

The Judicial Education Institute of Trinidad and Tobago's Survey for the Public (2016)

Please note that all questions marked by an asterisk must be answered for completion of the survey. When you have completed the survey, please make sure to click SUBMIT to ensure that your answers are recorded.

About You

1. **If Tobago, what part of Tobago do you reside in?**

Mark only one oval.

- North
- South
- East
- West
- Central

2. **If you have attended a court matter or conducted business, which jurisdiction have you predominantly visited?**

Mark only one oval.

- Court of Appeal
- High Court
- Magistrates' Court
- Other: _____

3. **If Trinidad, what part of Trinidad do you reside in?**

Mark only one oval.

- North
- North-East
- North-West
- Central
- East
- West
- South
- South-East
- South-West

4. Have you ever been to a courthouse in Trinidad and Tobago?*Mark only one oval.*

- Yes
- No

5.

Please indicate the highest level of education you have attained:*Mark only one oval.*

- Primary School
- Secondary School
- Undergraduate Tertiary
- Postgraduate Tertiary
- Technical/Vocational
- Other: _____

6.

To which age group do you belong?*Mark only one oval.*

- Below 25
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65+

7.

How often have you attended court matters?*Mark only one oval.*

- Never
- For the duration of a single matter
- Occasionally
- Regularly

8. Are you:*Mark only one oval.*

- Male
- Female
- Other: _____

9.

Do you live in Trinidad or Tobago?*Mark only one oval.*

- Trinidad
- Tobago

10.

If yes, were you there to:*Mark only one oval.*

- Conduct business
- Attend a court matter you were involved in (as a party or witness)
- Serve as a juror
- Observe a court matter
- Accompany someone on court business
- Accompany someone that was involved in a court matter
- Other: _____

11.

To which racial or ethnic group do you belong?*Mark only one oval.*

- African
- Indian
- Chinese
- Syrian/Lebanese
- Caucasian
- French Creole
- Mixed
- Other: _____

12.

Please indicate your occupation:

Court Users

13. To the best of my knowledge, individuals who appear before the courts in Trinidad and Tobago:

Mark only one oval per row.

	Never	Rarely	Sometimes	Frequently	Always	I Do Not Know
(a) are self-represented	<input type="radio"/>					
(b) have learning difficulties	<input type="radio"/>					
(c) need interpreters	<input type="radio"/>					
(d) are invited to express their views to the court	<input type="radio"/>					
(e) have proceedings explained to them at the start in non-legal language	<input type="radio"/>					
(f) are encouraged to ask questions about proceedings	<input type="radio"/>					
(g) have any delays explained to them	<input type="radio"/>					
(h) have all decisions throughout proceedings explained to them by the judge/judicial officer in non-legal language	<input type="radio"/>					
(i) are treated with respect and dignity	<input type="radio"/>					

14. To the best of my knowledge, individuals who visit the courthouse to conduct transactions, but do not appear before the courts in Trinidad and Tobago:

(This question contains 7 parts)

Mark only one oval per row.

	Never	Rarely	Sometimes	Frequently	Always	I Do Not Know
(a) are self-represented	<input type="radio"/>					
(b) have learning difficulties	<input type="radio"/>					
(c) need interpreters	<input type="radio"/>					
(d) are invited to express their opinions	<input type="radio"/>					
(e) have matters explained to them in non-legal language	<input type="radio"/>					
(f) are encouraged to ask questions	<input type="radio"/>					
(g) are treated with respect and dignity	<input type="radio"/>					

Court Accessibility

15. To the best of your knowledge, please indicate the extent to which the courts in Trinidad and Tobago:

(This question contains 6 parts)

Mark only one oval per row.

