



MINISTRY OF
JUSTICE
Tāhū o te Ture

Juror Satisfaction Survey: 2018 results

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Juror Satisfaction Survey 2018

↑ Increase from 2017
↓ Decrease from 2017

↑ 1.8%
93%

Overall Satisfaction



Staff



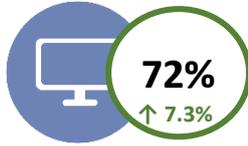
Postal information



Safety/security



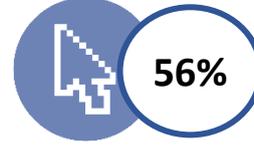
Emergency procedure information



Juror Service website



Information on defendant's sentence



Found whether needed next day on website



Up-to-date message saying if needed next day

What our jurors told us

Offer healthier refreshments

Retiring rooms too small and poor temperature control

More information on the general process needed

Improve communication about whether needed in court the next day

Improve parking facilities and provide more information about parking

Reduce time spent waiting at court



What improvements have been made



We're making changes to the website to make it easier to find the information jurors need.



Jurors can now accept summons online, making it easier to respond. This also allows us to email jurors the relevant information to make sure they are prepared.



We're using historical data to predict how many people will attend. This means fewer people will be summoned, possibly reducing wait times and uncertainty.

Following the 2017 survey, several areas for improvement were identified. The following still need to be addressed:

Areas still to be addressed



Survey overview

The Juror Satisfaction Survey has been carried out annually in District Courts and High Courts since 2008. The survey is conducted to understand jurors' satisfaction with the services and facilities provided by the Ministry of Justice (the Ministry) at court.

The survey was carried out between 14 May and 22 June 2018 and consisted of 24 questions asking jurors to rate their satisfaction with various aspects of their experience, and to provide comments on what aspects they liked, and what could be improved.

During this period, 1,140 jurors who served at New Zealand's District and High Courts were given the opportunity to take part in the survey¹, with 888 (77.9%) jurors completing it.

Full details of the survey's methodology, how the data has been adjusted, further information on how the survey is run, and the limitations of the survey can be found in *Appendix A: Survey information and methodology*.

Summary

The overall satisfaction rate with services and facilities at court was the highest recorded to date, with 93.2% of jurors responding that they were either 'satisfied' or 'very satisfied' with the services and facilities provided. However, it should be noted that 2018 did have the smallest sample size to date.

Nevertheless, many jurors offered suggestions for ways the experience could be improved. Examples include the need to provide more information on parking, more transparent information about the realistic time commitment to this service, and better communication about whether jurors were needed in court the next day. Some of the issues raised in the report are already being addressed by the Ministry, while others will be considered in the future.

The remainder of this report details the key national-level results for the 2018 Juror Satisfaction Survey, and other suggested areas for improvement. Where possible, results have also been compared with those from 2017. A spreadsheet containing the raw data for each court, analysis for each question, a breakdown of results for each court, and further insight into additional juror comments is also available.

¹ Some jurors may have served on more than one jury during the survey period, however each juror was asked to fill out the survey only once.

Progress from 2017

The areas of the juror's experience listed in the table below were identified in 2017 for improvement. A comparison between the relevant ratings received in 2017 and 2018 is also shown. These comparisons are discussed in more detail throughout the remainder of the report.

Improvement Area	2017 Satisfaction Rate	2018 Satisfaction Rate	Change
Parking facilities	43.9%	N/A	N/A
Jury service website	64.3%	71.6%	7.3%
Business card with link to whether needed in court next day	52.0%	N/A	N/A
Up-to-date phone message stating whether needed in court next day	52.4%	55.1%	2.7%
General enquiry response times	54.8%	N/A	N/A
Emergency procedure information	74.6%	72.3%	-2.3%
Defendant's sentence information	60.6%	59.8%	-0.8%

It must be noted that several areas identified for improvement in 2017 were not addressed in a similar manner in the 2018 survey, preventing comparison. For example, questions surrounding parking and access to up-to-date information on the website. Furthermore, in 2018, jurors were not asked about their experience regarding general enquiries.

