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## Citizen Evaluation of the Louisiana Courts

Susan E. Howell  
*University of New Orleans*

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## **CITIZEN EVALUATION OF THE LOUISIANA COURTS**

**A Report to the Louisiana  
Supreme Court**

*Volume I: The Survey*

**June 16, 1998**

### **The University of New Orleans Survey Research Center**

**Dr. Susan E. Howell, Director**

**[sehpo@uno.edu](mailto:sehpo@uno.edu)**

#### **Graduate Assistants:**

William McLean  
Thomas Shaw  
Rosalind Cook

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### **Executive Summary**

The Louisiana survey consisted of two phases, a general survey of the public and an oversample of people who had used the court system within the past five years. This emphasis on the users of the courts (1307 were interviewed) is a unique aspect of the Louisiana study.

Various types of court users, i.e., jurors, witnesses, civil litigants, defendants, etc., have significantly different evaluations of the court system. Predictably, people who have the most at stake in the outcome, such as victims, criminal defendants, and people in domestic disputes, are the most negative toward the courts. Jurors, court employees, and traffic defendants are the most positive.

The Louisiana study also makes explicit comparisons to other states.

*Areas Where The Louisiana Courts Are Doing Well:*

Court personnel get high ratings from court users for being courteous, being able to answer questions and willingness to explain things.

Judges are thought to be qualified for their jobs and courteous toward court users.

The vast majority of users of Louisiana's courts feel safe in the courthouses.

*Areas Where the Louisiana Courts Need Improvement:*

Courts users, including the jurors, are particularly negative about the time it takes to complete cases and about the time that passes from arrest to trial.

Frustration was expressed about the lack of enforcement of child support awards.

Black court users report less courteous treatment by both judges and court personnel than white court users.

With the exception of jurors, users of the court system typically did not receive information from the court about court processes.

Majorities of all types of court users believe that unequal treatment is a problem in Louisiana's courts, particularly unequal treatment based on economic status and political connections.

Substantial majorities of all types of court users, with the exception of criminal defendants and court employees, believe that courts are too soft on crime. Even jurors, who are generally the most positive court users, share this sentiment regarding crime.

*Comparisons to Other States:*

**Forty-eight explicit comparisons were made to identical questions in twelve other states, and of these, Louisiana rated lower on thirty-seven items. About half of these comparisons were in the area of equal treatment based on economics or race.**

## **Background and Purpose**

The Louisiana Supreme Court commissioned the University of New Orleans to conduct the first statewide consumer research study of Louisiana Courts. The objectives of the study were: 1) to assess people's knowledge of and attitude toward the court system, 2) to identify the areas where

the public feels the courts are performing adequately and those areas where the public feels improvement is needed, and 3) to provide a baseline measurement of public awareness of and attitudes toward the judicial system to which future replications of the study can be compared.

The Louisiana Supreme Court appointed a statewide Advisory Committee to assist the Louisiana Supreme Court in establishing a system of consumer feedback for improving the performance and administration of the judicial branch. The objectives of the Advisory Committee were: 1) to assist the court in defining the issues and questions to be addressed through the consumer research project, 2) to assist the Court in establishing focus groups for obtaining in-depth opinions on the issues addressed in the Consumer Research Project, and 3) to assist the Court in defining ways to use the information derived from the consumer research for short-term improvements to judicial branch performance and administration.

The Louisiana Supreme Court Advisory Committee worked directly with Dr. Howell in meeting its first two objectives. A list of 150 topics was compiled by UNO from other states' survey instruments and from the Trial Court Performance Standards recently adopted by the Louisiana Supreme Court. From this list, the Supreme Court Advisory Committee determined which topics should or should not be included in the Louisiana survey. Regarding the focus groups, the Advisory Committee defined the regional parameters and the target group populations for the survey.

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*All Congregations Together*

Mr. Harold Suire

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Dorothy A. Calvin (Deceased)

New Orleans, LA

Dr. Hugh Collins (Ex-Officio)

*Judicial Administrator, Louisiana Supreme Court*

### ***An Emphasis on Users***

Many other states have conducted citizen attitude surveys about their court systems; however, most have surveyed the general public, including people who have no recent experience with the court system. The Louisiana survey consisted of two phases, a general survey of the public and an oversample of people who had used the court system within the past five years.

A survey of court users has major advantages over one of the general public. We have some confidence that users are basing some of their evaluations of the courts on their actual experiences with the courts. Citizens who have not used the court system recently are probably relying heavily on media or other secondhand reports, and while their opinions are still important, the information underlying those opinions is filtered by the source.

Also, an oversample of users enables us to examine different types of users, for example, jurors, traffic court users, civil court litigants, people involved in domestic disputes (e.g., divorce, child custody) and others. There is a wide variety of ways people can use the court system, and as will be evident later, they have quite different experiences and evaluations.

### ***The Samples***

The Survey Research Center first surveyed a random sample of Louisiana adults using a random digit dialing sample purchased from Survey Sampling, Inc. of Fairfield, CT. This survey yielded 1208 respondents, 43% (515) of who had some experience with the Louisiana court system in the past five years. This figure is comparable to the 45% of users revealed in a similar Virginia study conducted in 1990. The final cross-sectional sample consisted of 52% females and 28% blacks

with 24% in the median, 35-44, age category. These 1208 respondents are the basis for conclusions reached concerning the "general public" or the "cross-section".

A second survey was conducted in which interviewers used a similar random sample but screened potential respondents for those who had recently used the court system. An additional 792 users of the court system were interviewed, bringing the total number of users to 1307. The sample of users is 55% female and 24% black with 31% in the median, 35-44, age category.

<b><u>Summary of the Samples</u></b>
<b>General Public – 1208</b>
<b>Court Users – 1307</b>
<b>Non-users – 691</b>

### *Variety of Users of the Courts*

The most unique aspect of this study is the diversity of types of court users included. The survey of users contained jurors, people involved in domestic disputes, traffic ticket recipients, spectators, civil plaintiffs and defendants, witnesses, criminal defendants, victims, court employees and others. The table below presents the distribution of types of court users.

### **Types of Users of the Courts**

<b><u>Type</u></b>	<b><u>Percent</u></b>	<b><u>Number</u></b>
Jurors	27.4	358
Domestic	12.1	158
Traffic Court	11.6	151
Visitor	10.5	138
Civil Plaintiff	8.2	107
Witness	8.1	106
Criminal Defendant	5.7	75
Civil Defendant	5.3	69
Victim	2.8	36
Court Employee	2.7	35
Lawyer	2.0	27
Refused to Say	3.6	48
Something Else		
<b>Total</b>		<b>1307</b>

*Comparisons to Other States*

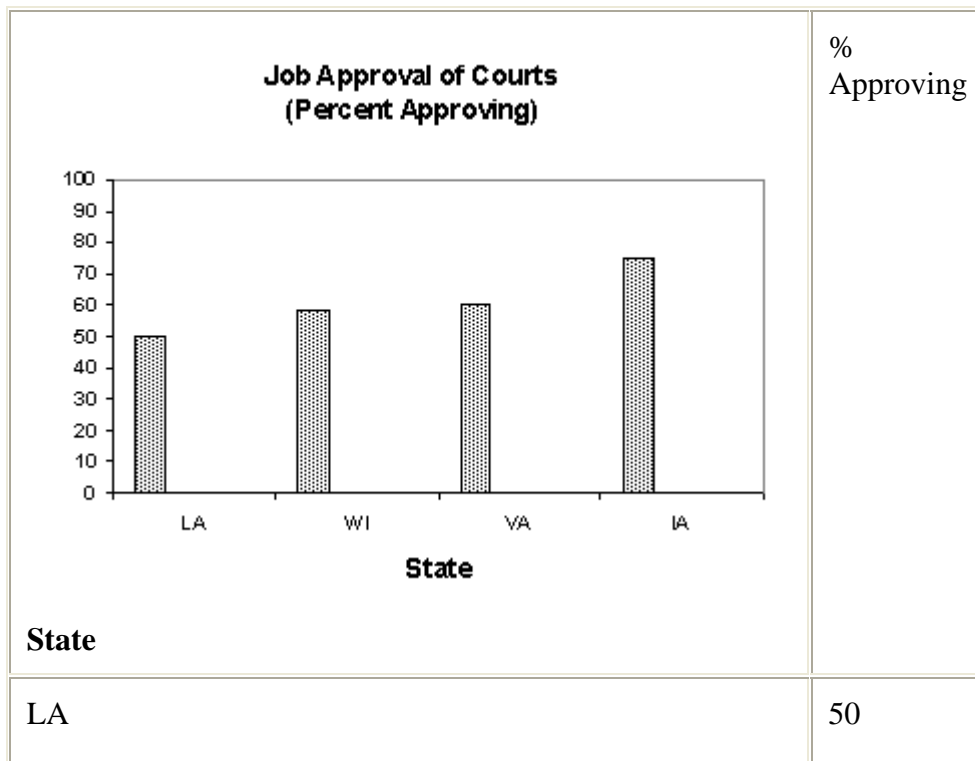
Throughout this report comparisons are made to the results of other states’ surveys. The Survey Research Center used questions from several of these previous studies, and in many cases direct comparisons are possible. It may seem that the data from other states are randomly scattered in this report. However, we only made comparisons when the information was available from the other state’s report and when the questions were nearly identical.

***Finding # 1 General Approval.***

The overall approval rating of Louisiana’s courts is 50%, with 36% disapproving and 15% with no opinion. This is a lower approval rating than other states with a comparable question.

Those with court experience are slightly more polarized than those without experience, that is, they are both more likely to approve and to disapprove of the job the court is doing. We will see later that this is due to the variety of types of experiences.

Generally, respondents feel that there has been no change over the past few years for better or for worse, but more people think the courts are getting worse than think the courts are getting better. This tendency is more pronounced among the users.





