

# Access and Fairness Survey

Majuro (green)

Ebeye (Pink)

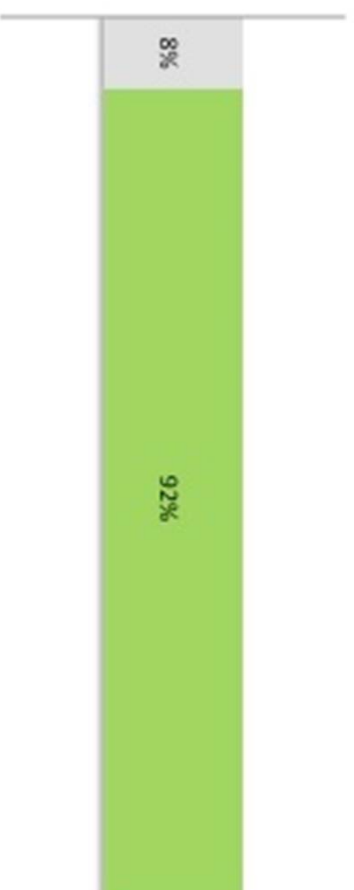
# Survey Information

- The court survey was conducted over two weeks from April 9-20, 2012 at both Majuro and Ebeye.
- Majuro had 101 survey participants.
- Ebeye had 4 survey participants
- In 2010: (i) Majuro had 254 High Court cases filed and 1535 District Court cases filed (total: 1789) and (ii) Ebeye had 18 High Court cases and 221 District Court cases (total 239).
- The number of survey responses for Ebeye does not reflect the proportion of people who would in an average week visit the court (based on 2010 figures).

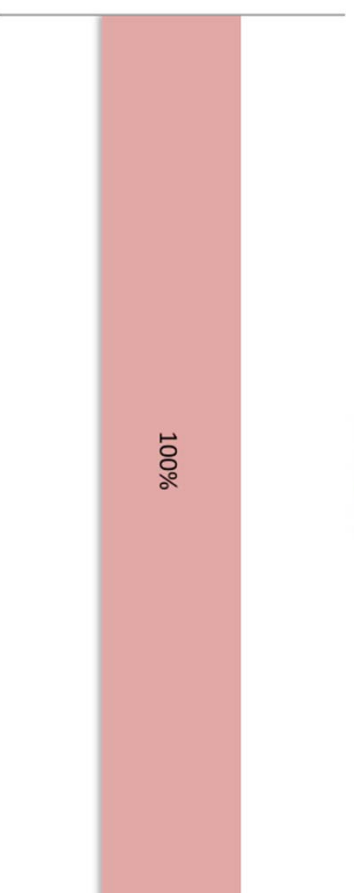
# Finding the Courthouse was easy



# Getting to the court was easy

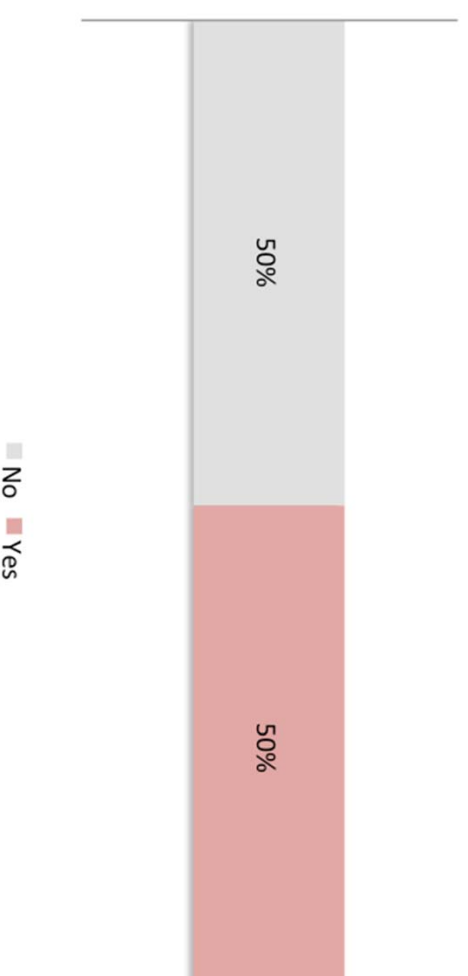


■ No ■ Yes



■ No ■ Yes

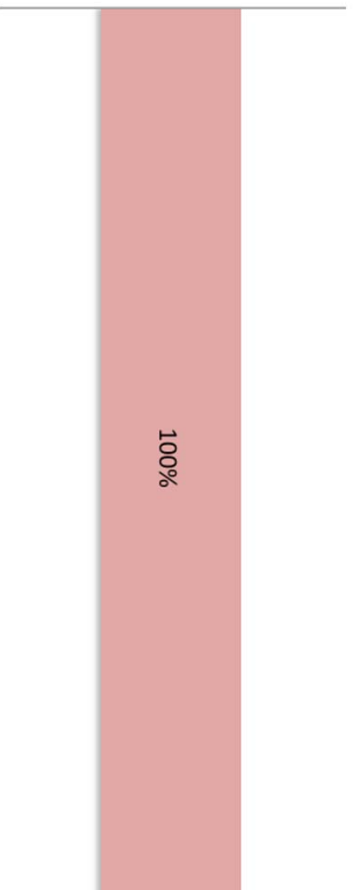
The forms I needed were clear and easy to understand



# I felt safe in the Courthouse



I was able to get the information I needed

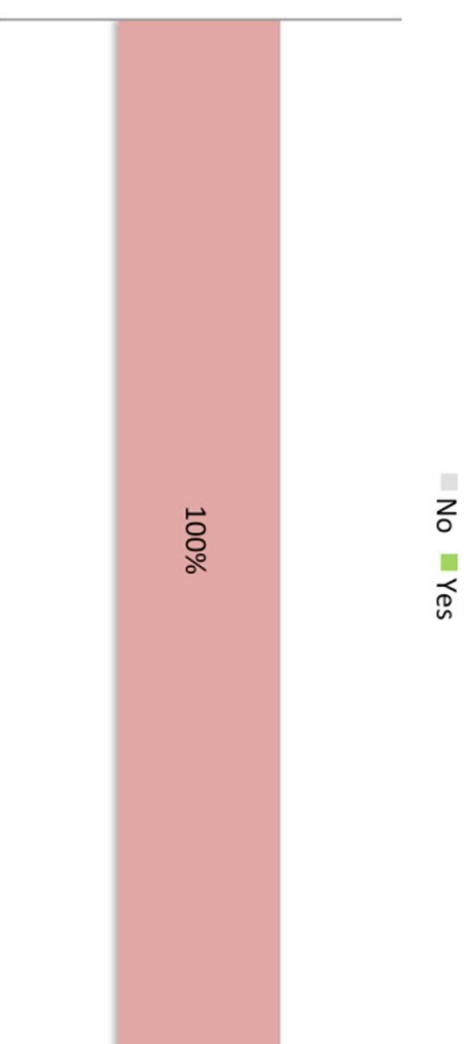
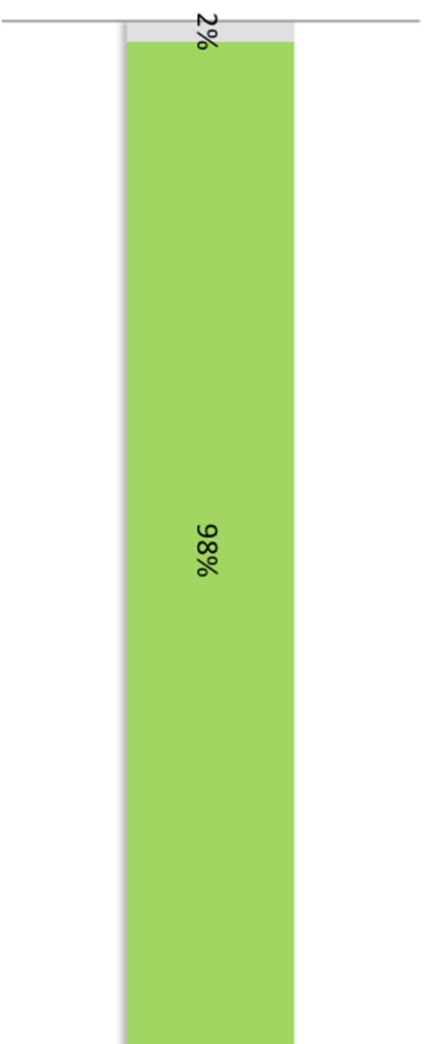