Improvements in progress

Several improvements to the information that jurors receive/access are currently being implemented. Changes have been made to the Juror Service website to make information clearer and easier to find, as well as to add missing information.

Furthermore, jurors are now able to accept their summons online, making it easier for them to respond and allowing more relevant information to be emailed to the juror so they are more prepared for service.

Finally, we are now using historical data to predict how many people will attend jury service. This will mean fewer people are summoned, possibly reducing waiting times and the uncertainty associated with the selection process.

The results

Jurors' overall satisfaction with services and facilities

Jurors were asked to indicate their overall level of satisfaction with the services and facilities provided at court. The results from this question are used to report against the performance measure of 90% in the Annual Report.

The Ministry received a 93.2% overall satisfaction rating, indicating a continued high standard of services delivered to jurors. This rating is slightly higher than in 2017 (91.5%) and is the highest result to date. Please see *Table 1, Appendix B: Additional information* for previous years' results.

Average satisfaction at District Courts was 93.8%, whereas it was 87.0% at High Courts.

Jurors' satisfaction with court services

Staff

Of those surveyed, 98.0% of jurors responded that they were 'satisfied' or 'very satisfied' with the way they were treated by staff. This question continues to have the highest satisfaction rate of the questions asked, and is consistent with the 98.6% rating received in 2017.

Furthermore, 50.0% of those who responded said one of the things they liked most about the court services and facilities was the staff. Our people were described as friendly, attentive, well informed and respectful towards jurors.

"The people - court and security staff were polite from the moment we walked in the door. Lots of respect and humour" – Hamilton DC

"Made to feel at ease and no question requiring an answer was deemed insignificant and we were treated with total respect" – New Plymouth DC

"[I liked] how well we were looked after, especially [staff member's name] - excellent at providing info and calming influence" – Wellington HC

29.3% of those who mentioned our people in their positive comments, mentioned a staff member by name. This reinforces the idea that our people are personable and made an impact on the juror's time at court.

Safety and security

Of those surveyed, 91.2% of jurors were either 'satisfied' or 'very satisfied' with the safety and security at the court, and 90.8% were happy with the way they were kept separate from the public. Both results have improved slightly from 2017, which stood at 87.1% and 89.3%, respectively.

Jurors' satisfaction with court facilities

Parking facilities

This is an area that was highlighted for improvement from the 2017 survey. However, it is not possible to compare satisfaction rates year-on-year due to a significant change to the question. In previous years, jurors were asked how satisfied they were with the parking facilities, this year they were asked

about their satisfaction with the *information* provided about the parking facilities. This wording was changed to reflect that while the Ministry does not have control over the parking facilities themselves, it does have control over the information jurors receive.

The results show that 69.0% of jurors were either ‘satisfied’ or ‘very satisfied’ with the information provided about parking facilities. This question has one of the lowest satisfaction rates.

“Separate info on where to park - it was on back of form we had to send back” – Wellington DC

“Parking please. For someone who has never been here before it’s very confusing “where to” or “not to park.” – Nelson DC

“I found it hard to obtain parking nearby. This was rather stressful when nearing appointment times” – Wellington HC

Waiting areas and retiring rooms

81.5% of jurors surveyed were either ‘satisfied’ or ‘very satisfied’ with the waiting area facilities. This is similar to the 82.9% received in 2017. Similarly, 80.0% of jurors were satisfied with the jury retiring room, down slightly from 81.6% in 2017.

Most criticisms about the waiting and retiring areas related to the size, seating arrangements, ventilation, and temperature control.

