

RESEARCH REPORT

Understanding our Court Users: Court User Survey 2010



MINISTRY OF
JUSTICE
Tāhū o te Ture

Understanding our Court Users: Court User Survey 2010

**Prepared for the Ministry of Justice by
Colmar Brunton**

December 2010



**MINISTRY OF
JUSTICE**
Tāhū o te Ture

Disclaimer

This survey was commissioned by the Ministry of Justice. The report has been prepared by the research company and the views expressed in it are those of the research company and do not necessarily represent the views of the Ministry of Justice.

Published December 2010

Ministry of Justice
PO Box 180
Wellington
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ISBN 978-0-478-29093-4

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Foreword

It is our pleasure to present the Ministry of Justice's 2010 Court User Survey. The survey provides valuable feedback about court services and facilities from those who use them. It gives us a measure of what matters to people who use our courts every day and where we can make improvements. It will allow us to track the effect of the changes we make to better meet the needs of New Zealanders.

This is the most comprehensive survey of court users that we have undertaken. It involved talking to court users about the services and facilities provided by the Ministry at the court they visited. It measures court user experience across the Auckland High Court and the eight largest District and combined High and District Courts.

We are very pleased with the survey results: 77 percent of survey respondents indicated that they were satisfied with the services and facilities provided at the court. There were also high levels of satisfaction with services provided by Ministry staff – and the survey highlights that these personal interactions are very important to overall satisfaction levels.

The results compare favourably with relevant national and international surveys, including court user surveys in England and Wales, and in Scotland.

We regard the results as a strong endorsement of the good work by court staff across New Zealand and welcome the opportunities for improvement they identify.

Court user satisfaction will be included as a key performance measure in the Ministry's external accountability documents.

The survey was made possible with the assistance and cooperation of court managers and staff at Auckland, Manukau, North Shore, Waitakere, Christchurch and Wellington District Courts, Hamilton and Tauranga combined courts and the Auckland High Court. We would like to acknowledge Colmar Brunton who were contracted by the Ministry to undertake the survey, the Ministry's Research Team who project managed the work and all the court users who participated in the survey.



Liz Sinclair
Deputy Secretary Operations



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Executive summary

The Court User Survey measures user experience of, and satisfaction with, frontline services and facilities provided by the Ministry of Justice at court sites. The intention is to repeat this survey at specified intervals.

The Ministry commissioned Colmar Brunton to conduct the 2010 Court User Survey in June and July 2010. Court users, excluding the judiciary, other professionals and Ministry of Justice staff, were interviewed at the eight largest District and combined courts in New Zealand, and at the Auckland High Court.

Overall users are satisfied

More than three-quarters (77%) of court users indicated that they were fairly or very satisfied with the services and facilities provided at the court. These findings are comparable to similar surveys in Scotland and in England and Wales and an earlier survey undertaken in Auckland District Courts.

The overall satisfaction varied by type of court user. Those visiting court for administrative matters not related to a case and those bringing information or forms about a case were the most satisfied (88%), whereas those taking part in a case were the least satisfied (72%). In relation to the type of case, those taking part in a tenancy or disputes tribunal case were the most satisfied (88%), whereas those taking part in a criminal or traffic case were the least satisfied (71%). Māori respondents were less likely to be satisfied (72%) than other ethnicities.

What matters most to court users?

The survey identifies what matters most to court users and what drives their overall satisfaction with their experience. Analysis of the survey results indicates where service and facilities improvement efforts should be focused to increase overall satisfaction. These factors include: the standards of facilities (toilets, waiting room/area outside the courtroom, interview rooms and courtrooms); having easily identifiable staff available to deal with queries; and the quality of service from court staff. Most of these factors already receive relatively high satisfaction ratings but they are important to people.

Expectations of service and satisfaction with actual service received

All court users who had contact with staff were asked about what service they expected and what service they received. Sixty-six percent expected good service and 61% said the service they received was better than expected. Court users with high expectations were the group most likely to say that their interaction with court staff exceeded expectations.

Most people are happy with the service they receive from staff

Sixty-five percent of respondents had contact with court staff on their visit. Court users rated staff positively on most aspects: being treated fairly (88%); staff were competent (85%); staff were helpful (85%); staff did what they said they would (85%); and the user's individual circumstances were taken into account (80%). However, fewer agreed that the interaction with staff represented 'good value for tax dollars spent' (64%).

Around three-quarters (74%) of court users were satisfied when it came to the 'overall rating of quality of service' received from court staff and 11% were dissatisfied.

Facilities rate well, but lower than service from staff

Ratings of court facilities were generally lower than the ratings for staff service.

Respondents who used various court facilities were asked to rate them from very good to very poor. The jury assembly rooms were rated highest with 80% rating them as either very good or fairly good. The toilets had the lowest rating with 60% rating them as either very good or fairly good.

When asked for an overall rating of facilities at the courthouse 68% rated them very good or fairly good.

Most people feel safe

Most respondents (86%) felt very or fairly safe at court, with 5% indicating that they had felt unsafe. The main reason given for feeling unsafe was because of the type of people that were around them. The area where most people felt unsafe was in the waiting area / area outside the courtroom.

Most people are at court to take part in a hearing

Most people were at court either to take part in a hearing or court case (37% of respondents), or to support a friend or relative (23%).

By far the largest group of surveyed court users (48%) were attending court because of a criminal or traffic case. This includes those attending for jury service as well as those taking part in, or supporting someone taking part in, a criminal or traffic case.

A quarter of court users were at court for matters not related to a case. This includes those visiting for administrative matters not relating to a case, visiting for a fine or reparation, or simply attending court as a spectator.

Many users are repeat visitors

Twenty-four percent of those interviewed for the survey were using the court building for the first time. However, 19% had visited more than twelve times before.

The majority of those going to a court counter are served immediately

Over half (54%) of court users went to a counter and of these 61% were served immediately. Twenty-two percent had to wait up to 3 minutes, 9% waited between 3 minutes and 6 minutes, and 7% waited longer than 6 minutes.

Waiting times for hearings are long for some

Sixty-five percent of court users had their hearing within one hour, but one in eight (12% of those waiting) waited for over three hours for their hearing to begin.

Most are happy with the information they receive

Most court users who received information found it easy to understand (88%), and most felt prepared for their court visit (76%). However, 13% said they did not know what to do when they got to court. Only 11% of respondents had difficulties obtaining information or assistance at court.

Sixty-five percent of court users said it was either very easy or fairly easy to obtain information about the services and facilities at the court. However, 17% said it was either fairly difficult or very difficult.

Most users can find where to go in the courthouse

Nearly all respondents (86%) found it either very easy or fairly easy to find where to go in the courthouse. Seven percent said it was either fairly difficult or very difficult.

Respondents were asked to rate how satisfied they were with three aspects of accessibility. The opening times of the building was rated positively (either very satisfied or fairly satisfied) by 85% of court users, while the convenience of hearing times was only rated positively by 54%. Sixty-nine percent of court users rated 'easily identifiable staff available to deal with any queries' positively.

A wide range of people was surveyed

Fifty-two percent of court users surveyed were male and 48% were female. Forty-two percent of court users were under the age of 30; 37% were aged 30 to 49; and 21% were aged 50 or older. Sixteen percent of respondents did not consider English to be their first language. Fifty-two percent of those interviewed identified their ethnicity as New Zealand European and 29% as Māori. Forty-five percent of respondents said that they were employed and one in four of those who responded indicated that they have a household income of lower than \$20,000. In total, 87% of respondents have cell phones and 57% said they had access to the internet either through broadband or dial-up.

The methodology we used

In total, 2,037 face-to-face interviews were conducted with court users (professionals and Ministry of Justice staff were not interviewed). Survey fieldwork was conducted between 14 June and 12 July 2010. Each respondent took part in a 10 to 12 minute interview conducted on location at the court building.

It should be noted that the findings represent the views and experiences of survey respondents. This survey only represents a sample of court users (adjusted by interview targets that ensured minimum numbers of interviews for particular types of court user), conducted at particular courts during one month of fieldwork in 2010. We cannot determine if the profile of survey respondents is representative of all users of New Zealand courts. This should be taken into account when interpreting the findings.

1 Introduction

1.1 Objectives

The Ministry of Justice commissioned Colmar Brunton to conduct the 2010 Court User Survey. The Court User Survey is designed to measure, across a range of courts, user experience of, and satisfaction with, frontline services and facilities provided by the Ministry at the court sites included in the survey. The intention is to repeat this survey at specified intervals.

Courts included in the 2010 survey were:

- Auckland District Court
- Manukau District Court
- North Shore District Court
- Waitakere District Court
- Wellington District Court
- Auckland High Court
- Hamilton Combined High and District Court
- Tauranga Combined High and District Court
- Christchurch High and District Court.

1.2 Methodology and limitations

In total, 2,037 face-to-face interviews were conducted with court users (the judiciary, other professionals and Ministry of Justice staff were not interviewed). Survey fieldwork was conducted between 14 June and 12 July 2010. Each respondent took part in a 10 to 12 minute interview conducted on location at the court building.

In order to ensure minimum numbers of key groups were represented, we set quotas to ensure that we achieved interviews with at least 200 Family Court attendees, 200 people visiting for a fine or reparation, and 200 in total of Civil, Tenancy and Disputes Tribunal users. In addition, quotas ensured that the sample included at least 100 Auckland High Court users, and at least 150 at each of the remaining courts. A more detailed description of the methodology can be found in Appendix A.

Questions focused on reasons for attending, court user information provided and sought, way-finding and staff contact, wait time, court facilities, safety, overall satisfaction, and demographics.

As part of the section on staff contact, respondents were asked a series of standardised questions about quality of service. These questions are drawn from the Common Measurements Tool ('CMT'), which is an approach to measuring satisfaction with public services endorsed by the State Services Commission. The CMT questions were included in this survey, and the results are compared, where possible, against publicly available

information issued by other government agencies in New Zealand. Appendix B contains a full copy of the questionnaire.

It should be noted that findings represent survey respondents. This survey only represents a sample of court users (adjusted by interview targets that ensured minimum numbers of interviews for particular types of court user), conducted at particular courts during one month of fieldwork in 2010. We cannot verify whether the profile achieved is representative of all users of New Zealand courts. This should be taken into account when interpreting the findings.

The response rate (calculated by dividing the number of interviews by the number of court users approached) was 27%. This is a conservative estimate of the response rate because it assumes that all people who refused to take part in the survey would have been eligible to participate in the research.

1.2.1 Notes on reading figures within the report

Please note that only whole percentages are reported for survey findings, this means that due to rounding some single-coded questions do not always add up to exactly 100%. Very small proportions below one (e.g. 0.4%) are recorded as ‘*’ in tables, and a proportion of 0% is recorded as ‘-’ in tables.

Sometimes when netts are created from two categories, such as merging ‘very satisfied’ and ‘fairly satisfied’ into ‘satisfied’ (a nett score), the percentages of the two individual categories do not add up to the percentage of the nett. This is because of rounding. In this circumstance, the percentage from the nett score is more accurate than adding together the face-value of the two individual subcategories.

1.3 Outline of the report

The report presents the main findings from the survey. Chapter two provides information about the court users who took part in the survey. Chapter three focuses on aspects of the experience of court users. Chapter four presents the results in relation to overall satisfaction and the drivers of satisfaction. Comparisons with other survey results are presented in Chapter five. Appendix A provides more information on the methodology and Appendix B contains the survey questionnaire.

2 Profile of survey respondents

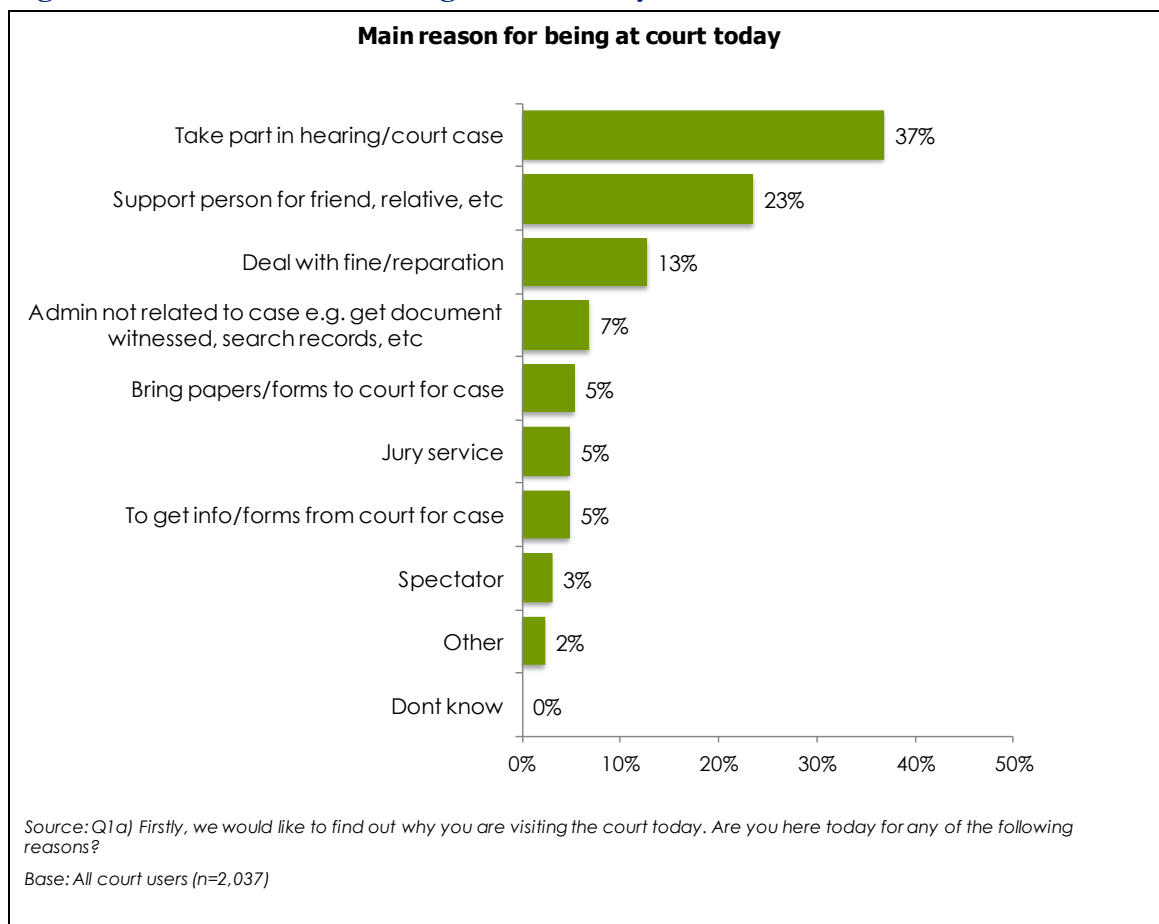
The following section describes why the survey respondents were at court and presents additional information about them.

It should be noted that this section provides information on survey 'respondents'. This survey only represents a sample of court users conducted at particular courts. We cannot verify whether the profile achieved is representative of all users at New Zealand courts. This should be taken into account when interpreting the findings.

2.1 Reason for using court

All respondents were asked for the main reason they were visiting court on the day they were interviewed. The results are illustrated in the Figure below.

Figure 1: Main reason for being at court today



Most people were in court either to take part in a hearing or court case (37% of respondents), or to support a friend or relative (23%). Thirteen percent were dealing with a fine or reparation.

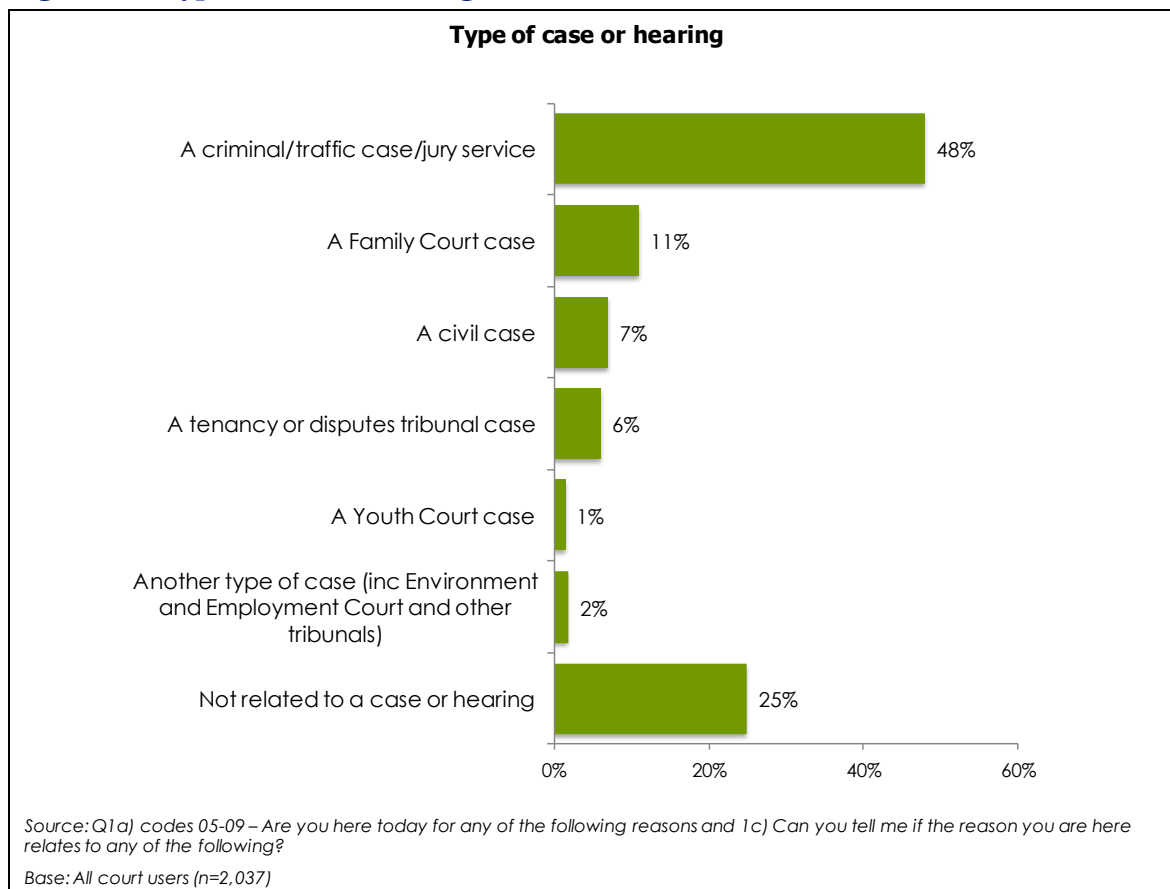
One in ten respondents were visiting either to bring papers or forms to court for a case, or to get information or forms from the court for a case (these two 'reasons for visit' have been merged in the following subgroup analysis for purposes of statistical rigour). People bringing papers or forms, or getting information or forms for a case were mostly civil or criminal jurisdiction or at Family Court (36% were civil jurisdiction, 29% were criminal jurisdiction, 27% were going to Family Court and 8% were part of other jurisdictions).

2.2 Type of court case

Each respondent who was at court for a case or hearing was asked what type of case they were involved with. Those who were present for jury service have been merged with those who said they were at court for a criminal or traffic case in the figure below (it is not possible to separate out criminal and traffic cases as these were one response code in the questionnaire).

By far the largest group (48%) of court users were attending court because of a criminal or traffic case. Eleven percent of users were visiting because of a Family Court case, 7% were visiting because of a civil case, and 6% were visiting for a Tenancy or Disputes Tribunal case. Only small numbers of users were attending court because of Youth Court, Environment Court, Employment Court or other tribunals (no survey respondents were visiting the Coroner's Office).

Figure 2: Type of case or hearing



A quarter of court users were visiting for matters not related to a case, this includes those visiting for administrative matters not relating to a case, visiting for a fine or reparation, or simply attending court as a spectator.

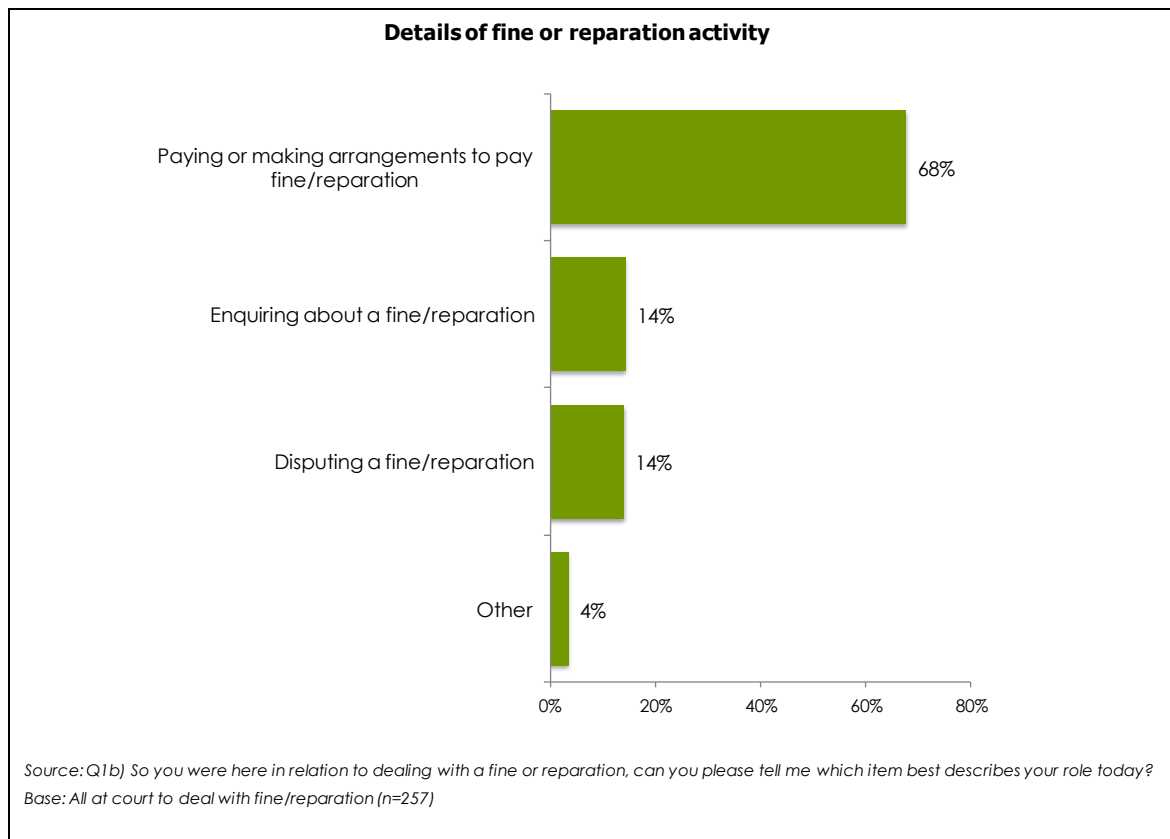
2.3 More detail on reason for visit

Those who were visiting to pay a fine or reparation and those visiting for a criminal, traffic or youth case were asked for more detailed reasons for their visit.

2.3.1 Visiting for a fine or reparation

Those visiting for a fine or reparation were asked to describe their role (on the day of the survey interview). Most (68%) were there to pay or make arrangements to pay the fine or reparation. Results are illustrated in the figure below.

