

THEMATIC AREA	THEMATIC CODE	SUB-THEME	CODE (Thematic Area + Sub-Theme)	SUB-THEME DEFINITION (Criteria for Inclusion/Exclusion)
Voice	VOI	Lack of Opportunity to Participate in Matter	VOI-LOPM	<p>Courts users' state that they are not given a chance by the Judge to express their views or have a say in their matter</p> <p>Courts users' express that they are given a chance by the Judge to be heard.</p> <p>Court users' feel that owing to gender one party is given the opportunity to adequately present their case while the other is not.</p> <p>Belief of court users' that you have a better chance of being properly heard if you can afford a good attorney.</p> <p>Instances of Judge shutting down court users thereby not allowing them to have a voice or actively participate in matter.</p> <p>Instances where court users do not feel comfortable to participate in their matter owing to fear or nervousness. Owing to a lack of knowledge court users are unable to actively participate in their matter.</p> <p>When communication is ineffective or absent court users' feel as if they are unable to participate fully in their matter.</p>
		Opportunity to Participate in Matter	VOI-OTP	
		Perceived Gender Bias	VOI-PGB	
		System Favours Wealthy	VOI-SFW	
		Disrespectful Treatment	VOI-DRT	
		Intimidated	VOI-Intm.	
		Lack of Information	VOI-Linf.	
		Poor Communication	VOI-PC	
Respectful Treatment	RT	Disrespectful Treatment	RT-DRT	<p>Court users feel disrespected when they are shut down by the Judge or when the Judge is verbally abusive thereby causing them to view the court system in a negative light.</p> <p>Court users' feel that their time is disregarded as matters progress slowly through the court system.</p> <p>By the court constantly adjourning matters, court users' matters are not treated as important and given due regard.</p> <p>Court users' do not feel respected when their time is not valued and the matter is allowed to be prolonged.</p>
		Slow Process	RT-SP	
		Matters Consistently Postponed	RT-MCP	
		Time Wasted	RT-TW	

Neutrality	NEU	Opportunity to Participate	RT-OTP	A court user feels treated with respect if they are allowed to voice their concerns.
		Good Customer Service	RT-GCS	Court users feel treated respectfully when court staff are polite and friendly. Moreover, they have a positive view of the court.
		Poor Customer Service	RT-PCS	Court users' feel they are disrespected by court staff when their matter is not handled in a timely manner and court staff are not friendly.
		Inconsiderate	RT-Inc.	Instances where court users' do not feel like the Judge has fully considered all the facts of their matter and thus believe that he/she does not care about their matter or them personally.
		Frustrated	RT-Frus.	Court users' feel a sense of frustration when they feel that they are mistreated during the court process which leads to a further feeling of being disrespected.
		Good Explanation	RT-GE	When a Judge takes the time to proffer an explanation court users' feel as part of the process and thus respected.
		Unclear Explanation	RT-UE	When a Judge does not clearly explain decisions that were reached or speaks in legalese court users do not fully understand decisions reached.
		Poor Communication	RT-PC	When communication is ineffective or absent court users' feel as if their matter is not being dealt with fairly by the court.
		Lack of Compassion	RT-LOC	When the Judge shows a lack of compassion toward court users' circumstances they feel disregarded by the court and view the proceedings negatively.
		Corrupt	NEU-Corr.	The need for Judges to be unswayed by financial gain and personal affiliations.

