



USAID

NGA POPULLI AMERIKAN
OD AMERIČKOG NARODA

Report on Survey Findings: The Level of Information Citizens Have About the Justice System, Free Legal Aid, and Sources of Information

August 2022





**REPORT ON SURVEY
FINDINGS: THE LEVEL OF
INFORMATION CITIZENS
HAVE ABOUT THE JUSTICE
SYSTEM, FREE LEGAL
AID, AND SOURCES OF
INFORMATION**

AUTHOR:

Dr. Albana Rexha*

*Senior Policy Analyst



Visit our website

www.dplus.org

Learn more about our latest publications, news, and infographics online.



Find us on Facebook
[@democracyplus](https://www.facebook.com/democracyplus)



Find us on Facebook
[@democracy-plus](https://www.facebook.com/democracy-plus)



Find us on Twitter
[@democracy_plus](https://twitter.com/democracy_plus)



Find us on Youtube
[@Democracy Plus](https://www.youtube.com/DemocracyPlus)

Our Offices:

Rruga Tirana, Blloku C/4/1, Hyrja C,
Kati VIII, No. 83/84 Pristina, 10000
Kosovo

+383 (0) 38 749 288
info@dplus.org

This publication was produced for review by the United States Agency for International Development. It was prepared by Democracy Plus, a subcontractor of USAID Justice Activity. The views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

Table of Contents

- Introduction 6
- Methodology 7
- Demographic Data 8

- Survey Findings 11
 - I. Information About the Justice System 12
 - II. Information About Free Legal Aid 22
 - III. Information About Sources of Information 27

- Annex I 37

Introduction

This report analyzes the findings from the survey conducted by **Democracy Plus (D+)** and supported by **USAID Justice Activity in Kosovo**, during the period of 25 July to 12 August 2022. The aim of the survey is to assess the level of information citizens of Kosovo have about the justice system, free legal aid, and sources of information.

The survey was conducted throughout the territory of Kosovo, with both women and men above 18 years old; and with all nationalities. The survey was also responsive to settlement while including both urban and rural areas. In total, 1010 valid surveys were conducted by 18 field enumerators. The enumerators were trained by senior D+ staff and were provided with electronic tablets to fill in the data in real time. Moreover, for data quality control purposes, 10% of all surveys were randomly selected and verified by D+ staff.

This report on survey findings is structured in two main parts: the first part presents the methodology utilized to conduct the survey and the second part discusses the survey results.

The USAID Justice Activity is a five-year program that aims to strengthen Kosovo's justice system by applying a people-centered justice approach to improve institutional capacity to provide people access to quality services and multiple means to solve their justice needs and everyday legal problems; and to generate greater public trust in the justice system and the rule of law. The activity will achieve this through three distinct but interrelated objectives:

- **Quality and Accessibility of Justice Services Improved.** Support improved citizen access to justice by increasing procedural justice; expanding legal aid services; and continuing to improve administration and management policies and practices in courts. Through these efforts; the activity will support Kosovo institutions and key stakeholders to properly understand the priority needs of citizens to improve existing mechanisms or identify new measures; ensure all citizens receive fair and

unbiased services; and citizen users better understand their legal rights and court procedures.

- **Citizen Understanding; Engagement; and Trust of the Justice System Improved.** Engage communities and practitioners in defining problems and proposing improvements to the delivery of legal services and information to disparate justice seekers where they live and on the issues they often confront. Working through responsible Kosovo institutions; the activity facilitates practitioner fora; including the community of practice for public information officers; to institutionalize critical and practical resources to engage with court users in soliciting their feedback and outreach and information sharing on justice services provision.
- **Effective Innovations in the Justice Sector Developed.** Create the Justice Innovation Incubator to help channel the capacity to innovate based on the challenges that justice institutions and their users face. In the people-centered justice paradigm; these innovations are likely to enhance the user-friendliness of policies and procedures; increase the affordability and accessibility of justice services; or improve justice seekers' feelings of fairness and trust in the justice system.

D+ is an independent; nonprofit; and non-partisan organization founded by a group of activists who believe in further strengthening democratic values in Kosovo. The main objective of D+ is to foster democratic values and practices that will further strengthen the voice of the Kosovar society. D+ aims to contribute in establishing good governance practices; strengthening the rule of law; assisting free and fair elections; and fostering respect for human rights and social issues. D+ has implemented different projects that aim to bring decision-makers closer to citizens through policy research; facilitation of dialogue and interaction; and public education.

Methodology

D+ conducted 1010 surveys in the territory of Kosovo; urban and rural; employing the multi-staged probability sampling. The total number of surveys conducted was (a) gender responsive and (b) ethnicity responsive; (c) the number of those surveyed was proportional to the number of inhabitants per municipality; and (d) all those surveyed were above 18 years of age. Moreover, data was collected through deployment of enumerators in the field using electronic tablets, apart from municipalities where the majority are Kosovo Serbs. Electronic data collection ensured a number of advantages including (1) minimizing omissions/mistakes in data entry and (2) enabling real-time supervision of data collection and verification of location of entry.

The survey is composed of 23 questions (see ANNEX I) and it includes three sections (a) information about the justice sector, (b) information about free legal aid, (c) sources of information.

Moreover, the multi-staged probability sampling stratified by region and area of residence was used for this survey; explained as a four step-methodology below:

First, population estimates for each region and urban rural areas were divided based on the Kosovo 2011 census. Based on this data population percentages were split as per the regions and as per rural and urban residences. For each region in Kosovo, a percentage of sample was assigned together with percentages for urban and rural sample within those regions.

Second, selection of enumeration places (neighborhood within the city or village) was done through random selection.

Third, the selection of the household was done through random route technique. The first house selected was near any significant building in enumeration place (e.g., school; medical center, government building, mosque, church; etc.). In urban areas the designated household was each 5th house/address number on left side of the street, counting them exclusively. At junc-

tions/crossings, left-turn rule was applied and if reaching a dead-end, they got back to the last junction/crossing and proceeded in whatever direction at random, but not along the branching the one has already been through. In apartment houses of up to 4 floors each 6th flat was selected, and in those of 5 plus floors, each 9th flat. In rural areas the selected household was each 3rd inhabitable dwelling on both sides of the interviewer's route/track. In cases, where houses happen to be dispersed across a field or come in aligned clusters, procedure instructed to execute wide-wise approach and select 4th inhabitable dwelling counting from the left. In compounds, with several houses encompassed by a common fence, selected household was considered the one which resided in the first left house to the gate. Buildings that are not inhabited were not counted on the route during the selection of households.

