

The Marshall Islands Judiciary's 2014 Court Performance Management Policies

Leadership and Management

- Court Culture: to be user centric
- Leadership Style Preference: proactive, hands-on, collaborative, empowering
- Management Style: empathic, motivational, empowering

Court Planning and Policies

- to actively apply and monitor quantitative and qualitative performance measures
- to biannually review compliance with and the effectiveness of plans and policies

Court Resources (Human, Material, and Financial)

- to promote tenure security for judges
- to conduct regular workload and performance reviews
- to promote fair compensation for judges and staff
- to conduct regular training needs assessments and to act on the assessments
- to aggressively maintain court facilities
- to reduce utility and other costs
- to manage funds in accordance with general accepted accounting principle

Court Proceedings and Processes

- to have judges actively manage cases and caseloads
- to development and apply time standards and a continuance policy
- to encourage mediation and other ADR processes
- to regularly review rules of procedure

Client Needs and Satisfaction

- to conduct user surveys at least once every two years
- to meet with a representative(s) of the bar at least biannually
- to encourage court users to suggest new policies and procedures
- to incorporate suggestions, as appropriate

Affordable and Accessible Court Services

- to maintain a low fee structure for domestic matters
- to promote the existing small claims procedure
- to provide more forms for less complex matters
- to translate forms into Marshallese
- to ensure courthouses are access to those with disabilities
- to facilitate summary and uncontested matter by telephone and Internet
- to promote free or discounted legal services

Public Trust and Confidence

- to monitor public trust and confidence through user surveys
- to publish comprehensive annual reports of court activities
- to publicize court services and forms
- to facilitate media access to court cases
- to encourage school tours of the courthouses and other outreach activities