WI	58
VA	60
IA	75

<b>Table 1</b>			
<b>Job Approval of the Louisiana Courts</b>			
	Cross-section	User	Non-user
Strongly Approve	6%	8%	4%
Approve	44	48	44
Disapprove	23	22	24
Strongly Disapprove	13	16	9
Dk/Ref.	15	7	19

<b>Table 2</b>			
<b>Direction of the Louisiana Courts (over the past several years)</b>			
	Cross-section	User	Non-user
Gotten Better	16%	16%	17%
Stayed Same	49	50	49
Gotten Worse	24	26	22

Dk/Ref.	11	9	12
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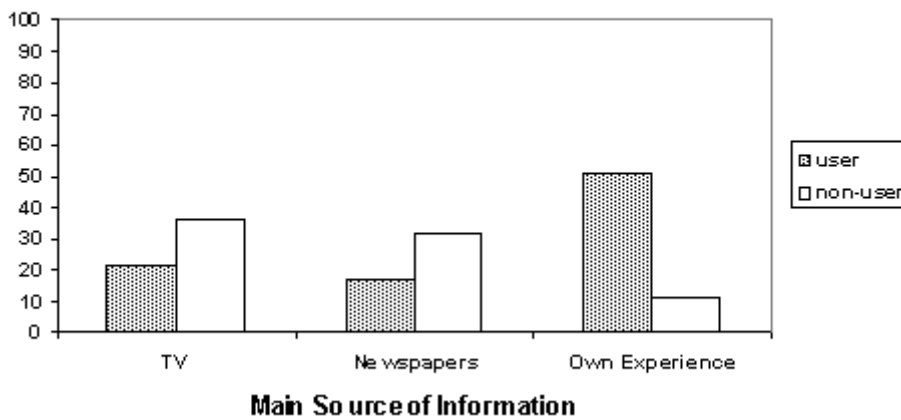
**Finding #2 Information About Courts**

About two-thirds of the general public report some degree of familiarity with the courts, but, as expected, the users of the court system are far more likely to say they are familiar with the court (78%) than are those who have no experience with the courts (53%).

Also, as expected, those who have not actually used the court system tend to get their information about courts from newspapers and TV, while those who have been to court rely more on their own experience. This finding reinforces our emphasis on users.

In our one factual question about the courts, three-quarters of both users and non-users were correct in saying that judges in Louisiana are elected.

**Sources of Information About LA Courts**



<b>Table 3</b>			
<b>Familiarity with the courts</b>			
	Cross-section	User	Non-user
Not Familiar	34%	22%	46%

Familiar	65	78	53
Dk/Ref.	1	0	1

<b>Table 4</b>			
<b>Sources of Information About the courts</b>			
	Cross-section	User	Non-user
Newspaper	31% (ID-44%) (NC-58%)	21%	36%
TV	27 (ID-15%) (NC-22%)	17	32
Own Experience	24 (AZ-33%)	51	11
Friends/Family	12 (ID-17%) (NC-6%)	9	12
School	1 (AZ-5%)	1	1
Dk/Ref.	5	2	7
Main Source TV and Newspapers: FL-65% AZ-43%			

<b>Table 5</b>			
<b>Knowledge of Judicial Selection</b>			
	Cross-section	User	Non-user
Appointed	10%	9%	12%
Elected	75	79	73
Dk/Ref.	14	12	15

### ***Finding #3 Rights and Equal Treatment***

Equal treatment is one of the areas in which the public gives the courts negative evaluations. In spite of the fact that a majority believes that rights are well protected, most also believe that race, wealth, gender and political connections make a difference in how a person is treated in court.

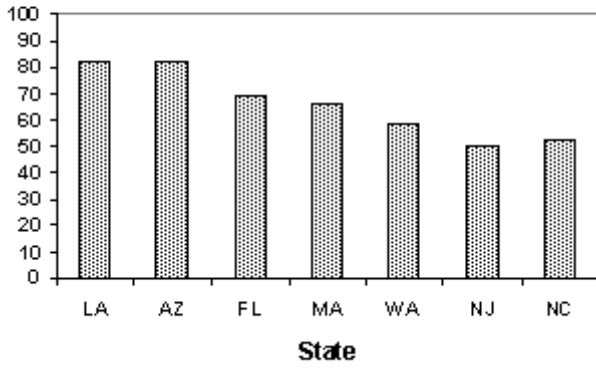
The areas of greatest inequity according to the public are that courts treat wealthy people and those with political connections differently.

Comparisons are possible for nine states, and in twenty-one out of twenty-four specific comparisons, Louisiana residents are more pessimistic about equal treatment than residents of those states.

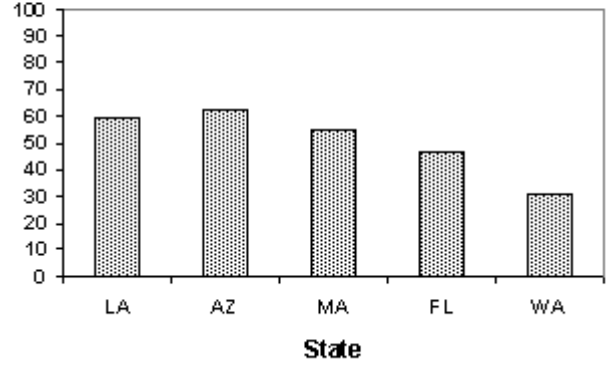
The vast majority also believe that court decisions vary by location and by judge.

The similar views of users and non-users indicate that these perceptions are not altered by personal experience.

**Poor and Wealthy are Not Treated Alike  
(Percent Agreeing)**



**Whites and Minorities are Not Treated Alike  
(Percent Agreeing)**



<b>Table 6</b>			
<b>Rights and Equal Treatment in the Court System (% Agreeing)</b>			
	Cross-section	User	Non-user
Citizens rights are protected	54	57	57
Whites and minorities are not treated alike	59 (FL-47%)	60	58

	(MA-55%) (AZ-62%) (WA-31%)		
Poor and wealthy are not treated alike	82 (MA-66%) (NJ-50%) (FL-69%) (AZ-82%) (NC-52%) (WA-58%)	82	79
Males and Females are not treated alike	59 (FL-40%) (AZ-52%) (WA-23%)	59	58
Persons with political connections are treated differently	91	91	90
Decisions are different/vary by location or judge	78	82	75
Whites and minorities <u>are</u> treated alike  Wealthy and poor <u>are</u> treated alike  Males and Females <u>are</u> treated alike	(LA-28%)(VA-41%) (AZ-32%)(WA-49%) (CA-53%)(NM-21%) (LA-12%)(VA-24%) (AZ-17%)(WA-27%) (CA-48%)		

	(LA-28%)(AZ-43%)		
	(WA-61%)		

***Finding #4 Courts and the Crime Problem***

Most citizens give the courts some responsibility for the crime problem by granting bail too often and being generally too soft on people who commit crimes. This is probably the reason more people think the courts are getting worse than think courts are getting better.

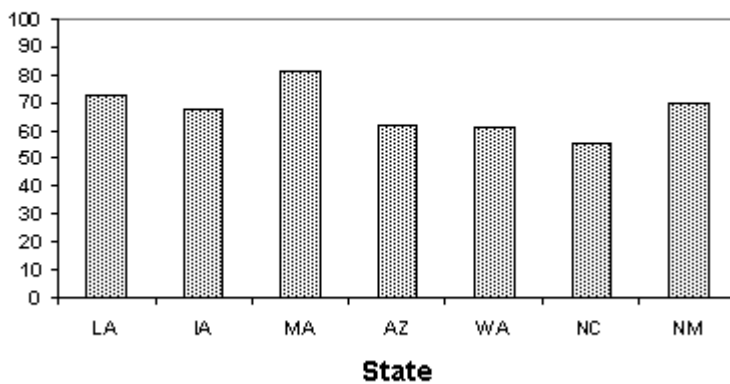
There is widespread belief that sentencing for the same crime is inconsistent.

Residents of Massachusetts are more likely to say that their courts are soft on crime than are residents of Louisiana, but Iowa, Arizona, New Mexico, North Carolina, and Washington residents are less negative than respondents to the Louisiana survey.

Slightly less than half of the respondents believe that courts are sensitive to the interests of victims.

Again, views of the courts and crime are not altered by experience with the courts.

**Courts are too Soft on Crime (Percent Agreeing)**



**Table 7**

<b>The Role of Courts in the Crime Problem (% Agreeing)</b>			
		User	Non-user
	Cross-section		
Courts bear some responsibility for the crime problem	72	72	70
Courts grant bail too often	67	64	68
Courts are too soft on crime	73 (IA-68%) (MA-81%) (AZ-62%) (NC-55%) (WA-61%) (NM-70%)	71	75
Sentences are the same for people committing the same crime	18	17	19
Courts are sensitive to the interests of victims	44	42	39

### ***Finding #5 Lawsuits***

About a third of the respondents said that they had considered filing a lawsuit, but decided not to, and predictably, users were more likely to have considered suing.



The most common reasons for deciding not to file were expense and hassle; few people were put off by fear of the court system or lack of information.

Regarding tort reform, people in Louisiana tend to think that the courts award too much money to people who sue. Opinions on this subject are primarily a function of race; 53% of whites think the courts award too much money in lawsuits, while only 28% of blacks have that opinion (see Table 25). However, non-users are more likely than users to think the courts award too much money.