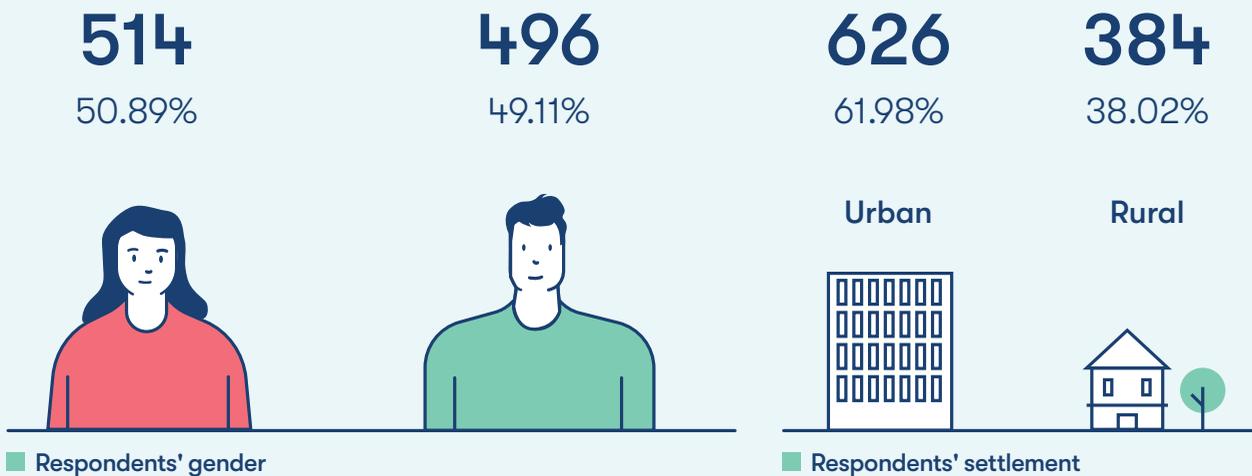
Fourth, the selection of respondents within the household was done randomly through the selection by month of birth. Individuals within each randomly selected household were randomly selected to take part in the survey, using the "July of birthday rule" – i.e. the person answering the door at any given residential address was kindly asked to list the birthdays of all residents in the target age group. Afterwards, the interviewers selected the person with closest birth date to 15th of July. If the individual selected was not present at that time; the interviewee selected the second closest to the date.

Demographic Data

Survey demographic data includes gender disaggregated data by gender, settlement, age, ethnicity, and municipality.

The total number of surveys conducted with women across the country is 514 and 496 with men, as shown in the below table:

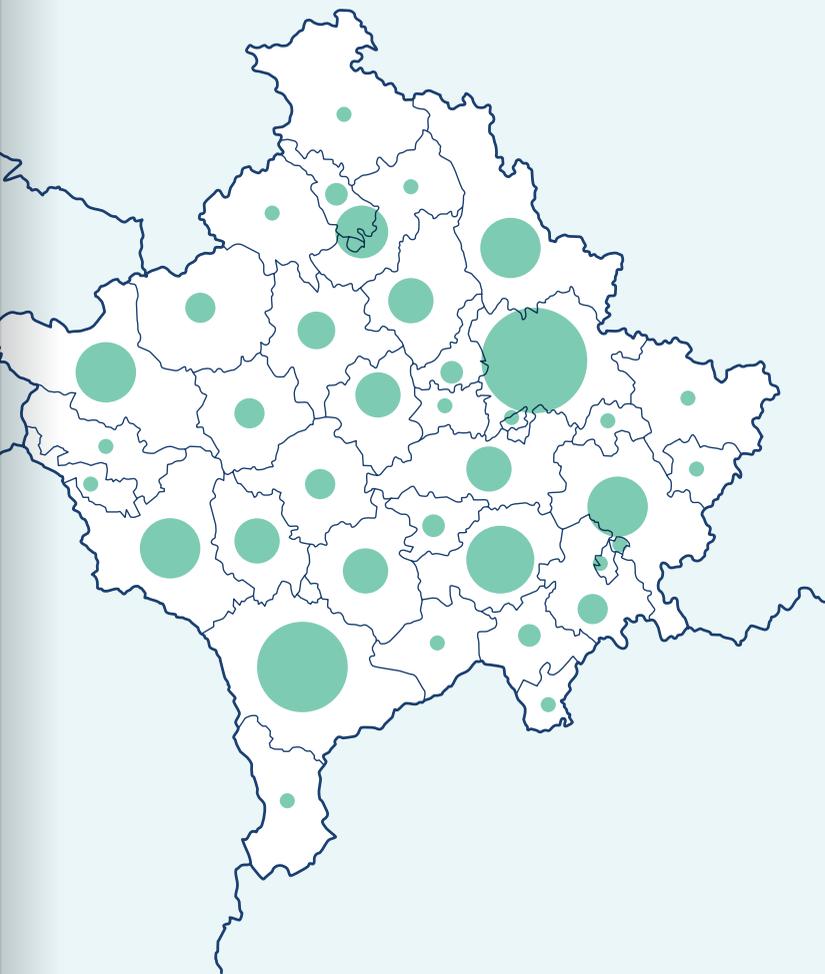
The total number of surveys conducted in urban areas is 626, and 384 in rural areas, as shown in the below table:



The highest number of respondents belongs to age group 18-35 (413 or 40.89%), whereas the lowest number of respondents belongs to 65+ (93 or 9.21%) as shown in the below table:

■ Respondents' age





The number of surveys per municipality is shown in the below table. The number is proportional to the number of inhabitants per municipality based on the 2011 census data.

