

## **Citizens' Trust in Justice Institutions: the Foundations of Good Governance in Europe**

## Background

- The concept of public trust in institutions is related to the quality of life, which is conditioned by:
  - Objective living conditions
  - Subjective perception of well-being, and
  - Degree of solidarity, social cohesion and stability

*(R. Veenhoven, 2003. Measuring human well being)*
- Factors affecting public trust:
  - Level of economic development (GDP growth) and level of modernization (urbanization, life expectancy, industrial development, education levels of the general population, etc);
  - Good governance (government and public spending, law and order, corruption index) and democracy (political rights and civil freedoms)
  - Development of civil society and social heterogeneity

*(J. Delhey & K. Newton, 2004. Social Trust: global pattern or Nordic exceptionalism)*

## The EURO-JUSTIS Project

- **Scientific Indicators of Confidence in Justice: Tools for Policy Assessment (EURO-JUSTIS)**
- Funded under the EC FP7: Activity 8.6 Socio-economic and scientific indicators; SSH-2007-6.2.1 Improved ways of measuring both the potential for and impact of policies
- Partners: Kings College London (UK), Centre National de la Recherche Scientifique (FR), Center for the Study of Democracy (BG), European Institute for Crime Prevention and Control (FI), Institute for Political Sciences (HU), London School of Economics (UK), Center for Crime Prevention (LT), University of Parma (IT), University of Sheffield (UK)

## Social indicators of trust and legitimacy

- Measure public trust in (separately) the police and courts:
  - Trust in effectiveness
  - Trust in procedural fairness
  - Trust in distributive fairness
- Measure perceived legitimacy of (separately) the police and courts:
  - Obligation to obey/accept decisions
  - Moral alignment
  - Corruption (legality of action)
- Survey indicators will also sit alongside national-level indicators (level-3):
  - Augment measures of legitimacy
  - Help interpret country-level differences