Figure 3: Details of fine or reparation activity



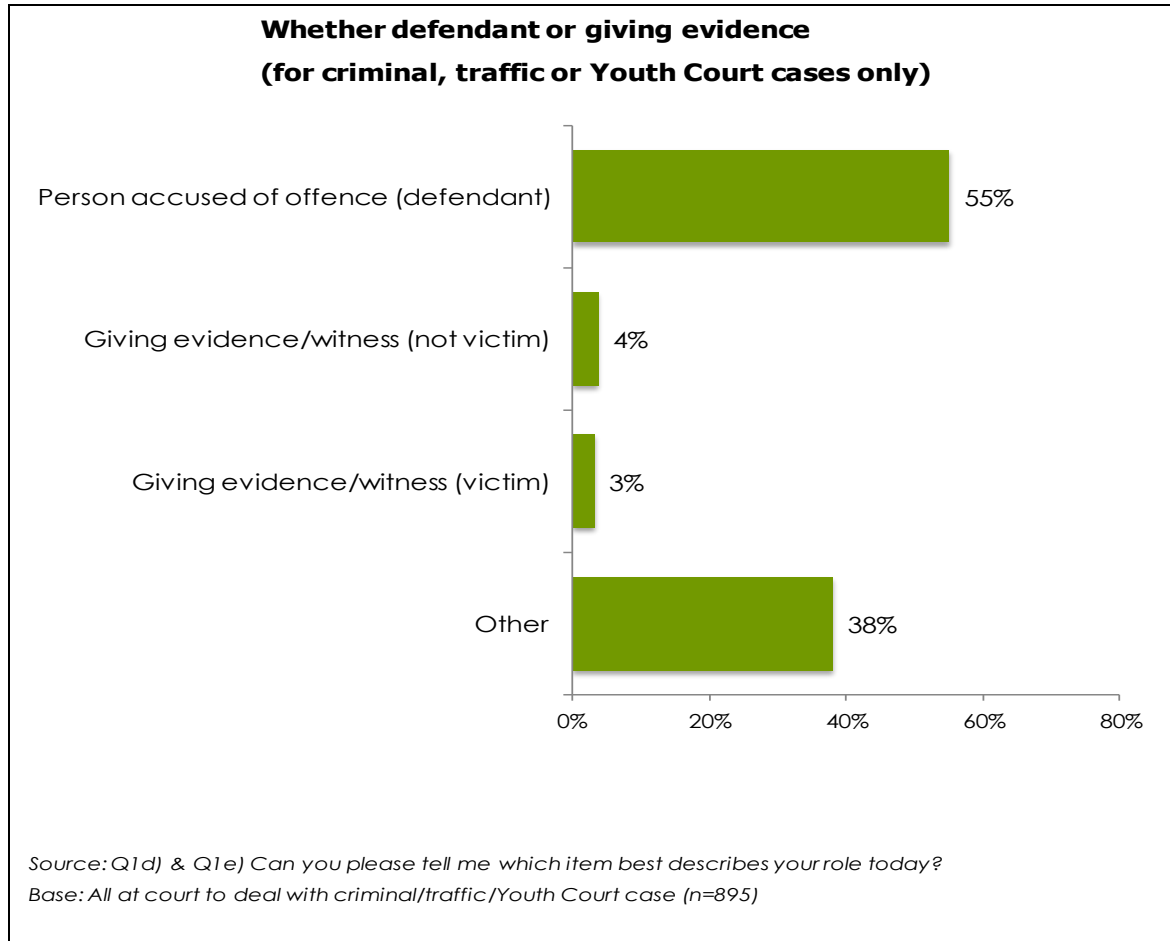
2.3.2 Accused or giving evidence for criminal or traffic cases

Respondents who were in court for a criminal, youth or traffic case were asked for more detail about their reason for visiting. Due to small base sizes for Youth Court users (n=20 respondents) these respondents have been merged with those involved in criminal or traffic cases for the analysis below.

The largest group included those who were there as defendants (55%), 38% were there for other reasons (such as being a supporter, on jury service, or an observer), 4% were giving

evidence (not as a victim), and only 3% were giving evidence (as the victim). The results are illustrated in the figure below.

Figure 4: Whether defendant or giving evidence (for criminal, traffic or Youth Court cases only)



2.3.3 Detailed reason for visit

A new variable was created combining three questions which asked about the respondent's reason for visiting court¹. This variable provides a number of categories which describe, in detail, the respondent's reason for visiting court. Some categories, such as Youth Court, cannot be broken down further because of small base sizes. The proportion of court users in each category is illustrated in the table below.

¹ Q1a, Q1c, and Q1d were combined to create this variable.

Table 1: Detailed reason for visit

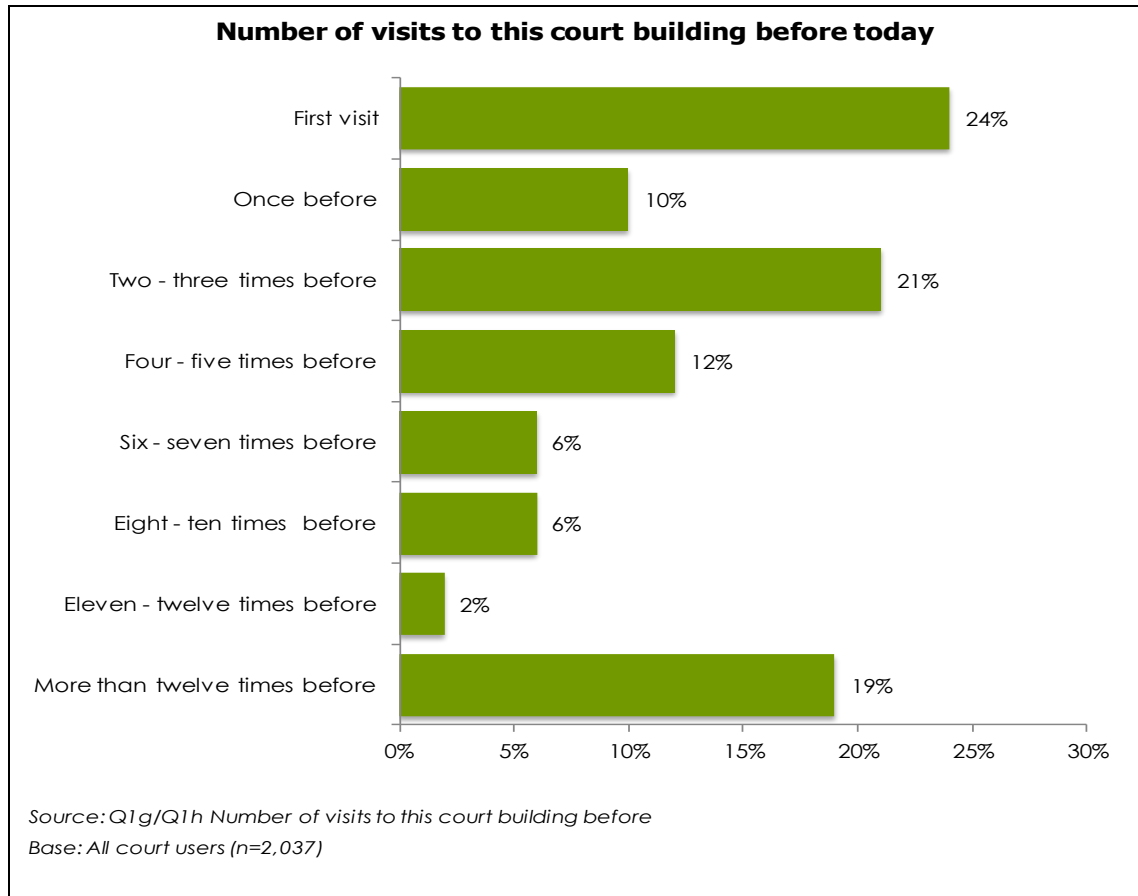
Detailed reason for visit	%
Total sample	(n=2037)
Criminal case – accused	24
Criminal case – witness – victim	1
Criminal case – witness – not victim	2
Criminal case – other – includes bringing papers or forms to the court for a case	16
Criminal case – jury service	5
Youth Court case	1
Family Court – participant	4
Family Court – supporter	5
Family Court – other – includes bringing papers or forms to the court for a case	3
Civil – participant	3
Civil – supporter	2
Civil – other – includes bringing papers or forms to the court for a case	1
Tenancy or Disputes Tribunal case	6
Another type of court, tribunal	2
Fines – to deal with a fine or reparation	13
Administrative things not related to a case	7
Spectator	3
Other	3

2.4 Frequency of visit

Respondents were asked how many times they had visited the court building they were interviewed at.

Twenty-four percent were using the court building for the first time. Most court users (76%) had been at the court building at least once before. A notable proportion (19%) had visited more than twelve times before. The results are illustrated in the figure below.

Figure 5: Number of visits to this court building before today



2.5 Classification information about court users

A series of classification questions were asked at the end of the survey. The results for all court users are highlighted below.

2.5.1 Gender and age

Fifty-two percent of court users surveyed were male, and 48% were female. The age profile of males did not vary much from the age profile of females (see the table below).

A wide range of ages was surveyed (as can be seen from the table below), grouping some of the age bands reveals that 42% of court users were under the age of 30, 37% were aged 30 to 49, and 21% were aged 50 or older.

Table 2: Age group (by gender)

Age and gender	% All respondents (n=2037)	% Male (n=1,069)	% Female (n=968)
16 to 17 years old	4	3	4
18 to 19 years old	8	8	8
20 to 24 years old	17	16	19
25 to 29 years old	13	13	13
30 to 34 years old	10	11	9
35 to 39 years old	9	9	10
40 to 49 years old	17	16	19
50 to 54 years old	8	8	7
55 to 59 years old	5	6	4
60 to 64 years old	4	5	3
65 years and over	4	4	4

2.5.2 Ethnicity

Court users surveyed had the following ethnic profiles (court users could choose more than one ethnicity which is why the column in the table adds up to more than 100%).

Table 3: Ethnicity

Ethnicity	% (n=2037)*
New Zealand European	52
Māori	29
Samoan	7
Cook Island Māori	3
Tongan	3
Niuean	1
Fijian Indian	1
Other Pacific Islander	1
Chinese	3
Indian	2
Other Asian	2
Other European	5
South African	1
Middle Eastern	1
Other	13

* In total the 2037 respondents chose 2,322 responses that represented their ethnicity.

Please note that because respondents can choose more than one response for ethnicity, they can be represented in more than one of the nett categories, for example, a respondent may identify with ethnicities that place them in both the Asian and Māori categories, in which case their findings will be reported under both the Asian nett category and the Māori category.

The proportion of court users in each of the groupings is:

- 53% were New Zealand European
- 29% were Māori

- 15% were Pacific
- 7% were Asian
- 13% were 'other' ethnicity.

2.5.3 Language spoken

Respondents were asked what language they considered their 'first' language. The results are described in the table below.

Table 4: First language of survey respondent

First language	% (n=2037)
English	83
Māori	4
Chinese	2
Samoan	2
Tongan	2
Indian	2
Cook Island	1
Other*	5

* 'Other' contained a large number of languages spoken by less than 1% of respondents per language.

2.5.4 Assistance in court

One percent of respondents said they required an interpreter. Less than 1% required induction loops or hearing loops, Braille, or assistance to get around the courthouse (such as wheelchairs, opening doors, etc.).

2.5.5 Employment status

All respondents were asked about their employment status (respondents could only choose one category which best represented their employment status). The results are described in the table below.

Table 5: Employment status

Employment status	% (n=2037)
Currently in paid employment or self-employment	45
Retired	4
Home duties	6
Unemployed, receiving unemployment benefit	9
Unemployed, not receiving unemployment benefit	5
Receiving sickness benefit	7
Receiving invalid's benefit	3
Receiving other benefit	7
Student	13
Other	1
Refused	1

2.5.6 Household income

Respondents were asked for their annual household income before tax. All earnings including employment, money from the government, and income from other sources were included. The results are tabulated below.

Table 6: Household income (before tax)

Household income	% (n=2037)
None/Loss	1
\$1 – \$5,000	2
\$5,001 – \$10,000	5
\$10,001 – \$15,000	9
\$15,001 – \$20,000	7
\$20,001 – \$25,000	5
\$25,001 – \$30,000	6
\$30,001 – \$35,000	4
\$35,001 – \$40,000	5
\$40,001 – \$50,000	6
\$50,001 – \$60,000	6
\$60,001 – \$70,000	4
\$70,001 – \$100,000	7
\$100,001 – \$150,000	6
More than \$150,000	4
Refused	3
Don't know	19

Household income was grouped into a small number of bands as shown below:

- 24% have a household income up to and including \$20,000 per year
- 10% have a household income that is over \$20,000 and up to \$30,000 per year
- 16% have a household income that is over \$30,000 and up to \$50,000 per year
- 17% have a household income that is over \$50,000 and up to \$100,000 per year
- 10% have a household income that is over \$100,000 per year
- (3% refused to tell us their household income, and 19% did not know).

2.5.7 Presence of Information and Communication Technology in the home

Respondents were asked what Information and Communication Technology ('ICT') they had in their homes. The results are tabulated below. It should be noted that 77% of those with internet (either broadband or dial-up) also have computer printers in their home.

Furthermore it should be noted that some respondents said they had both broadband and dial-up internet access. In total 57% of respondents said they had access to the internet either through broadband or dial-up.

Table 7: Information and Communication Technology (ICT) in the respondent's home

Information and Communication Technology in the home	% (n=2037)
Telephone (land line)	65
Cell phone	87
Broadband internet	52
Dial-up internet	7
Computer printer	46
None of these	4

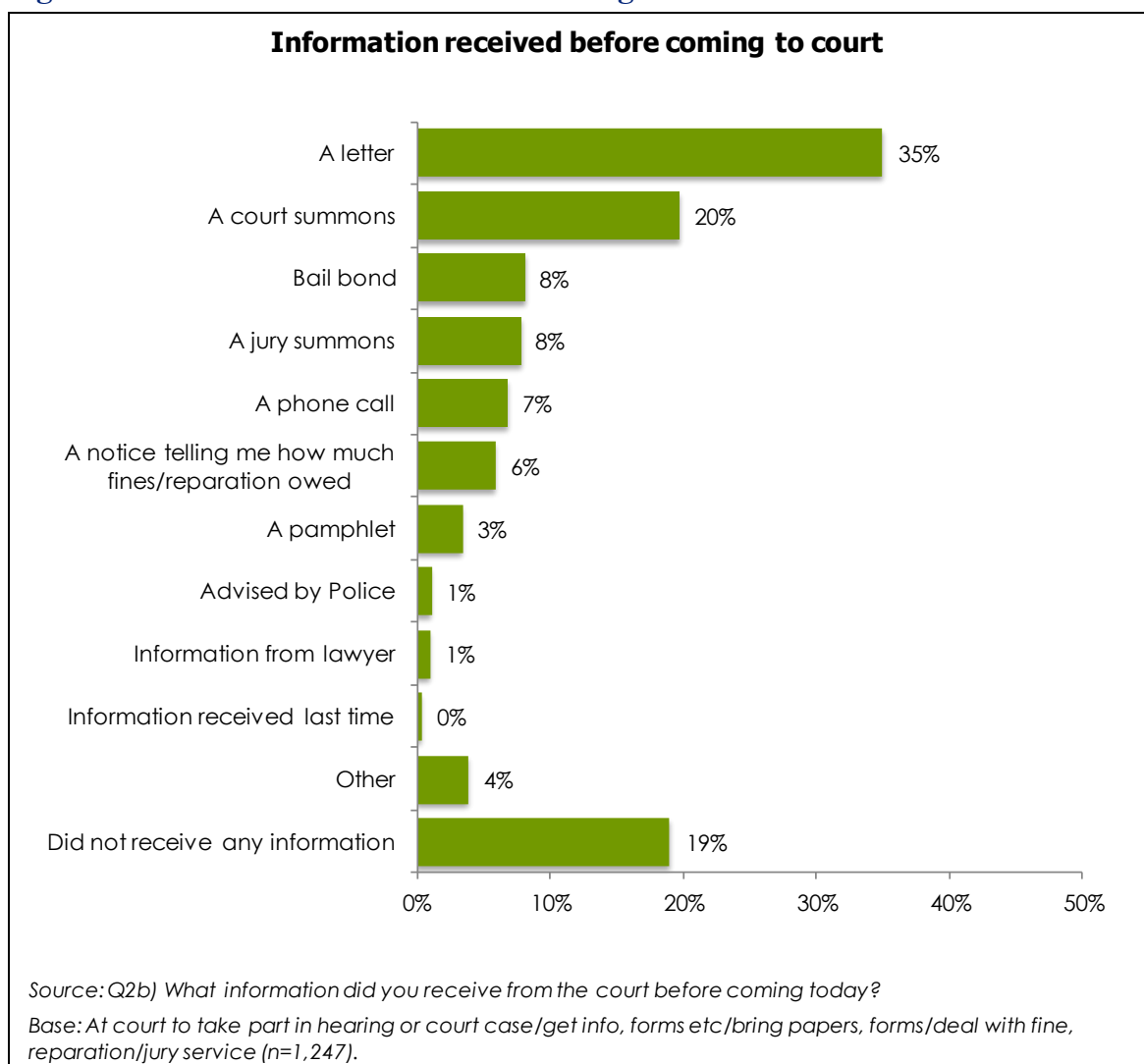
3 Aspects of the customer experience

3.1 Information before coming to court

Respondents who were at court to take part in a hearing, get information for a case, bring information for a case, deal with a fine or reparation, or for jury service were asked a series of questions about court information.

Some visits to court are not directly initiated by the courts, examples include spectators, attending court to support someone else, or attending for administrative matters not relating to a case, such as searching court records, or getting a document witnessed. Respondents who were visiting for these reasons were not asked questions about court information.

Figure 6: Information received before coming to court



3.1.1 Information received prior to court visit

Type of information received

Respondents were asked what information they received before coming to the court. The results are illustrated in the figure above. It should be noted that some respondents may not accurately recall what information they received before coming to court.

The most common communications received were: a letter (35% of court users) or court summons (20%). Eight percent said they received a bail bond, 8% said they received a jury summons, 7% received a phone call, and 6% said they received a fines notice.

Information received by main reason for visiting court

Information received varied by the main reason for visiting court. The main reasons for visiting court by the type of information received are presented in the table below. Proportions significantly different from the norm are highlighted in bold (figures highlighted in red bold are significantly higher than average, and figures highlighted in blue bold are significantly lower than average).

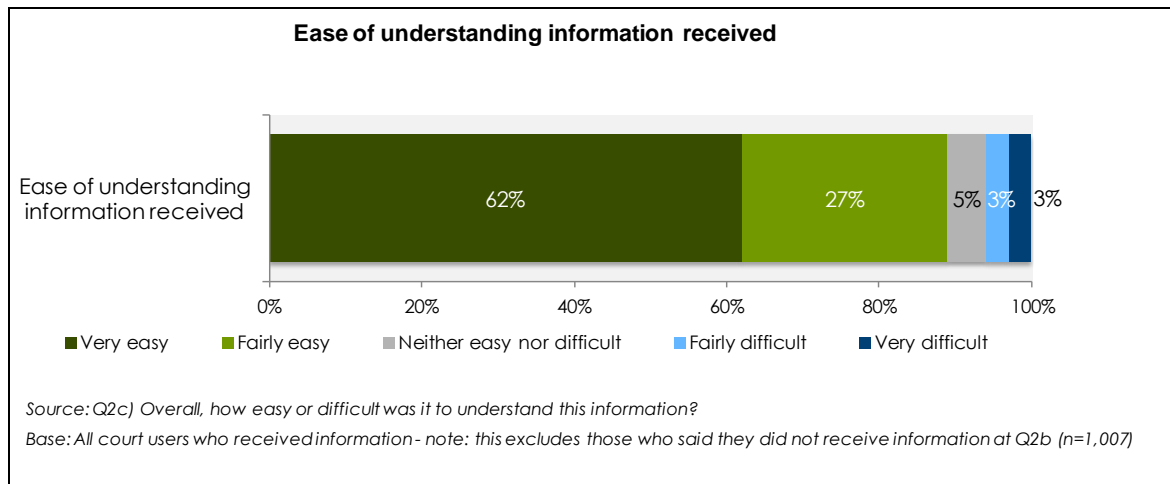
Table 8: Information received before coming to court by main reason for visiting court

	% All respondents (n=1247)	% To take part in a case (n=685)	% Get info about a case (n=98)	% Bring info about a case (n=108)	% Fine or reparation (n=257)	% Jury service (n=99)
A letter	35	36	15	29	39	41
A court summons	20	31	9	4	9	-
Bail bond	8	14	4	-	2	-
A jury summons	8	1	-	-	-	88
A phone call	7	7	8	10	8	-
A notice telling me how much fines/reparations I owe	6	-	-	2	27	-
A pamphlet	3	1	1	8	1	24
Advised by Police	1	2	1	-	1	-
Information from Lawyer	1	2	1	1	-	-
Other	4	4	7	6	4	1
I did not receive any information	19	12	53	48	19	-

Ease of understanding information received

Most court users found the information easy to understand. Eighty-eight percent found the information either 'very easy' or 'fairly easy' to understand and 6% said they found the information difficult. Results are illustrated in the figure below.

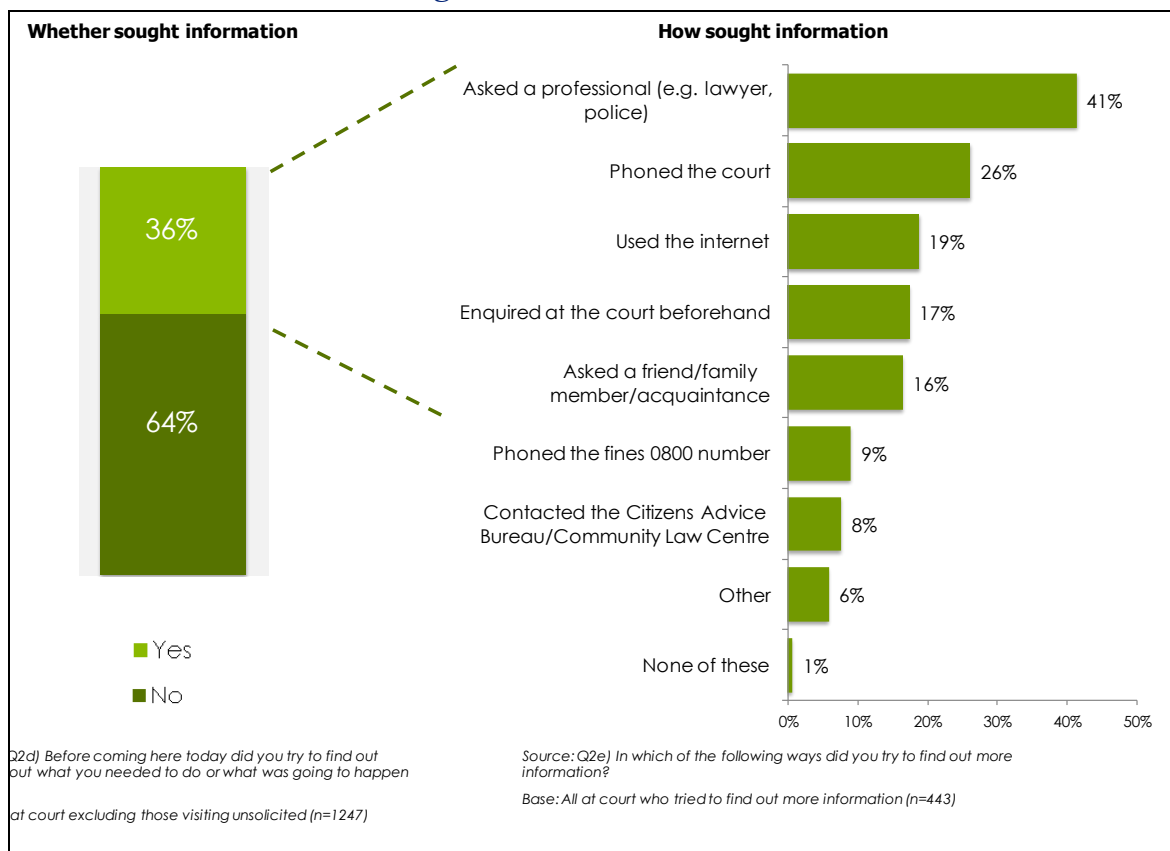
Figure 7: Ease of understanding information received



Those involved in a Family Court case were more likely to say they found the information difficult to understand (13%, compared to 6% of all court users), as were those who were on sickness or invalid's benefit (11%, compared to 6% of all court users).

3.1.2 Information sought prior to visit

Figure 8: Whether sought information before coming to court, and how information was sought



Thirty-six percent of court users actively sought information before coming to court. Of those, the most common way of finding information was to ask a professional (41%), followed by

phoning the court (26%), using the internet (19%), enquiring at the court beforehand (17%) or asking a friend or family member (16%). The findings are illustrated in the figure above.