■ Number of surveys per municipality

Category	Number	Percentage
Deçan	22	2.18%
Gjakovë	53	5.25%
Glllogoc	33	3.27%
Gjilan	50	4.95%
Dragash	19	1.88%
Istog	22	2.18%
Kaçanik	18	1.78%
Klinë	25	2.48%
Fushë Kosovë	19	1.88%
Kamenicë	20	1.98%
Mitrovicë	42	4.16%
Leposaviq	10	0.99%
Lipjan	32	3.17%
Novobërdë	4	0.40%
Obiliq	13	1.29%
Rahovec	31	3.07%
Pejë	53	5.25%
Podujevë	49	4.85%
Prishtinë	109	10.79%
Prizren	98	9.70%
Skenderaj	28	2.77%
Shtime	15	1.49%
Shtërpcë	4	0.40%
Suharekë	33	3.27%
Ferizaj	60	5.94%
Viti	26	2.57%
Vushtrri	38	3.76%
Zubin Potok	8	0.79%
Zveçan	9	0.89%
Malishevë	30	2.97%
Junik	3	0.30%
Mamushë	3	0.30%
Hani i Elezit	5	0.50%
Graçanicë	6	0.59%
Ranillug	2	0.20%
Partesh	1	0.10%
Kllokot	1	0.10%
Mitrovicë e Veriut	16	1.58%
Total	1010	100.00%

The following table portrays the number of surveys conducted with all communities throughout Kosovo, calculated based on the 2011 census data.

■ Respondents' ethnicity

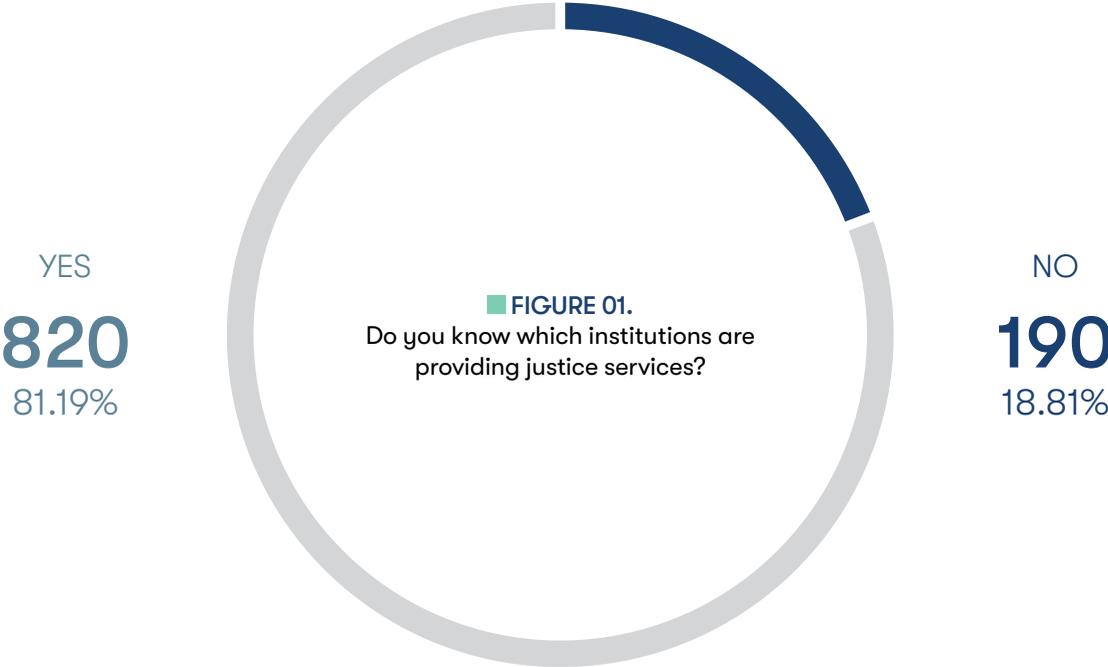




Survey Findings

1. Information About the Justice System

Information about the justice system section is assessed through five key questions and eight follow-up questions: (1) knowledge regarding institutions that provide justice services; (2) the type of services provided by courts; (3) the usage of court websites to get information about the legal issues; (4) knowledge related to solving a legal problem; (5) data on whether they or their family members had a legal issue. The latter is followed with three conditional questions including (1) the type of legal assistance received; (2) satisfaction with the outcome; (3) why or why not. First, citizens were asked do they know which institutions are providing justice services. The survey data demonstrates that 81.19% claimed to know which institutions provide justice services, while a smaller percentage of 18.81% do not know.



Moreover, those who answered yes, were asked to list any institution that they were aware off. The survey findings depict that courts (733), followed by police (295) and prosecution (98) were the most frequent answers among respondents, as shown in the below table.

■ **TABLE 01.** If yes, can you please name it?

Category	Frequency among respondents
Courts	733
Among police	295
Prosecution	98
Lawyer	23
Ombudsperson	15
Ministry of justice	12
Basic courts	10
Notery	9
Center for legal aid	8
Branch courts; constitutional courts	5
Inspectorate	4
Appellate courts; Ministry of Internal Affairs; Parliament	3
Government; Judicial services; Legal institutions; Municipalities; NGOs; Prosecutorial council; Supreme court; Notary;	2
Municipal institutions; state; lawyers; no one; legal office; legal counsel; justice directory; judicial system; judicial institutions; judicial council; investigation; fsk; forensic institute; don't know; private bailiffs; district courts; army; crime prevention center;	1

The second question posed to respondents was whether they were aware about the kind of services provided in the courts. Survey findings demonstrate that a majority of 72.87% answered yes and 27.13% answered no, as shown in the below figure.