<b>Table 8</b>			
<b>Respondents Wanting to File Lawsuits but Choosing Otherwise</b>			
	Cross-section	User	Non-user
Yes	30%	41%	19%
No	70	59	81

<b>Table 9</b>			
<b>Reasons for not filing lawsuits</b>			
	<i>Cross-section</i>	<i>User</i>	<i>Non-user</i>
Problem not serious enough	7%	7%	8%
Dispute was resolved before court	8	6	10
Court/lawyer too expensive	27	29	22
Afraid of the court system	7	9	6
Too much hassle	38	36	40
Do not understand	4	2	4

the court system/ procedures			
Other	9	8	7
Dk/Ref.	1	4	2

<b>Table 10</b>			
<b>Opinions of Court Awards in Lawsuits</b>			
	Cross-section	User	Non-user
Courts award too much	52%	47%	53%
Court awards are fair	31	36	28
Dk/Ref.	17	17	19

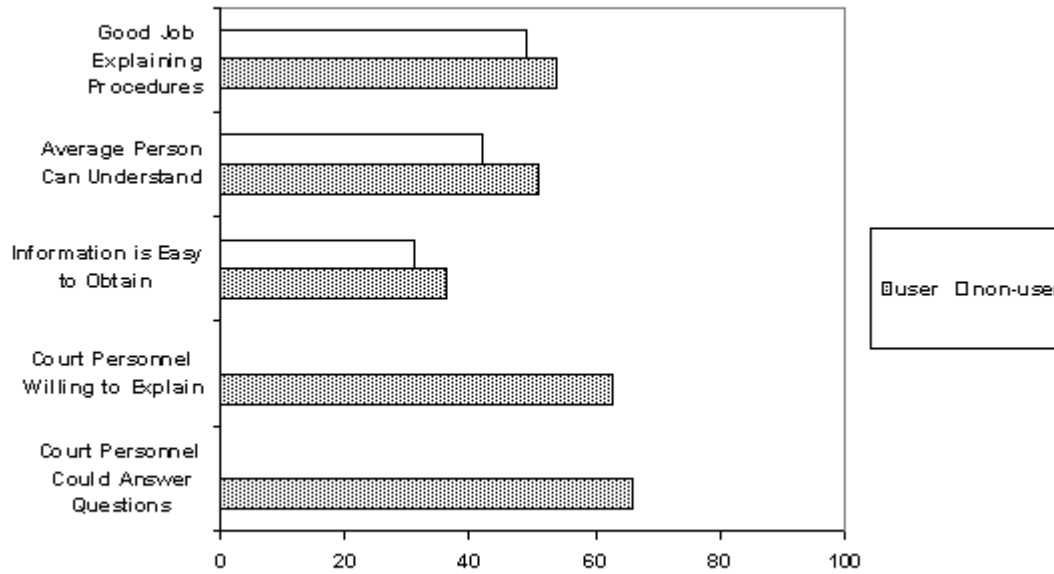
### ***Finding #6 Information in Court***

Half of the respondents give the courts a positive evaluation for providing information, and court users are slightly more positive than non-users. On all information questions, users are more positive than non-users.

People who have used the court system in the past five years report that court personnel were willing to explain things and knew the answers to questions.

However, most people also believe that it is difficult to find information on a particular case.

**Information Provided to Court Users**



**Table 11**

**Information Provided by the Courts (% Agreeing)**

	Cross-section	User	Non-user
The court does a good job of explaining procedures	50	54	49
The average person can understand court procedures	45 (FL-41%) (WA-42%)	51	42
Information on cases is easy to obtain	34	36	31
Persons receiving information through pamphlet, video, etc.	-- <sup>a</sup>	48 (ID-55%)	--
Court personnel were able to answer questions	--	66 (ID-72%)	--

Court personnel were willing to take time to explain things	--	63	--
<sup>a</sup> Question asked only of court users			

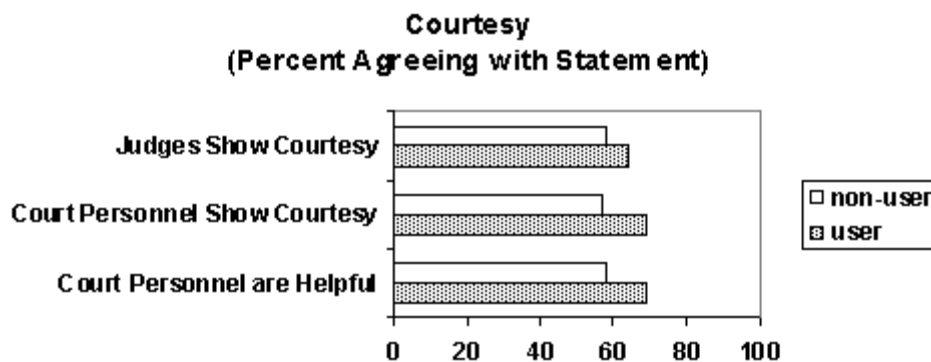
***Finding #7 Courtesy, Safety, and Special Needs***

The Louisiana courts are rated highly on courteous treatment of citizens in court and on safety in the courthouses.

Safety in the courthouses was one of the most positive aspects of the court system; 88% of people who used the court system felt safe.

People who actually used the court system gave judges and personnel higher ratings on courtesy than those who had not used the court system, a finding that speaks well for the courts. However, court users in Virginia were more likely than court users in Louisiana to report courteous treatment by judges and court personnel, and the general publics in Arizona and Washington were more likely to report courteous personnel.

When asked about whether the courts provided for people with special needs and children, many users simply did not notice or did not remember, but among those who did notice, a majority said that court did provide for such needs.



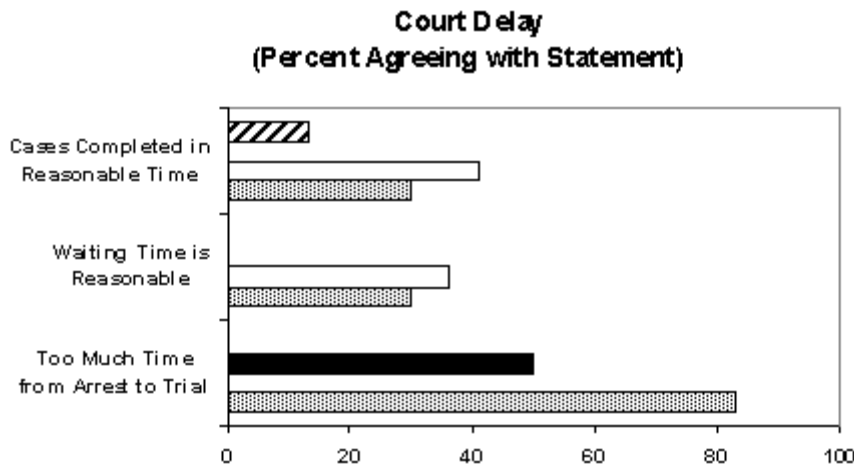
	<b>Cross-section</b>	<b>User</b>	<b>Non-user</b>
Judges show courtesy	60	64	58

		(VA-72%)	
Court personnel show courtesy	61 (AZ-73%) (WA-71%)	69	57
Court personnel are helpful and courteous	63	69 (VA-75%)	58 (VA-58%)
Courtroom personnel were friendly and courteous	-- <sup>a</sup>	78	--
Users feel safe at court houses	--	88	--
The courts attempt to meet special needs of people with disabilities	--	51	--
The courts attempt to meet the needs of children	--	41	--
The courts attempt to meet the needs of non-English speakers	--	30	--
<sup>a</sup> Question asked only of court users.			

### ***Finding #8 Time and Costs***

Delay in the courts is an area in which the public gives Louisiana negative evaluations. Only a third of the users and non-users think that court cases are completed in a reasonable amount of time and that waiting time in court is reasonable. Residents of Virginia were more positive on this topic, but respondents in Iowa were quite pessimistic about the time it takes to complete cases in their state.

The vast majority of Louisiana residents believe that there is too much time between arrest and trial.



Citizens of Louisiana, as well as respondents in Massachusetts, Washington and Wisconsin, believe that the whole process of going to court is too expensive.

<b>Table 13</b>			
<b>Opinions of Time and Cost Involved in Going to Court</b>			
<b>(%Agreeing)</b>			
	Cross-section	User	Non-user
Court cases are completed in a reasonable time	30 (VA-41%) (IA-13%)	30	32
The waiting time in the courtroom is reasonable	31 (VA-36%)	35	30
Too much time passes from arrest to trial	83 (NC-50%)	83	84
Going to court costs too much	76 (MA-81%)	78	74

	(WA-79%)		
	(WI-80%)		
Filing costs are reasonable	33	36	30

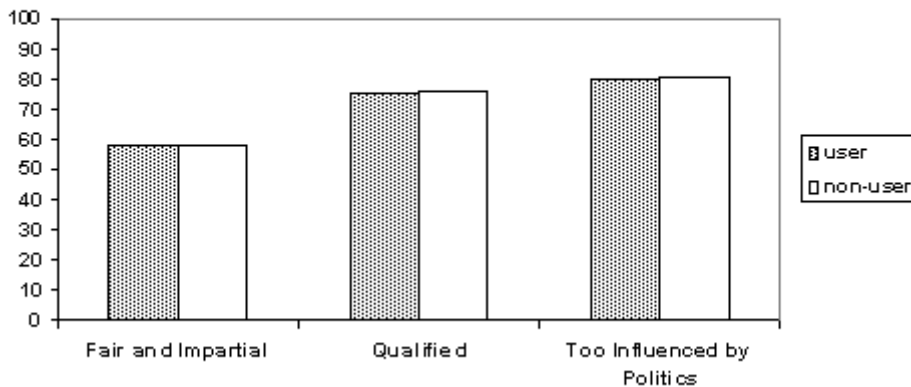
**Finding #9 Judges and Juries**

Judges in Louisiana get mixed ratings. On the one hand, respondents think they are qualified for their jobs, but there is a strong feeling that they are too influenced by politics. This is true of both people who have been to court and people who have not been to court.

Judges are also perceived to be fair and impartial, but to a lesser extent.

Juries are perceived to be representative, by both the users of the court and by the non-users.

**Judges  
(Percent Agreeing with Statement)**



**Table 14**

**Opinions of Judges and Juries (%Agreeing)**

	Cross-section	User	Non-user
Judges show little interest in peoples	51	52	48

problems			
Judges are fair and impartial	57	58	58
Judges are qualified for their jobs	76	75	76
Judges are too influenced by politics	80	81	78
The court system allows citizens to avoid jury duty	45	44	46
Juries represent the community	71	70	75

### ***Finding #10 Fairness and Satisfaction With Outcome***

A majority (62%) of people who used the court system thought the operating procedures were fair, even though fewer were satisfied with the outcome in their particular case (55%).