I was able to get my court business done in a reasonable amount of time

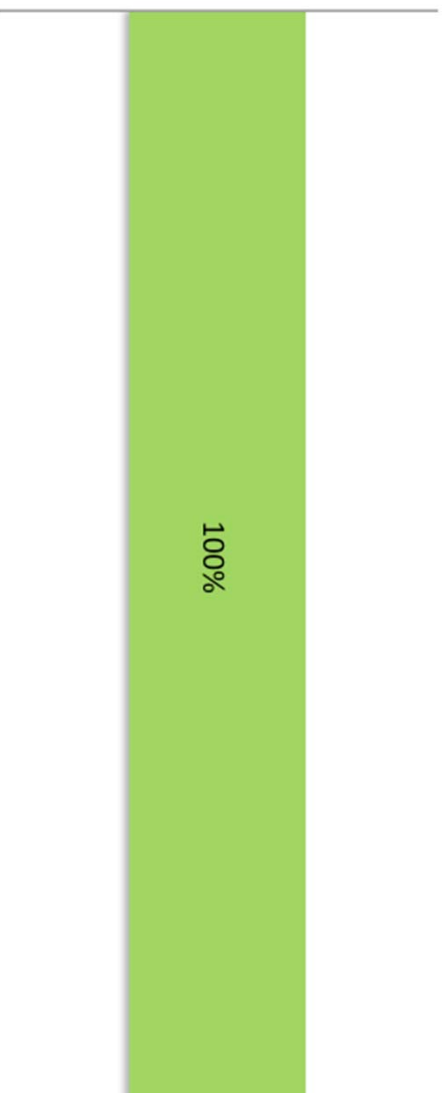




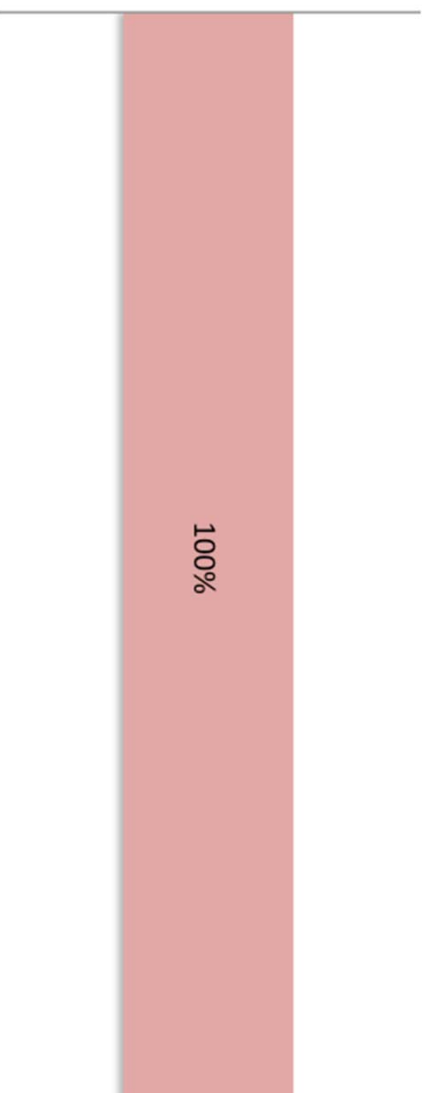
# Court staff paid attention to my needs



# I was treated with courtesy and respect

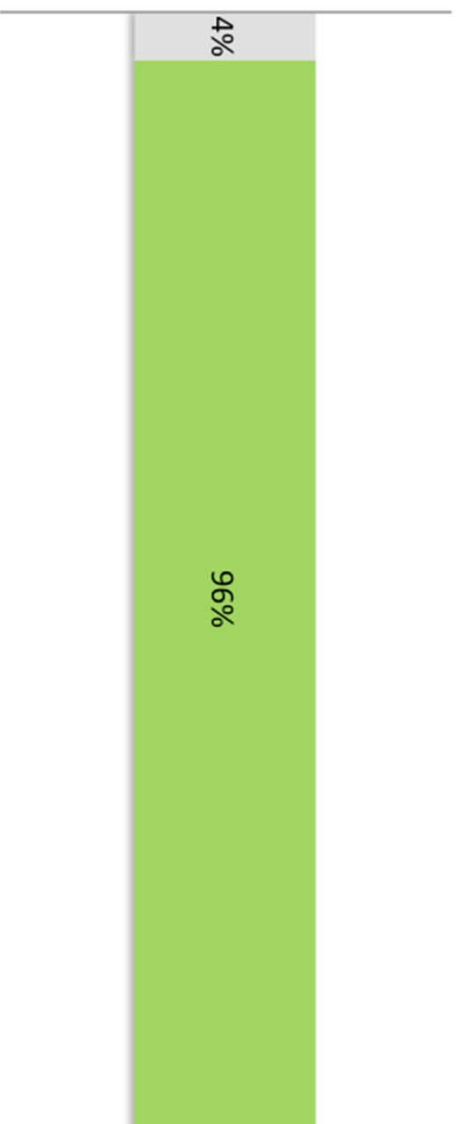


■ No ■ Yes

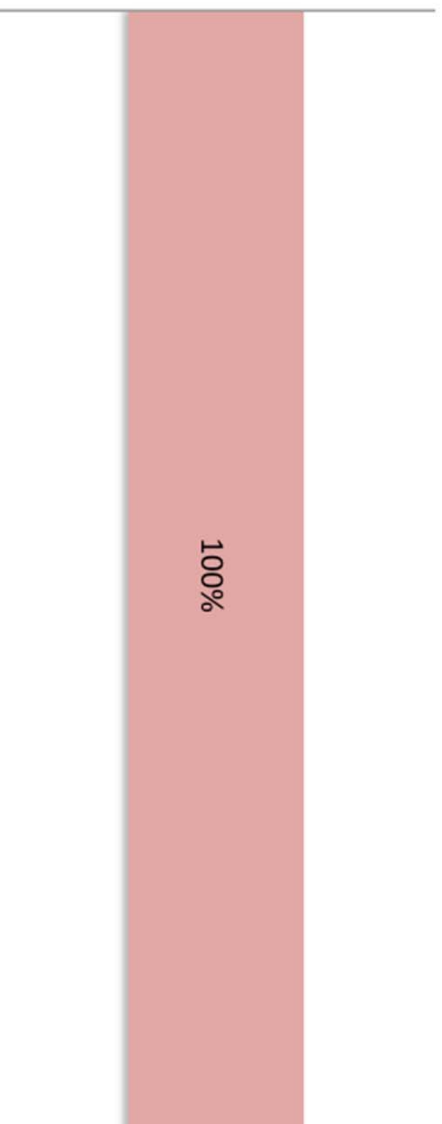


■ No ■ Yes

# I easily found the courtroom or office I needed

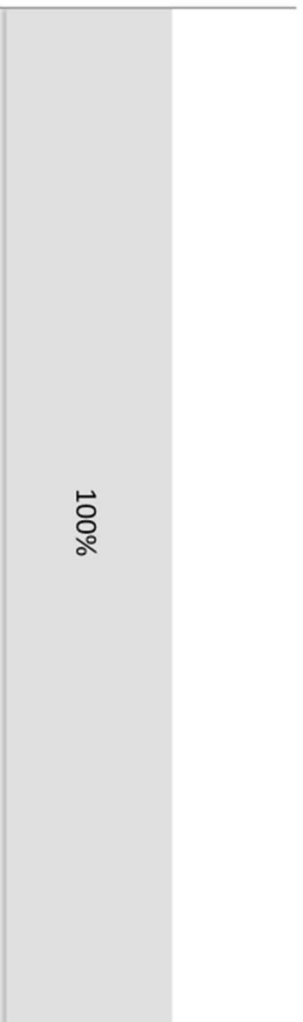
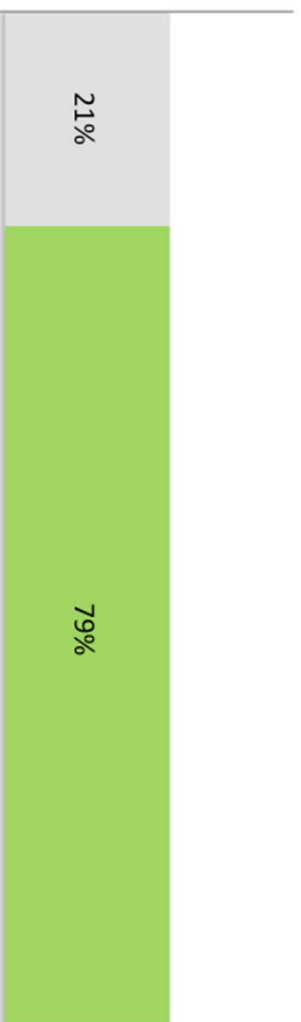


