

The High Council of Justice of Georgia

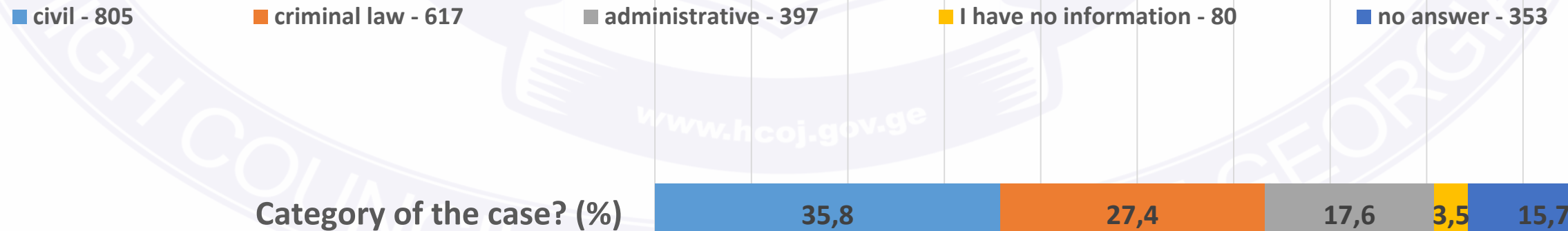
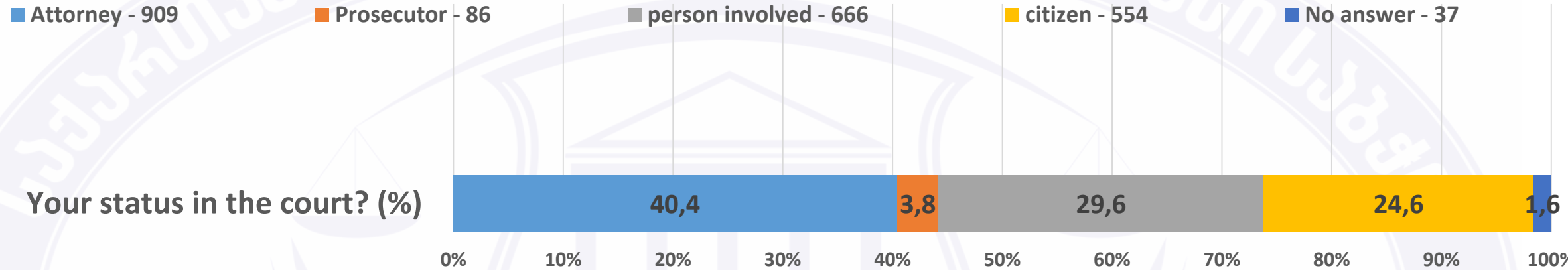
Court Users Satisfaction Survey

Common Courts of Georgia

April, 2022

- **The basis for conducting the survey:** The Decision of the High Council of Justice of Georgia #1/9 of January 23, 2020, “On conducting the court users satisfaction survey”.
- **The methodology for conducting the survey:** the Recommendations of the European Commission for the Efficiency of Justice (CEPEJ) #15 of December 6, 2013, and #15 of December 7, 2016 - "For Conducting Satisfaction Surveys Aimed at Court Users in Council of Europe Member States".
- **The period for conducting the survey :** April 19-27, 2022.
- **The number of interviewees :** 2252 court users.

(In total 2252 court users were interviewed)



(In total 2252 court users were interviewed)

■ Yes, totally - 670 ■ Yes, partly- 377 ■ No - 298 ■ I did not represent the party - 245 ■ No answer - 662

Whether the court decision was in favor of the citizen or not? (%)



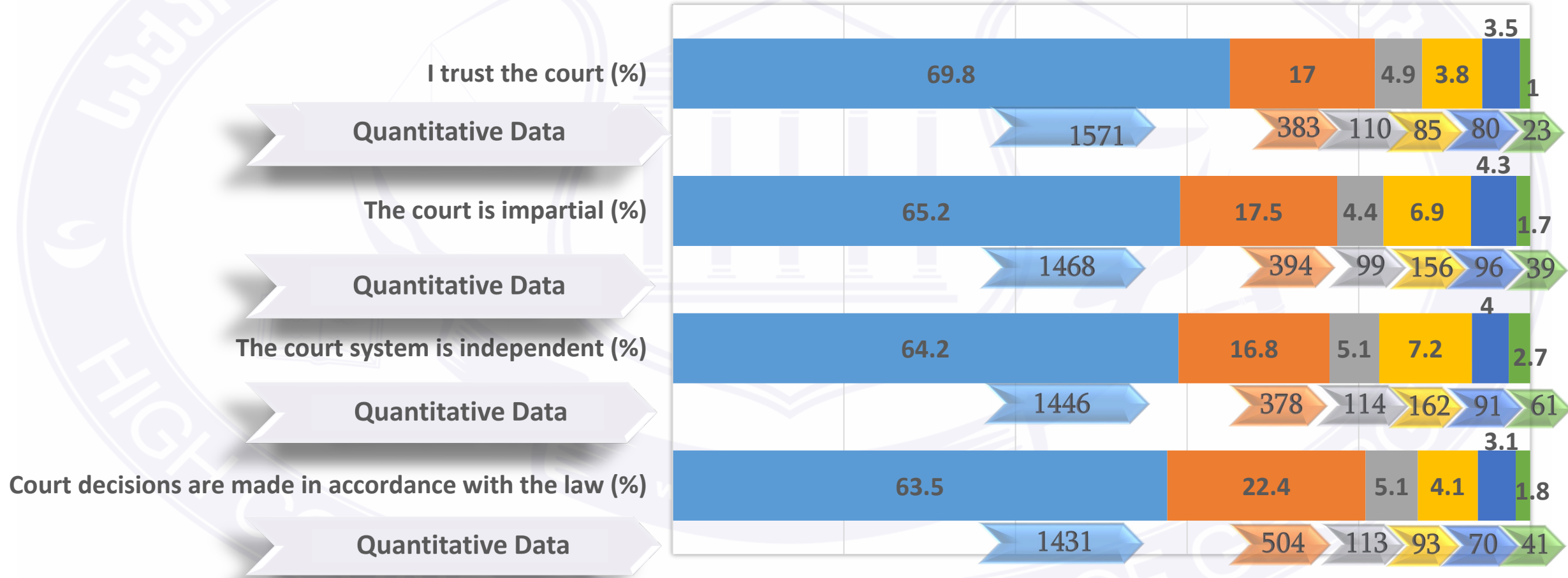
■ Before hearing - 1088 ■ After hearing - 889 ■ No answer - 275