Unfortunately, more users changed their attitude toward the courts in a negative direction after their court experience than changed in a positive direction, a pattern that was also found in New Jersey.

The most frequent reason for dissatisfaction with outcome was simply that the case did not go their way, which, of course, is not a criticism of the courts. Another common comment was some reference to "unfairness" which, in most cases, meant the respondent did not receive the desired outcome.

Comments which were mentioned by five or more users and that revealed a legitimate criticism of the court system are as follows:

#### **Case was prolonged due to continuance/delays/defendant failed to show.**

Examples:

"I filed suit six years ago and it still isn't resolved" (civil plaintiff)

"Have to keep coming back" (traffic)

"Case was delayed four years" (civil plaintiff)



"Takes too long. Witnesses failed to show" (criminal defendant)

"Case lasted two years" (civil plaintiff)

**Sentence or punishment was not harsh enough.**

Examples:

"My daughter was brutally murdered. No one was found guilty or prosecuted for it" (witness, criminal)

"Juveniles learn in court that there are no repercussions for their actions" (spectator, juvenile)

"Defendant was released because of who they were" (witness, criminal)

"The person who had the accident was not fined" (police, traffic)

"The defendant was allowed to plea bargain" (juror, criminal)

**Child support payments were not received.**

(see Finding #18 for examples)

**Judge was rude/unconcerned/uninformed.**

Examples:

"I thought the judge was uninformed" (lawyer)

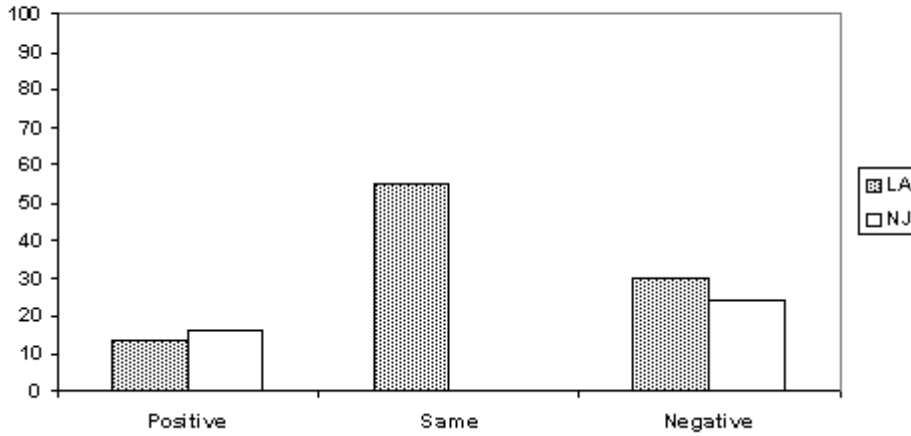
"The judge was more concerned with making a deal with the man who hit me instead of getting me money to pay for my car."

"Small town politics between judge and defendant" (witness, criminal)

"The judge was rude" (spectator, criminal)

The first three of these themes, court delay, soft on crime, and enforcement of child support, also emerged in the close-ended questions, which gives us confidence that that these are genuine problems that the court should address.

**Attitude Change After Court Experience**



**Table 15**

**Opinions of Outcomes and Satisfaction with Decisions**

		<i>Court Users</i>	
Satisfied with the outcomes of their cases		55%	(VA-66%) (IA-71%)
Regardless of the outcome, procedures operating in court were fair		62%	
<b>Reasons For Dissatisfaction With Outcomes</b>	(1)Outcome	44%	
	(2)Time	10	
	(3)Fairness	20	
	(4)Perceived bias against a group	5	
	(5)Own attorney	4	
	(6)Judge	12	

<b>Attitude Change After Experience In Court</b>	(1)Positive	13%	(NJ-16%)
	(2)Remained Same	55	(NJ-24%)
	(3)Negative	30	
	<i>Cross-section</i>	<i>Users</i>	<i>Non-users</i>
<b>Decisions are Enforced</b>	44%	46%	42%

### ***Finding #11 Reforms***

Most reforms suggested by the researchers are well received, even though we mentioned that tax dollars would have to be spent on them.

The most popular reform is speeding up the handling of cases, a reform that is strongly favored by users and non-users of the courts. This is consistent with the other findings about court delay.

Interestingly, those who have been to court are more enthusiastic about arbitration than those who have not been to court.

There was little interest in improving courthouse facilities and in having courts open on weekends.

<b>Table 16</b>			
<b>Opinions Regarding Reforms/Improvements for the courts</b>			
<b>(%Agreeing these reforms are important)</b>			
	Cross-section	User	Non-user
Having courts open evenings and weekends	48 (MA-50) (NC-60%)	47	47

Make lawyers available at no cost to poor people in important civil cases	73 (MA-79)	72	71
Make the courts handle their cases faster	81	79	81
Make the system simpler to use by a person who is not represented by an attorney	72	72	70
Improve courthouse facilities	38	37	38
Speed up cases involving juveniles	75	73	77
Provide alternative ways of resolving disputes (e.g., mediation)	71 (CA-83%)	75	67
Provide information to help understand the court system	65	60	66
Providing information and education would help people understand the court system	-- <sup>a</sup>	60	--
<sup>a</sup> Question asked only of court users.			

### Types of Users of the Court

Most other studies of citizen attitudes toward the courts have combined all types of court users into one category. However, with 1307 users we are able to compare the types of experiences

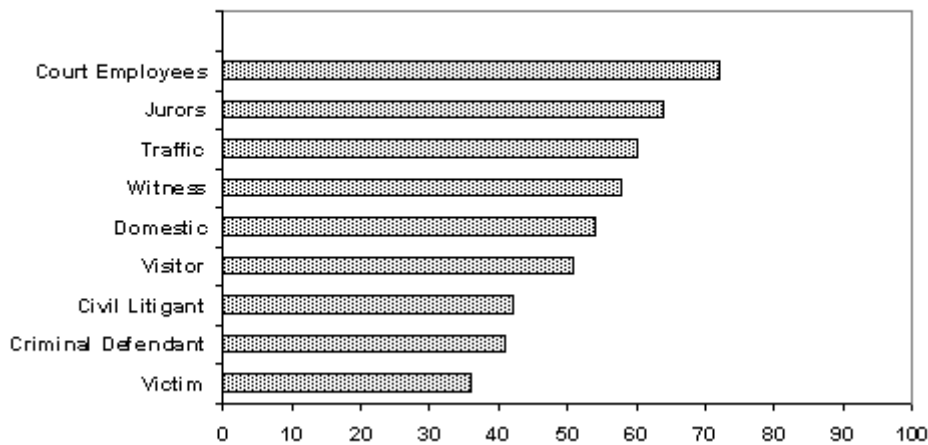
people have in court; jurors, witnesses, defendants, civil litigants, etc. People use the courts in a variety of ways, and these experiences lead to different evaluations.

***Finding #12 Type of User and Court Approval***

As we might expect, court employees and lawyers give the courts the highest approval ratings, followed by jurors and traffic court litigants. Two of these groups make the decisions and policies, therefore they are naturally less critical.

The most negative groups are victims and criminal defendants, users that have a great deal at stake in the decision. Majorities of these groups disapprove of the job the courts are doing. ***Thus, it seems that approval is partly a function of how much decision-making authority the user has and how much is at stake in the decision.***

**User Types and Overall Approval of Courts**



**Table 17**

**Job Approval of the Louisiana Courts**

	Jurors	Traffic	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyer
Strongly Approve	8%	7%	11%	5%	6%	8%	3%	6%	15%
Approve	56	53	43	46	36	50	33	35	57
Disapprove	17	22	23	21	26	21	22	36	11
Strongly Disapprove	10	12	16	22	23	16	28	17	11

Dk/Ref.	9	6	7	6	10	5	15	7	5
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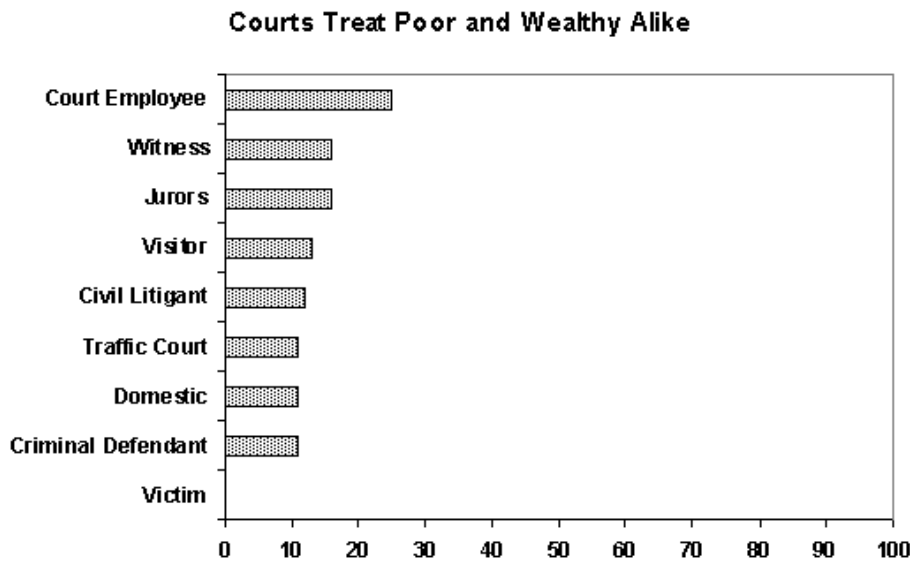
***Finding #13 Type of User and Equal Treatment***

Majorities of all types of users except victims and criminal defendants believe the basic rights of citizens are protected by courts.

