

# ZANZIBAR COURT USERS' SATISFACTION SURVEY

SUBMITTED TO: JUDICIARY OF ZANZIBAR

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## EXECUTIVE SUMMARY

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Public Sector reforms started in the 1990s as a measure to attain improved service delivery. Access to justice is no exception in this respect, hence, reforms in the legal sector are a component of public sector reforms. Subsequently, the Judiciary of Zanzibar has been undertaking legal sector reforms to improve court services. Among others, improvement in the legal sector is an input to speed up the attainment of the Zanzibar Development Vision 2050. One of the key aspirations of the Zanzibar Development Vision 2050 is to have a strong civil and criminal justice framework and infrastructure with highly accessible legal services for all and an effective judiciary system, including a focus on child justice through community rehabilitation programmes for child offenders

Reforms in the legal sector have been guided by the Five-Year Strategic Plans, the current one covering the period 2024/25-2028/29. Key priority areas were identified, and interventions started, with the goal of improving court services. They include making legal information more accessible to ordinary citizens, digitizing the case management system to enhance efficiency, expanding infrastructure, and increasing the number of judges and magistrates to expedite case resolution. This report presents findings of perceptions on how these reforms impacted the citizens of Zanzibar.

Since all citizens are potential customers of the court, the sampling frame was the population and census report of 2022. According to this report, Zanzibar has a population of 1,889,773. With this population, a sample size of 666 yields a margin of error of  $\pm 0.5$  with a 99% confidence level. Because the research team has disaggregated data in many variables, this sample was taken as a minimum to allow a small margin of error during disaggregation. The sample was divided into clients, non-clients, and court staff. The sample also included a few senior court officials to collect qualitative information through in-depth interviews (IDI) on various court issues, including procedures for promotion, training, and general operational challenges.

The performance of the Judiciary of Zanzibar is measured through the five key performance indicators, which are, court users/citizens satisfied with court services; court users/citizens satisfied with access to court services; court users/citizens satisfied with transparency in court services; court users/citizens satisfied with the quality of court; and alternative dispute resolution (ADR). To assess the performance of each of them, the research team has used several parameters to measure the indicator. The findings show that, generally, the Judiciary of Zanzibar has received high scores in four of them. In all those four, the percentage of court users/citizens who approve the Judiciary's performance is about 7 out of 10 and above.

Specifically, the percentage of court users/citizens who are satisfied with court services is 80%. While there is no significant difference between males and females in this key performance indicator, females are relatively more satisfied than males. The percentage of females satisfied with the court services is 83% compared to their male counterparts, which is 78%.

The assessment of court users/citizens satisfied with access to court services is based on how easy it is to get to the court and locate different offices in a friendly manner. Also, whether the costs associated with access to court services are perceived as high enough to be an obstacle to citizens accessing court services. The findings show that 7 out of 10 court users/citizens are satisfied with access to court services. Looking at various elements in this indicator, there is no problem with locating the court, travel time, or even locating a room within the court. Also, the costs of accessing various services seem not to be a serious issue. However, physical distance seems to be an issue for a relatively large majority. It is important, nevertheless, to note that Zanzibar is not a very big country, and so no one lives more than 10 kilometers away from a nearby court. Gender disaggregation shows that both males and females approve this key performance indicator equally (70%).

For the case of court users/citizens satisfied with transparency in court services, assessment focused on the easiness of accessing court process documents among the court users as well as transparency in the staff procedures to solve their internal grievances, complaints, as well as transparency on the general operation of the court activities. The findings show high satisfaction among both court users and court staff in this. Overall approval for this indicator is 67%. Unlike many other indicators in the assessment of the Judiciary's performance, males are relatively more satisfied, with 70% of them approving it compared with females (64%).

For the court users/citizens satisfied with the quality of court, the focus was on the handling of communication before the court hearing, the process of case management as well as the time taken to complete the case and any feedback if any, that is provided to court users in case of any unexpected delays. The findings show that overall satisfaction with the quality of the court is 65%. Regarding gender disaggregation, it is shown that females are relatively satisfied (69%) compared to their male counterparts, with 61% of them approving it.

Finally, is the alternative dispute resolution (ADR), whose understanding among court users/citizens is quite low (17%). This is not surprising as the service is not yet operational in the Judiciary of Zanzibar. Despite its limited application in Zanzibar, those who have heard about it, perhaps from the news or other people, have indicated that the service will be very useful.

Given these findings, there is room for the Judiciary of Zanzibar to further improve its court services. Communication improvements could increase the use of court services to more potential court users. Apparently, there are events that are organized by the Judiciary to create/increase awareness of court services, such as radio and television programmes, law

week, nanenane trade fair, and weekly morning de-briefing. These events are not known by the majority of court users. They could increase citizens'/court users' access to court services

A relatively large majority have indicated concerns about the distance to the court, which may result in some missing this service for that reason. In the long run, the Judiciary of Zanzibar may consider expanding the service to communities in the periphery. In the short run, the best option might be the use of mobile courts or video conferencing. While this may require investing in internet and electricity to the place where such services can operate, it is relatively easier than expanding court services. Within the same context, the establishment of alternative dispute resolutions is useful to reduce the caseloads that are brought to court.

Finally, improving the working environment among court staff is likely to improve court services. To ensure that all court staff have enough office space and access to on-the-job training to update them on the new developments, but also promotion is entitled to all staff, subject to meeting the required conditions. In addition to these, it is important to ensure that court compounds are modernized and installed with modern facilities like hotspots so that court staff and court users/citizens can access information requiring a mobile network.

## 1.0 INTRODUCTION

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Public Sector reforms started in the 1990s as a measure to attain improved service delivery. Access to justice is no exception in this respect, hence, reforms in the legal sector are a component of public sector reforms. Subsequently, the Judiciary of Zanzibar has been undertaking legal sector reforms to improve court services. Among others, improvement in the legal sector is an input to speed up attainment of the Zanzibar Development Vision 2050. One of the key aspirations of the Zanzibar Development Vision 2050 is to have a strong civil and criminal justice framework and infrastructure with highly accessible legal services for all and an effective judiciary system, including a focus on child justice through community rehabilitation programmes for child offenders.

Reforms in the legal sector have been guided by the Five-Year Strategic Plans, the current one covering the period 2024/25-2028/29. This strategic plan identified areas of interventions, with the ultimate goal of improving court services. The areas where interventions have been made include making legal information more accessible to ordinary citizens, digitizing the case management system to enhance efficiency, expanding infrastructure, and increasing the number of judges and magistrates to expedite case resolution. The question is, "To what extent have these reforms impacted the citizens of Zanzibar".

To answer this question, the Judiciary of Zanzibar (JoZ) has conducted Court Users' Satisfaction Surveys starting in late 2024. This survey is designed to assess public perceptions and levels of satisfaction regarding the quality, accessibility, and efficiency of court services. By gathering direct feedback from court users, the Judiciary aims to gain valuable insight into how well its reforms are being received and where further improvements are necessary.

This survey was conducted by REPOA, an independent research institution, to establish a baseline for measuring satisfaction with court services across the country. This baseline data serves as a critical reference point for future impact assessments, helping to track progress over time and highlighting areas requiring further enhancement. The survey has focused on the accessibility of court services, efficiency in case processing, the overall experience of citizens with the judiciary, and the transparency of judicial proceedings. In addition to these core areas, the survey also

assesses efforts to expand the geographical reach of court services. Key initiatives in this regard include the construction of smart courts, the promotion of alternative dispute resolution mechanisms, and the development of gender-sensitive justice strategies to ensure fair and equitable access to legal services. The findings from this survey will provide the Judiciary of Zanzibar with a clear understanding of the strengths of its reforms and highlight areas that require further development. Ultimately, this initiative seeks to enhance judicial services by ensuring they are not only available, accessible, and affordable but also aligned with the needs and expectations of the people they serve.

## 2.0 APPROACH AND METHODOLOGY

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### 2.1 *Sampling Procedures*

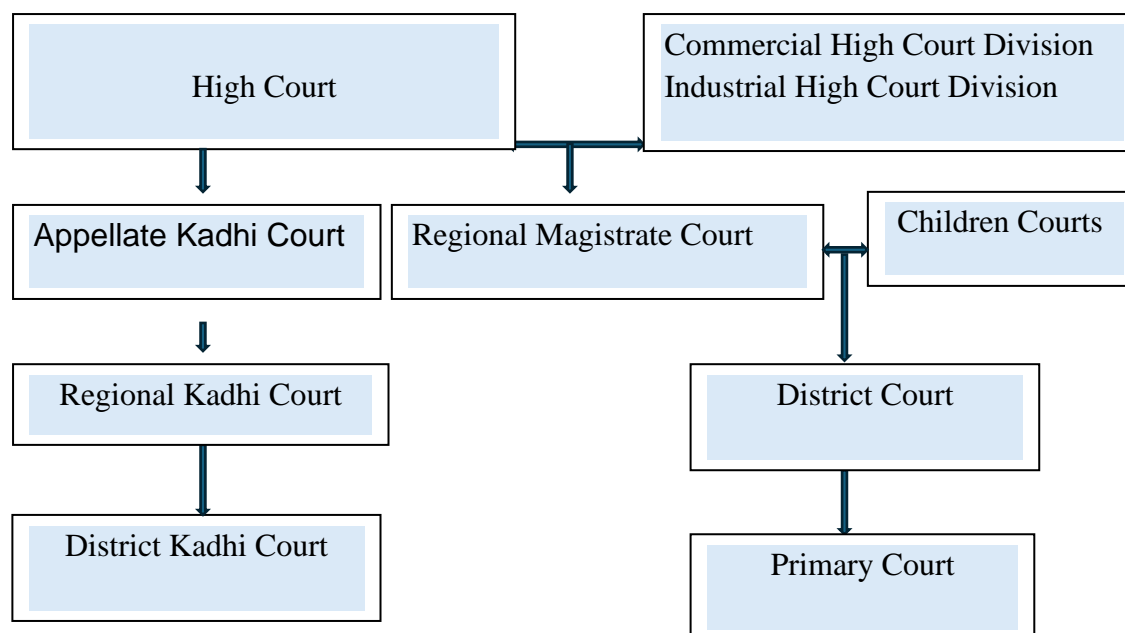
The survey presents a balanced and transparent picture of the citizens' perceptions on the judiciary's overall performance, highlighting its achievements and its challenges. Such insights will not only help in understanding the progress made but also provide a foundation for addressing gaps and reinforcing areas requiring attention.

To ensure the findings accurately reflect the experiences and perceptions or views of the population served by the Judiciary of Zanzibar (JoZ), the survey employed rigorous sampling procedures. These procedures ensure that the data collected is representative, inclusive, and reliable, thereby enhancing the credibility and utility of the report in guiding future improvements within the judiciary system.

### 2.2 *Selection of Facilities*

The Judiciary of Zanzibar has a total of 13 housed court facilities, 8 located in Unguja and 5 in Pemba. These facilities accommodate courts across all levels. Since the total number of facilities is relatively small and not very spread, the research team included all facilities in the survey, that is, 100% coverage. This helps to achieve comprehensive and accurate results that are representative, allowing for reliable generalizations. Within each facility, the research team visited all court levels spanning from the High court to the lowest-tier courts. To attain this, we used an implementation report for the Judiciary of Zanzibar, popularly known as "*RIPOTI YA UTENDAJI MAHKAMA YA ZANZIBAR*". This report has detailed information on all courts and all levels, and the annual population of court users served. The following organogram provides a summary of all courts by levels that were covered by our survey.

**Figure 1. Zanzibar Court Facilities by levels**



As seen in the above organogram, the High Court is at the top. There are two divisions, one on Commercial affairs, and another on Industrial affairs, both of which are part of the High Court. Below the High Court, there are two wings, one on the mainstream court, and the other is the Kadhi Court. Under the arm of Kadhi Courts, we have Appellate Kadhi Court, followed by the Regional Kadhi Court and at the bottom is the District Kadhi Court. At the mainstream wing, we have the Regional Magistrate Court, which also has an arm of the Children's court. Below this level is District Court and at the bottom is Primary Court.

Based on the above organogram, the research team visited the following court facilities in Unguja and Pemba:

**Table 1. The courts visited in Unguja**

<b>A</b>	<b>URBAN WEST REGION</b>
<b>1. Mwanakwerekwe shed: West B District in Sokoni Shehia</b>	
1.1	Urban West Regional Kadhi's court
1.2	West A District Kadhi's Court
1.3	West B District Kadhi's Court
1.4	Urban District Kadhi's Court
<b>2. Vuga court shed: Urban District in Mnazi Mmoja Shehia</b>	
2.1	Urban West Regional Magistrate Court
2.2	West A District Court
2.3	West B District Court
2.4	Urban District Court
2.5	Children Court
2.6	Mwanakwerekwe Primary Court
<b>3. Mwera court shed: West A District in Mwera Shehia</b>	
3.1	Regional Magistrate's Court of South Unguja
3.2	Central District Court
3.3	Central District Kadhi's Court
3.4	Mwera Primary Court
3.5	Land tribunal
<b>B</b>	<b>NORTH UNGUJA REGION</b>
<b>4. Mahonda shed: North B District in Mkataleni Shehia</b>	
4.1	Regional Magistrate's court of North Unguja
4.2	North Unguja Children's court
4.3	North "B" District Court
4.4	North "B" Kadhi's Court

4.5	Mahonda Primary Court
<b>5. Gamba shed: North A District in Gamba Shehia</b>	
5.1	North Unguja land Court
5.2	North "A" District Court
5.3	North "A" District Kadhi's Court
5.4	Mkokotoni Primary Court
<b>C</b>	<b>SOUTH UNGUJA REGION</b>
<b>6. Makunduchi shed: South District in Kiongoni Shehia</b>	
6.1	South District Court
6.2	South District Kadhi's Court
6.3	Makunduchi Primary Court
<b>7. Chwaka shed: Central District in Chwaka Shehia</b>	
7.1	Chwaka District Kadhi's Court
7.2	Chwaka Primary Court
<b>8. Tunguu shed: Central District in Tunguu Shehia</b>	
8.1	High Court of Zanzibar Main Registry
8.2	High Court Industrial Division
8.3	High Court Commercial Division
8.4	South Unguja Children's Court
8.5	Appellate Kadhi's Court
8.6	Chief Kadhi's Court

Source. Zanzibar Court Survey 2025

**Table 2: The courts visited in Pemba**

<b>D.</b>	<b>SOUTH PEMBA REGION</b>
<b>9. Chake Chake shed: Chake chake district in Kichungwani Shehia</b>	
9.1	High Court
9.2	Regional magistrate Court
9.3	Regional Kadhi court
9.4	District court
9.5	District Kadhi Court
9.6	Primary Court
9.7	Land court
<b>10. Mkoani shed: Mkoani District in Ng'ombeni Shehia</b>	
10.1	District court
10.2	District Kadhi Court
10.3	Primary Court
<b>11. Kengeja shed: Mkoani district in Kengeja Shehia.</b>	
11.1	Kengeja primary court
<b>E</b>	<b>NORTH PEMBA REGION</b>
<b>12. Konde shed: Micheweni district in Konde Shehia</b>	
12.1	District court
12.2	District Kadhi Court
12.3	Primary Court
<b>13. Kipangani shed: Wete district in Kipangani Shehia</b>	
13.1	Regional magistrate court
13.2	Regional Kadhi Court
13.3	District court
13.4	District Kadhi Court
13.5	Primary court

**Source:** Zanzibar Court Survey 2025

## **2.3 Selection of Respondents**

### **2.3.1 Sampling Procedure**

For individuals within the facility, the primary unit of analysis for assessing the quality of court services consisted of users and providers of court services. Users were expected to provide an assessment from the demand side. They are the ones receiving court services and they should get the service that is of the required standard. In this category, first, we have ordinary people, defendants or claimants, on various cases that were on the court premises waiting for a court appearance or had already appeared in court. In this category, there were also police officers, prison officers, and welfare officers as users of court services. Secondly, there were representatives of the claimants (lawyers and/or advocates). Advocates here includes representatives of the Zanzibar Law Society. Finally, there were non-clients (general public), which include people who are either relatives or friends accompanying those who are to appear in the court, ordinary citizens with no any court use, sampled from *Shehia* which are close to the court premises, and the business community. This group was also considered to be important because, as mentioned earlier, they have their own perceptions about the court services although they had no court cases at the time of the survey.

From the supply side, court workers provided information on supply constraints that may have a negative bearing on the quality of court services they provide. Workers are likely to have positive opinions on the environment within which they work, like good office space, and timely payments of salaries. Other incentives, like promotion and training, are also expected to be provided without favoritism from the workers' perspectives

In addition to collecting and analyzing data directly from these key stakeholders, the research team gathered administrative information to contextualize the findings from the individuals explained earlier. This data provides a broader understanding of the operational environment and the systemic factors influencing court services. This approach complements survey data to provide a holistic view of the court system in Zanzibar and to ensure that the findings are robust, and representative of the judicial services provided across all levels.

### 2.3.2 Sample Size

The research team used the most recent population and housing census to estimate the sample size, allowing for statistical inference. The use of the population and housing census as a sampling frame was based on the argument that each person is a potential customer of the court services. Currently, the population of Zanzibar is 1,889,773, and it is distributed in five regions, three in Unguja and two in Pemba. With this population size, a sample size of 666 yields a margin of error of  $\pm 0.5$  with a 99% confidence level. Thus, this size was used as a minimum threshold of our sample size. The sample size was distributed to regions according to the share of the regional population. That is, if a region has 20 percent of the total population, then it will take 20 percent of the total sample.

Within a region, the vertical distribution of the sample was based on the share of the cases handled at that level as per the Court's Implementation Report of 2023. While the earlier plan was to visit each facility once, the research team was compelled to visit a few facilities more than once, depending on the number of clients with ongoing cases on a given day. That is, courts with fewer clients were visited for additional days to ensure comprehensiveness in terms of the allocated number of responses, but also the type of cases. As pointed out earlier, the allocated number of respondents was used as a minimum threshold, so we needed to interview slightly more than the allocated number in most facilities. In each facility visited, the interview covered those found in the court seeking court services and the ordinary citizens who were not seeking court services living within the *Shehia* close to the court. The business community within the same *Shehia* was also part of the sample. In general, the non-clients included those who accompanied their relatives/friends seeking court services, and also common citizens with no business with the courts at the time of the survey, and the business community living in the *Shehia* close to the court premises.

Regarding court staff, the Judiciary of Zanzibar has a total of 460 employees, comprising 256 males and 204 females. Of these, 348 staff members are based in courts across Unguja, while 112 are stationed in Pemba. Given the relatively small workforce within the Judiciary of Zanzibar, the research team decided to sample 20% of the total staff, resulting in a sample size of 92 workers. Similar to the sampling approach used for court users, the distribution of court staff in the sample was

proportional to their representation in each court. Furthermore, within each court, the sample was allocated according to the proportion of staff at different levels.

Based on the sampling procedure discussed above, in total, the sample size should have been 758 respondents, including both court service users, service providers, and non-clients. However, the results become more robust if a larger sample is taken as long as this does not alter the proportion of each population characteristic included in the sample. Subsequently, the following table provides a summary of the actual sample size for court users and staff across different regions.

**Table 3: Sample Size of Court Users by Region**

Region	population	Proportion of population	Sample size	Surveyed sample
Urban West	893,169	0.5	315	498
North Unguja	257,290	0.1	91	114
South Unguja	195,873	0.1	69	122
North Pemba	272,091	0.1	96	135
South Pemba	271,350	0.1	96	143
<b>Total</b>	1,889,773	1	666	1,012

Source: Author's computation using Housing and Census

**Table 4: Sample Size of Court Staff by Regions**

	n	%
Urban West	51	38%
North Unguja	20	15%
South Unguja	22	16%
North Pemba	18	13%
South Pemba	23	17%
<b>Total</b>	134	100%

Source: Zanzibar Court Survey 2025

## **2.4 Data Collection Approach**

REPOA deployed a combination of quantitative and qualitative methods in gathering data on the key indicators of service satisfaction. REPOA developed the relevant set of data collection instruments that capture information on indicators of interest implied by the specific objectives of the study. The instruments were approved by the Judiciary of Zanzibar before they were formally used in the field. Interviews were conducted at the facilities for both users and suppliers of court services and others within the vicinity of relevant courts.

Specifically, the data collection approach was as follows:

### **2.4.1. Face-to-face polls within the court facilities**

There were two sets of face-to-face interviews. One was a service satisfaction questionnaire, which was administered to a random sample of court users at all facilities and the general population. The second set was conducted for the staff, selected randomly within the court facility, considering different cadres. They were interviewed on the working conditions and their views on various entitlements available to them.

### **2.4.2. Key informant interviews**

Comprehensive key informant interviews were conducted with the primary objective of gaining deeper insights into critical areas of institutional operations. These discussions focused on key themes, including supervision and inspection, infrastructure and ICT enhancements, human resources and promotions, alternative dispute resolution (ADR), as well as challenges and recommendations for improvement. The interviews aimed to examine the effectiveness of supervision and inspection processes, identifying existing gaps, best practices, and potential areas for enhancement. In terms of infrastructure and ICT advancements, the discussions sought to assess the adequacy of current facilities, the integration of technology in operations, and opportunities for further digital transformation to improve efficiency.

Additionally, the interviews explored human resources and promotions, addressing concerns related to workforce development, career progression, training opportunities, and policies governing promotions. The objective was to evaluate

whether current HR practices effectively support employee growth, motivation, and retention.

The aspect of alternative dispute resolution (ADR) was also a key focus, with an emphasis on understanding the adoption and implementation of ADR mechanisms, their effectiveness in resolving conflicts, and any challenges faced in utilizing non-litigious dispute resolution methods.

Furthermore, the interviews sought to identify challenges and recommendations across all these areas, highlighting key obstacles, limitations, and potential solutions to improve institutional effectiveness and service delivery.

#### **2.4.3. Interview with a facility in charge and physical observation of facilities**

Data about facilities available at courts and the helpfulness of information services, such as noticeboards, were collected through facility-level observations. Some of the information on factors affecting the quality of service was collected through an instrument administered to an officer who was either in charge of the facility or any other appointed by the in-charge to provide such information.

## 3.0 DEMOGRAPHIC CHARACTERISTICS AND INFORMATION

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### **3.1 Introduction**

This section discusses demographic information to ensure a thorough and nuanced understanding of the diverse users interacting with the judicial system in Zanzibar. Demographic details such as age, gender, and occupation provide critical insights into how different groups experience and engage with court services, revealing potential variations in satisfaction levels across these categories. Additionally, the user's level of education and legal literacy are essential for evaluating the accessibility of court services and the overall understanding of the legal processes in place. Geographic location data is equally important, as it distinguishes users from different regions and districts, helping identify any regional or district-based disparities in how court services are delivered. Furthermore, information on the specific type of case the individual is involved in—whether civil, criminal, family-related, or land dispute, for example—as well as the user's role in the proceedings, such as litigant, lawyer, or witness, is crucial. This data helps gauge satisfaction levels based on the nature of the case and the type of interaction with the court. Also, the section addresses factors such as people with special needs status, ensuring the survey is inclusive of all individuals and helping identify any barriers to accessing justice for people with disabilities, thereby promoting a more equitable and accessible judicial system.

### **3.2 Distribution of Respondents by Region and Participants**

As noted in the earlier section, the research team interviewed a total of 1,146 respondents. It was also pointed out that the sample size is distributed to regions depending on the population of the regions, about the national population. Using that criterion, the distribution of the sample by region is presented in the table below:

**Table 5: Distribution of respondents by Region**

Region	Client	Non-Client	Staff	Total
Urban West	284	214	51	549
South Unguja	68	54	22	144
North Unguja	58	56	20	134
North Pemba	80	55	18	153
South Pemba	70	73	23	166
Total	560	452	134	1146

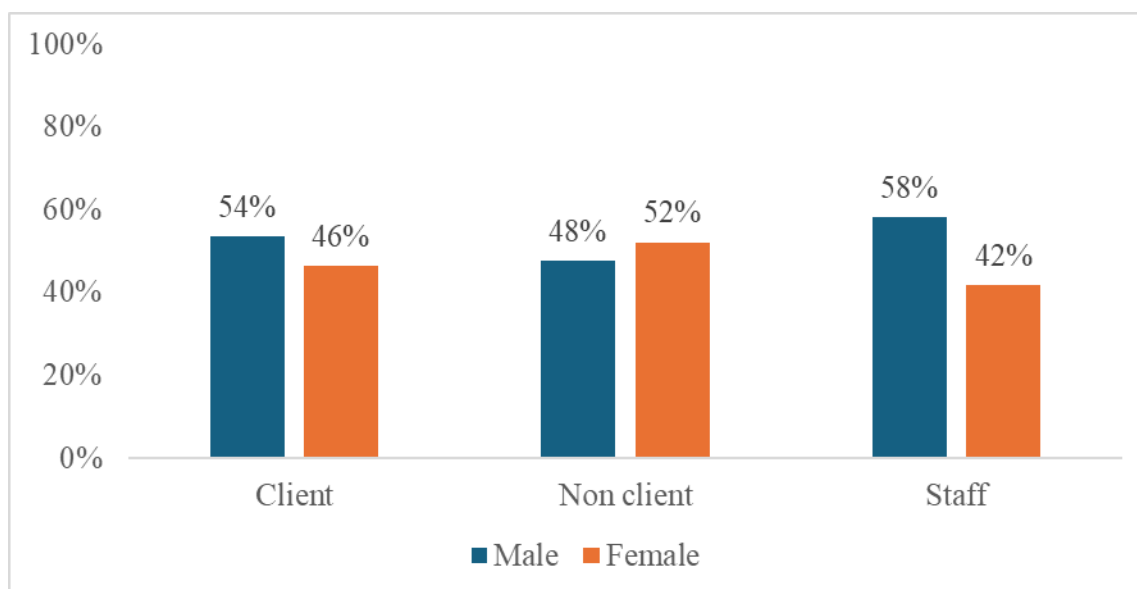
**Source:** Zanzibar Court Survey 2025

As expected, the largest share of the sample has gone to Urban West, which has the largest population in the country. There is no significant variation between the other remaining four regions because the differences in population size are not very large. This distribution cuts across clients, non-clients, and staff. Urban West has a majority of all these categories because it serves many people, hence large numbers of both clients and non-clients. Because of the high demand for court services, it has the largest number of staff, hence a large staff sample.

### **3.3 Gender of Respondents**

The survey was not designed to be gender representative. The clients' respondents were picked as they appeared at the court, and non-clients were randomly picked. However, the gender balance of respondents is an important aspect of the analysis of perceptions because some issues are gender sensitive. Thus, disaggregation of analysis by gender can guide the design of interventions that will increase gender equality in access to important services. The figure below provides the distribution of respondents by gender, which shows a very good gender balance across all three groups, that is, for clients, non-clients, and staff. As seen, in the client category, there were more males than females, perhaps because men are relatively more exposed to actions or activities requiring adjudication than women.

**Figure 2. Respondents by Gender**



**Source:** Zanzibar Court Survey 2025

The figure reveals that, among all participants, 53% were men and 47% were women, with these individuals divided into the categories of clients, non-clients, and court staff. Overall, men outnumber women, and this trend is reflected in the client category, where there are more male clients than female clients. However, in the non-client category, women are relatively more represented than men. This is not surprising, given that the non-client category includes individuals who are accompanying family members or friends for case hearings. Furthermore, when examining the staff category, there are more men than women, indicating that the workforce within the judiciary has disproportionately more males.

Further disaggregation of the above analysis by looking at separate court staff and the clients and non-clients gives very interesting results. Starting with court staff, the table below provides a snapshot of the distribution of staff by their categories.

**Table 6: Respondent by staff category**

Staff category	Frequency	Percent
<b>Magistrates/judges</b>	35	26%
<b>Kadhi</b>	4	3%
<b>Court Messenger</b>	6	4%
<b>Court Admin/HR Officers</b>	4	3%
<b>Court clerks</b>	56	42%
<b>Accountants</b>	3	2%
<b>Office Attendants</b>	19	14%
<b>Personal Secretaries</b>	6	4%
<b>Security guard</b>	1	1%
<b>Total</b>	134	100%

**Source:** Zanzibar Court Survey 2025

The picture portrayed by the table above is not surprising as the typically technical personnel in the Judiciary are the majority. The table shows that the cadres that comprise the majority of staff are Court clerks (42%), magistrates/judges (26%), and office attendants (14%). Other cadres have a staff composition that is less than 10%. Disaggregation of the above statistics by gender is presented in the table below.

**Table 7: Court Staff category by gender**

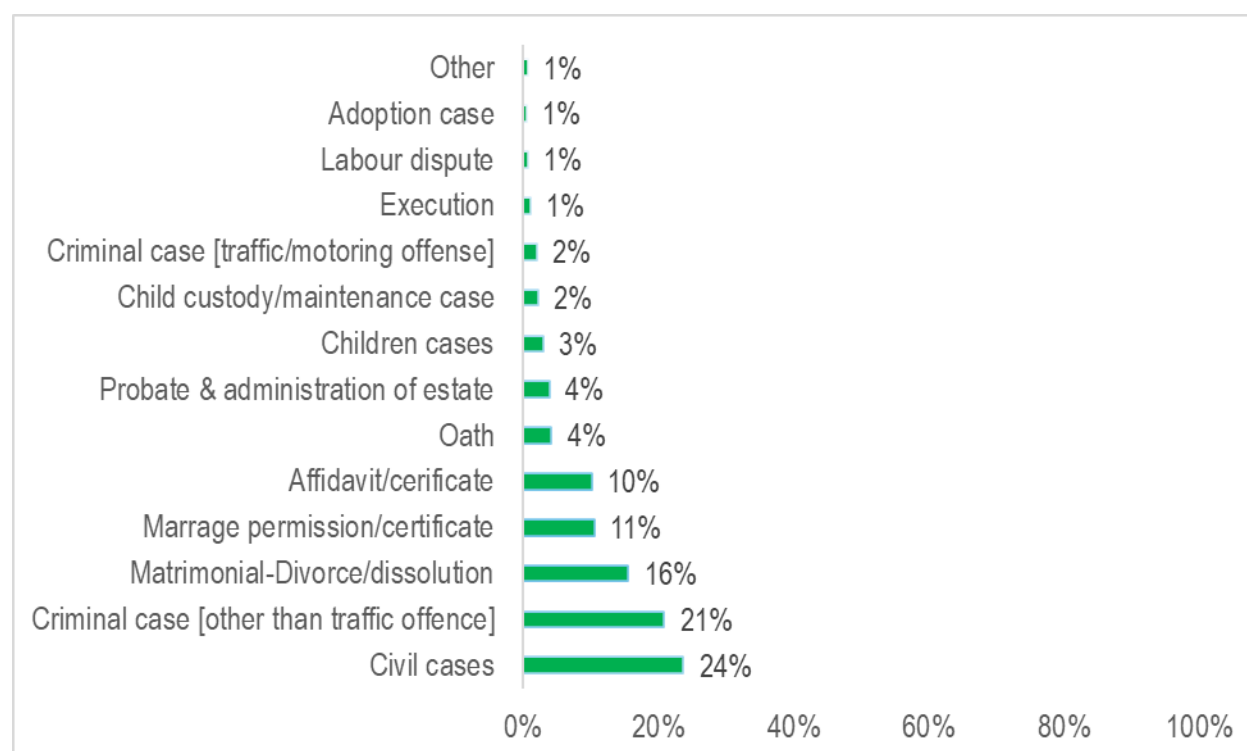
	Male	Female	Total
<b>Magistrates/judges</b>	18% (24)	8% (11)	26% (35)
<b>Kadhi</b>	3% (4)	0% (0)	3% (4)
<b>Court Messenger</b>	4% (5)	1% (1)	5% (6)
<b>Court Admin/HR Officers</b>	0% (0)	3% (4)	3% (4)
<b>Court clerks</b>	23% (31)	19% (25)	42% (56)
<b>Accountants</b>	0% (0)	2% (3)	2% (3)
<b>Office Attendants</b>	9% (12)	5% (7)	14% (19)
<b>Personal Secretaries</b>	1% (1)	4% (5)	5% (6)
<b>Security guard</b>	1% (1)	0% (0)	1% (1)
<b>Total</b>	<b>58% (78)</b>	<b>42% (56)</b>	<b>100% (134)</b>

**Source:** Zanzibar Court Survey 2025

Looking closely at those cadres with the majority of staff, there is a fair gender balance in the Court clerk category, with males being 23% and females being 19%. However, there is a big gender gap in the category of magistrates/judges, where males are more than double the percentage of females (8%). While the other majority category (office attendants) has relatively more males (9%) than females (5%), the gap is not as large as that of the magistrates/judges. Given that magistrates/judges are the top cadre in the Judiciary system, more efforts are needed to improve gender balance at this level of the judiciary.

In terms of clients, we analyze their distribution by the type of case that brought them to court. The following figure provides a summary of that distribution:

**Figure 3: Type of case of the client (percent of respondents)**



**Source:** Zanzibar Court Survey 2025

The figure above shows that there are five types of cases, each with at least 10% of all cases presented at the court. The category with the largest percentage of cases is civil, with 24% of all cases. This is closely followed by criminal cases other than traffic offences, with 21%. The others are matrimonial (divorce/dissolution) with 16% of all cases, marriage permission/certificates (11%), and affidavit/certificate with 10% of all

cases. Other cases make up less than 10% of all cases. Disaggregation of cases by gender is presented in Table 8 below:

**Table 8: Type of case by gender**

	Gender		
	Female	Male	Total
<b>Criminal case [other than traffic offense]</b>	7%	14%	21%
<b>Criminal case [traffic/motoring offense]</b>	0%	2%	2%
<b>Civil cases</b>	11%	13%	24%
<b>Children cases</b>	1%	2%	3%
<b>Child custody/maintenance case</b>	2%	1%	2%
<b>Matrimonial-Divorce/dissolution</b>	10%	6%	16%
<b>Adoption case</b>	0%	1%	1%
<b>Probate &amp; administration of an estate</b>	1%	3%	4%
<b>Labor dispute</b>	0%	0%	1%
<b>Execution</b>	0%	1%	1%
<b>Other</b>	0%	1%	1%
<b>Oath</b>	2%	2%	4%
<b>Marriage permission/certificate</b>	5%	6%	11%
<b>Affidavit/certificate</b>	6%	4%	10%
<b>Total</b>	46%	54%	100%

**Respondents were asked:** *What type of case brought you to this court today?*

As seen in Table 8, males have a larger proportion of court clients (54%) than females (46%). It also shows that males are more prone to criminal-related cases than their female counterparts. Males dominate most of the cases, except Matrimonial-Divorce/dissolution cases. Again, this is not surprising as females tend to become more of the victims of causes related to divorce, especially when it comes to the distribution of properties produced before divorce.

## 4.0 PRE-COURT EXPERIENCES AND JUDICIARY EFFICIENCY

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### 4.1 Contract the Courts before Visits

The survey team aimed to explore the different ways in which individuals were contacted before attending court for their case hearings. The primary objective was to assess the effectiveness of communication and transparency in case scheduling to avoid preferential treatment between the courts and court users, ensuring that individuals receive timely and sufficient information about their scheduled appearances. Effective communication is crucial in enabling court users to prepare adequately, reducing instances of missed hearings, and improving overall efficiency in judicial proceedings. The table below provides information on whether a court user was contacted or not before getting to the court promises.

**Table 9. Clients contacted before appearing in the Court**

	N	%
No	421	75%
Yes	139	25%
Total	560	100

**Court Clients were asked:** Were you contacted by the court before you came to the court today?

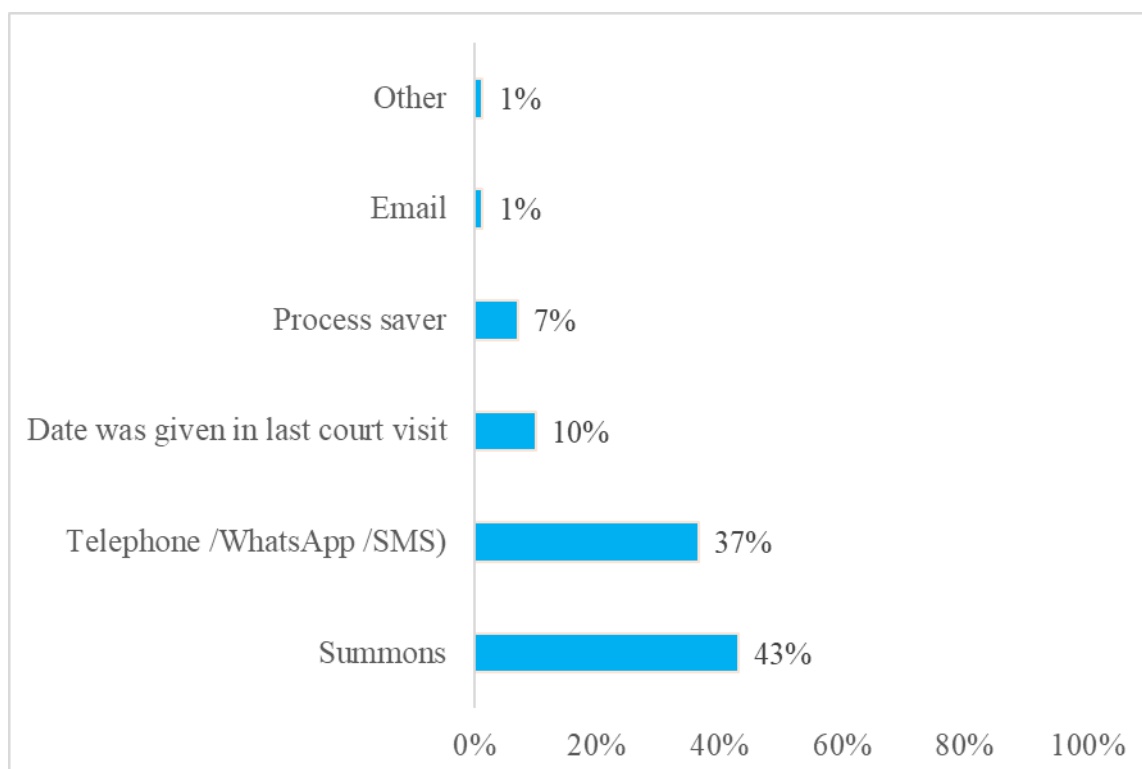
The findings revealed that approximately 25% of respondents who participated in the survey reported being contacted by the court before their scheduled hearing. This indicates that the portion of court users receiving formal notifications, reminders, or other forms of communication in advance is low. However, it is important to recognize that not all court services require prior notification. In many instances, only a few individuals involved in ongoing hearings or those appearing in court for the first time receive official communication. For other court-related matters that do not necessitate prior contact, users are generally expected to attend as per their scheduled dates without the need for additional reminders.

These findings highlight the importance of ensuring that those who do require court notifications receive them in a timely and reliable manner. Strengthening communication methods—such as using phone calls, emails, or automated text message reminders—can enhance court attendance, minimize confusion, and improve overall access to justice.

## 4.2 Contract Methods

The court utilizes various methods to communicate with its clients, and these methods have evolved significantly over time, particularly with advancements in communication technology. As technology has improved, how the court reaches out to and interacts with individuals seeking its services has become more diverse and efficient. Figure 4 below offers a detailed summary of the different communication channels used by the court, highlighting the ongoing developments and shifts in the communication process to better serve the needs of clients.

**Figure 4: Means of communication**



**Respondents were asked:** *What method did the court use to contact you?*

The figure above demonstrates that while the court uses a variety of communication methods to reach out to its clients, the most common and primary method for notifying individuals before their court appearance is through summons. According to the data, slightly more than four out of ten respondents (43%) reported receiving communication via summons. This traditional method remains the most widely used.

The second most common communication method was through modern electronic channels, including phone calls, WhatsApp, or SMS. Around 37% of court users stated that they were informed about their court dates through these channels, reflecting the growing role of technology in court communications.

However, a smaller percentage, 10%, mentioned that they were notified of their scheduled court date only on the last day their case was heard. This method, though less frequent, suggests a last-minute communication approach, which can create confusion or inconvenience for those involved.

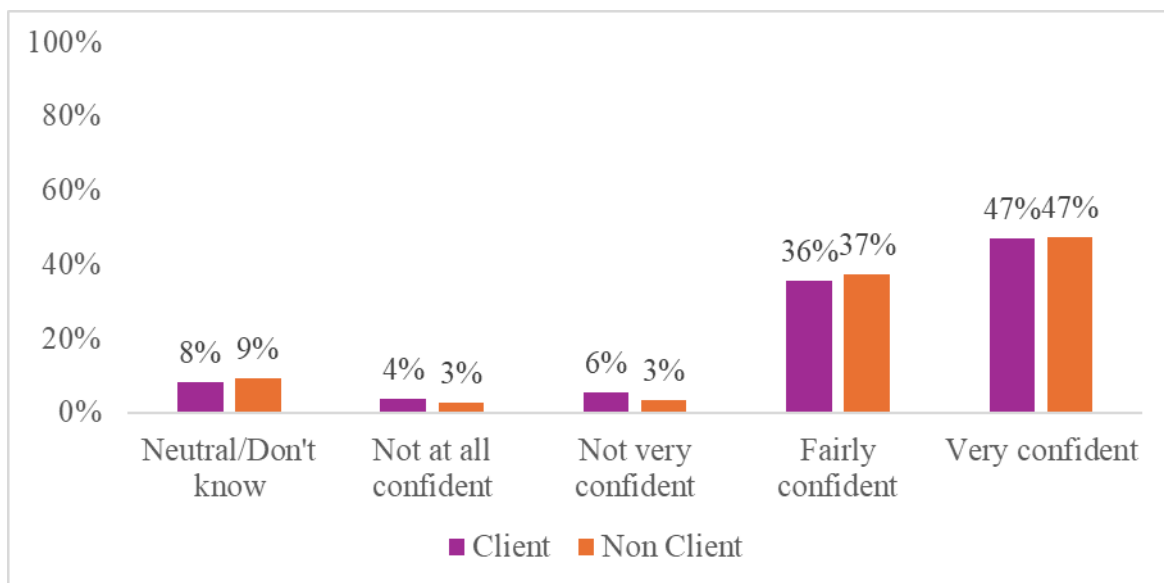
Other communication methods, such as through a process server or email, were used much less frequently, with fewer than 10% of respondents reporting that they were contacted in these ways.

Given the widespread use of mobile phones and digital platforms, it would be beneficial for the court system to enhance its use of electronic communication methods, such as SMS, WhatsApp, and email, to ensure timely and efficient notification of court dates. Implementing these channels more consistently could reduce last-minute notifications and ensure that all individuals are well-informed ahead of their court appearances.

### ***4.3 User Confidence in What to Expect from the Court Visit***

Getting to the court as an accused does not need one to worry, if that person is confident that the judgment will be fair. The research team investigated this aspect by asking court users about the confidence they have in the outcome of their case in terms of fairness. Figure 5 below provides a summary of the response to this issue:

**Figure 5: User and potential user confidence with the court visit**



**Court clients were asked:** Before you came to the court today, how confident were you that you knew what to expect from your visit?

The majority of court clients (83%) who were seeking services on the day of the survey indicated that they had a clear understanding of what to expect during their visit to the court. Of these, 47% expressed a high level of confidence in their knowledge of the court process, describing themselves as very confident. Meanwhile, 36% stated they were fairly confident about what to anticipate.

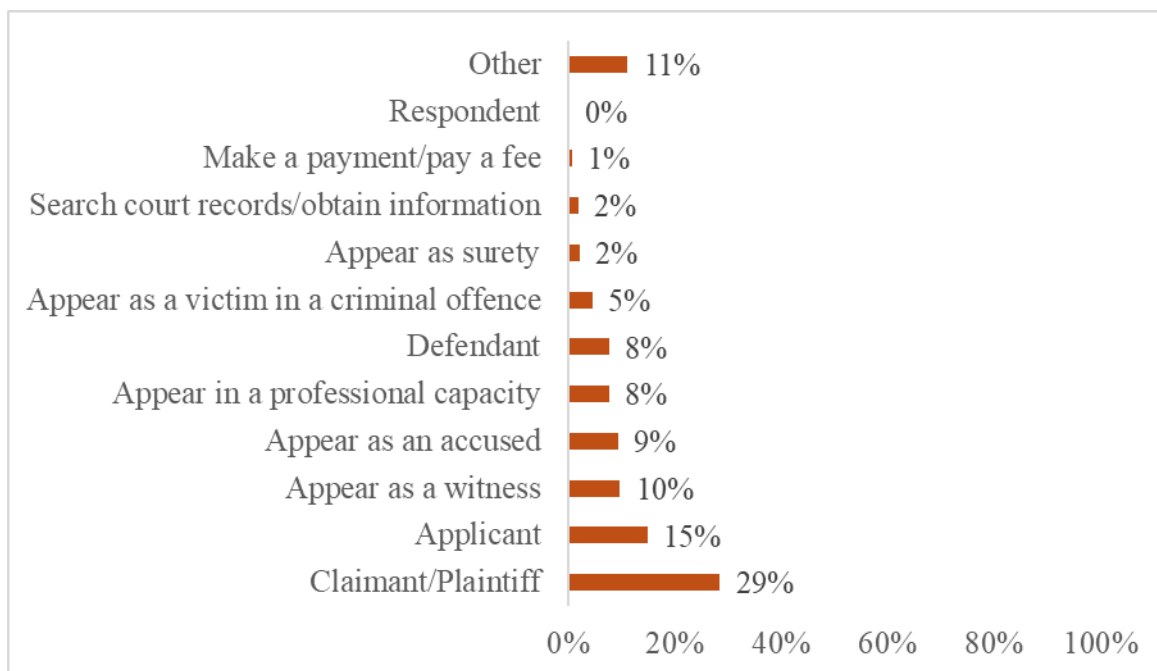
A similar pattern was observed among potential court users, the respondents who were not seeking services on the day of the survey but are likely to seek services in the future, referred to as non-clients. Among these individuals, 84% reported having a clear understanding of what to expect from the court process. Within this group, 47% were very confident in their knowledge, while 37% were fairly confident, showing that even those not directly involved with court services had a strong awareness of the procedures.

