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| **eCourts Survey** |
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This survey is being conducted to gain better understanding of the level and scope of the implementation of the eCourts system, the level of users’ satisfaction, the business processes covered by the system and its possible weak spots. It also aims to identify areas of potential improvement which should be implemented in the version 2.0 of the eCourt System.

We kindly request your honest and objective responses to this questionnaire. Please do not leave any item blank. Rest assured all information you will share will be kept confidential.

Thank you for your time and cooperation.

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| ***Sex*** | : |  |
| ***Age*** | : |  |
| ***Position*** | : |  |
| ***Type of court (1st level, 2nd level) and court station*** | : |  |
| ***Please specify (in years) how long you are using the eCourt system*** | : |  |

***PART I. Instruction:*** Briefly answer the following questions:

1. How would you describe the usefulness of the eCourts system in performing your work? Please put a check-mark in the appropriate column.

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| --- | --- | --- | --- | --- |
| Extremely Helpful | Very helpful | Moderately helpful | Slightly helpful | Not at all helpful |
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1. How would you describe your experience in shifting to the eCourts system? Please put a check-mark in the appropriate column.

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| --- | --- | --- | --- | --- |
| Very difficult | Moderately Difficult | Neither easy nor difficult | Moderately Easy | Very easy |
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1. If any, what were the challenges you encountered in shifting to using eCourts? Check as appropriate (multiple choice if applicable):

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|  | Literacy and Training: I did not receive the appropriate information and training I need to use if effectively. |
|  | Integration of Applications: The new system did not integrate with the older system/process I was used to. |
|  | Technical Issues: The system had too many errors/bugs whenever I used it. |
|  | Time: I needed more time to be familiar with the features of the new system. |
|  | Lack of adequate support: I had no one helping me and answering my questions about using it. |
|  | Self-Motivation: I was not particularly interested in using the system. |

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| Others, please indicate/explain: |
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1. In general, how would you describe your level of satisfaction in using the eCourts system? Please put a check-mark in the appropriate column.

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| --- | --- | --- | --- | --- |
| Totally dissatisfied | Slightly disappointed | Neutral | Partially satisfied | Fully satisfied |
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1. Have you receive the training in eCourts? How effective it was? Please check in the table the most relevant answer

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| --- | --- | --- | --- | --- | --- |
|  | I have received training from eCourts trainers | I have receiver training from MISO staff | I have received training from my co-workers | I haven’t received any training but I read user manual | I haven’t received any training neither user manual |
| *It was fully sufficient* |  |  |  |  |  |
| *It was just enough to start using the system* |  |  |  |  |  |
| *It was not enough, I still have problems in using system due to the lack of training* |  |  |  |  |  |

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| Was the training in eCourts system ever repeated? (how many times?): |
| Do you see the need for additional training in using the eCourts system? |

1. Please name the most important advantages of the eCourts software. Please refer to the advantages which directly affect your work.

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1. Please name the most important deficiencies of the eCourts software. Please refer to the deficiencies which directly affect your work.

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1. How would you describe the level of satisfaction from scope of the functionalities offered by the eCourts system? (please put a check-mark in the appropriate column)

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| --- | --- | --- | --- | --- |
| Totally dissatisfied | Slightly disappointed | Neutral | Partially satisfied | Fully satisfied |
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1. Please name the functionalities which in your opinion should be implemented in the system (yet which are not available in the current version). Please refer to the functionalities which are directly related to your work.

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1. How would you describe the level of satisfaction from the user interface of the eCourts system? (please put a check-mark in the appropriate column)

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| --- | --- | --- | --- | --- |
| Totally dissatisfied | Slightly disappointed | Neutral | Partially satisfied | Fully satisfied |
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1. Please name up to three interface features which in your opinion should be changed or added in the system.

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1. How would you describe the level of satisfaction from the intuitiveness of the eCourts system? (please put a check-mark in the appropriate column)

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| --- | --- | --- | --- | --- |
| Totally dissatisfied | Slightly disappointed | Neutral | Partially satisfied | Fully satisfied |
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1. How would you describe the level of satisfaction from the IT support provided for the end users? (please put a check-mark in the appropriate column)

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| --- | --- | --- | --- | --- |
| Totally dissatisfied | Slightly disappointed | Neutral | Partially satisfied | Fully satisfied |
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1. Please name up to three most important deficiencies (if any) in IT support provided to the end users.

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1. How often do you experience the problems with eCourts software and what is the gravity of these problems (please put check-marks in the appropriate rows/columns below)

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| --- | --- | --- | --- | --- | --- |
|  | Two times per day or more often | Every day | Once or couple of times per week | Once a month | Never |
| *Trivial* |  |  |  |  |  |
| *Minor* |  |  |  |  |  |
| *Moderate* |  |  |  |  |  |
| *Major* |  |  |  |  |  |
| *Critical* |  |  |  |  |  |
| *Blocker* |  |  |  |  |  |

Description of the problems:

***Trivial*** *-* cosmetic problem or inconvenience in using the system

***Minor*** - minor loss of function or other problem where easy workaround is present

***Moderate*** *-* problems (i.e. problems which visibly decrease your work efficiency but which are solved by IT support)

***Major*** - major loss of function preventing you from performing your duties for up to two hours

***Critical*** - crashes of the software which require restarting the software

***Blocker*** – serious problems preventing you from performing your duties for more than two hours

1. Please name the most important problems encountered during using of the eCourts software. Please refer to the deficiencies which directly affect your work.

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Thank you.