Regarding equal treatment of whites and minorities, wealthy and poor, etc., most of all types of users believe that unequal treatment is a problem, and victims and criminal defendants are particularly negative.

It is interesting that even jurors, who are asked to render decisions, do not think there is equal treatment in the courts.

All user types, even court employees and lawyers, overwhelmingly feel that people with political connections are treated differently.



People involved in domestic disputes and criminal defendants were most positive about providing lawyers to poor people in important civil cases. Criminal defendants were among the poorest people in our sample, and respondents going through divorces probably felt that they paid too much for a lawyer.

**Table 18**

**Rights and Equal Treatment in the Court System (%Agreeing)**

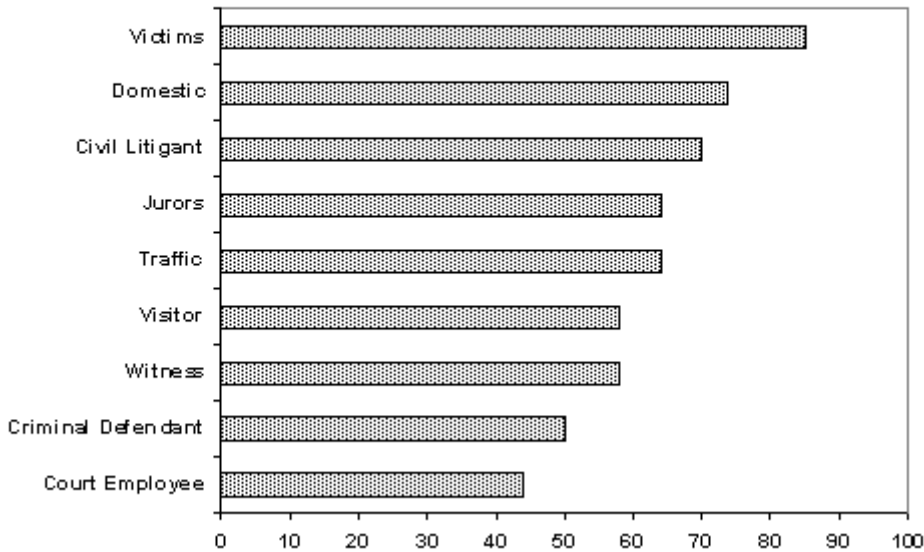
	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
The basic rights of citizens are protected by the courts	65	64	53	60	50	64	42	39	71
The courts treat whites and minorities alike	32	20	25	29	27	35	11	19	44
The courts treat the poor and wealthy alike	16	11	11	13	12	16	0	11	25
The courts treat males and females alike	34	27	22	34	28	31	11	34	50
People with political connections are treated differently	91	94	95	91	92	90	91	91	85
The courts should provide lawyers to poor people in important civil cases	68	70	81	76	68	74	71	86	56

#### ***Finding #14 Type of User and Opinions on the Crime Problem***

Users also differ significantly in their attitudes toward the crime problem, based on their particular role. For example, about 80% of the victims think courts are too soft on crime and grant bail too often, but only half of the criminal defendants and court employees share that view.

Again, it is interesting that the jurors, who are generally the most positive court users, agree that courts grant bail too often and are too soft on crime.

**Courts Grant Bail Too Often  
(Percent Agreeing by User Type)**



None of the types of users of the court system were very positive about the courts' sensitivity to victims, and the victims themselves tended to think that the courts lack sensitivity in this area.

**Table 19**

**The Role of the Courts in the Crime Problem (%Agreeing)**

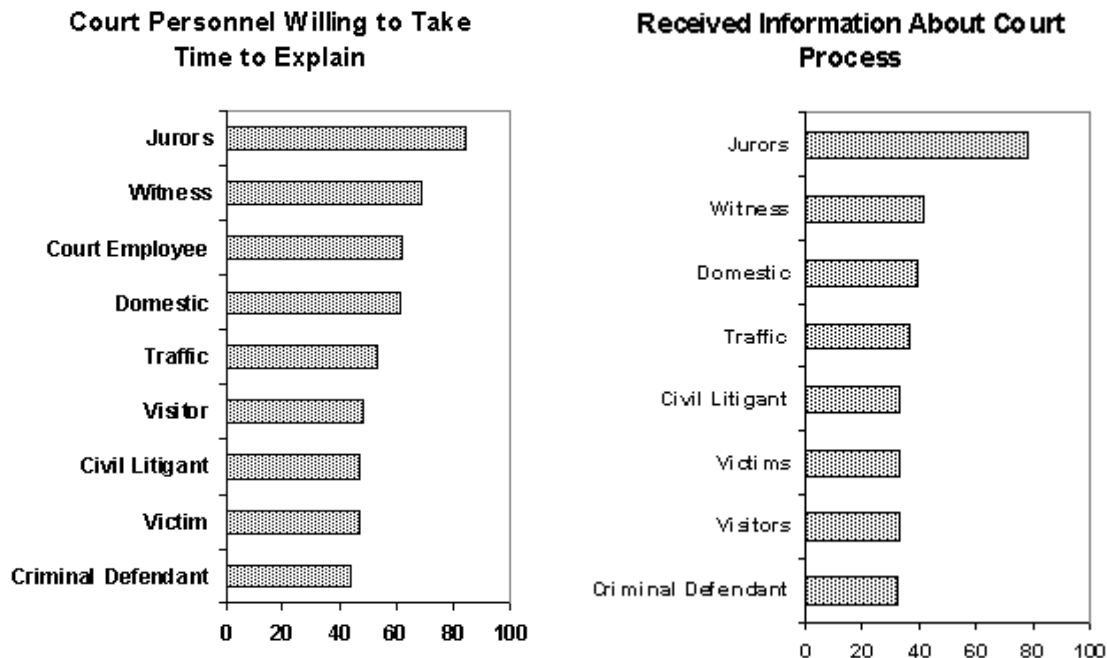
	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
Courts grant bail too often	64	64	74	58	70	58	85	50	44
Courts are too soft on people who commit crimes	71	64	79	70	72	70	77	58	54
Courts are sensitive to the interests of the victims	51	44	38	41	36	47	37	45	50



**Finding #15 Type of User and Information Provided**

Jurors are generally quite positive about receiving enough information and reporting that their questions were answered, but the other types of users gave mixed responses to questions about information.

For example, only about one-third of the others said that they had received information in some form, such as a pamphlet or verbal instructions, from the court.



On the other hand, court personnel received positive ratings from the court users. A majority of most types of users said either that court personnel knew the answers to their questions or that they were willing to explain things.

**Table 20**

**Information Provided by the Courts (%Agreeing)**

	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
The court does a good	70	47	50	56	46	53	39	47	61

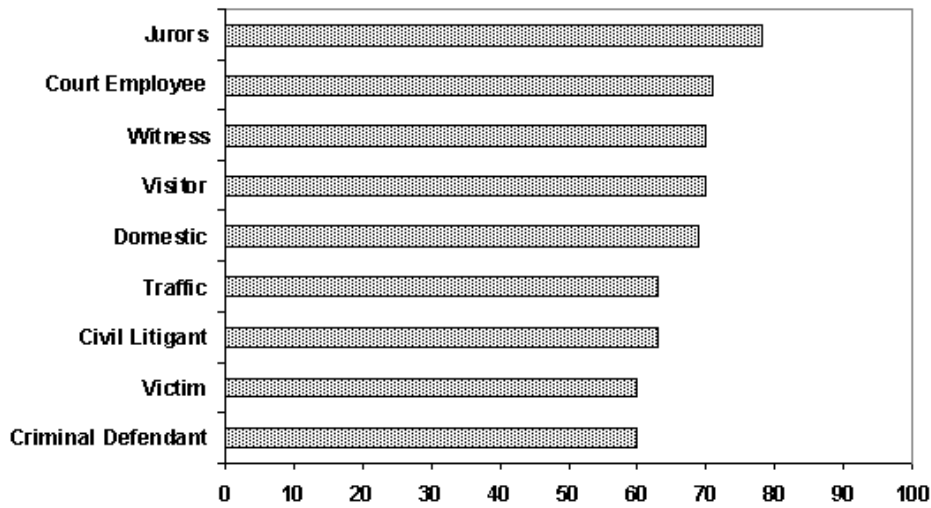
job of explaining court procedures to the public									
The average person can understand court procedures	61	54	46	42	42	46	42	53	38
Information on cases is easily obtained	34	32	37	34	40	37	40	37	58
Received information about the court process via pamphlet, video, etc.	78	37	39	33	33	41	33	32	47
Courtroom personnel know the answer to my questions	81	62	64	47	59	66	50	59	68
Courtroom personnel were willing to take time to explain things	84	53	61	48	47	69	47	44	62

***Finding #16 Type of User and Courtesy in the Courtroom***

The Louisiana courts receive their most positive evaluations in the area of courtesy. Most users, regardless of their type of experience, say that judges and court personnel are courteous and respectful. Jurors are particularly positive about the courteous treatment they receive.

Court users also feel very safe in Louisiana courthouses.