This indicates that a significant majority of both court clients and non-clients possess a good understanding of what to expect when engaging in the court system, with many expressing a high level of confidence in their knowledge.

#### 4.4 Client Categories Contacted before Court Visits

Court users visit the court for various reasons. As noted earlier, others come as claimants, others as defendants, others just to accompany their friends/relatives, and many other reasons. The research team wanted to know the category of those that were contacted prior to visiting the court. Figure 6 below presents information about such categories.

**Figure 6: Category of Court Users who were contacted prior to visiting the court**



**Respondents were asked:** What kind of business brought you to this court today?

As noted earlier, some court clients are indeed involved in certain legal proceedings requiring prior notification before their scheduled court hearings. However, others do not need such advanced contact, as their cases do not require any formal summons or advance reminders from the court.

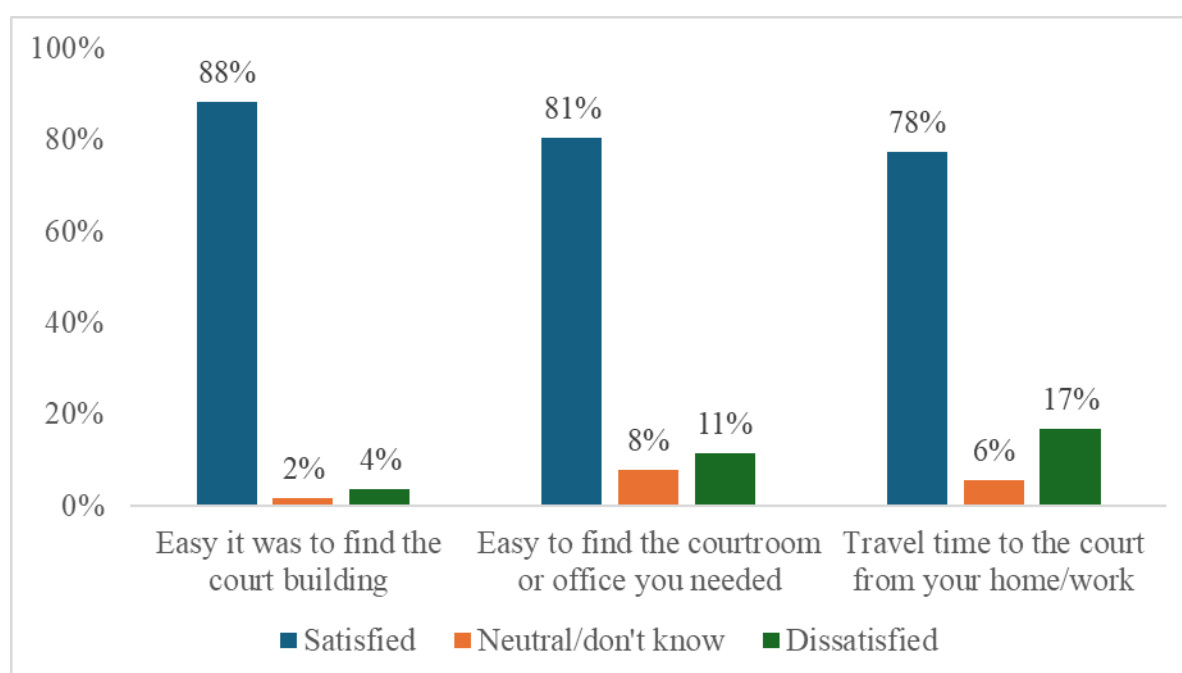
For the services that did require prior notification, cases involving a claimant or plaintiff were the most frequently associated with advance communication. The survey findings indicate that nearly three out of ten respondents (29%) reported being contacted before their scheduled court appearance, highlighting the importance of prior notifications in such cases. Applicants and those who appear as witnesses are two other categories that have at least 10% of respondents reported to have been contacted in advance of their appearance at the court. The remaining categories reported less than 10% having been contacted in advance of their case hearing.

## 5.0 ACCESSIBILITY OF COURT SERVICES

### 5.1 Access to the Court Premises and Buildings

Accessibility of any service is an important determinant of whether to use the service or not. Ensuring that every person, regardless of his or her condition, has access to justice is an important component of good governance. This survey assessed this aspect by asking court users to rate their satisfaction with the physical accessibility to the court in three aspects, namely, locating court buildings, finding a courtroom/office within the court building, and distance in terms of travel time to the court. Figure 7 below provides details of responses on the three aspects:

**Figure 7: Physical accessibility of courts**



**Court clients were asked.** Overall, how satisfied or dissatisfied are you with each of the following aspects of court service accessibility?

The survey findings indicate that a substantial majority, almost 9 in ten (88%), expressed their satisfaction, stating that they could easily find the court buildings. Conversely, a small fraction, around 4%, reported difficulties in locating the court building.

Within the same context of accessibility, respondents were asked about their experience in finding specific courtrooms or offices within the court building. This is aimed at assessing signs that direct court users in specific courtrooms or other offices within the court to which they need services. The results show that slightly more than 8 in ten (81%) court users were satisfied with the ease of locating the courtroom or office they needed, suggesting that navigation within the court premises is relatively smooth for most users.

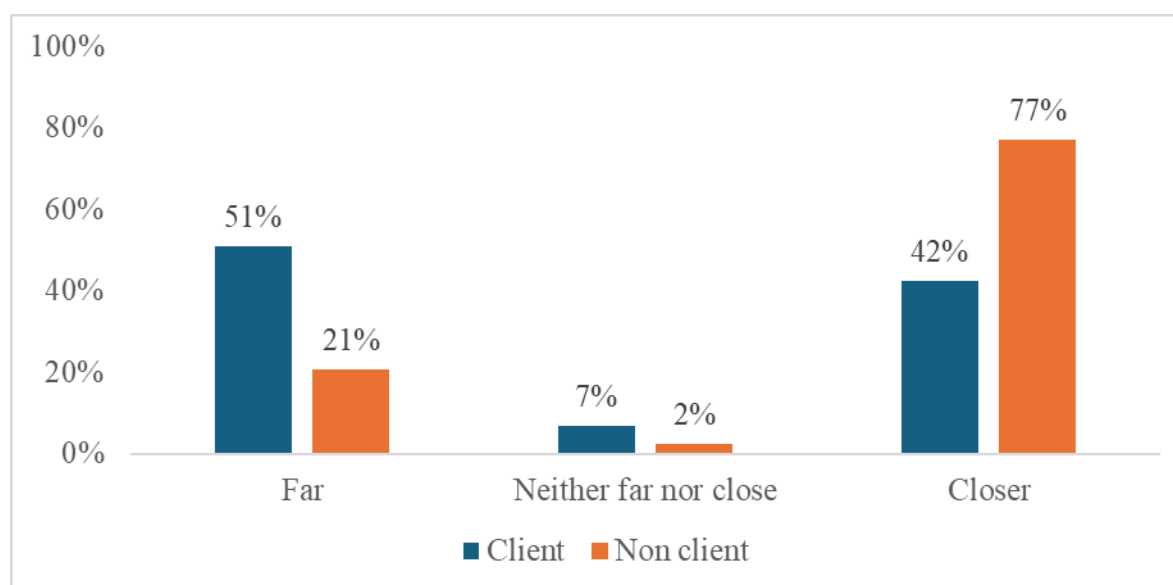
The survey further investigated the time taken by court users from their residences to the court premises. The research team acknowledges that the time to the court premises from the residence may vary depending on factors such as distance, transportation availability, road infrastructure, and individual circumstances. This assessment combined all factors by asking about time. The findings show that nearly eight out of ten respondents (79%) expressed satisfaction with the time it takes to travel from their home or workplace to the court. This implies that most of the court facilities are close to the residents. It may also mean that even if some court facilities are a bit further from residences, the available road infrastructure is reasonably good so that it shortens travel time.

Overall, these findings suggest that most court users do not face significant challenges in accessing court buildings, locating specific offices, or traveling to the premises. However, we still have a small segment exceeding 10% who experience difficulties in two aspects: locating a specific office they need within the court building, and those spending more time travelling to the court facilities. This highlights the importance of continuous improvements in signage, to expanding facilities, or improving road infrastructure for easy court accessibility.

## ***5.2 Distance and Monetary Cost of Accessing Courts***

The preceding section has analyzed accessibility, emphasizing the time to get to the court facility. The consideration was distance and road infrastructure, and satisfaction was high. In this section, the focus is on the distance and associated costs to get to the court facilities. As noted earlier in the methodology section, the research team interviewed clients and non-clients, the latter including ordinary citizens in the vicinity of courts. To obtain a realistic picture, the analysis disaggregated clients and non-clients. Figure 8 below provides a summary of these findings:

**Figure 8: Distance to the court facility**



**Respondents were asked:** *How far from your residence, would you say, this court facility is?*

As expected, there is a significant difference in the distance between clients and non-clients. The survey findings reveal that slightly more than half (51%) of the interviewed court clients reside at a considerable distance from the court premises. Among these respondents, 15% reported living very far from the court, while 36% stated that they lived a moderate distance away. On the other hand, 77% of non-clients say that they live closer to the court facilities. As explained earlier, non-clients included common citizens who are living near the court premises. These findings highlight the varying levels of accessibility among court users in terms of distance. Notwithstanding these results, it is important to note that Zanzibar is geographically small, so the average distance between households and the court facilities will not be more than five kilometers. This is reflected in the time it takes to reach these facilities, which is considered favourable by the majority of respondents.

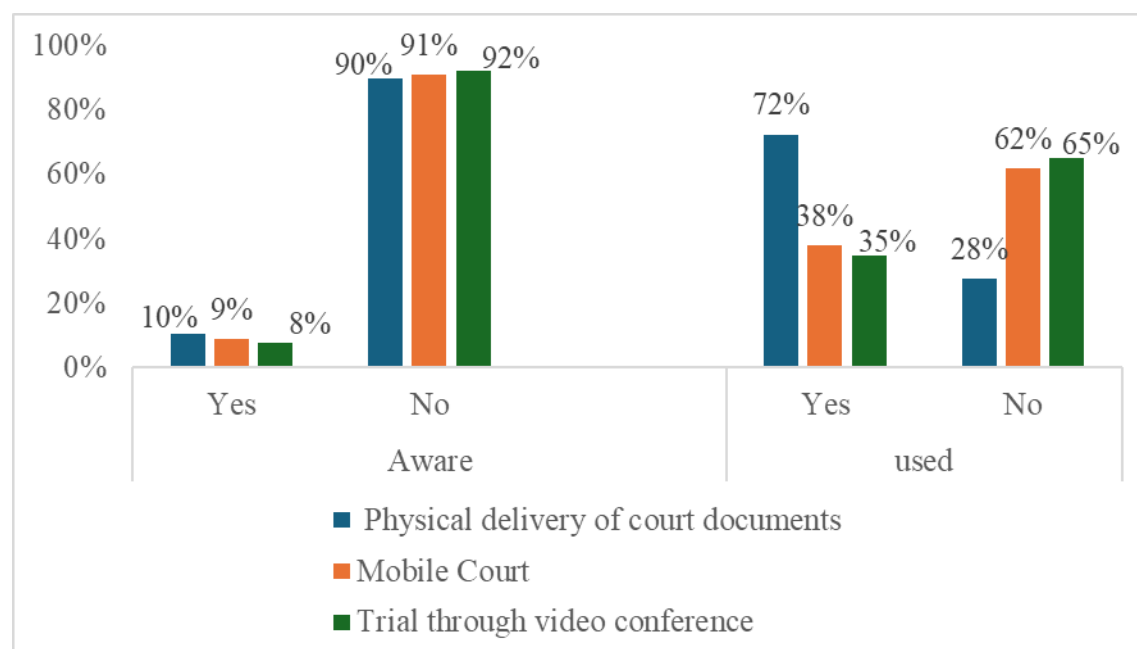
## 5.3 Alternative Judicial Reforms and Public Awareness

### 5.3.1 Bridging the Gap

As part of increasing accessibility to court services, the Judiciary of Zanzibar has continued to undertake reforms to enhance access to and transparency in justice by reducing the necessity for physical presence in traditional court buildings. These reforms aim to address several challenges, including the growing backlog of cases, the need for increased workplace efficiency, and the adoption of modern technological solutions to streamline legal processes. Additionally, economic efficiency has played a crucial role in shaping these changes, ensuring that judicial operations remain cost-effective while expanding access to a broader population.

To achieve these goals, the judiciary needs to implement mobile courts, video conference trials, and the physical delivery of court documents. These initiatives will bring legal services closer to the people, especially those living in remote or underserved areas. While these initiatives are not yet operational in the Judiciary of Zanzibar, the research team asked whether court users/citizens have heard of them. Figure 9 below provides a summary of awareness of such court services:

**Figure 9: Awareness of alternative means of delivering court services**



**Respondents were asked.** Are you aware of the following alternative Court services?

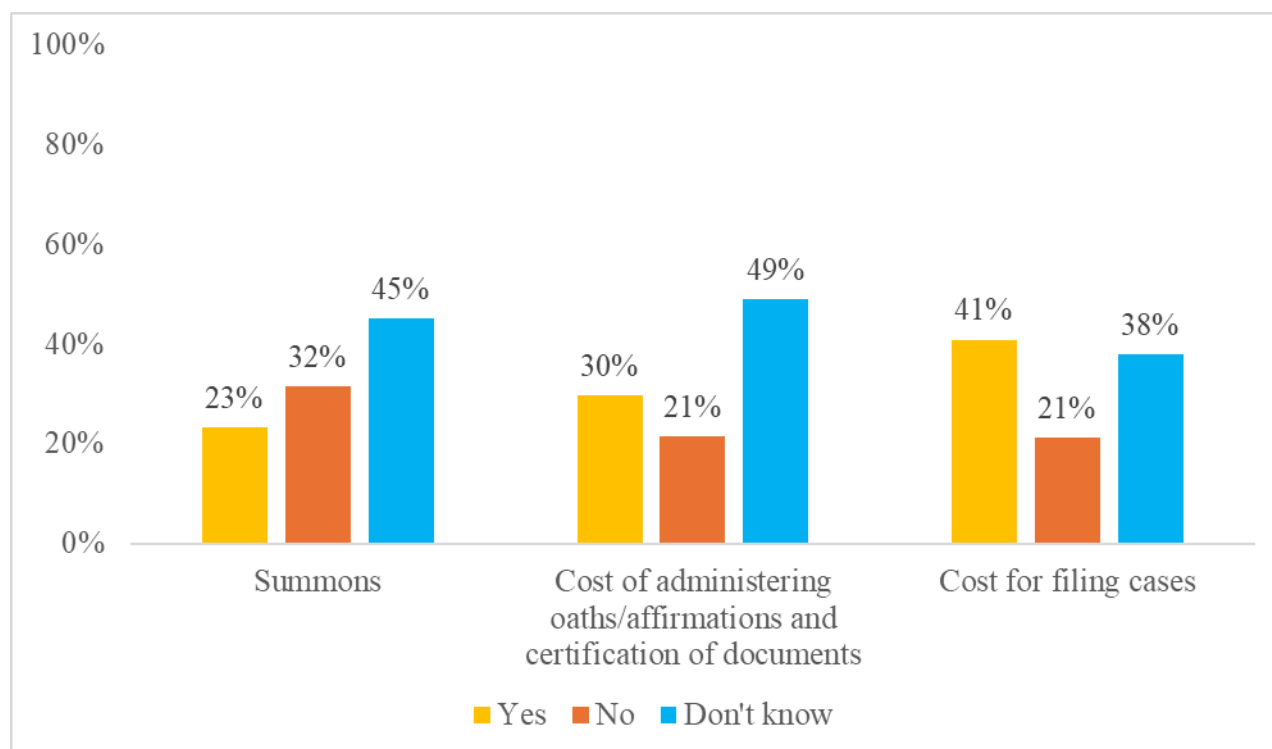
As mentioned earlier in this section, the mobile court system allows judicial proceedings to take place outside traditional courtrooms by traveling to various locations to deliver swift justice. These courts primarily handle minor offenses such as traffic violations, environmental infractions, and petty crimes, reducing the need for individuals to travel long distances to court. Mobile courts have significantly improved access to justice for marginalized communities in other areas, including Mainland Tanzania. As seen in Figure 9 above, the survey revealed that more than 9 in ten court users/citizens are unaware of mobile courts, video conferencing technology, or physical delivery of court documents. High level of unawareness is not surprising because the facilities are not operational in the Judiciary of Zanzibar. The small proportion of court users/citizens who have shown awareness are mainly from watching such experiences in the media or they may have interacted with other Zanzibarians who have experienced such facilities elsewhere.

Given the importance of such facilities in terms of improving access to justice, the ongoing reforms may have to consider introducing them and engage in mass media campaigns to increase their awareness so that they can be used effectively.

#### ***5.4 Court Services Charges***

Payments for various services in court are subject to the reasons that brought a customer to court. For instance, one may or may not be required to make a payment for a summons depending on whether they are defendants or complainants. The payments on their own may not be a serious issue for court access, unless the citizens perceive that they are unaffordable. Figure 10 below provides a snapshot of citizens' views on whether selected court services are subject to user fees.

**Figure 10: Court service charges**



**Respondents were asked.** Based on your experience, does the court charge fees for these services? In other words, are you normally required to pay for these services?

The above figure shows that court clients' views that the court imposes charges for some services. Those claiming that the court charges some services range between 21% on summons to 41% on filing a case. The corresponding figure for administering oaths/affirmation and certification of documents is 30%.

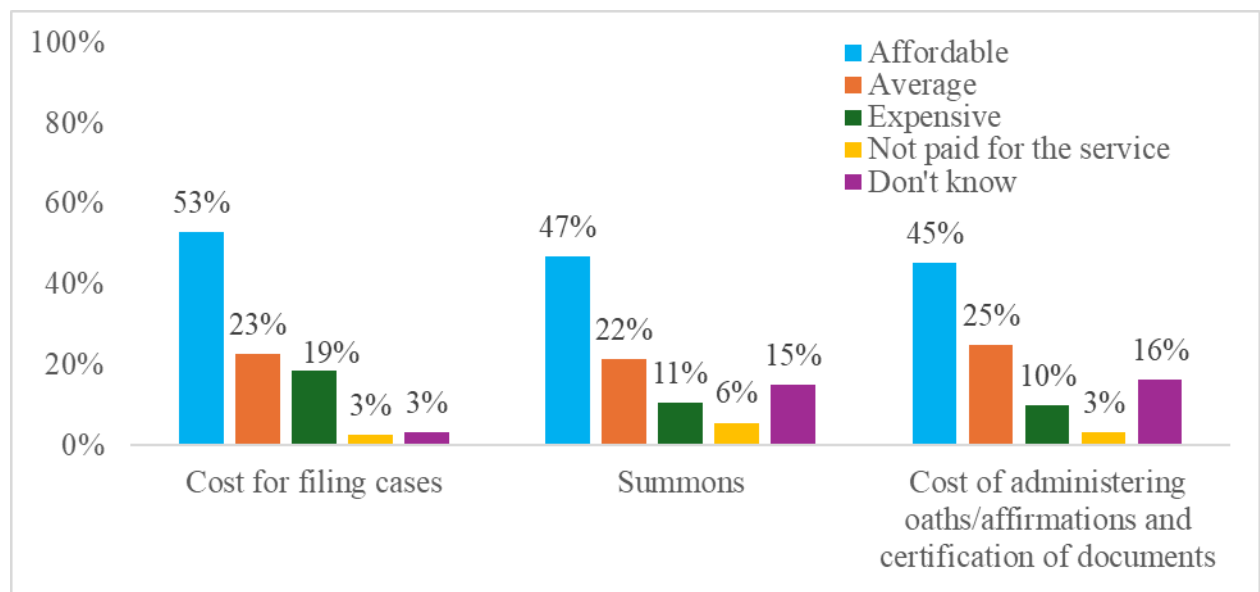
As explained earlier, charges may not necessarily deny accessibility unless they are perceived as expensive. In other words, these expenses should not create barriers that prevent individuals from accessing essential services, especially for citizens from low-income households. Recognizing the importance of affordability and accessibility, the court sought to gather insights from its clients regarding their ability to meet these costs. Table 10 below provides information on the affordability of court services:

**Table 10: Court service charges by type of case**

	<b>Summons</b>	<b>Cost of administering oaths/affirmations and certification</b>	<b>Cost for filing cases</b>
<b>Criminal case [other than traffic offence]</b>	12%	26%	29%
<b>Criminal case [traffic/motoring offense]</b>	8%	33%	58%
<b>Civil cases</b>	38%	35%	54%
<b>Children cases</b>	24%	29%	59%
<b>Child custody/maintenance case</b>	23%	38%	46%
<b>Matrimonial-Divorce/dissolution</b>	32%	20%	46%
<b>Probate &amp; administration of estate</b>	23%	36%	68%
<b>Labour dispute</b>	25%	50%	100%
<b>Execution</b>	43%	71%	71%
<b>Oath</b>	13%	29%	25%
<b>Marriage permission/certificate</b>	15%	13%	30%
<b>Affidavit/certificate</b>	14%	49%	21%
<b>Other</b>	0%	0%	0%
<b>Adoption case</b>	0%	0%	0%
<b>Average</b>	23%	30%	41%

**Respondents were asked:** Based on your experience, does the court charge fees for these services? Or are you normally required to pay for these services? (% who said Yes)

**Figure 11: Affordability of the cost charged for court services**



**Respondents were asked.** Based on your experience, how would you rate the cost of accessing services related to the court business that brought you here today?

The findings reported in Figure 11 reveal diverse perspectives on court fees. Among court clients who acknowledged the existence of such charges, 45% stated that the cost of administering oaths, affirmations, and certification of documents was either affordable or quite affordable, while 25% considered these costs to be moderate or manageable. However, 10% found these services to be either expensive or very expensive. Similarly, 47% of respondents reported that they could afford the cost of summons, whereas 22% felt that the fees were average or somewhat burdensome, and 11% perceived them as expensive or very expensive.

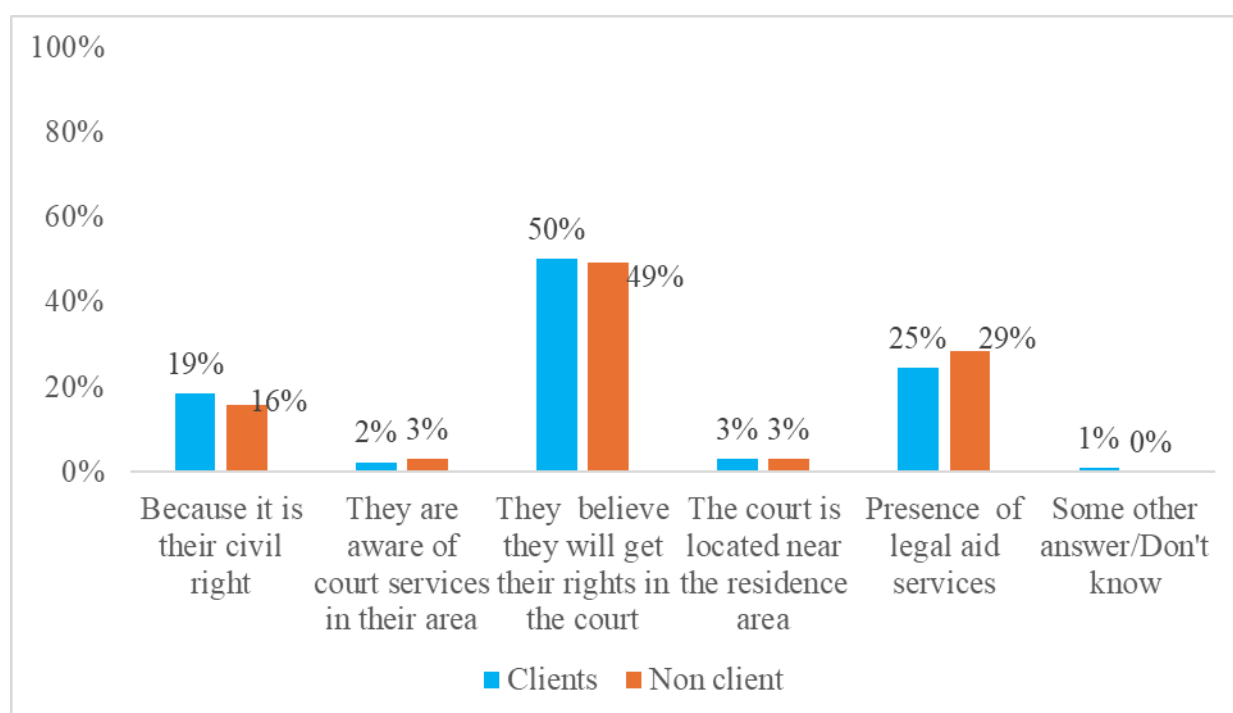
Furthermore, more than half of the clients (53%) expressed confidence in their ability to cover the cost of filing cases, while 23% viewed the cost as reasonable or somewhat difficult to manage. However, 19% of participants categorized the filing fees as either expensive or very expensive. Disaggregating these findings by court cases gives similar trend, that is majority are in the category of affordable and average.

These findings highlight the fact that while a considerable portion of individuals can afford the court fees, a significant number still find some charges to be moderately burdensome or financially challenging. This underscores the need for a balanced approach to court fees, ensuring that legal services remain accessible and affordable for all members of society, regardless of their financial standing.

## 5.5 Reasons as to Why People Take Cases to Court

Part of assessing accessibility involved asking citizens on the key reasons as to why people take legal matters to court. The responses reveal several factors that influence individuals' decisions to seek justice through the formal judicial system. Figure 12 below provides a summary of their responses:

**Figure 12: Reasons for people taking cases to court**



**Respondents were asked:** *Why do people take the cases to court?*

Half of all respondents (50% of clients and 49% of non-clients) state that they trust the fairness of the judicial system in upholding and administering rights before the law. This confidence in the courts as a means of securing justice motivates individuals to pursue legal action, believing that their rights will be properly recognized and protected.

Additionally, the availability of legal aid services emerged as another significant factor. About three in 10 respondents (25% of clients and 29% of non-clients) indicate that they chose to take their cases to court because legal aid services are accessible near their place of residence. The proximity and availability of legal assistance make it easier for individuals, particularly those with limited financial means, to navigate the legal system and seek justice.

Furthermore, a sense of civic duty and legal entitlement also played a role in the decision to pursue legal action. About two in ten (19% of clients and 16% of non-clients) reported that they took their cases to court simply because they viewed it as their fundamental civil right. These individuals believed that engaging with the legal system was not only a necessity but also a responsibility, ensuring that justice is upheld, and legal disputes are resolved through appropriate channels.

Overall, these findings highlight the critical role of trust in the judiciary and access to legal services play in shaping people's decisions to seek their rights through the court system. Expanding legal aid services and increasing public confidence in judicial processes are important ingredients for citizens to utilize the court system to access justice.

## 5.6 Use of Technology to Access the Court Services

The judiciary has been developing various methods to enable its clients to present their issues more easily and quickly. These efforts have included the use of different approaches, such as information and communication technology (ICT) tools and direct communication methods. Through ICT, services like SMS/WhatsApp, phone calls, and email have been used, along with traditional mail and a complaints desk. Table 11 below shows the accessibility of these services by court users:

**Table 11. Technology-driven access to the Court for complaint handling**

Communication method	No	Yes	Total
Complaint desk	87%	13%	100%
SMS/WhatsApp	96%	4%	100%
Telephone	87%	13%	100%
Letters	89%	11%	100%
E-Mail	98%	2%	100%

**Respondents were asked:** *Which of the following communication methods do you normally use to send complaints and receive responses to your complaints*

Despite the availability of these options, their usage has been very low, with the utilization rate for each method ranging between 13% and below for regular court users. The limited use of these technologies means that still majority of citizens still access the service mostly by physical appearance on the court premises, thus spending more time on services that they could obtain online or by phone. Given the wide usage of mobile phones in the country, limited use of these services is likely associated with a lack of awareness.

## 6.0 ACCESSIBILITY OF CASE-RELATED INFORMATION

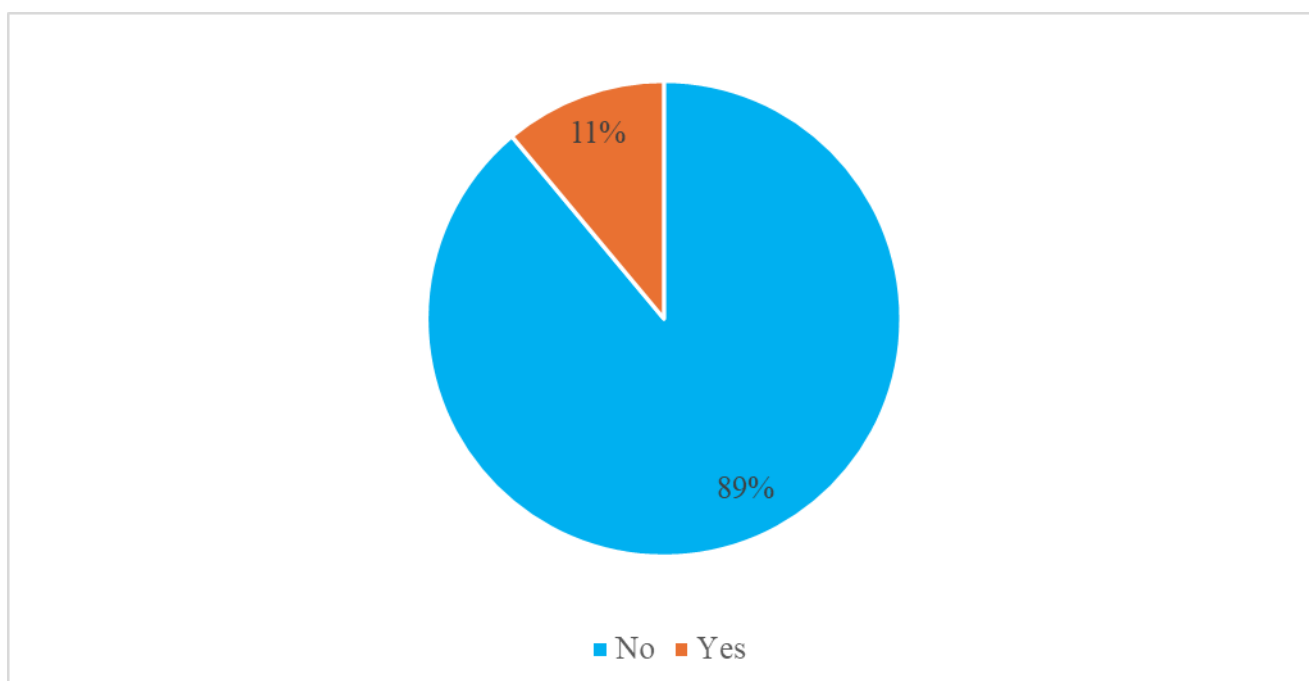
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### 6.1 Clients Need Case-Related Information

The Judiciary of Zanzibar is working to improve access to court process documents, including proceedings, judgments, and decrees, as part of its commitment to enhancing transparency. Providing access to these documents helps facilitate better interaction between court users and service providers.

To assess this need, the research team first sought to determine whether court clients had attempted to access any court documents in the recent past. Figure 13 presents a summary of their responses.

**Figure 13: Users need for case-related information**



**Respondents were asked:** Whether during the last 2 years, have you needed to obtain court process documents (proceedings, judgments, or decrees, etc.) at this court?

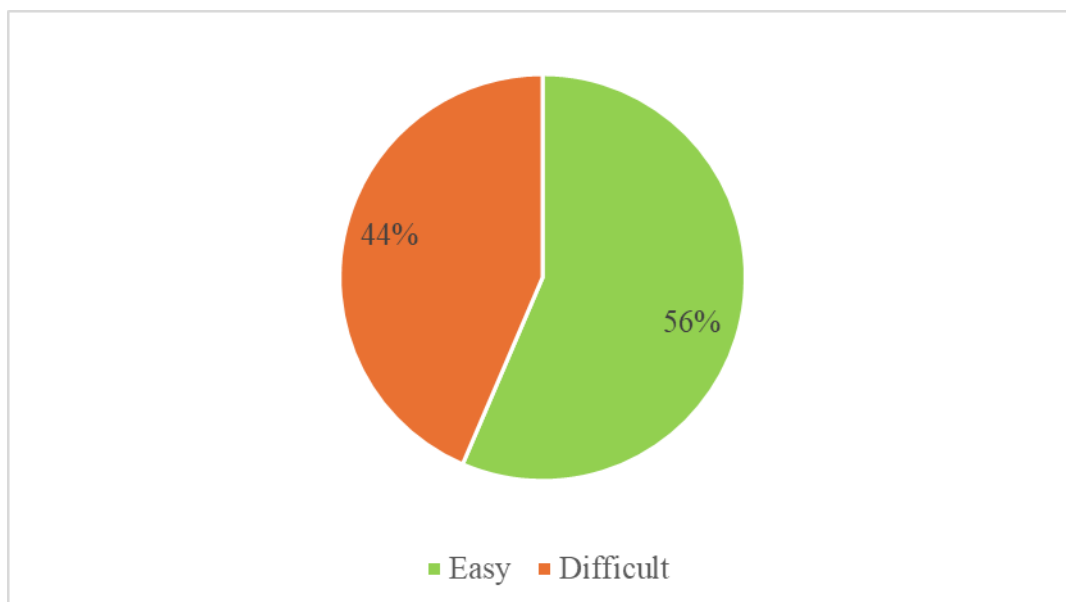
From the above figure, about nine out of ten (89%) court clients did not require documents pertaining to court processes (including proceedings, judgements, or

decrees, etc.). In other words, only one out of ten (11%) needed court process documents. Further analysis of those who needed documents is discussed below.

## 6.2 Obtaining a Court Process Document

The researchers aimed to gain a comprehensive understanding of the procedures followed to acquire a court process document over the past two years. They sought to determine whether the steps involved in obtaining such legal documents were straightforward and efficient or if court clients encountered challenges and obstacles that made the process difficult.

**Figure 14: Accessibility to case-related information**



**Respondents were asked:** If you have EVER obtained/needed to obtain a process document in the past 2 years, how easy or difficult would you say it was to obtain the documents when you needed them?

Figure 14 provides an overview of the accessibility of court documents based on responses from individual court clients who have needed such documents. According to the data, a little over half of the respondents, specifically 56%, reported that they found the process of obtaining court documents to be relatively easy. However, a significant portion, amounting to 44%, encountered challenges in accessing these documents.

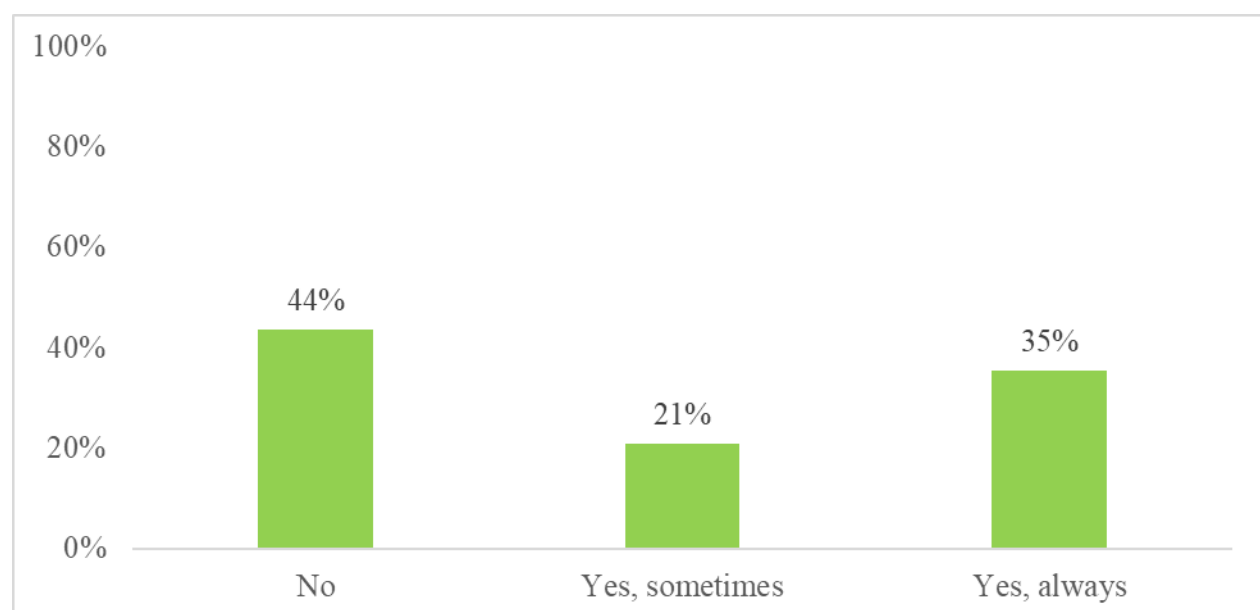
Among those who faced difficulties, the responses were further categorized to show the extent of the challenges experienced. Of the 44%, nearly a quarter of the respondents, precisely 23%, indicated that they found it somewhat difficult to access the documents. Meanwhile, an additional 21% stated that they experienced significant difficulties, describing the process as very difficult.

From this data, it is evident that nearly half of those who required court documents faced obstacles in acquiring them. This finding highlights a critical issue regarding the accessibility of legal documentation. It suggests that the Judiciary of Zanzibar should focus on improving the efficiency and accessibility of its document retrieval process to ensure that individuals who require these documents can obtain them more easily and without unnecessary delays or complications.

### 6.3 Fees for Case-Related Documents

Another aspect of access to information considers the financial costs. Here, the research team wanted to know if one is required to make any payments to access case documents. The documents being referred to here are Civil Case Documents, Criminal Case Documents, Probate and Administration of Estates, or Other Court Documents. Figure 15 provides information on whether court users are asked to pay for accessing necessary documents.

**Figure 15: Fee requirement to access case-related information**



**Respondents were asked:** Are you normally required to pay to access court documents?

Nearly half of the individuals who accessed court documents, specifically 44% of the respondents, reported that they were not required to make any payment to obtain the necessary documents. This suggests that, for a significant number of people, court documents were available free of charge.

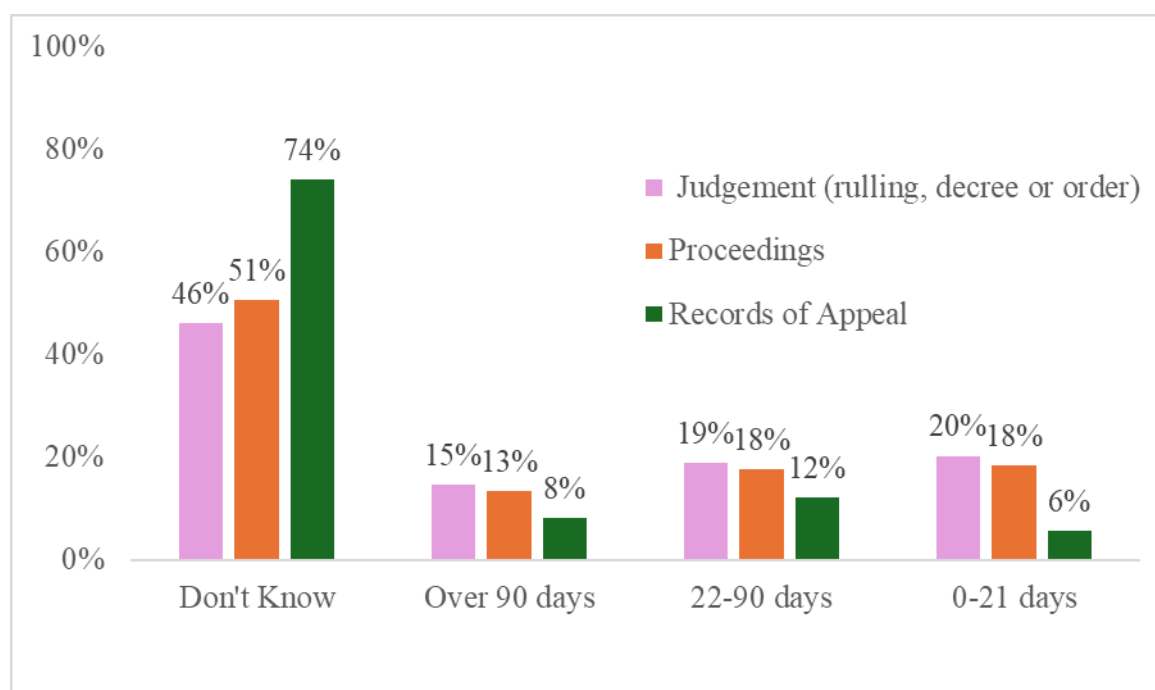
On the other hand, a slightly larger portion, representing 56% of respondents, indicated that they had to pay a fee to access these documents. However, the frequency of payment varied within this group. About 21% mentioned that they were occasionally required to pay, meaning there were instances when they could obtain the documents at no cost. Meanwhile, a larger share, 35%, stated that they were consistently charged a fee whenever they needed to acquire court documents.

It is important to recognize that some court documents are provided free of charge, while others require payment. In certain cases, documents can be accessed at no cost, whether in physical or electronic format. However, in other instances, individuals may be required to pay a fee when retrieving them from the court. This inconsistency in document accessibility and payment requirements highlights the need for further investigation. Despite these seemingly inconsistent, except for a very small proportion of court users/citizens, the cost of case documentation and processing has not been a serious challenge to accessing court services.

#### ***6.4 Time Taken to Obtain Case-Related Documents***

The timely completion of the case is one important area for court reforms. One component of this is the time it takes for one to receive relevant court documents to enable the court user to proceed to the next step of the case. Figure 16 summarizes responses from court users on the time taken to access different court documents.

**Figure 16: Time taken to obtain case-related documents.**



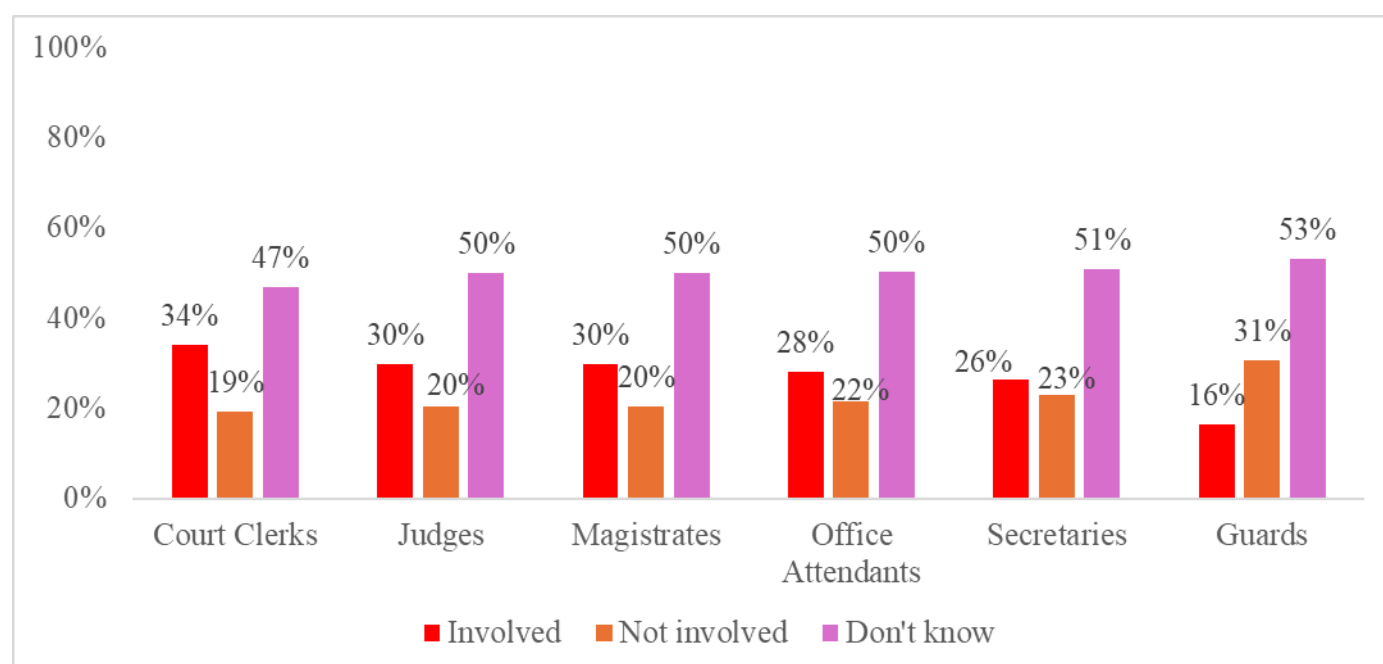
**Respondents were asked:** How long did it take for you to obtain these documents from the court?