Figure 1: The overarching structural framework

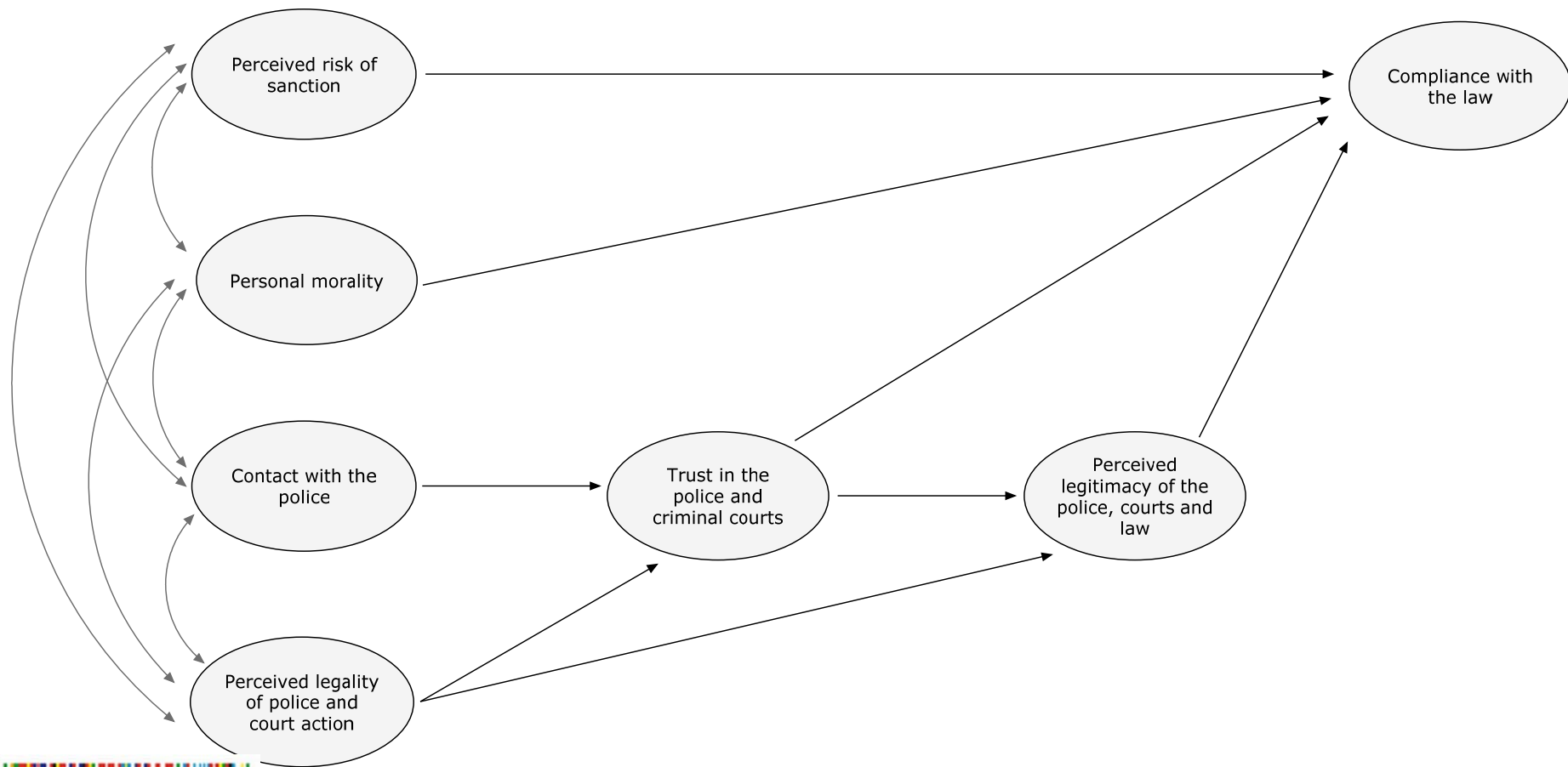
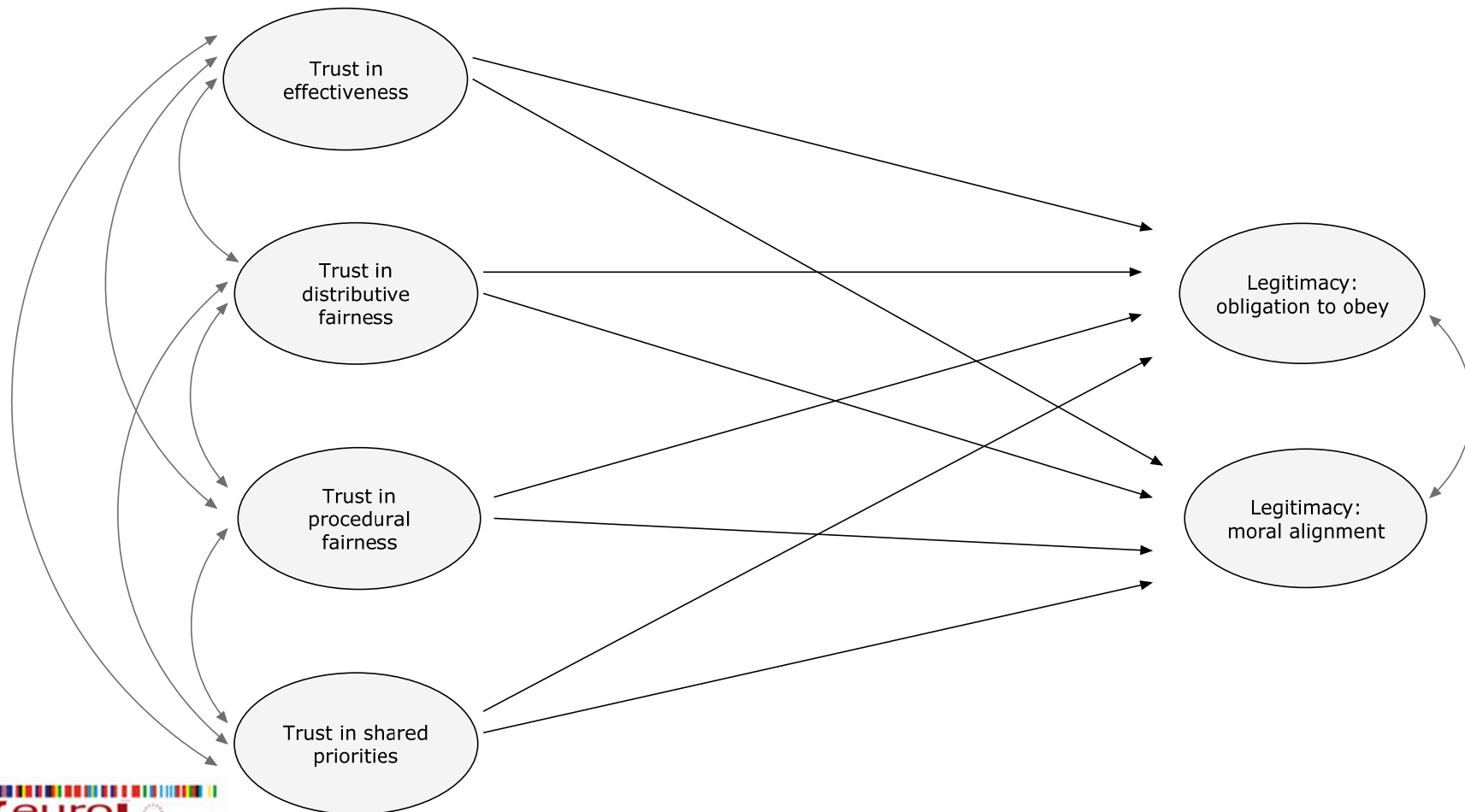