	Never	Rarely	Sometimes	Frequently	Always	I Do Not Know
(a) provide information to court users BEFORE they come to court explaining what will happen at court	<input type="radio"/>					
(b) provide information about courthouse locations on a public website	<input type="radio"/>					
(c) provide signs in the courthouse directing court users to courts, registries, departments etc	<input type="radio"/>					
(d) schedule court appearances for specific times	<input type="radio"/>					
(e) train judges, judicial officers and judiciary staff in respectful interaction with court users	<input type="radio"/>					
(f) assess how court users are treated by judges, judicial officers and judiciary staff	<input type="radio"/>					

Training

16. To the best of your knowledge, please indicate the extent to which you THINK judges and judicial officers are provided with training in the following areas:

(This question contains 8 parts)

Mark only one oval per row.

	Not at all	Not Likely	Likely	Definitely
(a) Hearing cases involving self-represented litigants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Hearing cases involving litigants with learning difficulties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Courtroom communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Effective listening in court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Use of non-legal language with court users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Effect of body language on court users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Effect of eye contact with court users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) Unconscious bias	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Compliance

17. How important do you FEEL the following factors are in ensuring court users' compliance with court orders?

(This question contains 7 parts)

Mark only one oval per row.

	Not Important	Somewhat Important	Neutral	Important	Extremely Important
(a) Having an opportunity to directly participate in the court process	<input type="radio"/>				
(b) Believing that the court process is fair	<input type="radio"/>				
(c) Believing that the judge/judicial officer hearing the case is impartial	<input type="radio"/>				
(d) Understanding what is happening in court	<input type="radio"/>				
(e) Understanding what their role is in the court process	<input type="radio"/>				
(f) Having the court process explained to them by the judge/judicial officer in a clear and understandable manner	<input type="radio"/>				
(g) Feeling they are treated with respect and dignity by the court	<input type="radio"/>				

18. The following statements explore your views of different aspects of compliance with court decisions in Trinidad and Tobago:

(This question contains 7 parts)

Mark only one oval per row.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
(a) Compliance with court orders is a problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Repeat offending is a problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) There are problems with public trust and confidence in the justice system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Court users are more likely to comply with a court's decision if it is the OUTCOME they wanted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Court users are more likely to comply with the court's decision if they feel the OUTCOME was fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Court users are more likely to comply with the court's decision if they feel the COURT PROCESS was fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Court users are more likely to accept a court's decision even if it goes against them provided they feel the COURT PROCESS was fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Judiciary Relations

(The following statements pertain to the Judiciary of Trinidad and Tobago as a whole)

This question contains 10 parts. The word 'staff' pertains to all employees of the Judiciary of Trinidad and Tobago while 'courtroom staff' refers to those members of staff that have to attend court to facilitate matters. In THIS question, 'court users' refers to all users of the courts except for attorneys.

19. Co-operative interactions and effective communication between the following groups are essential for the proper administration of justice:

Mark only one oval per row.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
(a) Judges and Judicial Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Judges/Judicial Officers and Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Judges/Judicial Officers and Courtroom Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Judges/Judicial Officers and Court Users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Judges/Judicial Officers and Attorneys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Staff and Court Users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) Staff and Attorneys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) Courtroom Staff and Court Users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(j) Courtroom Staff and Attorneys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Treatment of Individuals in the Judiciary of Trinidad and Tobago

20. Please indicate the extent to which you agree with the following statements:

(This question contains 9 parts)

Mark only one oval per row.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
(a) A person of light skin colour is more likely to receive favourable treatment than a person of dark skin colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) A person who speaks 'proper English' is more likely to receive favourable treatment than a person who speaks heavy dialect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) A person wearing religious or ethnic garb is more likely to receive favourable treatment than a person wearing non-religious/ethnic clothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) A person of high status in society is more likely to receive favourable treatment than a person who is not of high status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) A female is more likely to receive favourable treatment than a male	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) A senior attorney is more likely to receive favourable treatment than a more junior attorney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) A person who 'appears to be' or is known to be straight is more likely to receive favourable treatment than a person who 'appears to be' or is known to be lesbian, gay, bi-sexual or transgender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) A person who appears to be highly educated is more likely to receive favourable treatment than a person who appears to be undeducated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) A person who appears to be wealthy is more likely to receive favourable treatment than a person who appears to be poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. **What impact, if any, do you believe the following factors have on the outcome of a court matter?**

(This question contains 13 parts)

Mark only one oval per row.