Judgment (ruling, decree, or order) and court proceedings were cited by relatively more clients as documents that take longer to receive than records of appeal. For instance, 13-15% of clients said it can take more than 3 months to receive judgment or court proceeding documents, as opposed to 8% who reported the same for records of appeal. Similarly, nearly 20% of the clients said it takes between 22 and 90 days to receive judgment or court proceeding documents, while 12% reported the same time for records of appeal. While generally fewer court users (15% or less) have reported over 90 days to receive different documents, the Judiciary can improve on this so that all court users can access them within a shorter period.

## **6.5 Perceived Corruption in the Justice System**

The Judiciary of Zanzibar has the final say in the dispensation of justice in the Revolutionary Government of Zanzibar, as mandated in the constitution. Corruption, if left unchecked, can compromise the justice system meant to serve the people. Court clients were asked to give their experience of how court staff, in their different capacities, are involved in receiving bribes/gifts as shown in figure 17.

**Figure 17: The proportion of staff who received inducements/gifts by their categories**



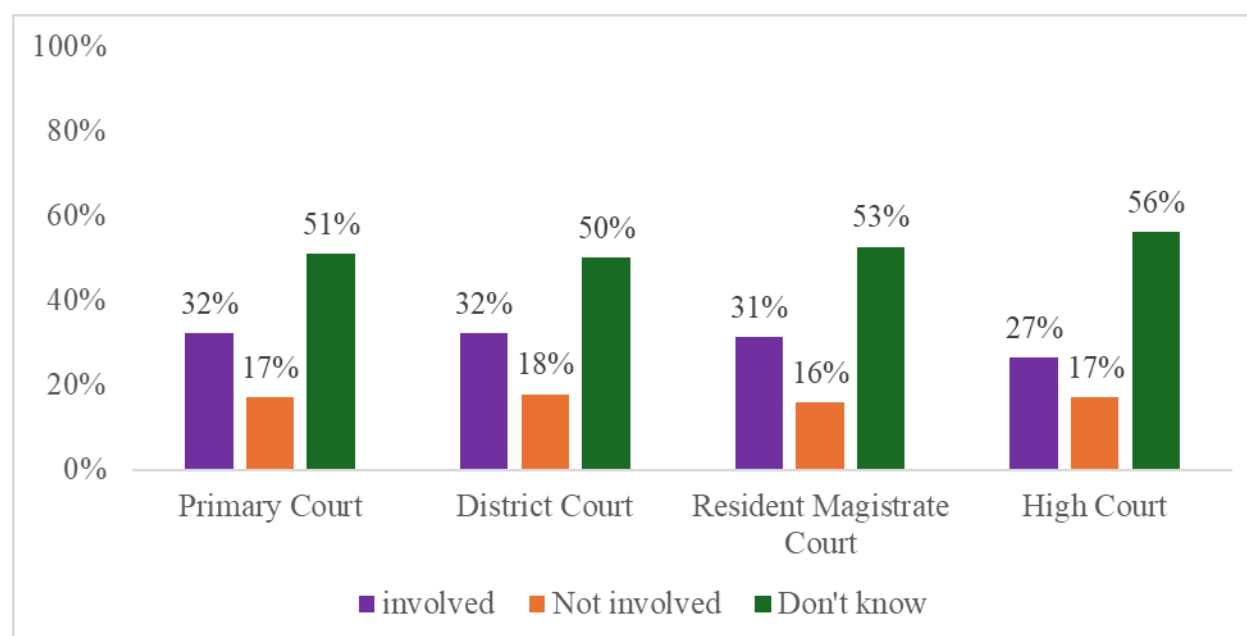
**Respondents were asked:** Thinking about your experiences, overall, how involved, or uninvolved are the following in receiving bribes/gifts?

In general, perceived levels of corruption are relatively low and evenly spread across different positions within the judicial system. About half the clients seem unaware of any corruption, while a third (30-34%) believe judges, magistrates, and court clerks receive bribes/gifts. Secretaries, office attendants, and guards are considered by a quarter of the clients (or less) as corrupt.

## 6.6 Inducement and Gifts by Court Level

The research team did further analysis to find out which level is perceived to be mostly involved in corruption. This analysis is very important because different users are served by different levels, with the majority and possibly more common citizens being served at the lower-level courts. Figure 18 provides a summary of perceived corruption by court levels.

**Figure 18: Proportion of staff who received inducement/gifts by their categories**



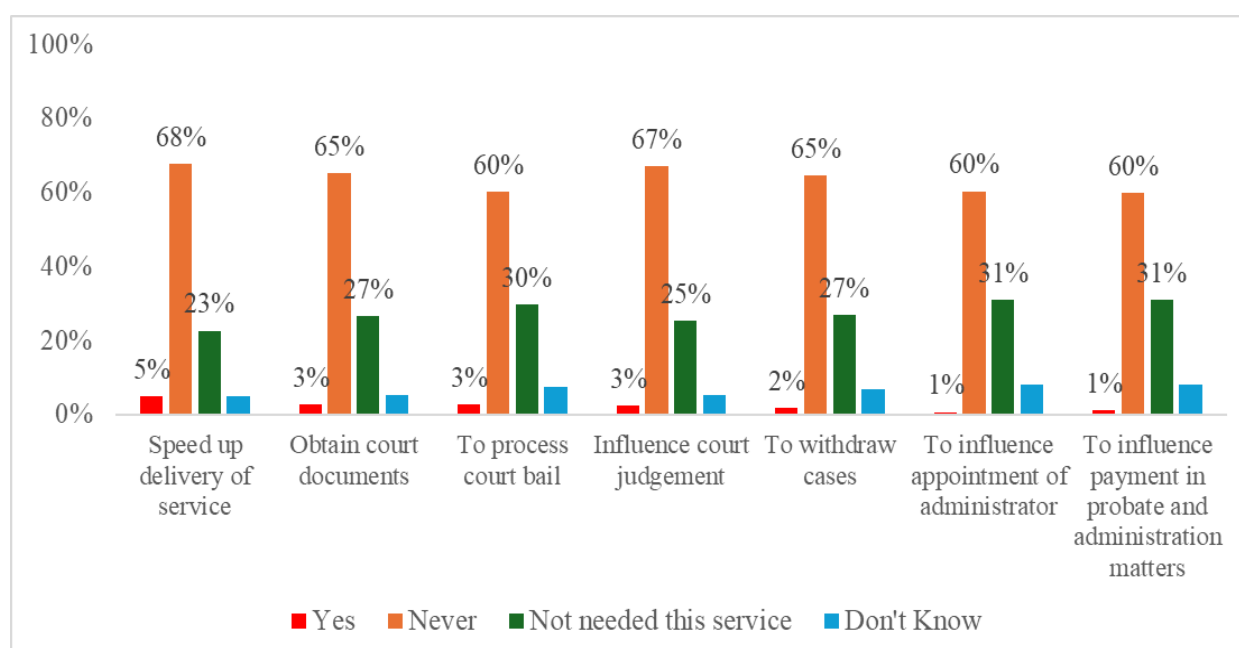
**Respondents were asked:** *Thinking about your experiences, overall, how involved, or uninvolved, are the following courts in receiving bribes/gifts?*

As seen in the above figure and as discussed in the preceding section, about half the clients or more (50-56%) seemed unaware of any corruption within the Zanzibar judiciary. However, about one third (31-32%) of the clients are convinced that the Resident Magistrate, the District, and Primary courts are involved in corrupt activities. On the other hand, just above a quarter (27%) of the clients reserve similar sentiments over the High Court. While generally corruption seems not to be a very serious problem in the Judiciary of Zanzibar, the fact that the relatively higher perceived corruption at lower court levels raises an alarm because these are levels that serve most of the common citizens.

## **6.7 Corruption/Bribery in Accessing Specific Court Services**

The Judiciary offers several services in the justice chain, starting from filing a case to judgment. Understanding which service attracts corruption more than others can help to devise a targeted intervention to address the problem. Figure 19 provides information on perceived corruption by type of services

**Figure 19: The status of corruption in accessing court services**



**Respondents were asked.** How often, if ever, did you have to pay a bribe, give a gift, or do a favour to influence the following

Figure 19 shows that the majority of clients, ranging from 60% to 68%, reported that they did not have to pay any bribes or offer gifts to receive court services. This indicates that, for most individuals, accessing court services was not dependent on corrupt practices. However, a small percentage of respondents admitted to engaging in bribery. Specifically, 5% of clients acknowledged that they paid a bribe to expedite the delivery of court services, while 3% mentioned they offered bribes to influence the court's judgment or to affect the outcome of a case. Additionally, 1% of clients confessed to paying a bribe to influence the appointment of an administrator or to facilitate payments in probate cases.

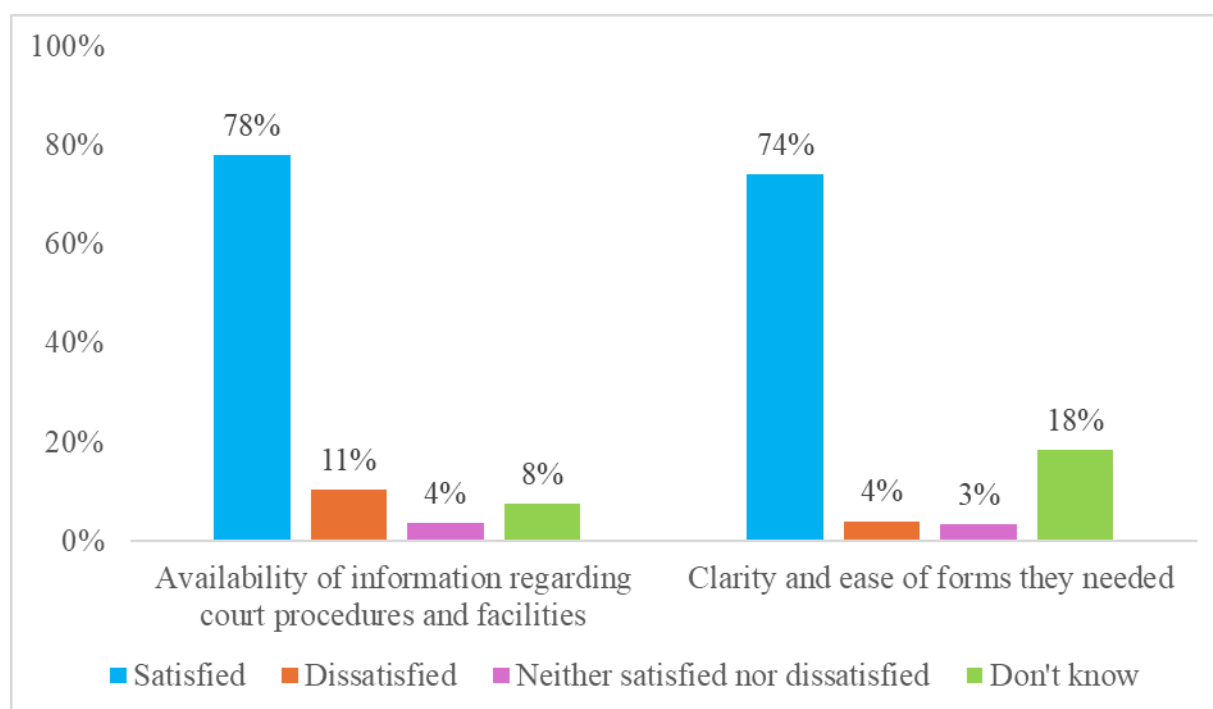
Despite these instances of corruption, it is important to note that the overall perception of corruption within the Judiciary of Zanzibar does not appear to be a widespread or severe issue. The data suggests that, while corruption exists to a certain degree, it does not seem to be a major problem affecting the majority of court clients. This indicates that, for the most part, the judicial system operates without the need for bribery or undue influence, though further attention may be needed to address the small proportion of cases where such practices occur.

## 7.0 ACCESSIBILITY AND USEFULNESS OF THE INFORMATION TO USERS

### 7.1 The Rights to Access Court Information

Access to information is vital for clients' understanding of their rights, on the one hand, and on the other hand, the type of services which are offered by the court and relevant service providers. But even more important is the usefulness of the information that was made available to those who needed court services. Court clients were asked to rate how satisfied they were with the availability of information on court procedures and facilities; and two, the clarity they needed. Their responses are summarized in Figure 20, presented below.

**Figure 20: Availability and usefulness of court information**



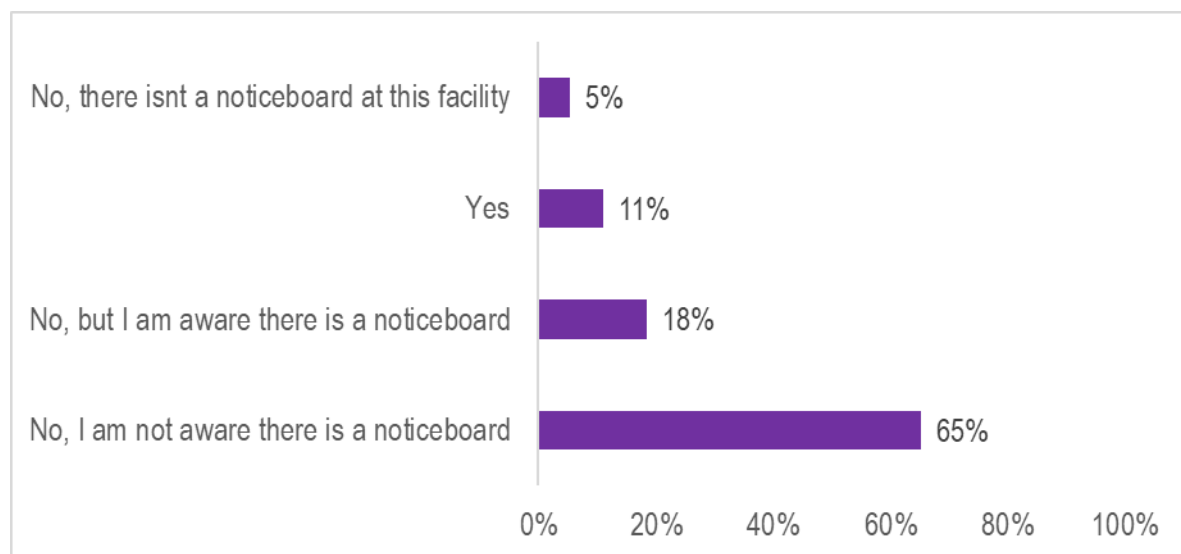
**Respondents were asked:** Let's talk a bit about information provided by the court to its users. Overall, how satisfied or dissatisfied are you with it?

From Figure 20, nearly eight out of ten (78%) of court clients expressed their satisfaction with the availability of information on court procedures and facilities. Most of them (74%) also seemed satisfied with the clarity of the forms they needed.

## 7.2 The Extent to Which Court Clients Make Use of Court Noticeboards

A noticeboard is the early sign that directs a person to an appropriate place to get a service. Thus, the noticeboards must be visible and simple for a common person to understand their content. Court users were asked whether, during their visit, they had seen and/or read what was on the court noticeboard. Figure 21 below provides details of their responses.

**Figure 21: Information provided on the court noticeboard**



**Respondents were asked:** *Have you, at any time during your visit(s) to the court, seen/read the information provided on the court noticeboard(s)?*

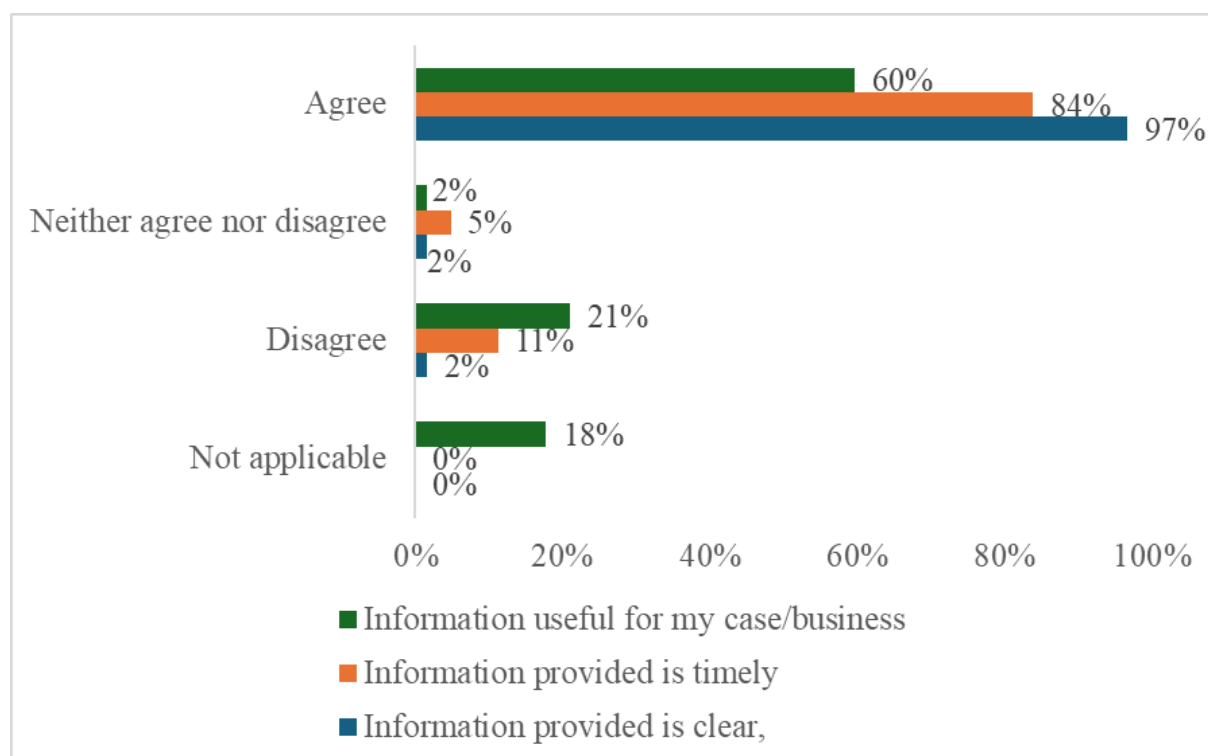
The above figure shows that 65% of court users reported being unaware of the noticeboard's presence at the court premises. Close to two out of ten (18%) said that they were aware of the presence of a noticeboard at the court premises, but they had not read what was on the noticeboard. Only one in ten clients (11%) admitted to reading the messages available on the court noticeboard.



### ***7.3 Court Clients' Rating of the Usefulness of Court Noticeboards***

Having a noticeboard at the court premises is one thing, and understanding what it entails is another thing. More important is the extent to which the information posted on the noticeboard was useful in helping the user to easily access the service. It was noted in the previous section that 11% of the court users have seen and read the information posted on the noticeboard. Figure 22 below provides information on the relevance of the information posted.

**Figure 22: The usefulness of the court is the information provided on the noticeboards.**



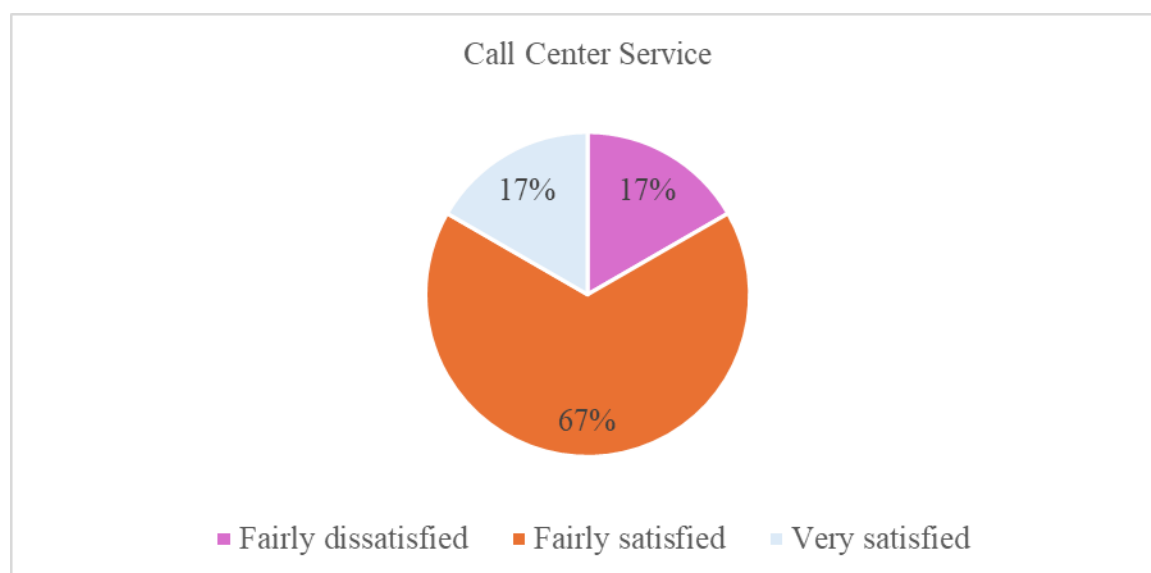
**Respondents were asked** *Please tell us whether you agree or disagree with the following aspects concerning the information provided on them (Only those who have read the information provided on the noticeboards at the court)*

As seen in Figure 22, despite their limited number, most of those who accessed information from the noticeboard agree that the message was useful. Specifically, six in ten (60%) have opinions that the information posted on the noticeboard is relevant, while slightly more than eight in ten (84%) say that the information is timely. Finally, almost all (97%) who saw the information posted on the court noticeboard said that the information was clear. Given the usefulness, relevance, and timeliness of the information posted on the noticeboard as reported by those who saw it, the Judiciary can increase the use of court services by increasing awareness of this source of information. Thus, various forums like the law week, special radio and TV programmes, and morning sessions before starting court hearings can be used to increase sensitization on the availability of this source of information.

## 7.4 Court Clients' Rating of the Usefulness of the Call Centers

Another important area in access to information is the use of call centers, where people use a specified number to get court information. The call center is a simple source of information that can be accessed quickly and enables the user to ask basic questions before filing the case. Thus, the research team wanted to understand the awareness of the presence of this facility, whether they have used it, and how useful the facility was. Just like the case with the noticeboard, very few court users, only one in ten (11%), are aware of a call center being available within the court's system. Out of those who were aware of the presence of this facility, only 10% have used it. Figure 23 presents findings of the usefulness of the call center.

**Figure 23: Satisfaction with the use of call center service**



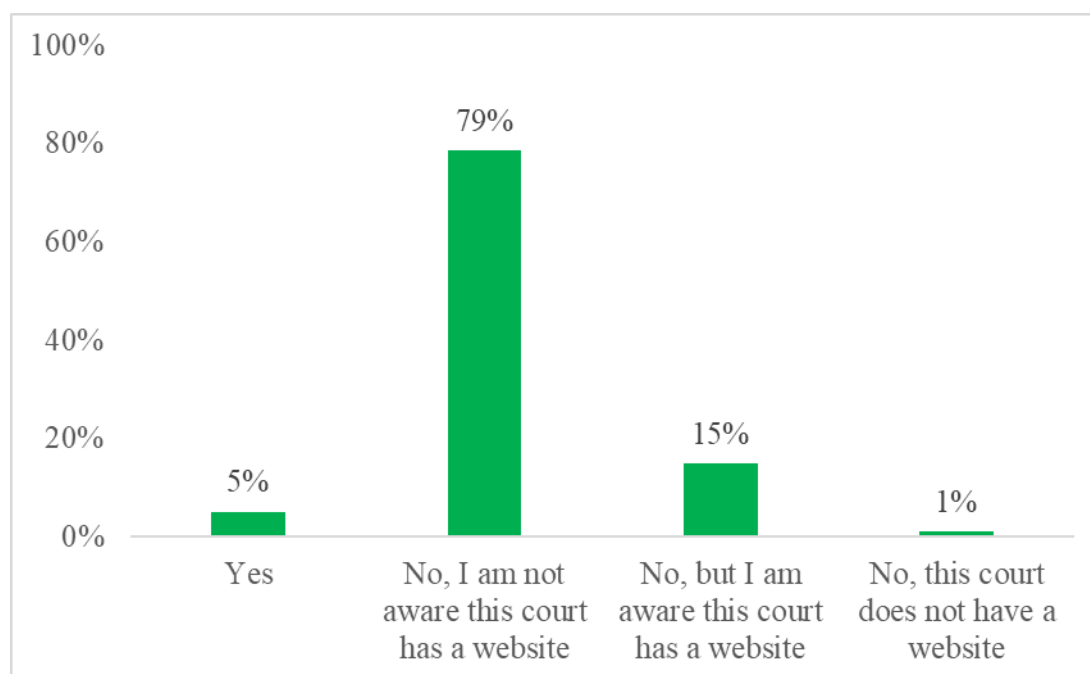
**Respondents were asked:** *If you have used the Call Centre Service, how satisfied are you with this service?*

Just like the case of noticeboards, while the usage of the call center is very low, but those who use it have a high approval of its usefulness. Thus, increasing awareness of the availability of this facility is necessary to easy citizens' access to court information.

## 7.5 Court Users' Rating of the Usefulness of the Court Website

The Judiciary of Zanzibar has a website where important information is posted to enable users to access basic information for any issues they want to bring to the court. With the current coverage of mobile phones that have internet facilities, that facility should be easily accessed and used by the majority of citizens, especially the young generation. Just like other services discussed above, the research team wanted to understand awareness of the presence of that facility, usage, and usefulness of the facility to enable them to access the information they needed.

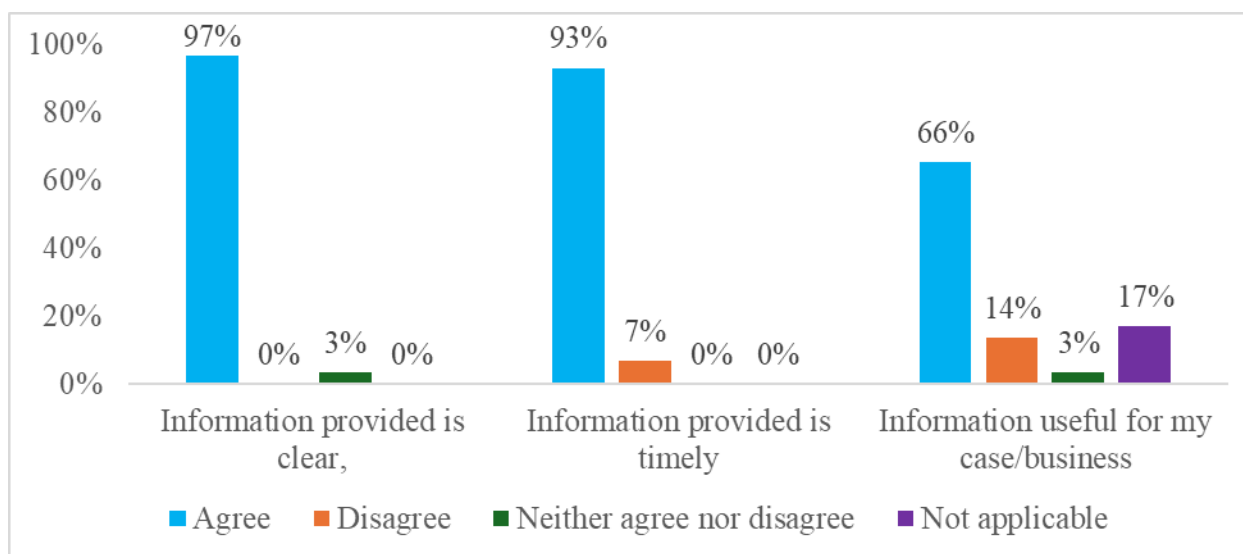
**Figure 24: Usage of the court website by court clients**



**Respondents were asked:** *Have you, at any time during the last year, visited the court website to access information provided by this court (s)?*

Figure 24 shows that there is limited access to information through the court's website, mainly because most clients (79%) are unaware if one exists, or due to a lack of it. Only 5% of the clients accessed information through the court's website, while 15% do not visit the website despite their knowledge of its existence. Again, access to information and using it is one thing; the other is whether the information one receives solved the problem at hand. This is presented in Figure 25 below:

**Figure 25: Respondents who agree or disagree with the usefulness of the website**



**Respondents were asked:** *If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided.*

As you can see, despite the very limited use of the website, those who use it agree that it provides very useful information. More than nine in ten agree that the information provided on the website is clear and is provided timely. Also, close to seven in ten (66%) accept that the information posted on the website was useful for their case/business.

Analysis of access and use of the website went beyond court clients to court staff. This is because, when court clients ask questions to the court staff, they can be directed to the website to obtain more details. However, this will be possible only if the court staff are using the website and are aware of the kinds of information on the website. Also, if the court staff use the website, they can offer all kinds of information to be posted, considering the questions they receive from court users. Table 12 provides information on the usage of the court website by the court's staff.

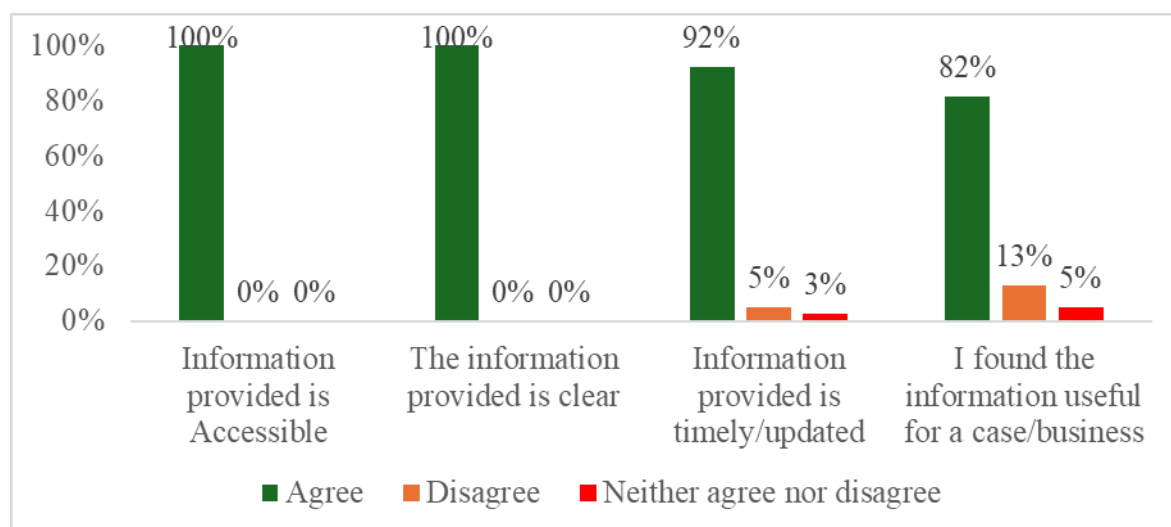
**Table 12: The use of the court website by the court staff**

	Percent
<b>Yes</b>	28%
<b>No</b>	72%
<b>Total</b>	100%

Table 12 above shows that a relatively higher proportion of court staff (28%) than that of clients (5%) visit the court website. Disaggregating the court website usage by court levels shows almost equally distributed across different court levels, with slightly higher numbers of court staff usage from the primary, district, and regional magistrate courts.

Like court users, it was an interest of the research team to understand how useful the information posted on the website was to court staff. Thus, court staff were asked to rate the usefulness of the website along with the dimensions of accessibility, clarity of the language used, timeliness of information, and whether they found the information posted relevant to the business they were handling. This information is summarized in Figure 26 below.

**Figure 26. The usefulness of the court website to the court staff**



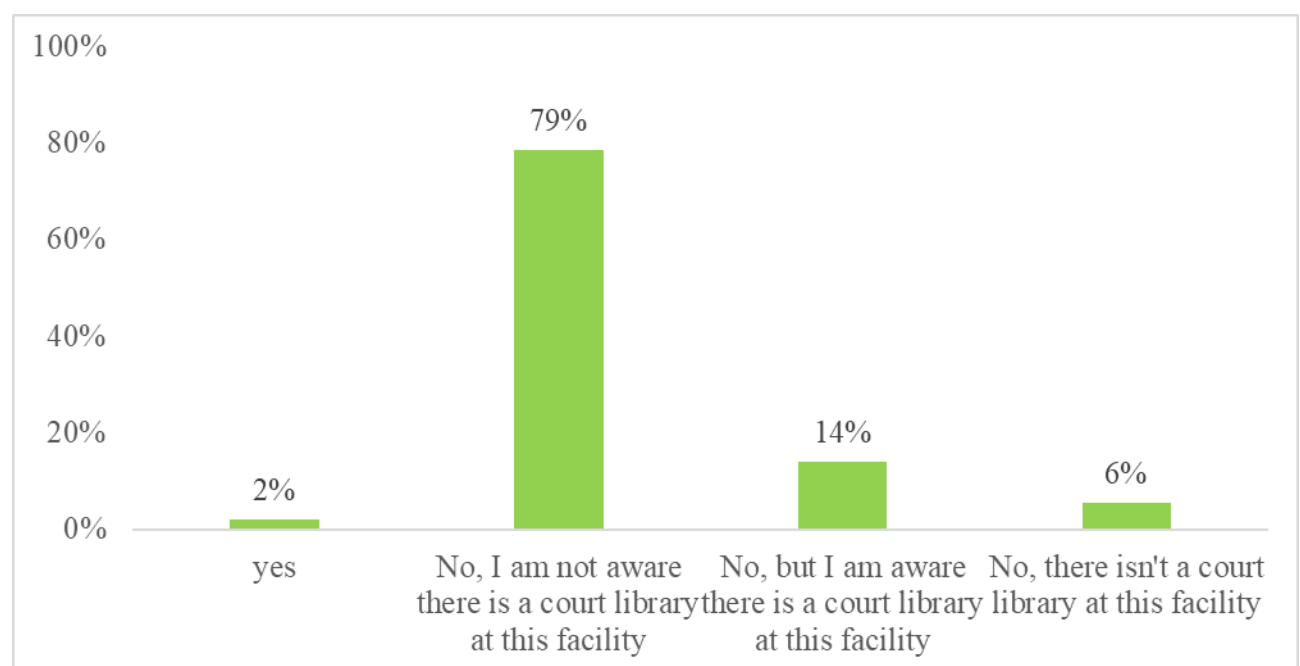
**Respondents were asked:** *If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided.*

As we see from Figure 23, all court staff who used the website agree that the information posted on the court website is accessible and clear. And slightly more than nine in ten (92%) and slightly more than eight in ten (82%) said the information is timely and useful, respectively.

## 7.6 Court Users' Library Services

Although not all courts have a library, the library is an important service to provide court users with necessary information on court services. The assessment of this service in providing information to users was done like other services discussed earlier. It started by asking whether users are aware that the court has a library service, then further assessed if those who are aware have ever used the service, and finally, the usefulness of the information available in the library to address their problems. Figure 27 below summarizes this information.

**Figure 27: Availability of the court library to users**

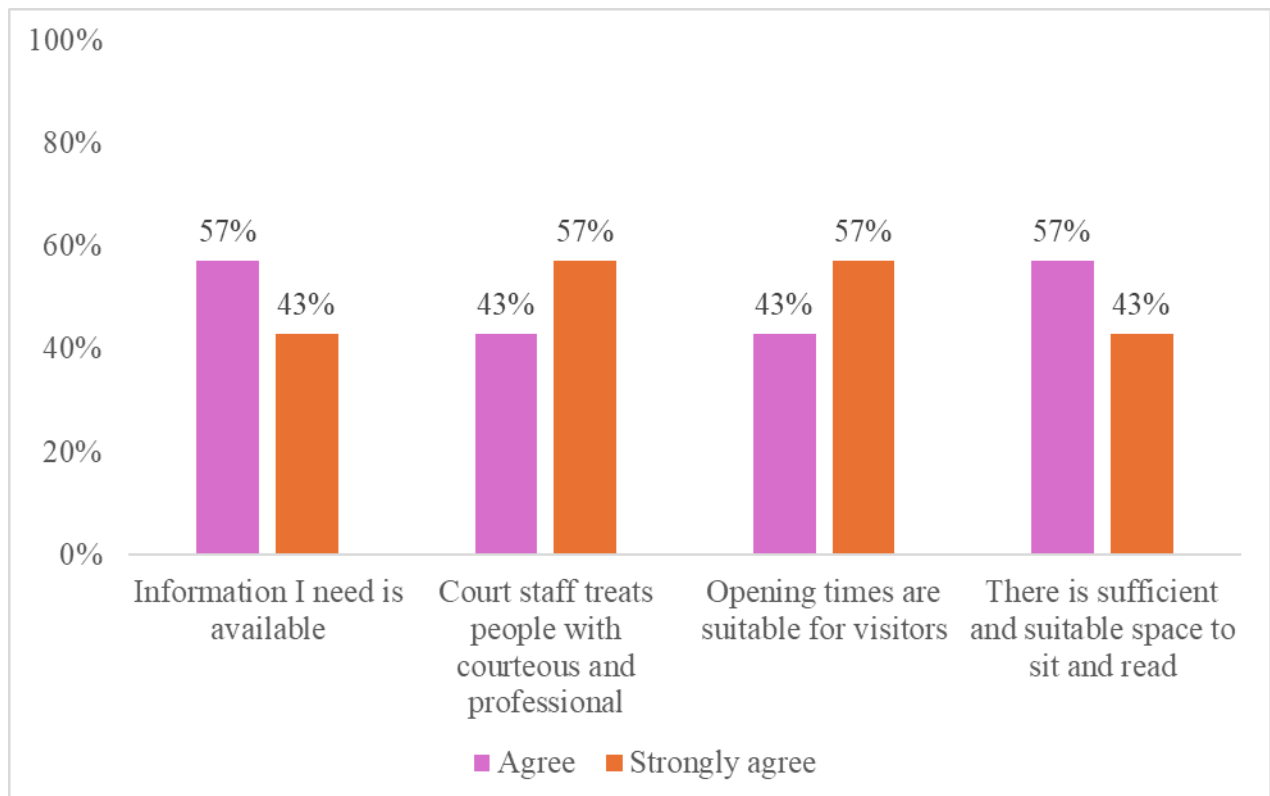


**Respondents were asked:** Have you, at any time during your visit(s) to the court in the past 2 years, made use of the court library?

The use of a court library in the past 2 years leading up to the survey date is limited to only 2% of the clients. Most clients (79%) are unaware if a library is present, while

another 6% claimed that the court doesn't offer library services. The remaining 11% of the clients did not use court library services despite knowing that the service was available. The usefulness of the information available on the website for those who use it is provided by Figure 28 below:

**Figure 28: The usefulness of the court library to court users**



**Respondents were asked:** *Do you agree or disagree with the following in the court library?*



As we see, all users of the library found it useful in all aspects with between 43% and 57% claiming that they strongly agree with the usefulness of the information. The library services investigate the availability of information, the treatment of library users by the court staff in the library, opening time, and space to sit and read.

## 8.0 CUSTOMER ORIENTATION AND COURT EFFICIENCY

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### ***8.1 Court Users' Evaluation: Overall Quality of Services Offered***

The main objective of the survey is to assess the level of court users' satisfaction with regard to the services offered by Zanzibar's judicial system. Results from public opinion will provide insights into areas that are performing well and those that need further improvement. To that end, court users were asked to provide an assessment of the court's services, regardless of the outcome of their visit.

**Figure 29: Users' evaluation of the quality of court services**



**Respondents were asked:** Disregarding the outcome of your visit, or the result of your case, how would you rate the overall quality of services provided by this court?

The assessment of court services shown in Figure 29 reflects varying perceptions of quality between clients and non-clients. About 90% of clients and non-clients rated the quality of services provided by the court as either good or average. However, when going into details, nearly half (48%) of clients rated the quality of court services as good, indicating that a significant number of individuals who interact with the court system are generally satisfied with the services they receive. This group, comprising people who regularly engage with the court for ongoing cases, legal filings, or other administrative processes, seems to feel that the court meets their needs effectively.

However, a substantial 42% of clients provided an average rating, suggesting that there is room for improvement, even among those who use the system regularly. This group may have experienced delays, a lack of communication, or issues with administrative processes, which led to their neutral or less favorable assessment. This statistic highlights an opportunity for courts to explore areas that could enhance user satisfaction, such as reducing case backlogs, improving customer service, and streamlining court procedures.

On the other hand, non-clients, who are individuals not currently involved in any court-related matters, have a somewhat less favorable view of court services. While

37% of non-clients rated the services as good, a larger proportion (53%) considered the services to be average. This suggests that non-clients may have limited or indirect experience with the court system and could be influenced by perceptions of inefficiency or negativity surrounding the courts, even though they haven't interacted with them directly. These perceptions could stem from hearsay, media portrayals, or public knowledge of systemic issues, such as long wait times or complex legal processes.

Interestingly, a relatively small proportion (7%) of both clients and non-clients gave a poor rating, indicating that dissatisfaction, while present, is not widespread. This low percentage suggests that the majority of people either have a neutral or positive perception of court services, which could be interpreted as a sign that courts are, at the very least, meeting basic expectations for their function.

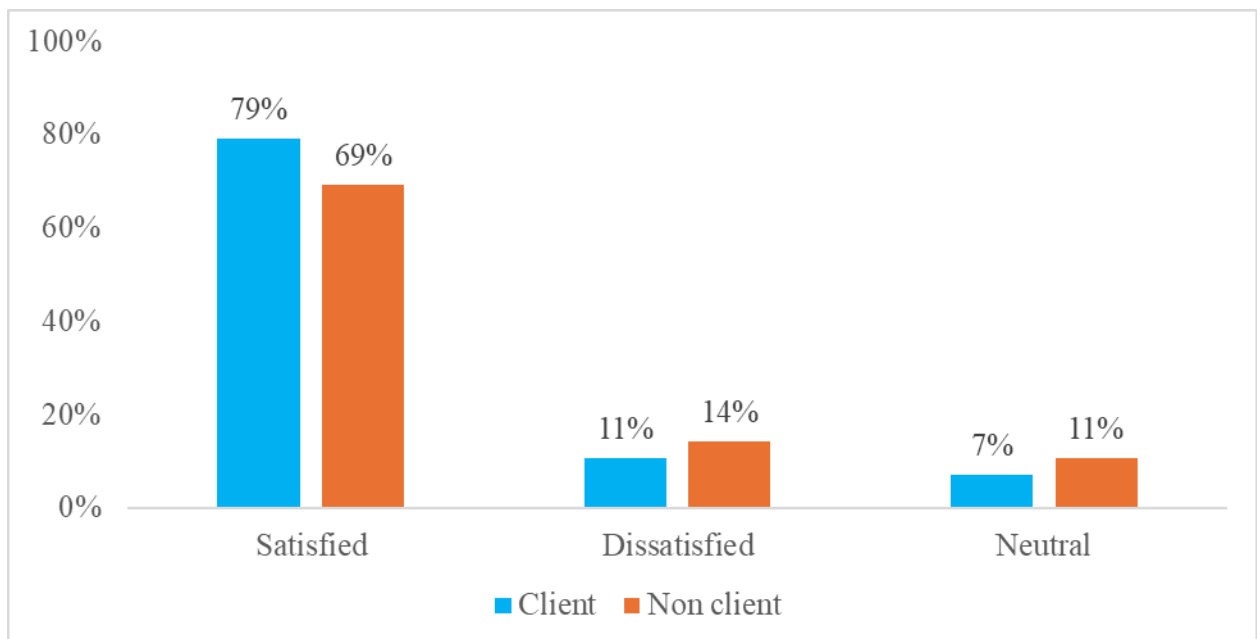
These findings raise several key points for consideration. First, courts should focus on improving the experience for the 42% of clients who rated services as average, as this group represents a significant portion of their user base. Second, addressing the concerns of non-clients could involve better public relations efforts, education about the role and improvements of the court system, and initiatives that build trust and transparency in the judiciary.

Improving delivery service in the court system could not only increase overall satisfaction among clients but also positively impact the broader public perception of the transparency of the judicial system, encouraging greater engagement and confidence in the courts. Therefore, understanding the nuances of these ratings can help court systems take targeted actions to enhance service quality, address public concerns, and ultimately improve the overall functioning of the justice system.