Figure 2: Unpacking trust and legitimacy



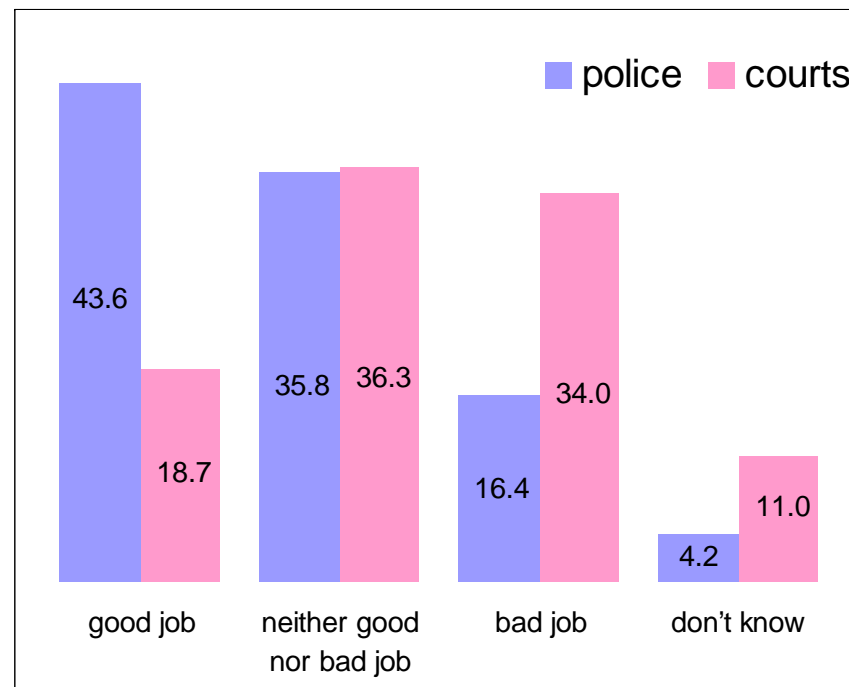
## The project's outcomes

- Comprehensive methodology, results in developing a system of indicators on trust and legitimacy
  - Cognitive interviews to test the concepts' reliability (UK & BG)
  - Statistically proved concepts of trust and legitimacy
  - Pilot Surveys in Bulgaria, France, Italy, Lithuania, and the Czech Republic
  - Euro-Justis module -> ESS 2010 Pilot Survey (UK & BG)
- EURO-JUSTIS in the ESS 2010:
  - A comparative study across 28 countries