The questionnaire has been filled (%)



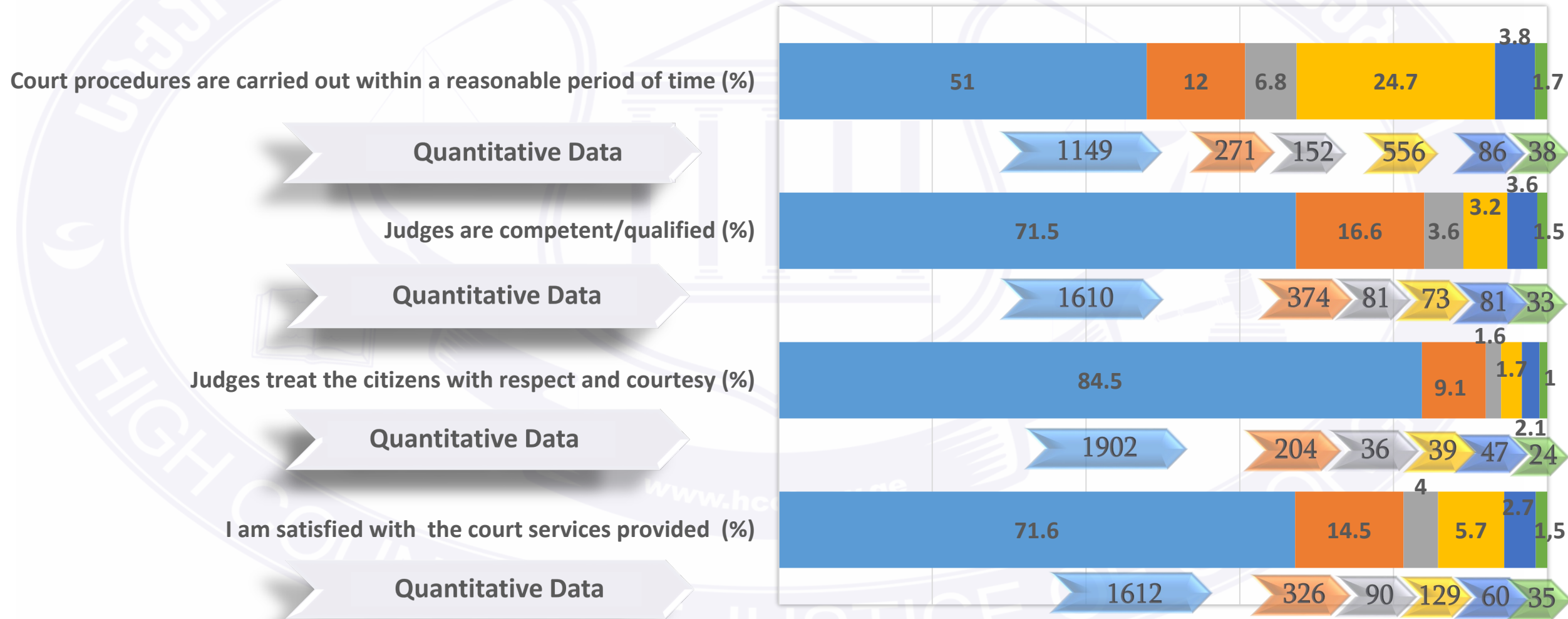
(2252 court users)

■ I agree ■ I tend to agree more than I disagree ■ I disagree more than I agree ■ I disagree ■ I do not know, it is difficult for me to answer ■ No answer



(2252 court users)

■ I agree ■ I tend to agree, more than I disagree ■ I disagree more than I agree ■ I disagree ■ I don't know, it's difficult for me to answer ■ No answer



(2252 court users)

- I agree
- I disagree
- I tend to agree more than I disagree
- I don't know, it's difficult for me to answer
- I disagree more than I agree
- No answer

The court decisions are properly justified, the decision is clear and understandable (%)

Quantitative Data



There is no corruption in the judicial system (%)

Quantitative Data



Court staff members are professionally qualified (%)

Quantitative Data



Court officials treat citizens with respect and courtesy (%)

Quantitative Data



(2252 court users)

- I agree
- I tend to agree more than I disagree
- I disagree more than I agree
- I disagree
- I don't know, it's difficult for me to answer
- No answer