## ***8.2 Satisfaction with Court Experience on the Day of the Survey***

The survey aimed to assess the level of satisfaction with the court experience on the day of the survey by asking both clients and non-clients to evaluate how satisfied or dissatisfied they were with their overall experience. Participants were asked to reflect on the various aspects of their visit and provide feedback on their general feelings, helping to gauge their overall satisfaction with the services and processes they encountered during their time at the court.

**Figure 30: Satisfaction with the court user experience on the day of the survey**



**Respondents were asked:** How satisfied or dissatisfied are you generally with your experience today?

As Figure 30 shows, the majority of clients (79%) and non-clients (69%) reported being satisfied with their experience on the day of the survey. However, a portion of respondents expressed dissatisfaction, with 11% of clients and 14% of non-clients indicating they were not satisfied with their experience. Additionally, 10% of clients and 17% of non-clients remained neutral or were unsure about their overall experience. This data highlights a generally positive sentiment among clients and non-clients, although there are still areas where satisfaction could be improved.

### ***8.3 Experience of Court Professional Users on the Day of the Survey***

The survey sought feedback from professionals who serve in various capacities within the court system but are not direct employees of the facility. This group included advocates, attorneys, police officers, prison officers, and probation officers, among others. They were asked to share their level of satisfaction regarding their experience on the day of the interview.

**Table 13: Experience of Court Professionals**

	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Total</b>
<b>Social service worker</b>	100%	0%	0%	100%
<b>Attorney/prosecutor</b>	93%	0%	7%	100%
<b>Advocate/solicitor</b>	94%	6%	0%	100%
<b>Press/media</b>	100%	0%	0%	100%
<b>Police Officer</b>	100%	0%	0%	100%
<b>Prison Officer</b>	100%	0%	0%	100%
<b>Assessor</b>	100%	0%	0%	100%
<b>Total</b>	95%	2%	2%	100%

**Respondents were asked:** How satisfied or dissatisfied are you generally with your experience today?

The level of court efficiency and satisfaction among various professional groups interviewed was notably high, with several categories reporting complete satisfaction, as shown in Table 13. Social service workers, members of the press and media, police officers, prison officers, and assessors all recorded a perfect satisfaction rate of 100%, indicating that their experiences and expectations were fully met. Similarly, advocates or solicitors and attorneys or prosecutors also expressed high levels of satisfaction, with 94% and 93%, respectively, affirming positive experiences. These findings suggest that professionals working closely within the legal and justice system generally perceive the services provided as efficient and satisfactory, reflecting a well-functioning system that meets their operational needs. However, the slight variation in satisfaction levels among attorneys and solicitors may indicate room for minor improvements in service delivery to legal representatives.

#### **8.4 Perception of Court Non-Clients on the Day of the Survey**

When the same question was presented to non-clients (individuals who are not direct clients) such as those who were merely accompanying their friends or relatives to the court, as well as those who happened to reside in the vicinity of the court premises, along with local business owners and the general public, the respondents provided answers from various perspectives, reflecting their diverse viewpoints and experiences.

**Table 14. Perception of ordinary court non-clients**

	Male	Female	Total
Satisfied	64%	59%	62%
Dissatisfied	15%	23%	19%
Neutral	17%	15%	16%
Don't know	4%	3%	3%
Total	100%	100%	100%

**Respondents were asked:** How satisfied or dissatisfied are you generally with your perception today?

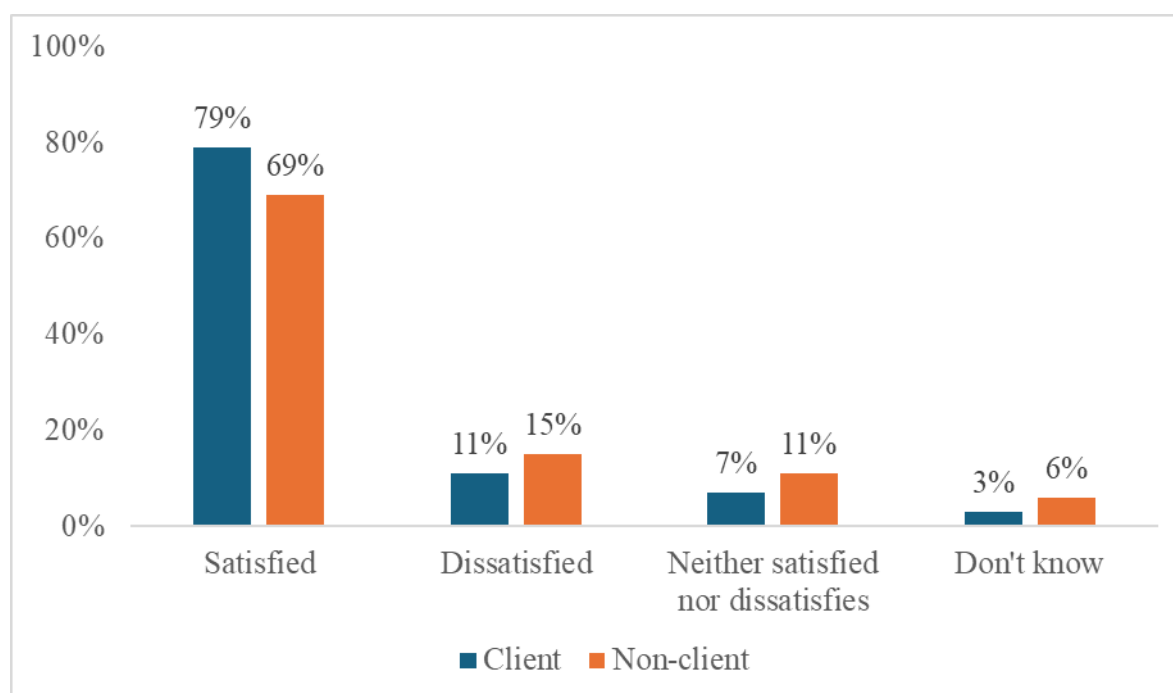
Table 14 above indicates that six out of ten non-clients, equivalent to 62%, reported being satisfied with their experience on the day of the interview. Notably, a slightly higher proportion of men (64%) expressed satisfaction compared to women (59%).

On the other hand, dissatisfaction levels varied by gender, with approximately a quarter (23%) of women reporting dissatisfaction, compared with only 15% of men. This noticeable difference may suggest the need for a closer examination of gender-related concerns in service delivery, highlighting the importance of ensuring that services are equally accessible, fair, and responsive to the needs of both men and women.

## **8.5 Satisfaction with the Justice System**

In addition to overall satisfaction with the court service and on the specific day the survey was conducted, the research team sought satisfaction with the overall justice system. It is noted that the positive ratings on services offered by the courts are also reflected in users' satisfaction with the overall performance of the justice system. The detailed response from the court users is presented in Figure 31 below.

**Figure 31: Users' satisfaction with the performance of Zanzibar's justice system**



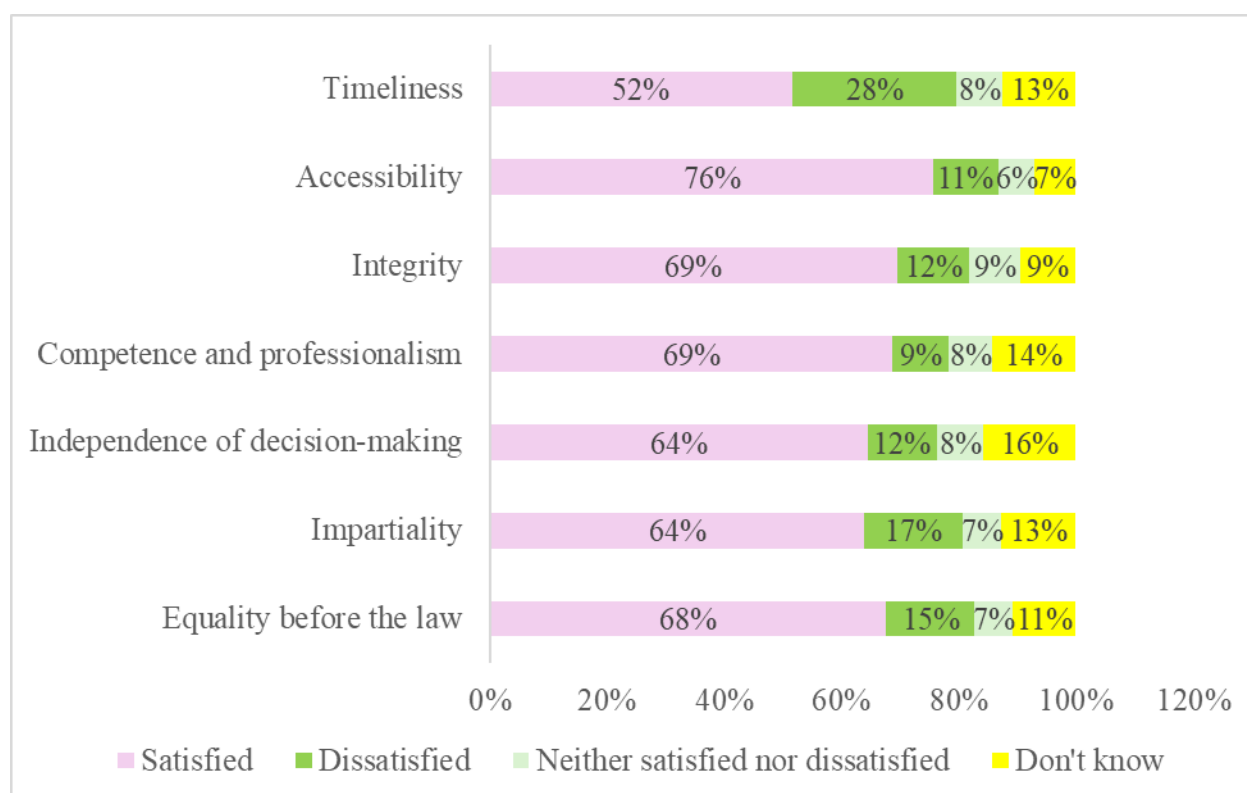
**Respondents were asked:** Disregarding your experience with this particular court, how satisfied or dissatisfied are you with the performance of the justice system in Zanzibar as a whole?

Figure 31 shows that eight out of ten (79%) clients are satisfied with the general performance of the justice system. The corresponding figure for non-clients is seven out of ten (69%). The dissatisfaction level is quite low, about one in ten (11%) for clients and close to two in ten (15%) for non-clients. Close to one in ten of both clients and non-clients are indecisive in this aspect.

## **8.6 The Behaviour of Court Staff in Handling Cases**

This survey investigated the behaviour of court staff, which is part and parcel of ensuring access to justice for all, regardless of their position in society. The aspects of behaviour included in the survey are timeliness, accessibility, impartiality, independence in decision making, equality before the law, competence and professionalism, and integrity. Figure 32 below provides court users' satisfaction with each of the above-mentioned core values

**Figure 32: Satisfied with the behaviour of court staff in the handling of cases**



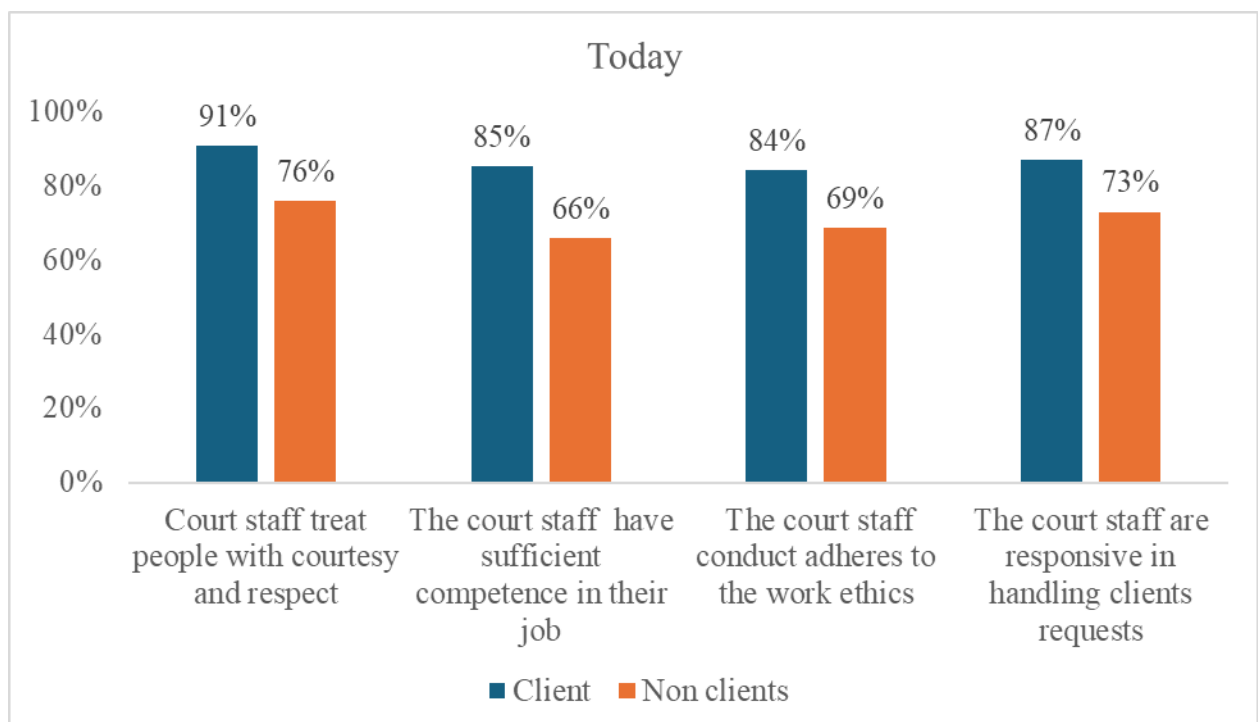
**Respondents were asked:** Thinking about your experiences, overall, how satisfied or dissatisfied are you with the following aspects of court staff handling cases by the court in the last 2 years?

In general, most clients are satisfied with improvements made over the past 2 years on these aspects of behaviour of court staff in handling cases. More than six out of ten clients (64-69%) are happy with impartiality, independence in decision making, equality before the law, competence and professionalism, and integrity. However, timeliness was the least favored value, which was approved by slightly more than five in ten (52%) court users. The Judiciary of Zanzibar may need to make a thorough assessment of its available staffing in relation to the court cases it handles to enable the speeding up of case completion, as this is an important component of ensuring justice at the appropriate time.

## 8.7 The Current Treatment of Customers by the Staff of the Courts

Part of the reforms that the Judiciary of Zanzibar is making is to ensure that the court staff treat court users with a notion of customer care. Court users should feel themselves as customers in any other business. Users were asked to voice their opinion concerning the type of treatment they received from court staff on the day of the interview. The findings are presented in Figure 33 below.

**Figure 33: Professionalism and efficiency of court staff today**



**Respondents were asked:** Let us now turn to your experience at the court and with the services here today, please tell us how much you agree with the following: (the figure presents the percentage of those who agree)

**Statement 1:** I was treated with courtesy and respect by court staff today

**Statement 2:** The court staff demonstrate a sufficient level of competence in how they do their job

**Statement 3:** The court staff conduct shows they understand and adhere to the established work ethics

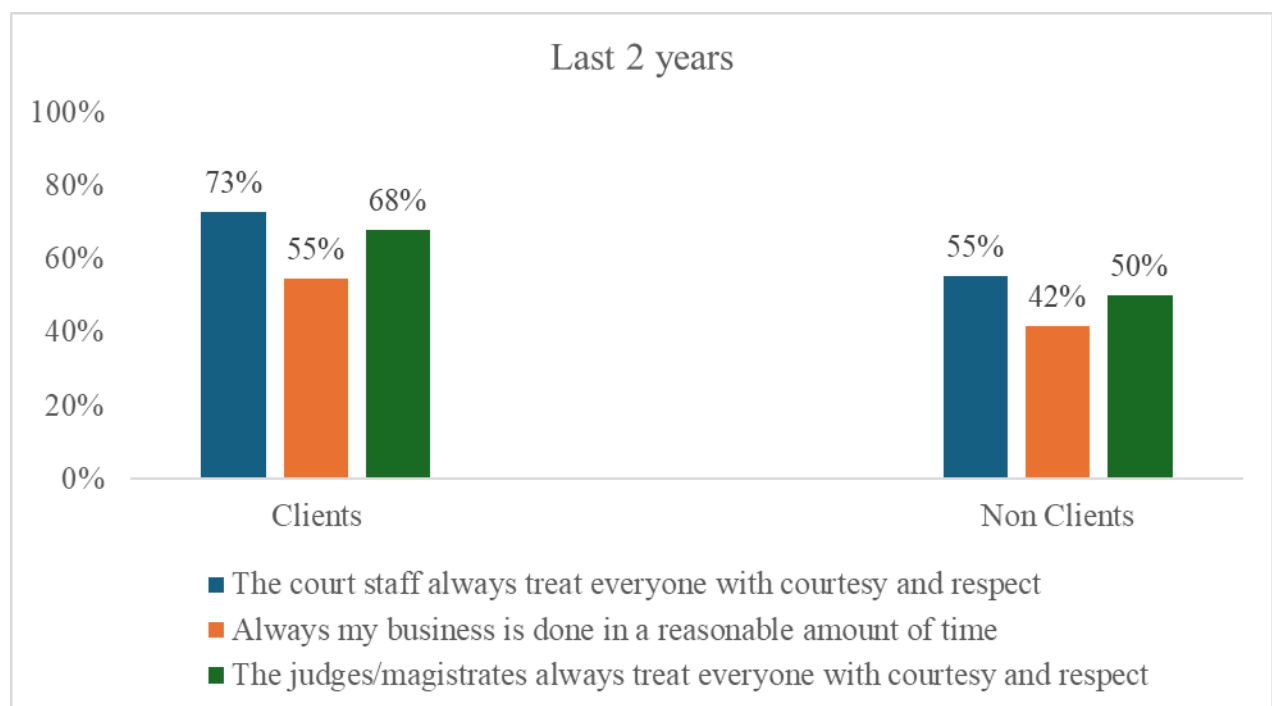
**Statement 4:** The court staff are responsive in handling clients' requests

Overall, the experiences of court users on the treatment they got from the court staff were positive for both clients and non-clients across the different metrics used. Nine out of ten clients (91%) said court staff are courteous and respectful. In addition, more than eight out of ten (84-87%) said court staff are sufficiently competent, adhere to work ethics, and are responsive to handling clients' requests. Similarly, non-clients also had positive experiences on the day they were interviewed, with the percentage ranging from 66% to 76%. These results appear to be strongly associated with the positive assessment of court services discussed earlier.

## 8.8 The Past Treatment of Customers by the Courts' Staff

When asked to evaluate the same metric over two years, the majority of both clients and non-clients continued to provide positive feedback regarding their experiences. However, the percentage of those expressing satisfaction showed a slight decline compared to their responses on the day of the interview. This indicates that while the overall perception of service quality remained favorable, some individuals may have encountered inconsistencies or challenges over time that influenced their opinions. Figure 34 presents a detailed breakdown of these responses, offering insights into how satisfaction levels have evolved and highlighting potential areas for improvement in maintaining high service standards.

**Figure 34: Professionalism and efficiency of the court staff in the past**



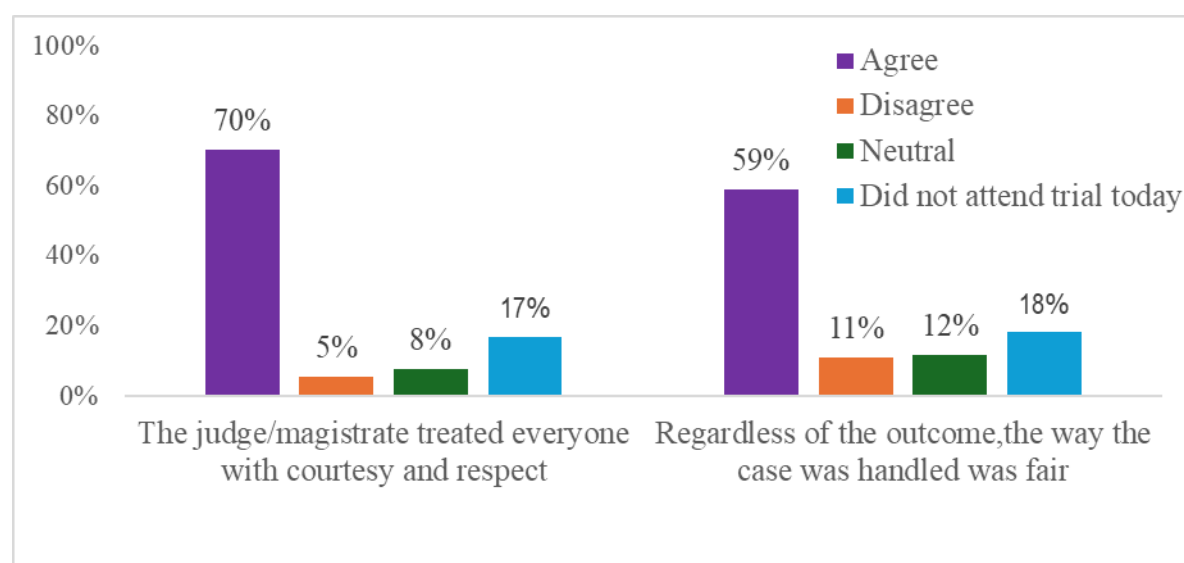
**Respondents were asked:** If you have visited this court before, that is at any other time besides today, during the last 2 years, please tell us how much you agree with the following statements

Just like the earlier discussion, Figure 34 above shows that satisfaction among clients is relatively higher than among non-clients. But overall, satisfaction is lower when assessment is made for the longer past period, in our case, two years. The results suggest that some levels of improvement have occurred over time. For instance, three-quarters (73%) of the clients claim that they were treated with courtesy and respect at other times they were in court. This proportion goes up to 91% on the day of the survey. The same applies to all other measures, which may be indicative of improved treatment of court clients over time. Again, these findings are consistent with earlier ones, which show high satisfaction with the overall judicial system.

## 8.9 Satisfaction with the Treatment by Judge/Magistrate

Judges and magistrates are the key players in ensuring justice since they are the ones who translate laws to make decisions on the cases. Thus, court users should have confidence in them so that they can accept judgments without complaints. To get insights into this aspect, clients attending case hearings were asked if a judge/magistrate treated everyone with courtesy and respect on that day. The findings are presented in Figure 35 below.

**Figure 35: Treatment by Judge/Magistrate**



**Respondents were asked:** *If you attended a hearing or trial today, please tell us how much you agree with the following:*

**Statement 1:** *The judge/magistrate treated everyone with courtesy and respect.*

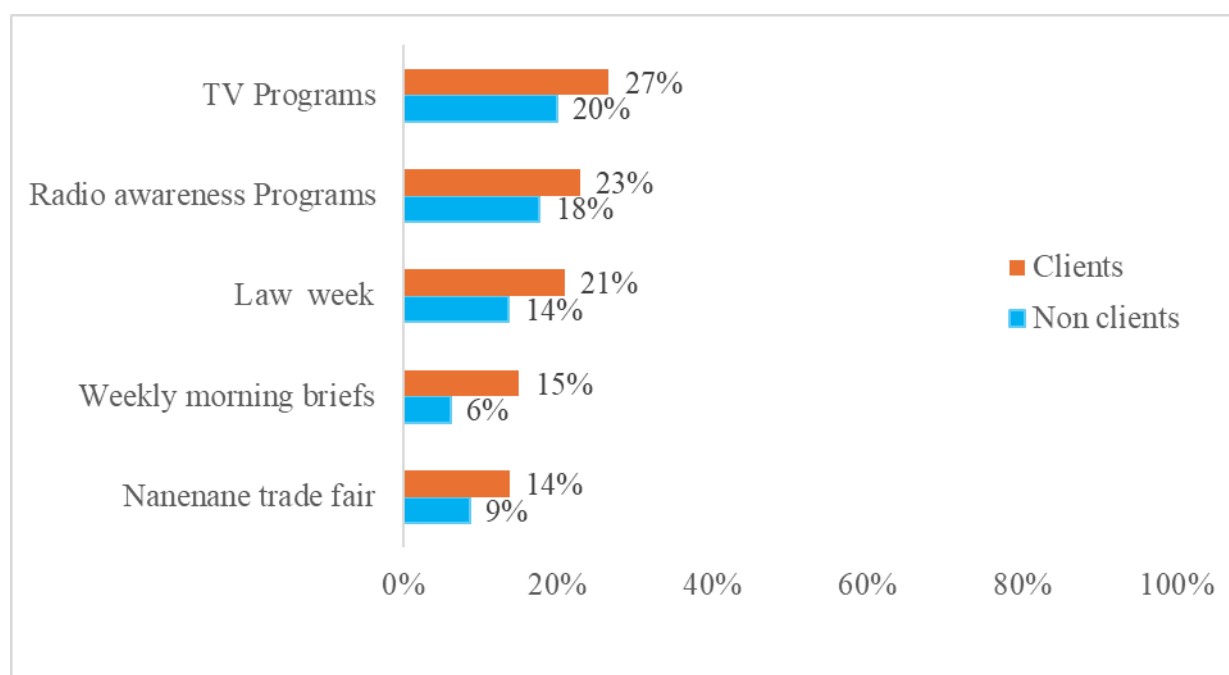
**Statement 2:** Regardless of the outcome, the way the case was handled was fair

As we see from Figure 35 above, a large majority (70%) agreed with this statement that judges/magistrates treated everyone with courtesy and respect on the day of the survey, while a small proportion (5%) disagreed. In addition, about six out of ten (59%) said their cases were fairly handled regardless of the outcome. A relatively smaller proportion (11%) felt otherwise or remained impartial (12%). These positive ratings of judges and magistrates further reflect the positive assessment of the court services discussed earlier.

### **8.10 Education and Sensitization**

The court implements several public awareness and sensitization events and programmes. If these programmes can reach out to a wide audience, the need for physical visits to the court in search of information could be reduced significantly. Clients and non-clients were asked about the court's efforts to educate and raise public awareness about different services offered by the court. Court users were asked whether they are aware of public events organized by the court for education and sensitization. Such events include Law Week, weekly morning briefs, and TV and radio programmes. Figure 36 presents responses on court users' awareness of these events.

**Figure 36: Awareness of the court's public organized events**



**Respondents were asked:** *Are you aware of the following events organized by the court?*

The awareness levels for various court events show a clear trend, with clients being more informed than non-clients. However, overall awareness remains critically low, as fewer than three in ten clients and non-clients are aware of these court-related initiatives, leaving more than seven in ten uninformed. Disaggregating awareness by specific programme shows TV programmes having the highest awareness, with 27% of clients and 20% of non-clients being informed. Radio awareness programmes follow closely, with 23% of clients and 18% of non-clients aware of them.

Law Week has a slightly lower level of awareness, with 21% of clients and 14% of non-clients familiar with it, respectively. Weekly morning briefs have the lowest awareness among non-clients, at just 6%, while 15% of clients are informed about them.

Similarly, awareness of the Nanenane Trade Fair remains relatively low in both groups, with 14% of clients aware compared to only 9% of non-clients. These figures highlight a consistent pattern where clients generally have greater exposure to awareness programmes than non-clients.

**Table 15: Awareness of the public-organized events by categories of respondents**

Event	Clients		Non-clients	
	No	Yes	No	Yes
<b>Law week</b>	79%	21%	86%	14%
<b>Nanenane trade fair</b>	86%	14%	91%	9%
<b>Weekly morning briefs</b>	85%	15%	94%	6%
<b>TV programmes</b>	73%	27%	80%	20%
<b>Radio awareness programmes</b>	77%	23%	82%	18%

**Respondents were asked:** *Are you aware of the following events organized by the court?*

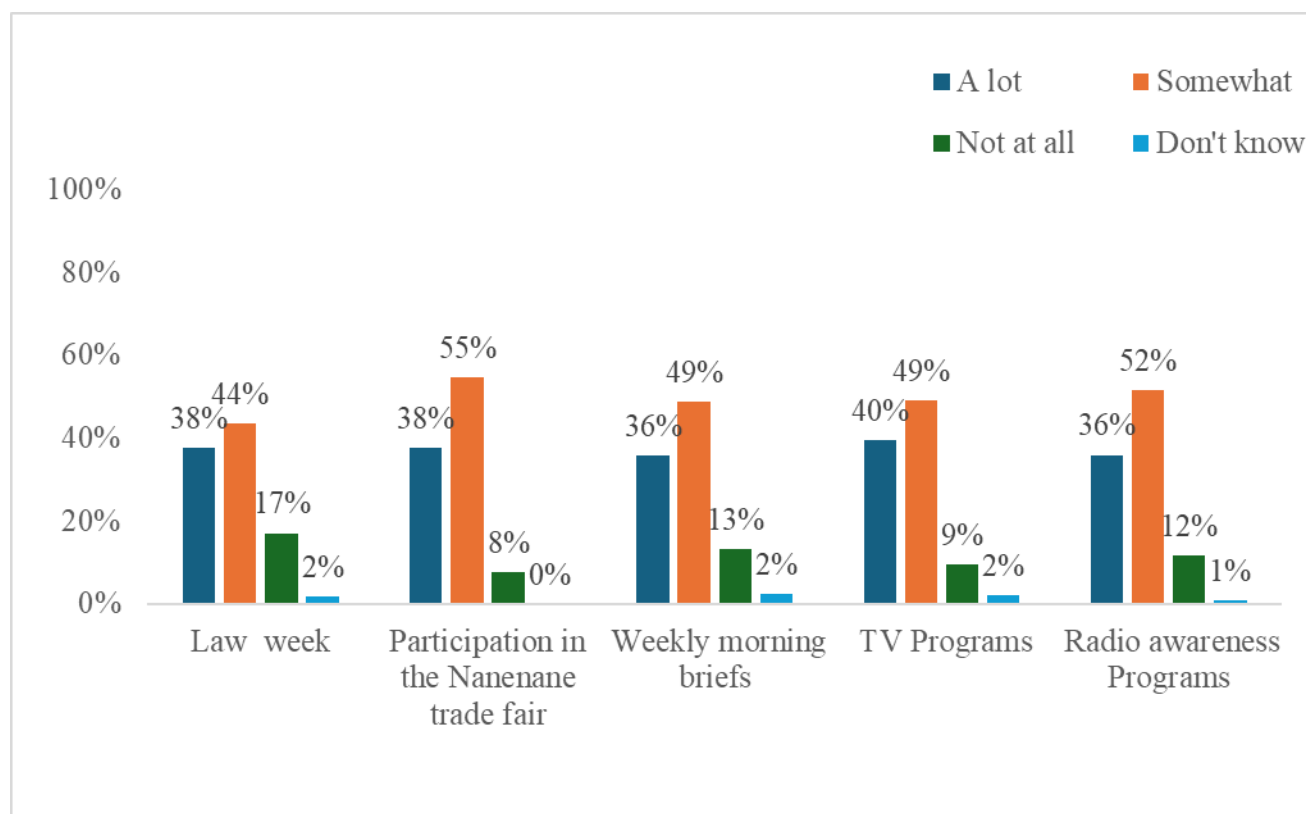
Table 15 shows that, while most of the awareness events occur regularly, not many court users are aware of them. More than 70% of court users are unaware of the different public awareness events organized by the courts. About a quarter of the users are aware of TV and radio programmes organized by the court. Other events have the awareness of about two in ten or even less court users.

As discussed earlier, awareness of these events is an important aspect as it may significantly reduce the need for court users to come to court to seek information. Also, it may reduce the time users spend dealing with case procedures as they will know exactly which court can handle their cases, but also which section of the court is appropriate for their cases. Thus, the Judiciary may need to assess its current modality of sensitization with a view to improving information sharing through these important events.

### **8.11 Contribution of Court Events in Raising Awareness of Court Services**

Through public awareness events/programs, court clients learn about different services offered by the court. Having the events to raise public awareness on court services is very important. But that is not enough; how much the events contribute to public awareness is even more important. The perceived contribution of these events to public awareness is presented in Figure 37 below.

**Figure 37: Public events awareness contribution**



**Respondents were asked:** How have these events contributed to your awareness of court services?

Figure 37 shows that an overwhelming majority of those who were aware of awareness programmes reported that they had learned about court services through mass media platforms. Specifically, approximately nine out of ten respondents indicated that they received information through radio broadcasts (88%) or television programmes (89%), demonstrating the effectiveness of these media in disseminating legal awareness.

Beyond traditional media, other outreach efforts also proved to be impactful. A substantial 85% of respondents stated that they obtained information from weekly morning briefings, highlighting the importance of regular and structured communication in keeping the public informed. Additionally, participation in public events such as the Nanenane trade fair played a crucial role, with an impressive 92% of respondents acknowledging that they had gained awareness about court services through this platform. These findings underscore the effectiveness of diverse awareness strategies in ensuring that vital legal information reaches different segments of society.

## 8.12 Contribution of Events to the Specific Court Services

Public awareness events and programmes play a crucial role in educating court users about various essential court services. These initiatives help individuals gain a clearer understanding of key legal processes, including case filing procedures, the proper channels for handling complaints, the steps involved in court hearings, and their legal rights, such as the right to apply for bail. By providing this knowledge, these programmes empower people to navigate the judicial system with greater confidence and ease.

Moreover, analyzing the impact of these awareness efforts is vital in identifying which events and programmes have the most significant positive influence in informing the public about court services. Understanding which platforms are most effective allows for better resource allocation and improvements in public outreach strategies. Table 16 presents a detailed summary of this information, highlighting the specific events and programmes that have successfully contributed to increasing public awareness and accessibility to court services as witnessed by court clients.

**Table 16: Public events contribute to the specific court services**

	<b>Law week</b>	<b>Nanenane fair</b>	<b>Weekly morning briefs</b>	<b>TV programs</b>	<b>Radio Programs</b>
<b>Case filling</b>	67%	60%	53%	44%	49%
<b>Costs involved in case filing</b>	46%	33%	42%	40%	35%
<b>Hearing of cases</b>	55%	40%	52%	53%	55%
<b>Rights to bail</b>	49%	40%	47%	37%	46%
<b>E-services</b>	11%	8%	10%	4%	8%
<b>Mobile court</b>	12%	6%	6%	7%	6%
<b>Delivery documents through Posta Mlangoni</b>	6%	2%	10%	6%	5%
<b>Complaints handling</b>	34%	29%	34%	30%	34%
<b>Time for issuing of court documents</b>	8%	6%	13%	12%	6%
<b>Time of delivery of judgment</b>	6%	6%	13%	8%	9%
<b>Procedure for handling inheritance</b>	11%	13%	10%	18%	9%
<b>Execution</b>	11%	2%	7%	12%	13%
<b>Average</b>	26%	20%	25%	22.63%	23%

**Respondents were asked:** *How have the events contributed to your awareness of the court services?*

It was noted that various public awareness events and media programmes have played a role in educating people about court services in Zanzibar, with varying levels of impact. Among them, Law Week emerged as the most influential, contributing an average of 26% to public awareness. This suggests that the event provides a comprehensive platform for legal education, likely due to its focused engagement, direct interaction with legal professionals, and public participation in legal discussions.

Following closely behind, Weekly Morning Briefs accounted for 25%, indicating their effectiveness in regularly updating the public on court-related matters. These structured and consistent briefings likely help in reinforcing legal knowledge over time.

The Nanenane Fair, a widely attended public event, contributed 20% to awareness about court services. While this percentage is relatively lower, it still highlights the fair's role in reaching a diverse audience beyond traditional legal forums.

Meanwhile, TV programs and Radio programmes (23%) respectively, indicating a significant role in disseminating information. The slight difference in their effectiveness suggests that radio remains a strong medium in reaching a broad audience, while television provides a visual and more engaging means of educating the public.

Overall, these findings emphasize the importance of using multiple platforms to enhance legal awareness. A combination of direct engagement events, consistent briefings, and mass media outreach ensures that court services are accessible and well understood by the public.

## 9.0 USER PERCEPTION OF THE WORKING ENVIRONMENT

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### 9.1 Introduction

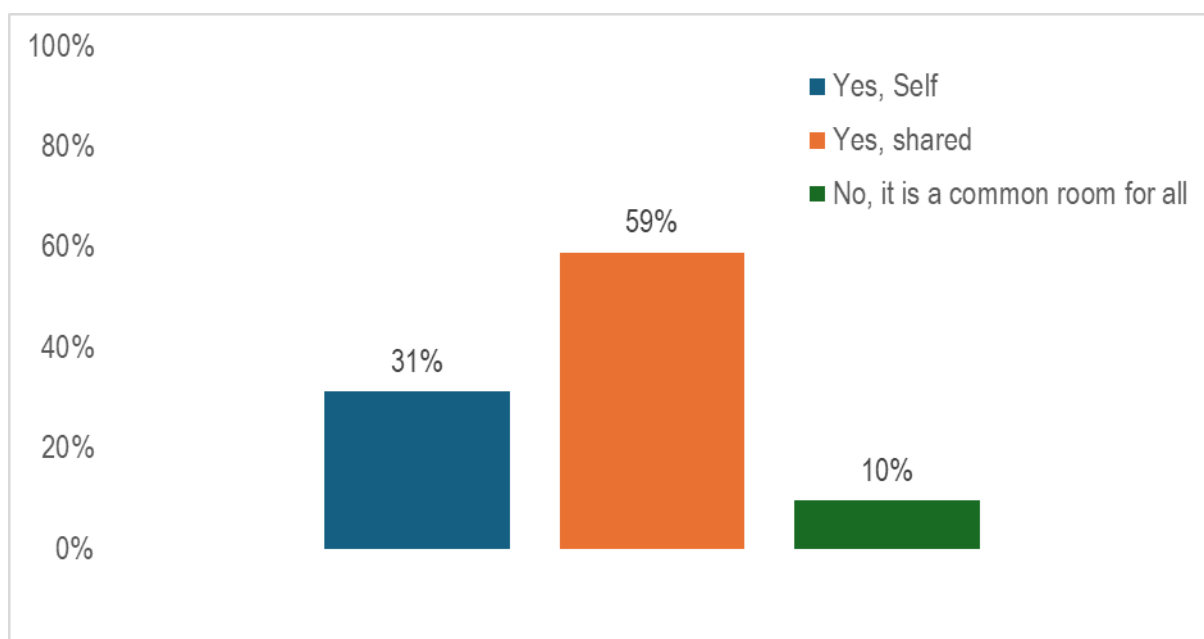
The preceding sections have focused analysis on court users, both clients' and non-clients' perceptions of the quality of court services they receive from the court staff. We all understand that the good quality of service delivery, to a large extent, depends on the environment in which the service suppliers operate. Thus, this section aims to inform the Judiciary of Zanzibar of the type of working environment it offers to its staff to enable them to deliver up-to-standard service to its customers. These findings aim to inform the Judiciary of Zanzibar about its infrastructure investment decisions. We are reviewing various aspects of working environments, ranging from physical infrastructure to issues related to incentives.



## 9.2 Availability of Office Space

The quality of court services will be influenced partly by staff competence and the work environment. The latter includes workspace and related facilities. A conducive work environment improves staff productivity and overall well-being. We start by asking the court staff whether they have an office to work in, as presented in the following figure.

**Figure 38: Staff offices**



**Respondents were asked:** *Do you have an office?*

We see that nine in ten court staff have an office, with three in ten (31%) having a private self-office and six in ten (59%) having a shared office. The remaining 10% do not have an office but rather a common room. Depending on the nature of the work a court staff is performing, an office space, preferably a private room, may be necessary. These are to do with those that involve conducting hearings as they need not interfere with the activities of other staff, that may influence the decision. Thus, the Judiciary may need to speed up expansion of services by focusing on office space for its staff.



### ***9.3 Availability of Office Space by Court Level***

The importance of office space varies across court levels, depending on their size, according to respondents, depending on scope, and function, but each level requires sufficient space for its staff within available resources. At local courts, office space ensures efficiency, accessibility, and cost-effective operations to handle large volumes of cases. District courts need well-organized spaces for case management, staff coordination, and security. Appellate courts require specialized spaces for legal research and confidentiality, while high courts demand strategic spaces for high-level decision-making, access to resources, and public relations. Overall, office space is essential for ensuring court efficiency, security, communication, and public access, which supports the smooth functioning of the judicial system at all levels.

## Court Improvements

- **Infrastructure Developments:**

- New court buildings in Unguja are nearing 97% completion, expected to be handed over by April. These include specialized facilities such as **elevators** and **nursing rooms** for individuals with disabilities, significantly improving access to justice.
- However, **lower-level courts** are not receiving similar upgrades, which limits their ability to offer equal access.

**Quote:** "Modern court buildings with specialized facilities have improved access to justice, though more focus is needed on lower-level courts."

- **ICT Enhancements:**

- **High Courts** have advanced digital communication systems, shifting official correspondence to digital formats and streamlining communication.
- **Smart Court Infrastructure** helps track cases and boosts operational efficiency, making the process smoother.
- Despite advancements at the High Court level, **lower courts** still rely on outdated paper-based systems, creating a disparity.

**Quote:** "Digital and smart court systems in higher courts have enhanced efficiency, but extending these technologies to lower courts remains a priority."

**Table 17: Staff Office space by court level**

	<b>Yes, Self</b>	<b>Yes, shared</b>	<b>A common room for all</b>	<b>Total</b>
<b>High Court of Zanzibar</b>	25%	50%	25%	100%
<b>Chief Kadhi Court</b>	100%			100%
<b>Regional Kadhi Court</b>	18%	73%	9%	100%
<b>Regional Magistrate Court</b>	19%	69%	13%	100%
<b>District Court</b>	20%	76%	4%	100%
<b>District Kadhi Court</b>	50%	35%	15%	100%
<b>Primary Court</b>	39%	50%	11%	100%
<b>Children Court</b>	50%	33%	17%	100%
<b>Land Court</b>	10%	90%		100%
<b>Appellate Kadhi Court</b>	50%	50%		100%
<b>High Court Industrial Division</b>		100%		100%
<b>High Court Commercial Division</b>		100%		100%
	31%	59%	10%	100%

**Respondents were asked:** *Do you have an office?*

The availability of office space for court staff varies across different court levels, as reflected in the table above. A significant portion of court staff, 59%, share office space with colleagues, indicating that shared offices are the most common arrangement. This setup may foster teamwork and communication but could also present challenges related to privacy and workspace efficiency.

On the other hand, 31% of court staff have access to private offices, allowing them to work independently with fewer disruptions. This category likely includes higher-ranking officials or staff in courts with better infrastructure and resources.

Meanwhile, 10% of the staff operate in a common room, meaning they do not have designated office spaces. This situation could be due to limited infrastructure, especially in lower-level courts or areas with high staff density. The use of a shared common room might affect productivity, confidentiality, and overall work efficiency.

These findings suggest a need for further investment in office infrastructure to ensure a more conducive working environment for court staff, which could ultimately improve service delivery within the judicial system

## 9.4 Satisfaction with Work Environment

The work environment goes beyond just the workspace and related facilities. It also includes employer-employee relations and interaction amongst employees. The nature of both relations will determine how well the institution functions, how motivated and loyal the staff are. This survey collected staff opinions on their work environment. We present a summary of associated responses in the table below

**Table 18: Staff satisfaction levels with their work environment**

Level of satisfaction	Satisfied	Dissatisfied	Neutral
<b>The office furniture</b>	55%	40%	4%
<b>The stationery supplied to the office</b>	79%	16%	5%
<b>The workload allocated to you</b>	88%	9%	3%
<b>The working environment</b>	66%	33%	1%
<b>The Salary/remuneration and other allowances to you</b>	57%	40%	2%
<b>The timing of receiving salary/remuneration</b>	94%	6%	0%
<b>The freedom in making a decision</b>	85%	10%	5%
<b>The availability of the network or network performance</b>	44%	40%	16%

Most staff are satisfied with their general work environment. More than eight out of ten are satisfied with the allocated workload (88%), the freedom in decision making (85%), and the timing of receiving remuneration (84%). Over half of them are also satisfied with office furniture (56%), work environment (66%), and remuneration and other allowances (57%). On the contrary, staff were least satisfied with the availability of the network or network performance. Given the need to communicate to customers using the mobile network, the Judiciary of Zanzibar needs to consider ensuring a smooth network to enable easy communication among court staff, but also between court staff and court customers.