## EURO-JUSTIS BG Pilot Survey - main findings

- ESS Round 3 / 2006 & Round 4 / 2009
- European Quality of Life Survey 2003 & 2007
- European Value Survey 2008
- Surveys within the Corruption Monitoring System in Bulgaria (CSD) 1999 - 2007

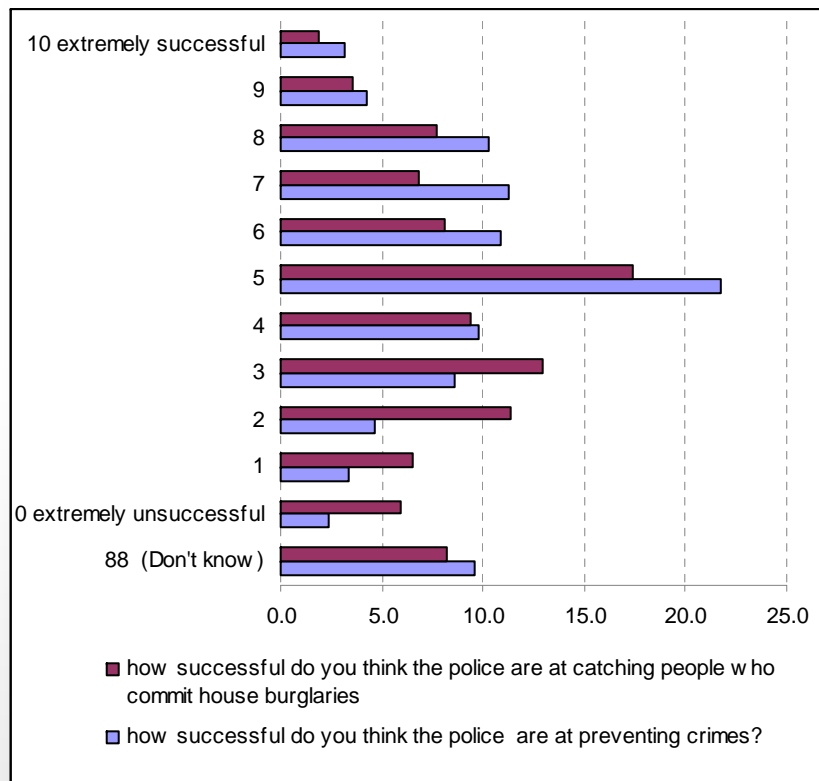
Assessments of court/police performance in Bulgaria (%)