■ No ■ Yes



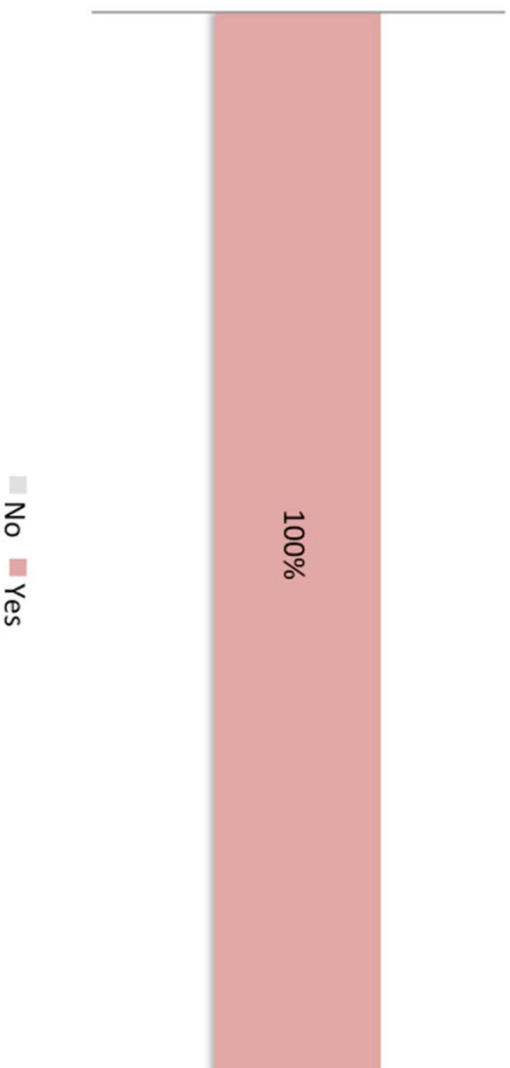
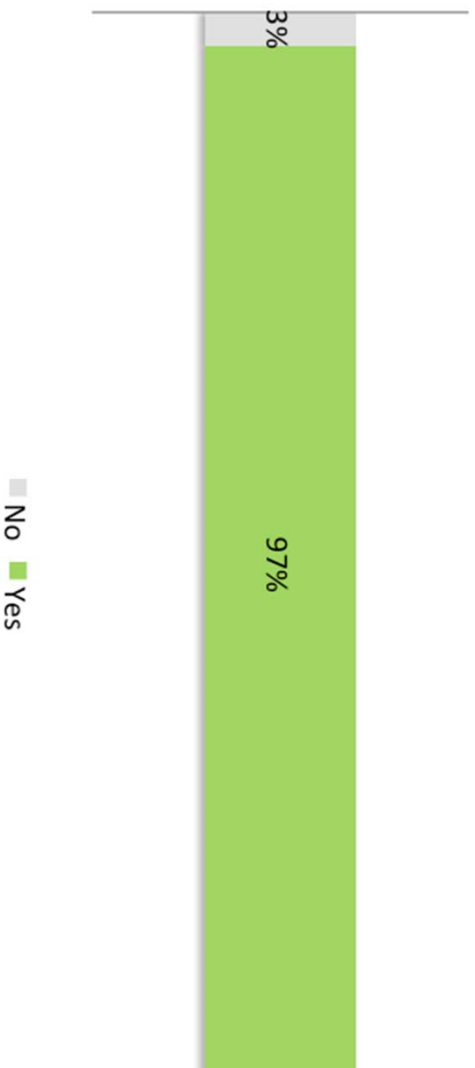
■ No ■ Yes

I checked the court's website and found it useful

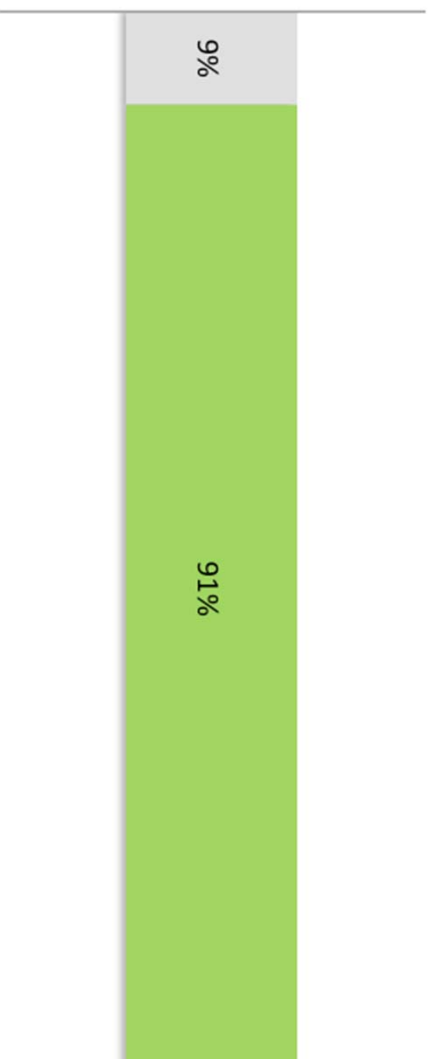


■ No ■ Yes

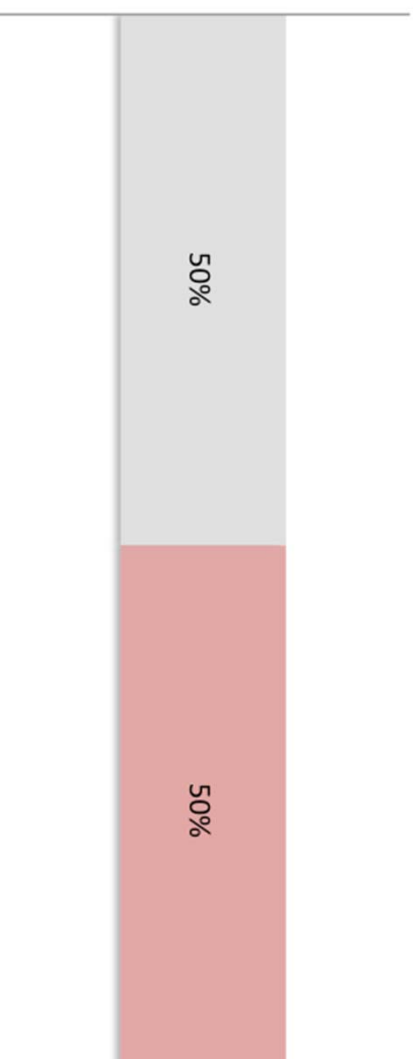
# The court's hours of operation made it easy for me to do my business