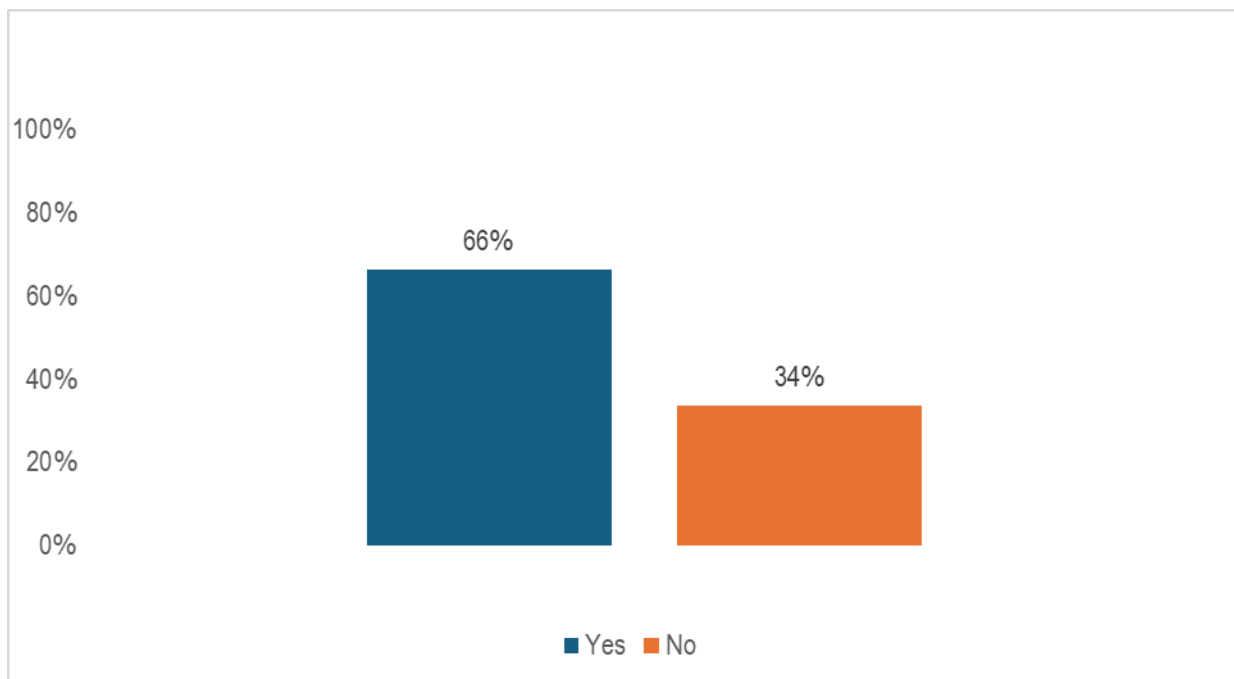


**Regional Magistrate  
Court of South Unguja,  
building.**

### ***9.5 Court Staff Training***

On-the-job training is vital for enhancing staff performance and the quality and services provided by the court. Training is an important incentive, not just for career development, but also for promoting loyalty in the workplace. If workers feel that they get appropriate training, this increases their confidence as they feel part of the changes and developments that occur as the court undergoes reforms. The following figure summarises court staff responses with respect to the training they have received during their tenure of employment.

**Figure 39: Percent of staff who received on-the-job training**



**Respondents were asked: *Have you undertaken any training after being employed by the court?***

More than six out of ten staff (66%) admitted to receiving on-the-job training. On the other hand, slightly more than three in ten have not received any form of on-the-job training. If we perceive that on-the-job training increases efficiency and work morale, then the percentage of those who have not attended any training needs special attention. We discussed earlier that one of the challenges the Judiciary is facing, from the court users' perspective, is time. On-the-job training can partly solve this problem.

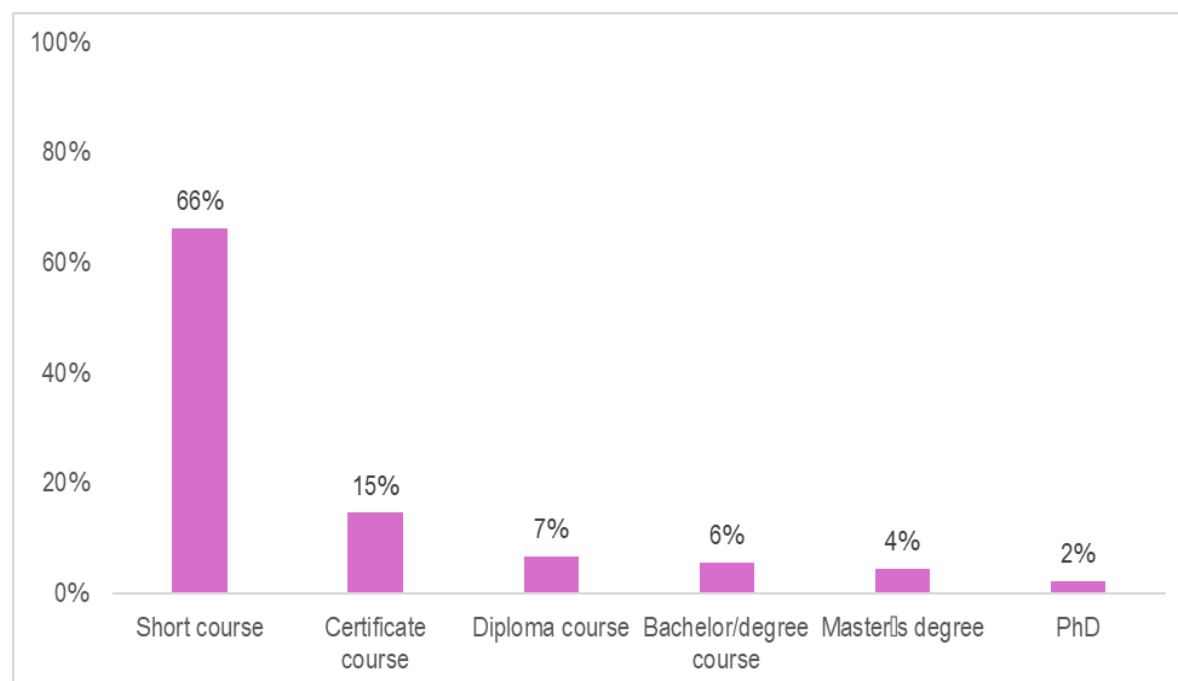
Analysis on the type of on-the-job training that court staff received in the course of their tenure is summarized in the following figure

## **9.6 Training Types and Duration**

Employers typically provide both long-term and short-term training programs based on the prevailing needs at a given time. Similarly, the judiciary, as an essential employment sector, recognizes the importance of continuous training, especially in response to technological advancements, population growth, and the increasing complexity of legal cases. Training plays a crucial role in ensuring that employees remain equipped with the necessary skills and knowledge to effectively perform their

duties. In line with this, the Judiciary of Zanzibar has conducted several training programs to their employees, as outlined in the figure below.

**Figure 40: Type of training attended by court staff**



**Respondents were asked: *If you undertook training, what kind of training did you attended?***

Most of the training was received through short courses (66%). Others received certificates (15%), a diploma (7%), and a degree (10%). Regarding the relevance of training, most of them (93%) found the training to be (very) relevant to their work, of which 84% found it very relevant and 9% found it somewhat relevant.

#### **Human Resource Improvements:**

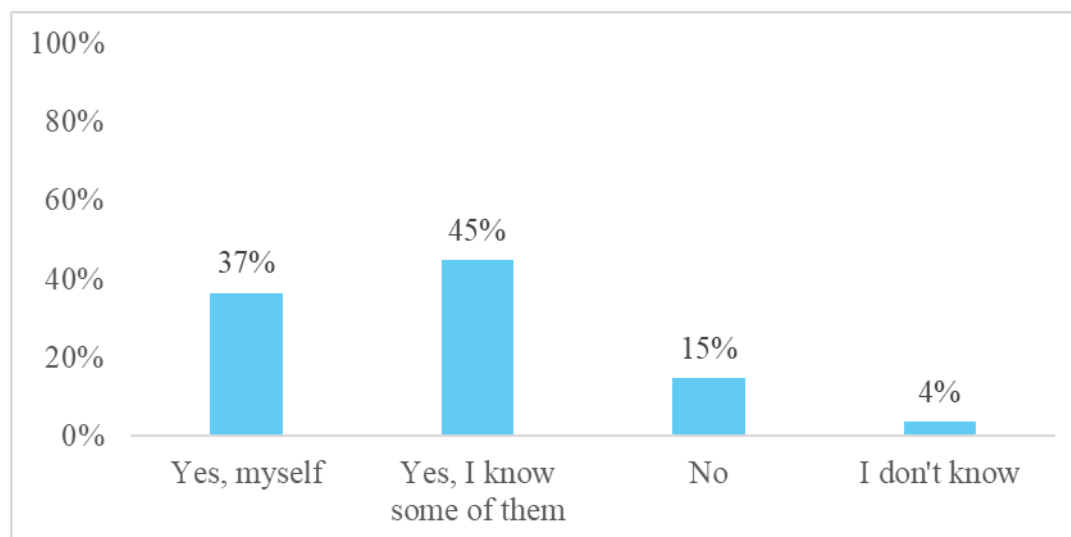
- The **Court Administration Act (2018)** has brought clarity to role separation, enhancing the structure by distinguishing the responsibilities of the **Registrar** and **Court Administrator**.
- Specialized departments now have **Directors**, and there are continuous **training programs** established by the Chief Justice to improve staff qualifications.
- However, **staff shortages** are a critical issue, particularly in **the lower courts** in Pemba, where understaffing is especially severe.
- **Quote:** "The Court Administration Act has improved efficiency through role separation, but staff shortages in lower courts need urgent attention."

- **Quote:** "An empowered workforce is the backbone of a thriving judiciary. Investing in employees ensures quality service and judicial excellence."

## 9.7 Staff Promotions

Staff promotions are an integral part of career development. A fair promotion system can serve as an important incentive at the workplace to encourage professional development through training, self-learning, and hard work. Promotion should also be viewed as a right to all staff who qualify for it and not confined to a few staff who are connected by senior public officials, either within the Judiciary or other government ministries and departments. The following figure provides a summary of court staff responses on promotions.

**Figure 41. The extent of in-service promotion**



**Respondents were asked:** For the past five years, have you or anyone you know in this facility ever been promoted?

Most of the court staff interviewed were either promoted (37%) or knew someone who was promoted (45%). This suggests professional growth and/or fairness in the evaluation process. Further analysis of the on-the-job training shows that most staff (58%) agree that job promotions conform to the time provided in the laws, rules, and regulations. However, three out of ten (29%) disagree with this point of view.

### **Supervision and Inspection**

- The judiciary is organized into two primary sections: the **Administrative Section**, responsible for handling administrative tasks, and the **Judicial Section**, which manages case proceedings and legal affairs.

**Case Management Unit:** Operating under the Registrar, this unit plays a pivotal role in ensuring smooth and effective case management, enhancing operational efficiency across the judiciary.

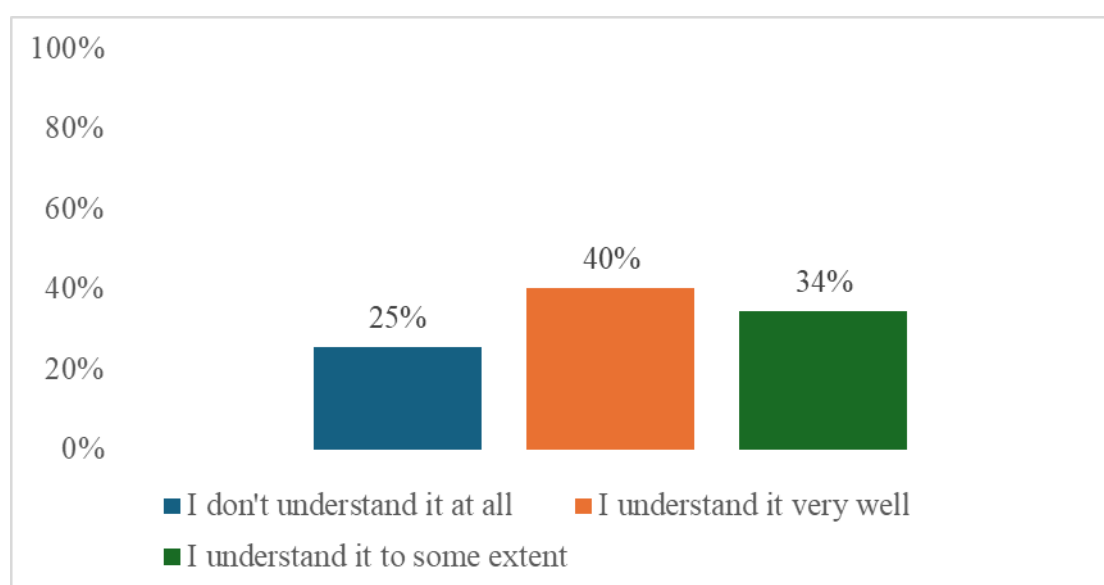
**Performance Inspections: Monthly Case Statistics:** A regular evaluation system to monitor the productivity of magistrates. **Field Visits:** Deputy Registrars conduct inspections in designated zones to ensure performance standards are upheld, and Bi-Monthly Inspections: Every two months, formal inspections take place to assess the performance of staff and operations, with the option for unscheduled visits if necessary.

- **Quote:** "The Case Management Unit ensures all case-handling processes are effectively supervised, improving operational efficiency at every level of the judiciary."
- **Quote:** "Through regular inspections and case data analysis, we maintain a high standard of performance and promptly address any operational challenges."

## ***9.8 Staff Views on Transparency Within the Judicial System***

Transparency is an important component of institutional governance, part of which includes the implementation of the strategic plan. All staff need to internalize the plan to fully understand the institutional goals and targets, alongside strategies to achieve them, but also what their roles are in achieving the strategic plan, including incentive structure. The success of the judicial strategic plan will depend, partly, on whether the preparation process was participatory or if deliberate efforts have been made to create awareness amongst all staff. The figure below presents one aspect of transparency, which is court workers' understanding of the Judiciary Strategic Plan.

**Figure 42: Staff knowledge of the strategic plan of the Judiciary of Zanzibar**

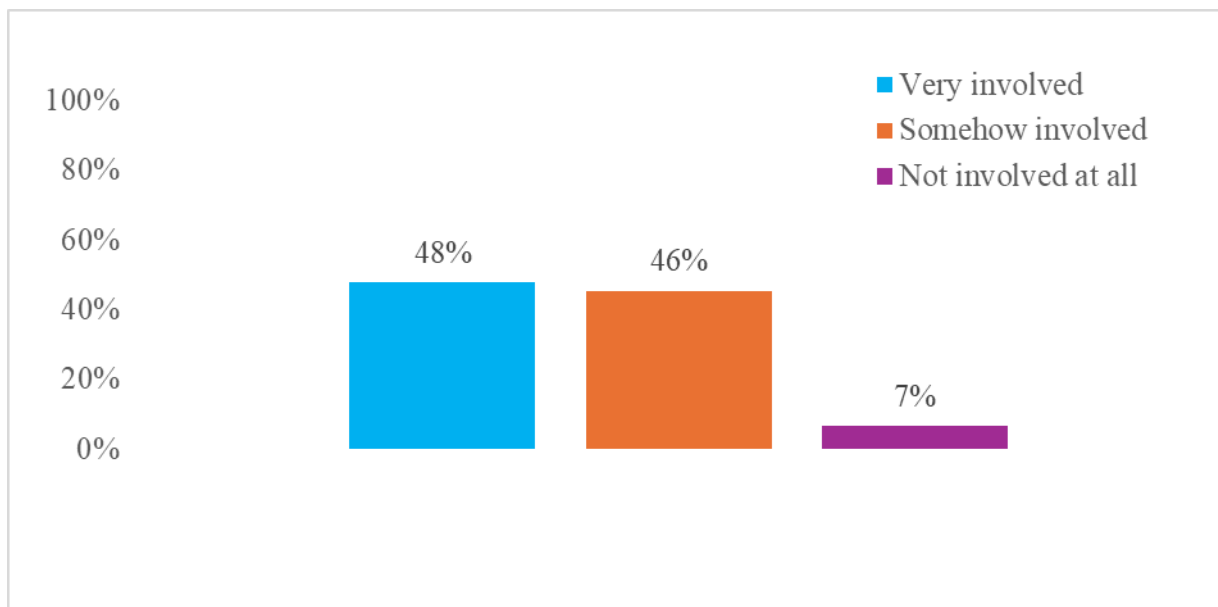


**Respondents were asked:** How well do you know the strategic plan of the Judiciary of Zanzibar?

From the above figure, there is a good understanding of the Judiciary Strategic Plan. Three-quarters (75%) of the staff said they understood the judicial strategic plan to some degree, and 40% had a good understanding of it. However, one-fourth (25%) of the staff claim to have no understanding at all. While this number may not be alarming, depending on the role of these court workers in the Judiciary, it may be useful to address this understanding gap. More awareness of the strategic plan will increase the odds of success.

Relatively, a high understanding of the Strategic Plan is likely due to the nature of the involvement of court staff in the ongoing strategies. Generally, ownership of court strategies depends on staff engagement in both the planning and implementation stages. This survey investigated the extent to which court staff are or are not involved in the preparation of the ongoing court strategies, as presented in the following figure.

**Figure 43: Staff involvement in court strategies**



**Respondents were asked:** To what extent are employees involved in ongoing court strategies?

A majority of staff (93%) admit that employees are involved in ongoing court strategies, out of which 48% admitted being very involved and 46% being somewhat involved. Only 7% claimed that they have never been involved in ongoing court strategies.

### ***9.9 Clients' Views on Hygiene and Confidentiality in the Court Environment***

At this party, we will discuss matters related to the availability of conducive waiting areas, facilities that cater to specific needs, sufficient space for private discussions, and clean public restrooms, all of which contribute to a comfortable and accommodating environment. Clients were asked about these aspects to gather their perspectives.

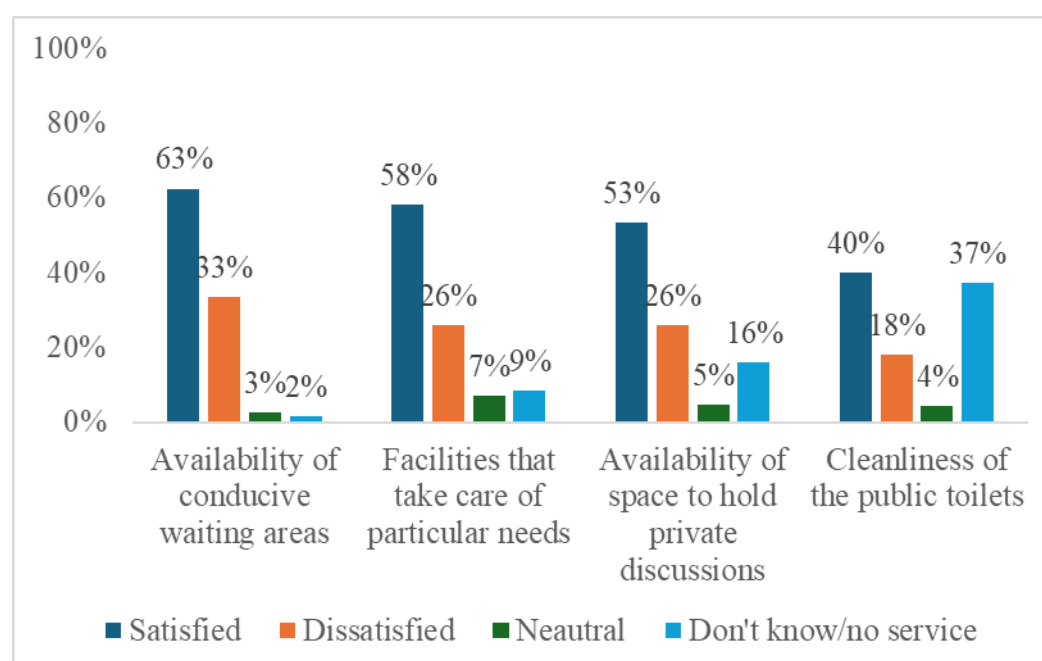


Waiting area in High court of Zanzibar



WAITING AREA IN REGIONAL MAGISTRATE'S COURT IN NORTH UNGUJA

**Figure 44: Hygiene and special needs supporting infrastructure**



**Respondents were asked:** Thinking about the court environment and facilities here today, overall, how satisfied or dissatisfied are you with the following?

The satisfaction levels across different aspects of service provision vary significantly, reflecting diverse experiences among users. The availability of conducive waiting areas has the highest satisfaction level (63%), indicating that most users find them adequate and comfortable, though 33% are dissatisfied, suggesting a need for improvements in seating, space, or ambiance. Facilities that cater to particular needs have a 58% satisfaction rate, but 26% of users feel their specific requirements are not adequately met, while 9% indicate limited awareness or access. The availability of space for private discussions has a satisfaction rate of 53%, with 26% dissatisfied and 16% either unaware of or not utilizing the service, implying underutilization or lack of publicity.

Cleanliness of public toilets has the lowest satisfaction level (40%) and the highest percentage (37%) of users who are unsure or without access, suggesting maintenance or accessibility concerns, despite a relatively low dissatisfaction rate of 18%.



**The Land Tribunal's  
Public toilet,  
Mwanakwerekwe.**



*Staff toilet in High court  
Zanzibar*

## Challenges & Proposed Enhancements

- **Key Challenges:**

- **Lack of Financial Autonomy:** The judiciary faces challenges in securing adequate and independent funding, relying on external financial sources.
- **Staff Shortages:** Some lower courts operate with as few as **three employees**, which severely limits their ability to function effectively.
- **Low Public Legal Awareness:** Many citizens remain unaware of legal procedures, hindering their ability to access justice.
- **Uncooperative Witnesses:** In sensitive cases, particularly those involving **sexual offenses**, uncooperative witnesses complicate the pursuit of justice.
- **Quote:** "Operational challenges, from financial dependence to staff shortages and low public awareness, limit judiciary effectiveness."

- **Proposed Enhancements:**

- **Specialized Magistrates:** Introducing magistrates with expertise in specific areas like **drug-related crimes** or **corruption** to ensure more efficient handling of specialized cases.
- **Public Legal Education:** Increasing **community outreach** through TV programs, local engagements, and other educational initiatives to raise awareness about transparency in legal procedures and rights.
- **Remote Case Handling:** Implementing **digital hearings** to minimize the need for in-person court appearances, making justice more accessible, especially for those in remote areas.
- **Improved Staff Commitment:** Focusing on strengthening work ethics and increasing staff dedication to their roles to enhance overall court efficiency.

**Quote:** "By introducing specialized magistrates, improving public education, and utilizing digital tools, the judiciary can enhance efficiency and service delivery."

## 10.0 ALTERNATIVE COURT DISPUTE RESOLUTION

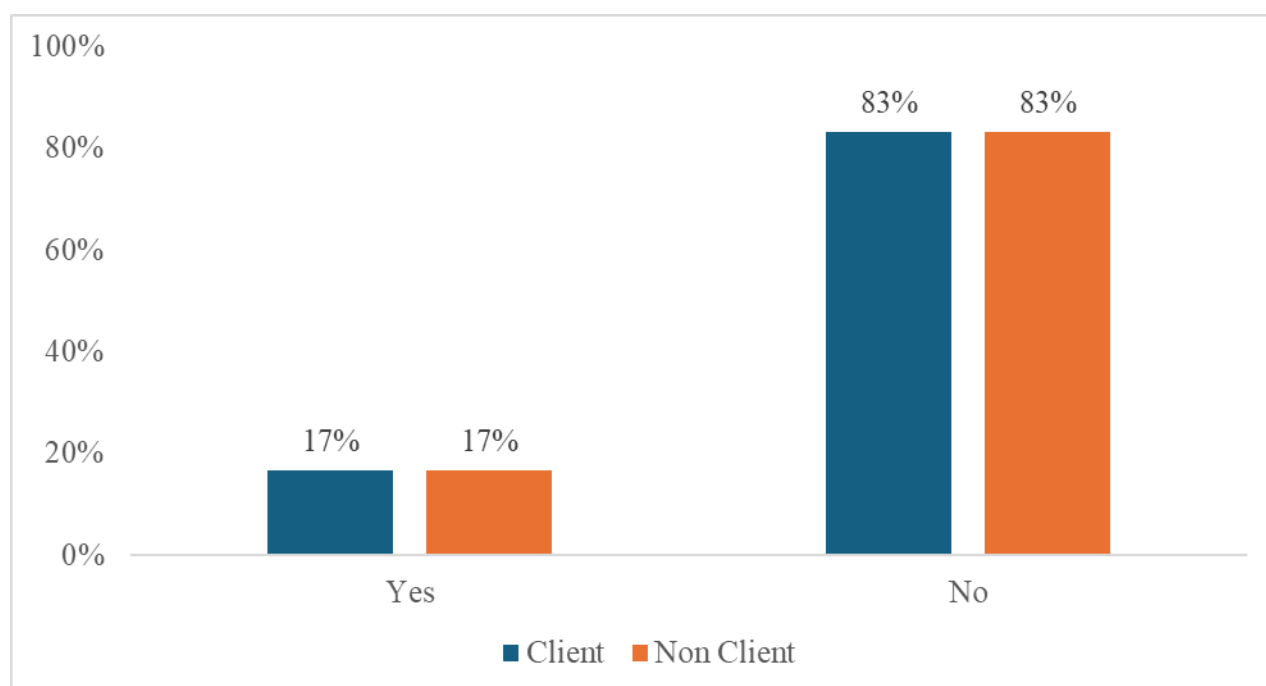
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The presence of conflict resolution councils plays a crucial role in enhancing efficiency by simplifying the delivery of justice to citizens through courts. These councils serve as alternative dispute resolution mechanisms that help mediate and resolve conflicts at the community level before they escalate to formal judicial systems. By doing so, they reduce the backlog of cases in courts, ensuring that only the most complex and serious matters proceed with litigation. The key benefits of conflict resolution councils are their ability to provide faster, more accessible, and cost-effective justice. Traditional court processes can be lengthy, expensive, and sometimes intimidating for ordinary citizens. In contrast, these councils offer a more approachable and less bureaucratic means of resolving disputes, allowing individuals to settle conflicts without the need for prolonged legal battles. This, in turn, promotes trust in the justice system, as people feel their concerns are heard and addressed efficiently.

### ***10.1 Awareness and Utilization of Alternative Dispute Resolution***

ADR has been approved by the Judiciary of Zanzibar, though it has not started operating in all courts. Utilization of this facility by the users depends very much on whether they are aware of its availability and the kinds of services it offers. Court clients, non-clients, and Court employees were asked to share their opinions on these aspects. For court clients and non-clients, the survey asked about their awareness of the presence of alternative dispute resolution mechanisms, such as mediation or arbitration, in resolving disputes in Zanzibar. Then, the question of whether conflict resolution councils, through alternative dispute resolution mechanisms, are likely to have higher utilization was asked to all, including staff. The findings for court clients and non-clients are presented in the figure below

**Figure 45: The awareness of alternative dispute resolution in the justice system**

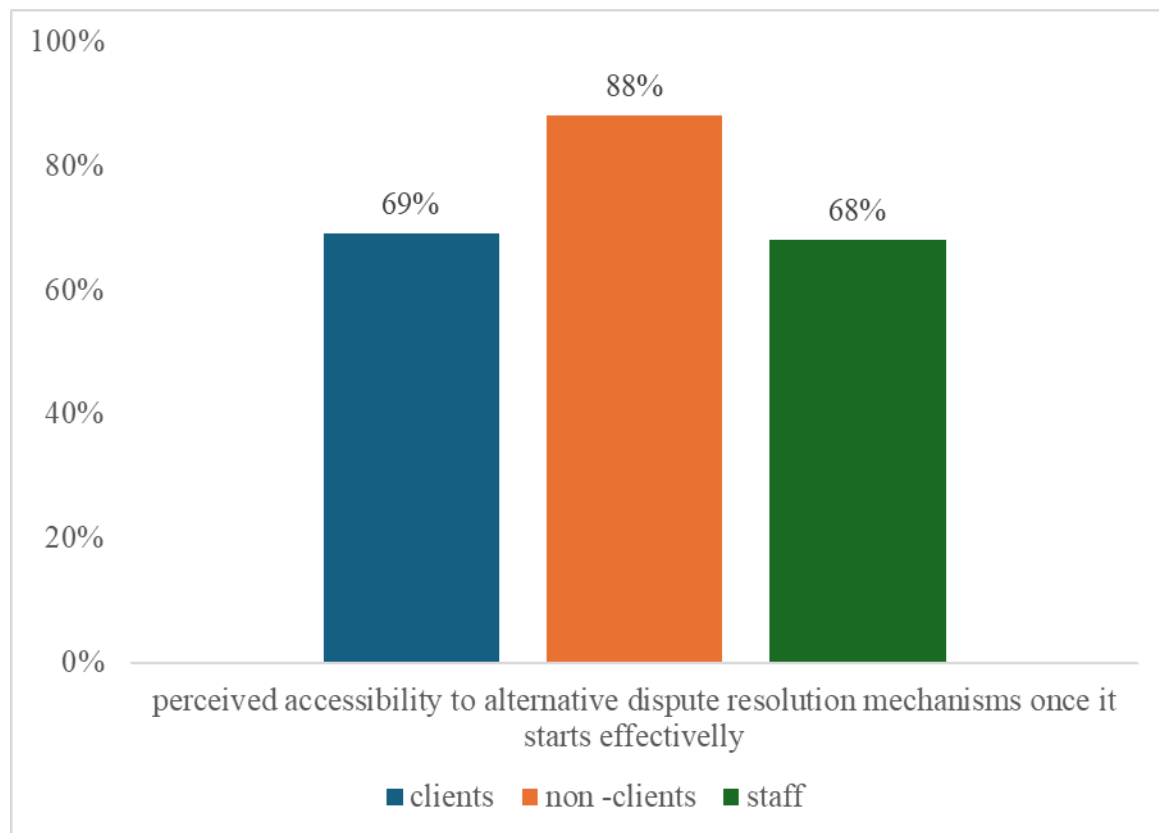


**Respondents were asked.** Are you aware of the presence of alternative dispute resolutions in Zanzibar?

The figure above shows limited awareness of the existence of alternative dispute resolution. Specifically, 83% of clients are not aware of the existence of this facility. The same percentage in the category of non-clients is not aware of this facility. Limited awareness of alternative dispute resolution is not very surprising as the facility is almost inexistence.

as noted earlier, potential utilization was asked of all, including staff. The responses are presented in the figure below

**Figure 46: Utilization of alternative dispute resolution mechanisms in the court**

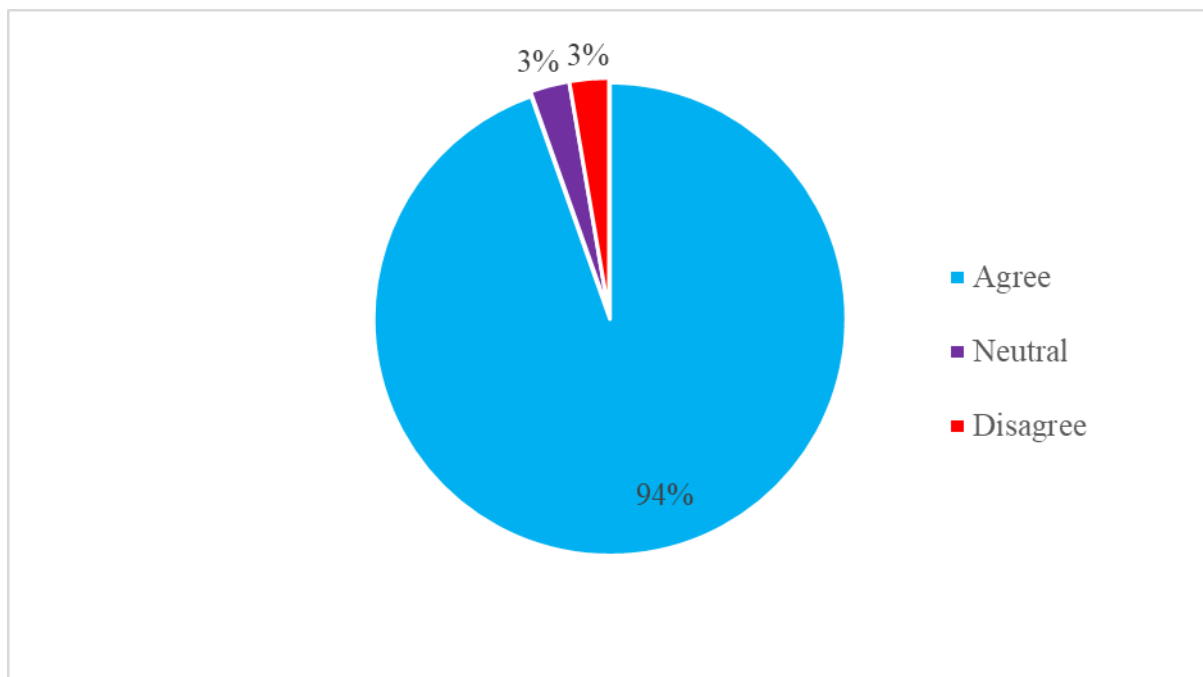


As we see, potential utilization is quite high across all respondents. It is highest for non-clients and relatively low for clients and staff. This may be associated with the perceived challenge of potential investment, which may be needed for it to operate. Clients and staff are likely aware of the existing caseloads that are handled by the court than non-clients.

## ***10.2 Efficiency of Conflict Resolution Council***

Sensitizing court users to use ADR will happen if court staff perceive that the facility will increase the efficiency of delivering court services. Therefore, court staff were asked to what extent they agree or disagree that the presence of conflict resolution councils will enhance efficiency in simplifying the delivery of justice to citizens, since this mechanism, if well implemented, is associated with efficiency among others. The figure below summarizes their responses

**Figure 47: Efficiency of alternative dispute resolution**



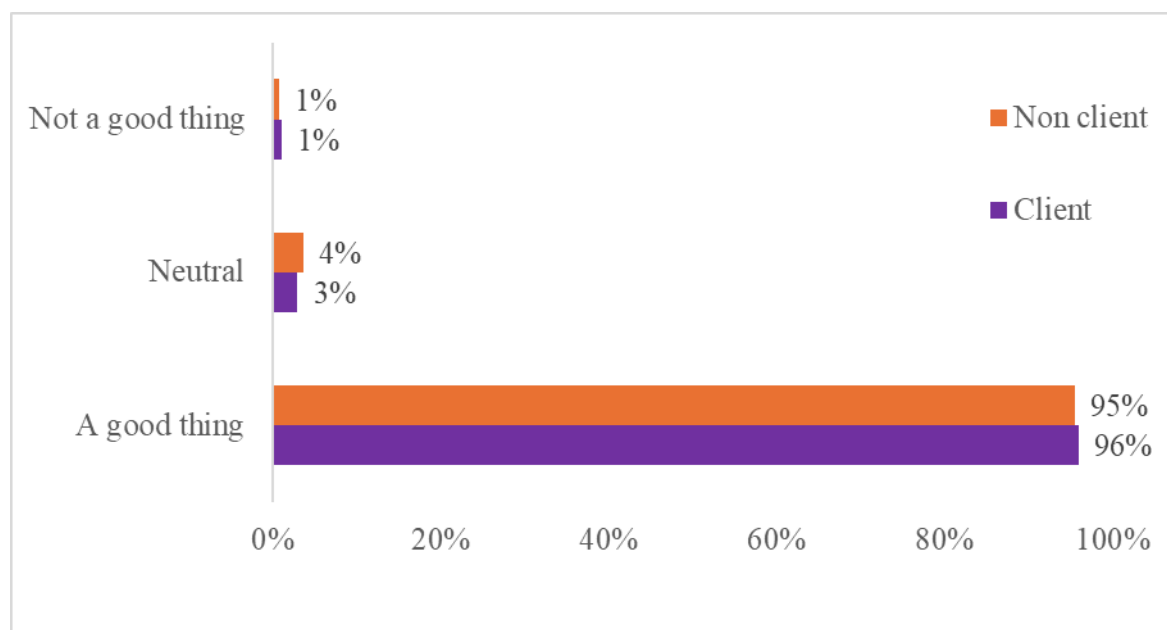
**Respondents were asked.** Do you agree or disagree that the presence of conflict resolution councils will enhance efficiency in simplifying the delivery of justice to citizens?

The findings from court employees in the above pie chart show that slightly more than nine in ten (94%) agree that the presence of conflict resolution councils plays a crucial role in enhancing the efficiency of cases. They acknowledged that these councils help streamline the justice system, resolving disputes faster and more accessible to citizens. The percentage of those perceiving that the ADR will not enhance efficiency is as low as those who provide neutral opinions (3%). The higher approval from court staff on a potential increase in efficiency is a positive sign that the facility will be intensively used as court staff will campaign for it.

### ***10.3 Potentiality of Alternative Dispute Resolution***

We presented earlier that a large majority of both court clients and non-clients stated that they are unaware of the existence of ADR in the justice system. However, after explaining to them what the ADR is about, the research team asked for their opinions on whether they believed it would be a good idea for ADR services to be introduced in their courts. The figure below summarizes their responses

**Figure 48. Potential of alternative dispute resolution in the Courts**



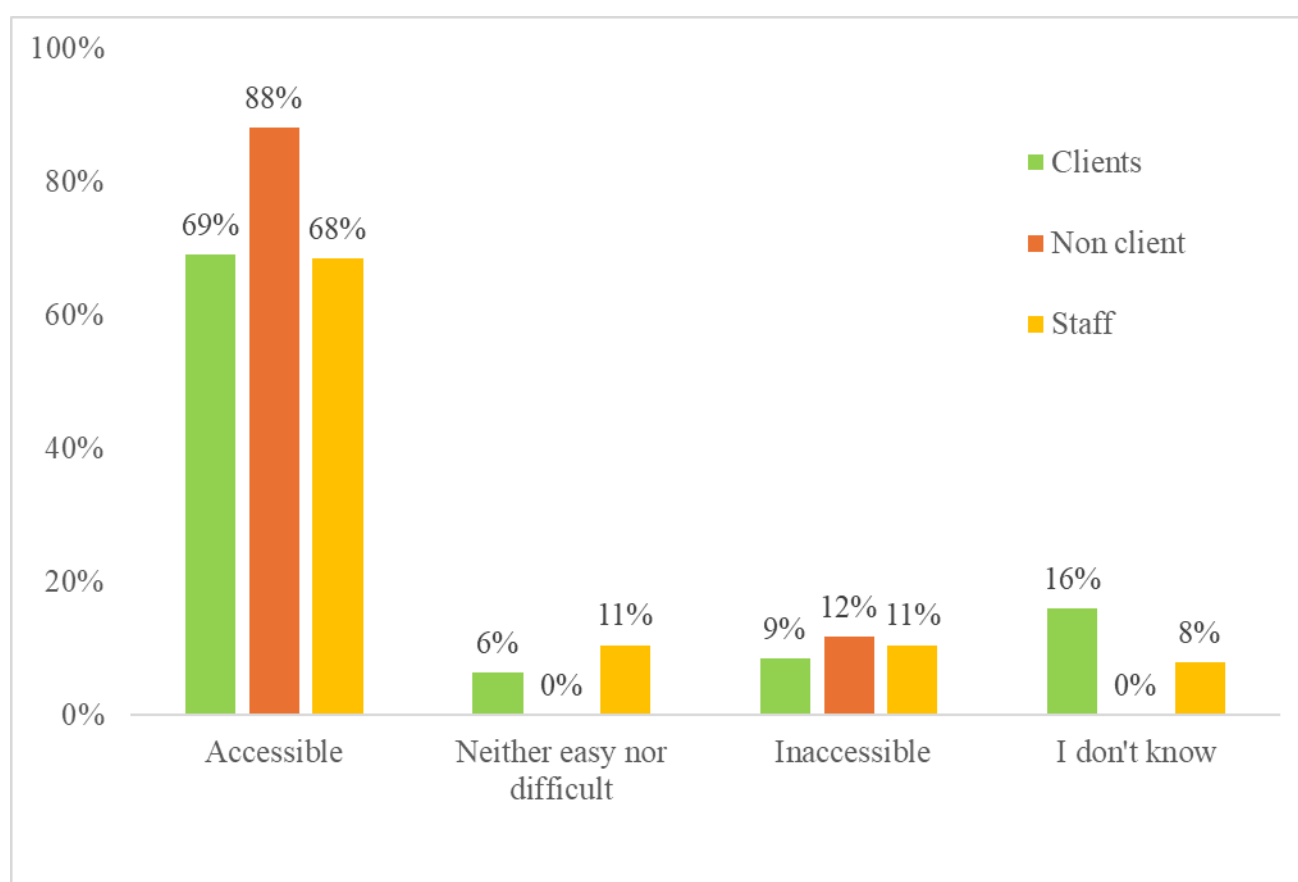
**Respondents were asked.** Do you think the presence of arbitration tribunals in Zanzibar courts is a good thing for the judiciary?

Nearly everyone who was interviewed regarding their acceptance or rejection of Alternative Dispute Resolution (ADR) expressed strong support for its implementation. An overwhelming majority of respondents acknowledged ADR as a positive initiative. Specifically, 96% of court clients and 95% of non-court clients agreed that ADR is a beneficial approach. This widespread approval highlights the consensus that ADR can play a crucial role in improving access to justice by providing a faster, more cost-effective, and less adversarial means of resolving disputes.

#### ***10.4 Accessibility to Alternative Dispute Resolution Mechanisms***

Court clients and non-clients who had admitted that they are aware of the existence of the ADR in the justice system, together with the court employees who stated that ADR services are available and operational in their respective courts, were asked to share their opinions on how easily accessible these ADR services are. We present a summary of their responses in the figure below

**Figure 49: Possibility of accessing alternative dispute resolution**



**Respondents were asked.** How accessible do you think alternative dispute resolution mechanisms, such as mediation or arbitration, are in resolving disputes in Zanzibar?"

The findings show that the majority of all categories of respondents interviewed agreed that ADR services are either very accessible or somewhat accessible. Specifically, approximately nine out of ten non-clients (88%) stated that these services are accessible to those who need them. Similarly, about seven out of ten individuals among court clients and court staff also shared the same sentiment, with 69% of clients and 68% of court employees confirming that ADR services can be accessed with ease.

### **Alternative Dispute Resolution (ADR)**

- Reasons for ADR Implementation:

ADR is seen as a powerful tool to expedite case resolution, reducing the backlog in courts. Additionally, it plays an important role in fostering economic growth by enabling businesses to resolve disputes quickly and efficiently, preventing delays that could impact operations.

Quote: "ADR speeds up case resolution, reduces court backlogs, and supports economic growth by enabling faster business dispute settlements."

- Successes of ADR:

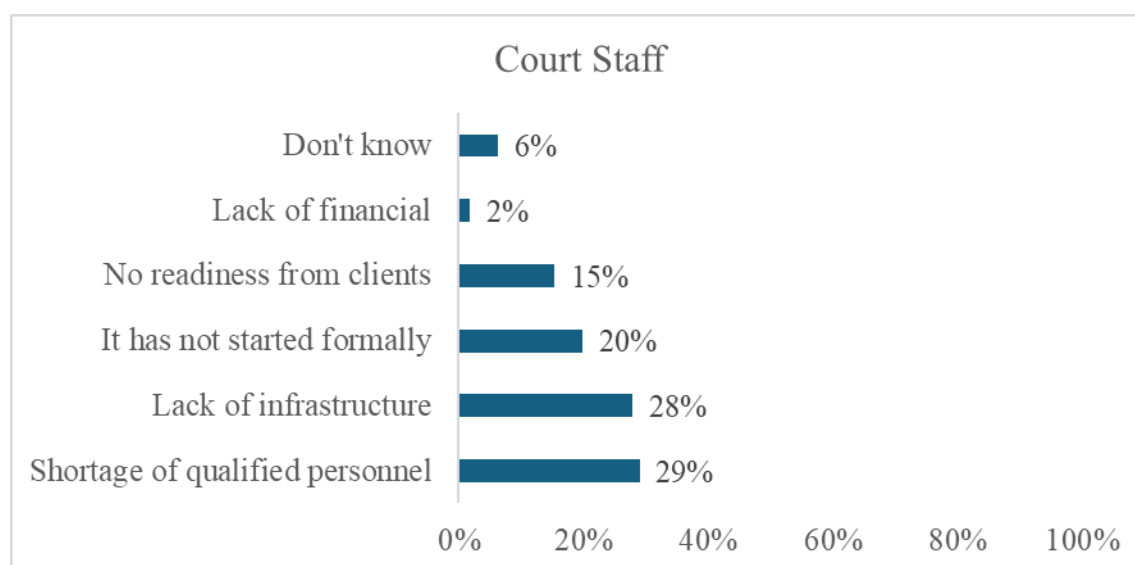
One of the significant achievements of ADR is its ability to reduce hostility between disputing parties. By encouraging amicable dispute resolution, ADR promotes peaceful settlements, benefiting not just the immediate parties involved but the broader community as well.

- Quote: "ADR helps reduce hostility by fostering amicable dispute resolution, benefiting both parties and the community."