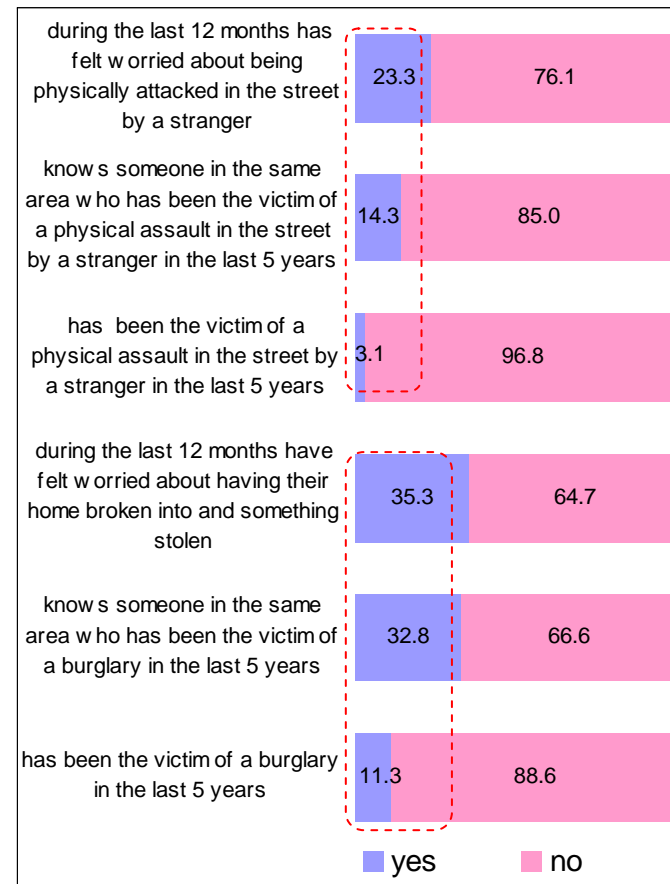
Source: EUROJUSTIS Pilot Survey, October 2010



# Effectiveness of the police

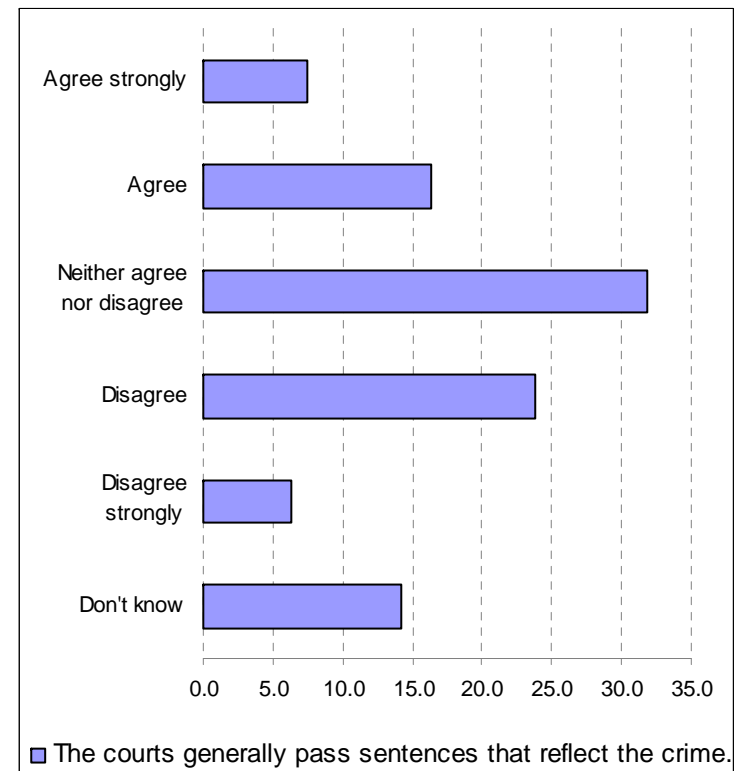
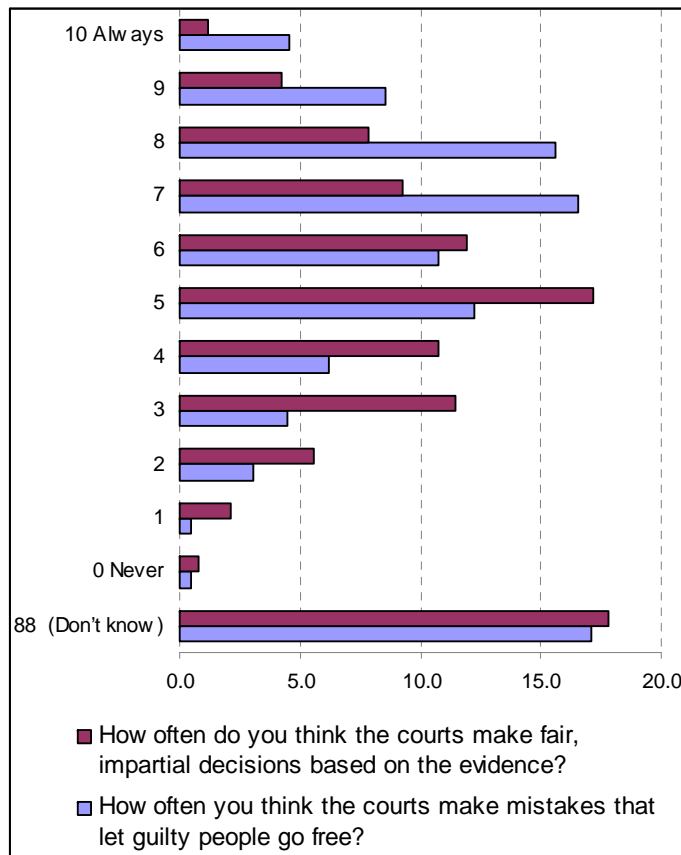