“Need 1 or 2 quiet rooms in waiting area for people who have to concentrate on work” – Auckland DC

“The initial waiting room was overcrowded and [had] insufficient seating” – Christchurch DC

“Jury room was confined with no outside windows. Would be very hot in summer.” – Nelson DC

“[would like a] DVD player and TV in jury retiring room, to watch video evidence” – Christchurch DC

Food and beverage facilities

Most of the positive comments on the food and beverages praised the complementary hot drinks and biscuits, and the frequency that they were provided throughout the day. Of those who suggested improvements, 13.1% mentioned the food and beverages provided as something that could be improved. A number of people suggested that herbal tea should be added as a hot drink option, and that a healthier alternative to chocolate biscuits (such as fruit) be offered to jurors as well.

Jurors satisfaction with information provided

Information about if you are required at court the next day

Jurors can find out whether they are required at court the next day through the jury service website and/or a phone number they can call for a pre-recorded message. These services were identified for improvement from the 2017 survey.

Of those surveyed, 55.5% of jurors said they found up-to-date information on the jury service website about whether they were required in court the next day, 11.5% said they did not find up to date information, and 27.1% responded 'don't know'. This question has changed significantly from 2017, therefore a year-on-year comparison cannot be made.

This question had one of the highest "does not apply to me" response rates (25.7%), indicating that many jurors may not have used the website for this purpose, with it occasionally noted that jurors did not check the website, it would not load, or they did not know that it existed.

Moreover, 55.1% said that there was a recorded message with up-to-date information on whether they needed to go to court the next day, up from 52.4% in 2017. However, 7.3% said they did not find up to date information, 32.3% responded 'don't know', and 23.3% responded 'does not apply'.

"Jury website was down when I looked" – New Plymouth DC

"Was never told about jury service website" – Nelson DC

"On the first day, the phone message for the following day was not updated until very late and caused confusion" – Dunedin DC

Information on what to expect

Jurors are provided information about what to expect at court before arrival in the material they receive by post and on the jury service website.

Of those surveyed, 71.6% said they were either 'satisfied' or 'very satisfied' with the information provided on the website. This was an area identified for improvement and there has been a significant increase from the 64.3% satisfaction rate received in 2017.

Like last year, many jurors responded that it did not apply to them (18.8%). This may imply that there are jurors that are not aware that the website exists, decided not to use it, or could not access it.

Of those surveyed 93.3% said that they were happy with the quality of the information that they received in the mail. This result remains consistent with the results found in previous years. Despite this, some respondents said they would like more information on what to expect. This included

wanting more information on the jury selection process, the time commitment involved, waiting times, the general court processes and if, and when, food and drink would be provided.

“More information ahead of time about likely time commitment” – Auckland DC

“Maybe more transparent information about the waiting around time” – Auckland DC

“More information on how the week works overall and day-by-day what is expected” – Auckland DC

Information surrounding the process

Jurors were at times unsure of how the process was run and the rules they were supposed to follow. Comments highlighted that some jurors were unsure of how they could ask questions during the trial and felt they had insufficient information during deliberation. Others wanted more guidance on how best to organise themselves during deliberation and more information on the overall process.

Other comments included wanting more legal definitions of charges, having more access to transcripts, and having access to video evidence or slides to review in the deliberation room.

“I don’t think we fully understood the process whereby we could ask questions during the trial. I feel if we had more clear guidelines we could have had more information on which to base our verdict” – Dunedin DC

“[I would like more information about] how juries might organise themselves in the jury room in order to reach a verdict e.g. decision-making processes and methods” – Nelson DC

“Access to law books. i.e. Knowing what the defendant is getting charged of by definition.” – Wanganui DC

Information provided post-trial

This is a further area that was identified for improvement in 2017. Jurors were asked, if their defendant had been found guilty, whether they were told how to find out what their sentence would be. Of those who this question applied to, 59.8% said that they were informed of how to find out the defendant’s sentence, 14.7% said they were not informed, and 14.5% said they did not know if they were informed.

Although this was identified as an area for improvement, the result is consistent with 2017, when 60.6% of jurors reported they were informed of how to find out the defendant’s sentence.

On this question, some jurors gave written indication that they did not know the outcome of the trial. This perhaps indicated that in a few cases the survey was handed out prematurely, resulting in a higher number of ‘I don’t know’ responses than may have been typical.