# My case was handled fairly

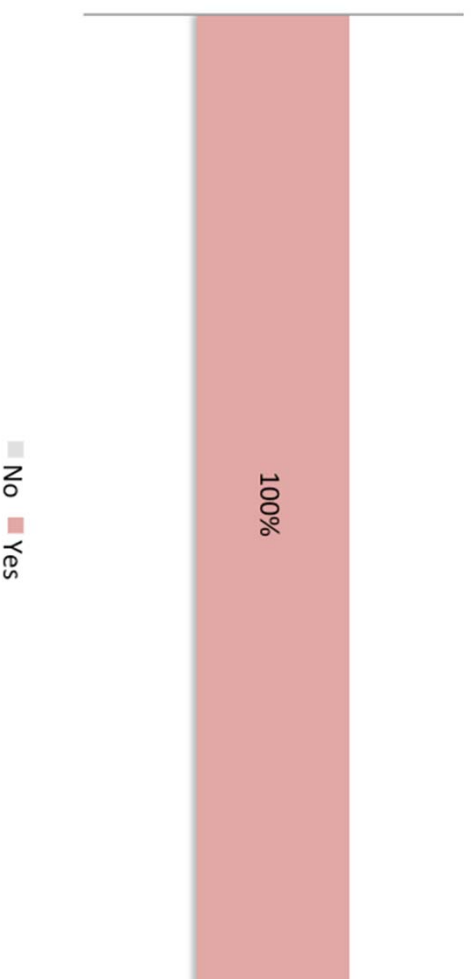
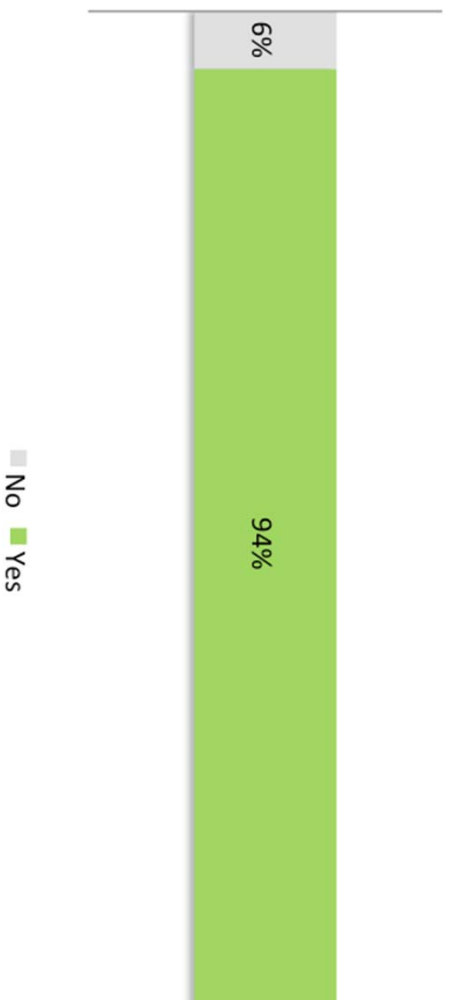


■ No ■ Yes

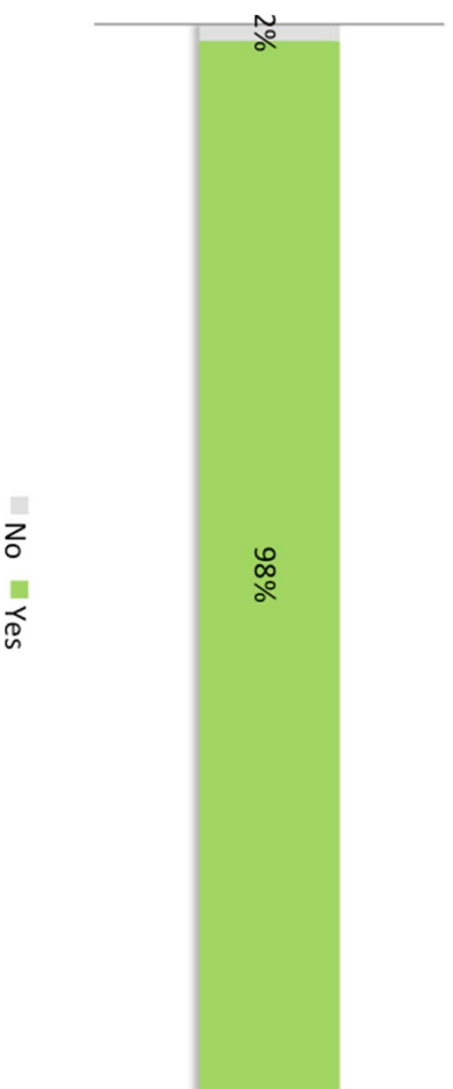


■ No ■ Yes

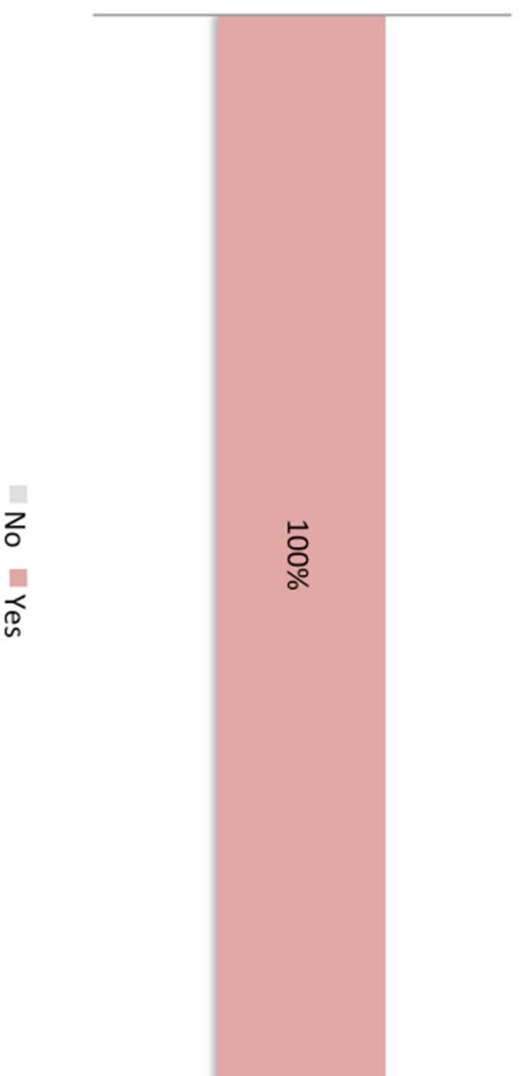
# The judge listened to my side of the story before he/she made a decision



I was treated the same as everyone else



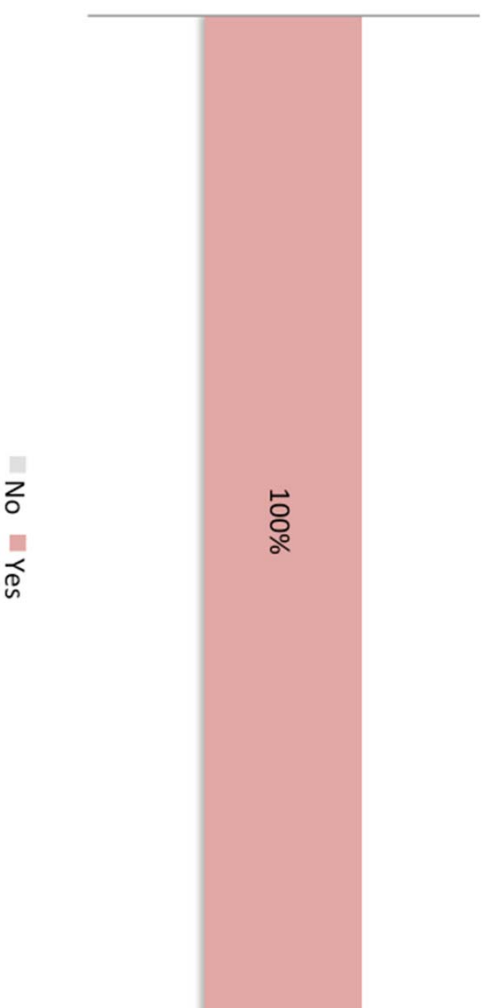
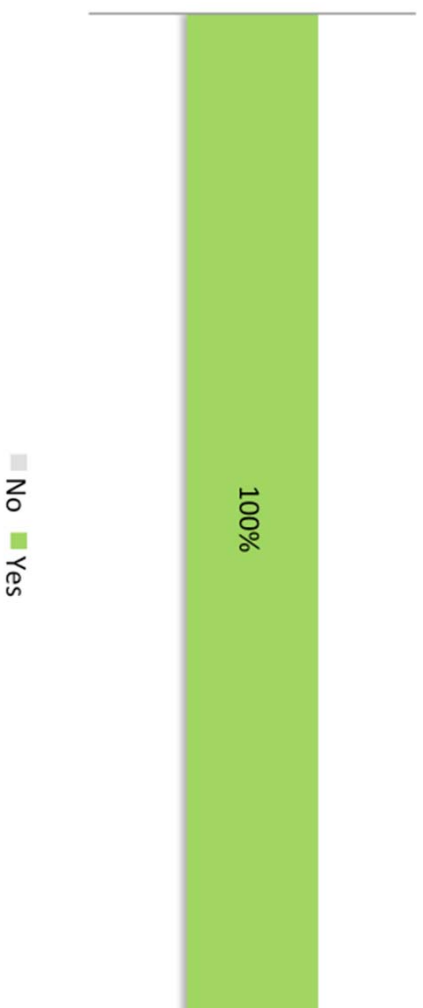
■ No ■ Yes