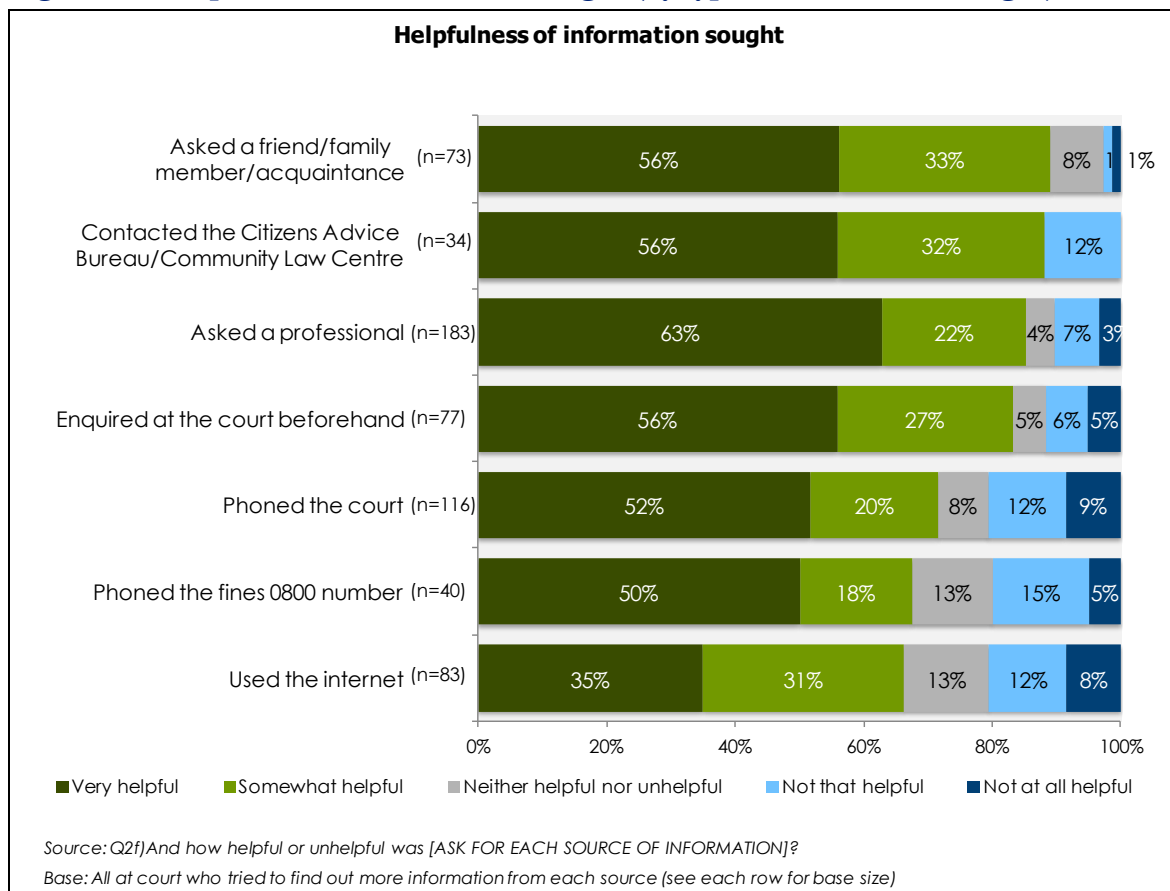
3.1.3 Helpfulness of information sought

Respondents who sought information were asked to rate the helpfulness of each source they used. Face-to-face channels such as friends and family, Citizens Advice Bureau, professionals, and the court itself were rated higher than phone and internet channels. The proportion saying each source was either 'very helpful' or 'somewhat helpful' were:

- Friends / family – 89%
- Citizens Advice Bureau / Community Law Centre – 88%
- Professional – 85%
- Court (face-to-face visit to court beforehand) – 83%
- Phoned the court – 72%
- Phoned the fines 0800 number – 68%
- Used the internet – 66%.

The full results are illustrated in the figure below.

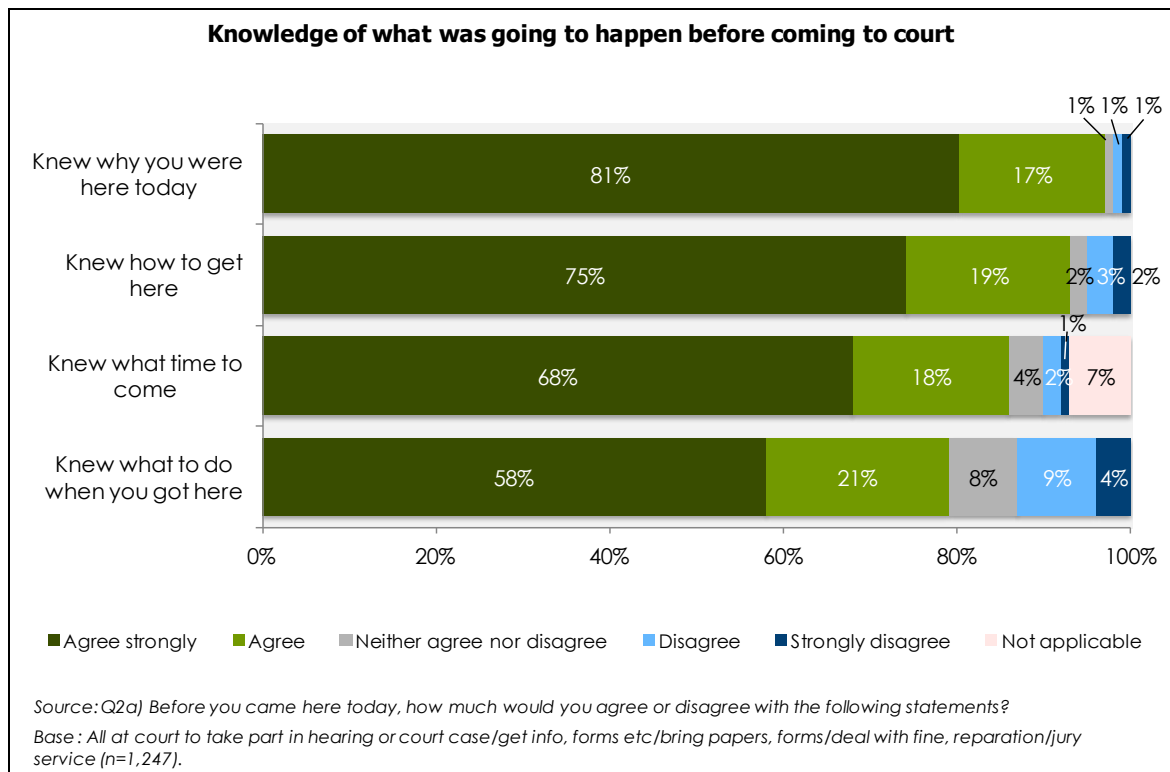
Figure 9: Helpfulness of information sought (by type of information sought)



3.2 Preparedness for visit to court

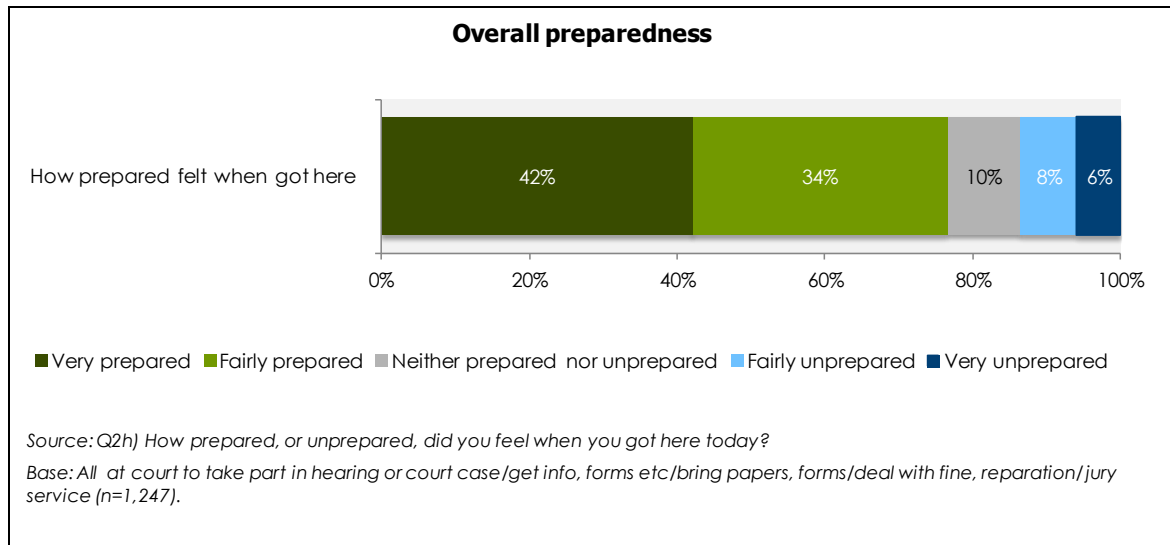
Respondents were asked to think back to before they visited the court on the day of the survey interview and were asked about their knowledge of what was going to happen at court. Most people felt they had sufficient prior knowledge about their visit (98% knew why they were at court, 94% knew how to get to court, 86% knew what time to come, and 79% knew what to do when they got to court). Although it should be noted that 13% disagreed 'that they knew what to do when they got to court'. The findings are illustrated in the figure below.

Figure 10: Knowledge of what was going to happen before coming to court



Respondents were also asked how prepared, or unprepared, they felt when they got to court. In total, 76% were either 'very prepared' or 'fairly prepared' and 13% said they were either 'very unprepared' or 'fairly unprepared'. The results are illustrated in the figure below.

Figure 11: Overall preparedness upon arrival at court



Overall preparedness correlated with all of the statements about prior knowledge of court visit (Q2a). However, the two statements that correlated most closely with overall preparedness were 'you knew what to do when you got here' (correlation of 0.36) and 'you knew why you were here today' (correlation of 0.23). Other statements were less strongly correlated. (A correlation of 0.3 is normally considered a moderate correlation in social science).

3.3 Difficulties with information at court

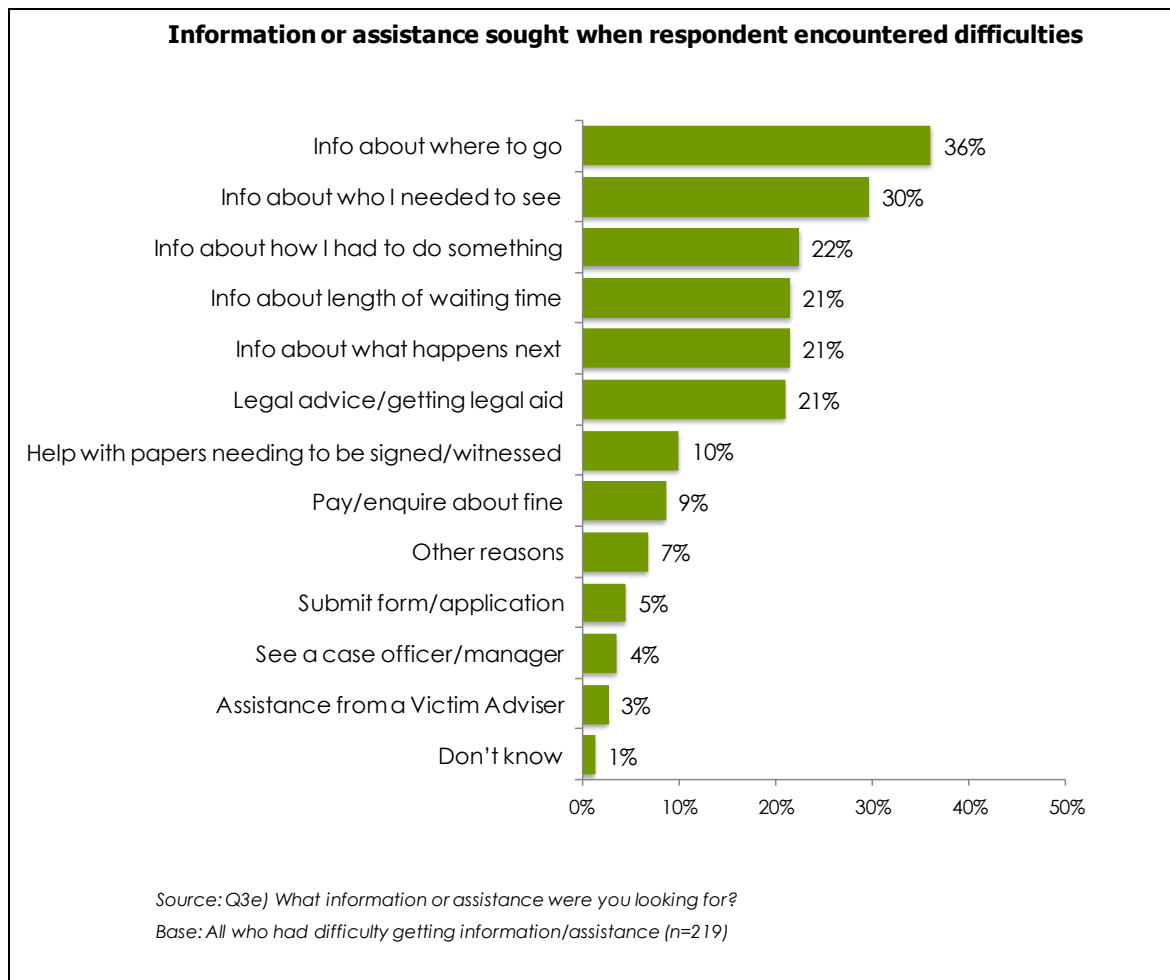
3.3.1 Difficulties getting information or assistance at court

All respondents were asked whether they had any difficulties getting information or assistance at court. Only 11% said they had difficulties, 80% said they did not have any difficulties, and 9% said the question was not relevant to them.

3.3.2 Type of information or assistance sought when encountered difficulties

Those who encountered difficulties were asked what type of information or assistance they were seeking when they encountered difficulties. The most common answer was 'information about where to go' (36% of those encountering difficulties said this). The next most common answer was 'information about who I needed to see' (30%). Results are presented in the figure below.

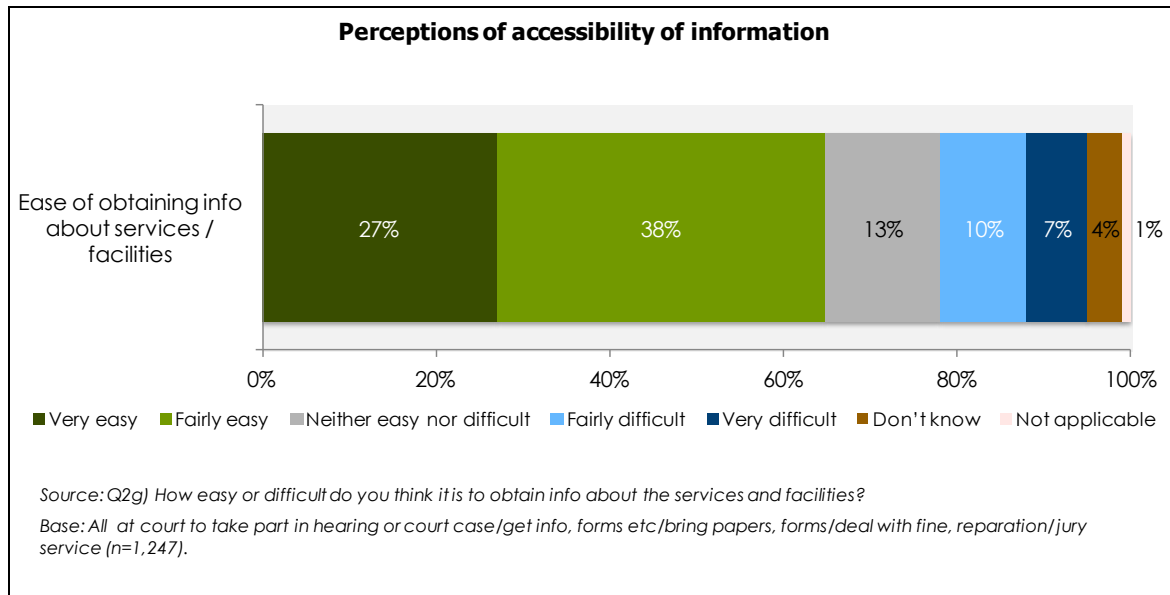
Figure 12: Information or assistance sought when respondent encountered difficulties



3.4 Overall perception of accessibility of information

Respondents were asked to rate how easy or difficult they thought it was to obtain information about the services and facilities of the court. Sixty-five percent said it was either very easy or fairly easy and 17% said it was either fairly difficult or very difficult. The findings are outlined in the figure below.

Figure 13: Perceptions of accessibility of court information

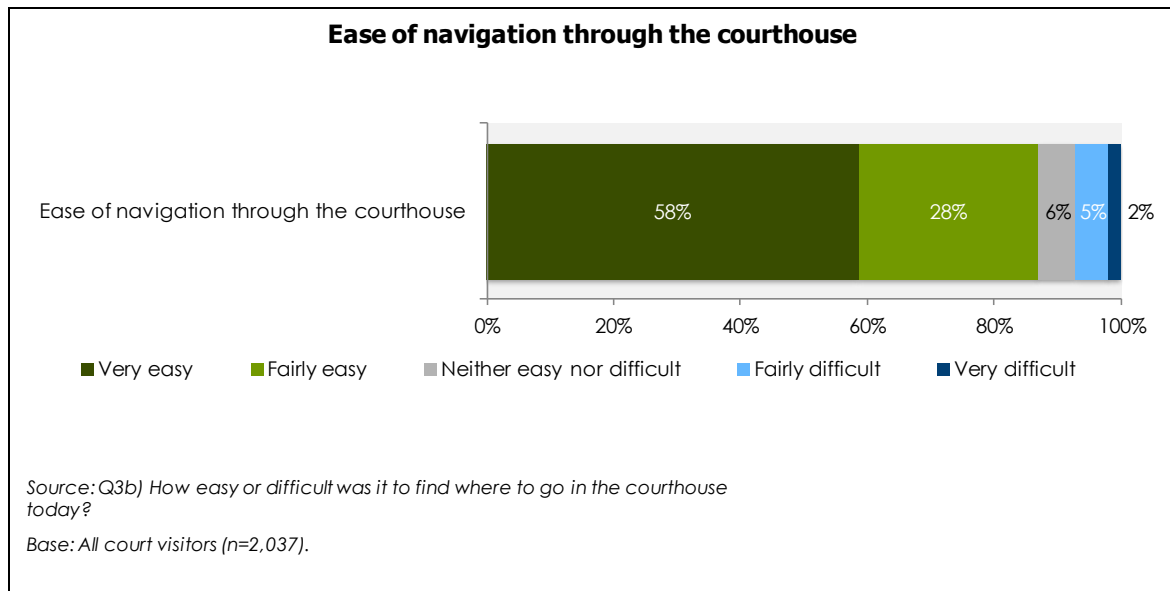


3.5 Way-finding and accessibility of the court

3.5.1 Ease of navigating through the court building

All respondents were asked how easy or difficult it was to find where to go in the courthouse. Eighty-six percent found it either 'very easy' or 'fairly easy' and 7% said it was either 'fairly difficult' or 'very difficult'. Results are illustrated in the figure below.

Figure 14: Ease of navigation through the courthouse

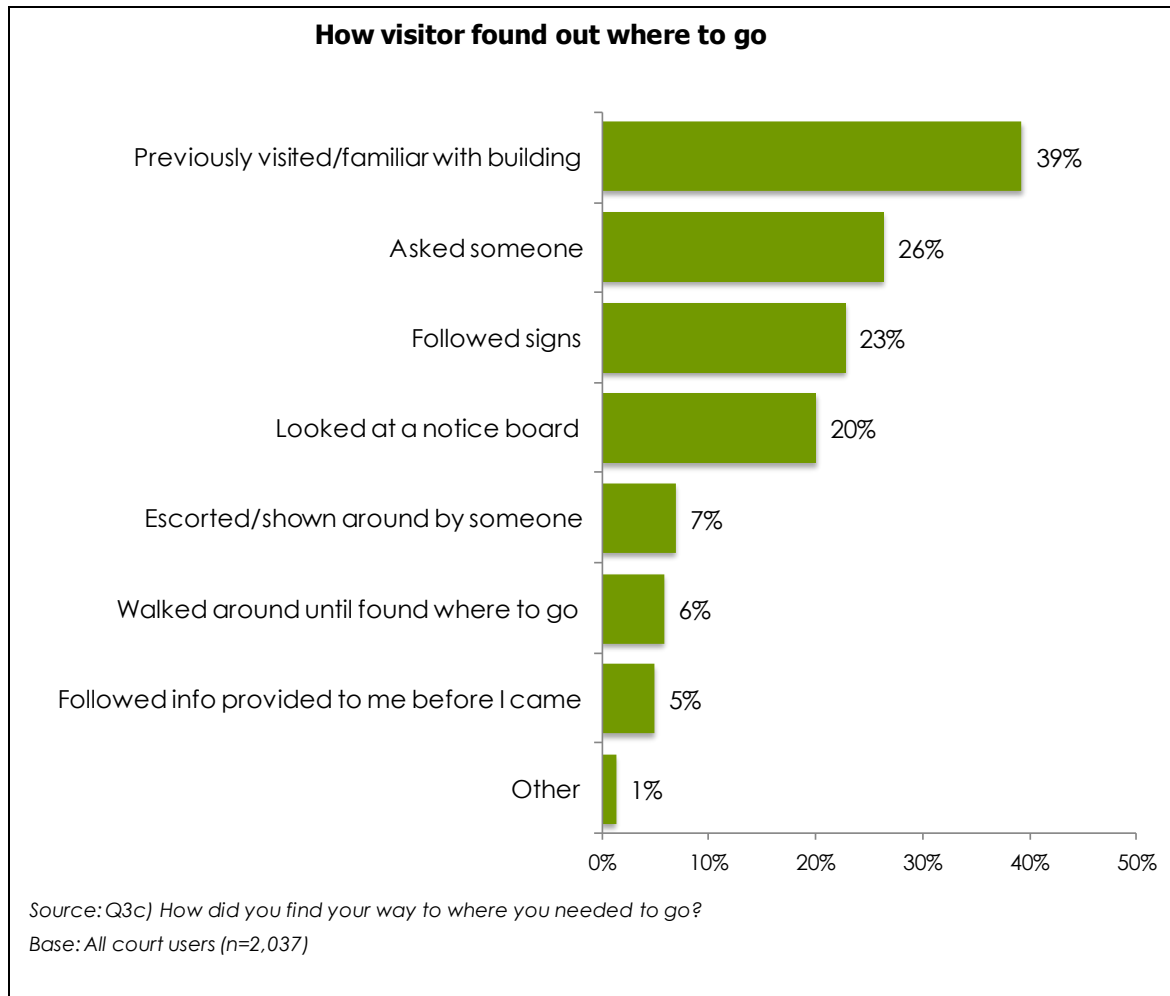


3.5.2 How court users found out where they needed to go

All respondents were asked how they found out where they needed to go within the court building. The most common answer was that respondents were already familiar with the

building (39%), the second most common answer was that they asked someone (26%), and the next most common answer was looking at signs (23%).

Figure 15: How visitor found out where to go

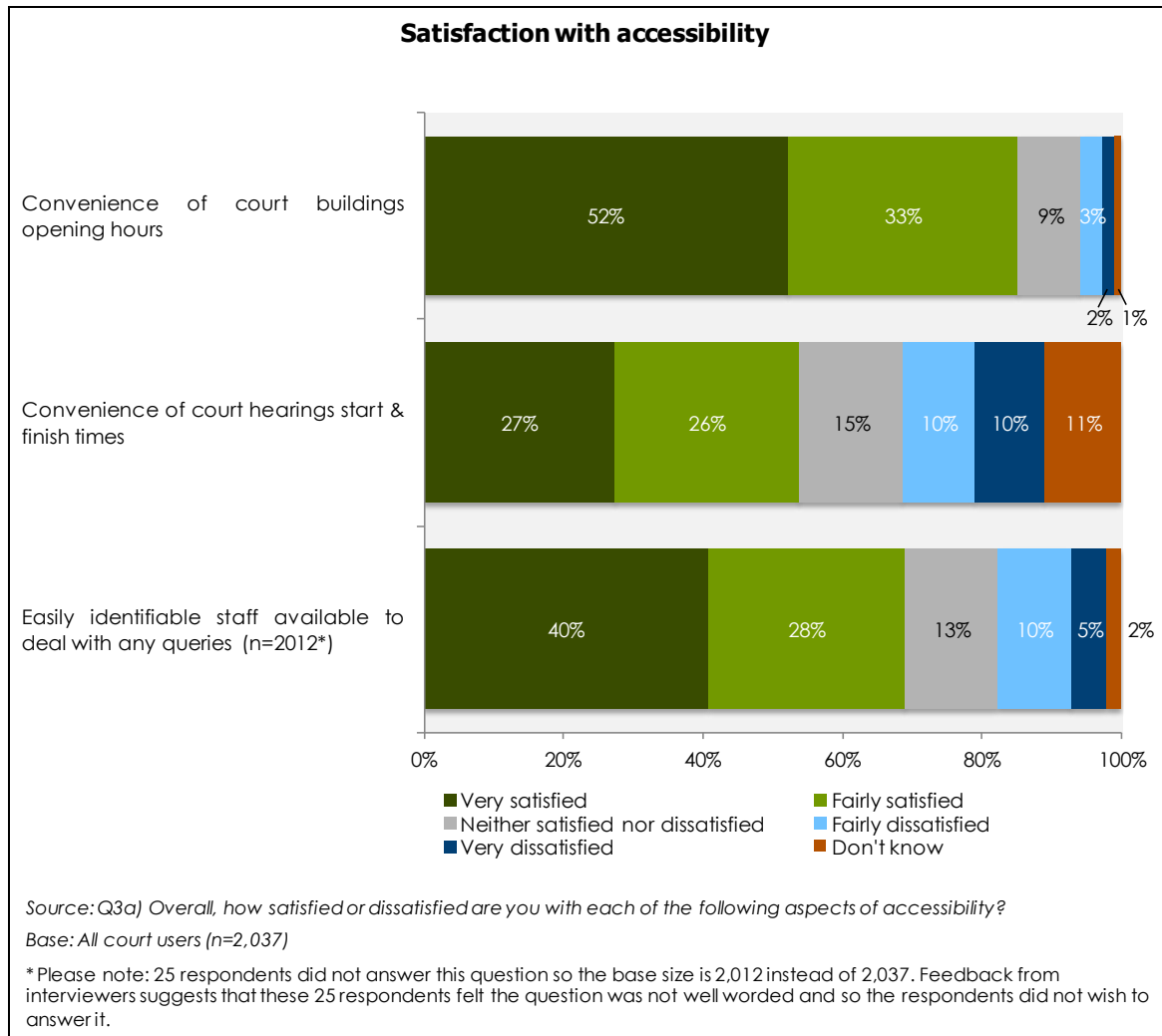


3.5.3 Accessibility

Respondents were asked to rate how satisfied they were with three aspects of accessibility (the results are illustrated in the figure below).