Appendix A: Survey information and methodology

About the survey

The Juror Satisfaction Survey has been carried out annually in District Courts and High Courts since 2008. The survey allows the Ministry to gain valuable information on juror experiences at court by measuring juror experience and satisfaction rates in relation to key criteria set out in the National Standards of Court Services for Jurors.

The juror survey is divided into three sections.

Section	Response type
General satisfaction with court facilities and juror communication material.	5-point satisfaction scale, plus 'does not apply'
Adherence to the National Standard of Court Services for Jurors	Yes/No, 'Don't know' and 'does not apply'
Questions seeking qualitative feedback regarding the services and facilities at court to identify key drivers of satisfaction and suggestions for improvement.	Three free text for qualitative responses

The 2018 survey was carried out between 14 May and 22 June 2018. Survey forms were distributed by court staff to jurors on completion of the trial.

In the period the survey was undertaken, a total of 1,140 jurors were given the opportunity to fill out the survey. Of those jurors, 888 responded, resulting in an 77.89% response rate. 811 of these responses were from District Court jury trials and 77 were from High Court jury trials. The response rate has declined from the 88.49% response rate of 2017.

The following District Courts participated in the 2018 Juror Satisfaction Survey:

Auckland	Christchurch	Dunedin	Palmerston North
Rotorua	Gisborne	Greymouth	Hamilton
Invercargill	Manukau	Napier	Nelson
New Plymouth	Tauranga	Wellington	Wanganui

The following High Courts participated in the 2018 Juror Satisfaction Survey:

Blenheim	Wellington	Christchurch	Invercargill
Rotorua	Palmerston North	Auckland ²	

²Two trials took place in the Auckland High Court during the survey period but for both it was not deemed appropriate to ask the jurors to take part in the survey.

Adjusted data

For each question, the jurors were given the option to answer saying that the question did not apply to them. For some questions, the responses saying that the question did not apply could be as high as 26% of the total responses, or as low as just 1 response. These values affect the overall satisfaction rate, and as such the final values do not accurately convey the satisfaction rate of those who the question did apply to. To address this, the values used in the final report are the percentage of those whom the question did apply to. An example of how the adjusted values are calculated can be found below.

$$\text{Satisfaction Q1} = \frac{\text{number of jurors satisfied Q1} + \text{number of jurors very satisfied Q1}}{\text{total surveys received} - \text{number of doesn't apply responses Q1}}$$

To achieve a consistent approach to these adjustments, the 2017 results that are used for comparison in this report have also been adjusted the same way. This may cause slight differences between those values presented in last year's report and the comparison values in this report. A full comparison of the 2017 and 2018 results can be found in *Appendix B: Additional information*.

Those who chose not to answer a question were still included in the total for that question. The only responses excluded were those that specifically responded that the question did not apply to them.

It should be noted, for the questions surrounding whether jurors were required at court the next day, responders may have used "does not apply to me" and "don't know" interchangeably. This will have an influence on the adjustment process as it cannot be inferred from the responses whether they do not know about the information because they did not need to use the resource, or whether they did not know due to technical difficulties or other inconveniences. The raw data for this question can be found in the master spreadsheet.

Survey administration

Survey forms are distributed by court staff to jurors on completion of the trial. Court staff exercised discretion as to whether it was appropriate to distribute the survey. For example, it may be inappropriate to distribute the survey due to the emotional stress the trial may have placed on the jury.

Jurors were asked to complete the survey only once, even if they served on more than one jury. The survey responses are anonymous and the only identifying feature is the court stamp at the bottom of the questionnaire.

There were 111 jury trials scheduled during the survey period. Jurors were given the opportunity to complete the survey in 95 of these trials. A total of 1,140 jurors received the survey and 888 responses were received, resulting in an 77.89% response rate. Table 1 (below) sets out the response rates for all the Juror Satisfaction Surveys from 2008 to 2018.