Trustworthy Authorities	TA	Perceived Gender Bias	NEU-PGB	<p>The belief that one party is discriminated against and the other is afforded better treatment based on their gender. The perception that one party is treated more favorably than the other.</p> <p>Court users' feel that persons who are wealthy have an unfair advantage within the court system and are afforded better treatment.</p> <p>Belief that the Judge that has not been fair and transparent in arriving at decisions.</p> <p>Instances where the judicial officer has been aggressive verbally toward court users.</p>
		Perceived Preferential Treatment	NEU-PPT	
		System Favours Wealthy	NEU-SFM	
		Unfair Treatment	NEU-UT	
		Disrespectful Treatment	NEU-DRT	
		Lack of Trust in System	TA-LTS	<p>Instances where courts users express a lack of trust toward the court system when they feel their matter has not been dealt with fairly.</p> <p>Court users' express having trust toward the court when the Judge considers all the relevant information and comes to a fair decision.</p>
		Trust in System	TA-TS	
		Lack of Compassion	TA-LOC	<p>When authority figures show a lack of compassion for court users' circumstances they are viewed as less trustworthy.</p>
		Slow Process	TA-SP	<p>Court users' not having trust in the court system to resolve their matter in a timely manner.</p>
		Frustrated	TA-Frus.	<p>Court users express feelings of frustration when court processes and the system has not adequately met their needs.</p>
	Corruption	TA-Corr.	<p>Lack of trust in officers of the court to not take advantage of their position by accepting bribes or by extending favour to friends.</p>	

		Disrespectful Treatment	TA-DRT	<p>Instances of the Judge verbally disrespecting court users' thereby breaking their trust.</p> <p>Instances where court staff fulfill their roles and responsibilities and court users feel a sense of trust toward them.</p>
		Good Customer Service	TA-GCS	
		Poor Customer Service	TA-PCS	
		Lack of Information	TA-LOI	
		Good Explanation	TA-GE	
Availability of Amenities	AMEN	Physical Accomodations	AMEN-PA	<p>Instances where court users feel that they cannot trust the court to provide them with adequate or correct information on their matter.</p> <p>Court users feel a greater sense of trust toward authority figures when they clearly explain decisions made.</p> <p>Complaints of a lack of adequate infrastructure for court users for eg. seating, air condition, parking, bathroom facilities etc.</p>
		Systems for Efficiency	AMEN-SE	<p>Systems that can be implemented within the court system to improve the efficiency and running of the Court, eg. Night court and online submission of documents.</p>
Accountability	ACC	Slow Process	ACC-SP	<p>Instances of matters taking years to be completed without the court user knowing the reason why or anyone being held accountable when it is owing to another party.</p> <p>Court users express that matters are constantly being put off without any explanation or reason being offered for doing so.</p>
		Matters Consistently Postponed	ACC-MCP	

Inclusivity	INCL	Time Wasted	ACC-TW	Instances where court users' feel like their time is being wasted by the court with no one being accountable for this.
		Unclear Explanation	ACC-UE	When the Judge does not sufficiently explain decisions that are reached to the court users it displays a lack of accountability.
		Good Explanation	ACC-UE	When the Judge clearly explains his reasons for arriving at a decision or legal terms used he is displaying accountability toward court users.
		Poor Customer Service	ACC-PCS	When court staff do not perform their jobs they are not reprimanded and therefore are not held accountable.
		Frustrated	ACC-Frus.	Court users expressing frustration about the handling and progress of their matters.
		Alienation	INCL-Alien.	Instances where court users feel unwelcome and not connected to the process thereby making them feel uninvolved.
		Poor Communication	INCL-PC	When there exists a lack of or ineffective communication court users' are left feeling on the outskirts of the court process and unable to participate.
		Lack of Opportunity to Participate in Matter	INCL-LOPM	When court users are not given an opportunity to voice their concerns they feel as if they are excluded from the process
Access to Information	ATI	Opportunity to Participate	INCL-OTP	Where court users are given a chance to voice their opinion and concerns they are included in the process.
		Accessible Information	ATI-AI	Instances of information being easily accessible through personnel.
		Lack of Information	ATI-Linf.	Instances where court users are unable to access information which can assist with their matter.

Understanding

UND

Unclear Eplanation

UND-UE

Good Explanation

UND-GE

LAYERS ASSOCIATED WITH SUB-THEME	ASSOCIATED CODE
<p>This is linked to Neutrality and Trustworthy Authorities.</p>	