- The convenience of the opening hours of court buildings (85% were either very satisfied or fairly satisfied with this and 5% were either very dissatisfied or fairly dissatisfied)
- The convenience of the court hearings' start and finish times (54% were either very satisfied or fairly satisfied with this and 20% were either very dissatisfied or fairly dissatisfied)
- Easily identifiable staff available to deal with any queries (69% were either very satisfied or fairly satisfied with this and 16% were either very dissatisfied or fairly dissatisfied).

Figure 16: Satisfaction with three aspects of accessibility (convenience of opening hours, convenience of sitting times, easily identifiable staff available to help with queries)



3.6 Staff contact (and Common Measurements Tool questions)

3.6.1 Whether court user had contact with staff

Sixty-five percent of respondents had contact with court staff during their visit.

3.6.2 Rating of staff contact (using Common Measurements Tool questions)

As part of the questions about staff contact, respondents were asked a series of standardised questions about quality of service. These questions are drawn from the Common Measurements Tool ('CMT'), which is an approach to measuring satisfaction with public services endorsed by the State Services Commission (please see the Appendix A for more background information on the CMT questions). The results from the Court User Survey are described below. In the last chapter, the results are compared with CMT results from other public sector organisations in New Zealand.

Court users who had contact with staff were asked to agree or disagree with a number of statements about court staff, using a scale of 1 to 5 (where 1 was strongly disagree and 5 was strongly agree). Most court users agreed (either 4 or 5 out of 5) that:

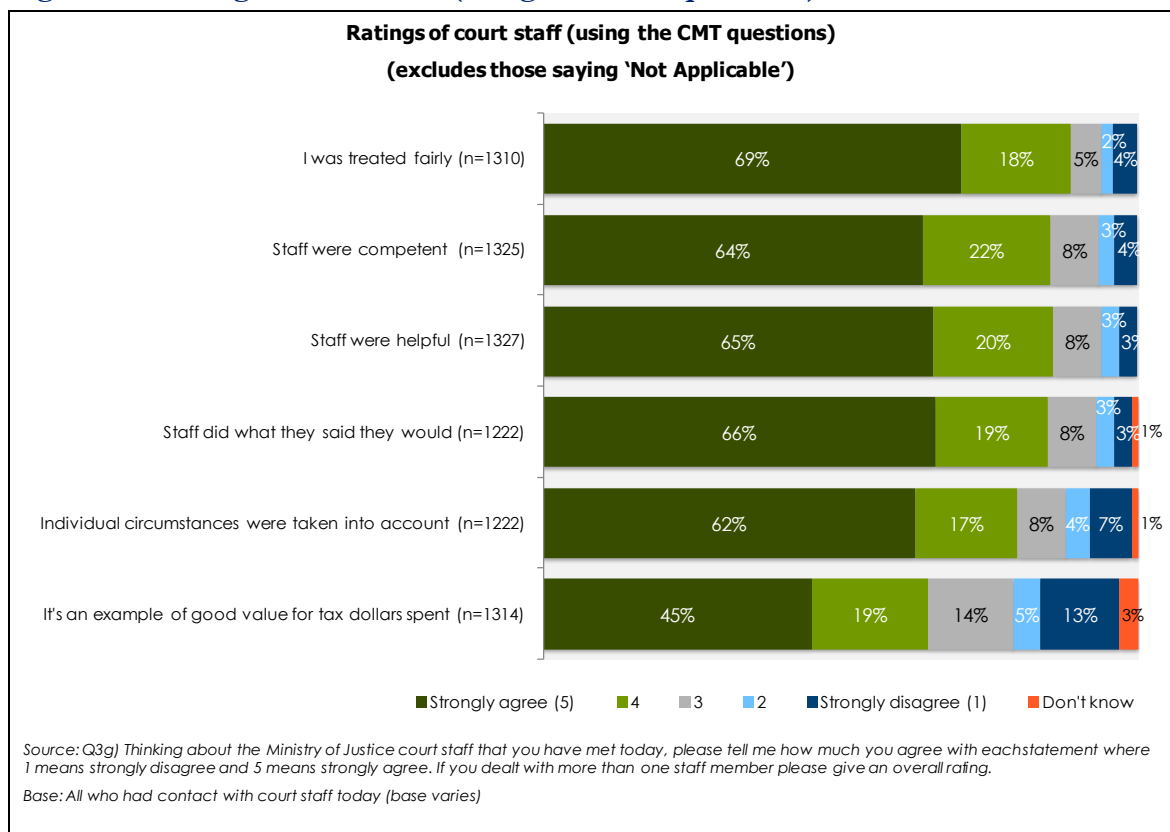
- they were treated fairly (88%)
- staff were competent (85%)
- staff were helpful (85%)
- staff did what they said they would (85%)
- their individual circumstances were taken into account (80%).

Fewer agreed that the interaction represented 'good value for tax dollars spent' (64% agreed).

(Please note: these percentages exclude some people who felt the question was not relevant to them – those who said 'not applicable' to each statement have been excluded from all analysis in this section, and so do not appear in the overall proportions stated above, nor do 'not applicable' respondents appear in tables or figures).

Results (excluding those who felt a particular statement was not applicable to them) are in the figure below.

Figure 17: Ratings of court staff (using the CMT questions)



The table below shows the same results but tabulated against the main reason for visiting. Proportions significantly different from the norm are highlighted in bold (figures highlighted in red bold are significantly higher than average, and figures highlighted in blue bold are significantly lower than average).

Those visiting for administrative things not related to a case, and those on jury service, were generally more positive about staff, whereas those who were at court to take part in a hearing or case were generally more negative.

Table 9: Ratings of court staff (using the CMT questions) by main reason for visiting court

	% All respondents	% Take part in a case	% Support person	% Get info about a case	% Bring info about a case	% Fine or reparation	% Jury service	% Admin not related to a case	% Spectator	%
Base size*	(up to n=1327)	(up to n=455)	(up to n=187)	(up to n=87)	(up to n=100)	(up to n=240)	(up to n=78)	(up to n=127)	(up to n=17)	(up to n=36)
Agree that staff were competent	85	83	86	83	91	85	90	92	82	75
Agree that staff were helpful	85	83	88	79	90	85	95	91	76	72
Agree that staff did what they said they would	85	80	85	76	90	89	88	96	85	74
Agree that they were treated fairly	88	84	92	82	93	87	96	95	88	76
Agree that individual circumstances were taken into account	80	74	84	74	92	79	85	91	75	68
Agree that it was value for tax dollars spent	64	59	63	63	79	60	74	82	71	44

* Base sizes per cell are sometimes slightly smaller than this due to some respondents saying each individual question is not relevant to them.

3.6.3 Expectations of service (using Common Measurements Tool questions)

All court users who had contact with staff were asked what service they expected, and what service they received. These questions are also drawn from the CMT (described above).

Two-thirds (66%) expected a good service (either 4 or 5 out of 5). A quarter (25%) expected a 'middling' level of service (3 out of 5), and only 9% expected a 'poor' service (either a 1 or 2 out of 5).

Just under two-thirds (61%) said the service was better than expected (4 or 5 out of 5), just over a quarter (27%) said the service was in line with their expectations (3 out of 5), and 11% said the service was worse than they expected (1 or 2 out of 5). All those who gave a score between 3 and 5 can be considered to have their expectations 'met' – in total 89% of court users had their expectations met. The results are detailed in the figure below.

Figure 18: Expectation of service and delivery of service compared with expectation (CMT questions)

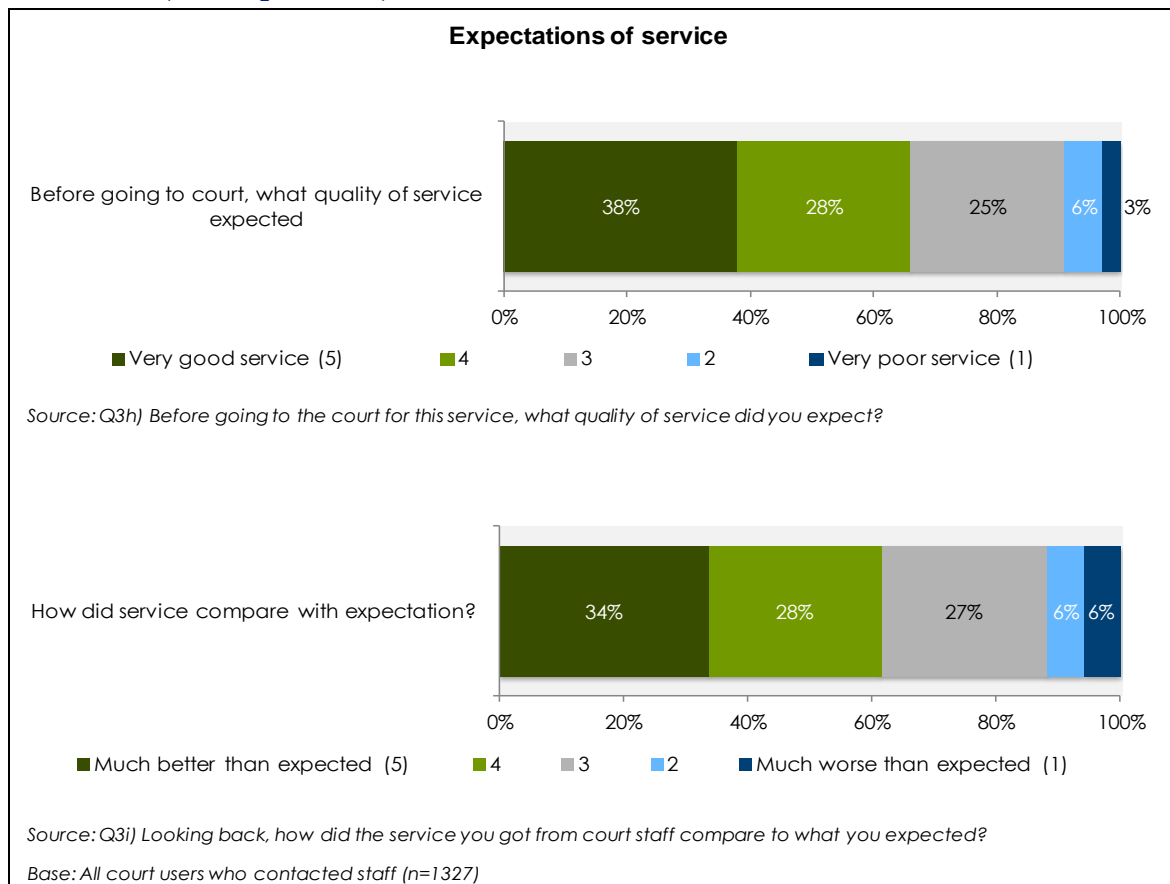
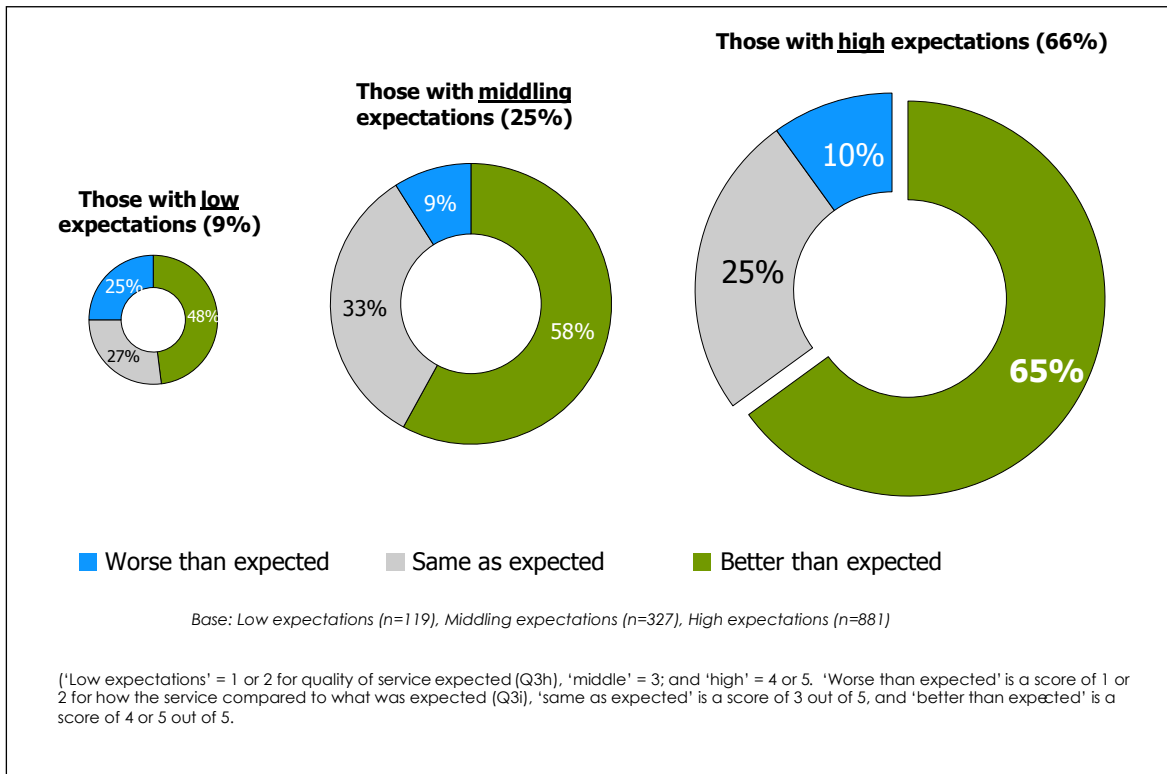


Figure 19: Delivery of service against expectation by low, middling, and high expectations (CMT questions)



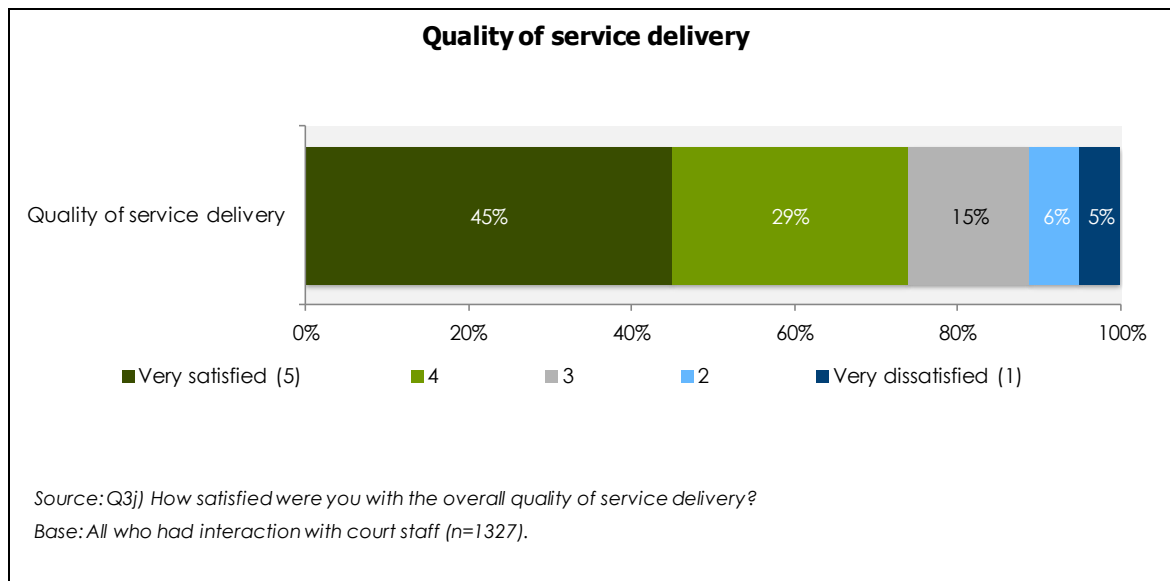
Sometimes those with very low expectations of an organisation have their perceptions challenged through a service experience. This means they would say the service was ‘better than expected’ but they had a low expectation in the first place. In order to investigate the achievement of expectations further, we analysed whether the service was better, the same, or worse than expected by the initial level of expectation. The results are illustrated above.

The graph shows that court users with high expectations were the group most likely to say that the interaction with court staff exceeded their expectations (65% of them said this). Those with low expectations tend to rate their experience more negatively in comparison. For service delivery at courts it does not appear that those with low expectations have their perceptions challenged. Instead it is the other way round, where those with high expectations about the likely quality of service are more likely to say their expectations were exceeded.

3.6.4 Overall satisfaction with quality of service delivery (using a Common Measurements Tool question)

All court users who had contact with staff were asked to rate the overall quality of service delivery. Seventy-four percent were satisfied (scoring either a 4 or 5 out of 5), 15% were neutral (a score of 3 out of 5), and 11% were dissatisfied (1 or 2 out of 5). Results are in the figure below.

Figure 20: Quality of service delivery (CMT question)

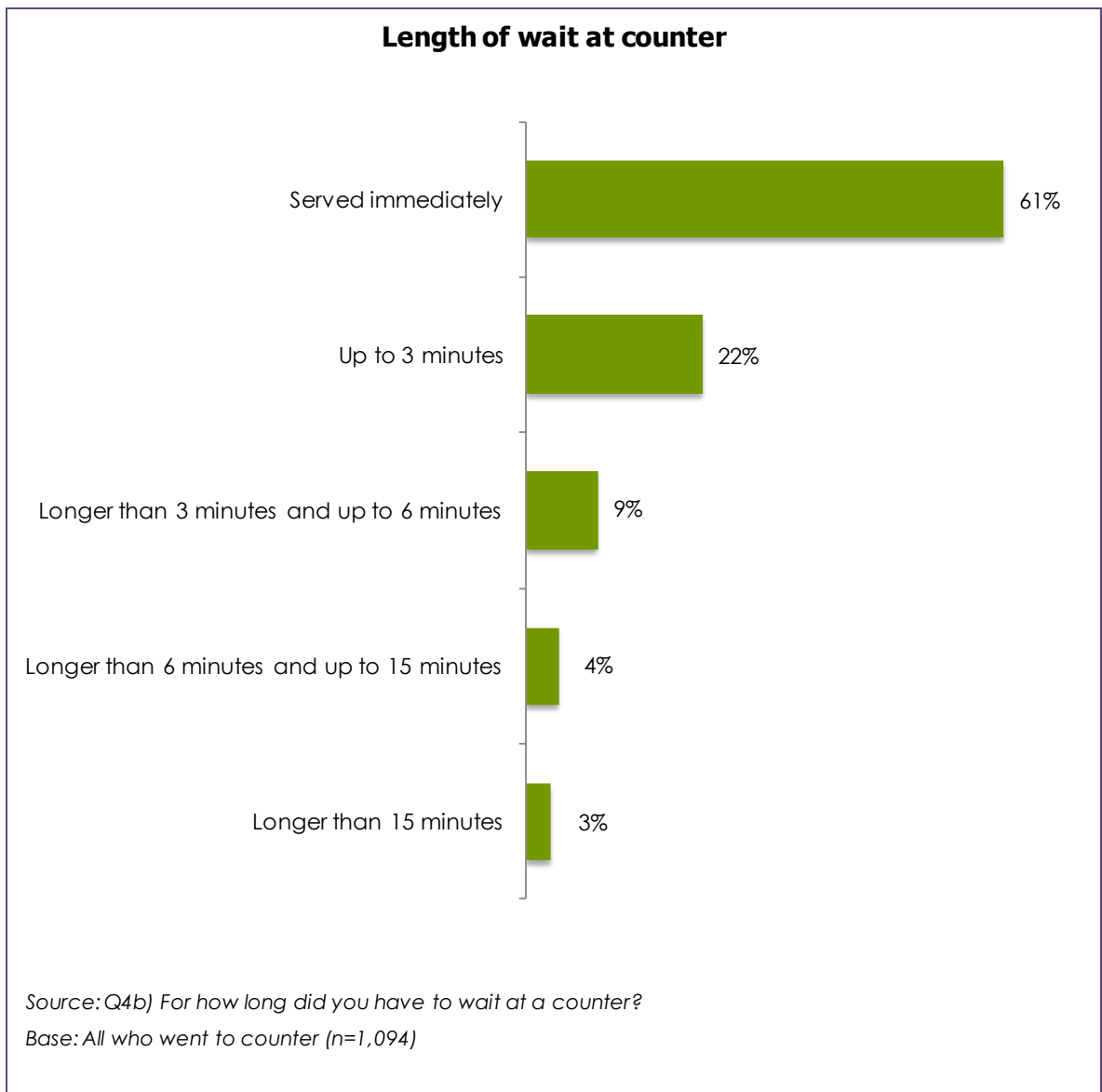


3.7 Wait times

3.7.1 Waiting at a counter

Fifty-four percent of court users went to a counter. As can be seen from the figure below, 61% of these were served immediately. Twenty-two percent had to wait up to 3 minutes, 9% waited between 3 minutes and 6 minutes, 4% waited between 6 minutes and 15 minutes, and 3% waited longer than 15 minutes.

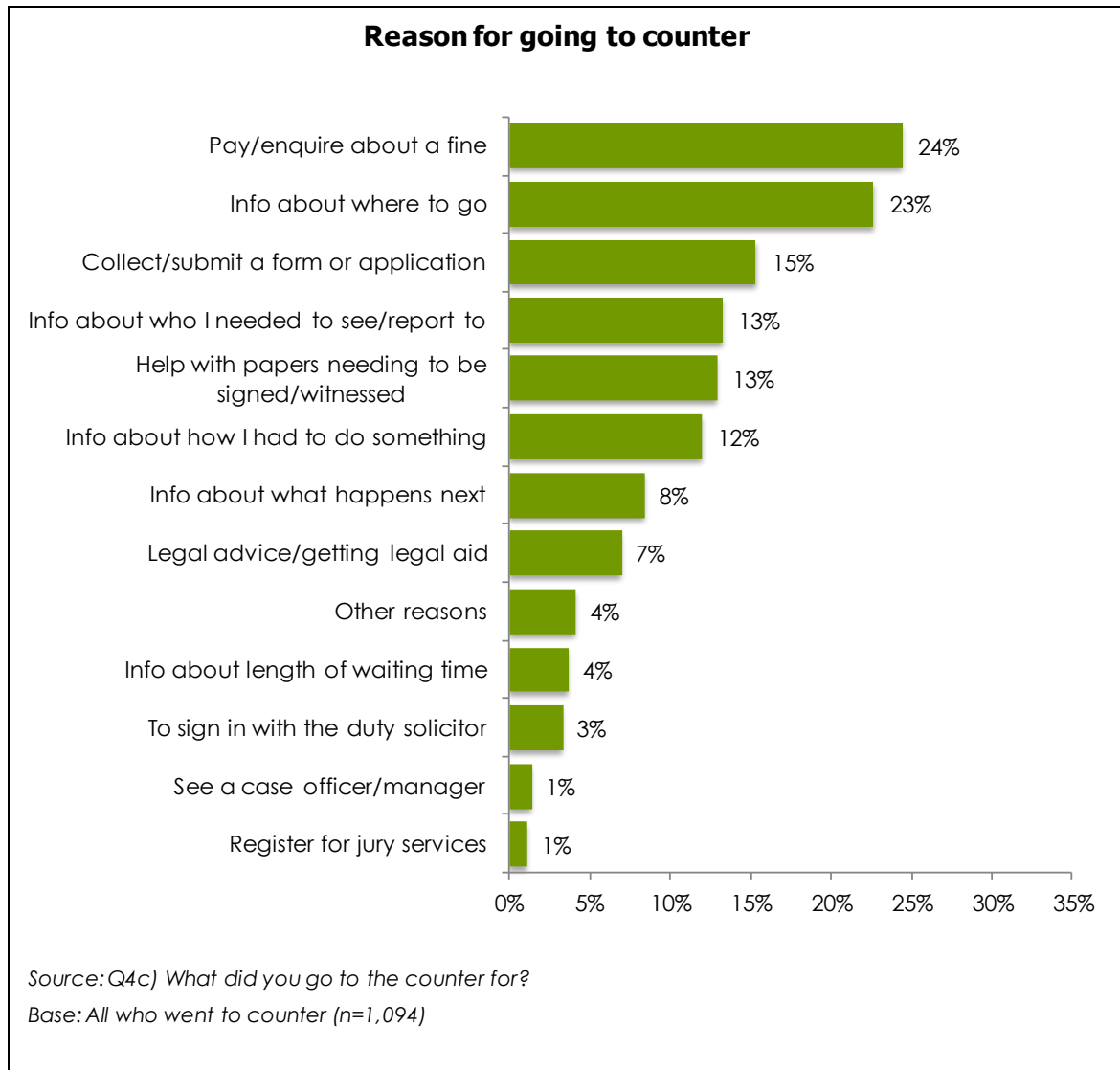
Figure 21: Length of wait at a counter



3.7.2 Reason for visiting counter

The most common reason for going to a counter was to pay, or enquire about, a fine (24%). The next most common reason was to find out information about where to go in court (23%). Reasons are presented in the figure below.