## Fear of crime and crime victims (%)



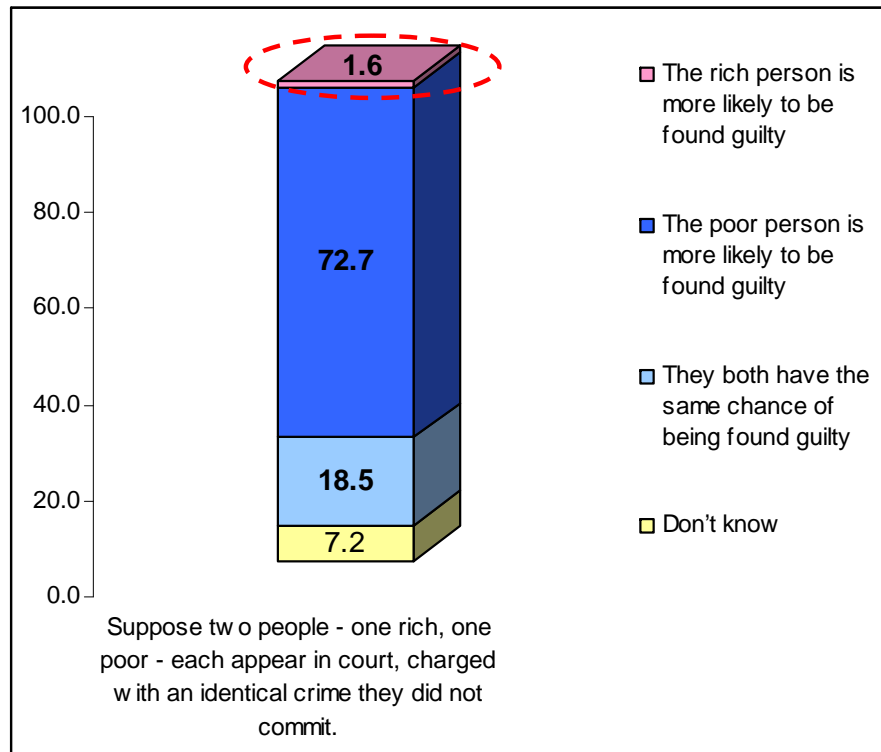
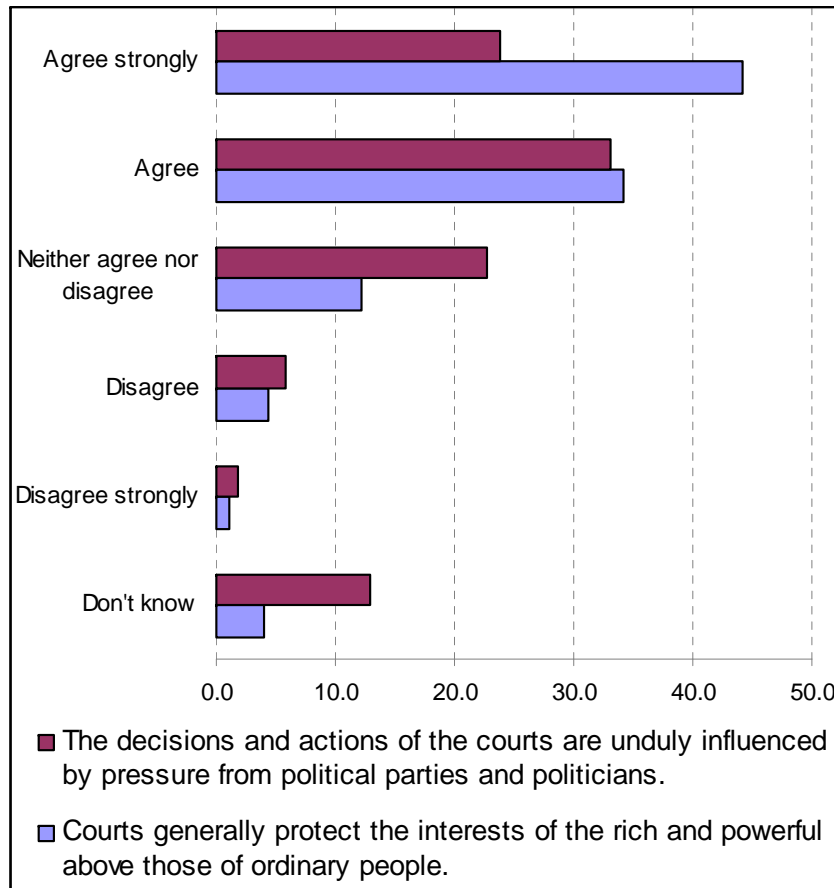
Source: EUROJUSTIS Pilot Survey, October 2010