**Court Personnel Show Courtesy and Respect**



**Table 21**

**Opinions of Courtesy and Safety Concerning the Courts (%Agreeing)**

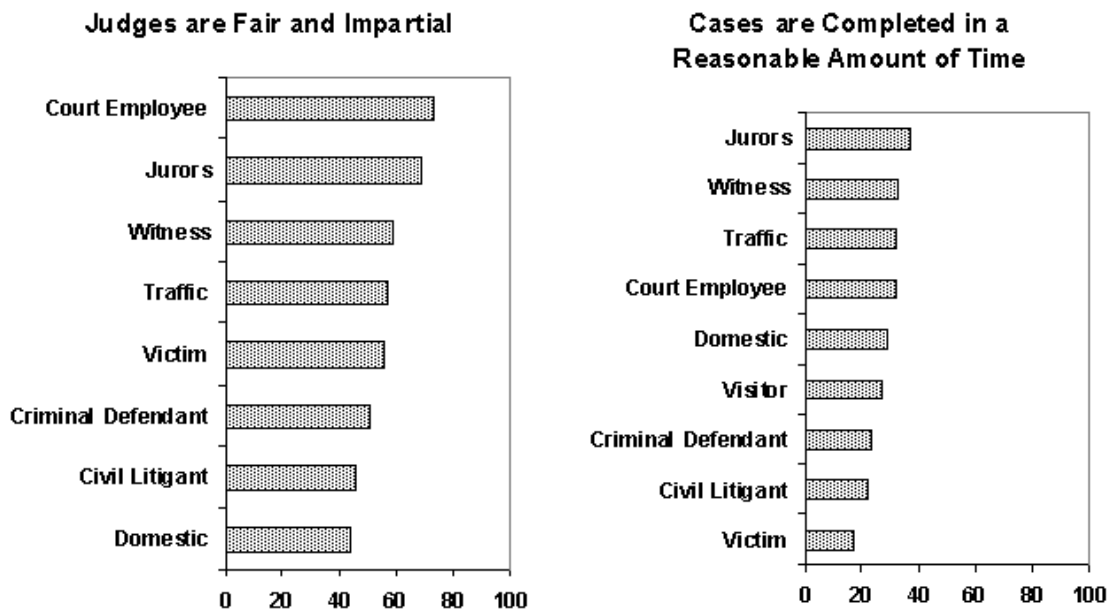
	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
Judges show courtesy and respect	77	57	57	64	57	60	60	58	67
Court personnel show courtesy and respect	78	63	69	70	63	70	60	60	71
Court personnel are helpful and courteous	71	63	72	69	68	72	71	55	78
Courtroom personnel were friendly and cooperative	92	63	78	66	75	83	63	62	81
Users feel safe at court houses	93	85	88	83	84	84	78	78	94

**Finding #17 Court Delay and Evaluation of Judges**

Court users are particularly negative about the amount of time that it takes to complete cases. Only a third think the waiting time in the courtroom is reasonable, and fewer than that think cases are completed in a reasonable amount of time.

Even the jurors, who are generally more positive on other subjects, are critical of the time spent on court procedures.

While there is agreement among types of users that judges in Louisiana are qualified, there is considerable variation on evaluations of judges' fairness and interest in people. Jurors and court employees are predictably the most positive. Among the other types of users about half think judges are fair and impartial, and more than half believe that judges show little interest in people's problems.



All types of court users believe that judges are too influenced by politics.

	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
Cases are completed in a reasonable	37	32	29	27	22	33	17	23	32

time									
Waiting time in the courtroom is reasonable	38	36	35	39	30	35	28	34	43
Too much time passes from arrest to trial	84	83	78	87	82	82	100	80	70
Going to court costs too much	72	82	84	82	78	76	77	85	64

<b>Table 23</b>									
<b>Opinions of Judges (%Agreeing)</b>									
	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
Judges are Qualified	84	80	73	77	70	79	72	82	76
Judges show little interest in people's problems	37	65	60	64	52	49	57	73	30
Judges are fair and impartial	69	57	44	54	46	59	56	51	73
Judges are too influenced by politics	77	85	84	84	84	79	86	85	75

***Finding #18 Types of Users and Satisfaction With Outcome of Case***

There is tremendous variation among users in their level of satisfaction with the outcome of their case and in their perceptions of fairness in the procedures.

The jurors, naturally, are the most satisfied with the outcome since they are the decision makers. However, traffic court defendants are also largely satisfied with their outcomes, possibly because the consequences of a negative outcome are not serious.

The other users have more at stake in the outcomes of their cases, and thus have less satisfaction if they lose. Victims are by far the most dissatisfied with the outcomes in their cases, because, in most instances, they do not think the punishment was harsh enough. Here are some sample comments:

"We lost the case even though I had pictures and doctor's testimony"

"The sentence was not long enough"

"The man who stole my truck got only 30 days and released"

"The robbers got slapped on the wrist and sent home"

Users also differ greatly in the effect that the court experience has on their attitudes. Jurors, court employees, witnesses and those in traffic court are the most likely to have either not changed their attitude or changed in a positive direction. Again, these are groups with less at stake in the decision.

Victims, criminal defendants, people involved in domestic disputes and visitors are the most likely to report that their attitude toward the court changed in a negative direction after their court experience.

Fairness attitudes are also affected by how much the court user has at stake in the outcome. A majority of most groups felt that the procedures operating the court were fair. But the victims, criminal defendants, and to a lesser extent, people involved in domestic disputes, were not optimistic about the fairness of court procedures.

Enforcement of decisions is another area where there is considerable disagreement among users of the courts. Most traffic court litigants, criminal defendants and court employees believe that decisions are enforced, but only about a third of victims, people in domestic disputes and civil litigants say that the court enforces its decisions. This is an area where the court clearly needs improvement. Some examples of the comments regarding child support are as follows:

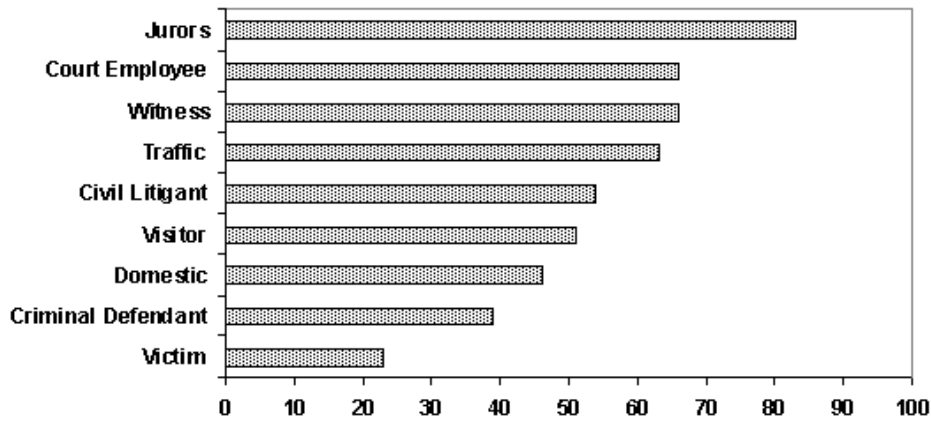
"It took two years to get support"

"It has been one year and still nothing"

"Dad was let go that doesn't pay child support"

"The court hasn't made him pay the child support that they promised I would get"

**Regardless of the Outcome, Procedures Operating in the Court were Fair**



**Table 24**

**Opinions of Outcomes and Satisfaction with Decisions**

	Jurors	Traffic Court	Domestic	Visitor	Civil Litigant	Witness	Victim	Criminal Defendant	Court Employee/Lawyers
Satisfied with the outcomes of their cases	67%	64%	42%	41%	47%	54%	28%	45%	64%
<b>Reasons for Dissatisfaction with outcomes:</b>									
(1)Time	2%	3%	16%	10%	11%	16%	8%	5%	13%
(2)Outcome	53	40	42	46	36	38	46	50	40
(3)Fairness	29	28	6	19	20	26	19	21	14
(4)Attorney/ Public Defender	4	4	6	4	8	5	9	5	0
(5)Judge	5	14	17	11	9	9	9	12	26
(6)Perceived bias against a group	2	7	10	8	3	2	0	5	7
<b>Attitude Change After Experience in Court:</b>									
(1)Positive	23%	10%	6%	9%	8%	13%	7%	15%	11%
(2)Same	63	63	49	45	49	59	37	38	63

(3)Negative	13	26	44	43	39	26	57	44	23
Regardless of outcome, procedures operating in the court were fair (% Agreeing)									
	83	63	46	51	54	66	23	39	66
The courts make sure their decisions are enforced (% Agreeing)									
	46	52	37	44	36	44	31	57	57
Respondents wanting to file lawsuits but choosing not to									
	22%	43%	59%	50%	54%	39%	47%	57%	39%

### Race and Evaluations of the Court

Race is such an important social, political, and economic division in this state that we pay special attention to the to the differences between black and white attitudes toward the court system in Louisiana. The following findings apply solely to those blacks and whites in the sample who have had court experience in the past five years (981 whites and 317 blacks).

Tort reform is the area of the largest racial difference in the survey. Fifty-three percent of white users believe that the courts award too much to people who sue, while only 28% of black users share that opinion.

Black users are less positive than whites users regarding courtesy. In the general population, courtesy is one of the areas where the courts are rated highly. However, blacks report less courteous treatment than whites, either because their expectations are different or because of differential treatment. The perceptions of minorities in this area will be explored in the focus groups.