Figure 22: Reason for going to counter

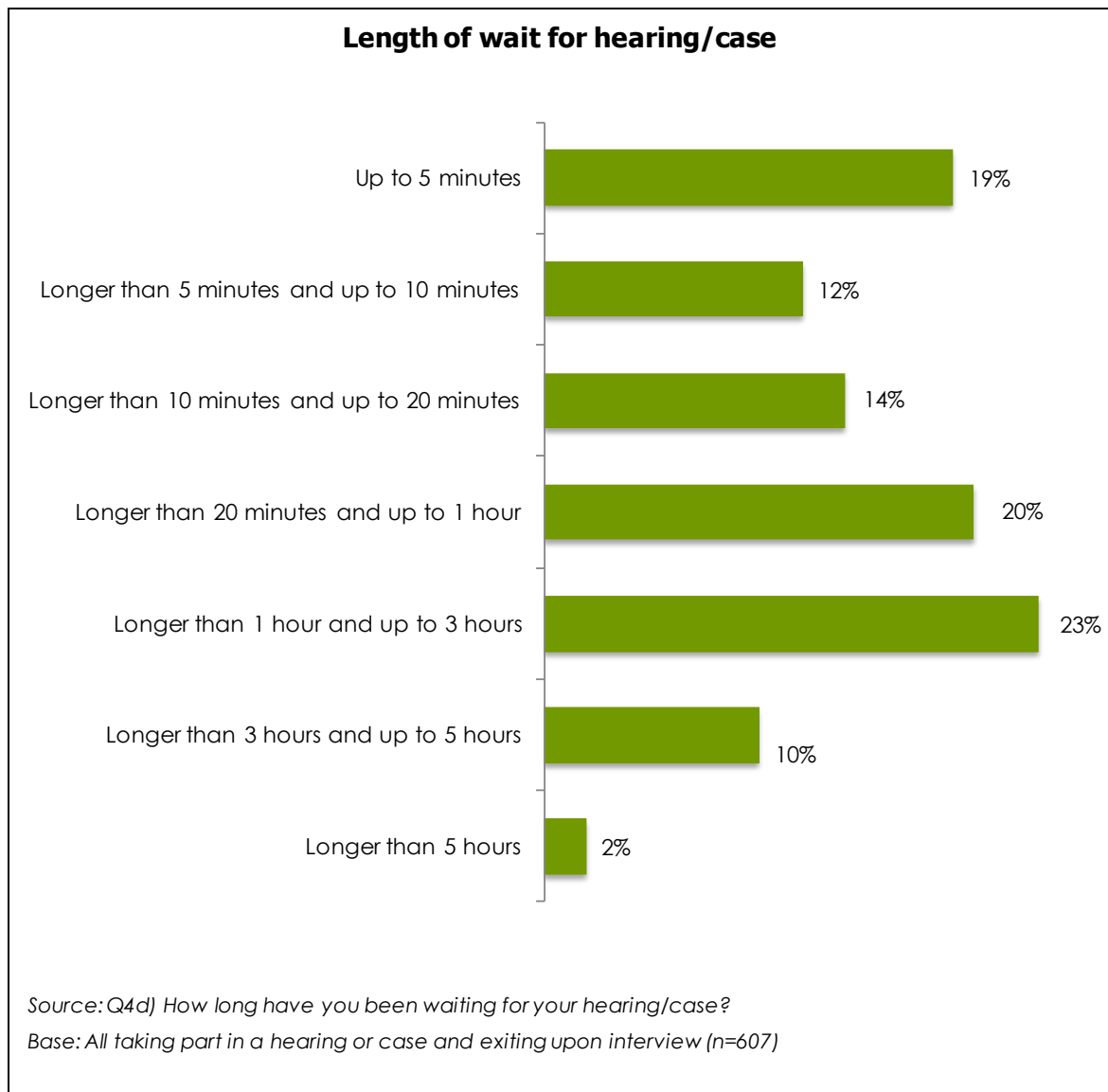


3.7.3 Wait time for hearing or case

Forty-one percent of respondents waited for a hearing on the day they were interviewed. Seventy-three percent of these respondents had waited for their case to be heard, participated in a hearing, and exited the hearing, before the survey interview was conducted (27% of those waiting for a case to be heard were still waiting at the time they were interviewed).

Of those who had taken part in a hearing, 31% waited up to 10 minutes for their hearing, 34% waited between 10 minutes and an hour, 23% waited between an hour and three hours, and 12% waited longer than 3 hours. The wait times for the people who had exited their hearing is illustrated in the figure below.

Figure 23: Length of wait for hearing or case

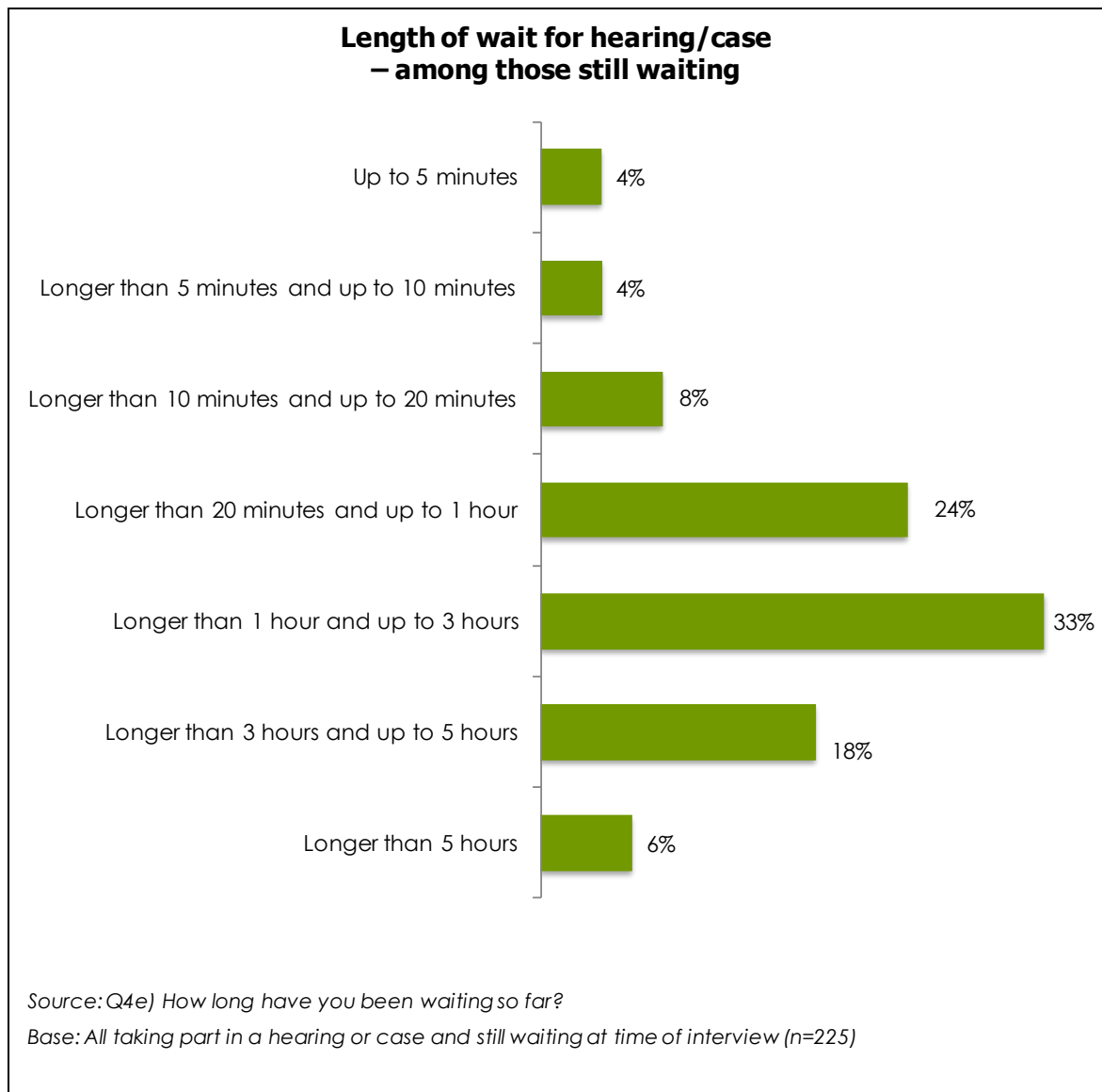


Twelve percent of respondents had to wait longer than three hours for their hearing. These respondents were less likely to be satisfied with the overall services and facilities at court (56% of them were satisfied compared to 77% of all court users). They were also less likely to rate the waiting area positively (46% were positive about the waiting area compared to 61% of all court users), and they were less likely to rate the toilets positively (40% compared to 60%).

3.7.4 Length of wait for those who were still waiting at time of interview

Twenty-seven percent were still waiting for their hearing or case at the time of interview. The length of wait for these respondents was longer than those who were exiting at the time of interview and they were still waiting for their hearing. Of those still waiting for a hearing 24% had been waiting for longer than three hours. The results are illustrated in the figure below.

Figure 24: Length of wait for hearing or case (among those who were still waiting at time of interview)

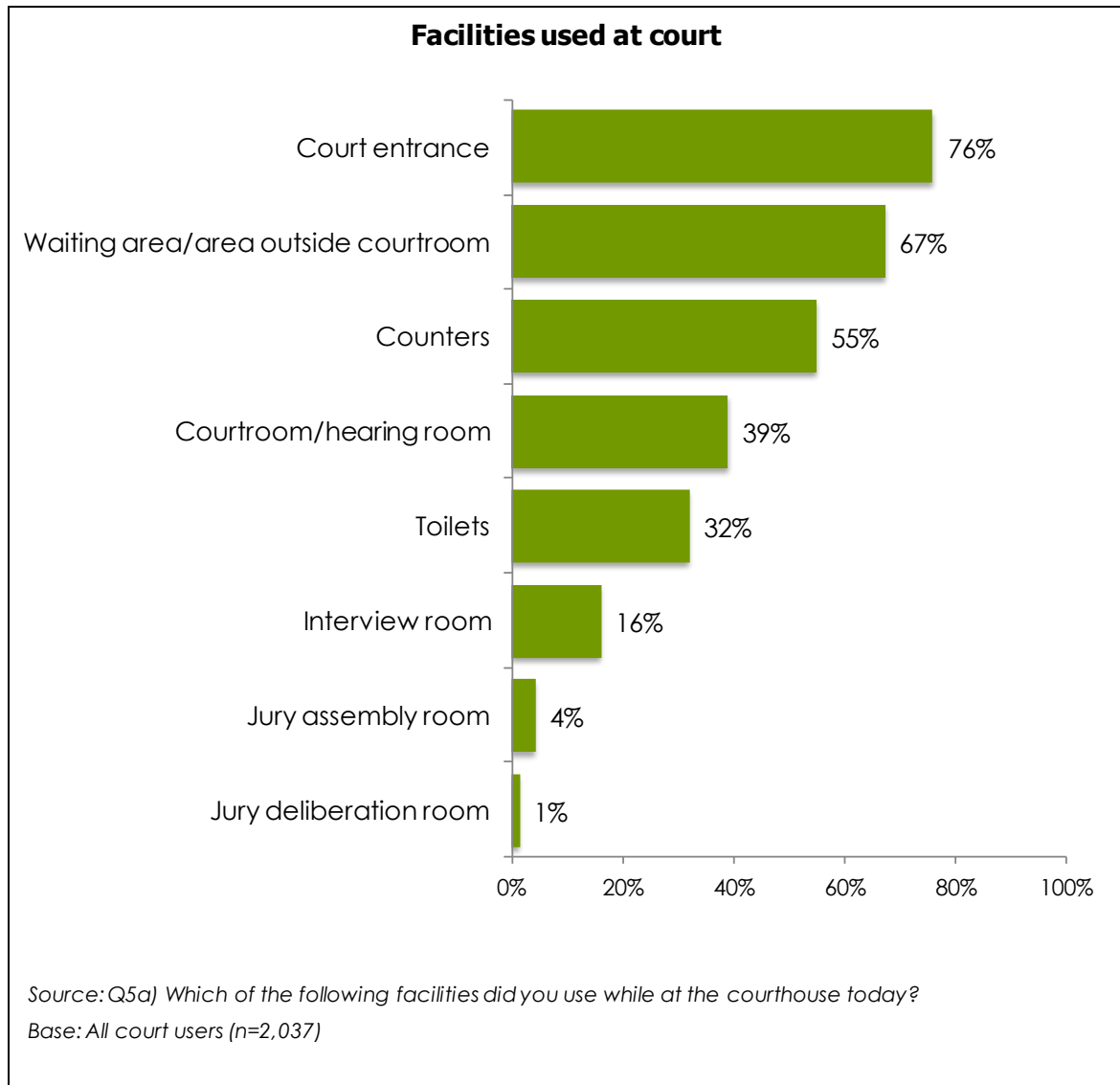


3.8 Facilities at court

3.8.1 Facilities used

Respondents were asked what facilities they used at court. The results are presented in the figure below.

Figure 25: Facilities used at court



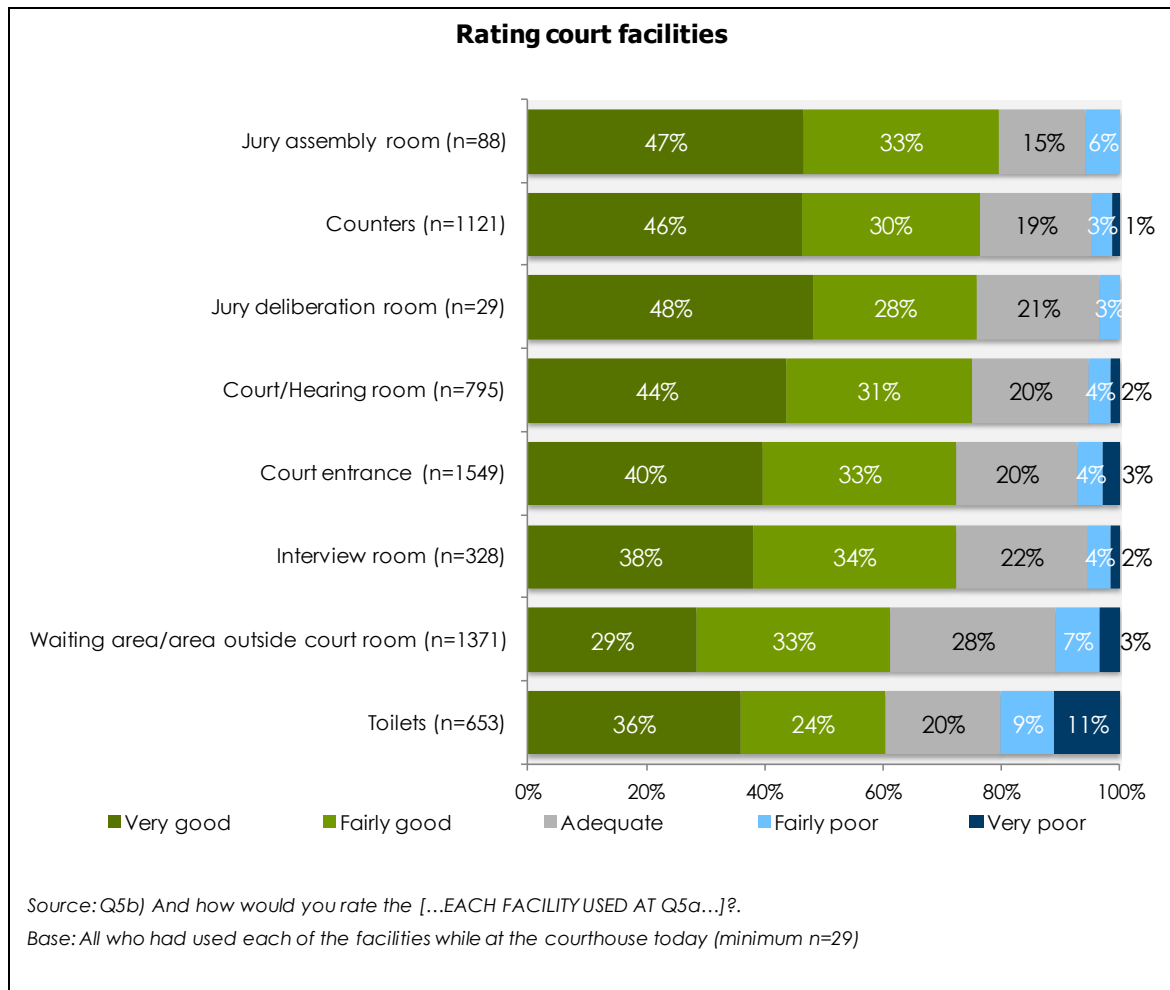
3.8.2 Rating of individual facilities

Respondents who used each facility were then asked to rate them from 'very good' to 'very poor'. The proportions rating each facility as either 'very good' or 'fairly good' were:

- 80% for jury assembly room
- 76% for counters
- 76% for jury deliberation room
- 75% for courtroom / hearing room
- 72% for court entrance
- 72% for interview rooms
- 61% for waiting areas outside courtroom
- 60% for toilets.

Full results are presented in the figure below.

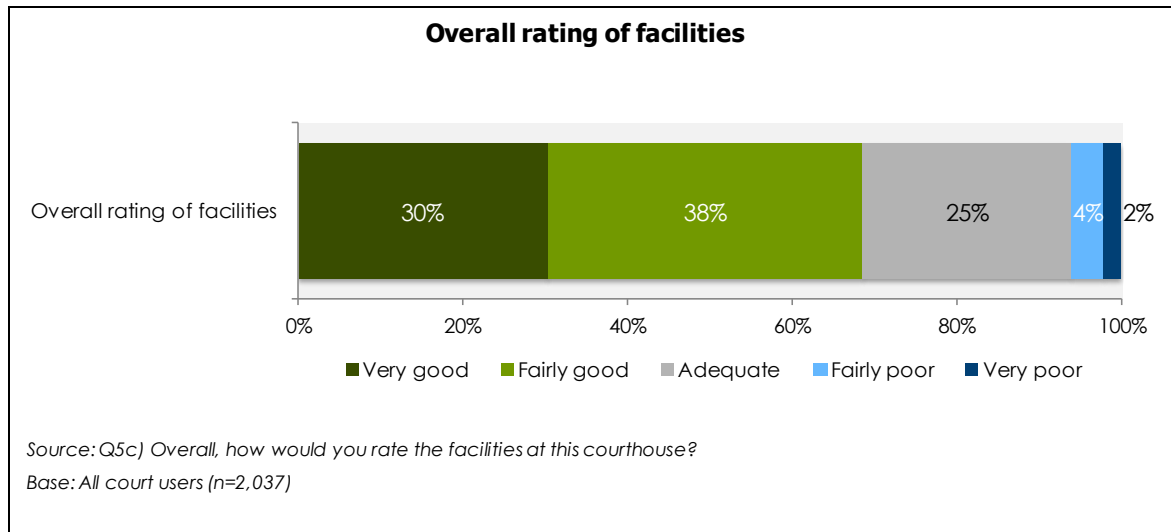
Figure 26: Rating of court facilities



3.8.3 Overall rating of facilities

All respondents were asked to give an overall rating of the facilities at the courthouse. Sixty-eight percent said the facilities were either 'very good' or 'fairly good', 25% said the facilities were adequate, and 6% said the facilities were either 'fairly poor' or 'very poor'. Results are presented in the figure below.

Figure 27: Overall rating of facilities

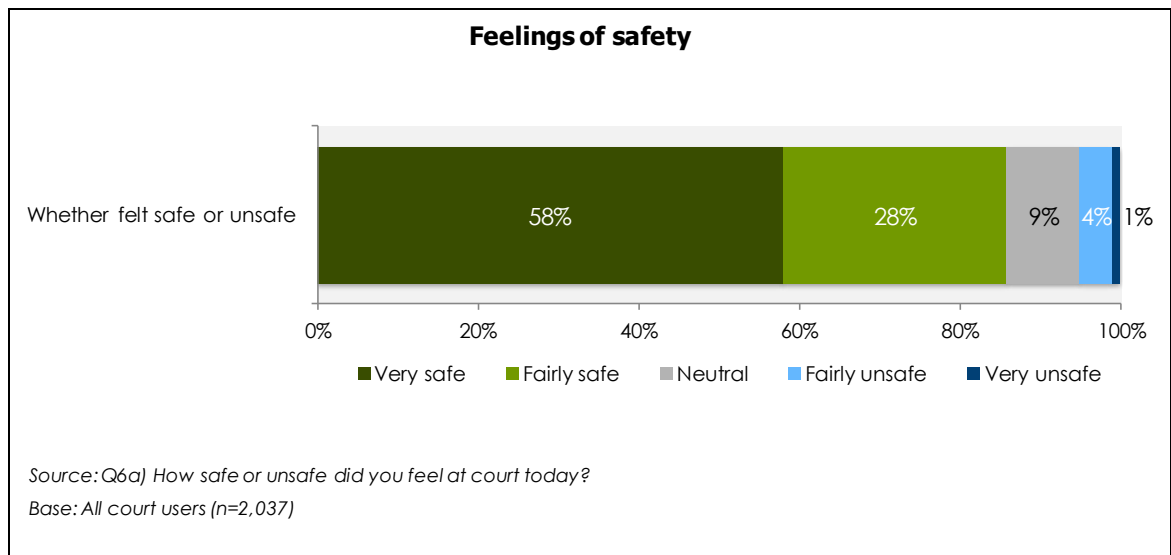


3.9 Safety

3.9.1 Overall feeling of safety

All respondents were asked how safe or unsafe they felt at court. In total, 86% said they felt either 'very safe' or 'fairly safe', 9% said they felt neither safe nor unsafe, and 5% said they felt either 'fairly unsafe' or 'very unsafe'.

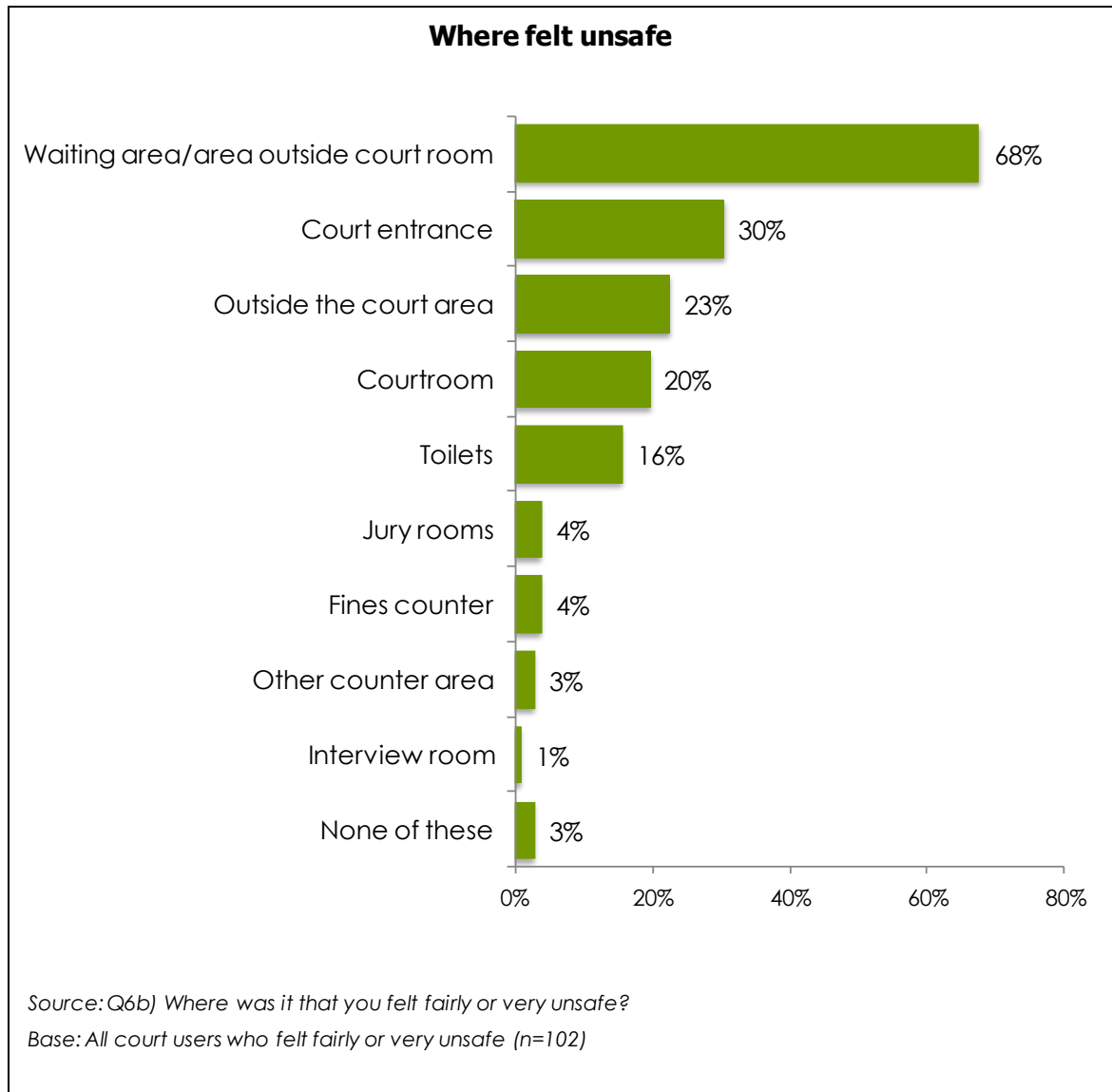
Figure 28: Feelings of safety



3.9.2 Areas where felt unsafe

Respondents who felt 'fairly unsafe' or 'very unsafe' were asked where it was that they felt unsafe. The waiting area / area outside the courtroom was the most common answer (68%). The court entrance was the next most common answer (30%). Results are presented in the figure below.