Year ³	No. of jurors who were sent the survey	Number of responses	Response Rate
2008	1,269	1,053	82.98%
2009	1,520	1,170	76.97%
2010	1,461	1,122	76.80%
2011	1,380	1,156	83.77%
2012	1,171	1,087	92.82%
2014	1,209	1,044	86.35%
2015	1,248	1,028	82.37%
2016	1,104	957	86.68%
2017	1,164	1,115	95.79%
2018	1,140	888	77.89%

Table 1: Response rates for juror satisfaction surveys 2008-2018

Limitations of the survey

While the results give a general understanding of national satisfaction of jurors, there are limitations to the survey methodology that may influence the results and may mean the results are not truly representative of all jurors.

Only courts that have trials during the survey period are included in the sample. Further, if a court has a large number of trials during this timeframe, that court has a much larger influence over the final results, which might not reflect its typical level of representation over a full year. This may be problematic as some courts have consistently higher satisfaction rates than others and, if these courts have a different number of trials during the sample period compared to other years, the overall satisfaction rate could be different despite no actual changes to the services and facilities occurring.

Only six of the 18 High Courts were represented in the 2018 survey. This is likely caused by the High Courts generally having fewer trials and having more trials in which it is considered inappropriate to give the jurors surveys (e.g. high stress or traumatic trials).

³ No survey was completed in 2013.

Appendix B: Additional information

Overall satisfaction

Jurors overall satisfaction with the services and facilities provided at court since 2008 can be found in the Table 2 (below).

Year ⁴	Statement of Intent Performance Measure	Number of responses	Satisfaction rate with services and facilities provided to them
2008	70%	1053	86%
2009	85%	1170	90%
2010	85%	1122	90%
2011	90%	1156	90%
2012	90%	1087	92%
2014	90%	1044	89%
2015	90%	1028	90%
2016	90%	957	90%
2017	90%	1115	91%
2018	90%	888	93%

Table 2: Juror satisfaction rates 2008-2018

Comparison to 2017 results

Table 3 (below) compares the satisfaction rates of equivalent questions between 2017 and 2018. The question number listed refers to the number of the question in the 2018 survey, as the numbering system was different in 2017.

Both sets of data were adjusted in the same way using the method listed in *Appendix A: Survey information and methodology*.

Question ⁵	2017	2017 Adjusted	2018	2018 Adjusted	Comparison between adjusted values
1	90.2%	90.6%	92.7%	93.3%	2.7%
2	79.9%	82.3%	82.5%	85.4%	3.1%
3	71.8%	79.9%	68.9%	79.4%	-0.6%
4	98.4%	98.6%	97.9%	98.0%	-0.6%
5	82.8%	82.9%	81.2%	81.5%	-1.4%
6	81.6%	81.6%	80.0%	80.0%	-1.6%

⁴ No survey was completed in 2013.

⁵ Question 7 and question 14 cannot be accurately compared due to a change in the wording of the questions between 2017 and 2018.

Question ⁵	2017	2017 Adjusted	2018	2018 Adjusted	Comparison between adjusted values
7			62.4%	69.0%	
8	86.9%	87.1%	91.0%	91.2%	4.1%
9	47.4%	64.3%	58.1%	71.6%	7.3%
10	91.3%	91.5%	93.1%	93.2%	1.8%
14			41.3%	55.5%	
15	42.9%	52.4%	42.2%	55.1%	2.7%
16	83.5%	84.6%	88.9%	89.3%	4.6%
17	87.2%	87.5%	87.3%	87.7%	0.2%
18	92.7%	93.3%	93.4%	93.7%	0.4%
19	92.5%	94.8%	93.8%	95.5%	0.7%
20	74.4%	74.6%	71.8%	72.3%	-2.3%
21	89.8%	91.3%	92.3%	93.1%	1.7%
22	88.3%	89.3%	90.4%	90.8%	1.5%
23	92.7%	92.8%	93.5%	93.6%	0.8%
24	47.8%	60.6%	52.1%	59.8%	-0.7%

Table 3: Full comparison between 2017 and 2018 values