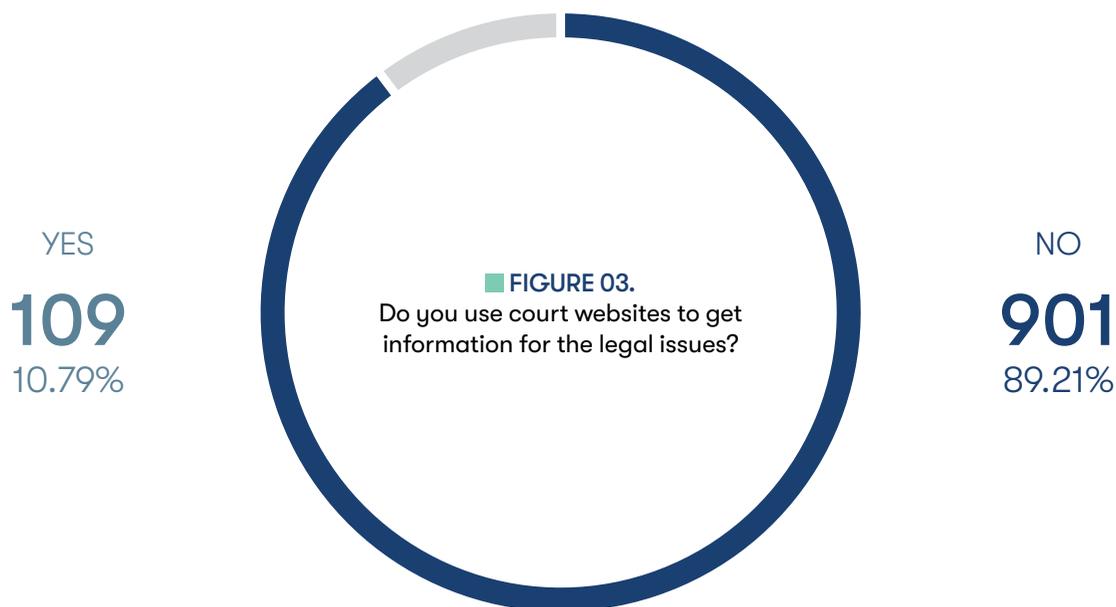
Additionally, those who said yes, were asked a followed-up question to mention some of these services. The data indicates that the most frequent answer was verdicts/ sentences (397), followed by court hearings/litigation (53), free legal aid (49), criminal record certificate (45), applies the law (42), protection (21), complaints (17), administrative work (12), none (12), payments (11), help in case of accidents (3), and do not know/remember (74). As shown in table 02, although a high number of respondents (736) claimed to be aware of the kind of services provided by courts, once asked to list some of them, not all could remember/know and not all gave a comment in relation to court services.

■ **TABLE 02.** If yes, can you mention some?

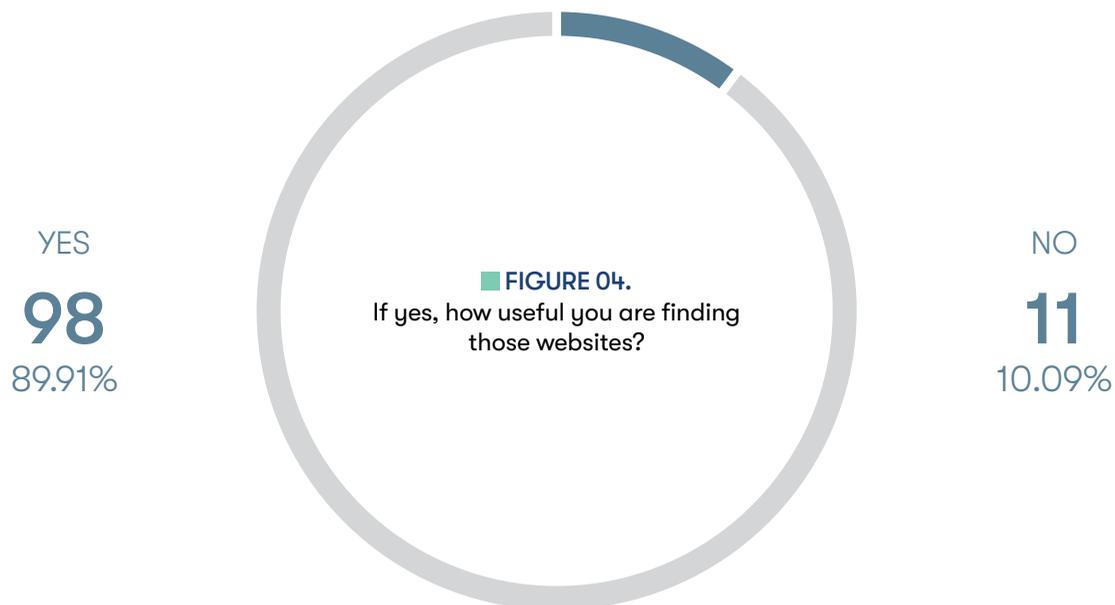
Category	Number
Verdicts/ sentences/	397
Court hearings/litigation	53
Free legal agency/ offer help	49
Criminal record certificate	45
Applies the law	42
Protection	21
Complaints	17
Administrative work	12
None	12
Payments	11
Help in case of accidents	3
I do not know/ recall	74
Total	736

Third, respondents were asked whether they use the court website to get information about the legal issues and if yes, how useful are those websites. Additionally, if they found websites not useful, they were asked to specify any problem/challenge they faced.

The survey findings demonstrate that a majority of 89.21% do not use the court website, while only 10.79% use it.



As shown in the below figure, the majority of those who use the website find it useful, in particular 109 respondents claimed to use the website, and 98 out of 109 find it useful.



Additionally, the 11 respondents (10.09% out of 100%) who claimed to not find the website useful were asked why. As shown in the below table, the answers provided do not give us a trend, nor do they identify any specific problem with the website. The answers are various including did not need the website, they are not updated, I do not use the website, and there are problems with websites, amongst others.

■ **TABLE 03.** If not, why not?

Category	Number
Did not need the website	3
As a citizen I do not follow websites	3
They are not updated	2
Do not know enough to use it	1
I don't use websites	1
There are problems with website	1

Fourth, respondents were asked whether they know where to go once a legal problem arises. The majority, 91.29%, of them have answered yes and 8.71% have answered no, as shown in the below figure.



In addition, those who answered yes, were asked a follow up question: where do you go? As shown below, data demonstrates that the police is the most reliable institution (565), followed by courts (320) and lawyers (257).

■ **TABLE 04.** Where did you go?