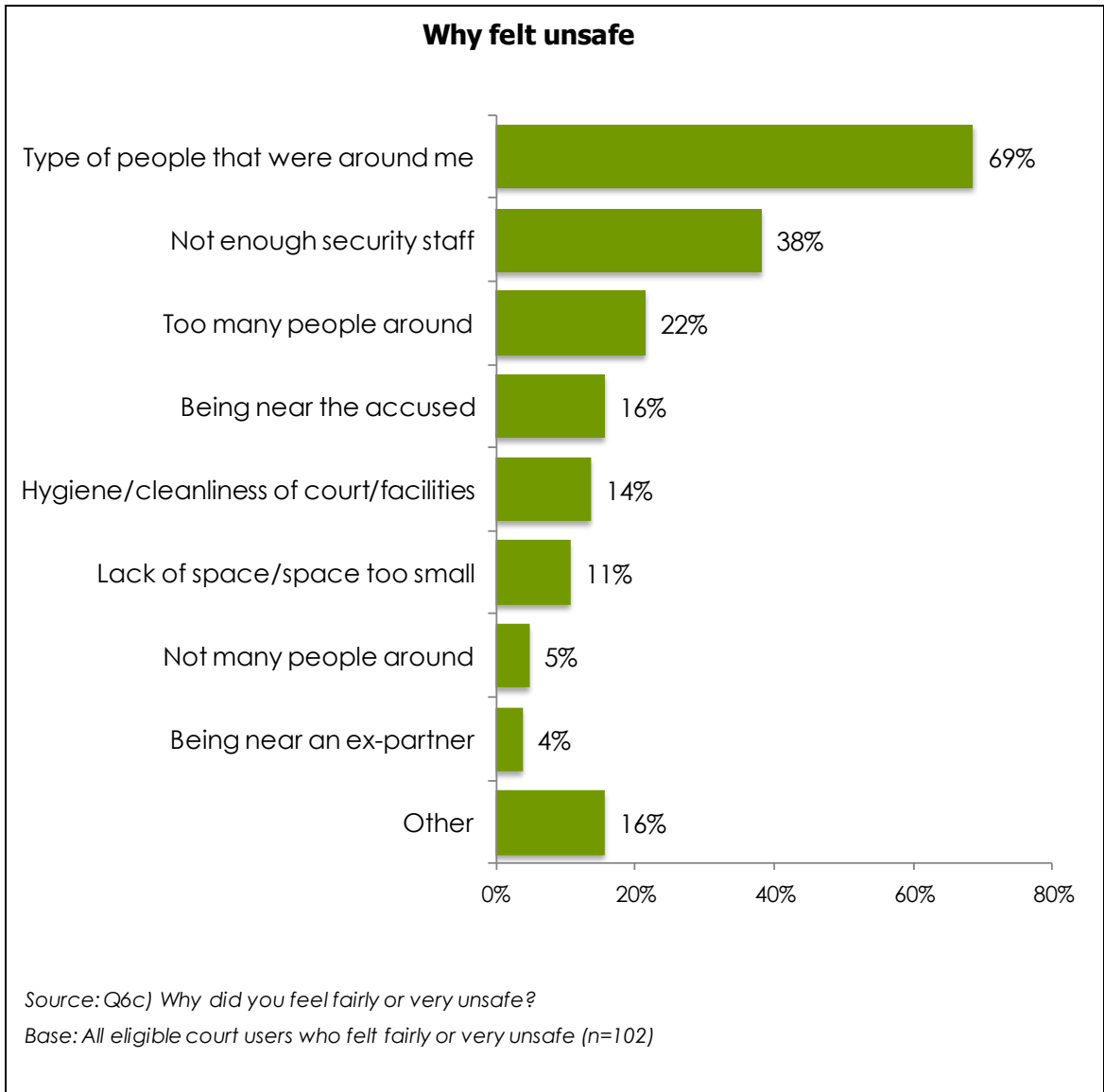
Figure 29: Where felt unsafe



3.9.3 Why felt unsafe

Respondents were asked why they felt unsafe. The most common answer was 'the type of people around' (69%), the next most common answer was not enough security staff (38%). Results are presented in the figure below.

Figure 30: Why felt unsafe

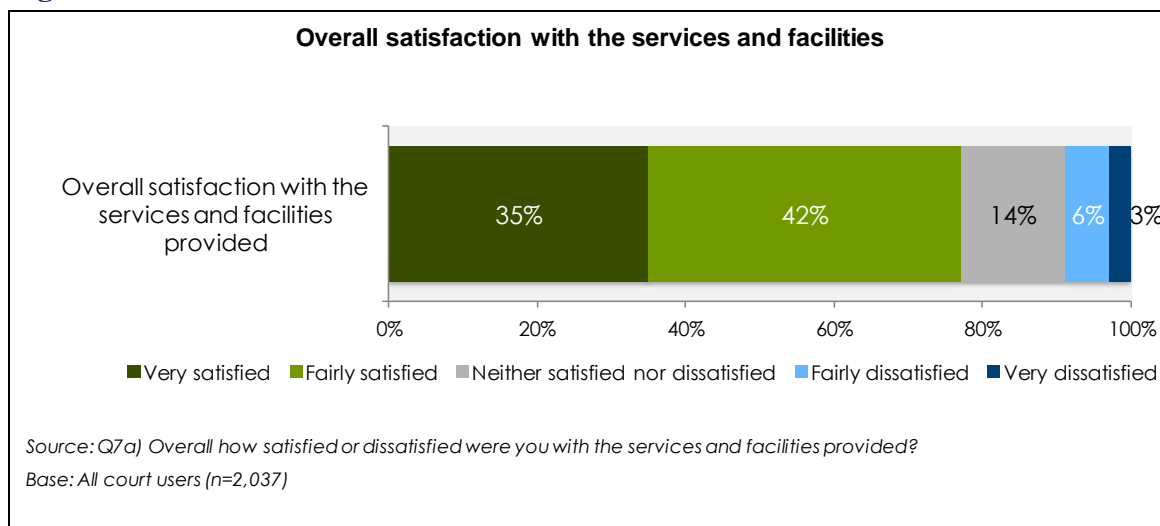


4 Overall satisfaction

4.1 Overall satisfaction with the services and facilities

All respondents were asked for their overall satisfaction with the services and facilities. Seventy-seven percent were either 'very satisfied' or 'fairly satisfied' and 8% were either 'fairly dissatisfied' or 'very dissatisfied'. Results are illustrated in the figure below.

Figure 31: Overall satisfaction with the services and facilities



The proportion of court users that were 'very satisfied' or 'fairly satisfied' by type of case can be found in the table below. Those taking part in a tenancy or disputes tribunal case were more likely than average to be satisfied, whereas those taking part in a criminal or traffic case were less likely to be satisfied.

Table 10: Overall satisfaction by type of case

	% All respondents (n=2037)	% A criminal or traffic case (n=875)	% A Family Court case (n=233)	% A tenancy or disputes tribunal (n=128)	% A civil case (n=136)	% A Youth Court case (n=20)*	% Environment or Employment court (n=7)*	% Another type of Tribunal case (n=27)*
Very satisfied' or 'fairly satisfied'	77	72	75	88	81	65	71	78

* Caution: Small base sizes.

The proportion of court users that were 'very satisfied' or 'fairly satisfied' by main reason for visiting court can be found in the table below. Those visiting court for administrative things not relating to a case, those bringing information or forms about a case, and those taking part in jury service were more satisfied than average, whereas those taking part in a case were less likely to be satisfied.

Table 11: Overall satisfaction by main reason for visit

	%	%	%	%	%	%	%	%	%	%
	All respondents	Take part in a case	Support person	Get info about a case	Bring info about a case	Fine or reparation	Jury service	Admin not related to a case	Spectator	Other
Base size	(n=2037)	(n=749)	(n=478)	(n=98)	(n=108)	(n=257)	(n=99)	(n=139)	(n=62)	(n=47)
Very satisfied' or 'fairly satisfied'	77	72	76	79	88	80	86	88	84	66

The table below shows satisfaction by ethnicity. Māori respondents were less likely than average to be satisfied.

Table 12: Overall satisfaction by ethnicity

	%	%	%	%	%	%
	All respondents	NZ European	Māori	Pacific	Asian	Other
Base size	(n=2037)	(n=875)	(n=233)	(n=128)	(n=136)	(n=20)*
Very satisfied' or 'fairly satisfied'	77	79	72	74	78	80

Please note there was not much difference by gender, with 78% of males being either 'very satisfied' or 'fairly satisfied', compared to 76% of females.

Ratings of overall satisfaction were also related to other rating statements in the questionnaire. In other words, if someone was dissatisfied overall, they are highly likely to be dissatisfied with a number of other aspects of their court user experience (such as contact with staff, receipt of information, etc.). In order to further analyse which statements were particularly strong drivers of overall satisfaction we conducted a combined correlation and regression analysis to derive the relative importance of each aspect of the court user experience. The results are discussed below.

4.2 Drivers of overall satisfaction with the services and facilities

Further analysis of the data can identify aspects of service which can explain and predict overall levels of satisfaction with the services and facilities. This is known as 'driver analysis' and identifies aspects of service that are strongly associated with overall satisfaction (in other words, if one of these factors is rated more positively, then overall satisfaction is also rated more positively), and also have the largest impact on overall satisfaction (in other words, an increase in that variable will lead to a large increase in overall satisfaction relative to other variables).

The driver analysis includes all of the variables with 1 (very negative) to 5 (very positive) response scales (waiting time was also recalibrated as a response scale). Variables were entered into a statistical model to determine their influence on overall satisfaction.

All aspects of service drive satisfaction to some degree, but some are stronger than others. The top 15 drivers of overall satisfaction are listed in the table below.

Table 13: Top 15 drivers of overall satisfaction with the services and facilities

Ranking of importance	Service factor	Importance score*
1	Satisfied with quality of service (a Common Measurements Tool measure 'CMT')	0.49
2	Staff were helpful (CMT)	0.40
3	Overall rating of facilities	0.39
4	Treated fairly (CMT)	0.37
5	Staff were competent (CMT)	0.36
6	Service better than expected (CMT)	0.35
7	Individual circumstances taken into account (CMT)	0.33
8	Staff did what they said they would do (CMT)	0.31
9	Example of value for tax dollars spent (CMT)	0.27
10	Rating of counters	0.26
11	Rating of courtroom / hearing room	0.24
12	Rating of waiting area/area outside courtroom	0.22
13	Rating of interview room	0.22
14	Rating of toilets	0.21
15	Staff easily identifiable and available to help	0.20

* Variables with high importance scores are strongly associated with overall satisfaction, and change in these variables will have a higher impact on the satisfaction score. The importance score is calculated by multiplying the correlation coefficient and the regression coefficient for the variable. The correlation is the strength of relationship with overall satisfaction. A strong correlation means that, in general, higher scores on one variable tend to be paired with higher scores on the other and lower scores on the variable tend to be paired with lower scores on the other. A strong regression score is associated with a strong scaling impact of the predictor variable on overall satisfaction. When a variable has a strong regression relative to others, a change in that variable will result in a larger change in overall satisfaction (relative to other variables).

It should be noted that only the top 15 drivers are included here for sake of brevity. There are other aspects of service that also drive satisfaction, but to a lesser extent. The full range of drivers is plotted in a graph below. It is interesting to note that ratings for information (such as 'ease of understanding information' and 'overall feelings of preparedness') do not feature as strong drivers of overall satisfaction.

The top driver is satisfaction with the quality of service delivery by court staff. Ratings for staff helpfulness, ratings of the facilities, ratings of fairness, and ratings of competence are also important drivers of overall satisfaction.

Clearly, ratings of court staff, as recorded through the Common Measurements Tool (CMT) questions, have a strong impact on overall satisfaction. As well as the CMT measures, the overall rating of facilities is important (the third most important driver). In terms of more specific areas of service beyond the CMT scores and the overall facility ratings, the analysis identifies some key factors which have significant impact on overall satisfaction, these include:

- Rating of counters
- Rating of the courtroom / hearing room
- Rating of waiting areas / areas outside the courtroom

- Rating of the interview rooms
- Rating of toilets
- Having easily identifiable staff available to help.

4.2.1 Examining importance alongside performance

Overleaf we plot each predictor variable included in the model. The relative importance is indicated by the vertical position on the graph. The most important drivers are located near the top of the graph, whereas other less important variables can be found towards the bottom of the graph.

Each driver is also plotted horizontally by its average 'performance rating'. This relates to how respondents rate each aspect of service, from very positively (5) to very negatively (1). If a particular service is rated lower then it is plotted towards the left side of the graph, whereas aspects of service that are rated positively can be found towards the right side of the graph.

The reason for plotting both importance and performance is to use the analysis for decision making about service improvements. This is described in more detail below the graph.

4.2.2 Identifying potential service improvement priorities: commentary on the relative positions of service aspects within the Performance – Importance graph

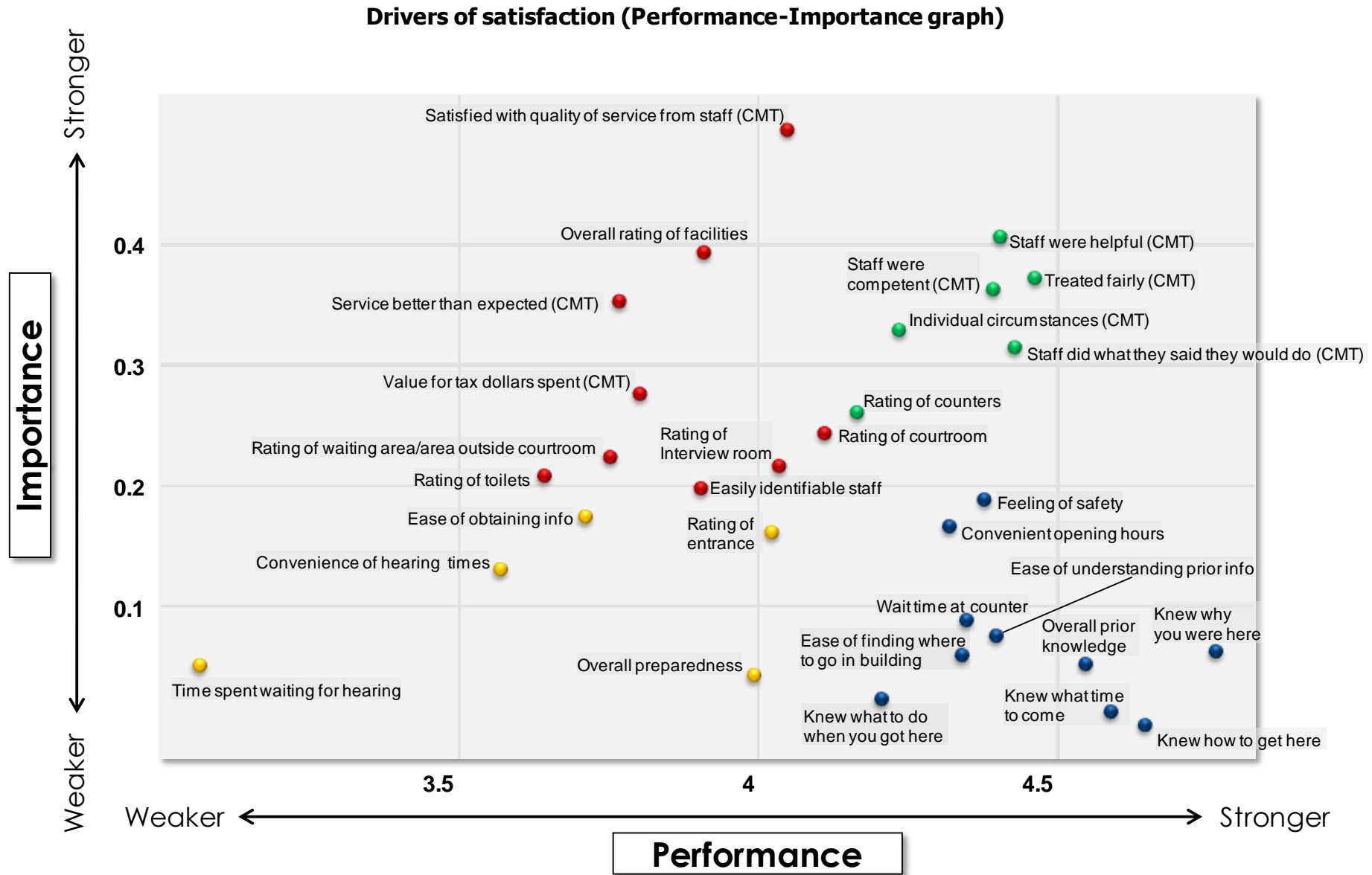
The graph plots both the 'performance' (i.e. how respondents rate each aspect of service) and the relative 'importance' (i.e. how much each factor drives overall satisfaction). It should be noted that every aspect of service is important to some degree, but some variables are more important than others. This analysis does not automatically decide upon which aspects of service should be made priorities, and which should not, because all of the variables included drive satisfaction to some extent.

It should also be noted that some aspects of service are quite general and not directly actionable on their own right (such as 'improving value for tax dollars spent'), whereas other aspects are more specific and describe particular functions or facilities directly provided by the courts (such as quality of the 'waiting areas').

The Common Measurements Tool questions (CMT questions) about staff contact are generalised measures by their nature because they are used as benchmarks across the public service. To identify actionable priorities it may be prudent to keep in mind the CMT aspects of service, in particular the need for high quality service delivery, but focus upon improving the non-CMT drivers. The non-CMT questions were tailored specifically for the Court User Survey and directly reflect the services and facilities offered by the courts to court users. The reader can do this by focusing on variables listed in the two lists below which do not have the words 'CMT' in parentheses².

² If focusing only on the non-CMT measures in isolation, the importance score and performance score for each remaining drivers will not alter and there is no need to re-run the analysis.

Figure 32: Drivers of satisfaction plotted by relative performance rating



Decisions about what areas to focus upon should not be made by this analysis alone, but should be based upon a wider service improvement strategy. Having said that, this analysis can contribute towards decision making, because aspects of service that are both important, and also have a lower performance rating, can be considered as potential 'service improvement priorities'. For these aspects of service (which appear towards the top-left corner of the graph) it appears that there is room for improvement, and improvements should lead to notable increases in overall satisfaction.

Potential service improvement priorities (aspects that are both important and have a relatively lower level of performance)

Because the figure indicates the relative importance of variables, decisions about variables which are located closer towards the top-left corner (and therefore can be considered service improvement priorities) are somewhat arbitrary. However, the relative location of some variables clearly puts them closer to the top-left corner, these include:

- Ratings of the toilets
- Ratings of the waiting room/area outside the courtroom
- Delivering a service that is better than expected (a 'Common Measurements Tool' or 'CMT' question)
- Perceptions of value for tax dollars spent (CMT)
- Easily identifiable staff available to deal with queries
- Overall rating of the facilities
- Ratings of interview rooms
- Overall quality of service from court staff (CMT)
- Ratings of the courtroom.

It should be noted that most respondents rated these aspects of service positively (the exact proportions are indicated earlier in the report), however, relative to other important drivers, these aspects of service were rated slightly more negatively.

For these aspects of service there is room for improvement, and they are strong drivers of overall satisfaction.

Maintenance priorities (aspects that are important but already have a high performance)

Measures which appear closer towards the top-right corner of the graph are important drivers of overall satisfaction, but they are also service aspects which respondents view positively (particularly if they are on the far right side). For these variables, there is less room for improvement, but maintaining quality of service in these areas will be important for maintaining overall satisfaction levels. Some aspects of service which are closer to the top-right corner of the graph include:

- Ratings of counters
- Individual circumstances being taken into account (CMT)

- Competency of staff (CMT)
- Helpfulness of staff (CMT)
- Staff doing what they say they would (CMT)
- Being treated fairly (CMT).

Secondary priorities (aspects that are relatively less important and have a relatively lower level of performance)

Measures which appear closer to the bottom-left corner of the graph can be considered secondary priorities; these statements have relatively low performance and importance. Improving these measures is likely to increase overall satisfaction, but at a lower rate (compared with improving measures located towards the top-left corner of the graph). These measures include:

- Time spent waiting for a case or hearing to start
- Convenience of hearing start and finish times
- Ease of obtaining information
- Improving overall preparedness
- Ratings of the court entrance.

Tertiary priorities (aspects that are relatively less important and have a high performance)

Measures which appear closer to the bottom-right corner of the graph are tertiary priorities. These statements are rated positively by most respondents (relative to other statements), however their impact on overall satisfaction is relatively small compared with other measures. These measures include:

- Improving knowledge among court users about what to do upon arrival
- Convenience of court opening hours
- Wait times at court counters
- Way-finding within the building
- Feelings of safety
- Ease of understanding prior information
- Improving overall knowledge among court users about what will happen to them at court
- Improving knowledge among court users about what time to attend
- Improving knowledge among court users about how to get to court
- Improving knowledge among court users about why they are at court.

General note on Performance–Importance analysis

It should be noted that Performance–Importance analysis provides aggregate information on the drivers of satisfaction at a total population level. The performance and importance of measures may vary within subgroups (such as by ethnicity, reason for visiting court, etc.).

5 Key comparisons with other surveys

This chapter reports high level comparisons with a previous court user survey conducted in Auckland, New Zealand public service surveys using CMT questions and two international surveys of court users.

5.1 2007 Auckland Courts Survey

A similar court user survey was conducted in 2007 at North Shore, Waitakere, Manukau, and Auckland District Courts. Data from the 2010 survey for the same courts was extracted and compared with the 2007 data for key measures. The comparisons are discussed in this section.

For many questions direct comparisons between 2007 and 2010 are not possible. This is largely because of minor changes in question wording, or the response scales used in both surveys. Furthermore, the profile of those responding in 2010 may be slightly different from the profile in 2007.

Although many results are not directly comparable, the results for all service and facility ratings in 2010 and 2007 are presented side-by-side, with appropriate caveats about comparability contained within the body of the text.

