 4 | 5 |
| 2 | We permit media access to and reporting of court proceedings. | 1 | 2 | 3 | 4 | 5 |
| 3 | We respond to requests for information from court users in a timely manner. | 1 | 2 | 3 | 4 | 5 |
| 4 | Whenever circumstances permit, the public has access to the court proceedings | 1 | 2 | 3 | 4 | 5 |
| 5 | Whether Weekly pre-session awareness. Is conducted regularly | 1 | 2 | 3 | 4 | 5 |

| Q21.2. To what extent do you agree with each of the following statements regarding the completeness, relevance, and clarity of information in our communication media? | | | | | | |
|--|---|-------------------|----------|---------|-------|----------------|
| SN | Statements | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
| 1 | The information we communicate to the Public is complete, relevant, and clear. | 1 | 2 | 3 | 4 | 5 |
| 2 | The information we communicate is useful to users. | 1 | 2 | 3 | 4 | 5 |
| 3 | We provide information to assist litigants without representation. | 1 | 2 | 3 | 4 | 5 |
| 4 | Language interpretation services are available to court users who require them. | 1 | 2 | 3 | 4 | 5 |

THE FOLLOWING INFORMATION HAS TO BE FILLED BY THE INTERVIEWER IN CONJUNCTION WITH THE FIELD SUPERVISOR

Q 22. Are you interviewing court administrator/Human Resource Officer

1= Yes

0= No[Enumerators: if No skip to section D]

| Q23 | | |
|--|------------|-----------|
| CFE— Does the court facility have the following? | Yes | No |
| A. Connection to national electricity grid | 1 | 0 |
| B. Connection to other source of electricity | 1 | 0 |
| C. Piped water connection | 1 | 0 |
| D. Toilets for use by public visitors | 1 | 0 |
| E. Court noticeboard | 1 | 0 |
| F. Court website | 1 | 0 |
| G. Court library | 1 | 0 |
| H. Court related information and education materials for the public Court publications | 1 | 0 |
| I. Restaurant/cafeteria/food stall within court premises | 1 | 0 |
| Q24 | | |
| CFP. Is the court premise enclosed by a fence? | | |
| Yes | 1 | |
| No | 0 | |
| Q25 | | |

| CFT. If the court premise is fenced, what type of fencing material has been used? | | | | |
|---|--|--|-----------|---|
| Brick/concrete wall | | | | 3 |
| Barbed wire fence | | | | 2 |
| Plant/tree fence | | | | 1 |
| Other [Please specify] _____ | | | Post Code | |

REFLECTION AND CONCLUSION

END INTERVIEW --DON'T FORGET TO COMPLETE THE NEXT SECTION. ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER AFTER THE INTERVIEW IS CONCLUDED

| | | |
|---|------|---------|
| ENDTIME. Time interview ended [Interviewer: Enter hour and minute, use 24 hr. clock] | Hour | Minutes |
| | | |

| | | | |
|---|--|--|--|
| LENGTH. For Office Use: Duration of the interview in minutes | | | |
|---|--|--|--|

| | |
|---|---|
| Q1. Where was the interview conducted? | |
| Court premises | 1 |
| Advocate offices | 2 |
| Legal Aid Providers Offices | 3 |
| State attorney's offices | 4 |
| Other areas [Please specify] | |

| | |
|--------------------------------|---|
| Q2. Respondent's gender | |
| Male | 1 |
| Female | 2 |

| | | | |
|-------------------------------|---|--|---|
| Q3. Respondent's race? | | | |
| Black / African | 1 | Arab / Lebanese / North African | 4 |
| White / European | 2 | South Asian (Indian, Pakistani, etc.) | 5 |
| Coloured / Mixed race | 3 | East Asian (Chinese, Korean, Indonesian, etc.) | 6 |

| | |
|---|---|
| Q4. Were there any other people immediately present who might be listening during the interview? | |
| Yes | 1 |
| No | 0 |

| | | |
|---|-----|----|
| Q5. | Yes | No |
| A. Did the respondent check with others for information to answer any question? | 1 | 0 |
| B. Do you think anyone influenced the respondent's answers during the interview? | 1 | 0 |

| | | | | | | |
|--|-------------|---|------------|---|---------------|---|
| Q6. What was the respondent's attitude toward you during the interview? | | | | | | |
| A. Was he or she | Friendly | 1 | In between | 2 | Hostile | 3 |
| B. Was he or she | Interested | 1 | In between | 2 | Bored | 3 |
| C. Was he or she | Cooperative | 1 | In between | 2 | Uncooperative | 3 |
| D. Was he or she | Patient | 1 | In between | 2 | Impatient | 3 |
| E. Was he or she | At ease | 1 | In between | 2 | Nervous | 3 |
| F. Was he or she | Honest | 1 | In between | 2 | Misleading | 3 |

| | | | | |
|---|---|---|------|--|
| Q7. Interviewer Name <i>[Write in]</i> | | | | |
| Q8. Interviewer's Number | R | E | P | |
| Q9. Interviewer's Age | | | | |
| Q10. interviewer's gender | | | | |
| Male | | | 1 | |
| Female | | | 2 | |
| Q11. Interviewer's highest level of education | | | | |
| Primary education | | | 1 | |
| Secondary school (O-Level) completed / some high school | | | 2 | |
| Certificate (received Post O-Level Secondary) | | | 3 | |
| Secondary A-Level | | | 4 | |
| Diploma (Post-secondary qualifications, other than university e.g. a diploma from a polytechnic or college) | | | 5 | |
| University Degree | | | 6 | |
| Postgraduate | | | 7 | |
| Other specify] _____ | | | Code | |