■ No ■ Yes

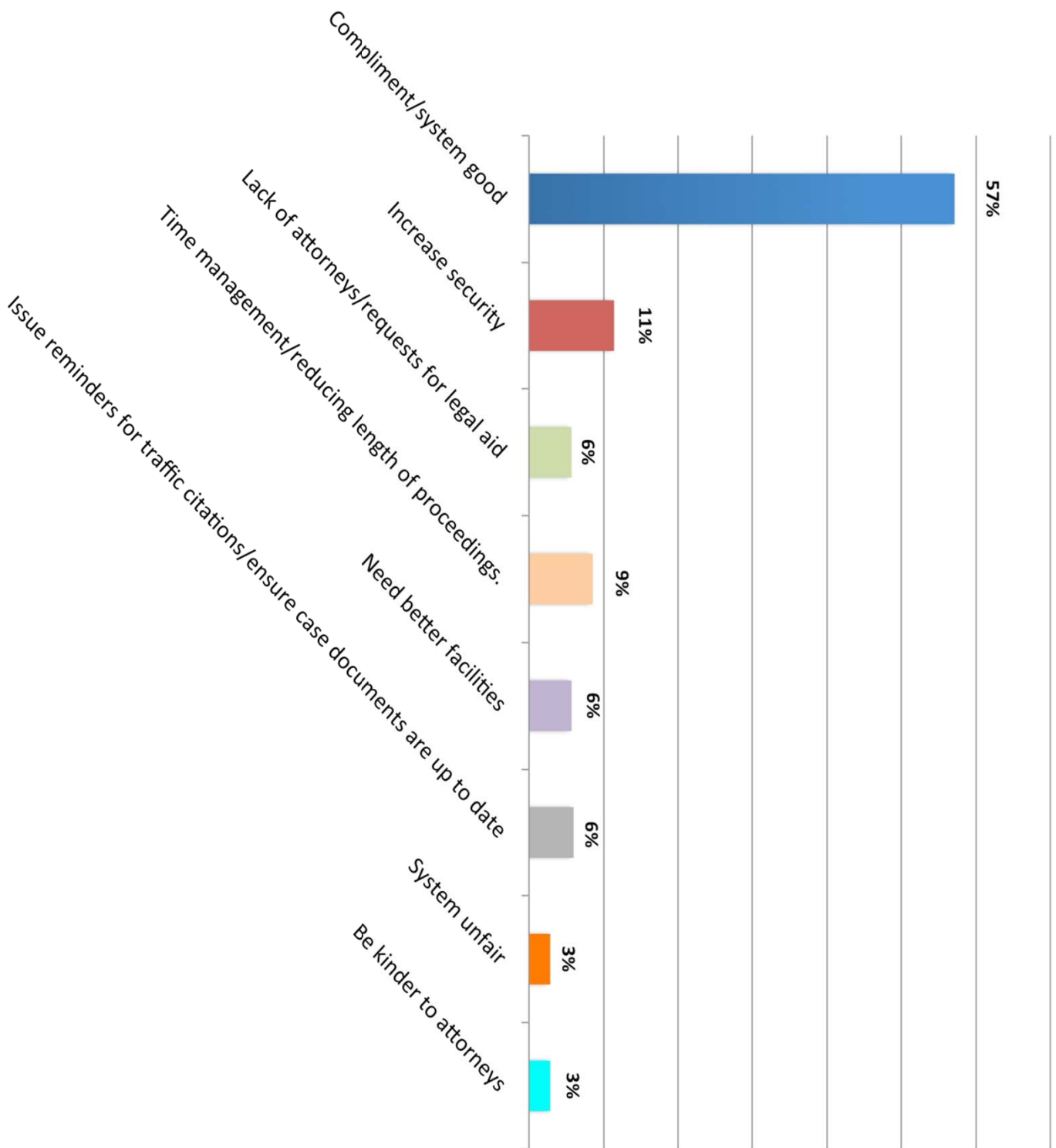


As I leave the court, I know what to do next about my case



# **Court Survey comments: Combined**

## **Majuro and Ebeye**



# Court Survey comments: Ebeye

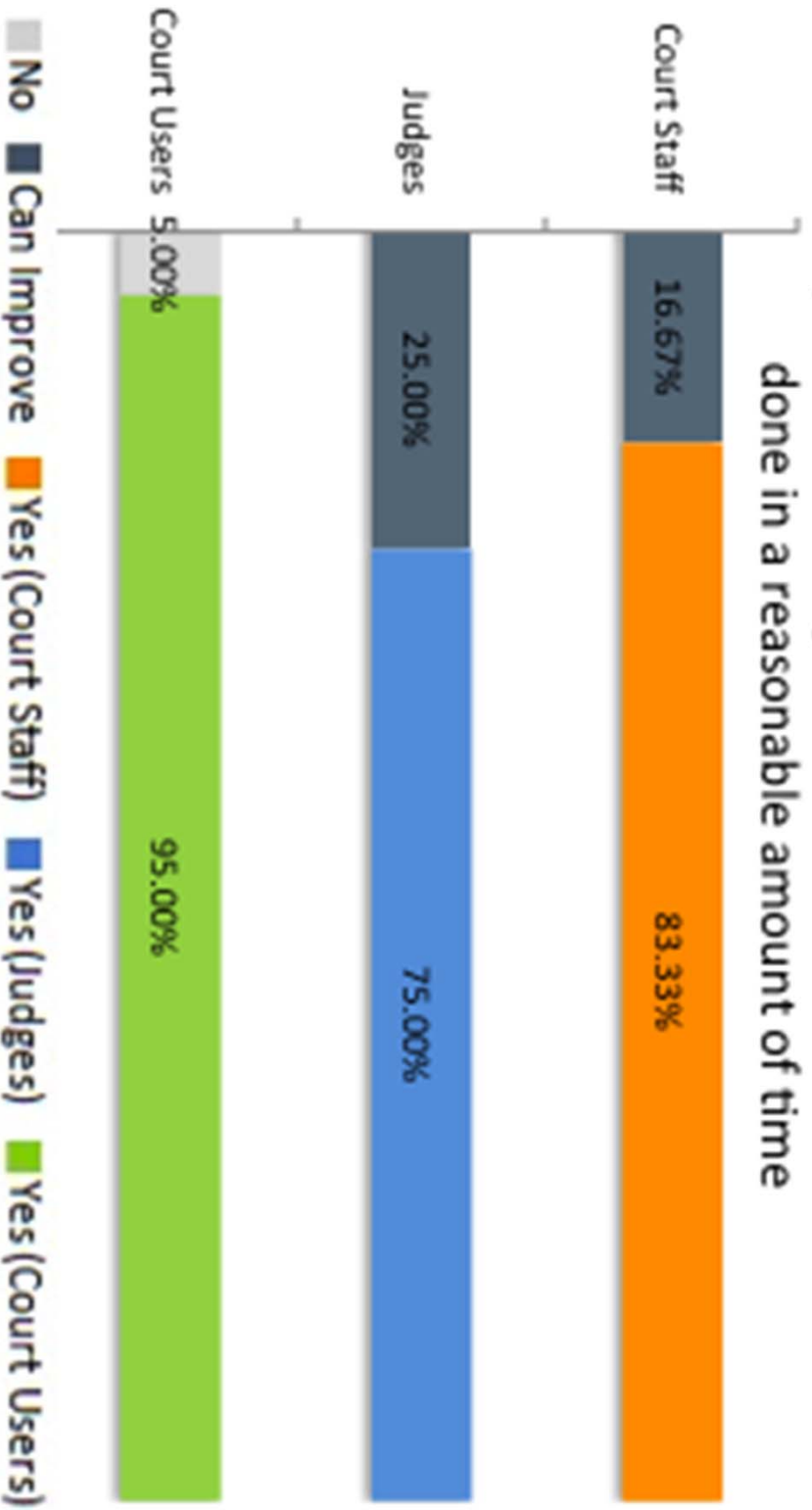
- Ebeye had 4 survey participants who made the following comments:
- It would be nice if the waiting room at the clerk's office is a little bigger.
- All seems okay, I get all the information I need from this office.
- Abolish Ebeye Justice Act. It is a joke and only a legal jargon! We cannot provide services to provide services and daily basis. No prosecutor, no public defender, or high court judge to fight injustice being imposed and super imposed upon people of Kwajalein, Bikini, Enewetak, Utirik, and the rest of the outer island populations. Ebeye is a show case no one can deny.