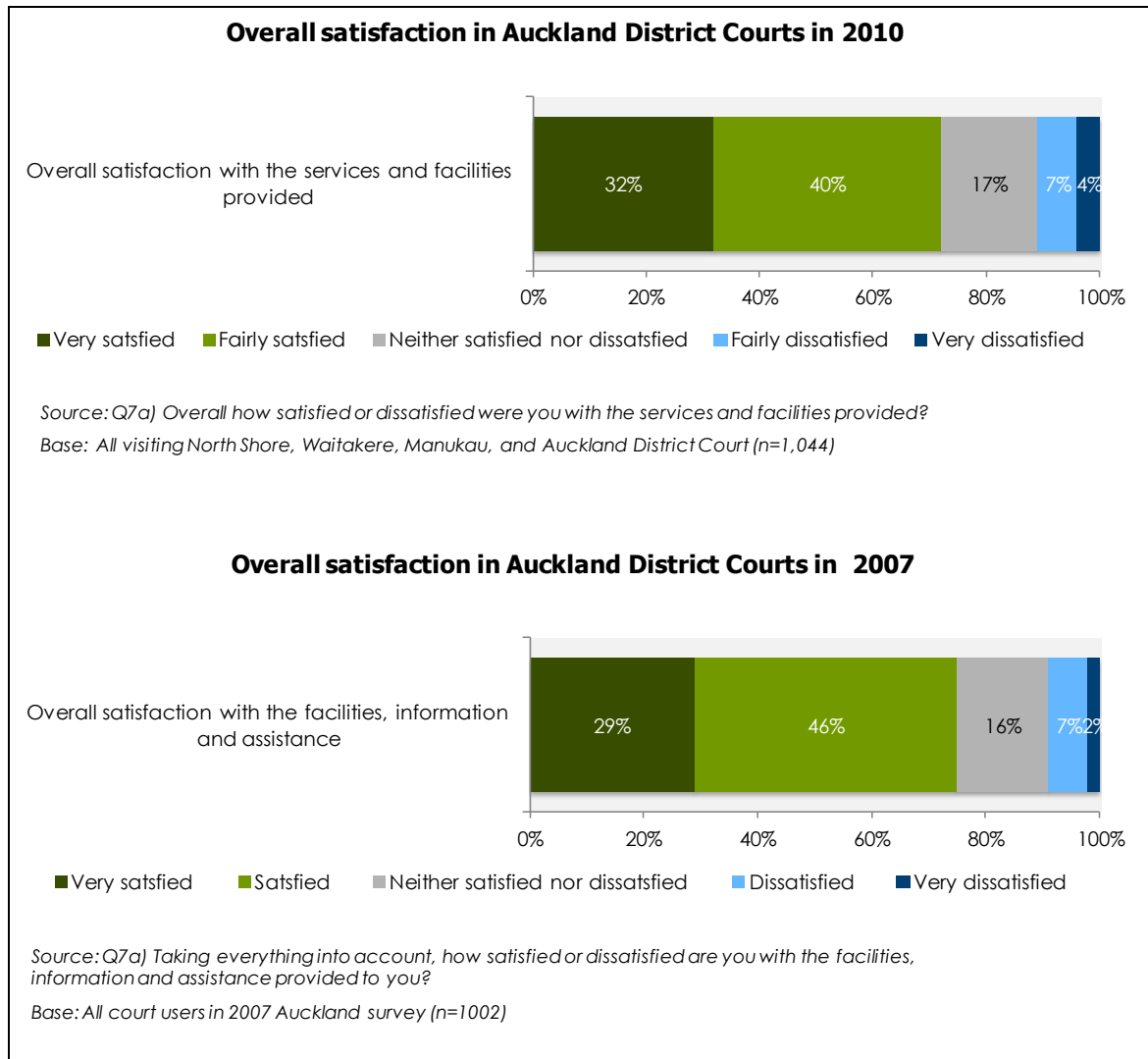
5.1.1 Overall satisfaction

The overall satisfaction question asked in 2007 was slightly different to the question asked in 2010. In 2007 the question included the concept of rating 'information' and 'assistance' instead of 'services'. The question was phrased as "taking everything into account, how satisfied or dissatisfied are you with the facilities, information and assistance provided to you?". In 2010 the question was phrased as "overall how satisfied or dissatisfied were you with the services and facilities provided?". Therefore a direct comparison with 2007 is not possible because of the difference in the subject matter of the question.

In 2007, 75% were satisfied with the facilities, services, information and assistance, whereas in 2010 72% were satisfied with the services and facilities. This is not a statistically significant difference.

The results of the two questions are presented in the figure below.

Figure 33: Overall satisfaction in Auckland District Courts in 2010 and 2007



5.1.2 Rating the facilities

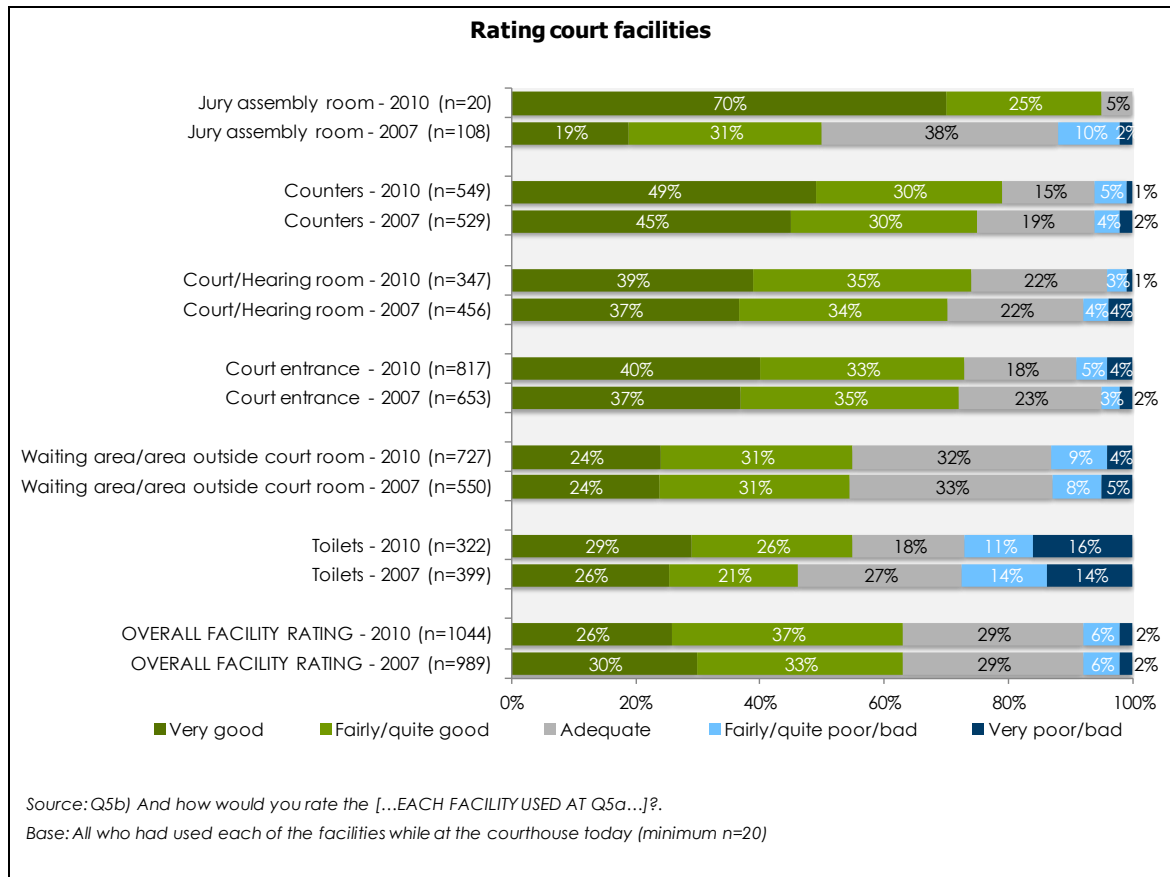
Those using each type of court facility were asked to rate the facility. The words used in 2007 and 2010 are very similar. The negative end of the scale used the words ‘poor’ in 2010, whereas the words ‘bad’ were used in 2007. In addition, in 2010 the words ‘quite’ were replaced with ‘fairly’ for the second and fourth points of the scale. We do not think this will have an impact on the comparability of the question wording.

Compared with 2007, the proportion rating the jury assembly rooms and the toilets as either ‘very good’ or ‘fairly good’ has increased (from 50% to 95% for the jury assembly rooms – although there is only a small base size for this question in 2010 (n=20); and an increase from 47% to 55% for the proportion rating the toilets positively). The overall facility ratings are similar for both surveys.

The results for 2010 and 2007 are presented in the figure below (findings for the ‘jury deliberation room’ have been removed because the base size was too small in 2010, results

for the 'interview rooms' have been removed because that facility was not included in the 2007 survey).

Figure 34: Rating the court facilities in Auckland District Courts in 2010 and 2007



5.2 Comparisons with New Zealand public service surveys

A number of other public sector organisations use the CMT questions in their customer satisfaction research. Results are publicly available from Inland Revenue and NZ Police. This section compares the 2010 Court User Survey CMT results with the most recent publicly available results from Inland Revenue, and NZ Police. It should be noted that not all CMT results are publicly available from these organisations and this report can only compare with publicly available results. In addition, each organisation publishes the results in different formats, meaning that each set of comparable survey results is described in different sections below.

When comparing the 2010 Court User Survey with other public sector satisfaction research, it should be kept in mind that each organisation has a different set of customers, who make contact about different matters, using different contact channels. They are also surveyed using different research methodologies.

For Inland Revenue's customer research, a mixture of businesses and individuals is surveyed by telephone. Customers who have contacted Inland Revenue very recently are surveyed.

Inland Revenue's results are published on their website, www.ird.govt.nz in a section entitled Customer Satisfaction and Perceptions survey results April–June 2010.

For NZ Police's customer research, those who have recently contacted the Police's call centre and the general public who have made contact with the Police in other ways over the past three months are surveyed by telephone. The results are published on NZ Police's website, www.police.govt.nz in a section entitled Citizens' Satisfaction Survey 2009.

In general the CMT results from the 2010 Court User Survey are either similar or more positive than comparable results elsewhere. The findings are discussed in detail below.

5.2.1 Comparison with Inland Revenue's CMT results

Inland Revenue's April–June 2010 results suggest that 74% rate Inland Revenue as treating them fairly (a score of 4 or 5 out of 5). This compares with 88% for the Court User Survey 2010.

Inland Revenue's results suggest that 69% were satisfied with the overall service they received (a score of 4 or 5 out of 5). This compares with 74% for the Court User Survey 2010.

There are no other publicly available results from Inland Revenue that are directly comparable.

5.2.2 Comparison with NZ Police's CMT results

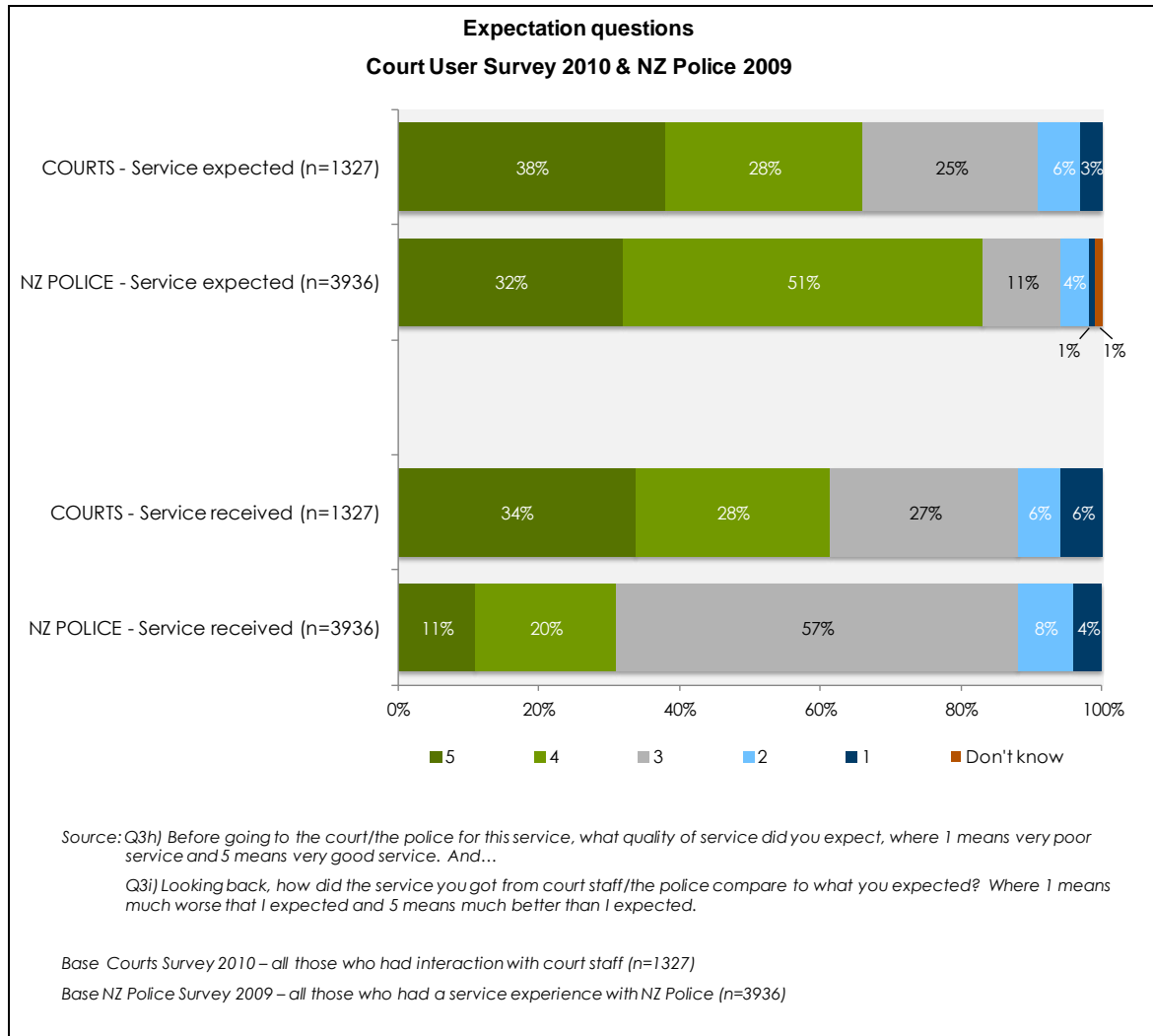
The proportion of court users giving positive ratings for staff is similar to the proportion of Police customers giving positive ratings for staff, for example:

- 88% of court users agreed that they were treated fairly (4 or 5 out of 5), the result was the same for Police customers (88%)
- 85% of court users agreed that court staff were competent, whereas 91% of Police customers agreed that Police staff were competent
- 85% of court users agreed that court staff did what they said they would, whereas 86% of Police customers agreed that Police staff did what they said they would
- 80% of court users agreed that their individual circumstances were taken into account, compared with 78% of Police customers
- 64% of court users agreed that it was an example of value for tax dollars spent, compared with 73% of Police customers
- 74% of court users were satisfied with the quality of service delivery, compared with 79% of Police customers.

NZ Police also publishes the results of two CMT questions about expectations. Police customers have a higher level of expectation about the service they will receive compared with court users (83% of Police customers expect a good service – either a 4 or 5 out of 5, compared to 66% of court users). A higher proportion of court users said the service was better than they expected (4 or 5 out of 5) (61% said this, compared with 31% of Police customers). Results are presented in the figure below. Please note the large proportion of

Police customers (57%) who say the service they received was about the same as expected (3 out of 5).

Figure 35: Expectation of service and whether delivery of service met expectations (CMT questions) compared with NZ Police 2009 survey



5.3 International comparisons

High level results from the New Zealand 2010 Court User Survey have been compared with the most recent results from similar surveys conducted in Scotland and in England and Wales.

The equivalent survey in Scotland is entitled Scottish Court Service, Court User Satisfaction Survey, 2009 and was commissioned by the Scottish Court Service.

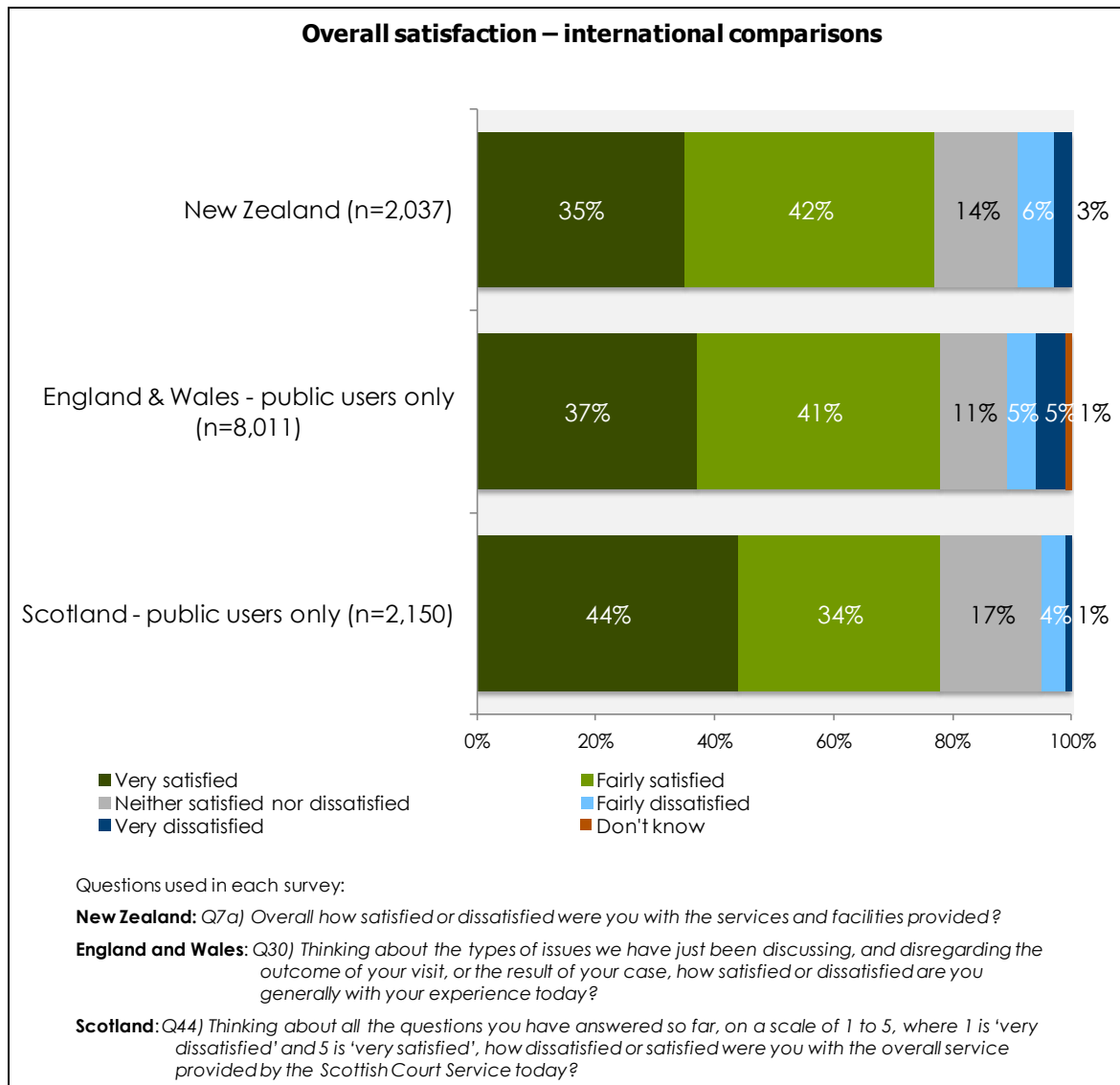
The survey in England and Wales, was entitled Court User Survey 2008–09 and was commissioned by Her Majesty’s Courts Service.

Although there are minor variations in how the questions were asked overseas, the results are broadly comparable with the results in New Zealand.

5.3.1 Overall satisfaction

Respondents in New Zealand, England and Wales, and Scotland were all asked to rate their overall satisfaction. The wording to this question varied slightly (see details of question wording in the Figure below). However respondents in all surveys were offered a five-point scale (with the top of the scale representing 'very satisfied' and the bottom of the scale representing 'very dissatisfied'). Results are illustrated in the figure below.

Figure 36: Overall satisfaction – international comparisons



Overall satisfaction levels between New Zealand, England and Wales, and Scotland are remarkably similar. In total 77% of New Zealand court users were either 'very satisfied' or 'fairly satisfied'. The equivalent proportion in England and Wales and Scotland was 78% for both surveys. Although it should be noted that the proportion who were 'very satisfied' was higher in Scotland compared with New Zealand or England and Wales (44% compared to 35% and 37% respectively).

Appendix A: Methodology

A.1 The sample

All members of the public aged 16 years or older who visited one of the selected courts during fieldwork dates were eligible for the survey. This included members of the public attending court in relation to cases or seeking information from the court, and the people supporting them. Not included were judges, lawyers, court staff, probation officers, police officers and the media. Also excluded were people from non-government organisations who provide services to court users, for example, the Salvation Army.

Most participants were District Court users, but participants also included those using the High Court, either at Auckland High Court or at locations where the High Court shares a building with the District Court, such as Christchurch High and District Court.

During survey fieldwork interviewers approached people exiting courts to obtain a face-to-face interview. Some respondents (11% of all court users surveyed³) were still waiting for their hearing or case to take place.

It should be noted that there is no population profile of court users in New Zealand which means there is no way to compare the profile of survey respondents with the total court user population. Furthermore, the survey only interviewed a sample of court users at a particular point in time, and at particular locations. As a result the reader should keep in mind that findings from the survey are based on 'court user survey respondents' rather than 'all court users'.

To ensure minimum numbers of key groups were represented, we set quotas to ensure that we achieved interviews with at least 200 Family Court attendees, 200 people visiting for a fine or reparation, and 200 in total of Civil, Tenancy and Disputes Tribunal users. In addition, quotas ensured the sample included at least 100 Auckland High Court users, and at least 150 at each of the remaining courts.

The final sample size was 2,037. The number of interviews conducted at each court can be found in the table below.

³ Including those who were not waiting for a case.

Table 14: Number of interviews conducted at each court

Court location	Sample size
Total sample	2037
Auckland High Court	146
Auckland District Court	254
Manukau	260
Waitakere	278
North Shore	252
Hamilton	202
Tauranga	200
Christchurch*	200
Wellington	245

* We identified that five respondents at Christchurch were there specifically to visit the High Court. These five respondents have been included in all findings about the Christchurch court location found within the report.

As the survey was conducted in a manner that ensured minimum numbers of interviews per location, the spread of sample may not directly reflect the number of users passing through each court.

The response rate (calculated by dividing the number of interviews by the number of court users approached) was 27%. Please note that this is a conservative estimate of the response rate because it assumes that all people who refused to take part in the survey would have been eligible to participate in the research. It is possible that the response rate would be higher than this if we could determine the eligibility of the people who refused to take part.

Detailed profile information about the sample can be found within the section entitled 'Profile of survey respondents'.

A.2 Questionnaire

The Ministry and Colmar Brunton designed a 10 to 12 minute questionnaire consisting largely of pre-coded response questions (i.e. the respondent chose their answer from a list). The questionnaire focused on various aspects of the court user experience including: reasons for attending, court user information provided and sought, way-finding and staff contact, wait time, court facilities, safety, overall satisfaction, and demographics. The full questionnaire can be found at Appendix B.

As part of the section on staff contact, respondents were asked a series of standardised questions about quality of service. These questions are drawn from the Common Measurements Tool ('CMT'), which is an approach to measuring satisfaction with public services endorsed by the State Services Commission. In 2007, a State Services Commission report identified eight core CMT questions which acted as drivers of New Zealanders'

satisfaction with the quality of service received from public service organisations.⁴ These questions have been used by a number of public service agencies to measure customer satisfaction (including Inland Revenue and NZ Police). The State Services Commission has also used the questions in their KiwisCount survey (a national survey of the general public about satisfaction with public services). The questions were included in this survey, and the results are compared, where possible, against publicly available information issued by other government agencies in New Zealand that have used the CMT questions in their own research (results of these comparisons can be found in the last chapter of the report).

Prior to the fieldwork stage of the 2010 Court User Survey, the questionnaire was cognitively tested on 10 respondents, and the introduction was tested on a further 18 respondents. Some changes were made to the questionnaire following the cognitive testing. A final fieldwork pilot was conducted in the week before main-stage fieldwork. Following this pilot some minor changes were made to the wording of the questionnaire, and the interviewer instructions.

A.3 Fieldwork

Survey fieldwork was conducted between 14 June and 12 July 2010. Interviewers completed the surveys using Paper and Pen Interviewing (PAPI) and data was entered by Colmar Brunton's specialist data entry team.

A.4 Analysis

A.4.1 Treatment of open ended data

Answers to 'other-specify' questions were coded upon completion of fieldwork. As a result of this process some new response codes were created which did not exist on the original questionnaire.

A.4.2 Data editing and weighting

Following data entry and coding, the data was edited. At this stage, we applied some logic checks which involved manually editing the dataset for a minority of respondents who gave illogical answers. From the survey responses it appeared that some respondents were confused about their jurisdiction or court type. However, it was possible to make reasonable assumptions about their correct jurisdiction or court type based upon other answers given by each individual respondent. The data was then edited where these assumptions could be made. All changes to the data were agreed with the Ministry.

No weighting was applied to the survey data, although weighting may be applied to future waves of the survey.

⁴ *Satisfaction and Trust in the State Services ('drivers' survey)* (2007). A report prepared for the State Services Commission by Colmar Brunton, May 2007 (see www.ssc.govt.nz for publication).

Appendix B: Court User Survey 2010 Questionnaire

COURT USER SURVEY QUESTIONNAIRE

FINAL VERSION

31 May 2010

PN 109101581

INTERVIEWER'S NAME:		P1
RESPONDENT'S NAME:		P2
ADDRESS:		P3
EMAIL ADDRESS:		P4
PHONE NUMBER:		P5
DATE OF INTERVIEW	START TIME	FINISH TIME P6

Checked _____ Date _____
Audited _____ Date _____
Callbacks QN's required _____
Callbacks Completed _____
Date _____

EMPLOYEE NO.						P7
INTERVIEW DURATION						P8

COURT WHERE INTERVIEW CONDUCTED

P9

Auckland District Court	1
Auckland High Court	2
Manukau	3
Waitakere	4
North Shore	5
Hamilton	6
Tauranga	7
Christchurch	8
Wellington	9

INTRODUCTION

Good morning/afternoon. My name is from Colmar Brunton, an independent market research company.

We are doing some important research for the Ministry of Justice today. We want to find out what people think about the services and facilities here at the courthouse.

The survey will only take about 10 minutes and is conducted in complete confidence.