## Procedural fairness of courts



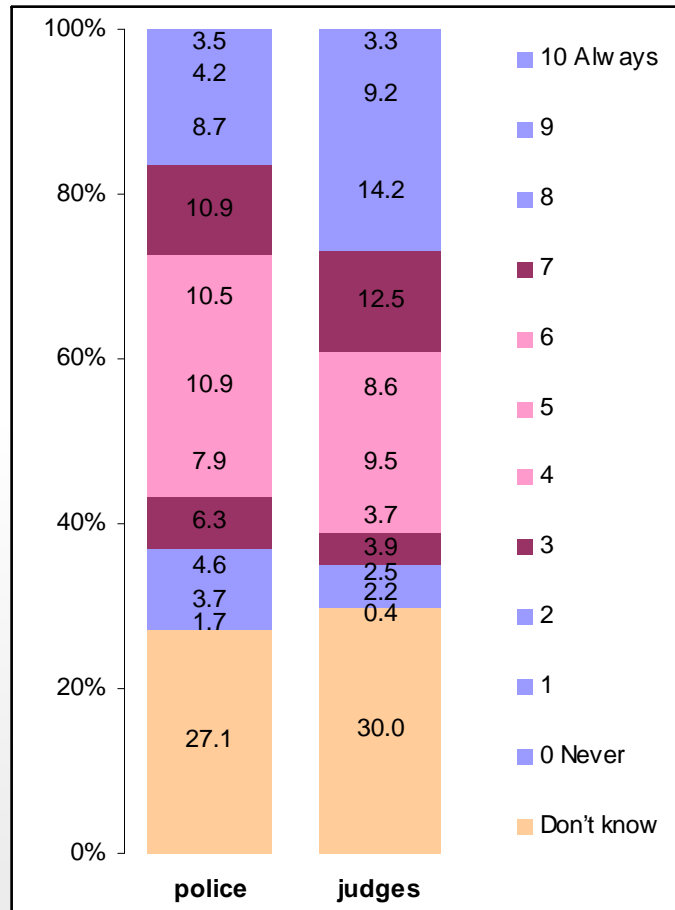
Source: EUROJUSTIS Pilot Survey, October 2010