# Comparing perceptions of court service.

The following slides compare client perceptions of court service obtained through the court survey undertaken in April 2012 with the perceptions of RMI judges and court staff obtained through the International Framework for Court Excellence self-assessment questionnaire completed in late 2011.

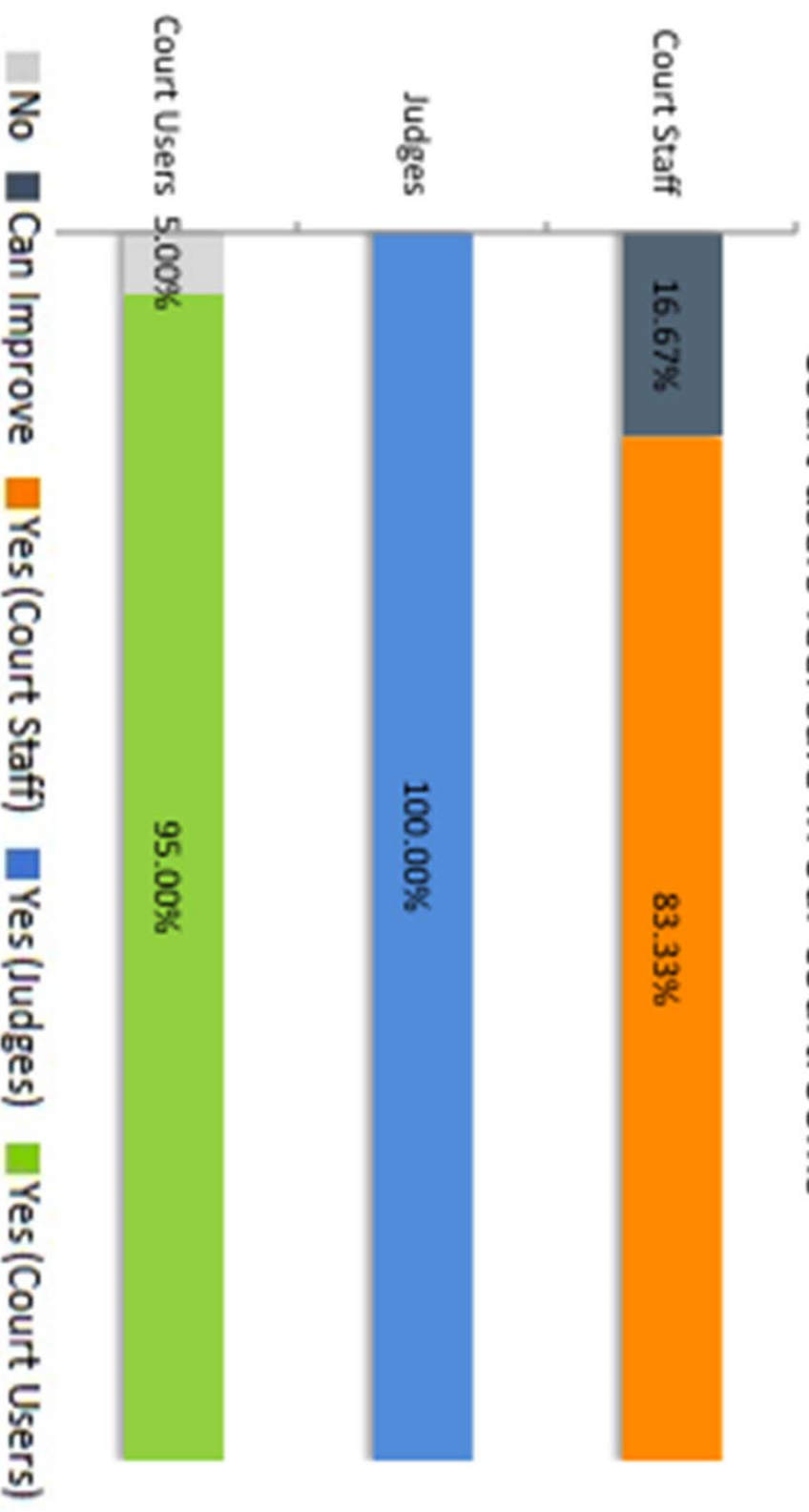
# Timeliness

People are able to get their business with the court done in a reasonable amount of time