Category	Number
Police	565
Courts	320
Lawyer	257
Prosecution	25
Free legal aid agency	9
Notery	7
Consultant	6
Basic courts	5
Municipality and/or assembly	5
Ombudsperson	4
Prison	4
Justice institutions	3
Branch courts	3
Legal office	3
Ministry of Justice	2
Constitutional court	2
Center for social work	1
Appellate court	1
Depends on the legal problem	1
Ministry of Internal Affairs	1
Nothing	1
Psychiatry	1

Fifth, respondents were asked did they or any members of their family had recently a legal issue. If yes, they were asked a set of three sub-questions (1) what type of legal assistance they received, (2) whether they were satisfied with the outcome, (3) why or why not. The survey findings demonstrate that 89.5% of respondents claimed no, meaning that neither they nor their family members had a recent legal issue, while only 10.5% said yes.



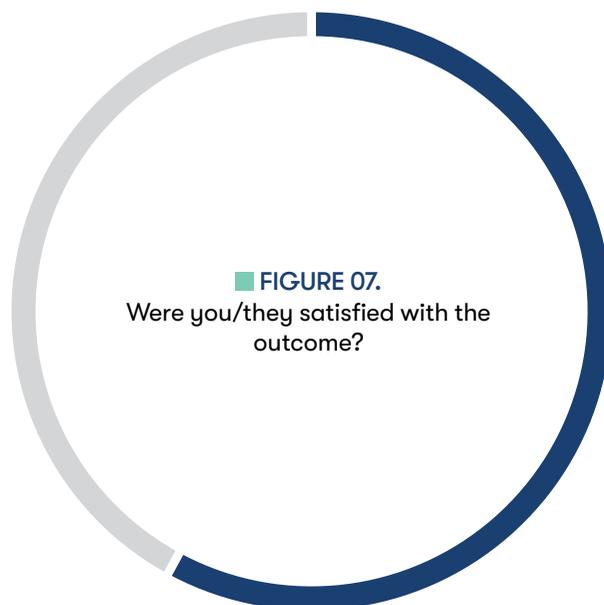
Additionally, those who answered yes, were asked what type of legal assistance they received? Survey findings indicate that answers are various and as shown below they include aid from municipality, writing of the will, legal aid divorce, and consumer protection, amongst others.

■ **TABLE 05.** What type of legal assistance was received?

Category	Number
Writing of the will	3
Do not know	3
Aid from municipality	2
Consulted lawyer	2
Consumer protection	1
Court related	1
Complaint on payments	1
Lawsuit against the education directorate	1
Legal aid for divorce	1
Property related	1
Police	1

Survey data demonstrates that 58,49% were not satisfied with the outcome of the legal issue, while only 41.51% were satisfied.

YES
44
 41.51%



NO
62
 58.49%

Additionally, respondents were either satisfied or dissatisfied with the outcome and both groups were asked why. Those that were unsatisfied with the court outcome said that their case was in the process still (34 respondents), followed by court case is delayed (15 respondents), unhappy, no justice (5 respondents), as shown in the below table. On the other hand, those that were satisfied said that their case was successfully finished and on time (19 respondents), followed by those who stated that they saw professional work in court (13 respondents), and successfully finished by the lawyer (4 respondents), amongst others.

■ **TABLE 06.** Why or why not?

Why	No. of those satisfied	Why not	No. of those unsatisfied
Successfully finished and on time	19	In the process	34
Professional work	13	Delaying the proceeding in the court	15
Successfully finished by the lawyer	4	Unhappy, no justice	5
Waiting for good results	3	Unilateral justice	4
Compromise with the other party	2	Not good behavior from judges	2
Court helped	2	Politically motivated	1
Paid the fine and was happy	1	Corruption	1
Total:	44	Total:	62

2. Information About Free Legal Aid

The survey section on free legal aid is assessed through six questions and three follow up questions including (1) the percentage of people that are aware about the Free Legal Aid Agency (hereinafter, the Agency); (2) how did they learn about the Agency; (3) the percentage of people that used Agency services, followed up with two sub-questions on whether they have been satisfied with the provided services and if not why; (4) the percentage of people that know and do not know that the Agency has a website; (5) the percentage of people that have used the agency website, followed up with a sub-question related to new options/things that can be added to the website; (6) the percentage of citizens that know and do not know where the agency offices are located.

First, citizens were asked whether they are aware about the existence of the Agency. The survey findings show that a majority, 75.45 %, are not aware of it, while 24.55% are aware of it.



Second, citizens were asked a multiple choice question: How did you learn about the Free Legal Aid agency? The survey data shows that citizens have learned about the Agency primarily from TV, Radio and Social Media (43.46%). As shown in table 07, this source was followed by friends (18.06%), family (12.83%), lawyers (10.21%), judges (6.02%), others (4.97%), and newspapers/brochures (4.45%).

■ **TABLE 07.** How did you learn about the Free Legal Aid Agency?

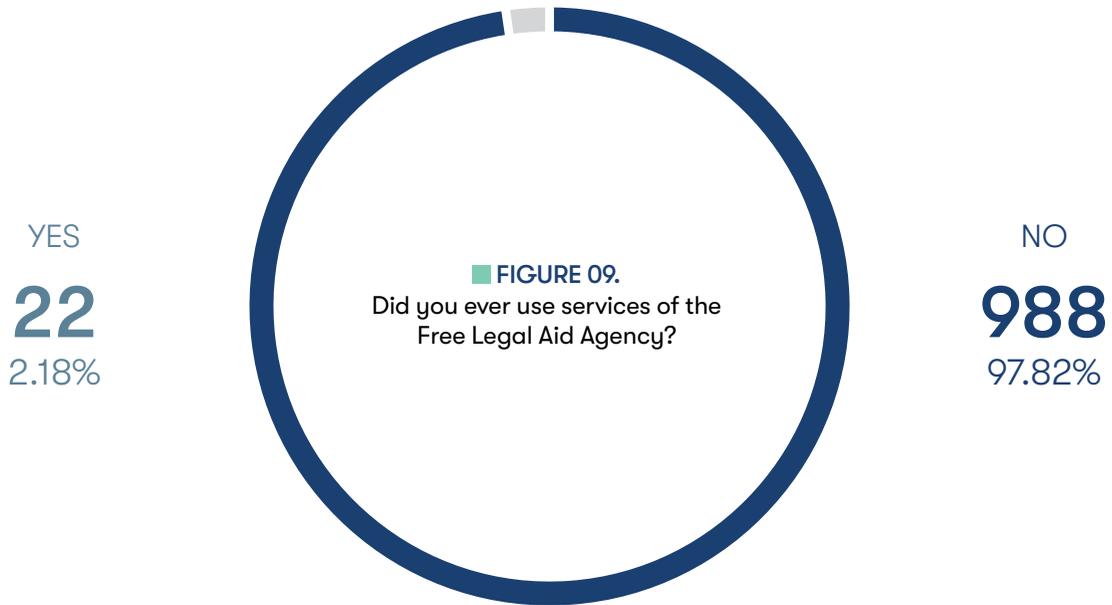
Category	Number	Percentage within all answers	Percentage within participants
Tv, Radio, Social media	166	43.46	16.44
Friends	69	18.06	6.83
Family	49	12.83	4.85
Lawyers	39	10.21	3.86
Judge	23	6.02	2.28
Newspapers/brochures	17	4.45	1.68
Other	19	4.97	1.88
Total:	382	100	37.82