SIGNATURE PAGE

Q12. INTERVIEWER: Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

| | |
|-----|---|
| No | 0 |
| Yes | 1 |

INTERVIEWER: I hereby certify that this interview was conducted in accordance with instructions received during training. All responses recorded here are those of the respondent who was chosen according to the procedure/ instructions for this survey's respondent selection.

INTERVIEWER SIGNATURE:

Q13. SUPERVISOR: Do you have any other comments on the interview? For example, did anything else significant happen during the interview/at the interview location?

No = 0

Yes =1

SUPERVISOR:I hereby certify that this interview was conducted in accordance with instructions given to interviewers during training. All responses have been checked for completeness and accuracy. The information about the court is based on observations I and the interviewer personally made at the facility chosen for interview.

SUPERVISOR SIGNATURE:

Annex 5. Focus Group Discussion (FGD) and In-Depth Interview (IDI)

QUESTIONNAIRE FOR IN-DEPTH INTERVIEWS (IDI)

To be asked to Court Headquarters and Court of Appeal Staff

[Facilitator: From each of the leading questions below, probe to get more in-depth information]

1. Supervision and inspection

- 1.1. What procedures are used by the judiciary to supervise the functioning of the court at various levels? How does this help to improve the effectiveness of court operations?
- 1.2. What procedure is used to inspect the performance of judicial staff? how many times a year is this inspection taking place?

2 Court improvement

- 2.1 According to your experience what kind of infrastructure improvements has been implemented by the Judiciary of Tanzania at different levels of the court?
- 2.2 According to your experience, what kind of ICT improvements has been implemented by the Judiciary of Tanzania at different levels of the court?
- 2.3 According to your experience what kind of human resources improvements including Court staff Promotion that has been implemented by the Judiciary of Tanzania at different levels of the court?

3 Formation of divisions/ mediation from the mainstream high court

- 3.1 Can you explain why the judiciary of Tanzania decided to separate high court divisions/mediation from the mainstream high court?
- 3.2 According to your experience, is there any success that has been achieved by separating high court divisions/mediation from the mainstream high court?

4 General questions

- 4.1 Overall, what are the challenges that undermine the performance of the Judiciary in its mandate of ensuring peace and order in the country
- 4.2 Overall court transformation what things do you think could be done differently could have more impact on the effectiveness of judiciary operations and satisfaction to the court users

FOCUS GROUP DISCUSSION (FGD)

To be asked to High Court Zone, Resident Magistrate Court

1. How friendly is your court environment for your customer including people with special needs to access court services? Is there any improvement that has been done recently, what else should be done or done differently to improve service delivery at your court?
2. How are you satisfied with the working facilities offered by the judiciary at your court level? Name types of facilities including technology and explain how effective they are in facilitating your work. Is there any improvement that has been done recently, what else should be done or done differently to improve service delivery at your court?
3. How long does it take to finish a normal case in the court, is that too long or too short? Is there any specific time limit provided for the case to be completed? What do you think is the reason for this timeline for a case? Is there any improvement that has been done recently, what else should be done or done differently to improve the case timeline at your court?
4. What kind of incentives and disincentives that you encounter at the court facility in implementing your daily responsibility including your security? Is there any improvement that has been done recently, what else should be done or done differently to improve incentives to staff at your court?
5. Can you explain in detail the accessibility of court process documents including judgement ruling and proceedings? Is there any improvement that has been done recently, what else should be done or done differently to improve the accessibility of documents at your court?
6. Can you explain in detail about accessibility and usefulness of court service information to users? Is there any improvement that has been done recently, what else should be done or done differently to improve the accessibility and usefulness of service information at your court?

What other changes you would suggest or recommend being done or done differently for the court staff and court users for better court service delivery and why do you think that way

Overall, as far as amendment/enactment of laws and rules that expedite and accelerate the disposition of cases in courts as per below

- a) (That introduced the procedure for Plea Bargain Agreement)
- b) (That introduced the procedure for determining appeals and revisions originating from the primary court).
- c) (That introduced procedure for trial to be conducted through audio and video conferencing).
- d) (That introduced a procedure for evidence to be given by a witness statement)
- e) (That that introduced circumstances in which proceedings may be conducted in Swahili or English language)

Qn8. Are there any challenges experienced during application of the named laws? if any please mention?



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