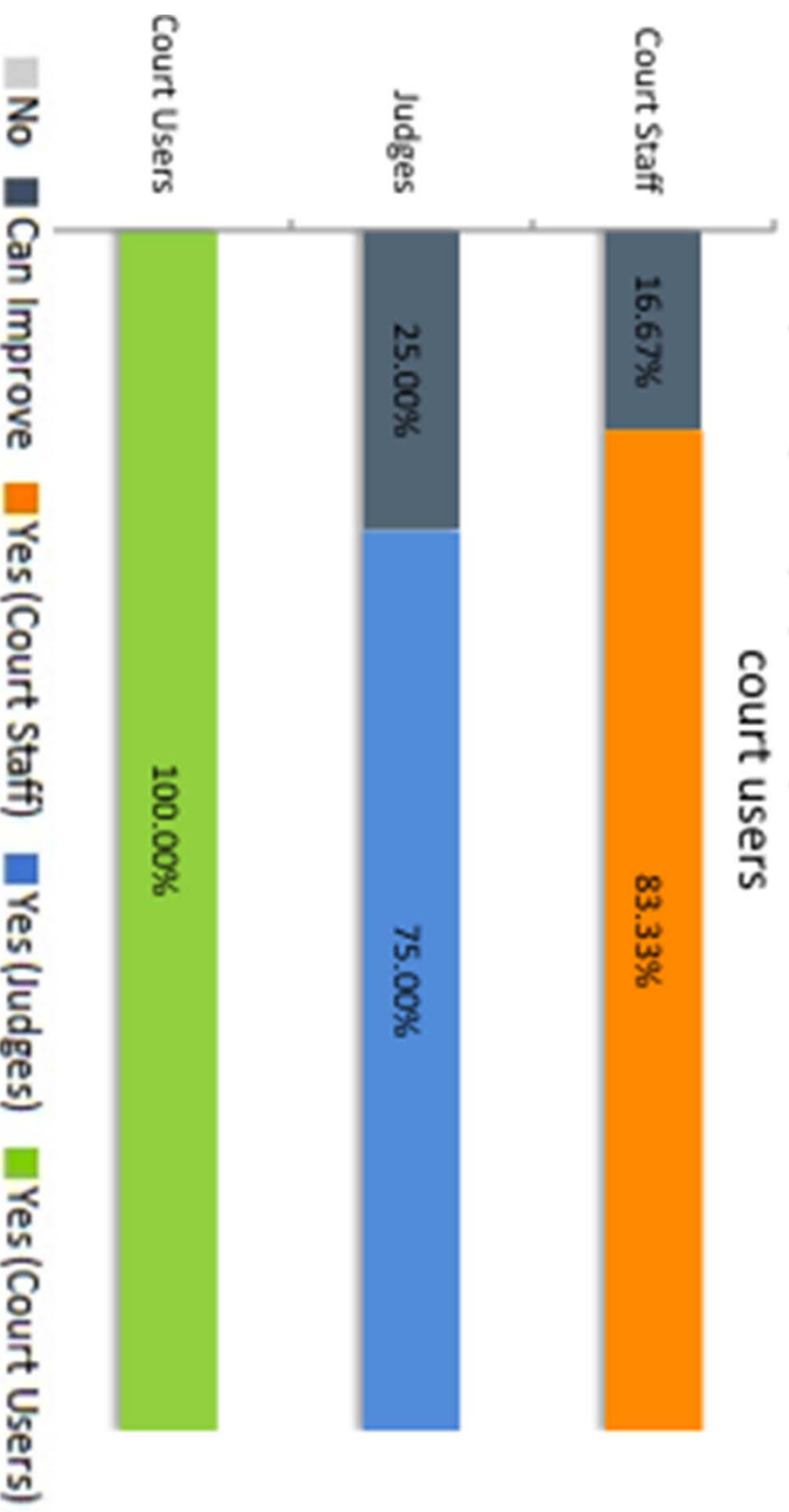
# Safety and Security

Court users feel safe in our courtrooms



# Responsiveness to Information Requests

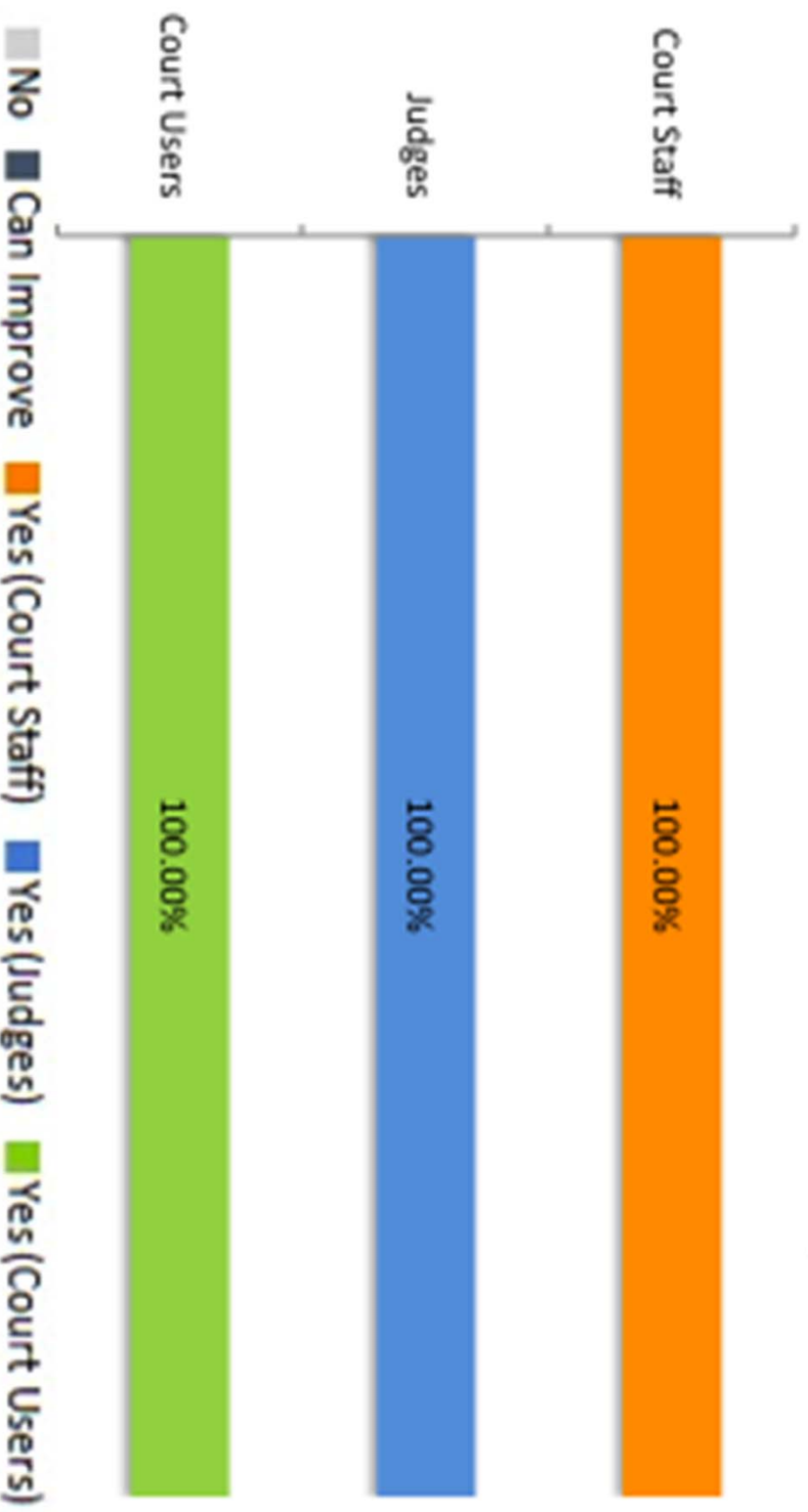
We respond promptly to requests for information from court users





