



MEDIA RELEASE

RESULTS OF PUBLIC PERCEPTION SURVEY 2013

1 The State Courts¹ regularly conduct surveys on their stakeholders, court users and the general public to improve their processes and services to better serve society. In 2013, the State Courts commissioned a Public Perception Survey to assess the general public's opinions on the trust and confidence level in the State Courts, the quality of the State Courts' administration of justice, as well as their overall perception of the State Courts. The Survey was conducted by Nexus Link Pte Ltd from December 2013 to January 2014, face-to-face with 1,006 Singaporeans and permanent residents aged 17 and above.

2 The findings from the Survey indicated that the public generally perceived the State Courts positively:

| Perception Index | % Respondents who Agree/Strongly Agree |
|--|---|
| The State Courts contribute positively to the development of Singapore | 97.5 |
| The State Courts administer justice fairly | 96.8 |
| The State Courts administer justice effectively | 97.2 |
| A positive impression of the State Courts | 96.9 |
| The State Courts had met public expectations | 97.2 |

3 In terms of the perceived (i) image; (ii) fairness; (iii) accessibility; (iv) integrity, independence and impartiality; (v) responsiveness; and court services of the State Courts, the findings are encouraging:

| Perception Index | % Respondents who Agree/Strongly Agree |
|--|---|
| Image | 95.9 |
| Fairness | 97.4 |
| Accessibility | 93.8 |
| Integrity, independence and impartiality | 99.2 |
| Responsiveness | 99.0 |
| Court services | 98.9 |

4 The Survey reaffirms the work of the various divisions of the State Courts. The respondents perceived the divisions highly on:

- (i) Contributing to the sense of safety and security (Criminal Justice Division)

¹ The State Courts were known as "Subordinate Courts" before 7 March 2014.

- (ii) Promoting mediation, thereby resulting in cost savings (Civil Justice Division)
- (iii) Meeting expectations in protecting family obligations (Family Court)
- (iv) Effectively dealing with children beyond parental control (Juvenile Court)

5 The Survey also indicated areas that the State Courts could improve on, e.g. keeping up with technological advancements and leveraging technology to improve the efficiency of court services and processes. In 2013, the State Courts launched the Integrated Electronic Litigation System (eLitigation) for civil and family cases. eLitigation provides court users with a single access point for the active case management of their matters, and serves as a one-stop portal for all case-related interactions with the Courts. For criminal cases, the Integrated Criminal Case Filing and Management System (ICMS), an integrated e-filing and e-workflow case management system is being progressively rolled out. The ICMS is a paperless system that enables all enforcement agencies to commence criminal prosecutions and other criminal matters electronically without a courthouse visit. The prosecution and defence will be able to file applications and receive court orders and documents online. The State Courts will continue to innovatively use technology to improve and enhance their processes.

6 Notwithstanding the positive results of the Survey, the State Courts will continue to review their processes and services regularly to fulfil their mission of serving society with quality judgments, timely dispute resolution and excellent court services.

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