Those who selected other, were asked to specify the source of information, thus the following table shows the sources identified by respondents including work in the municipality, school, internet, profession, amongst others.

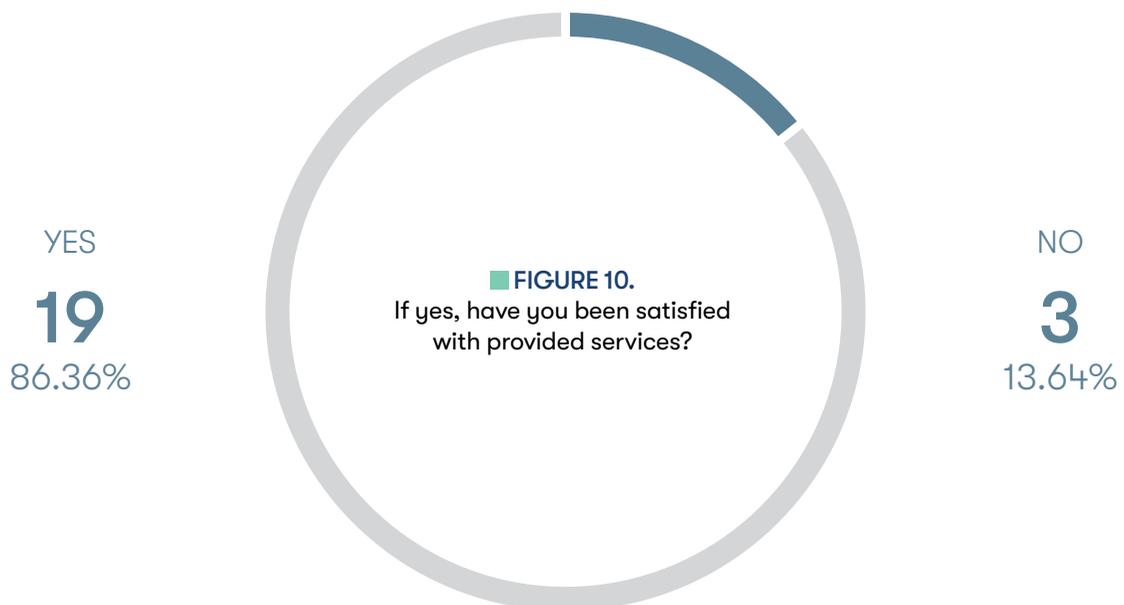
■ **TABLE 08.** If you selected other, please specify

Category	Number
Work in municipality	4
School	4
Internet	3
Profession	2
Agency, justice sector, ministry of justice, office for social aid, portals, training from a lawyer	1

Third, citizens were asked whether they have ever used services from the Agency. The survey findings indicate that the majority (97.82% out of 100%) claimed to have not used them, while only a small number of them (2.18% out of 100%) claimed the opposite.



The total number of those that have used Agency services is 22 (2.18% out of 100%) and the data shows that 19 out of 22 were satisfied with provided services, while three claimed to be unsatisfied. The three unsatisfied respondents were asked a follow-up question: why not? The survey data includes these comments (1) my case is not yet solved, (2) the state took my property although I inherited it, (3) my case is not solved because they could not argue the injustice done to me, indicating no particular problem with the Agency.



Fourth, citizens were asked whether they are aware that the Agency has a website. Survey findings demonstrate that 90.59% of respondents are not aware that the Agency has a website and only 9.41% claimed the opposite. Similarly, out of 95 respondents that were aware about the website, 88.42% (84 respondents) claimed to have never used it, while only 11.58% (11 respondents) did use it, as shown in figure 12.