## ***10.5 Factors Prevent Operationalization of Conflict Resolution Councils***

As presented earlier, a great majority of court staff said that conflict resolution councils have not started operations in their respective courts. The survey wanted to get the feelings from those workers on why they have not started operationalization. Understanding why starting operations takes time will help to devise targeted interventions that will speed up the process. The following figure provides a summary of the primary reasons reported to delay starting operationalization of the conflict resolution councils in the courts.

**Figure 50: Challenges Hindering the Operation of Conflict Resolution Councils**



**Respondents were asked.** What do you think is the main reason preventing the conflict resolution councils from starting to operate in this court?

The above figure highlights several key factors that are impeding the starting operation of the conflict resolution councils. The most significant factor cited by 29% of respondents is the shortage of qualified personnel. This is critical because skilled and knowledgeable staff are essential for the effective functioning of the council. Another factor with a relatively large majority of respondents is the lack of infrastructure, cited by 28% of respondents as a barrier. This could refer to physical infrastructure (e.g., courtrooms, office spaces), or technological infrastructure (e.g., case management systems, digital platforms for communication). The next factor in terms of majority is for those who mentioned that the initiative hasn't formally begun (20%). This is likely suggesting that, despite planning or initial preparation, implementation in many courts is yet to start. No readiness from implementors was mentioned by 15% of respondents. Lack of readiness could manifest in various ways, such as a lack of awareness or understanding of how the council works, resistance to change, or insufficient capacity to comply with new procedures. While financial constraints were mentioned by only 2% of respondents, it remains an important factor because inadequate funding can worsen other problems, such as the lack of infrastructure and the inability to hire or retain qualified personnel. If resources are limited, addressing the most pressing challenges might be difficult. Financial support is crucial for expanding and upgrading the infrastructure, improving staff compensation to attract skilled professionals, and enabling the organization to meet its operational goals.

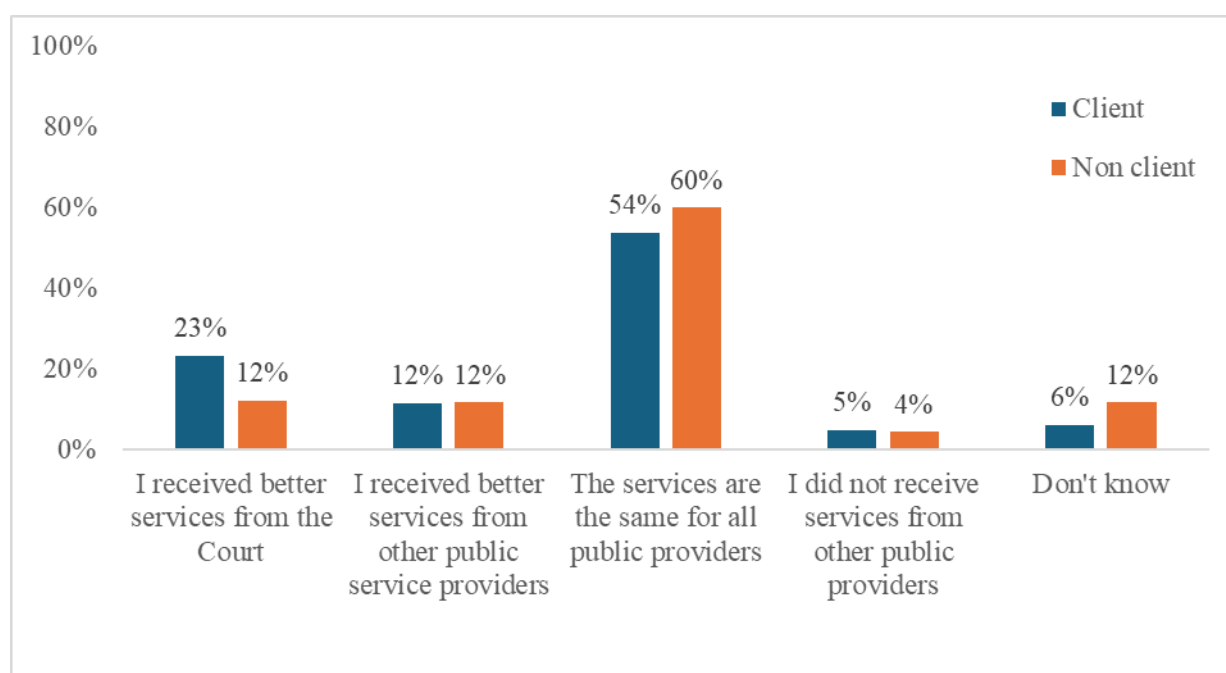
The above analysis suggests that, to enhance the adoption of ADR, judicial institutions should commit funds and time to implement awareness campaigns and training programs for both legal professionals and the public, emphasizing its benefits, applicability, and effectiveness in resolving disputes efficiently.

## 11.0 COURT AND OTHER SOCIAL SERVICE

### 11.1 The Quality of Court Service Provision and Other Public Service Providers

The survey aimed to gather the opinions of both court clients and non-clients regarding the quality of overall delivery services in Zanzibar. This assessment was conducted by comparing judicial services with other public services offered by different stakeholders. The primary objective of this comparison was to evaluate the performance of the judiciary in relation to other public service providers, allowing for a more comprehensive understanding of its strengths and areas that require improvement. The following table provides general views of the citizens on how they compare court services and other public social services.

**Figure 51: Court service as compared to other public providers**



**Respondents were asked.** How do you compare the quality of services you received from the court as compared to services you received from other public service providers?

We see from the above figure that more than half of the respondents, 54% of clients and 60% of non-clients, stated that there is no significant difference between the services provided by the courts and those offered by other public service providers.

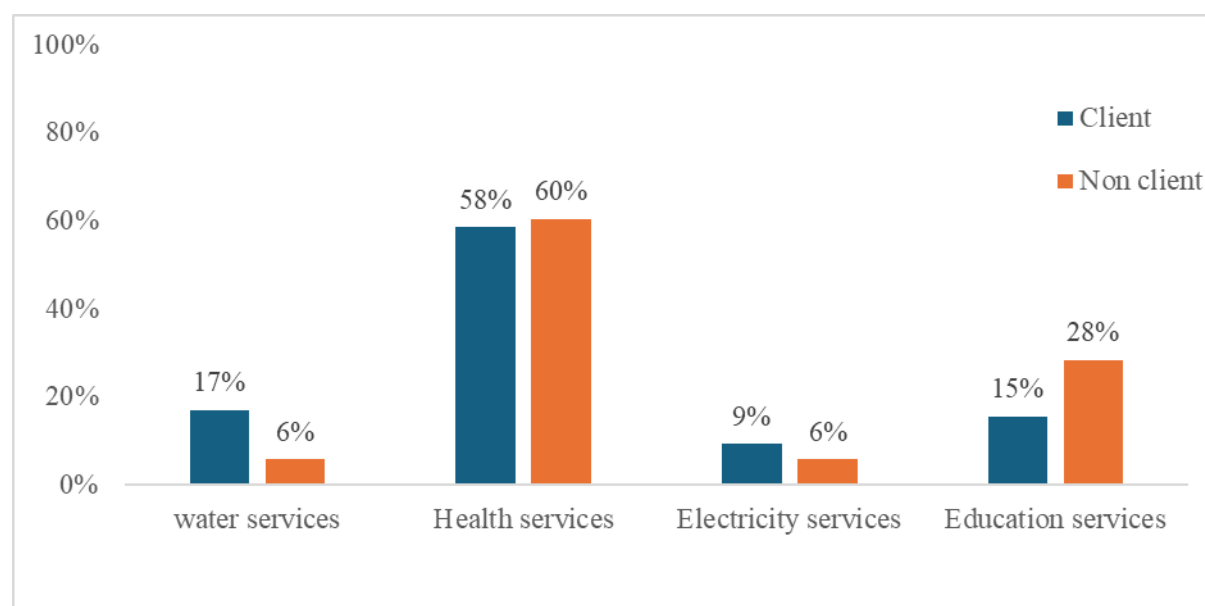
In other words, they perceived public services to be generally the same, regardless of who delivers them.

Regarding those who perceive that they get court services, which are better than other public services, 23% of the clients had that opinion compared to only 12% of non-clients. On the other hand, there is no difference between clients and non-clients in the opinions that other public services were better than court services, with 12% of respondents having that opinion.

## ***11.2 The Public Service Providers Overwhelmed the Court with Providing Better Services***

In this sub-section, we narrow down the above general analysis and pick only those respondents (12%) from the above figure who stated that they received better public services from providers other than the courts. The aim is to understand which specific service providers were responsible for delivering these superior services. The research team wanted to identify the organizations or institutions that were perceived as more efficient, accessible, or customer-friendly compared to the judiciary. This information is summarized in the following figure.

**Figure 52: The Public services that provided better services**



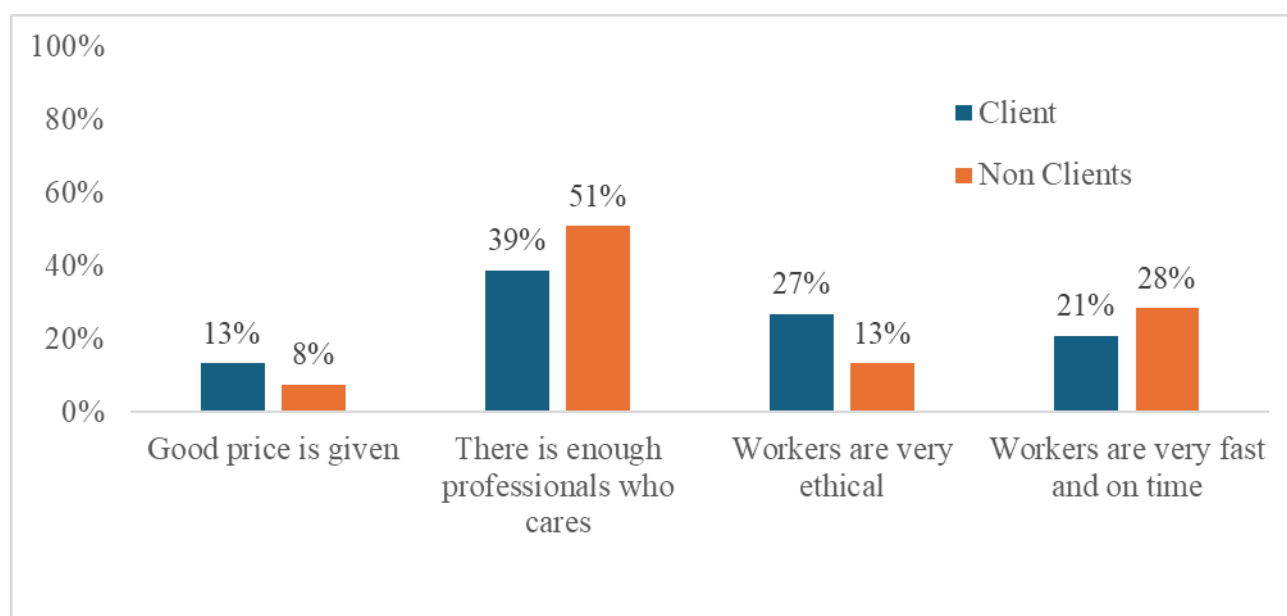
**Respondents were asked.** Which public service Provider did you receive better service?

From the above figure, we see that, out of the respondents who stated that other service providers are offering better services than the courts, the health sector is leading in having a larger percentage of respondents with opinions that it delivers better services than the courts. There is no significant difference between clients (58%) and non-clients (60%) in this opinion. The significant difference between clients and non-clients in this opinion is in the education sector, where more non-clients (28%) than clients (15%) have this opinion. Similarly, there is a significant difference in the water sector where 17% of the clients perceive that the water sector delivers better service than the court, compared with only 6% of non-clients with the same opinion. For the electricity service, there is no significant difference between the two categories of respondents, with 9% of clients and 6% of non-clients having that opinion.

### ***11.3 Reasons for Good Performance of Non-Court Public Service Providers***

In addition to understanding which services are perceived to be better than the court services, the survey study also sought to understand the reasons that led both clients and non-clients to believe that these public service providers have performed better compared to the courts. This information is very important to help the Judiciary draw a lesson to improve its services, similar to those that are perceived as better. The figure below summarizes responses on these issues.

**Figure 53: Reason for good performance**



**Respondents were asked.** What is the general reason that this facility provides good services?

From the above figure, professionalism seems to be cited by the majority of both clients (39%) and non-clients (51%). Timely service delivery is cited by the majority, with clients being 21% and non-clients being 28%. Staff ethics were also cited by the majority of clients (27%) and non-clients (13%). Price seems not to be a very serious issue as it was cited by relatively fewer clients (13%) and non-clients (8%).

The findings show areas that the Judiciary can learn from other sectors to improve service delivery. Issues of timely case processing came in the preceding discussion as an area that the Judiciary needs to improve, as also seen in this analysis.

## 12.0 OVERALL PERFORMANCE ON KEY THEMATIC AREAS OF THE JUDICIARY

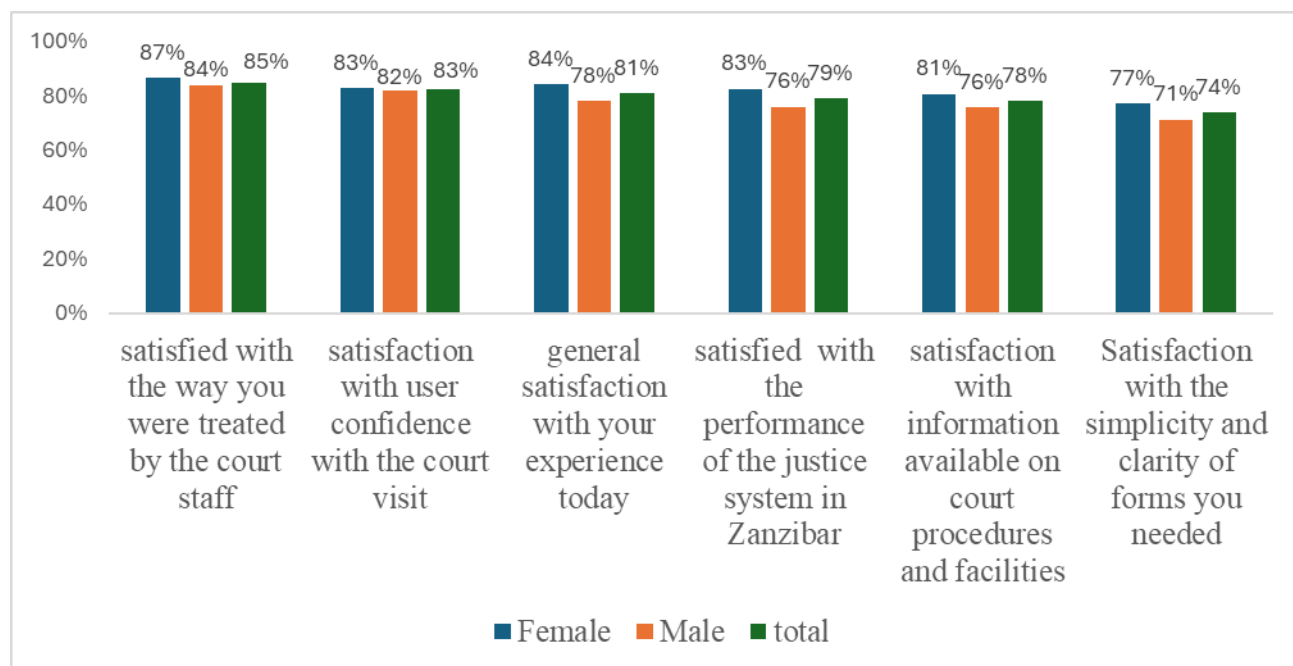
### 12.1 Introduction

The Judiciary of Zanzibar is assessed through the performance of the five main areas on court users/citizens satisfaction, namely, court services, access to court services, transparency in court services, quality of court service, and alternative dispute resolution. This section provides the overall performance of each of the thematic areas by analyzing several indicators that provide its picture. The overall performance is obtained by taking the average performance of all indicators in a specified thematic area. Where data permits, the analysis has disaggregated this assessment by gender and type of clients.

### 12.2 Court Users/Citizens' Satisfaction with Court Services

Satisfaction with the court services has been measured using selected indicators and presented in the figure below

**Figure 54: Court users/citizens satisfied with court services**

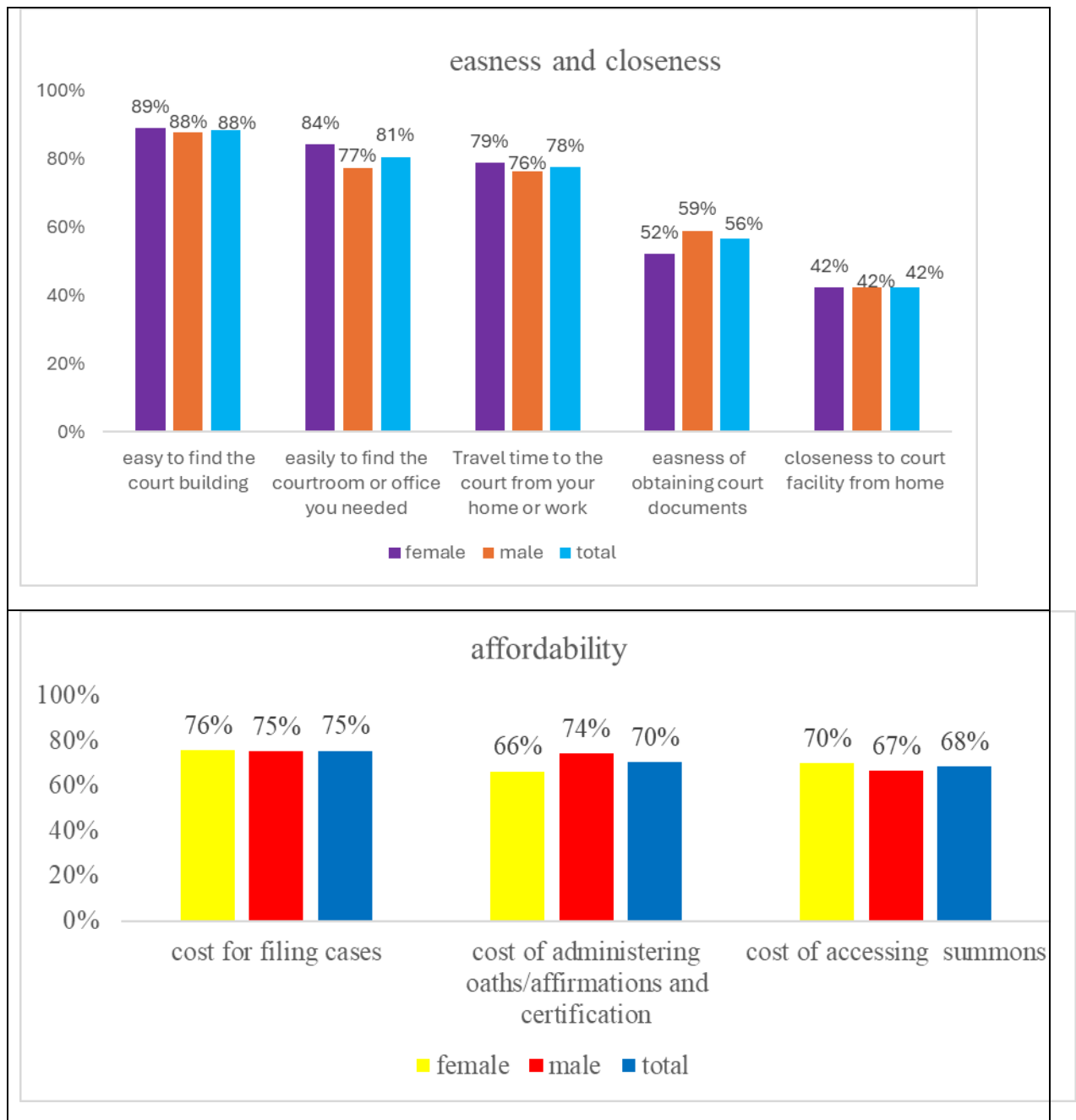


The figure above shows the satisfaction of court users/citizens with the selected indicators. The analysis has shown disaggregated data by gender. As seen in the figure, more than seven in ten court users/citizens are satisfied with various court services. The lowest satisfaction is in clarity of the forms one needs to fill in to access a service needed, with a score of 74%, while the highest is in satisfaction with the treatment by court staff (85%). Taking the average of all the selected indicators, 80% of court users/citizens are overall satisfied with court services. While there is no significant difference between males and females in this key performance indicator, females are relatively more satisfied than males. The percentage of females satisfied with the court services is 83% compared to their male counterparts, which is 78%.

### 12.3 Court Users/Citizens' Satisfaction with Access to Court Services

Two sets of indicators were used to gauge satisfaction with access to court services: the first set focused on ease and proximity, while the second set examined the cost of case processing fees. The figure below summarizes responses to questions on each of the mentioned sets.

**Figure 55: Court users/citizens satisfied with access to court services**



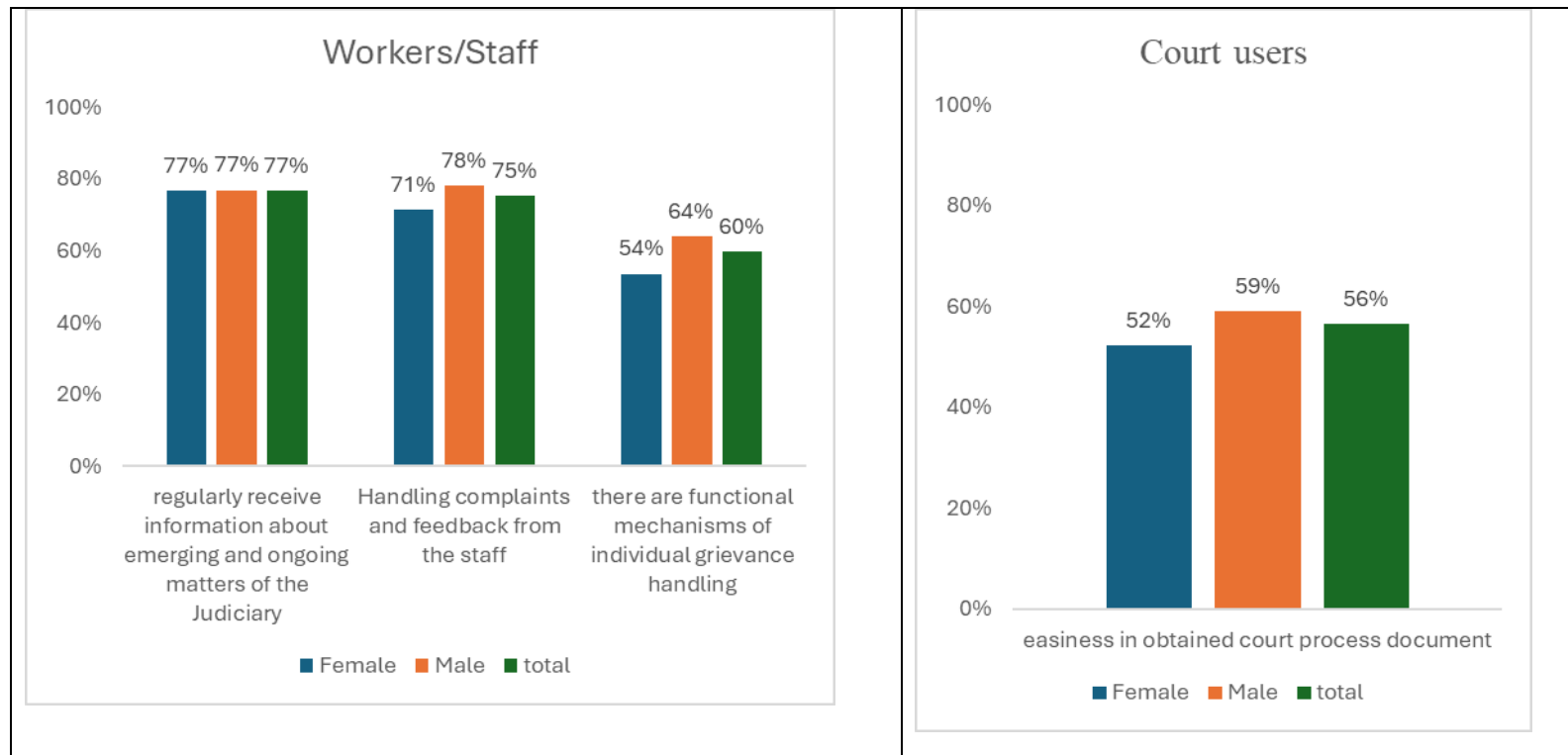
The figure above shows that, except for closeness to the court facility from home (42%), all other indicators in the easiness and closeness category have positive responses of more than 50%. Specifically, the survey data shows that the court users/citizens with positive views on the easiness range from 56% for those perceiving that it is easy to obtain case documents to 88%, who had the opinion that it is easy to find a court building. For the case of the set on affordability, we also find that the majority of court users/citizens do not find it very expensive to afford to pay for the costs related to the processing of their cases. The percentage of those with positive views on costs ranges from 68% with the opinion that they can afford the costs of accessing summons to 75% who perceive that the costs of filing cases are affordable. Combining all the indicators, we get an average of overall, 70% of court users/citizens who are satisfied with access to court services.

Gender disaggregation shows that both males and females approve this key performance indicator equally (70%).

## 12.4 Court Users/Citizens' Satisfaction with Transparency in Court Services

In assessing transparency, the research team used two sets of indicators, one on accessing court documents by court users/citizens and the other on the transparency of how the court administration handles its staff matters. The following table is a summary of responses to these issues.

**Figure 56: Satisfied with transparency in court services**



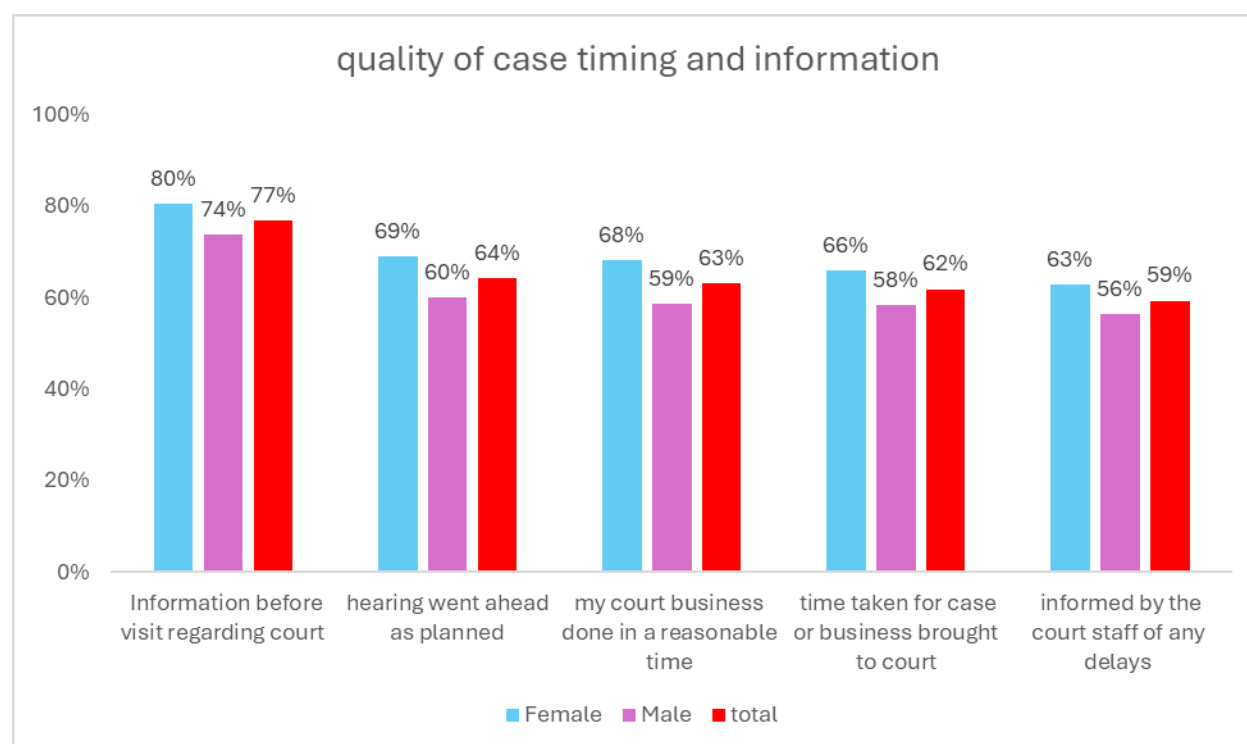
As we see from the above figure, the level of transparency in the judiciary of Zanzibar is high from the perspective of both court users/citizens and the court staff. Access to court process documents among court users has a high score, with 56% of them having opinions that it is easy to access them. Similarly, court staff have positive opinions on court transparency, with 60% of them with the opinion that there are functional mechanisms for handling individual grievances. Furthermore, 75% of them are positive about how the court administration handles complaints and provides feedback to its staff. Finally, 77% of court staff are happy with the regular information flow on emerging and ongoing matters of the judiciary.

Overall approval for this indicator is 67%. Unlike many other indicators in the assessment of the Judiciary's performance, males are relatively more satisfied, with 70% of them approving it compared with females (64%).

## 12.5 Court Users/Citizens' Satisfaction with Quality of the Court

Satisfaction with the quality of the court was assessed by indicators that focus on the perception of court users/citizens on the timing and quality of information they obtained either before or during case processing. The following figure provides information on those selected indicators.

**Figure 57: Court users/citizens satisfied with the quality of the court**



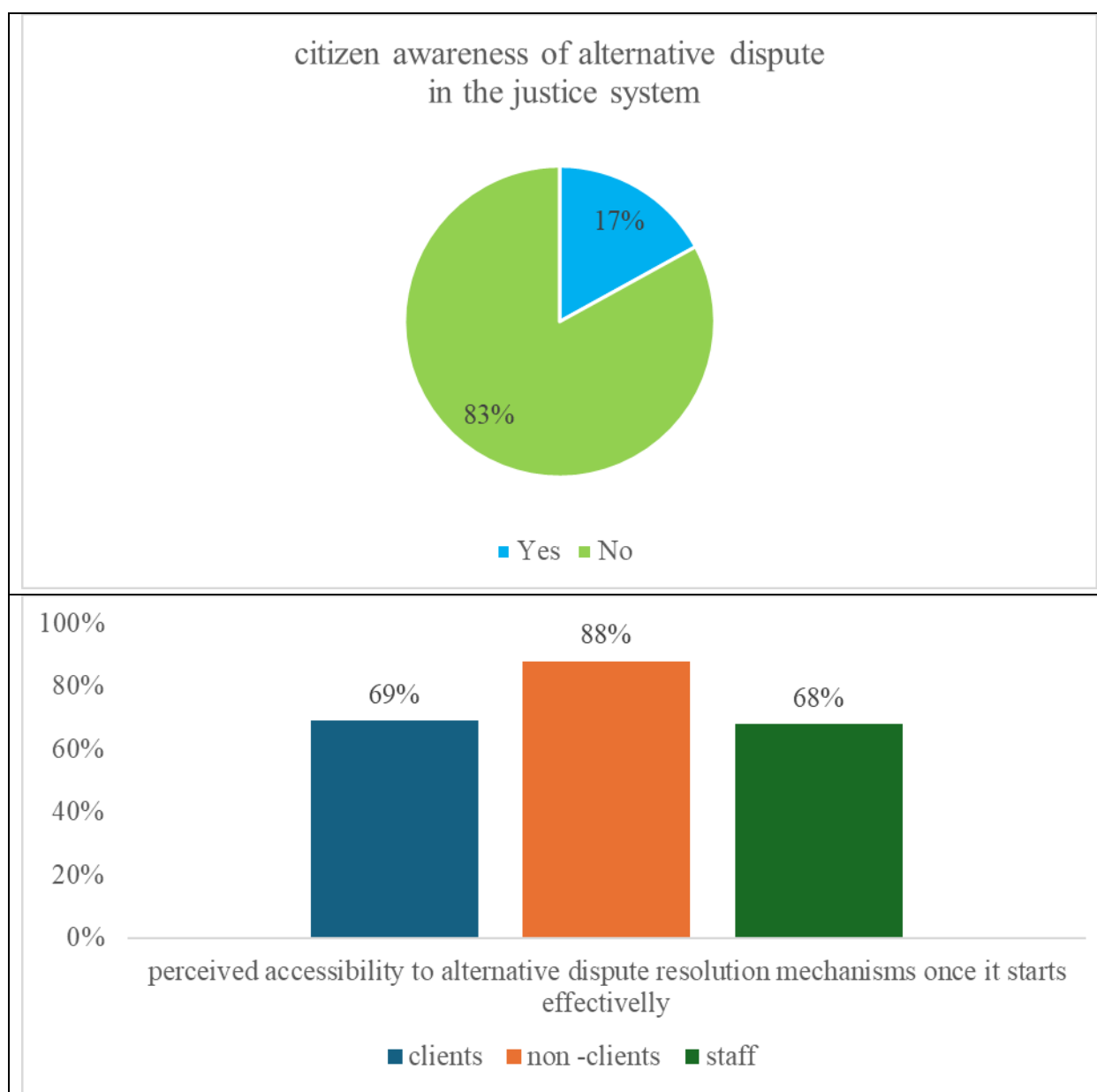
The above figure shows more than 6 out of 10 court users/citizens who are satisfied with various selected indicators on the quality of the court. The score ranges from the lowest score of 59% of court users who indicated satisfaction with the information they received from court staff on any delays to the highest score of 77% of those who indicated satisfaction with information they had received before visiting the court. Overall, the percentage of court users/citizens with positive opinions on the quality of the court is 65%. Regarding gender disaggregation, it is shown that

females are relatively satisfied (69%) compared to their male counterparts, with 61% of them approving it.

## ***12.6 Court Users/Citizens' Satisfaction with Alternative Dispute Resolution***

Alternative Dispute Resolution is a new thing that started recently in the Judiciary of Zanzibar. Assessment of the satisfaction of this facility started by understanding what proportion of court users/citizens are aware of it. While it is a new service, its awareness is very high, 83% of court users/citizens. The following figure shows awareness and perceived accessibility.

**Figure 58: Awareness and accessibility of ADR**



The above figure shows a low level of awareness among citizens of the ADR. As noted earlier in this report, this is not surprising as the service is almost non-existent in the Judiciary of Zanzibar. However, those who are aware, together with court staff, have a high level of perceived accessibility once in full operation. Non-clients are more optimistic about the perceived accessibility of this facility, followed by clients. Court staff are relatively less optimistic about this aspect. The possible explanations for these differences may be the perceived usefulness of this facility from the court users/citizens' perspectives and workload demand from the court workers' perspective. Court users are likely to see this as the best and perhaps easiest way to handle cases, so they feel that it will be accessed by many. On the other hand, court

staff, who already feel that there are few to handle current cases, may be looking at this as an extra duty that may demand more time. Generally, overall, the average acceptance of the alternative dispute resolution is 75%.

## 13.0 CONCLUSION, RECOMMENDATIONS, AND AREAS FOR FURTHER RESEARCH

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### **13.1 Conclusion**

This survey aimed at assessing citizens' views on the court services, hence the name Court Users' Satisfaction Survey. This responds to the Judiciary's need to evaluate the impact of its previous reforms and also to set a baseline of selected indicators against which the impact assessment of the ongoing reforms can be measured. The perception survey collected data from court clients, non-clients, and court staff. The information collected covers the time court users enter the court facilities and follows through all their experiences until the judgment is made. From the court staff, the survey has collected information on the working environment provided by the Judiciary to enable them to deliver up to standard service.

There are some mixed results with respect to obtaining information prior to coming to courts, some saying that they received notification, while others did not. While some court users do not need prior notices, better communication is still important. Most of the court users are confident about the likely outcome of their cases. This is an important aspect of the justice system, as citizens' confidence in the dispensation of justice promotes peace and harmony as key foundations for economic and social development.

In terms of court accessibility, the survey shows that, while the majority are satisfied with the physical accessibility of court buildings, some find it somewhat difficult to locate offices. Although most users find court fees manageable, affordability remains a concern for some, requiring a balanced fee structure. Within the same context of accessibility, despite technology-driven solutions like SMS and complaint desks, adoption is low, necessitating the need for more awareness efforts.

On access to documents, the majority of court users did not necessarily need them in the past few years. However, for those who needed to get documents, the survey reveals mixed results, with almost half indicating that it was easy and the other half indicating that it was difficult to access them. Similarly, there were mixed results in terms of payment to access documents, with almost half admitting to paying and the other half saying they did not pay for document access. Though not a serious problem, as was reported by a very small proportion of the court users, delays in

obtaining judgments and proceedings exceeding 90 days is a challenge needing attention.

The survey further investigated the extent to which court users could access information by asking how they got court information and the media used by the court. Those who use particular media are satisfied with the available information. Court noticeboards provide valuable guidance, yet most users are unaware of them or do not pay attention. Similarly, call centers, court websites, and court libraries are rated highly but remain underutilized due to limited publicity.

In the area of customer satisfaction, the survey shows that overall satisfaction with the court services is high. Furthermore, court users are highly satisfied with the treatment they receive from court staff on the day this survey was conducted. These findings are reflected in the high positive approval of the specific customer-oriented approach of court staff, like accessibility, impartiality, independence in decision making, equality before the law, competence and professionalism, and integrity. However, a notable proportion was not satisfied with the timeliness of the completion of the case.

The survey further shows that, while important events organized by the court have helped to raise awareness of the court users' understanding of the court systems, awareness of such events is very low. The judiciary has organized events like the Law Week, morning debriefing, and media programmes to increase knowledge of court services, but many users remain unaware.

Results from the court staff interviews have shown high satisfaction with the working environment in many aspects, with few cases having some levels of dissatisfaction. Court staff are, for example, satisfied with the workload, decision-making freedom, and remuneration. However, a few areas like office space, resources, and network performance have relatively lower satisfaction scores. The court staff are satisfied with the progress made by the Judiciary in assessing on-the-job training. Within the same context, court staff are also satisfied with transparency and openness in court operations, as most of them were involved in designing a strategic plan and other judicial reforms.

Finally, the survey finds that Alternative Dispute Resolution is a very good undertaking that can potentially increase court efficiency by reducing the caseload at the court. However, not only is it not known by most court users, but also not practiced actively.

## **13.2 Recommendations**

Based on the findings of this Court Users Satisfaction Survey for the Judiciary of Zanzibar, the following recommendations are outlined:

First, the Judiciary should strengthen its communication mechanisms. This should start from increasing awareness of the potential media of communication. Court users' awareness of the presence of law week, morning debriefing, and TV and radio programmes should be amplified. Other potential means of communication, like mobile phone options, call centers, and websites, are very convenient means in which citizens can understand the court services without meeting court staff. Hence, the court should devise mechanisms that will increase awareness of these media of communication.

Second, the ongoing reforms should consider options for mobile courts, especially in the few areas that could be considered costly for the citizens to reach the existing facilities on specific occasions. This recommendation considers the small geographical distance between districts and regions, which may not make it feasible to construct facilities in every district or sub-location.

Third, while cost was not seen as a serious problem to the majority, a few court users consider it a hindrance to accessing justice. This requires having a mechanism to regulate these costs in such a way that no one is left behind. Within the same context, the Judiciary should clearly outline which services require payment and which do not. Additionally, for services that are sometimes chargeable and sometimes free, it is important to specify the circumstances under which they require payment and those in which they are provided free of charge.

Fourth, while the ADR is not very popular in the Judiciary of Zanzibar, as it is known by very few court users, it is potentially an instrument to increase court efficiency. Hence, the Judiciary may need to promote its use and create awareness of its use among the citizens. The main challenges could be inadequate staffing, infrastructure limitations, and a lack of readiness among implementers. Addressing these issues through targeted investment, awareness campaigns, and staff training will be crucial to maximizing ADR's impact.

Fifth, the Judiciary should consider further improvement of the working environment, focusing on ensuring office space is available for all its staff, necessary on-the-job training to update its staff on new developments, as well as ensuring that promotion is an entitlement to all staff, subject to meeting the required conditions. The Judiciary

should consider installing hotspots in their courts so that their staff and customers can access the information that requires a mobile data network.

### ***13.3 Areas for Further Research***

This baseline survey focused on the key result areas and indicators of performance contained in the Judiciary's Strategic Plan 2025-2029. However, the follow-up surveys can be broadened to include other variables that could pave the way for the additional analysis that is necessary to contribute to the National Development Vision 2050, including equitable justice for all, and to promote investments and economic growth. Three areas are proposed:

First, while the perceived corruption in the Judiciary of Zanzibar is very low as shown by the survey, it will be informative to understand the types of corruption for those experiencing it. This will help to reveal the conditions under which those practices occur and how to eliminate them within society and among the judiciary staff.

Second, while the survey data captures the variations in terms of gender, future surveys could include variables that capture the population with various challenges, including disabilities. Such information will be valuable in informing the Judiciary of the specific attributes of access or mechanisms of delivery that could improve the inclusion of such citizens, if any.

Third, future surveys could include a specific module targeting investors. Among the crucial determining factors that attract foreign investors are the predictability of policies and the independence and fairness in the adjudication process. Variables that capture the perception and experience of investors on legal matters could be included in informing the Judiciary on how the investors perceive the extent of investor protection assured by the courts and what needs to be improved to provide such assurance.

### ***Annex 1: Affordability of case-related cost***

	Average/Affordable/Quite affordable		
	Cost of Summons	Cost of administering oaths/affirmations and certification of documents	Cost for filing cases
Criminal case [other than a traffic offence]	8%	12%	17%
Criminal case [traffic/motoring offense]	1%	2%	2%
Civil cases	26%	18%	28%
Children cases	2%	2%	5%
Child custody/maintenance case	2%	2%	1%
Matrimonial-Divorce/dissolution	13%	7%	7%
Probate & administration of estate	3%	3%	1%
Labour dispute	0%	0%	2%
Execution	2%	2%	2%
Oath	2%	3%	1%
Marriage permission/certificate	5%	4%	6%
Affidavit/certificate	4%	12%	4%

## **Annex 2: Client Questionnaire**

### **COURT CLIENT SURVEY (CCS)**



### **Court User Satisfaction Survey in Zanzibar 2025**

**TO BE ADMINISTERED TO A PERSON RECEIVING SERVICES AT THE COURT**

**THE FOLLOWING FIELDS ARE TO BE FILLED IN CONJUNCTION WITH THE FIELD SUPERVISOR**

Court Demographic			
Cd1	Region		
Cd2	District		
Cd3	Ward/Shehia		
Cd4	Street/Village		
Cd5	Name of the court		
	Type of Court		
Cd6		High Court of Zanzibar	1
Cd7		Chief Kadhi Court	2
Cd8		Regional Kadhi Court	3
Cd9		Regional Magistrate Court	4
Cd10		District Court at Konde	5
Cd11		District Kadhi Court	6
Cd12		Primary Court	7
Cd13		Children Court	8
Cd14	Name of Enumerator/Number		

**Interviewer's introduction:**

Good day. My name is ....., I am from REPOA, an independent research organisation based in Dar es Salaam. We are conducting a survey about people's experiences in accessing court services in the country. We would like to discuss these issues with you as a service recipient. The answers to these questions will help the judiciary improve court services in Zanzibar.

Participation in this survey is anonymous and will not affect you in any way. Your responses will be put together with other interviews with people we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take few minutes. There is no penalty for refusing to participate. Do you wish to proceed? [Proceed with interview only if answer is positive].

[Interviewer: Only interview people, who have accessed the requisite services at service outlets on the day of interview, begin by asking the simple question whether the respondent is at the facility on business. Only proceed if they indicate that they are there on business].

Note: The person must give his or her informed consent by answering positively.