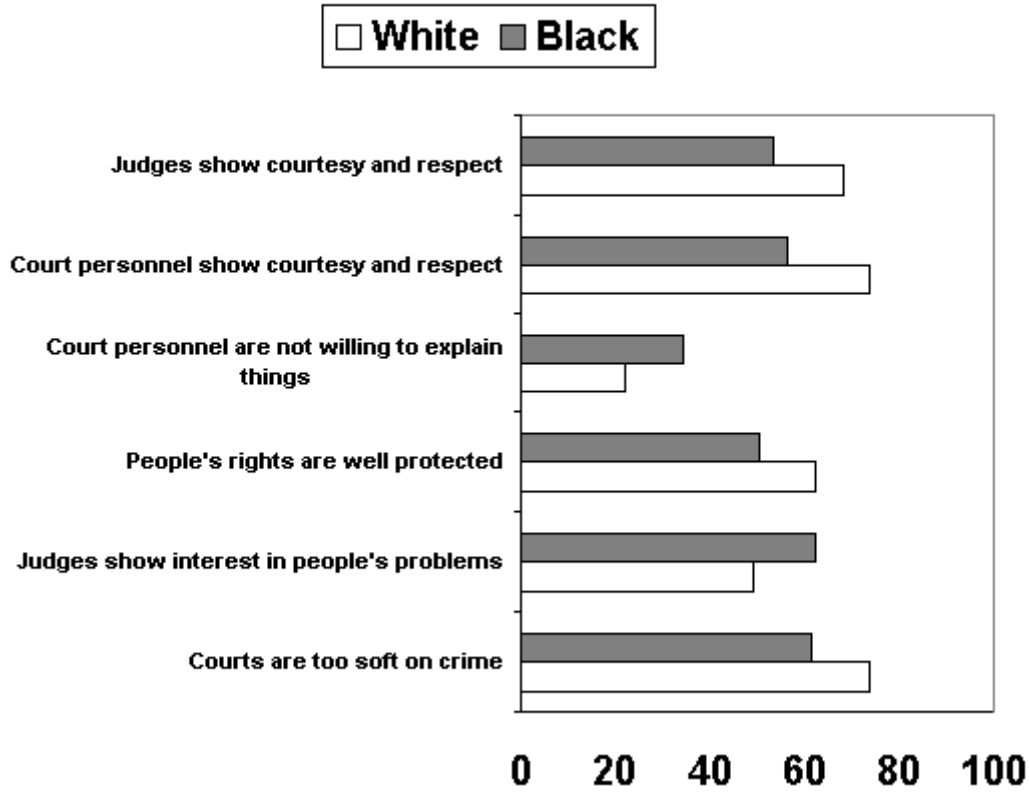
Black users are also less likely than white users to agree that there is equal treatment in the courts. Less than fifteen percent of black users of the court system (10% and 14%) believe that courts treat wealthy and poor and whites and minorities alike. Black users in Virginia were slightly less negative than their counterparts in Louisiana on equal treatment, but still not optimistic.

Black users' satisfaction with the outcome of their case was similar to the white level of satisfaction, but fewer blacks than whites thought the procedures were fair. This is consistent with their perception of unequal treatment noted earlier.

In three areas black users are more positive than white users; they are less worried about the courts being soft on crime, they are less negative about court delay, and they are more optimistic about the interest of judges in people's problems.



## Evaluation of the Courts by Race



	<b>Whites (981)</b>	<b>Blacks (317)</b>
Courts award too much to people who sue	53%	28%
Judges show courtesy and respect	68	53
Court personnel show courtesy and respect	74	56
Courtroom personnel are not friendly and courteous	14	27
Court personnel are not willing to explain things	22	34
Court did not attempt to meet special needs	15	31

People's rights are well protected	62	50
Courts treat whites and minorities alike	33	14 (VA-21%)
Courts treat wealthy and poor alike	15	10 (VA-18%)
Courts treat males and females alike	35	19
Courts are too soft on crime	74	61
Cases are completed in a reasonable amount of time	29	35
Judges show interest in people's problems	49	62
Satisfied with outcome of the case	55	54
Procedures were fair	65	54
<b>Race and Type of User:</b>		
Jurors	30%	20%
Traffic	10	17
Domestic	12	12
Civil (plaintiff/defendant)	14	10
Visitor	9	14
Criminal Defendant	4	12
Witness	9	6
Victim	3	2
Employee/Lawyer	5	4
Other/Refused	4	3
	100%	100%

### Education and Evaluation of the Courts

The third factor with significant effects on evaluation of the courts is the educational level of the court user. Generally, education has a positive effect on evaluation of the Louisiana courts. The

effects of education are not as large as the effects of type of court experience or the effects of race, but they are statistically significant. *Below we present only the effects that are independent of other factors such as race, role in the court, income, and congressional district.* The findings below apply only to those respondents who had court experience within the past five years.

Court users with college degrees are less critical of the role of courts in reducing crime; they are less likely to say that courts grant bail too often and to believe that courts are too soft on crime (Table 26). The most likely explanation is that, controlling for gender, race, and role in the courtroom, educated people are less likely to favor stricter punishment as a deterrent to crime.

The following results are not presented in tables, but they emerge in multivariate analyses:

Court users with college degrees are more positive about the outcome of their cases, regardless of their role in the court, their race, or other factors.

Court users with college degrees are also more positive about the courteous treatment they received.

The only area where college education had a negative effect was in the area of equal treatment. Regardless of their race, educated court users were less likely to believe that the courts give equal treatment to racial and economic groups.

	High School Diploma or Less	Some College	College Degree
The courts grant bail too often	73	77	65
The courts are too soft on crime	77	77	66

### **Congressional Districts**

Geography, as measured by Congressional District, had no significant effects on most evaluations of the courts. The only exception was in the area of court delay; people in the urban Congressional Districts 1 and 2 were more negative about the time it takes to complete cases (Table 27). Undoubtedly, this is a result of the volume of cases handled in these courts.

<b>Table 27</b>							
<b>Congressional District and Court Delay (% Disagreeing)</b>							
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Cases are completed in a reasonable time	69	79	68	71	64	68	62
The waiting time in the courtroom is reasonable	69	70	56	63	49	66	57

## **APPENDIX A**

### **Questionnaire**

#### **LA Supreme Court Citizen Attitudes Survey**

Draft for Advisory Committee

Hello, my name is \_\_\_\_\_ and I'm calling from the University of New Orleans. We're doing a study of attitudes toward the state and local court system in Louisiana. The interview will only take a few minutes and your answers will be kept confidential.

How many people over 18 currently live in your household?

IF ONE: CONDUCT INTERVIEW WITH THAT PERSON

IF MORE THAN ONE: In order for our survey to be accurate we need to speak to the person who most recently celebrated a birthday. Is that you or someone else?

ARRANGE CALLBACK FOR TARGET RESPONDENT.

(FILTER FOR USER SURVEY ONLY) Hello, my name is \_\_\_\_\_ and I'm calling from the University of New Orleans. We are doing a study of attitudes toward the Louisiana courts and the judicial system as a whole. Have you or anyone in your household had experience with the court system in Louisiana - that is in person, through a lawyer, or through some other means- during the past five years? (IF YES CONDUCT INTERVIEW WITH USER. IF MORE THAN ONE USER, CONDUCT INTERVIEW WITH USER WITH MOST EXPERIENCE).

My questions are about the Louisiana state and local court system. You may base your answers on any experience you have had with Louisiana's courts or anything you have seen or heard about them. If you feel that you do not have enough information to give an opinion, just tell me that you do not know. Here is the first question.

Generally speaking, do you approve or disapprove of the job the Louisiana courts are doing? (PAUSE) Is that strongly or not very strongly? (IA,3)

1 STRONGLY APPROVE

2 APPROVE

3 DISAPPROVE

4 STRONGLY DISAPPROVE

9 DK/REFUSED

Over the past several years, would you say that the court system in Louisiana has gotten better, gotten worse, or stayed about the same? (NJ,5;WA,pg4)

1 GOTTEN BETTER

3 STAYED SAME

5 GOTTEN WORSE

9 DK/REFUSED

How familiar would you say you are with the courts in Louisiana — very familiar, somewhat familiar, not very familiar, or not at all familiar?

1 NOT AT ALL FAMILIAR

2 NOT VERY FAMILIAR

3 SOMEWHAT FAMILIAR

4 VERY FAMILIAR

9 DK/REFUSED

What is the main source of information that has shaped your opinion of the Louisiana state court system? (DO NOT READ LIST) (IA, 17-18; UT, 43-48; FL,10)

1 NEWSPAPER

2 TV NEWS

3 TV SHOWS

4 SCHOOL

5 FAMILY, FRIENDS, CO-WORKERS

6 OWN EXPERIENCE

7 OTHER (specify)\_\_\_\_\_

9 DK/REFUSED

Do you happen to know whether judges in Louisiana are elected or appointed? (WA,pg73)

1 YES, APPOINTED

5 YES, ELECTED

9 NO, DO NOT KNOW

For the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree — and keep in mind that all questions apply to state and local courts in Louisiana.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	DK/Ref
The basic rights of citizens are well protected by the Louisiana courts. (IA,11)	1	2	3	4	9
The courts do a good job in explaining court procedures and services to the public. (VA,4;FL,31)	1	2	3	4	9
Going to court costs too much.	1	2	3	4	9
Courts bear some responsibility for the crime problem.	1	2	3	4	9
Courts grant bail too often. (US)	1	2	3	4	9
Judges show courtesy and respect to people using the Louisiana court system. (AZ,37;VA,6;FL,32)					

	1	2	3	4	9
Court personnel show courtesy and respect to people using the court system. (VA,5;AZ,37;FL,32)	1	2	3	4	9
Court cases are completed in a reasonable time. (VA,9;)	1	2	3	4	9
Courts are too soft on people who commit crimes. (MA,23;IA,11)	1	2	3	4	9
The court system allows many citizens to avoid jury duty. (US)	1	2	3	4	9
Juries represent the community.	1	2	3	4	9
Judges show little interest in people's problems.(US)	1	2	3	4	9
The waiting time in the courtroom is reasonable. (VA,10)	1	2	3	4	9
The average person can understand court procedures. (VA,13;MA,19; FL,36;AZ,17)	1	2	3	4	9

Have you ever wanted to file a lawsuit or go to court about some problem and decided not to?

(FL, 41; VA,24,25)

1 YES



5 NO

9 DK/REFUSED

(IF YES) Could you tell me why you decided not to? (FL,42)

1 PROBLEM NOT SERIOUS ENOUGH

2 RESOLVED BEFORE COURT WAS NEEDED

3 COURT/LAWYER TOO EXPENSIVE

4 AFRAID OF SYSTEM

5 TOO MUCH HASSLE/TIME

6 DON'T UNDERSTAND HOW TO USE SYSTEM

7 OTHER \_\_\_\_\_

9 DK/REFUSED

Now think of the cost of taking something to court. Do you think the filing charges and other fees paid to the courts are reasonable?

1 YES

5 NO

9 DK/REFUSED

Now, I am going to read a few more statements about the courts in Louisiana. Some people agree with these statements, and some people disagree. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each one.