YES
95
9.41%



NO
915
90.59%

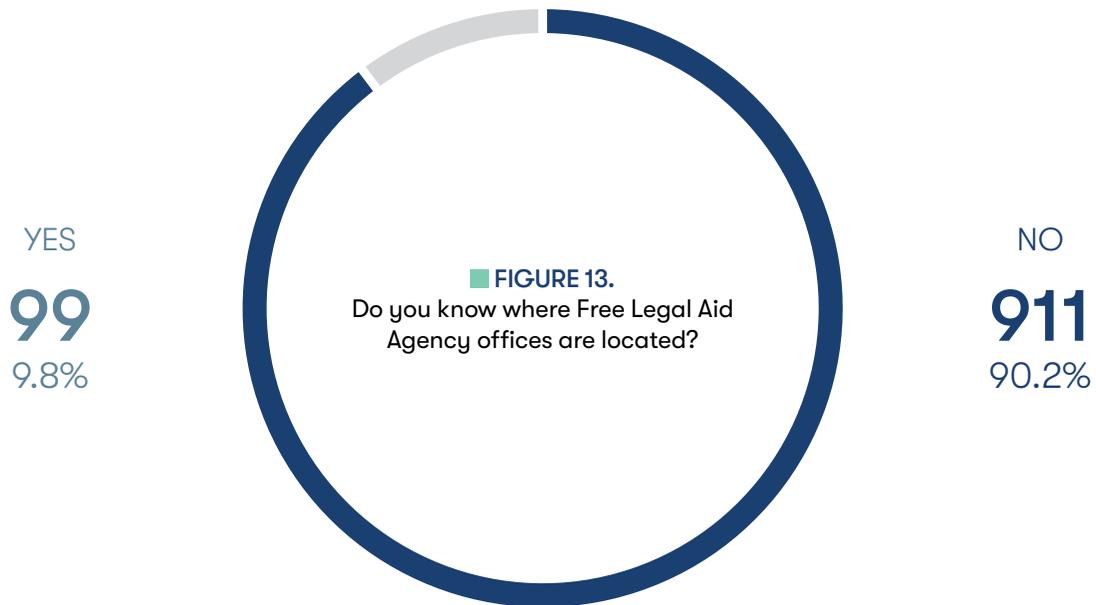
YES
11
11.58%



NO
84
88.42%

Fifth, those that have used the Agency website (8 respondents), were asked to share their ideas about what can be added to the website. The answers provided do not indicate any trend, but they are various and include the following: more information about court cases, publication of court decisions, more detailed information about their work and their objectives. The rest of the respondents said that they do not know or do not have any recommendation about the Agency website.

Sixth, the last question posed to respondents was: do you know where Agency offices are located. The data demonstrates that the majority (90.2%) do not know, while only 9.8% know.



3. Information About Sources of Information

Sources of information section is assessed through nine questions and two follow-up questions including (1) where do you currently obtain general information?, followed by a sub-question: If selected other, please specify?; (2) the TV channel watched most; (3) information about citizen’s preferences in relation to receiving information about the justice sector, followed by a sub-question: If selected other, please specify?; (4) information on citizens’ opinions whether animated videos are effective in explaining court information or step-by-step court processes?; (5) information about new information citizens would like to know about the legal system, or courts?; (6) information about citizen’s opinion towards improving level of information for citizens about justice services/institutions; (7) information from citizens about what should be done to ensure equal access to justice for all citizens?; (8) % of citizens that have paid court fees; (9) information on the length to complete such service.

First, respondents were asked where they currently obtain general information and they could select more than one category among seven categories including TV, social media, friends, family, radio, newspaper, community representatives and others. Survey results demonstrate that respondents gather general information primarily from TV (33.72%), followed by social media (31.72%), friends and family (16.17%), radio (10.35%), newspaper (6.7%), community representative (1.15%), and others (0.69%). Results show that 72.28 % have claimed that TV is one of their sources of information, 66.93% have selected social media, and 34% selected family and friends, as shown in the below table.

■ **TABLE 09.** Where do you currently obtain general information?

Category	Number	Percentage within all answers	Percentage within participants
TV	730	33.72	72.28
Social media	676	31.22	66.93
Family or friends	350	16.17	34.65
Radio	224	10.35	22.18
Newspaper/brochure	145	6.7	14.36
Community representative	25	1.15	2.48
Other	15	0.69	1.49
Total	2165	100	214.37

Additionally, respondents who selected the category -other- were asked to specify, and as table 10 shows the majority, 12 respondents out of 15 who selected other, said I do not know. Yet, the overall number of respondents that selected the category -other- represents less than 1% out of 100%, making it an insignificant source of information.

■ **TABLE 10.** If selected other, please specify?

Category	Number
Do not know	12
Official webpages	2
School	1

Second, respondents were asked which TV channel they watch the most. Survey data demonstrates that five most watched TV channels in the are: RTK (268), followed by Klan Kosovo (257), KTV (163), RTV 21 (138) and Dukagjini (76). The list of channels also includes Local Albanian TV, International Media, and Local Serbian Media, amongst others.

■ **TABLE 11.** Which TV channel do you watch the most?

Category	Number
RTK	268
Klan Kosova	257
KTV	163
RTV 21	138
Dukagjini	76
None	70
T7	54
ATV	49
Internet Media	32
Television	27
All	18
Social networks	13
RTV Fontana	12
Top Channel	11
Kanale sportive, depening on the show	8
Alsat	7
Kanal 10	6
Tv Prizren	6
Facebook	5
Sport	5
Tv Besa	4
Trt. Tv, Nature Explore, TV Syri, Show Tv, RTK 1, TV Besa, Instagram,	3
Aksion, Newspaper, tëVë, TV Llapi,	2
Vizion plus, TVSH, Tv Prizreni, TV Nacionale, TV Prishtina, TV 1, Top News, Albanian TV, Lokal TVs, Show kanal D, Serbian National TV, Internatioanl TV RTL, RTS, RTK 3, Radio vala, Peace TV, Local Serbian Media, Albanian Klan, National TV, films, first channel, everything but news, Alsat, BBC,	1

Third, citizens were asked how do they like to receive information about the justice system and could select more than one category among six categories including Television, Radio, Events, Court Websites, Facebook, Leaflets, and other. The data demonstrates that citizens would like to get information about the justice system primarily through television (35.9%), followed by facebook (25.32%), radio (10.54%), events (10.15 %), leaflets (8.68%), court websites (7.56%), and other (1.85%).

■ **TABLE 12.** How would you like to receive information about the justice system?

Category	Number	Percentage within all answers	Percentage within participants
Television	736	35.9	72.87
Facebook	519	25.32	51.39
Radio	216	10.54	21.39
Events	208	10.15	20.59
Leafletes	178	8.68	17.62
Court Websites	155	7.56	15.35
Other	38	1.85	3.76
Total	2050	100	202.97

Those who selected the category -other- comprise the smallest percentage of 1.85% or 38 respondents and they were asked to specify the manner through which they would like to receive information from the justice sector. There was a trend of -I do not want to know- and -I am not interested in the judiciary system- among those respondents that selected category other. The rest said that they would want to get information through social media and through meetings with the community.

Fourth, the majority of citizens (68.91%) think that animated videos are effective in explaining court information or step-by-step court processes. On the other hand, 31.09% do not agree that videos can be effective.