**[Interviewer: Please fill in the following questions prior to interviewing a respondent].**

<b>This interview is with [Interviewer: Please indicate the category of court user participating in this interview].</b>	
Ordinary client making use of/seeking court services	People use the court in a professional capacity (e.g., advocate, attorney, etc. BUT is not a member of staff at the facility)
1	2

<b>DINTR [DATE OF INTERVIEW]</b>	Day		Month		Year			
Date of interview [Interviewer: Enter day, month, and year]								

<b>STIME [START TIME]</b>	Hour		Minute	
Time interview started [Interviewer: Enter hour and minute, use 24 hr. clock]				

## **SECTION 1: GENERAL INFORMATION ABOUT THE COURT USER**

<b>RNAM. Name of respondent</b> <i>[Optional]</i>			
<b>Q1. How old are you?</b>  <i>[Interviewer: Enter three-digit number. Don't Know = 999]    [Interviewer: If respondent is aged less than 15 years [a minor], interview must be carried out in presence of the guardian]</i>			
<b>Q2. Gender of respondent</b> <i>[Interviewer: Fill from observation. Do not ask]</i>	Male	Female	
	1	2	
<b>Q3. Is this your first time coming to this court during the last 2 years?</b>			
Yes, this is my first			1
No, I have been here before			0

<b>Q4. What kind of business brought you to this court today?</b> <i>[Do not read option, code from response]</i>			
Appear in a professional capacity	1		
Appear as a victim in a criminal offense	2		
Appear as an accused	3		
Appear as a witness	4		
Make a payment/pay a fee	5		
Appear as surety	6		
Search court records/obtain information	7		
Claimant/Plaintiff	8		
Applicant	9		
Defendant	10		
Respondent	11		
Other [Please specify] _____	Post Code		

<b>Q5. If you appeared in a professional capacity, which of the following best describes you/your role?</b> <i>[Do not read option, code from response] [Interviewer: Ask if response to Q5 is "1" Appear in a professional capacity]</i>	
Social service worker	1
Attorney/prosecutor	2

Advocate/solicitor		3				
Interpreter		4				
Probation officer		5				
Press/media		6				
Expert witness		7				
Police Officer		8				
Prison Officer		9				
Other [Please specify] _____	Post Code	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>				
<b>Q6. What type of case brought you to this court today? [Do not read option, code from response]</b>						
Criminal case [other than traffic offence]		1				
Criminal case [traffic/motoring offence]		2				
Civil cases		3				
Cost assessment/Taxation		4				
Children cases		5				
Child custody/maintenance case		6				
Matrimonial-Divorce/dissolution		7				
Adoption case		8				
Probate & administration of estate		9				
Labour dispute		10				
Execution		11				
Other [Please specify] _____	Post Code	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>				

## **SECTION 2: SATISFACTION WITH PRE COURT-VISIT EXPERIENCE**

<b>Let us talk for a moment about your pre-court visit experience</b>	
<b>Q7. Were you contacted by the court before you came to the court today?</b>	
Yes	1
No	0

<b>Q8. [Interviewer: If respondent was contacted by the court] What method did the court use to contact you?</b>				
Summons				1
Telephone /WhatsApp /SMS)				2
Process saver				3
Order/notice through media				4
Email				5
Other [Please specify] _____			Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

<b>Q9. Before you came to the court today, how confident were you that you knew what to expect from your visit?</b> <i>[Interviewer: Probe for the strength of opinion]. Would you say you were:</i>	
Very confident	5
Fairly confident	4
Neutral	3
Not very confident	2
Not at all confident	1
Don't know/Not sure [DNR=Do Not Read]	9

<b>Q10. Overall, how satisfied are you with each of the following provided by the court and NOT by anybody else e.g. police, private attorney, etc. [Interviewer: Probe for strength of opinion].</b>						
	Very satisfied	Fairly satisf ied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know [DNR]
<b>A.</b> Information you received before your visit regarding court procedures and	5	4	3	2	1	9

facilities and what to expect							
<b>B</b>	That the hearing/or trial that brought you to the court today went ahead when you were told it would	5	4	3	2	1	9
<b>C</b>	The time it has taken for your case/business that brought you to court to reach the stage it is at today	5	4	3	2	1	9
<b>D</b>	Being informed by the court staff of any delays and reasons for the delays to your case	5	4	3	2	1	9
<b>E</b>	I was able to get my court business done in a reasonable amount of time today	5	4	3	2	1	9

### SECTION 3: TIMELINESS IN OBTAINING COURT SERVICE

**Q13. Now thinking about the waiting times at the court, overall, how would you rate the following based on your experience today?** *[Interviewer: Probe for the strength of opinion].*

		Just about right	Long	Too long	Don't know [DNR]
<b>A</b>	The time you waited at the public counter/reception before you attended	3	2	1	9
<b>B</b>	The time you waited for the court or its staff to deal with your case/business in its entirety	3	2	1	9

**Q13.1. Overall, how satisfied are you with each of the following provided by the court and NOT by anybody else e.g., police, private attorney, etc.?** *[Interviewer: Probe for the strength of opinion].*

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know [DNR]
<b>A</b>	Time taken from case filing to disposal	5	4	3	2	1	9
<b>B</b>	Time taken to execute decree	5	4	3	2	1	9
<b>A</b>	I was able to get my court business done in a reasonable amount of time today						
		Strongly	Agree	Neither agree	Disagree	Strongly	Don't Know

	agree	e	nor disagree		disagree	[DNR]
	5	4	3	2	1	9

Q11. Overall, can you tell us about the time taken from filing to disposal of the case					
	0-6 months	6-12 months	12-24 months	Over 24 months	Don't Know [DNR]
<b>A</b> Primary court	5	4	3	2	9
<b>B</b> District court	5	4	3	2	9
<b>C</b> Regional Court	5	4	3	2	9
<b>D</b> High court	5	4	3	2	9

Q56. Overall, can you tell us about the time taken for records to be transferred from the lower to the higher level of the Court? for appeal, revision, or any other business				
	0-21 days	21-30 days	Over 30 days	Don't Know [DNR]
<b>A</b> Primary Court to District Court	3	2	1	9
<b>B</b> District court and Regional Court to High Court	3	2	1	9
<b>C</b> Land Tribunal to High Court	3	2	1	9
<b>D</b> Dispute Handling Unit (DHU) to High Court	3	2	1	9
<b>E</b> High Court to Court of Appeal	3	2	1	9

#### SECTION 4: CUSTOMER ORIENTATION AND PROFESSIONALISM

Let us now turn to your experience at the court and with the services here today						
Q12. Please tell us how much you agree with the following [Interviewer: Probe for strength of opinion].						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't Know [DNR]

<b>A</b>	I was treated with courtesy and respect by court staff today	5	4	3	2	1	9
<b>B</b>							
<b>C</b>	The court staff demonstrate sufficient level of competence in how they do their job	5	4	3	2	1	9
<b>D</b>	The court staff conduct shows they understand and adhere to the established work ethics	5	4	3	2	1	9
<b>E</b>	The court staff are responsive in handling clients' requests	5	4	3	2	1	9

<b>Q14. If you attended a hearing or trial today, please tell us how much you agree with the following [Interviewer: Probe for the strength of opinion].</b>							
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Did not attend trial today [DNR]
<b>A</b>	The judge/magistrate treated everyone with courtesy and respect	5	4	3	2	1	7
<b>B</b>	Regardless of the outcome, the way the case was handled was fair	5	4	3	2	1	7

<b>Q15. If you are a direct party to an ongoing case [victim, defendant] please tell us whether you agree or disagree with the following [Interviewer: Probe for the strength of opinion].</b>							
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
<b>A</b>	As I leave the court, I understand what happened in my case	5	4	3	2	1	7
<b>B</b>	The outcome in my case was favorable to me	5	4	3	2	1	7

**Q16. If you have visited this court before, that is at any other time besides today, during the last 2 years] Please tell us how much you agree with the following statements [Interviewer: circle **Not Applicable “9”** only if this is the first visit of the respondent to this court]**

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
<b>A</b>	The court staff at this facility always treat everyone with courtesy and respect	5	4	3	2	1	7
<b>B</b>	I am always able to get my business done in a reasonable amount of time whenever I come	5	4	3	2	1	7
<b>C</b>	The judges/magistrates always treat everyone with courtesy and respect	5	4	3	2	1	7

## SECTION 5: SATISFACTION WITH COURT STAKEHOLDERS' SERVICES

**Q17. Thinking about your experiences in the past 2 years, have you or know anyone who have ever received service from the following court stakeholders**

		Yes	No
<b>A</b>	Court brokers	1	0
<b>B</b>	Process savers	1	0
<b>C</b>	Advocates	1	0

**Q18. Thinking about your experiences in the past 2 years, overall, how satisfied or dissatisfied are you with the service provided by the Court broker [Interviewer: probe for the strength of opinion]?**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used [DNR]
<b>A</b>	Cost of service	5	4	3	2	1	7
<b>B</b>	Time taken to complete the assignment	5	4	3	2	1	7

<b>C</b>	Communication	5	4	3	2	1	7
<b>D</b>	Quality of service	5	4	3	2	1	7

**Q19. Thinking about your experiences in the past 2 years, overall, how satisfied or dissatisfied are you with the service provided by Process Saver [Interviewer: probe for the strength of opinion].**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used [DNR]
<b>A</b>	Cost of service	5	4	3	2	1	7
<b>B</b>	Time taken to complete the assignment	5	4	3	2	1	7
<b>C</b>	Communication	5	4	3	2	1	7
<b>D</b>	Quality of service	5	4	3	2	1	7

**Q20. Thinking about your experiences in the past 2 years, overall, how satisfied or dissatisfied are you with the service provided by Advocate [Interviewer: probe for the strength of opinion].**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used [DNR]
<b>A</b>	Cost of service	5	4	3	2	1	7
<b>B</b>	Time taken to complete assignment	5	4	3	2	1	7
<b>C</b>	Communication	5	4	3	2	1	7
<b>D</b>	Quality of service	5	4	3	2	1	7

**Q57. Now thinking about court stakeholders; How effective would you say these stakeholders are in opening, processing, and/or dispensing justice? [Interviewer: probe for strength of opinion].**

		Very effective	Effective	Neither effective nor ineffective	Very ineffective	ineffective	Don't know [DNR]
<b>A</b>	State Attorneys	5	4	3	2	1	9

<b>B</b>	Advocates	5	4	3	2	1	9
<b>C</b>	Court brokers	5	4	3	2	1	9
<b>D</b>	Prison Officers	5	4	3	2	1	9
<b>E</b>	Social welfare workers	5	4	3	2	1	9
<b>F</b>	Probation Officers	5	4	3	2	1	9
<b>G</b>	Police Officers	5	4	3	2	1	9

## **SECTION 6: ACCESSIBILITY OF COURT SERVICES**

<b><i>Now let's discuss the level of accessibility of court services</i></b>							
<b>Q21. Thinking about your experiences today, how satisfied or dissatisfied are you with each of the following aspects of court service accessibility? [Interviewer: probe for strength of opinion].</b>							
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [DN R]
<b>A</b>	How easy it was to find the court building location	5	4	3	2	1	9
<b>B</b>	The convenience of sitting/opening times	5	4	3	2	1	9
<b>C</b>	How easily do you find the courtroom or office you need to get to	5	4	3	2	1	9
<b>D</b>	Presence of easily identifiable staff available to help/deal with your queries	5	4	3	2	1	9
<b>E</b>	Court staff treating you politely and sensitively	5	4	3	2	1	9
<b>F</b>	Travel time to the court from your place of residence/work	5	4	3	2	1	9

<b>Q22 How far from your residence, would you say, this court facility is? [Interviewer: probe for strength of</b>
--

<i>opinion]</i>	
Very close	5
Close	4
Neither far nor close	3
Far	2
Very far	1
Don't Know [DNR]	9

<b>Now let's talk about the cost of obtaining services.</b>			
<b>Q23.1. Based on your experience, does the court charge fees for these services? Are you normally required to pay for these services?</b>			
		Yes	No
<b>A</b>	Summons	1	0
<b>B</b>	Cost of administering oaths/affirmations and certification of documents	1	0
<b>C</b>	Cost for filing cases		

<b>Q23.2. Based on your experience, how would you rate the cost of accessing services related to the court business that brought you here today? [Interviewer: Probe for strength of opinion].</b>		
	A	B
	Summons	Cost of administering oaths/affirmations and certification of documents
Quite affordable	5	5
Affordable	4	4
Average	3	3
Expensive	2	2
Very expensive	1	1
Don't know [DNR]	9	9

<b>24. In your opinion, what would be the most important reason that people like yourself would like to take their case to court? [Interviewer: Do not read options. Code from response.] And what would be the second most important reason?</b>									
						<b>Q19. 1<sup>st</sup> response</b>		<b>Q19.2<sup>nd</sup> response</b>	
Because it is their civil right						0			
They are aware of court services in their area						1		1	
The court is located near the residence area						2		2	
Presence of legal aid services						3		3	
They believe they will get their rights in court						4		4	
Some other answer (1st response) Specify_____					Post Code				
Some other answer (2nd response) Specify__					Post Code				
No further Answer								9996	
Don't know [DNR]						9999			
<b>Q26.1. Are you aware of any of the following Court services?</b>									
						Yes		No	
<b>A</b>	Mobile Court					1		0	
<b>B</b>	Trial through video conference					1		0	
<b>C</b>	Physical delivery of court documents					1		0	
<b>Q26.2 If Yes to Q26.1 above, have you ever used the following services?</b>									
						Yes		No	
<b>A</b>	Mobile Court					1		0	
<b>B</b>	Trial through video conference								
<b>C</b>	Physical delivery of court documents					1		0	
<b>Q26.3. If Yes in 26 in Q66.2, Please tell us how satisfied you are with</b>									

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Very dissatisfied	Somewhat dissatisfied
<b>A</b>	Mobile Court	5	4	3	2	1
<b>B</b>	Trial through video conference	5	4	3	2	1
<b>C</b>	Physical delivery of court documents	5	4	3	2	1

## **SECTION 7: ACCESSIBILITY AND USEFULNESS OF INFORMATION TO USERS**

**Q27. Let's talk a bit about information provided by the court to its users. Overall, how satisfied or dissatisfied are you with it? [Interviewer: Read out options. Probe for strength of opinion]. Would you say you are?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [DN R]
<b>A</b> Information available regarding court procedures and facilities	5	4	3	2	1	9
<b>B</b> The forms need are clear and easy to understand	5	4	3	2	1	9

**Now let's talk about the accessibility and usefulness of information provided by the court to the public through noticeboards**

**Q28. Have you, at any time during your visit(s) to the court, seen/read the information provided on the court noticeboard(s)?**

Yes	3
No, but I am aware there is a noticeboard	2
No, I am not aware there is a noticeboard	1
No, there isn't a noticeboard at this facility	0

<b>Q29. If you have read the information provided on the noticeboards at the court, please tell us whether you agree or disagree with the following aspects concerning the information provided on them</b> <i>[Interviewer ask only if response to previous question Yes is "3". Otherwise circle "7" "Not applicable"]</i>						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
<b>A</b> The information provided is clear and, in a language, accessible to me	5	4	3	2	1	7
<b>B</b> Information provided is timely	5	4	3	2	1	7
<b>C</b> I found the information useful for my case/business	5	4	3	2	1	7

					Yes	No
Q30.1. Do you know the presence of call centre in the court services					1	0
Q30.2. If YES to Q30.1 above, Have you ever used the					1	0
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [DNR]
Q30.3. If you Have used the Call Center Service, how satisfied are you with this service	5	4	3	2	1	9

<b>Now let's talk about accessibility and usefulness of information provided by the court on its website to the public</b>	
<b>Q34. Have you, at any time during the last year, visited the court website to access information provided by this court (s)?</b>	
Yes	3
No, but I am aware this court has a website	2
No, I am not aware this court has a website	1
No, this court does not have a website	0

<b>Q35. If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided</b> <i>[Interviewer asks only if the response to the previous question</i>
---

<b>Yes is “3”.</b>						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
A The information provided is clear and, in a language, accessible to me	5	4	3	2	1	7
B Information provided is timely	5	4	3	2	1	7
C I found the information useful for my case/business	5	4	3	2	1	7

<b>Now let’s talk about the accessibility and usefulness of the court library to you</b>	
<b>Q36. Have you, at any time during your visit(s) to the court in the last 2 Years made use of the court library?</b>	
Yes	3
No, but I am aware there is a court library at this facility	2
No, I am not aware there is a court library at this facility	1
No, there isn’t a court library at this facility	0

<b>Q37. If you have made use of the court library to access information, please tell us whether you agree or disagree with the following aspects? [ Interviewers ask only if response to question 25 is Yes “3”.</b>						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
<b>A</b> I am always able to get the information/documentation I need from the library	5	4	3	2	1	7
<b>B</b> Court staff at the library always treats me courteously and professionally	5	4	3	2	1	7
<b>C</b> Opening times are suitable for visitors	5	4	3	2	1	7

<b>D</b>	There is sufficient and suitable space to sit and read	5	4	3	2	1	7
----------	--	---	---	---	---	---	---

Q25.1. Which of the following communication methods do you normally use to send complaints and receive responses to your complaints					
			Yes	No	
<b>A</b>	Complaint desk		1	0	
<b>B</b>	SMS/WhatsApp		1	0	
<b>C</b>	Telephone		1	0	
<b>D</b>	Letters		1	0	
<b>E</b>	E mail		1	0	

Q25.2. If YES to Q25.1 above, how would you rate your satisfaction with the media you have used to send your complaints?						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Very dissatisfied	Fairly dissatisfied	Don't know [DNR]
Complaint desk	5	4	3	2	1	9
Telephone	5	4	3	2	1	9
SMS/WhatsApp	5	4	3	2	1	9
Letters	5	4	3	2	1	9
E mail	5	4	3	2	1	9

## SECTION 8: ACCESSIBILITY OF COURT PROCESS DOCUMENTS (JUDGMENTS, ORDER, DECREE, RULING, AND PROCEEDINGS)

Let's talk for a moment about the accessibility of court process documents (judgments, orders, decree rulings, and proceedings)	
Q38. How often, during the last 12 months, have you needed to obtain court process documents (proceedings, judgments, decrees, etc.) at this court? <i>[Interviewer: Probe for frequency]</i>	
Yes	1
No	0
Q38.1 If Yes in Q38, by which means did you obtain court process documents (proceedings, judgments, or decrees, etc.)	

<b>at this court?</b> <i>[Interviewer: Probe for frequency]</i>	
physical collection from the court	1
Posta mlangoni	2
ZANZIBARLII	3
Other means (specify)	4

<b>Q39. If you have EVER obtained/needed to obtain a court process document. How easy or difficult would you say it is to obtain the documents when you need them?</b> <i>[Interviewer: Ask if the response to question 27 is NOT Never "0". Otherwise, circle "7" is not applicable.]</i>	
Very easy	1
Easy	2
Difficult	3
Very difficult	4
Don't Know [DNR]	9
Not applicable [DNR]	7

<b>Q40. Are you normally required to pay for accessing court documents?</b> <i>[Interviewer: Ask if response to question 27 is NOT Never "0". Otherwise, circle "7" not applicable.]</i>	
Yes, always	2
Yes, sometimes	1
No	0
Not applicable [DNR]	7

<b>Q41. How long did it take for you to obtain these documents from the court?</b> <i>[Interviewer: Probe for strength of opinion.]</i>					
	0-21 days	21-90 days	Over 90 days	Don't Know [DNR]	
<b>A</b>	Judgement (ruling, decree, and order)	3	2	1	9
<b>B</b>	Proceedings	3	2	1	9
<b>C</b>	Records of Appeal	3	2	1	9

<b>Q42. In the course of your interaction with the court, how often, if ever, did you have to pay a bribe, give a gift, or do a favour in order to</b>							
	Never needed this service/ Not Applicable [DNR]	Never	Once or twice	A few times	Often	Don't Know [DNR]	

<b>A</b>	Obtain court documents	7	0	1	2	3	9
<b>B</b>	Influence court judgment	7	0	1	2	3	9
<b>C</b>	Speed up delivery of service	7	0	1	2	3	9
<b>D</b>	To influence the appointment of an administrator	7	0	1	2	3	9
<b>E</b>	To influence payment in probate and administration matters	7	0	1	2	3	9
<b>F</b>	To process court bail	7	0	1	2	3	9
<b>G</b>	To withdraw cases	7	0	1	2	3	9

## **SECTION 9. COURT ENVIRONMENT AND FACILITIES**

**Q43. Thinking about the court environment and facilities here today, overall, how satisfied or dissatisfied are you with the following? [Interviewer: Probe for strength of opinion]. Would you say you are:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Service is not available [DNR]
<b>A</b> Availability of conducive waiting areas	5	4	3	2	1	7
<b>B</b> Cleanliness of public areas (excluding the toilets)	5	4	3	2	1	7
<b>C</b> Facilities that take into account any particular needs that you may have	5	4	3	2	1	7
<b>D</b> Availability of space to hold private discussions	5	4	3	2	1	7
<b>E</b> Cleanliness of the public toilets	5	4	3	2	1	7
<b>F</b> Refreshments are available at the restaurant/cafeteria within the premise	5	4	3	2	1	7

**Q45. Thinking about Children's Cases, overall, how satisfied or dissatisfied with the following aspects:**  
*[Interviewer: Probe for strength of opinion]. Would you say:*

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know [DNR]
A	Building that support juvenile cases	5	4	3	2	1	7
B	Hearing of juvenile cases	5	4	3	2	1	7
C	Timeliness of juvenile cases judgments	5	4	3	2	1	7
D	Confidentiality of juvenile cases information	5	4	3	2	1	7

**Q44. Thinking about the court environment and facilities for groups with special needs here today, overall, how satisfied or dissatisfied are you with the following?** *[Interviewer: Probe for strength of opinion]. Would you say you are:*

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Service is not available [DNR]
A	Toilet facilities for disabled	5	4	3	2	1	7
B	Building structures that support disabled & elderly people	5	4	3	2	1	7

## SECTION 10: COURT AWARENESS PROGRAMS

**Q53.1 Are you aware of the following events organized by the court? [If No go to Q38.4]**

		Yes	No
A	Law week	1	0
B	Participation in the Sabasaba trade fair	1	0
C	Weekly morning briefs	1	0
D	TV Programs	1	0
E	Radio Programs awareness	1	0

**Q53.2 If YES to Q53.1. above, How have these events contributed to your awareness about court services?**

		A lot	Somewhat	Not at all	Don't know [DNR]
A	Law week	1	2	3	9
B	Participation in Sabasaba Trade fair	1	2	3	9
C	Weekly morning briefs	1	2	3	9
D	TV Programs	1	2	3	9
E	Radio Programs Awareness	1	2	3	9

**Q53.3 If 1 or 2 to Q5 2 above which of the following is the main source contributed to your awareness of the court services? [Do not read option, code from response] Add Morning briefs**

	Law week	Sabasa ba	TV Programs	Radio Programs
Case filling	1	2	1	1
Costs involved in case filling	2	2	2	2
Hearing of cases	3	2	3	3
Rights to bail	4	2	4	4
E-services	5	2	5	5
Mobile court	6	2	6	6
Delivery of court documents kwa kupitia huduma ya Posta Mlangoni	7	2	7	7
Complaints handling	8	2	8	8
Time for issuing of court documents (judgment, decree & proceedings)	9	2	9	9
Time of delivery of judgment	10	2	10	10
Utaratibu wa kushughulikia mirathi	11	2	11	11
Excecution	12	2	12	12
Other [Please specify] _____	Post Code			

**Q58. Thinking about your experiences, overall, how involved or uninvolved are the following in receiving bribes/gifts? [Interviewer: probe for strength of opinion]**

		Highly involved	Somehow involved	Not involved	Don't know [DNR]
<b>A</b>	Judges	5	4	1	9
<b>B</b>	Magistrates	5	4	1	9
<b>C</b>	Court Clerks	5	4	1	9
<b>D</b>	Secretaries	5	4	1	9
<b>E</b>	Office Attendants	5	4	1	9
<b>F</b>	Guards	5	4	1	9

**Q59. Thinking about your experiences, overall, how involved or uninvolved are the following courts in receiving bribes/gifts? [Interviewer: probe for strength of opinion]**

		Highly involved	Somehow involved	Not involved	Don't know [DNR]
<b>A</b>	Court of Appeal	5	4	1	9
<b>B</b>	High Court	5	4	1	9
<b>C</b>	Resident Magistrate Court	5	4	1	9
<b>D</b>	District Court	5	4	1	9
<b>E</b>	Primary Court	5	4	1	9

**In your opinion, what other if any, should the court do to improve the satisfaction of users like you with its services?**

**Q60A:** \_\_\_\_\_ **Write 1<sup>st</sup> response**

**Q61B:** \_\_\_\_\_ **Write 2<sup>nd</sup> response**

**Q62C:** \_\_\_\_\_ **Write 3<sup>rd</sup> response**

## SECTION 11. OVERALL PRIORITIES AND SATISFACTION

Q46. Overall, which one or two of these are the most important to you regarding the services you received from the court?									
					1 <sup>st</sup> response		2 <sup>nd</sup> response		
How staff deal with customers/clients					1				
Easy accessing the courts and their staff					2		2		
Waiting times					3		3		
Information before your visit					4		4		
Information on the day of your appearance at the court					5		5		
Court environment and facilities					6		6		
Accessibility of court documents					7		7		
Time taken from filling the case to disposal					8		8		
Other 1 <sup>st</sup> response [Please specify]				Postcode					
Other 2 <sup>nd</sup> response [Please specify]				Postcode					
No further answer [DNR]							9996		
Don't Know [DNR]					9999				

Now let's turn to your overall satisfaction with your court experience. Thinking about the types of issues we have just been discussing and disregarding the outcome of your visit, or the result of your case:	
Q47. How satisfied or dissatisfied are you generally with your experience today? <i>[interviewer: Probe for the strength of opinion]</i> . Would you say you are:	
Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
Don't know [DNR]	9

<b>Q48. How satisfied or dissatisfied are you with the way you were treated by the court staff? interviewer: Probe for strength of opinion]. Would you say you are:</b>	
Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
Don't know [DNR]	9

<b>Q49. Disregarding the outcome of your visit, or the result of your case, how would you rate the efficiency with which the court does the following? On-time</b>							
	Did not use service [DNR]	Very inefficient	Inefficient	Average	Efficient	Very efficient	Don't know [DNR]
A. Hearing of the cases at the assigned time	7	1	2	3	4	5	9
B. Time for adjournment of cases	7	1	2	3	4	5	9
C. Time taken to process bail	7	1	2	3	4	5	9
D. Delivers judgement/ rulings	7	1	2	3	4	5	9
E. Execute decrees	7	1	2	3	4	5	9
F. Obtaining copies of judgement, ruling, decree, proceedings and records of appeal	7	1	2	3	4	5	9
G. Time taken to resolve complaints	7	1	2	3	4	5	9

<b>Q50. Disregarding the outcome of your visit, or the result of your case, how would you rate the overall quality of services provision by this court?</b>	
Very poor	1
Poor	2
Average	3
Good	4
Very good	5
Don't know [DNR]	9
<b>51. And how would you rate your experience today compared to your expectations? Has it been better, worse, or about the same as you expected it to be?</b>	
<i>Better</i>	3
<i>About the same</i>	2
<i>Worse</i>	1
<i>No expectation</i>	0
<i>Don't know [DNR]</i>	9

<b>Q52. Disregarding your experience with this particular court, how satisfied or dissatisfied are you with the performance of the justice system in Zanzibar as a whole? interviewer: Probe for strength of opinion]. Would you say you are:</b>	
Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
Don't know [DNR]	9

**Q54. Thinking about your experiences, overall, how satisfied or dissatisfied are you with the improvement if any for the following core values in handling cases by the court in the last 2 years?** [Interviewer: probe for strength of opinion].

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [DNR]
<b>A</b>	Equality (before the law)	5	4	3	2	1	9
<b>B</b>	Impartiality	5	4	3	2	1	9
<b>C</b>	Independence of decision-making	5	4	3	2	1	9
<b>D</b>	Competence and professionalism	5	4	3	2	1	9
<b>E</b>	Integrity	5	4	3	2	1	9
<b>F</b>	Accessibility	5	4	3	2	1	9
<b>G</b>	Timeliness	5	4	3	2	1	9

**Q55. As far as court performance improvement is concerned, what quality measures do you think should be improved first? Rate 5 (five) quality measurements by their importance for you, *Measurement* [Interviewer: Tick options where 1 is the most important quality measurement and 5 is the least important quality and 9 for Don't know [DNR]**

<b>A</b>	Ethics	5	4	3	2	1	9
<b>B</b>	Increasing qualified personnel	5	4	3	2	1	9
<b>C</b>	Improve record keeping through ICT and timely dissemination of information	5	4	3	2	1	9
<b>D</b>	Increase modern equipment, physical infrastructure and facilities	5	4	3	2	1	9
<b>E</b>	Increase accessibility of physical and electronic library	5	4	3	2	1	9
<b>F</b>	Affordability of court fees	5	4	3	2	1	9
<b>G</b>	Timeliness of court proceedings	5	4	3	2	1	9

## **SECTION 12: COURT USER AND ALTERNATIVE DISPUTE RESOLUTION**

<b>Q1. Are you aware of the presence of alternative dispute resolution mechanisms, such as mediation or arbitration in resolving disputes in Zanzibar?"</b>	
Yes, and I know how they work.	1
Yes, but I don't know the details of how they work.	2
No, I have never heard of them before.	3
No, but I would like to know more about them	4
<b>Q2. How accessible do you think alternative dispute resolution mechanisms, such as mediation or arbitration, in resolving disputes in Zanzibar?"</b>	
Very accessible	1
Somewhat accessible	2
Neither easy nor difficult	3
Somewhat inaccessible	4
Very inaccessible	5
<b>Q3. Are alternative dispute resolution mechanisms, such as mediation or arbitration, widely used to resolve disputes in Zanzibar?"</b>	
Yes, they are widely used and preferred over formal court processes.	1
Yes, but their use is limited to specific types of disputes	2
Somewhat – they are used occasionally, but not as much as formal courts.	3
No, they are rarely used, and most people rely on formal court processes.	4
I don't know if ADR mechanisms are widely used.	5
<b>Q4. Which of the following do you think Disputes Resolved through alternative dispute resolution mechanisms have been more effective in the last 2 years</b>	
Divorce and separation	1
Child custody and visitation rights	2
Spousal or child support	3
Inheritance and succession disputes	4
Land boundary disputes	5
Land ownership conflicts	6

None of these	
Other (Specify)	
<b>Q5. Which of the following do you suggest being strengthened in Disputes Resolved through alternative dispute resolution mechanisms in the future?</b>	
Divorce and separation	1
Child custody and visitation rights	2
Spousal or child support	3
Inheritance and succession disputes	4
Land boundary disputes	5
Land ownership conflicts	6
None of these	
Other (Specify)	
<b>Q6 How effective do you think alternative dispute resolution mechanisms, such as mediation or arbitration, are in resolving disputes in Zanzibar?"</b>	
Very effective	1
Somewhat effective	2
Neither effective nor ineffective.	3
Somewhat ineffective	4
Very ineffective	5
<b>Q7 How long do alternative Dispute Resolution (ADR) mechanisms such as mediation, arbitration, and negotiation generally take as compared to normal court proceedings</b>	
very short time	1
Short time	2
Just about same	3
Long	4
Too long	5
Don't know [DNR]	9

<b>Q8. Overall, over the past 2 years, how satisfied are you with each of the following attributes on the provision of Alternative Dispute Resolution in the country?</b>						
	Very	Fairly	Neither	Fairly	Very	Don't Know

	satisfied	satisfied	satisfied nor dissatisfied	dissatisfied	dissatisfied	[DNR]
Availability of mediators	5	4	3	2	1	9
Quality of Mediators	5	4	3	2	1	9
Trusted mediators	5	4	3	2	1	9
Speed and Timeliness	5	4	3	2	1	9
Cost-Effectiveness	5	4	3	2	1	9
Integrity of the mediators	5	4	3	2	1	9
Fairness and Impartiality	5	4	3	2	1	9
Confidentiality	5	4	3	2	1	9
Compliance with Agreements	5	4	3	2	1	9
Satisfaction with the Outcome	5	4	3	2	1	9
Enforceability of Decisions	5	4	3	2	1	9

**Just a few more questions about yourself.**

<b>Q63. Have you made visit/s to any other courts besides this one, for business purposes, during the last 2 years?</b>	
No	0
Yes	1
Q63.1. How do you compare the quality of services you received from the court as compared to services you received from other public service providers	
I received better services from the Court	1
I received better services from other public service providers	2
The services are the same for all public providers	3
I did not receive services from other public providers	4
Don't know	9
Refused	9999
Q63.2. If the response is 2 in Q63.1 above, in which public service Provider did you receive better service (Write down the type of facility)	

Q63.3. What is the general reason that this facility provides good services	
<b>Q64. Do you have a disability that limits your daily activities or the work you can do?</b>	
Yes	1
No	0

<b>Q65. What is your highest level of education?</b> <i>[Code from answer. Do not read options]</i>	
No formal schooling	0
Some primary schooling	1
Primary school completed	2
Intermediate school or Some secondary school / high school	3
Secondary school / high school completed	4
Post-secondary qualifications, other than university e.g., a diploma or degree from a polytechnic or college	5
Some university	6
University completed	7
Post-graduate	8
Don't know <i>[Do not read]</i>	9999

<b>Q66. What is your main occupation?</b> (If unemployed, retired or disabled, what was your last main occupation?) <i>[Do not read options. Code from responses.]</i>	
Never had a job	0
Student	1
Housewife / homemaker	2
Agriculture / farming / fishing / forestry	3
Trader / hawker / vendor	4
Retail / Shop	5

Unskilled manual worker (e.g., cleaner, laborer, domestic help, unskilled manufacturing worker)	6
Artisan or skilled manual worker (e.g., trades like electrician, mechanic, machinist or skilled manufacturing worker)	7
Supervisor / Foreman / Senior Manager	8
Security services (police, army, private security)	9
Mid-level professional (e.g., teacher, nurse, mid-level government officer)	10
Upper-level professional (e.g., finance, doctor, lawyer, engineer, accountant,)	11
Other	95
Don't know <i>[Do Not Read]</i>	9999

**Q67. Do you work for yourself, for someone else in the private sector or the non-governmental sector, or for government?** *[Read out options]*

Works for self	1
Private sector	2
Non-Governmental Organizations or the civil society sector	3
Government	4
Not applicable [i.e., if the answer to the previous question was unemployed, or student]	7
Don't know [Do not read]	9

**Q68. Do you live in this District?** *[Interviewer: do not read options]*

Yes, Go to Qn 69	1
No	2
<b>Q69. [If no to the previous question] In which district, are you a resident?</b>	

**Q69. In general, how would you describe your present living conditions?** *[Interviewer: Read options, probe for strength of opinion]. Would you say it is:*

Very good	5
Fairly good	4

Neither good nor bad	3
Fairly bad	2
Very bad	1
Don't Know [Do not read]	9

**Q70. What is your marital status?** *[Read options]*

Married		Not married			
Monogamous	Polygamous	Single-never married	Separated	Divorced	Widowed
1	2	3	4	5	6

**THANK YOU VERY MUCH. YOUR ANSWERS HAVE BEEN VERY HELPFUL. END INTERVIEW -- DON'T FORGET TO COMPLETE THE NEXT SECTION**

**ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER AFTER THE INTERVIEW IS CONCLUDED**

<b>END TIME.</b> Time interview ended <i>[Interviewer: Enter hour and minute, use 24 hr. clock]</i>	Hour	Minutes

**LENGTH.** For Office Use: Duration of interview in minutes

**Q74. Where was the interview conducted?**

Court premises	1
Advocate offices	2
Legal Aid Providers Offices	3
State attorney's offices	4
Other areas [specify]	

**Q75. Respondent's gender**

Male	1
Female	2

<b>Q76. Respondent's race?</b>			
Black / African	1	Arab / Lebanese / North African	4
White / European	2	South Asian (Indian, Pakistani, etc.)	5
Coloured / Mixed race	3	East Asian (Chinese, Korean, Indonesian, etc.)	6
<b>Q77. Were there any other people immediately present who might be listening during the interview?</b>			
Yes	1		
No	0		
<b>Q78.</b>	Yes	No	
<b>A. Did the respondent check with others for information to answer any question?</b>	1	0	
<b>B. Do you think anyone influenced the respondent's answers during the interview?</b>	1	0	

<b>Q79. What proportion of the questions do you feel the respondent had difficulty answering?</b>	
All	4
Most	3
Some	2
Few	1
None	0

<b>Q80. What was the respondent's attitude toward you during the interview?</b>						
<b>A. Was he or she</b>	Friendly	1	In between	2	Hostile	3
<b>B. Was he or she</b>	Interested	1	In between	2	Bored	3
<b>C. Was he or she</b>	Cooperative	1	In between	2	Uncooperative	3

D. Was he or she	Patient	1	In between	2	Impatient	3
E. Was he or she	At ease	1	In between	2	Nervous	3
F. Did he or she appear	Honest	1	In between	2	Misleading	3

<b>Q81. Interviewer Name</b> <i>[Write in]</i>						
<b>Q82. Interviewer's Number</b>				<b>R</b>	<b>E</b>	<b>P</b>
<b>Q83. Interviewer's Age</b>						
<b>Q84. interviewer's gender</b>						
Male					<b>1</b>	
Female					<b>2</b>	
<b>Q85. Interviewer's highest level of education</b>						
Primary education					<b>1</b>	
Secondary school (O-Level) completed / some high school					<b>2</b>	
Certificate (received Post O-Level Secondary)					<b>3</b>	
Secondary A-Level					<b>4</b>	
Diploma (Post-secondary qualifications, other than university)					<b>5</b>	
University Degree					<b>6</b>	
Postgraduate					<b>7</b>	
Other Specify]						

**Q86. INTERVIEWER:** Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

No	0
Yes (specify)	1
<b>Q87. <u>SUPERVISOR</u>:</b> Do you have any other comments on the interview? For example, did anything else significant happen during the interview/at the interview location?	
No	0
Yes (Specify)	1

### **Annex 3: Non-Clients Questionnaire**

**NON-CLIENT  
GENERAL PUBLIC & BUSINESS QUESTIONNAIRE**



**Court User Satisfaction Survey in Zanzibar 2025**

**THE FOLLOWING FIELDS ARE TO BE FILLED IN CONJUNCTION WITH THE FIELD SUPERVISOR**

Court Demographic			
Cd1	Region		
Cd2	District		
Cd3	Ward/Shehia		
Cd4	Street/Village		
Cd5	Name of the court		
	Type of Court		
Cd6		High Court of Zanzibar	1
Cd7		Chief Kadhi Court	2
Cd8		Regional Kadhi Court	3
Cd9		Regional Magistrate Court	4
Cd10		District Court	5
Cd11		District Kadhi Court	6
Cd12		Primary Court	7
Cd13		Children Court	8
Cd14	Name of Enumerator		

**Interviewer's introduction:**

***Good day. My name is ....., I am from REPOA, an independent research organisation based in Dar es Salaam. We are conducting a survey about people's experiences in accessing court services in the country. We would like to discuss these issues with you as a service recipient. The answers to these questions will help the judiciary improve court services in the Zanzibar***

***Participation in this survey is anonymous and will not affect you in any way. Your responses will be put together with other interviews with people we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take about 30 minutes. There is no penalty for refusing to participate. Do you wish to proceed? [Proceed with interview only if answer is positive].***

***[Interviewer: Only interview people, who have accessed the requisite services at service outlets on the day of interview, begin by asking the simple question whether the respondent is at the facility on business or otherwise. Only proceed if they indicate that they are there on business.]***

***Note: The person must give his or her informed consent by answering positively***

***[Interviewer: Please fill the following questions]***

<b>This interview is with [Interviewer: Please indicate the category of court user participating in this interview].</b>	
Non-Client /general public that is ordinary people in the household, those who have escorted court client and business communityBUT with NO Case in Court	A person using a professional capacity (e.g., advocate, attorney, etc. BUT with NO Case in the court and is not regular member of staff at the facility)
1	2

<b>DINTR [DATE OF INTERVIEW]</b>	Day		Month		Year			
Date of interview [Interviewer: Enter day, month, and year]								

<b>STIME [START TIME]</b>	Hour		Minute	
Time interview started [Interviewer: Enter hour and minute, use 24 hr. clock]				

**SECTION 1: GENERAL INFORMATION ABOUT THE COURT USER**

<b>RNAM. Name of the respondent</b> <i>[Optional]</i>			
<b>RTP. Type of respondent</b>			
	Ordinary citizen	1	
	Business citizen	2	
<b>Q1. How old are you?</b> <i>[Interviewer: Enter three-digit number. Don't Know = 999]</i> <i>[Interviewer: If the respondent is aged less than 15 years [a minor], an interview must be carried out in the presence of the guardian]</i>			
<b>Q2. Gender of the respondent</b> <i>[Interviewer: Fill from observation. Do not ask]</i>		Male	Female
		1	2
<b>Q3. Have you/any other household members ever appeared in court during the last 2 years?</b>			
Yes		1	
No, [If no, skip to section 3]		0	
<b>Q4.1. Did you get what brought you to the court/did you get what you expected on your visit to court?</b>			
Yes		1	
No		2	
<b>Q4.2. If NOT, what makes it impossible? Is it because</b>			
the attendant did not attend to you		1	
You were not attended on time		2	
The hearing did not take place		3	
You did not get access		4	

## **SECTION 2: SATISFACTION WITH COURT SERVICES**

<b>Let us talk for a moment about your court visit experience</b> <i>[Interviewer: If you appeared for any other business other than escorting someone] please tell us: [Interviewer: otherwise go to section 3]</i>	
<b>Q7. Did the court contact you or any other member of your household before appearing in court</b>	
Yes	1
No [IF NOT, GO TO QUESTION 9]	0
Not applicable	9

<b>Q8. <i>[Interviewer: If the court contacted the respondent]</i> What method did the court use to contact you or any other member of your household?</b>					
Summons	1				
Telephone /WhatsApp /SMS)	2				
Process saver	3				
Order/notice through media	4				
Email	5				
Other [Please specify] _____	Post Code <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>				

<b>Q9. Think about what happens in court. How much confidence do you have in what would happen if you were to visit court?</b> <i>[Interviewer: Probe for strength of opinion]. Would you say you are:</i>	
Very confident	5
Fairly confident	4
Neutral	3
Not very confident	2
Not at all confident	1
Don't know/Not sure [DNR=Do Not Read]	9

<b>Q10. Overall, to what extent do you think you/people can be satisfied with the following services provided by the court and NOT by other entities, e.g., police, private lawyers, etc.?</b> <i>[Interviewer: Probe for the strength of opinion].</i>						
	Very	Fairly	Neither	Fairly	Very	Don't

	satisfied	satisfied	satisfied nor dissatisfied	dissatisfied	dissatisfied	Know [DNR]
<b>A. The information provided in court before a visit regarding court procedures, services, and expectations is explained with great care.</b>	5	4	3	2	1	9
<b>B The extent to which cases/issues handled in court proceed within the scheduled time</b>	5	4	3	2	1	9

### SECTION 3: CUSTOMER ORIENTATION AND PROFESSIONALISM

Let us now turn to your perception of court services						
<b>Q12. Please tell us how much you agree with the following</b> <i>[Interviewer: Probe for strength of opinion].</i>						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't Know [DNR]
<b>A People are treated with courtesy and respect by court staff</b>	5	4	3	2	1	9
<b>B People can get court business done in a reasonable amount of time</b>	5	4	3	2	1	9
<b>C The court staff demonstrate a sufficient level of competence in how they do their job</b>	5	4	3	2	1	9
<b>D The court staff's conduct shows they understand and adhere to the established work ethics</b>	5	4	3	2	1	9
<b>E The court staff are responsive in handling clients' requests</b>	5	4	3	2	1	9

<b>Q13. Now thinking about the waiting times at the court, overall, how would you perceive the following?</b> <i>[Interviewer: Probe for the strength of opinion].</i>					
		Just about right	Long	Too long	Don't know [DNR]
<b>A</b>	<b>The time people use to wait at the public counter/reception before being attended</b>	3	2	1	9
<b>B</b>	<b>The time people used to wait for the court or its staff to deal with their business in its entirety</b>	3	2	1	9

**Q16. If you have heard or visited any court before, during the last 2 years Please tell us how much you agree or disagree with the following statements** *[Interviewer: circle Not Applicable “99” only if a respondent has not visited any court in the past]*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR)
<b>A The court staff treat everyone with courtesy and respect</b>	5	4	3	2	1	7
<b>B People can get their business done in a reasonable amount of time</b>	5	4	3	2	1	7
<b>C The judges/magistrates/referees treat everyone with courtesy and respect</b>	5	4	3	2	1	7

#### **SECTION 4: PERCEIVED SATISFACTION WITH COURT STAKEHOLDERS' SERVICES**

**Q17. Thinking about the past 2 years, have you or anyone you know ever received service from the following court stakeholders**

	Yes	No
<b>A Court brokers</b>	1	0
<b>B Process savers</b>	1	0
<b>C Advocates</b>	1	0

**Q18 Thinking about the past 2 years, overall, how satisfied, or dissatisfied were you with the service provided by the Court broker [Interviewer: probe for the strength of opinion].**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used [DNR]
A	Cost of service	5	4	3	2	1	7
B	Time taken to complete the assignment	5	4	3	2	1	7
C	Communication	5	4	3	2	1	7
D	Quality of service	5	4	3	2	1	7

**Q19. Thinking about the past 2 years, overall, how satisfied or dissatisfied were you with the service provided by Process Saver [Interviewer: probe for the strength of opinion].**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used [DNR]
A	Cost of service	5	4	3	2	1	7
B	Time taken to complete the assignment	5	4	3	2	1	7
C	Communication	5	4	3	2	1	7
D	Quality of service	5	4	3	2	1	7

**Q20. Thinking about past 2 Years, overall, how satisfied or dissatisfied were you with the service provided by Advocate [Interviewer: probe for the strength of opinion].**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Never used [DNR]