	Strongly	Somewhat Agree	Somewhat Disagree	Strongly Disagree	DK/Ref
--	----------	----------------	-------------------	-------------------	--------

	Agree				
You can get information on cases and other court information quickly and easily.	1	2	3	4	9
Clerical and other court personnel are helpful and courteous. (US)	1	2	3	4	9
Too much time passes from arrest to trial. (UT,82)	1	2	3	4	9
People get the same sentence for the same crime.	1	2	3	4	9
Courts treat whites and minorities alike. (FL,37;VA,14;AZ,39;MA,27)	1	2	3	4	9
Courts treat poor people and wealthy people alike. (FL,37;VA,15;AZ,41)	1	2	3	4	9
Courts treat males and females alike. (FL,39;VA,16;AZ,40)	1	2	3	4	9
Courts are sensitive to the interests of victims.	1	2	3	4	9
You can expect the same decision regardless of where your trial is held or who the judge is.(MA,8b;CA,5d)	1	2	3	4	9
The courts make sure that their decisions are enforced and followed. (UT,82)	1	2	3	4	9

People with political connections get treated differently.	1	2	3	4	9
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Have you had any experience with the court system in Louisiana - that is, in person, through a lawyer, or through some other means-during the past five years?

1 YES

5 NO

9 DK/REFUSED

IF YES: In what way were you involved in court?

(IF MORE THAN ONE EXPERIENCE, CODE MOST RECENT EXPERIENCE)

(AZ,63; FL,49)

1 ON A JURY

2 IN COURT AS A WITNESS IN A CASE

3 A PLAINTIFF IN A CIVIL CASE

4 A DEFENDANT IN A CIVIL CASE

5 A VICTIM IN A CRIMINAL CASE

6 A DEFENDANT IN A CRIMINAL CASE

7 A SPECTATOR OR VISITOR/ON A TOUR

8 IN TRAFFIC COURT

9 A COURT EMPLOYEE/JUDGE/POLICE OFFICE

10 A LAWYER

11 MARRIAGE/BIRTH/DEATH CERTIFICATE

12 SOMETHING ELSE \_\_\_\_\_

99 DK/REFUSED

What kind of case was it? (DO NOT READ ANSWERS)

(FL,50;VA,31)

1 TRAFFIC

2 CRIMINAL

3 CIVIL

4 JUVENILE

5 DOMESTIC RELATIONS, INCLUDING DOMESTIC VIOLENCE, DIVORCE,

CHILD CUSTODY

6 SOMETHING ELSE \_\_\_\_\_

99 DK/REFUSED

<<<USERS ONLY>>>

Were you satisfied or dissatisfied with the outcome of the most recent case in which you were involved?

(IA,26e;FL,51;VA,32)

1 SATISFIED

5 DISSATISFIED

9 DK/REFUSED

(IF DISSATISFIED): Why were you not satisfied? (FL,52)

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As a results of your court experience, did your attitude about Louisiana courts change positively, negatively or remain the same? (FL ;AZ,64;NJ,14;VA33)

1 POSITIVELY

3 REMAINED SAME

5 NEGATIVELY

9 DK/REFUSED

Regardless of the outcome, do you think the procedures operating in court were fair?

(NJ,13)

1 YES

5 NO

9 DK/REFUSED

How safe did you feel in the courthouse, very safe, somewhat safe, or not very safe?

1 VERY SAFE

3 SOMEWHAT SAFE

5 NOT VERY SAFE

9 DK/REFUSED

At any point during your experience with the Louisiana court, did you receive information about the court process in the form of a pamphlet, video, written instructions, or verbal instructions? (VA,35)

1 YES

5 NO

9 DK/REFUSED

Were the courtroom personnel friendly and courteous?

1 YES

5 NO

9 DK/DON'T REMEMBER/REFUSED

Did they know the answers to your questions?

1 YES

5 NO

9 DK/DON'T REMEMBER/REFUSED

Were they willing to take time to explain things to you?

1 YES

5 NO

9 DK/DON'T REMEMBER/REFUSED

Do you think the court attempted to meet the special needs of people with physical or mental disabilities?

1 YES

5 NO

9 DK/ DON'T REMEMBER/REFUSED

The needs of children?

1 YES

5 NO

9 DK/ DON'T REMEMBER/REFUSED

The needs of people who don't speak English?

1 YES

5 NO

9 DK/ DON'T REMEMBER/REFUSED

<<<<RETURN TO GENERAL SURVEY>>>>

There are many different ways that people think the quality of justice in Louisiana can be improved. I'm going to read to you some possible changes, and I'd like you to tell me on a scale from "1" meaning "not important at all" to "5" meaning "very important", how important you think it is to devote TAX DOLLARS to making each of these improvements.

	Not Important				Very Important	DK/Ref
Providing education and information to help people understand the court system.	1	2	3	4	5	9
Having courts open evenings and weekends. (IA,9;AZ,43;MA,47;UT,93)	1	2	3	4	5	9
Making lawyers available at no cost to poor people in important civil cases such as an eviction from housing. (MA,50)	1	2	3	4	5	9
Making courts handle their cases faster.	1	2	3	4	5	9
Making the system simpler to use by a person who is not represented by an attorney. (AZ,IA,9)	1	2	3	4	5	9
Improving the courthouse facilities.	1	2	3	4	5	9
Speeding up cases involving juveniles.	1	2	3	4	5	9
Providing lawyers for juveniles.	1	2	3	4	5	9

Some people say that, in Louisiana, the courts award too much money to people who sue. Others say that the courts just award fair amounts of money to people who sue. Which comes closest to your opinion?



1 COURTS AWARD TOO MUCH MONEY

5 COURTS AWARD FAIR SETTLEMENTS

9 DK/REFUSED

Now, thinking about judges in Louisiana, would you agree or disagree with the following statements:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	DK/Ref
Judges are fair and impartial.	1	2	3	4	9
Judges are qualified for their job.	1	2	3	4	9
The judges are too influenced by political considerations.	1	2	3	4	9

Finally, I have a few questions about you for statistical purposes.

Are you involved with the court system of Louisiana in any way in your job?

1 YES

5 NO

7 NO JOB

9 DK/REFUSED

In politics, do you generally consider yourself a liberal, a moderate, a conservative, or haven't you thought much about this?

1 LIBERAL

3 MODERATE

5 CONSERVATIVE

7 HAVEN'T THOUGHT MUCH

9 DK/REFUSED

Are you registered to vote at your current address?

1 YES

5 NO

9 DK/REFUSED

How old are you?

1 18-24

2 25-34

3 35-44

4 45-54

5 55-64

6 65 AND OVER

9 DK/REFUSED

What is the last grade of school you completed?

1 GRADES 0-11

2 HIGH SCHOOL DIPLOMA

3 SOME COLLEGE OR TRAINING SCHOOL

4 FINISHED 2-YEAR COLLEGE DEGREE

5 FINISHED 4-YEAR COLLEGE DEGREE

6 SOME GRADUATE SCHOOL

7 GRADUATE DEGREE

9 DK/REFUSED

What is your race or ethnic heritage?

1 WHITE

2 BLACK

3 HISPANIC

4 ASIAN

5 OTHER \_\_\_\_\_

9 DK/REFUSED

Would you describe the place where you live as a large city, small city, suburb, small town, or the country?

- 1 LARGE CITY
- 2 SMALL CITY
- 3 SUBURB
- 4 SMALL TOWN
- 5 THE COUNTRY
- 9 DK/REFUSED

I am going to read some categories of income. Please tell me when I get to your TOTAL family income.

- 1 \$0-\$10,000
- 2 \$10,001 - \$20,000
- 3 \$20,001 - \$30,000
- 4 \$30,001 - \$40,000
- 5 \$40,001 - \$50,000
- 6 \$50,001 - \$60,000

7 \$60,001 - \$70,000

8 \$70,001 - \$80,000

9 Over \$80,000

99 DK/REFUSED

CODE GENDER

1 FEMALE

2 MALE

CODE PARISH FROM SAMPLE SHEET \_\_\_\_\_

(SEE PARISH CODING SCHEME)

Phone number of respondent \_\_\_\_\_

Interviewer Initials \_\_\_\_\_

## **APPENDIX B**

### **Regression Models**

The results of the regression equations are presented in Table 28. The dependent variables are a series of scales measuring Equality, Experience, Courtesy, Time, Crime, Outcome, and Approval of the courts. The independent variables used to explain these seven attitude scales are income, education, gender, race, type of user, and Congressional district. Although all of the independent variables were included in the regression models, only the significant variables from each model are reported in Table 28.

<b>Table 28</b>			
<b>Regression Models</b>			
<b>Independent Var</b>	<b>Beta Coefficient</b>	<b>Significance</b>	
<i>A. Equality Model</i>			
Race	-.16	.000	Adj. R <sup>2</sup> = .04
Divorce	-.10	.030	
Grade	.06	.013	
<i>B. Experience Model</i>			
Income	.07	.051	Adj. R <sup>2</sup> = .12
Witness	.08	.032	
Race	-.08	.028	
Juror	.26	.000	
<i>C. Courtesy Model</i>			
Race	-.12	.000	Adj. R <sup>2</sup> = .08
Grade	.10	.004	
Juror	.16	.001	
<i>D. Time Model</i>			
Condis2	-.17	.000	Adj. R <sup>2</sup> = .02
Race	.12	.030	
Condis1	-.09	.055	
<i>E. Crime Model</i>			
Gender	.07	.027	Adj. R <sup>2</sup> = .04
Criminal	.08	.048	
Race	.13	.000	

Grade	.15	.000	
<i>F. Outcome Model</i>			
Traffic	.09	.000	Adj. R <sup>2</sup> = .14
Condis4	.11	.011	
Grade	.07	.029	
Juror	.30	.000	
<i>G. Approval Model</i>			
Civil	-.12	.000	Adj. R <sup>2</sup> = .05
Visitor	-.12	.007	
Criminal	-.08	.038	
Divorce	-.12	.009	