Fifth, citizens were asked an open-ended question: What specific information would you like to know about the legal system or courts, which you don't know? The survey findings identify 19 categories and the most frequent comments were (1) general info about the court, transparency, jurisdiction, court services (143), followed by court's backlog (119), (3) is the law being applied in court (96), and (4) the procedure of a court case (54). Whereas, the rest of the respondents claimed to not know or recall anything at the moment.

TABLE 13. What specific information would you like to know about the legal system or courts, which you don't know?

Category	Number
General info about the courts/transparency/ jurisdiction of the court/services provided	143
Why do legal cases take so long to resolve (Court's efficiency)	119
Is the law being applied/info about laws	96
The procedure of a court case	54
Human rights understanding	37
Is corruption present in courts?	32
Where to address our problems?	16
Price of legal services and payment online	14
Traffic penalties procedure	9
Vetting's influence	8
Job vacancies	8
Free legal aid	8
Are all equal before the court?	8
Commercial Court	7
Property issues	6
Confiscation of wealth	2
Internal control of prosecutors and judges	2
Is there intervention from the international organization in the judiciary system?	1

Sixth, citizens were asked the second open ended question: what should be done to improve level of information for citizens about justice services/institutions? The survey data identifies five categories including I do not know/ I have no interest (436), followed by information campaign through television, social media, and leaflets (277), I need to be informed about court services (148), higher court efficiency through training and new court staff (61) and data court transparency including publication of information and court decisions online (50).

■ **TABLE 14.** What should be done to improve level of information for citizens about justice services/institutions?

Category	Number
I do not know/ I have no interest	436
Information campaign through television, social media, and leaflets	277
I need to be informed about court services	148
Higher court efficiency through training and new court staff	61
Data court transparency including publication of information and court decisions online	50

Seventh, respondents were asked the third open-ended question: what should be done to ensure equal access to justice for all citizens? The survey findings identify six categories of comments including Informing citizens about their rights and the possibility to appeal their cases (403), Equal treatment of all and equal access to information (378), Law implementation (84), I do not know (14), and Cooperation of justice institutions directly with citizens (10). Different from the previous open-ended question where the category of I do not know/ I do not have an interest is large (436 respondents), this category is smaller for this question (14 respondents).

■ **TABLE 15.** What should be done to ensure equal access to justice for all citizens?

Category	Number
Informing citizens about their rights and the possibility to appeal their cases	403
Equal treatment for all and equal access to information	378
Law implementation	111
Better court efficiency (higher number of staff and complaint boxes)	84
I do not know	14
Cooperation of justice institutions directly with citizens	10

Eight, survey findings show that 91.49% of respondents claimed that they have never paid court fees and 8.51% claimed to have paid them. Additionally, as shown in figure 15 those who answered -yes-, were asked how long did it take for them to complete this service and the survey data does not give us a clear trend, but indicate that the most frequent answer is – quickly (meaning less than a day) (22)- and -within a day (17)-. Overall, answers are various and they range from quickly to many years.



■ **TABLE 16.** If yes, how long did it take for you to complete such service?

Category	Number
Quickly	22
Within the day	17
2 Days	1
3 Days	1
8 Days	1
1 Week	2
1 Month	1
3 Months	5
5 Months	1
6 Months	2
1 Year	2
3 Years	3
4 Years	2
They were late	8
Many years	2
Not yet finished	2
Property taxes	2
Through the lawyer	1
Do not know	6

Nine, the last question posed to citizens was: are you aware that you can apply online for the criminal record certificate? The data survey demonstrates that 75.64% of citizens are not aware that they can apply online for the criminal record certificate, while only 24.36% know that they can apply online for it.



ANNEX I

Settlement

- Urban
- Rural

Gender

- Female
- Male

Group age

- 18-35
- 35-49
- 50-65
- 65+

Ethnicity

- Albanian
- Serb
- Turkish
- Bosnian
- Roma
- Other non-majority community

Information About the Justice System

1. Do you know which institutions are providing justice services?

- Yes
- No

If yes, can you please name it:

2. Are you aware of what kind of services are provided in the courts?

If yes, can you mention some: _____

3. Do you use court websites to get information for the legal issues?

If yes, how useful you are finding those websites?

If not, why not?

4. Do you know where to go if you have a legal problem?

- Yes
- No

If yes, where? _____

5. Did you or any members of your family had recently a legal issue?

- Yes
- No

* If yes, continue with question 6, 7, and 8

6. What legal assistance you received? _____

7. Were you/they satisfied with the outcome? _____

8. Why or why not? _____

Information About Free Legal Aid

9. Are you aware about the Free Legal Aid Agency?

- Yes
- No

10. How did you learn about free legal aid Agency?

- Tv, Radio, Social media
- Friends
- Family
- Lawyers
- Judge
- Newspapers/brochures
- Other

11. Did you ever use services of Free Legal Aid Agency?

- Yes
- No

If yes, have you been satisfied with provided services?

- Yes
- No

* If the answer is no, can you share with us why not? _____

12. Are you aware that Free Legal Aid Agency has a website?

- Yes
- No

13. If yes, did you ever use the Free Legal Aid Agency website?

Yes

No

If the answer is yes, could you please share with us what else can be added to the FLAA website?

14. Do you know where FLAA offices are located ?

Yes

No

Source of Information

15. Where do you currently obtain general information?

→ Radio

→ Television

→ Community representative

→ Family or friends

→ Newspaper

→ Social media

→ Other

16. Which TV channel do you watch the most?

17. How would you like to receive information about the justice system?

→ Television

→ Radio

→ Events

→ Court Websites

→ Facebook

→ Leaflets

18. In your opinion, are animated videos effective in explaining court information or step-by-step court processes?

Yes

No

19. What specific information would you like to know about the legal system or courts, which you don't know?

20. What should be done to improve level of information for citizens about justice services/institutions?

21. What should be done to ensure equal access to justice for all citizens?

22. Have you ever paid court fees?

If yes, how long did it take for you to complete such service? _____

23. Are you aware that you can apply online for the criminal record certificate?

Yes

No



USAID
NGA POPULLI AMERIKAN
OD AMERIČKOG NARODA