

**INTERNATIONAL FRAMEWORK FOR COURT EXCELLENCE
SELF ASSESSMENT SURVEY
PHILIPPINES JUSTICE SYSTEM**

Self-Assessment Checklist: Areas of Court Excellence Implementation Survey

This electronic questionnaire has been developed by the International Consortium for Court Excellence (<http://www.courtexcellence.com>) to help courts around the world assess their court system. There are 66 questions divided into seven areas of excellence: (1) Court Management and Leadership; (2) Court Planning and Policies; (3) Court Resources; (4) Court Proceedings; (5) Client Needs and Satisfaction; (6) Affordable and Accessible Court Services; and (7) Public Trust and Confidence. The survey should take approximately 15 minutes to complete.

For each question please select the answer that best describes your court. For example, for the questions we set time standards and targets for case management, a NO answer would indicate that the court has no time standards or targets; a CAN IMPROVE response would indicate that while the court does have time standards there is room for improvement; a YES response would mean that you believe the court is fully compliant with the question.

The responses will be analyzed and brought to the workshop for discussion and planning purposes. IT IS IMPORTANT TO NOTE THAT EACH QUESTION MUST BE ANSWERED IN ORDER TO MOVE TO THE NEXT PAGE OF THE ELECTRONIC SURVEY. If you have questions you can email Dan Hall at djhall@ncsc.org. For technical assistance please contact NCSC Help Desk efriess@ncsc.org.

Please indicate the type of court you work in:

- Supreme Court
- Appellate Courts
- Regional Trial Court (RTC)
- Municipal Trial Court in Cities (MTCC)
- Municipal Trial Courts (MTC)

Please indicate your position:

- Judge or Judicial Officer
- Court Administrator
- Judicial Support Personnel
- Other _____

Please indicate the division you work in:

- Criminal
- Civil
- Family (Domestic Relations, Child Custody)
- Juvenile Delinquency
- Probate
- Traffic
- Small claims
- One or more of the above
- None

Size of your courts annual budget:

- Less Than 1 Million
- 1.1 Million to 2.5 Million
- 2.6 Million to 4 Million
- Over 4 Million

Size of staff for court:

- 1 to 25
- 26 to 50
- 51 to 75
- 76 to 100
- Over 101

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Select an answer for each question that best describes your court.

Court Management and Leadership	No	Can Improve	Yes
We publish an annual report describing our purpose, role and the values we adhere to in the court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We set time standards and targets for case management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We keep data on our performance against these standards and targets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We hold meetings with court users, at least twice each year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We review our performance data and feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We use data and feedback to plan improvements in our performance and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We regularly provide information to court users and the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We use the feedback to improve our processes/procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide continuing professional education including management training to our judges and management staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We involve court staff in the court's review and planning processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our senior judicial officers are actively involved in our review, planning, court user and community education processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have developed a court culture consistent with our court values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Court Planning and Policies	No	Can Improve	Yes
We have a strategic plan that identifies the court's values, targets and plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a process for monitoring and reviewing the strategic plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have judicial and court policies to support our values, targets and plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We publish our policies and monitor compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We review our policies regularly to ensure court quality and efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Court Resources (Human, Material and Financial)	No	Can Improve	Yes
We manage the workload of judges and court staff so cases are decided in a timely and quality manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We predict and manage our resources to meet anticipated workloads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a professional development program for judges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our judges learn from, and communicate with, each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide judges with the information necessary to make fair decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have identified the training needs of court staff and our training program meets those needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have sufficient courtrooms/rooms to permit the timely processing of cases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court users feel safe in our courtrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We manage our financial resources efficiently and effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We allocate resources for actions identified in our strategic plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Court Proceedings			
	No	Can Improve	Yes
We comply with established benchmarks of timely case processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We manage cases against those time standards and we meet them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a policy on the charging, waiver, postponement or remittal of fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a policy on the collection of fees and fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court orders are enforced in cases of non-compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court staff and judges are committed to quality of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We review the role of judges and court staff to ensure efficiency of processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We regularly review our processes and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court records and case files are complete, accurate, and able to be retrieved quickly and maintained safely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decisions by our court are written clearly and accurately apply the law	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Client Needs and Satisfaction			
	No	Can Improve	Yes
We use feedback (including surveys, focus groups and dialogue sessions) to measure user satisfaction of:			
a) Court website users and the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Litigants and lawyers representing users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Witnesses and court experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Registry/office users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We report publicly on changes we implement in response to the results of surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We communicate clearly to defendants and their lawyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocates and court users assess the court's actions as fair and reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We listen to court users and treat them with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We analyze surveys and adjust policies and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Affordable and Accessible Court Services			
	No	Can Improve	Yes
We produce and distribute information to the public and businesses about the court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People are able to get their business with the court done in a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We make it easy for people to find the relevant courtroom in which a hearing is taking place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide people with disabilities with support and easy access to the court and our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our hours of operation make it easy for users to get their business done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our website is easy to negotiate and contains relevant information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our website is useful to users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We treat members of minority groups the same as everyone else	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide information to assist litigants without representation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Public Trust and Confidence

	No	Can Improve	Yes
We actively distribute information about the court and its operations to the public and users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We publish our performance against time standards and other benchmarks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We respond promptly to requests for information from court users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We can demonstrate that people leaving court understand the court programs and services they have experienced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a policy that outlines the process for making and dealing with complaints and we report on complaints received and their resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We publish information on court procedures and our complaints policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our accounts/expenditures are independently audited annually	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our published annual report includes:			
a) Performance data and survey feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Details of our purpose, role and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Information on court reforms/improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on court procedures is available to the public and communicated in a way they can easily understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>