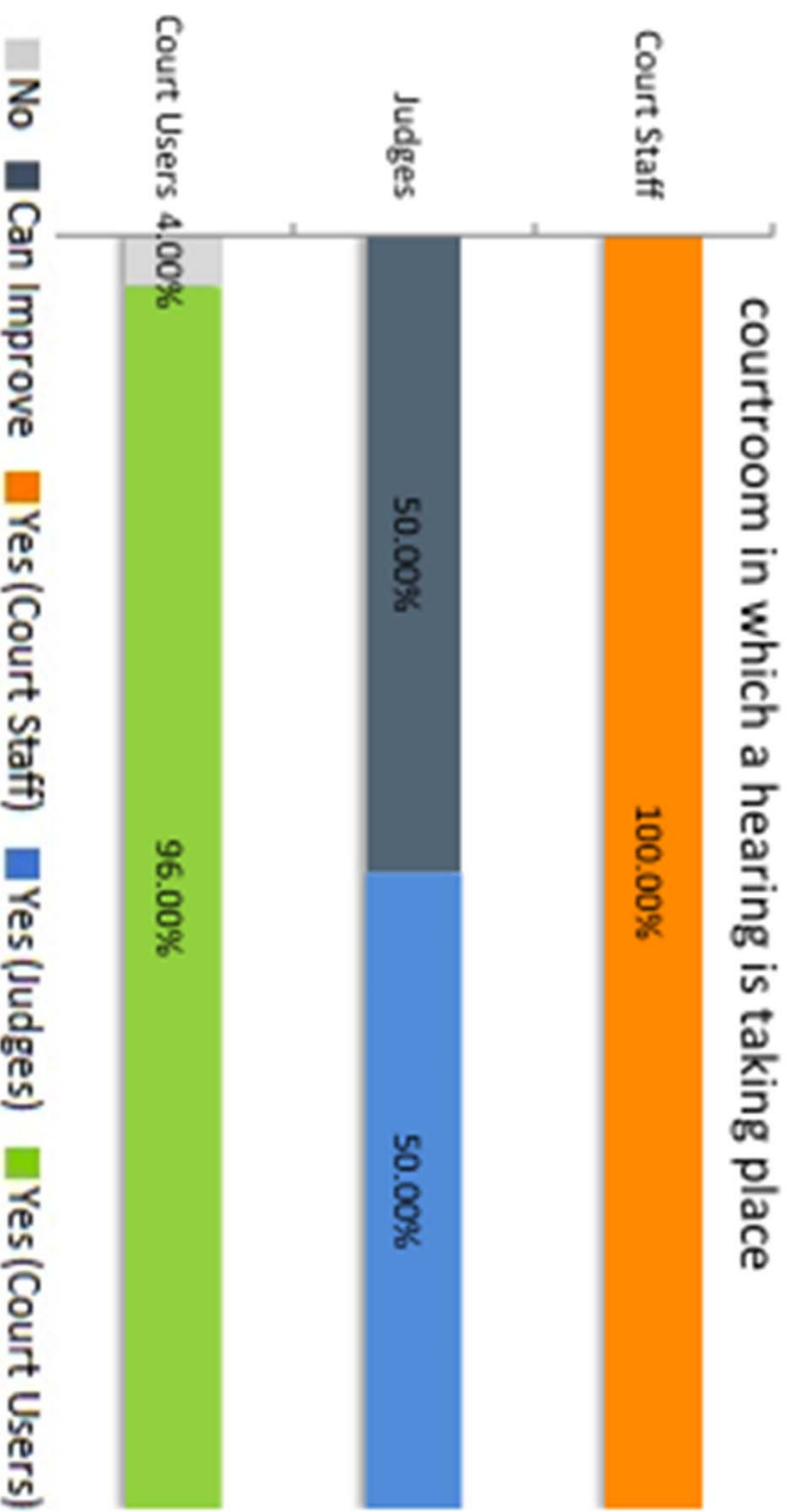
# Respect

We listen to court users and treat them with respect



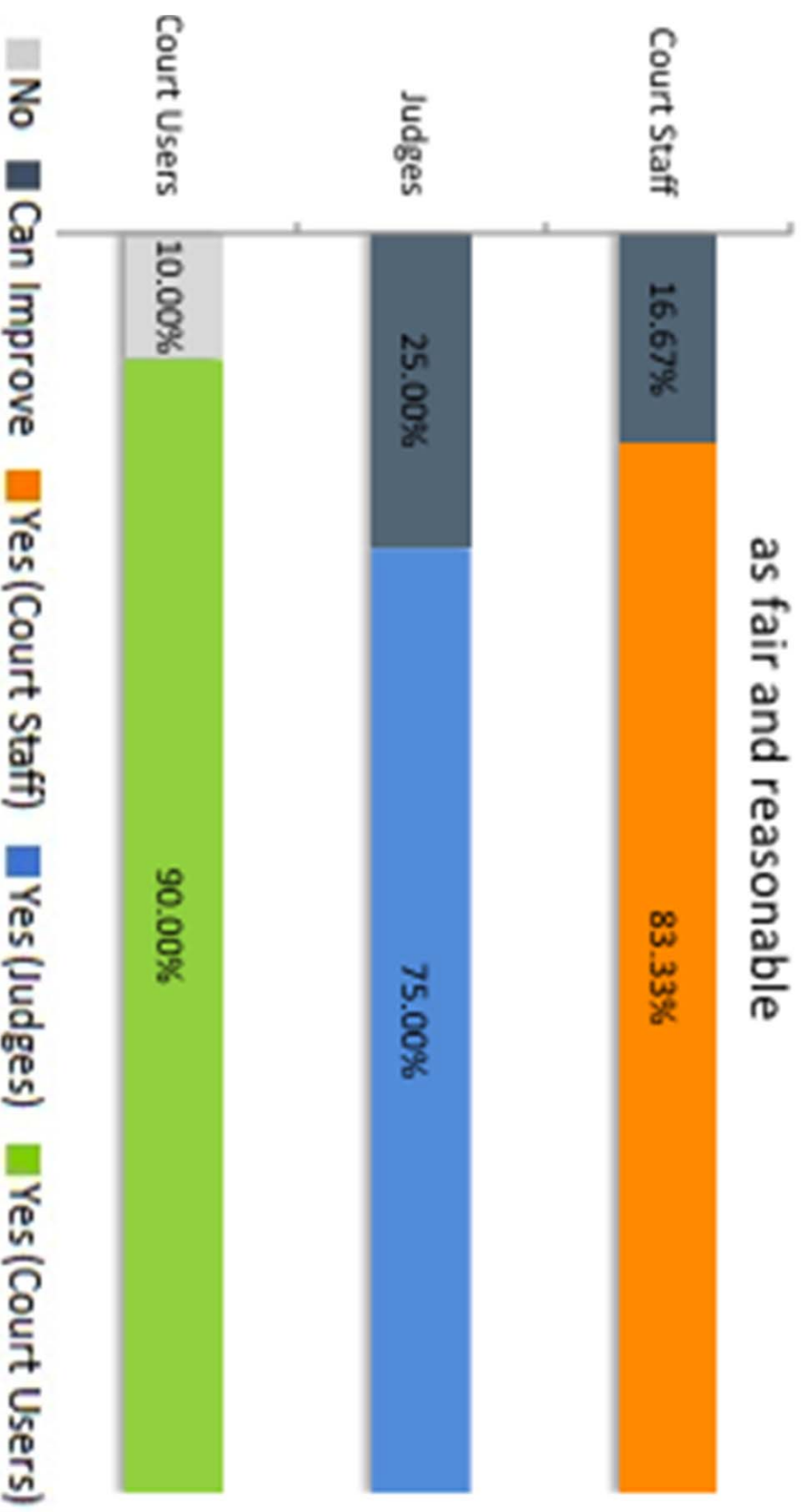
# Clear signage in court

We make it easy for people to find the relevant courtroom in which a hearing is taking place



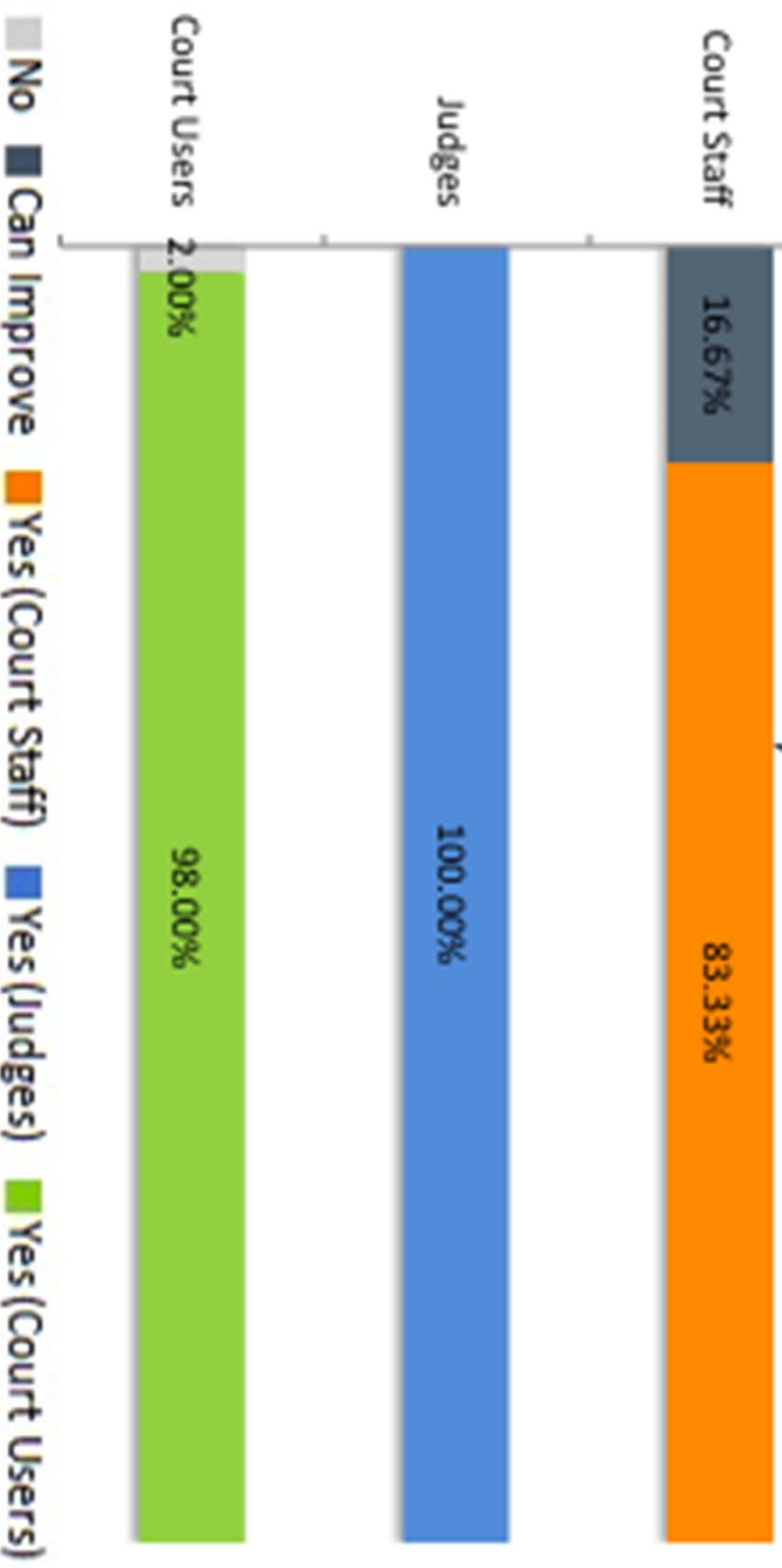
# Outcomes Fair and Reasonable

Advocates and courts users assess the court's actions as fair and reasonable



# Equality of Treatment

We treat members of minority groups the same as everyone else



# Clarity in the Delivery of Services

We can demonstrate that people leaving court understand the court programs and services they have experienced