A	Cost of service	5	4	3	2	1	7
B	Time taken to complete the assignment	5	4	3	2	1	7
C	Communication	5	4	3	2	1	7
D	Quality of service	5	4	3	2	1	7

## **SECTION 5: ACCESSIBILITY OF COURT SERVICES**

<b>Q21 How far from your residence, would you say, is the court facility?</b> <i>[Interviewer: probe for strength of opinion]</i>		
Very close	5	
Close	4	
Neither far nor close	3	
Far	2	
Very far	1	
Don't Know [DNR]	9	
<b>Q24. Have you ever taken the case to court</b>		
Yes	1	
No	0	
<b>Q24A. If NO to Q24, what would be the most important reason that people like yourself would not take a case to court?</b> <i>[Interviewer: Do not read options. Code from the response.] And what would be the second most important reason?</i>		
	<b>Q24. 1<sup>st</sup> response</b>	<b>Q24.2<sup>nd</sup> response</b>
Because it is their civil right	0	0
They are aware of court services in their area	1	1
The court is located near the residence area	2	2
Presence of legal aid services	3	3
They believe they will get their rights in the court	4	4

Some other answer (1st response) Specify_____		
Some other answer (2nd response) Specify_		
No further Answer		9996
Don't know [DNR]	9999	

#### **SEHEMU YA 6: UPATIKANAJI NA UTUMIAJI WA HABARI KWA WATUMIAJI**

**Q37. If you or a family member has ever used the court library to obtain information, please tell us whether you agree or disagree with the following aspects. [Interviewer: Ask only if the answer to question 25 is "yes" or "3."]**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
<b>A</b> The information or copies I need from the court library Can always be obtain	5	4	3	2	1	7
<b>B</b> Court library staff always serve professionally and with humility	5	4	3	2	1	7
<b>C</b> The library's opening hours are convenient for clients.	5	4	3	2	1	7
<b>D</b> There is a good and adequate study space.	5	4	3	2	1	7

**SECTION 7: ACCESSIBILITY OF COURT PROCESS DOCUMENTS**  
**(JUDGEMENTS, ORDER, DECREERULING AND PROCEEDINGS)**

Let's talk for a moment about the accessibility of court process documents (judgments rulings, orders, decrees, and proceedings)

**Q38. During the past 2 years have you or any other member of the household needed to obtain court process documents (proceedings, judgments, or decrees, etc. [Interviewer: Probe for frequency]**

Never	0
Just once or twice	1
A few times	2
Often	3
Don't know	9

**Q39. How easy or difficult would you say it is to obtain the documents when you need them?**  
*[Interviewer: Ask if the response to question 38 is NOT Never "0"]. Otherwise, the circle "7" is not applicable.*

Very easy	1
Easy	2
Difficult	3
Very difficult	4
Don't Know [DNR]	9
Not applicable [DNR]	7

**Q40. In your understanding, is it normally required to pay for accessing court documents?**  
*[Interviewer: Ask if response to question 38 is NOT Never "0"]. Otherwise, circle "7" not applicable.*

Yes, always	2
Yes, sometimes	1
No	0
Not applicable [DNR]	7

**Q41 How long did it take to obtain these documents from the court?** *[Interviewer: Probe for strength of opinion].*

	0-21 days	21-90 days	Over 90 days	Don't Know [DNR]
A. Judgement (rulling, decree and order)	3	2	1	9
B Proceedings	3	2	1	9
C Records of Appeal	3	2	1	9

<b>Q42. How often, if ever, did it happen that people have to pay a bribe, give a gift, or do a favour in order to</b>						
	Never needed this service/ Not Applicable [DNR]	Never	Once or twice	A few times	Often	Don't Know [DNR]
A Obtain court documents	7	0	1	2	3	9
C Speed up delivery of service	7	0	1	2	3	9
D To influence the appointment of an administrator	7	0	1	2	3	9

## **SECTION 8. COURT ENVIRONMENT AND FACILITIES**

<b>Q43. Thinking about the court environment and facilities today, overall, how satisfied or dissatisfied are you with the following? [Interviewer: Probe for strength of opinion]. Would you say you are:</b>						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Service is not available [DNR]
A Availability of conducive waiting areas	5	4	3	2	1	7
B Cleanliness of public areas (excluding the toilets)	5	4	3	2	1	7
C Facilities that take into account any particular needs that	5	4	3	2	1	7

	you may have						
D	Availability of space to hold private discussions	5	4	3	2	1	7
E	Cleanliness of the public toilets	5	4	3	2	1	7
F	Refreshments available at the restaurant/cafeteria within the premise	5	4	3	2	1	7

**Q44. Thinking about the court environment and facilities for groups with special needs today, overall how satisfied or dissatisfied are you with the following? [Interviewer: Probe for strength of opinion]. Would you say you are:**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Service is not available [DNR]	Don't know [DNR]
A	Toilet facilities for disabled	5	4	3	2	1	7	
C	Building structure that support disabled & elderly people	5	4	3	2	1	7	

**Q45. Thinking about children's cases, overall, how satisfied or dissatisfied with the following aspects: [Interviewer: Probe for strength of opinion]. Would you say:**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know [DNR]
A	Building that supports children's cases	5	4	3	2	1	
B	Hearing of children's cases	5	4	3	2	1	

C	Timeliness of children's case judgments	5	4	3	2	1	7
D	Confidentiality of children's information	5	4	3	2	1	7

## **SECTION 9. OVERALL PRIORITIES**

<b>Q46. Overall, which one or two of these are the most important to you regarding the services in the court?</b>		
	1 <sup>st</sup> response	2 <sup>nd</sup> response
How staff deal with customers/clients	1	1
Easy of accessing the courts and their staff	2	2
Waiting times	3	3
Information before visit	4	4
Court environment and facilities	6	6
Accessibility of court documents	7	7
Other specify] _____		
No further answer [DNR]		9996
Don't Know [DNR]	9999	

<b>Now let's turn to your overall satisfaction with your perception of on-court conduct</b>	
<b>Q47. How satisfied or dissatisfied are you generally with the current court conduct?</b> <i>[interviewer: Probe for strength of opinion]. Would you say you are:</i>	
Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
Don't know [DNR]	9

<b>Q48. How satisfied or dissatisfied are you with the way people are treated by the court staff?</b> <i>interviewer: Probe for strength of opinion]. Would you say you are:</i>	
Very Satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfies	3
Fairly dissatisfied	2
Very dissatisfied	1
Don't know [DNR]	9

<b>Q50. Disregarding the outcome of your past court experience, or the result of your past case if any, how would you rate the overall quality of services provision by court today?</b>	
Very poor	1
Poor	2
Average	3
Good	4
Very good	5
Don't know [DNR]	9

<b>Q51. And how would you rate your court perception today compared to your expectations? Has it been better, worse, or about the same as you expected it to be?</b>	
<i>Better</i>	3
<i>About the same</i>	2
<i>Worse</i>	1
<i>No expectation</i>	0
<i>Don't know [DNR]</i>	9

<b>Q52. Disregarding your perception of any particular court, how satisfied or dissatisfied are you with the performance of the justice system in Zanzibar as a whole?</b> <i>interviewer: Probe for strength of opinion]. Would you say you are:</i>	
Very satisfied	5

Fairly satisfied	4
Neither satisfied nor dissatisfies	3
Fairly dissatisfied	2
Very dissatisfied	1
Don't know [DNR]	9

## SECTION 10: COURT AWARENESS PROGRAMS

Qn 53 Let's move to the category of court awareness programs. Also, add questions with regard to TV and Radio programs awareness.

***Q53.1 Are you aware of the following events organized by the court? [If No go to Q38.4]***

		Yes	No
A	Law week	1	0
B	Participation in the Sabasaba Trade Fair	1	0
C	Weekly morning briefs	1	0
D	TV Programs	1	0
E	Radio Awareness Programs	1	0

***Q53.2 If YES to Q53.1. above, How have these events or program contributed to your awareness about court services?***

		A lot	Somewhat	Not at all	Don't know [DNR]
A	Law week	1	2	3	9
B	Participation in Sabasaba Trade fair	1	2	3	9
C	Weekly morning briefs	1	2	3	9
D	TV Programs	1	2	3	9
E	Radio Programs	1	2	3	9

***Q53.3 If 1 or 2 to Q52.2 above, event or program contributed to your awareness of the following court services? [Do not read option, code from response] Add Morning briefs***

	Law week	Sabasaba	TV Programs	Radio Programs	
Case filling	1	1	1	1	
Costs involved in case filling	2	2	2	2	
Hearing of cases	3	3	3	3	
Rights to bail	4	4	4	4	
E-services	5	5	5	5	
Mobile court	6	6	6	6	
Complaints handling	8	8	8	8	
Time for issuing of court documents (judgment, decree & proceedings)	9	9	9	9	
Time of delivery of judgment	10	10	10	10	
The procedure for handling inheritance	11	11	11	11	
Execution of a judgment	12	12	12	12	
ZANZIBARLII					
Other [Please specify] ____					

**Q38.5.** As far as court performance improvement is concerned, what quality measures do you think should be improved first? Rate 5 (five) quality measurements by their importance for you,  
**Measurement [Interviewer: Tick options where 1 is the most important quality measurement and 5 is the least important quality and 9 for Don't know [DNR]**

A	Ethics	5	4	3	2	1	9
B	Increasing qualified personnel	5	4	3	2	1	9
C	Improve record keeping through ICT and timely dissemination of information	5	4	3	2	1	9
D	Increase modern equipment, physical infrastructure and facilities	5	4	3	2	1	9
E	Increase accessibility of physical and electronic library	5	4	3	2	1	9
F	Affordability of court fees	5	4	3	2	1	9
G	Timeliness of court proceedings	5	4	3	2	1	9

**In your opinion, what if there is anything the court should do to improve the satisfaction of users like you with its services?**

**Q40A** \_\_\_\_\_ *Write 1<sup>st</sup> response*

**Q40B** \_\_\_\_\_ *Write 2<sup>nd</sup> response*

**Q40C** \_\_\_\_\_ *Write 3<sup>rd</sup> response*

## **SECTION 11: COURT USER AND ALTERNATIVE DISPUTE RESOLUTION**

<b>Q1. Are you aware of the presence of alternative dispute resolution mechanisms, such as mediation or arbitration in resolving disputes in Zanzibar?"</b>	
Yes, and I know how they work.	1
Yes, but I don't know the details of how they work.	2
No, I have never heard of them before.	3
No, but I would like to know more about them	4
<b>Q2. How accessible do you think alternative dispute resolution mechanisms, such as mediation or arbitration, in resolving disputes in Zanzibar?"</b>	
Very accessible	1
Somewhat accessible	2
Neither easy nor difficult	3
Somewhat inaccessible	4
Very inaccessible	5
<b>Q3. Are alternative dispute resolution mechanisms, such as mediation or arbitration, widely used to resolve disputes in Zanzibar?"</b>	
Yes, they are widely used and preferred over formal court processes.	1
Yes, but their use is limited to specific types of disputes	2
Somewhat – they are used occasionally, but not as much as formal courts.	3
No, they are rarely used, and most people rely on formal court processes.	4
I don't know if ADR mechanisms are widely used.	5

<b>Q4. Which of the following do you think Disputes Resolved through alternative dispute resolution mechanisms have been more effective in the last 2 years</b>	
Divorce and separation	1
Child custody and visitation rights	2
Spousal or child support	3
Inheritance and succession disputes	4
Land boundary disputes	5
Land ownership conflicts	6
None of these	
Other (Specify)	
<b>Q5. Which of the following do you suggest being strengthened in Disputes Resolved through alternative dispute resolution mechanisms in the future?</b>	
Divorce and separation	1
Child custody and visitation rights	2
Spousal or child support	3
Inheritance and succession disputes	4
Land boundary disputes	5
Land ownership conflicts	6
None of these	
Other (Specify)	
<b>Q6 How effective do you think alternative dispute resolution mechanisms, such as mediation or arbitration, are in resolving disputes in Zanzibar?"</b>	
Very effective	1
Somewhat effective	2
Neither effective nor ineffective.	3
Somewhat ineffective	4
Very ineffective	5
<b>Q7 How long do alternative Dispute Resolution (ADR) mechanisms such as mediation, arbitration, and negotiation generally take as compared to normal court proceedings</b>	
very short time	1
Short time	2

Just about same	3
Long	4
Too long	5
Don't know [DNR]	9

**Q8. Overall, over the past 2 years, how satisfied are you with each of the following attributes on the provision of Alternative Dispute Resolution in the country?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know [DNR]
Availability of mediators	5	4	3	2	1	9
Quality of Mediators	5	4	3	2	1	9
Trusted mediators	5	4	3	2	1	9
Speed and Timeliness	5	4	3	2	1	9
Cost-Effectiveness	5	4	3	2	1	9
Integrity of the mediators	5	4	3	2	1	9
Fairness and Impartiality	5	4	3	2	1	9
Confidentiality	5	4	3	2	1	9
Compliance with Agreements	5	4	3	2	1	9
Satisfaction with the Outcome	5	4	3	2	1	9
Enforceability of Decisions	5	4	3	2	1	9

**Just a few more questions about yourself.**

**Q41. Have you made visits (s) to any other courts, for business purposes, during the last 2 years?**

No	0
Yes	1
<b>Q42. Do you have any disability which limits your daily activities or the work you can do?</b>	
No	0
Yes	1

Q42.1. How do you compare the quality of services you received from the court as compared to services you received from other public service providers	
I received better services from the Court	1
I received better services from other public service providers	2
The services are the same for all public providers	3
I did not receive services from other public providers	4
Don't know	9
Refused	9999
Q42.2. If the response is 2 in Q61.1 above, in which public service Provider did you receive better service (Write down the type of facility)	
Q42.3. What is the general reason that this facility provides good services	
<b>Q43. What is your highest level of education?</b> <i>[Code from answer. Do not read options]</i>	
No formal schooling	0
Some primary schooling	1
Primary school completed	2
Intermediate school or Some secondary school / high school	3
Secondary school / high school completed	4
Post-secondary qualifications, other than university e.g., a diploma or degree from a polytechnic or college	5
Some university	6
University completed	7
Post-graduate	8
Don't know <i>[Do not read]</i>	9999
<b>Q44. What is your main occupation? (If unemployed, retired or disabled, what was your last main occupation?)</b> <i>[Do not read options. Code from responses.]</i>	
Never had a job	0

Student	1
Housewife / homemaker	2
Agriculture / farming / fishing / forestry	3
Trader / hawker / vendor	4
Retail / Shop	5
Unskilled manual worker (e.g., cleaner, laborer, domestic help, unskilled manufacturing worker)	6
Artisan or skilled manual worker (e.g., trades like electrician, mechanic, machinist or skilled manufacturing worker)	7
Supervisor / Foreman / Senior Manager	9
Security services (police, army, private security)	10
Mid-level professional (e.g., teacher, nurse, mid-level government officer)	11
Upper-level professional (e.g., banker/finance, doctor, lawyer, engineer, accountant, professor, senior-level government officer)	12
Other	95
Don't know [ <i>Do Not Read</i> ]	9999

<b>Q45. Do you work for yourself, for someone else in the private sector or the non-governmental sector, or for the government?</b> [ <i>Read out options</i> ]	
Works for self	1
Private sector	2
Non-Governmental Organizations or civil society sector	3
Government	4
Not applicable [i.e., if answer to the previous question was unemployed, or student]	7
Don't know [Do not read]	9

<b>Q46. Do you live in this District?</b> [ <i>Interviewer: do not read options</i> ]	
Yes	1
No	2

<b>Q47. [If no to the previous question] In which district, are you a resident?</b>	
---	--

<b>Q48. In general, how would you describe your present living conditions? [Interviewer: Read options, probe for strength of opinion]. Would you say it is:</b>	
Very good	5
Fairly good	4
Neither good nor bad	3
Fairly bad	2
Very bad	1
Don't Know [Do not read]	9

<b>Q49. What is your marital status? [Read options]</b>					
<b>Married</b>		<b>Not married</b>			
Monogamous	Polygamous	Single-never married	Separated	Divorced	Widowed
1	2	3	4	5	6

**THANK YOU VERY MUCH. YOUR ANSWERS HAVE BEEN VERY HELPFUL.**

***END INTERVIEW -- DON'T FORGET TO COMPLETE THE NEXT SECTION***

***ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER  
AFTER THE INTERVIEW IS CONCLUDED***

<b>END TIME.</b> Time interview ended [ <i>Interviewer: Enter hour and minute, use 24 hr. clock</i> ]	Hour	Minutes		

<b>LENGTH.</b> For Office Use: Duration of interview in minutes			
---	--	--	--

<b>Q50. Where was the interview conducted?</b>				
Court premises	1			
Advocate offices	2			
Legal Aid Providers Offices	3			
State attorney's offices	4			
Other areas [Please specify] _	Post Code			

<b>Q51. Respondent's gender</b>	
Male	1
Female	2

<b>Q52. Respondent's race?</b>			
Black / African	1	South Asian (Indian, Pakistani, etc.)	5
White / European	2	East Asian (Chinese, Korean, Indonesian, etc.)	6
Coloured / Mixed race	3	Other	95

Arab / Lebanese / North African	4		
<b>Q53. Were there any other people immediately present who might be listening during the interview?</b>			
Yes	1		
No	0		
<b>Q54.</b>	Yes	No	
<b>A. Did the respondent check with others for information to answer any question?</b>	1	0	
<b>B. Do you think anyone influenced the respondent's answers during the interview?</b>	1	0	

<b>Q55. What proportion of the questions do you feel the respondent had difficulty answering?</b>	
All	4
Most	3
Some	2
Few	1
None	0

<b>Q56. What was the respondent's attitude toward you during the interview?</b>						
<b>A. Was he or she</b>	Friendly	1	In between	2	Hostile	3
<b>B. Was he or she</b>	Interested	1	In between	2	Bored	3
<b>C. Was he or she</b>	Cooperative	1	In between	2	Uncooperative	3
<b>D. Was he or she</b>	Patient	1	In between	2	Impatient	3
<b>E. Was he or she</b>	At ease	1	In	2	Nervous	3

			between			
<b>F. Did he or she appear</b>	Honest	1	In between	2	Misleading	3
<b>Q57. Interviewer Name</b> <i>[Write in]</i>						
<b>Q58. Interviewer's Number</b>				<b>R</b>	<b>E</b>	<b>P</b>
<b>Q59. Interviewer's Age</b>						
<b>Q60. interviewer's gender</b>						
Male				<b>1</b>		
Female				<b>2</b>		

<b>Q61. What is your highest level of education? [Code from answer. Do not read options]</b>	
Primary school completed	1
Intermediate school or Some secondary school / high school	2
Secondary school / high school completed	3
Post-secondary qualifications, other than university e.g., a diploma or degree from a polytechnic or college	4
Some university	5
University completed	6
Post-graduate	7
Don't know [Do not read]	9999

## ***Annex 4: Court Staff Questionnaire***

### **COURT STAFF/WORK ENVIRONMENT SURVEY**



### **Court User Satisfaction Survey in Zanzibar 2025**

### **COURT STAFF/WORK ENVIRONMENT SURVEY**

**THE FOLLOWING FIELDS ARE TO BE FILLED IN CONJUNCTION WITH THE FIELD SUPERVISOR**

Court Demographic			
Cd1	Region		
Cd2	District		
Cd3	Ward/Shehia		
Cd4	Street/Village		
Cd5	Name of the court		
	Type of Court		
Cd6		High Court of Zanzibar	1
Cd7		Chief Kadhi Court	2
Cd8		Regional Kadhi Court	3
Cd9		Regional Magistrate Court	4
Cd10		District Court	5
Cd11		District Kadhi Court	6
Cd12		Primary Court	7
Cd13		Children Court	8
Cd14	Name of Enumerator		

**Interviewer's introduction:**

**Good day. My name is ....., I am from REPOA, an independent research Organisation based in Dar es Salaam. We are conducting a survey about people's experiences in accessing court services in the country. We would like to discuss these issues with you as a court Staff. The answers to these questions will help the judiciary improve court services in Zanzibar.**

**Participation in this survey is anonymous and will not affect you in any way. Your responses will be put together with other interviews we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take short time. There is no penalty for refusing to participate. Do you wish to proceed? [Proceed with interview only if answer is positive].**

*[Interviewer: Only interview court staff]*

*Note: The person must give his or her informed consent by answering positively*

***[Interviewer: Please fill the following questions prior to interviewing a respondent]***

<b>DINTR [DATE OF INTERVIEW]</b>	Day	Month	Year
Date of interview <i>[Interviewer: Enter day, month, and year]</i>			

<b>STIME [START TIME]</b>	Hour	Minute
Time interview started <i>[Interviewer: Enter hour and minute, use 24 hr. clock]</i>		

**SECTION 1. COURT STAFF DETAILS**

	Name of Respondent <i>[Interviewer: write in capital letters] [Optional]</i>	Gender	Age	Marital status	Highest level of education	Staff Category	For how long you have been in service in the judiciary
	a	b	c	d	e	f	g
Q1							

	CODES	1=Male 2=Female		1= Single 2= Married 3=Separated 4=Divorced 5= Widow 9=Not applicable	0= No formal education 1=Primary education 2= Secondary O- level 3=Certificate 4= Secondary A-Level 5=Diploma 6= University Degree 7=Postgraduate 9=Other [Specify]	1=Magistrates/judges 2=Registrar 3=Court Admin/HR Officers 4=Court clerks 5=Accountants 6=Office Attendants 7=Personal Secretaries 8=Security guard 9=Other [Specify]	[Enumerator: report number of years and 0 if less than one year]
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## SECTION 2: FACILITIES LEVEL OF SATISFACTION AND INCENTIVES AT THE COURT FACILITIES

Observe the facilities while speaking to the respondent

Q1. Main construction materials used on the floor	Q2. Main materials used for the wall	Q3. Main materials used in the roof	Q4. Kind of toilet in this facility
1=Concrete/cement 2=Timber 3=Earth 4=Tiles	1=Concrete/cement, 2=Burnt bricks, 3=Mud bricks, 4=Poles and mud 5=Poles and grass	1=Metal sheets 2=Tiles/concrete 3=Mud and grass 4=Grass leaves	1= Flush toilet, 2= VIP (Improved toilet) 3= Pit latrine 4= Other
Q5. What is the main source of water in this facility	Q6. The main source of lighting in the facility	Q7. Do you have an office	Q8. How satisfied are you with office furniture
1=Piped water inside, 2=Piped water outside, 3=Public tap, 4= Well water within the premise, 5=Outside/ public well, 6=Rainwater, 7=Water vendors	1=Electricity-national grid 2=Solar 3=Paraffin lamp 4=Candles 5=Firewood	1=Yes, Self 2=Yes, shared 3= No, it is a common room for all	1=No furniture 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied 5= Satisfied 6= Very Satisfied

8=Other [Specify]						
Q9. How satisfied are you with the stationaries supplied to the office	Q10. How satisfied are you with the workload allocated to you	Q11. How satisfied are you with the working environment	Q12. How satisfied are you with your salary/remuneration and other allowances to you			
1=No Stationary 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied, 5= Satisfied 6= Very Satisfied	1=No workload 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied, 5= Satisfied 6= Very Satisfied	1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR]	1= No salary [volunteer] 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied, 5= Satisfied 6= Very Satisfied			
Q13. How satisfied are you with the timing of receiving your salary/remuneration	Q14. How satisfied are you with the freedom in making a decision	Q15. How satisfied are you with the availability of network or network performance when dealing with e-services.				
1=No salary [volunteer] 2=Very Dissatisfied 3= Dissatisfied 4= Neither Satisfied nor Dissatisfied 5= Satisfied 6= Very Satisfied	1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied, 4= Satisfied 5= Very Satisfied 6=Nothing to say	1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied, 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR]				
Q16. Are they satisfied with the strategies/measures taken by the court in the following areas						
	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Nothing to say [DNR]
a. Finish the case within time	1	2	3	4	5	6
b. Clearing the case backlog	1	2	3	4	5	6
c. Handling complaints and feedback from staff	1	2	3	4	5	6
d. Dealing with arrears/claims of	1	2	3	4	5	6

employee entitlements						
e. Dealing with ethical violations	1	2	3	4	5	6
f. Improve performance	1	2	3	4	5	6
g. Infrastructure construction	1	2	3	4	5	6
h. Availability of working tools	1	2	3	4	5	6
Q17. How satisfied are you with the cleanliness of the court environment	Q18. How satisfied are you with the extent of resources available to this court to carry out its mandate?		Q19. For how long you have worked for this court		Q20. Do you know your rights/entitlement in your workplace	
1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied, 4= Satisfied 5= Very Satisfied 6=Nothing to say[DNR]	1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR]		Write number of years		1= Yes 2= No 3= Not sure	
Q21. Are satisfied with the ways in which your rights are observed	Q22. Have you undertaken any training after being employed by the court		Q23. How many trainings have undertaken after your employment (Including diplomas and degrees)		Q24. If you undertook training, what kind of training did you attended?	
1=Very Dissatisfied 2= Dissatisfied 3= Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [ DNR]	1= Yes 2= No		0 = None 99= Don't remember		1= Short course 2= Certificate course 3= Diploma course 3= Bachelor/degree course 4= Master's degree 5= PhD 99= Not applicable	

Q25. If you undertook training, was it relevant to your work	Q26. Among the training that you attended, what was the duration of the longest training (DAYS)	Q27. Do you live at the court compass?	Q28. Is the house you live in provided by your employer?
1=Very relevant 2= Somehow relevant 3= Not relevant at all 99= Not applicable	99= Not applicable	1=Yes 2= No	1=Yes 2= No
Q29. How long does it take from home to the office _____	Q30. What is your main Mode of transport to work?	Q31. Do you agree or disagree that there are functional mechanisms of individual grievance handling	Q32. Do you agree or disagree that the Judiciary allows staff to participate in Trade unions
(Write in MINUTES and 0 if lives in the campus)	0 = Lives in the campus 1= Walk 2= Own car 3= Staff Bus 4= Bicycle 5=motorcycle/Bajaj 5= Public transports 6= Not applicable	1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree.	1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree.
Q33. How well do you know the strategic plan of the Judiciary of Zanzibar?	Q34. To what extent are employees involved in ongoing court strategies?	Q35. Are you satisfied or dissatisfied with the methods of internal communication regarding employee welfare schemes, promotion schemes and different HR policies.	Q36. Are you satisfied or dissatisfied with the Employees' statutory rights?

1= I understand it very well 2=I understand it to some extent 0= I don't understand it at all	1=Very involved 2=Somehow involved 3=Not involved at all	1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR]	1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR]
Q37. How much does this court receive cases relating to election matters or political issues? <b>Refer to the election period</b>	Q38. Has the court ever been interfered by other parties when there are electoral cases or cases relating to political matters?	Q39. If the court has been interfered with by other parties in election cases or in case related to political matters. <b>Was this situation disapproved or approved?</b>	Q40. How satisfied are you with your autonomous with other government parties?
1=Never 2=Only once 3=A few times 4=Often 5=Don't know [DNR]	1=Never 2=Only once 3=A few times 4=Often 5=Don't know [DNR] 6=Not Applicable (NA)	1=Strongly Disapproved 2=Disapproved 3=Neither Approved nor Disapproved [DNR] 4=Approved 5=Strongly Approved 6=Don't know [DNR] 7=Not Applicable (NA)	1=Very Dissatisfied 2= Dissatisfied 3=Neither Satisfied nor Dissatisfied 4= Satisfied 5= Very Satisfied 6=Nothing to say [DNR]
Q41. For the past 5 years, have you or anyone you know in this facility ever been promoted?	Q42. Based on your experience, do you think promotion conforms with the time provided laws, rules and or regulations?	Q42.1. Do you agree or disagree that you regularly receive information about emerging and ongoing matters of the Judiciary?	Q42.2. To what extent do you agree with the statement that employee performance in the Judiciary is undertaken regularly
1=Yes, myself	1=Yes, conforms 2=No, do not conform	1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree;	1= Not Available; 2= Strongly Disagree; 3=Disagree 4=Agree; 5=Strongly Agree.

2=Yes, I know some of them	3=Don't know [DNR]	5=Strongly Agree	
3=No			
6= I don't know			

Q43. Thinking about your experiences, overall, how affective are these systems in improving your performance?							
	Very effective	Somewhat effective	Neither effective nor ineffective	Very ineffective	Somewhat ineffective	Don't know	None
Supervision	5	4	3	2	1	9	8
Inspection	5	4	3	2	1	9	8

### SECTION 3: COURT IMPROVEMENT MEASURES

Q1. Thinking about current court assets, overall, how satisfied or dissatisfied are you with the following court assets? [Interviewer: probe for strength of opinion].								
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	None	Don't know [DNR]
A	Construction of new court building	5	4	3	2	1	8	9
B	Renovation of court buildings	5	4	3	2	1	8	9
C	Construction of toilets	5	4	3	2	1	8	9
D	Court library space in newly/renovated buildings	5	4	3	2	1	8	9
E	Purchase of court vehicle	5	4	3	2	1	8	9
F	Purchases of computers	5	4	3	2	1	8	9
G	Purchases of furniture	5	4	3	2	1	8	9
H	Electricity connection to national grid	5	4	3	2	1	8	9
I	Electricity connection to other sources	5	4	3	2	1	8	9
J	Piped water connection	5	4	3	2	1	8	9
K	Court noticeboard	5	4	3	2	1	8	9
L	Court website	5	4	3	2	1	8	9

M	Restaurant/cafeteria/food stall	5	4	3	2	1	8	9
O	Billboards	5	4	3	2	1	8	9

**Q2. In last 5 years, has there been any improvement made by Judiciary of Zanzibar the following at your court**

		Yes	No
	Construction of new court building		
A	Renovation of court buildings	1	0
B	Construction of toilets	1	0
C	Construction of Court library	1	0
D	Purchase of court vehicle	1	0
E	Purchases of computers	1	0
F	Purchases of furniture	1	0
G	Purchases of court recording equipment	1	0
H	Electricity connection to national grid	1	0
I	Electricity connection to other sources	1	0
J	Piped water connection	1	0
K	Court noticeboard	1	0
L	Court website	1	0
M	Restaurant/cafeteria/food stall	1	0

**SECTION 4: ACCESSIBILITY AND USEFULNESS OF INFORMATION TO USERS**

**Q3. Have you ever visited the court's website?**

1=Yes

0=No

**Q4. If yes in the above question, have you seen any of the following documents?**

		Yes	No
A	Laws, rules and regulations	1	0

B	Law reports	1	0
C	Court decisions	1	0
D	Others	1	0

**Q5. If you have visited the court website, please tell us whether you agree or disagree with the following aspects concerning the information provided [Interviewer ask only if response to previous question is Yes "3".**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable [DNR]
A Accessible						
B The information provided is clear	5	4	3	2	1	7
C Information provided is timely/updated	5	4	3	2	1	7
C I found the information useful for a case/business	5	4	3	2	1	7

**Q6. In last 5 years, has there been any use of the following modern technology at your court**

		Yes	No	Don't Know (DK)
A	e-filing	1	0	
B	e. payment	1	0	
C	e-case management	1	0	
D	e- notification	1	0	
E	ZANZIBARLII	1	0	
F	e-office	1	0	
G	Video conferencing/Virtual conference	1	0	
H	JSDS	1	0	

**Q7. Thinking about modern technology used, overall, how satisfied or dissatisfied are you with the following modern technology used in this court? [Interviewer: probe for strength of opinion].**

	Very satisfied	Fairly satisfied	Neither satisfied nor	Fairly dissatisfied	Very dissatisfied	Don't know [DNR]	Not Applicable
--	----------------	------------------	-----------------------	---------------------	-------------------	------------------	----------------

				dissatisfied				[NA]
A	e-filing	5	4	3	2	1	9	
B	e. payment	5	4	3	2	1	9	
C	e-case management	5	4	3	2	1	9	
D	e- notification	5	4	3	2	1	9	
E	ZANZIBARLII	5	4	3	2	1	9	
F	e-office	5	4	3	2	1	9	
G	Video conferencing/Virtual conference	5	4	3	2	1	9	
H	JSDS	5	4	3	2	1	9	

## **SECTION 5: COURT PUBLIC AWARENESS PROGRAMS**

**Q8. Does the court provide Public awareness education and sensitization for the court related services at the following facilities?**

		Yes	No	Don't Know
A	High Court of Zanzibar	1	0	
B	Chief Kadhi Court	1	0	
C	Regional Kadhi Court	1	0	
D	Regional Magistrate Court	1	0	
E	District Court at Konde	1	0	
F	District Kadhi Court	1	0	
G	Primary Court	1	0	
H	Children Court	1	0	
I				
J				
K				
L				

**Q9. If yes in Q8 above. Now thinking about public awareness, overall, how sufficient or insufficient is the public awareness delivered in the following court levels?**

		Very sufficient	Fairly sufficient	Neither sufficient nor insufficient	Fairly insufficient	Very insufficient	Don't know [DNR]
A	High Court of Zanzibar	5	4	3	2	1	9
B	Chief Kadhi Court	5	4	3	2	1	9
C	Regional Kadhi Court	5	4	3	2	1	9
D	Regional Magistrate Court	5	4	3	2	1	9
E	District Court at Konde	5	4	3	2	1	9
F	District Kadhi Court	5	4	3	2	1	9
G	Primary Court	5	4	3	2	1	9
H	Children Court	5	4	3	2	1	9
I							
J							
K							
L							

**Q10. Do you have Front Desk Services at your court**

1. Yes

0. No

**Q11. If yes in Q10 above. Now thinking about Front Desk, overall, how effective is the front desk in customer care at your court?**

	Very ineffective	Fairly ineffective	Neither effective nor ineffective	Fairly effective	Very effective	Don't know [DNR]
<b>Effectiveness of front desk</b>	5	4	3	2	1	9

**Q12. How effective are the guidelines, rules & regulations concerning?** *[Interviewer: probe for strength of*

*opinion*].

		Very effective	Effective	Neither effective nor ineffective	Very ineffective	ineffective	Don't know [DNR]
A	Court brokers rules	5	4	3	2	1	9
B	Court fee rules	5	4	3	2	1	9
C	Free court documents	5	4	3	2	1	9

## **SECTION 6: COURT STAKEHOLDERS**

**Q13. Now think about court stakeholders; How effective would you say these stakeholders are in opening, processing and/or dispensing justice?** *[Interviewer: probe for strength of opinion].*

		Very effective	Effective	Neither effective nor ineffective	Very ineffective	ineffective	Don't know [DNR]
A	State Attorneys	5	4	3	2	1	9
B	Advocates	5	4	3	2	1	9
C	Court brokers	5	4	3	2	1	9
D	Prison Officers	5	4	3	2	1	9
E	Social welfare workers	5	4	3	2	1	9
F	Probation Officers	5	4	3	2	1	9
G	Police Officers	5	4	3	2	1	9

**Q14. Thinking about your experiences, overall, how satisfied or dissatisfied are you with the improvement if any for the following core values in handling cases by the court in the last 2 years?** *[Interviewer: probe for strength of opinion]*

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know [DNR]
A	Equality (before the law)	5	4	3	2	1	9
B	Impartiality	5	4	3	2	1	9
C	Independence of decision-making	5	4	3	2	1	9

D	Competence and professionalism	5	4	3	2	1	9
E	Integrity	5	4	3	2	1	9
F	Accessibility	5	4	3	2	1	9
G	Timeliness	5	4	3	2	1	9
H	Involvement of stakeholders in court-related issues	5	4	3	2	1	9

**Q15.** As far as court performance improvement is concerned, what quality measurements you think should be improved first? Rate 5 (five) quality measurements by their importance for you, **Measurement [Interviewer: Tick options where 1 is the most important quality measurement and 5 is the least important quality and 9 for Don't know [DNR]**

A	Ethics	5	4	3	2	1	9
B	Increase qualified personnel	5	4	3	2	1	9
C	Improve record keeping through ICT and timely dissemination of information	5	4	3	2	1	9
D	Increase modern equipment, physical infrastructure and facilities	5	4	3	2	1	9
E	Increase accessibility of physical and electronic library	5	4	3	2	1	9
F	Affordability of court fees	5	4	3	2	1	9
G	Timeliness of court proceedings	5	4	3	2	1	9

**Let's talk about the influence in ruling decision-making at this court level. From your point of view which of the following statements do you agree with? [Interviewer probe for strength of opinion]: Choose statement 1 or statement 2.**

**Q16.**

**Statement 1: Judges/magistrates at this level are not free in making decisions when it comes to cases of persons with influence**

**Statement 2: The Judges/magistrates at this level are free and their decision is not affected by the popularity of the person**

I agree completely with statement 1	I agree with statement 1	I agree with statement 2	I agree completely with statement 2
1	2	3	4

I disagree with both of these statements [DNR]	5
Don't know [DNR]	9

<b>Q17.</b>			
<b>Statement 1: As the case continues, the direct party to the case (the Victim and the defendant) have the tendency to influence decisions by giving gifts or bribes to decision makers</b>		<b>Statement 2: the direct party to the case (the Victim and the defendant) remain calm following the proceedings of the judges believing their decisions cannot be changed by bribe or gifts</b>	
I agree completely with statement 1  1	I agree with statement 1  2	I agree with statement 2  3	I agree completely with statement 2  4
I disagree with both of these statements [DNR]		5	
Don't know [DNR]		9	

<b>Q18.</b>			
<b>Statement 1: When the case is completed, the judges/magistrates feel free and peaceful in the presence of the victims</b>		<b>Statement 2: When the case is completed judges/magistrates become uncomfortable in the presence of victims, especially in fear of revenge</b>	
I agree completely with statement 1  1	I agree with statement 1  2	I agree with statement 2  3	I agree completely with statement 2  4
I disagree with both of these statements [DNR]		5	
Don't know [DNR]		9	

<b>In your opinion, what can be done in court to improve services and for you to have a better working environment?</b>	
<b>Q19:</b> _____	<b>Write the first response</b>
<b>Q20:</b> _____	<b>Write the second response</b>
<b>Q21</b> _____	<b>Write the third response</b>

Q21.1. To what extent do you agree or disagree with the level of transparency in court proceedings						
SN	Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	Our judgments are available to litigants.	1	2	3	4	5
2	We permit media access to and reporting of court proceedings.	1	2	3	4	5
3	We respond to requests for information from court users in a timely manner.	1	2	3	4	5
4	Whenever circumstances permit, the public has access to the court proceedings	1	2	3	4	5
5	Whether Weekly pre-session awareness. Is conducted regularly	1	2	3	4	5

Q21.2. To what extent do you agree with each of the following statements regarding the completeness, relevance, and clarity of information in our communication media?						
SN	Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	The information we communicate to the Public is complete, relevant, and clear.	1	2	3	4	5
2	The information we communicate is useful to users.	1	2	3	4	5
3	We provide information to assist litigants without representation.	1	2	3	4	5
4	Language interpretation services are available to court users who require them.	1	2	3	4	5

**THE FOLLOWING INFORMATION HAS TO BE FILLED BY THE INTERVIEWER IN CONJUNCTION WITH THE FIELD SUPERVISOR**

**Q 22. Are you interviewing a court administrator/Human Resource Officer**

**1= Yes**

**0= No**[Enumerators: if No skip to section D]

<b>Q23</b>				
<b>CFE—Does the court facility have the following?</b>			<b>Yes</b>	<b>No</b>
A. Connection to national electricity grid			1	0
B. Connection to other source of electricity			1	0
C. Piped water connection			1	0
D. Toilets for use by public visitors			1	0
E. Court noticeboard			1	0
F. Court website			1	0
G. Court library			1	0
H. Court related information and education materials for the public Court publications			1	0
I. Restaurant/cafeteria/food stall within court premises			1	0
<b>Q24</b>				
<b>CFP. Is the court premise enclosed by a fence?</b>				
Yes			1	
No			0	
<b>Q25</b>				
<b>CFT. If the court premise is fenced, what type of fencing material has been used?</b>				
Brick/concrete wall			3	
Barbed wire fence			2	
Plant/tree fence			1	
Other [Please specify] _____			Post Code	

## REFLECTION AND CONCLUSION

**END INTERVIEW -- DON'T FORGET TO COMPLETE THE NEXT SECTION. ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER AFTER THE INTERVIEW IS CONCLUDED**

<b>ENDTIME.</b> Time interview ended [Interviewer: Enter hour and minute, use 24 hr. clock]	Hour		Minutes	

<b>LENGTH.</b> For Office Use: Duration of the interview in minutes			
---	--	--	--

<b>Q1. Where was the interview conducted?</b>
---

<i>Court premises</i>	1
<i>Advocate offices</i>	2
<i>Legal Aid Providers Offices</i>	3
<i>State attorney's offices</i>	4
<i>Other areas [Please specify]_____</i>	

<b>Q2. Respondent's gender</b>	
Male	1
Female	2

<b>Q3. Respondent's race?</b>			
Black / African	1	Arab / Lebanese / North African	4
White / European	2	South Asian (Indian, Pakistani, etc.)	5
Coloured / Mixed race	3	East Asian (Chinese, Korean, Indonesian, etc.)	6

<b>Q4. Were there any other people immediately present who might be listening during the interview?</b>	
Yes	1
No	0

<b>Q5.</b>	Yes	No
<b>A. Did the respondent check with others for information to answer any question?</b>	1	0
<b>B. Do you think anyone influenced the respondent's answers during the interview?</b>	1	0

<b>Q6. What was the respondent's attitude toward you during the interview?</b>						
<b>G. Was he or she</b>	Friendly	1	In between	2	Hostile	3
<b>H. Was he or she</b>	Interested	1	In between	2	Bored	3
<b>I. Was he or she</b>	Cooperative	1	In between	2	Uncooperative	3
<b>J. Was he or she</b>	Patient	1	In between	2	Impatient	3

<b>K. Was he or she</b>	At ease	1	In between	2	Nervous	3
<b>L. Was he or she</b>	Honest	1	In between	2	Misleading	3
<b>Q7. Interviewer Name</b> <i>[Write in]</i>						
<b>Q8. Interviewer's Number</b>				<b>R</b>	<b>E</b>	<b>P</b>
<b>Q9. Interviewer's Age</b>						
<b>Q10. interviewer's gender</b>						
Male					1	
Female					2	
<b>Q11. Interviewer's highest level of education</b>						
Primary education				1		
Secondary school (O-Level) completed / some high school				2		
Certificate (received Post O-Level Secondary)				3		
Secondary A-Level				4		
Diploma (Post-secondary qualifications, other than university e.g. a diploma from a polytechnic or college)				5		
University Degree				6		
Postgraduate				7		
Other specify] _____				Code		

**SIGNATURE PAGE**

**Q12. INTERVIEWER:** Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

No	0
Yes	1

**INTERVIEWER:** I hereby certify that this interview was conducted in accordance with instructions received during training. All responses recorded here are those of the respondent who was chosen according to the procedure/ instructions for this survey's respondent selection.

**INTERVIEWERSIGNATURE:** \_\_\_\_\_

**Q13. SUPERVISOR:** Do you have any other comments on the interview? For example, did anything else significant happen during the interview/at the interview location?

No	0
Yes	1

**SUPERVISOR:**I hereby certify that this interview was conducted in accordance with instructions given to interviewers during training. All responses have been checked for completeness and accuracy. The information about the court is based on observations I and the interviewer personally made at the facility chosen for interview. SUPERVISOR SIGNATURE: \_\_\_\_\_

## **Annex 5: In-depth Interviews (IDI) questionnaire**

### **COURT USER SATISFACTION SURVEY 2025**

#### **QUESTIONNAIRE FOR IN-DEPTH INTERVIEWS (IDI)**

**To be asked at Headquarters and in Regional**

*[Facilitator: From each of the leading questions below, probe to get more in-depth information]*

#### **1. Supervision and inspection**

1.1 What procedures are used by the judiciary to supervise the functioning of the court at various levels? How does this help to improve the effectiveness of court operations?

1.2 What procedure is used to inspect the performance of judicial staff? how many times a year is this inspection taking place?

#### **2 Court improvement**

2.1 According to your experience what kind of infrastructure improvements has been implemented by the Judiciary of Zanzibar at different levels of the court?

2.2 According to your experience, what kind of ICT improvements have been implemented by the Judiciary of Zanzibar at different levels of the court?

2.3 According to your experience, what kind of human resources improvements, including Court staff Promotion that have been implemented by the Judiciary of Zanzibar at different levels of the court?

#### **3 Formation of divisions/ mediation from the mainstream high court**

3.1. Can you explain why the judiciary of Zanzibar decided to separate high court divisions/mediation from the mainstream high court?

3.2. According to your experience, is there any success that has been achieved by separating high court divisions/mediation from the mainstream high court?

#### **4 General questions**

1.1. Overall, what are the challenges that undermine the performance of the Judiciary in its mandate of ensuring peace and order in the country

1.2. Overall, court transformation into what things you think could be done differently could have more impact on the effectiveness of judicial operations and satisfaction with the court users