## Distributive fairness of cost

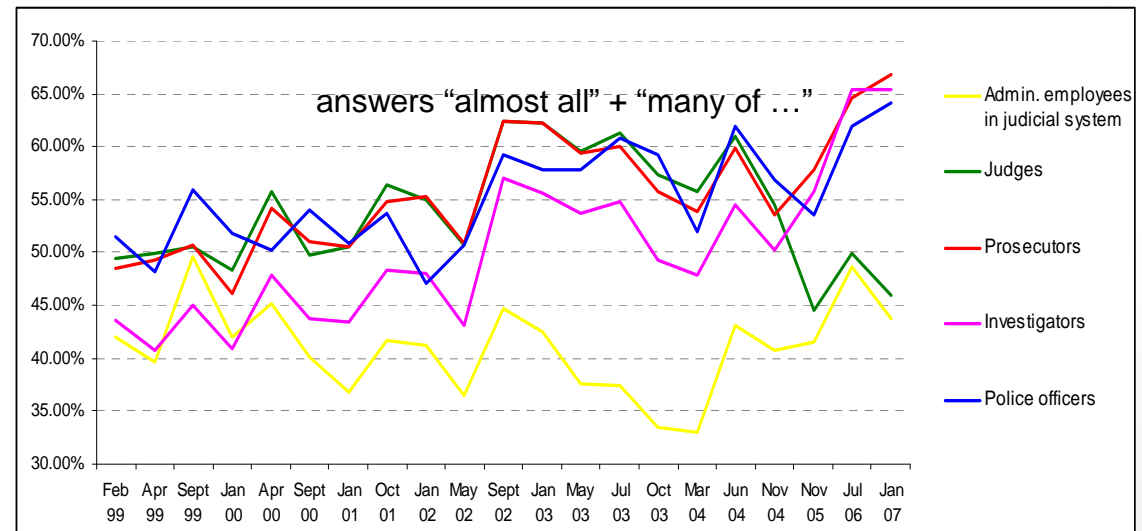


# Legality of action / corruption

How often would you say that the police / the judges in Bulgaria take bribes?



Level of corruption among ... (selected) professional groups



Source: Corruption Monitoring System in Bulgaria

Source: EUROJUSTIS Pilot Survey, October 2010

## Some conclusions

- The lack of operational integration among the different institutions within the CJS has been multiplied by the media representation of institutional struggles and particularly, the by mutual accusations of ineffectiveness.
- Public opinion -> a long term trend of high level of corruption and lack of distributive fairness in the CJS
- Even when the police officers are able and motivated to execute effectively their duties, the people think they are limited by the shortages in the legal framework

## Some conclusions (2)

- In terms of public policy-making, the low public confidence in the police and the courts affects negatively the reforms undertaken.
- Overcoming this deficit calls for the development of an instrument for assessment of the criminal justice policies, which should not only comprise statistical data about the judicial system and the police, but likewise regular monitoring of trust in these institutions both on the part of the general public and specifically the persons entering into contacts with them (defendants, victims, witnesses, etc).
- Facilitating the adoption of good practices from countries with developed trust-based policies (UK, USA, Italy and others).

## Some conclusions (3)

- Improve the interaction between the institutions of the criminal justice system and the public and raise public awareness by providing regular and accessible information about the results from the work of the judicial system and the police;
- Build the capacity of the criminal justice institutions for communication and interaction with the general public; enhance the transparency of the institutions and the awareness of the general public;
- Improve the coordination and interaction between the institutions of the criminal justice system in order to restrict mutual accusations of incompetence and inefficiency;
- Enhance the internal control against malpractice and violations on the part of members of the police and the judicial system and make publicly available the conclusions of the inquiries and any measures taken.

Thank you!

[www.csd.bg](http://www.csd.bg)