	No Impact	Some Impact	Significant Impact
(a) Skin Colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Social Status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Physical Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Political Affiliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(j) Professional Seniority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(k) Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(l) Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(m) Wealth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Impact on Public Trust and Confidence in the Judiciary of Trinidad and Tobago

22.

If I am the UNsuccessful party in a matter, but I experienced the proceedings as being fair...

Select one answer

Mark only one oval.

- My trust and confidence in the Judiciary would be negatively impacted.
- My trust and confidence in the Judiciary would be somewhat negatively impacted.
- My trust and confidence in the Judiciary would not be impacted at all.
- My trust and confidence in the Judiciary would be somewhat positively impacted.
- My trust and confidence in the Judiciary would be positively impacted.

23.

If I am the successful party in a matter, but I experienced the proceedings as being UNfair...

Select one answer

Mark only one oval.

- My trust and confidence in the Judiciary would be negatively impacted.
- My trust and confidence in the Judiciary would be somewhat negatively impacted.
- My trust and confidence in the Judiciary would not be impacted at all.
- My trust and confidence in the Judiciary would be somewhat positively impacted.
- My trust and confidence in the Judiciary would be positively impacted.

Changing Courtroom Practices

What are your thoughts on the following recommendations?

24.

Judges and judicial officers should explain how and why they have arrived at each of their decisions throughout the case to the parties.

(Please tick as many options as reflect your views)

Check all that apply.

- It is not necessary to do this
- It is not practical to do this
- It would require training
- I would support this
- Some judges and judicial officers might not support this
- All judges and judicial officers would support this
- Some judges and judicial officers already do this
- All judges and judicial officers already do this
- It is necessary to do this

25.

Judges and judicial officers should introduce themselves by name to the parties at the start of every case.

(Please tick as many options as reflect your views)

Check all that apply.

- It is not necessary to do this
- It is not practical to do this
- It would require training
- I would support this
- Some judges and judicial officers might not support this
- All judges and judicial officers would support this
- Some judges and judicial officers already do this
- All judges and judicial officers already do this
- It is necessary to do this

26. Judges and judicial officers should actively encourage parties in the case to express their views in court.

(Please tick as many options as reflect your views)

Check all that apply.

- It is not necessary to do this
- It is not practical to do this
- It would require training
- I would support this
- Some judges and judicial officers might not support this
- All judges and judicial officers would support this
- Some judges and judicial officers already do this
- All judges and judicial officers already do this
- It is necessary to do this

27.

Judges and judicial officers should explain court proceedings in non-legal terminology to those appearing before them.

(Please tick as many options as reflect your views)

Check all that apply.

- It is not necessary to do this
- It is not practical to do this
- It would require training
- I would support this
- Some judges and judicial officers might not support this
- All judges and judicial officers would support this
- Some judges and judicial officers already do this
- All judges and judicial officers already do this
- It is necessary to do this

OPTIONAL

If you wish (and have been to court), stepping away from the particulars of the survey, we'd appreciate information on:

28.

How the court experience you had made you feel?

29. Why you felt that way?

Conclusion

30. **Comments**

(Please feel free to provide brief comments on this survey)

31. **Please indicate how you feel about the ease of use of this survey.**

Mark only one oval.

1	2	3	4	5	
Very Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Easy

32. **Please indicate how you feel about the language used in this survey.**

Mark only one oval.

1	2	3	4	5	
Difficult to Follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Easy to Follow

33. **Please indicate how you feel about the importance of the topics covered in this survey.**

Mark only one oval.

1	2	3	4	5	
Not Important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Important

Summary

Would you be interested in taking part in further research, such as a focus group? If yes, please send us your name and contact information to judicialeducationtt@gmail.com or (868) 628-8529/ (868) 223-1060 x.2781/ 2785/ 2786

Thank you for your time.

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