IF ASKED WHY WE ARE DOING THE SURVEY: Your answers will help the Ministry improve the experience that people have when they visit a courthouse.

IF SOMEONE WHO IS VISITING IN A PROFESSIONAL CAPACITY WANTS TO TAKE PART: We just want to talk to people who are not at court in a professional capacity.

IF SOMEONE ASKS WHAT ‘CONFIDENTIAL’ MEANS: This means your answers will be anonymous and will be combined with others for analysis, so your individual responses will not be identifiable.

For the purposes of this research we are interested in hearing from particular court users. Can I please just check the following to make sure you qualify?

S1. In which of these age groups do you belong? **P10**
SHOWCARD S1

Under 16	01	CLOSE
16 to 17 years	02	
18 to 19 years	03	
20 to 24 years	04	
25 to 29 years	05	
30 to 34 years	06	
35 to 39 years	07	
40 to 49 years	08	
50 to 54 years	09	
55 to 59 years	10	
60 to 64 years	11	
65 years and over	12	

S2. And do you work in the court in any professional capacity? **P11**
 Examples of workers at court could include:

- Court staff,
- Probation staff,
- Lawyer or judge,
- Member of NZ Police,
- Member of the media,
- Member of Child, Youth, and Family, Salvation Army, “Friends of the court”, or other specialist interest group, etc.

Yes	1	CLOSE
No	2	

Great, you sound like someone we would like to talk to for this research. Is it okay if we proceed with the interview now?

SECTION 1: REASON FOR ATTENDING

Firstly, we would like to find out why you are visiting the court today.

Q1a Are you here today for any of the following reasons?

**INTERVIEWER: SELECT ONE ANSWER ONLY.
 READ OUT IF NECESSARY: And what is your main reason?
 SHOWCARD Q1a**

P12

To take part in a hearing or court case	01	SKIP TO Q1c
As a support person for a friend, relative etc	02	SKIP TO Q1c
To get information, forms etc from the court for a case	03	SKIP TO Q1c
To bring papers or forms to the court for a case	04	SKIP TO Q1c
To deal with a fine or reparation	05	ASK Q1b
Jury service	06	SKIP TO Q1g
Administrative things not related to a case – for example getting a document witnessed, to search court records, collect or pick-up forms/papers etc	07	SKIP TO Q1g
Spectator	08	SKIP TO Q1g
Other (specify)	09	SKIP TO Q1g
..... Don't know <i>[DO NOT READ OUT]</i>	99	SKIP TO Q1g

ONLY ASK IF Q1a = TO DEAL WITH A FINE OR REPARATION (CODE 5).

Q1b So you were here in relation to dealing with a fine or reparation, can you please tell me which item best describes your role today.

**INTERVIEWER: SELECT ONE ANSWER ONLY.
 READ OUT IF NECESSARY: And which item best fits your main reason?
 SHOWCARD Q1b**

P13

Paying or making arrangements to pay a fine or reparation	1
Enquiring about a fine or reparation	2
Disputing a fine or reparation	3
Other	4

ONLY ASK IF Q1a = CODE 1 – 4. OTHERWISE SKIP TO Q1g

Q1c Can you tell me if the reason you are here relates to any of the following?

**INTERVIEWER: SELECT ONE ANSWER ONLY. IF THEY ARE SUPPORT PEOPLE
WHAT TYPE OF CASE IS THE PERSON THEY ARE SUPPORTING HERE FOR?**

READ OUT IF NECESSARY: And what is your main reason?

SHOWCARD Q1c

P14

A criminal or traffic case	01	ASK Q1d
A Family Court case	02	SKIP TO Q1g
A tenancy or disputes tribunal case	03	SKIP TO Q1g
A civil case	04	SKIP TO Q1f
A Youth Court case	05	SKIP TO Q1e
An Environment Court case	06	SKIP TO Q1g
An Employment Court case	07	SKIP TO Q1g
The Coroner's office	08	SKIP TO Q1g
Another type of Tribunal case or Authority case	09	SKIP TO Q1g
Don't know <i>[DO NOT READ OUT]</i>	99	SKIP TO Q1g

ASK IF Q1c = CRIMINAL OR TRAFFIC CASE (CODE 1). OTHERWISE SKIP TO Q1e

Q1d So you were here in relation to a criminal or traffic case, can you please tell me which item best describes your role today.

INTERVIEWER: SELECT ONE ANSWER ONLY.

READ OUT IF NECESSARY: And which item best fits your main reason?

SHOWCARD Q1d

P15

A person accused of an offence (a defendant)	1	SKIP TO Q1f
Giving evidence / a witness: victim of the offence	2	SKIP TO Q1f
Giving evidence / a witness: not victim of the offence	3	SKIP TO Q1f
Other	4	SKIP TO Q1f

ASK IF Q1c = YOUTH COURT CASE (CODE 5). OTHERWISE SKIP TO Q1f

Q1e So you were here in relation to a youth court case, can you please tell me which item best describes your role today.

INTERVIEWER: SELECT ONE ANSWER ONLY.

READ OUT IF NECESSARY: And which item best fits your main reason?

SHOWCARD Q1e

P16

A person accused of an offence (a defendant)	1	SKIP TO Q1g
Giving evidence / a witness: victim of the offence	2	SKIP TO Q1g
Giving evidence / a witness: not victim of the offence	3	SKIP TO Q1g
Other	4	SKIP TO Q1g

**ASK IF Q1c = CRIMINAL OR TRAFFIC CASE OR CIVIL CASE (CODE 1 OR 4).
OTHERWISE SKIP TO Q1g**

Q1f If you came to court today about a criminal or civil case, was it a High Court or a District Court case?

P17

High Court	1
District Court	2
Don't know [DO NOT READ OUT]	3
Not applicable/neither of these [DO NOT READ OUT]	4

Q1g Have you been in this court building before?

READ OUT

P18

Yes, or	1	ASK Q1h
No - this is your first time	2	SKIP TO Q2a
Don't know [DO NOT READ OUT]	3	SKIP TO Q2a

Q1h Not including today, how many times have you been in this building before?

SHOWCARD Q1h

P19

Once	1
Two – Three times	2
Four – Five times	3
Six – Seven times	4
Eight – Ten times	5
Eleven – Twelve times	6
More than twelve times	7
Don't know [DO NOT READ OUT]	8
Refused [DO NOT READ OUT]	9

SECTION 2: INFORMATION

**ASK IF Q1a = 'TO TAKE PART IN A HEARING OR COURT CASE' (1), OR
'TO GET INFORMATION, FORMS ETC' (3), OR
'TO BRING PAPERS OR FORMS' (4), OR
'TO DEAL WITH A FINE OR REPARATION' (5), OR
'JURY SERVICE' (6).**

OTHERWISE SKIP TO Q3a

Next we would like to find out about the information relating to this court visit.

Q2a Before you came here today, how much would you agree or disagree with the following statements?

**INTERVIEWER: CODE ONE ANSWER PER STATEMENT ONLY.
SHOWCARD Q2a**

P20'S P21

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know [Do Not Read Out]	N/A [Do Not Read Out]
1	You knew how to get here	5	4	3	2	1	6	7
2	You knew what time to come	5	4	3	2	1	6	7
3	You knew why you were here today	5	4	3	2	1	6	7
4	You knew what to do when you got here	5	4	3	2	1	6	7

Q2b What information did you receive from the court before coming today?

**INTERVIEWER: SELECT ALL MENTIONS
SHOWCARD Q2b**

P22m

A letter	01	ASK 2c
A pamphlet	02	ASK 2c
A phone call	03	ASK 2c
A court summons	04	ASK 2c
A jury summons	05	ASK 2c
Bail bond	06	ASK 2c
A notice telling me how much fines or reparation I owe	07	ASK 2c
Other (specify)	08	ASK 2c
<hr/>		
I did not receive any information	09	SKIP TO Q2d
Can't remember <i>[DO NOT READ OUT]</i>	99	SKIP TO Q2d

Q2c Overall, how easy or difficult was it to understand this information?

**SHOWCARD Q2c
INTERVIEWER: IS THAT VERY OR FAIRLY?**

P23

Very easy to understand	Fairly easy to understand	Neither easy nor difficult	Fairly difficult to understand	Very difficult to understand	Don't know [Do Not Read Out]	Not applicable [Do Not Read Out]
5	4	3	2	1	6	7

Q2d **[INTERVIEWER: IF Q2b = CODES 1 – 8 ALSO SAY: *Apart from the information you just mentioned,*] before coming today did you try to find out more about what you needed to do or what was going to happen today?**

CODE ONE ONLY

P24

Yes	1	ASK Q2e
No	2	SKIP TO Q2g
Don't know	3	SKIP TO Q2g

ASK IF Q2d = YES (CODE 1). OTHERWISE SKIP TO Q2g

Q2e In which of the following ways did you try to find out more information?

**INTERVIEWER: CODE 'NONE OF THESE' IF NOT RELEVANT AND SKIP TO Q2g
SHOWCARD Q2e**

Q2f And how helpful or unhelpful was [...INTERVIEWER: ASK FOR EACH SOURCE OF INFORMATION...]?

**INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q2e
SHOWCARD Q2f**

		P25m	P26s				P27
		Q2e	Q2f				
			Very helpful	Some-what helpful	Neither helpful nor unhelpful	Not that helpful	Not at all helpful
1	I came to the court beforehand to make enquiries	01	5	4	3	2	1
2	I made a phone call to the courts	02	5	4	3	2	1
3	I used the internet	03	5	4	3	2	1
4	I made a phone call to the fines 0800 number	04	5	4	3	2	1
5	I contacted someone at the Citizen's Advice Bureau or Community Law Centre	05	5	4	3	2	1
6	I asked a professional (eg, a lawyer, police officer, probation staff, someone else in the legal profession)	06	5	4	3	2	1
7	I asked a friend/family member/acquaintance	07	5	4	3	2	1
8	Other (specify)	08	5	4	3	2	1
9	NONE OF THESE	09	SKIP TO Q2g				

READ OUT TO ALL:

Now we have a couple of questions about court information in general. This includes information you can get before coming to the courthouse, or at the courthouse itself.

Q2g How easy or difficult do you think it is to obtain information about the services and facilities?

SHOWCARD Q2g
INTERVIEWER: IS THAT VERY OR FAIRLY?

P28

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know [Do Not Read Out]	Not applicable [Do Not Read Out]
5	4	3	2	1	6	7

Q2h How prepared, or unprepared, did you feel when you got here today?

INTERVIEWER: IS THAT VERY OR FAIRLY?
SHOWCARD Q2h

P29

Very prepared	Fairly prepared	Neither prepared nor unprepared	Fairly unprepared	Very unprepared	Don't know [Do Not Read Out]	Not applicable [Do Not Read Out]
5	4	3	2	1	6	7

SECTION 3: WAY FINDING AND STAFF CONTACT

Q3a Overall, how satisfied or dissatisfied are you with each of the following aspects of accessibility?

INTERVIEWER: IS THAT VERY OR FAIRLY?
SHOWCARD Q3a

P30s P31

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [Do Not Read Out]
1	The convenience of the opening hours of court buildings	5	4	3	2	1	6
2	The convenience of the time the court hearings start and finish	5	4	3	2	1	6
3	Easily identifiable staff available to deal with any queries	5	4	3	2	1	6

Q3b How easy or difficult was it to find where to go in the courthouse today?

SHOWCARD Q3b

P32

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know [Do Not Read Out]
5	4	3	2	1	6

Q3c How did you find your way to where you needed to go?

**INTERVIEWER: CODE ALL MENTIONS
SHOWCARD Q3c**

P33m

Asked someone	01
Looked at a notice board	02
Followed signs	03
Walked around until I found where I needed to go	04
Previously visited/familiar with the building	05
Followed information provided to me before I came	06
Escorted/shown around by someone (including staff, or a friend or family member)	07
Other (specify)	08
Don't know / can't remember <i>[DO NOT READ OUT]</i>	99

Q3d Did you have difficulty getting information or assistance when you were in court today?

P34

Yes	1	ASK Q3e
No	2	SKIP TO Q3f
Don't know/can't remember <i>[DO NOT READ OUT]</i>	3	SKIP TO Q3f
Not applicable <i>[DO NOT READ OUT]</i>	4	SKIP TO Q3f

ASK IF Q3d = YES (CODE 1). OTHERWISE SKIP TO Q3f

Q3e What information or assistance were you looking for?

**INTERVIEWER: CODE ALL MENTIONS
SHOWCARD Q3e**

P35m

Information about where to go in court	01
Information about who I needed to see / report to	02
Information about the length of time I would have to wait	03
Information about how I had to do something	04
Legal advice / getting legal aid	05
Pay a fine or enquire about a fine	06
To submit a form or application	07
Help with papers that needed to be filed or signed / witnessed	08
Assistance from a Victim Adviser	09
Assistance with security or safety issues	10
To see a case officer / a case manager	11
Information about what happens next	12
Any other reasons (specify)	13
Don't know <i>[DO NOT READ OUT]</i>	99
Refused <i>[DO NOT READ OUT]</i>	98

ASK ALL

Q3f Did you have any contact with court staff today?

P36

Yes	1	ASK Q3g
No	2	SKIP TO Q4a
Don't know/can't remember <i>[DO NOT READ OUT]</i>	3	SKIP TO Q4a

ASK IF Q3f = YES (CODE 1). OTHERWISE SKIP TO Q4a

Q3g Thinking about the Ministry of Justice court staff that you have met today, please tell me how much you agree with each statement where 1 means strongly disagree and 5 means strongly agree. If you dealt with more than one staff member please give an overall rating.

INTERVIEWER: SELECT ONE ANSWER PER STATEMENT ONLY.

INTERVIEWER: REMIND RESPONDENT DURING Q3g 'Remember these questions are just about court staff not people like lawyers or judges'.

SHOWCARD Q3g

P37s P38

		Strongly agree = 5				Strongly disagree = 1	Don't know [Do Not Read Out]	N/A [Do Not Read Out]
1	Staff were competent	5	4	3	2	1	6	7
2	Staff were helpful	5	4	3	2	1	6	7
3	Staff did what they said they would do	5	4	3	2	1	6	7
4	I was treated fairly	5	4	3	2	1	6	7
5	I feel my individual circumstances were taken into account	5	4	3	2	1	6	7
6	It's an example of good value for tax dollars spent	5	4	3	2	1	6	7

Q3h Before going to the court for this service, what quality of service did you expect, where 1 means very poor service and 5 means very good service.

SHOWCARD Q3h

P39

Very good service = 5				Very poor service = 1
5	4	3	2	1

Q3i Looking back, how did the service you got from Ministry of Justice court staff compare to what you expected? Where 1 means much worse than I expected and 5 means much better than I expected.

SHOWCARD Q3i				P40
Much better than I expected = 5				Much worse than I expected = 1
5	4	3	2	1

Q3j How satisfied were you with the overall quality of service delivery, where 1 means very dissatisfied and 5 means very satisfied.

SHOWCARD Q3j				P41
Very satisfied = 5				Very dissatisfied = 1
5	4	3	2	1

SECTION 4: WAIT TIME

ASK ALL

Q4a Did you do any of these today?

INTERVIEWER: CODE ONE ONLY

IF NECESSARY: 'An information desk or booth is the same as a counter'.

SHOWCARD Q4a

P42

Went to a counter	1	ASK Q4b
Took part in a hearing / going to take part in a hearing	2	SKIP TO Q4d
Both – went to a counter AND took part in a hearing	3	ASK Q4b
None of these	4	SKIP TO Q5a
Don't know <i>[DO NOT READ OUT]</i>	5	SKIP TO Q5a

ASK IF Q4a = WENT TO A COUNTER OR BOTH (CODE 1 OR 3). OTHERWISE SKIP TO Q4d

Q4b For how long did you have to wait at a counter?

SHOWCARD Q4b

P43

I was served immediately	1
Up to 3 minutes	2
Longer than 3 minutes and up to 6 minutes	3
Longer than 6 minutes and up to 15 minutes	4
Longer than 15 minutes	5
Don't know <i>[DO NOT READ OUT]</i>	6

Q4c What did you go to the counter for?

**INTERVIEWER: CODE ALL MENTIONS
SHOWCARD Q4c**

P44m

Information about where to go in court	01
Information about who I needed to see/report to	02
Information about the length of time I would have to wait	03
Information about how I had to do something	04
Legal advice/getting legal aid	05
Pay a fine or enquire about a fine	06
To collect/submit a form or application	07
Help with papers that needed to be filed or signed/witnessed	08
Assistance from Victim Support	09
Assistance with security or safety issues	10
To see a case officer / case manager	11
To sign in with the duty solicitor	12
Information about what happens next	13
Any other reasons (specify)	14
.....	
.....	
Don't know [DO NOT READ OUT]	99
Refused [DO NOT READ OUT]	98

ASK IF Q4a = TOOK PART IN A HEARING OR WENT TO A COUNTER AND TOOK PART IN A HEARING (CODE 2 OR 3). OTHERWISE SKIP TO Q5a

Q4d For how long did you have to wait to take part in a hearing?

SHOWCARD Q4d

P45

Up to 5 minutes	1	SKIP TO Q5a
Longer than 5 minutes and up to 10 minutes	2	SKIP TO Q5a
Longer than 10 minutes and up to 20 minutes	3	SKIP TO Q5a
Longer than 20 minutes and up to 1 hour	4	SKIP TO Q5a
Longer than 1 hour and up to 3 hours	5	SKIP TO Q5a
Longer than 3 hours and up to 5 hours	6	SKIP TO Q5a
Longer than 5 hours	7	SKIP TO Q5a
I have not yet taken part in the hearing or case I am here for	8	ASK Q4e
Don't know [DO NOT READ OUT]	9	SKIP TO Q5a

Q4e How long have you been waiting so far?

SHOWCARD Q4e

P46

Up to 5 minutes	1
Longer than 5 minutes and up to 10 minutes	2
Longer than 10 minutes and up to 20 minutes	3
Longer than 20 minutes and up to 1 hour	4
Longer than 1 hour and up to 3 hours	5
Longer than 3 hours and up to 5 hours	6
Longer than 5 hours	7
Don't know [DO NOT READ OUT]	9

SECTION 5: FACILITIES

ASK ALL

Q5a Which of the following facilities did you use while at the courthouse today?

**READ OUT LIST CHECKING FOR AN ANSWER AT EACH ROW
INTERVIEWER: IF 'NONE OF THESE' CODE AND SKIP TO Q5c
SHOWCARD Q5a**

Q5b And how would you rate the [...INTERVIEWER: ASK FOR EACH FACILITY MENTIONED AT Q5a...]?

IF NECESSARY: This is about the physical facilities, e.g. comfort and cleanliness

**INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q5a
SHOWCARD Q5b**

P47m

P48s P49

		Q5a: USED	Q5b					Don't know [Do Not Read Out]	
			Very good	Fairly good	Adequate	Fairly poor	Very poor		
1	Courtroom / Hearing room	1	5	4	3	2	1	6	
2	Waiting area/area outside courtroom	2	5	4	3	2	1	6	
3	Jury assembly room	3	5	4	3	2	1	6	
4	Jury deliberation room	4	5	4	3	2	1	6	
5	Interview room	5	5	4	3	2	1	6	
6	Counters	6	5	4	3	2	1	6	
7	Court entrance	7	5	4	3	2	1	6	
8	Toilets	8	5	4	3	2	1	6	
9	NONE OF THESE	9	SKIP TO Q5c						

ASK ALL

Q5c Overall, how would you rate the facilities at this courthouse?

SHOWCARD Q5c

P50

Very good	Fairly good	Adequate	Fairly poor	Very poor	Don't know [Do Not Read Out]
5	4	3	2	1	6

SECTION 6: SAFETY

Q6a How safe or unsafe did you feel at court today?

SHOWCARD Q6a

P51

Very safe	Fairly safe	Neutral - neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know [Do Not Read Out]
5	4	3	2	1	6

ASK IF Q6a = FAIRLY OR VERY UNSAFE (CODE 2 OR 1). OTHERWISE SKIP TO Q7a

Q6b Where was it that you felt fairly or very unsafe?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q6b

P52m

Courtroom	01
Waiting area/area outside courtroom	02
Interview room	03
Jury rooms	04
Fines counter	05
Other counter areas	06
Court entrance	07
Toilets	08
Outside the court area	09
None of these	10

Q6c Why did you feel fairly or very unsafe?

INTERVIEWER: CODE ALL MENTIONS

SHOWCARD Q6c

P53m

Not enough security staff	01
Not many people around	02
Too many people around	03
The type of people that were around me	04
Lack of space/space was too small	05
Being near an ex-partner	06
Being near the accused	07
Hygiene/cleanliness of court or facilities	08
Other (specify)	09
Don't Know [DO NOT READ OUT]	99

SECTION 7: OVERALL SATISFACTION

ASK ALL

Q7a Overall how satisfied or dissatisfied were you with the services and facilities provided?

SHOWCARD Q7a

P54

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [Do Not Read Out]
5	4	3	2	1	6

SECTION 8: DEMOGRAPHICS

Q8a INTERVIEWER: DON'T ASK, CODE GENDER

P55

Male	1
Female	2

Q8b Which of the following do you have in your home?

**INTERVIEWER: CODE ALL MENTIONS
SHOWCARD Q8b**

P56m

Telephone (land line)	1
Cell phone	2
Broadband internet	3
Dial up internet	4
Computer printer	5
None of these	6

Q8c Which ethnic group do you belong to? You can choose more than one group.

**INTERVIEWER: CODE ALL MENTIONS
SHOWCARD Q8c**

P57m

New Zealand European	01	
Māori	02	
Samoan	03	
Cook Island Māori	04	
Tongan	05	
Niuean	06	
Chinese	07	
Indian	08	
Other ethnic group (specify)	09	ASK Q8d
Don't know [DO NOT READ OUT]	99	
Refused [DO NOT READ OUT]	98	

FILL IN 8d IF Q8c = OTHER ETHNIC GROUP (CODE 9). OTHERWISE SKIP TO Q8e

Q8d INTERVIEWER: DON'T ASK THIS QUESTION, ONLY RECORD ANSWER HERE IF VOLUNTEERED BY RESPONDENT AT Q8c

P58

Korean	01
Fijian Indian	02
Other Asian	03
Other European	04
Other group (specify)	05
Don't know [DO NOT READ OUT]	99
Refused [DO NOT READ OUT]	98

Q8e Which language do you consider your first language?

**INTERVIEWER: CODE ONE ONLY
SHOWCARD Q8e**

P59

English	01
Māori	02
Chinese (Mandarin or Cantonese)	03
Cambodian	04
Cook Island	05
Croatian	06
Dutch	07
Fijian	08
Greek	09
Indian	10
Italian	11
Korean	12
Niuean	13
Samoan	14
Tokelauan	15
Tongan	16
Vietnamese	17
Other (specify)	18

Q8f Do you require any of the following services?

**INTERVIEWER: CODE ALL MENTIONS
SHOWCARD Q8f**

P60m

An interpreter	1
Induction loops or hearing loops	2
Braille	3
Assistance to get around the courthouse (e.g., wheelchair, opening doors, etc)	4
I don't require any of these services	5

Q8g Which of the options on the showcard best describes your current employment status?

**CODE ONE ANSWER ONLY
IF NECESSARY: Which takes up most of your time?
SHOWCARD Q8g**

P61

Currently in paid employment or self-employed	01
Retired	02
Home duties	03
Unemployed, receiving unemployment benefit	04
Unemployed, not receiving unemployment benefit	05
Receiving sickness benefit	06
Receiving invalid's benefit	07
Receiving other benefit	08
Student	09
Other (specify)	10
Don't know [DO NOT READ OUT]	99
Refused [DO NOT READ OUT]	98

Q8h And into which of these groups does your annual household income fall into? Please include all earnings including employment, money from the government, and income from other sources. Please tell us the rough figure before tax.

IF NECESSARY: 'Before tax is gross'

SHOWCARD Q8h

P62

\$0 / none / loss	01
\$1 - \$5,000	02
\$5,001 - \$10,000	03
\$10,001 - \$15,000	04
\$15,001 - \$20,000	05
\$20,001 - \$25,000	06
\$25,001 - \$30,000	07
\$30,001 - \$35,000	08
\$35,001 - \$40,000	09
\$40,001 - \$50,000	10
\$50,001 - \$60,000	11
\$60,001 - \$70,000	12
\$70,001 - \$100,000	13
\$100,001 - \$150,000	14
More than \$150,000	15
Don't know <i>[DO NOT READ OUT]</i>	99
Refused <i>[DO NOT READ OUT]</i>	98

Q8i Is there anything else you would like to tell the Ministry of Justice about the services and facilities at this courthouse?

P63m

Don't know <i>[DO NOT READ OUT]</i>	99	
Refused <i>[DO NOT READ OUT]</i>	98	

CLOSE: That's the end of the survey. Thanks very much for your time.
My name is ... from Colmar Brunton. If you have any questions at all about this research please feel free to contact my supervisor.

GIVE RESPONDENT SUPERVISOR'S NAME & PHONE NUMBER IF REQUESTED