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**COLLEGE OF BUSINESS AND ECONOMICS DEPARTMENT  
OF PUBLIC ADMINISTRATION & DEVELOPMENT  
MANAGEMENT**

**The Influence of Quality Public Service Delivery on Customer  
Satisfaction: The Case of Federal High Court to Lideta Bench**

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## **Declaration**

I declare that the influence of Quality Public Service Delivery on Customer Satisfaction: The Case of Federal High Court to Lideta bench is my original work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

**Declared by:**

Rahel Derese

Signature \_\_\_\_\_

Date \_\_\_\_\_

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## Contents

Abstract .....	iv
CHAPTER ONE: INTRODUCTION.....	1
1.1 Background of the Study .....	1
1.2. Statement of the problem.....	3
1.3. Research questions.....	4
1.4. Objectives of the Study .....	5
1.5. Significance of the Study.....	5
1.6. Scope of the study.....	6
1.7. Limitation of the Study .....	6
1.8. Definition of the Key Terms .....	7
1.9. Organization of the Study .....	7
CHAPTER TWO: REVIEW OF RELATED LITERATURE.....	8
2.1. Introduction.....	8
2.2 Theoretical Literature Review .....	8
2.3. Empirical Literature Review.....	13
2.4 Conceptual Framework of the study .....	16
CHAPTER THREE: RESEARCH METHODOLOGY .....	18
3.1 Types and approaches of research design.....	18
3.2 Sampling and sample design.....	19
3.3. Types, sources and methods of data collection.....	20
3.4. Methods of data analysis.....	21
3.5 Validity and Reliability.....	22
3.6. Ethical consideration.....	23
CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND DISCUSSION .....	24

4.1. Introduction.....	24
4.2. Response Rate.....	24
4.3. Findings and Analysis of the study.....	26
CHAPTER FIVE:SUMMARY OF FINDINGS,CONCLUSION AND RECOMMNDATION	35
5.1. Summary of Major Findings:- .....	35
5.2. Conclusion .....	35
5.3. Recommendation .....	36
References.....	38
Appendix one .....	i
Appendix TwO.....	V

## **Abstract**

*This research examined the Influence of quality public service Delivery on customer satisfaction in the case of FHC of Lideta bench. Service quality has been defined as a difference between customers' service perception and expectations. The main objective of this study was to assess the influence of Quality Public Service Delivery on Customer Satisfaction, to conduct this study the data was collected through questionnaire from a sample of 80 major customers of Federal High court of lideta branch. These respondents were selected using standard sampling method. The data collected from the questionnaire were analyzed using Descriptive Statistical tools such as frequency, percentage, mean, and standard deviation. The results of this study indicates that bench do not do something by a certain time and providing service to its customer at the time they promise to do so most of customers are not believed that Employees of the bench know the customers' needs and not able to communicate effectively with the court customers.*

*Concerning to the satisfaction level of customers the result shows that the customers did not satisfied with the court complete range of service and overall service provided by the bench. Therefore, it is recommended that the leaders of Federal high court must be improve dimensions of service quality and make efforts to improve them in order to have better performance that would lead to higher perceived service quality and customer satisfaction.*

***Key Words: dimension of Service Quality, public service delivery, Customer Satisfaction***

# **CHAPTER ONE: INTRODUCTION**

## **1.1 Background of the Study**

The main objectives of the public sector reforms are improving the service delivery process, improving performance and to gain the public sector with a clear sense of direction. Public sector is, collectively, the world's largest service provider entity. The end goal of public sector is to sustain the quality of the public service and to enhance the capacity to carry out the fundamental government functions so as to promote a sustainability of the economic and social development in the environment of its process (Theodore, 2003).

The issue of service delivery is becoming a global concern that demands continuous reform to fit the dynamic environment and changing customer needs. Efficient and effective services delivery is now a prominent agenda of most countries including Ethiopia. The Ethiopian People's Revolutionary Democratic Front has been taking different reform measures in the political, economic and social spheres. It has also taken comprehensive measures to restructure the civil service, one of which is the civil service reform. In the early 1990s, the government launched Civil Service Reform Program. The reform has included five sub-programs, one of which is the service delivery and quality of service sub-program. The program is under the responsibility of the Office of the Prime Minister and is designed to improve the quality of service provided by public sector employees and includes the establishment of a complaint-handling mechanism. The program would have made civil service institutions follow an appropriate and improved system of service delivery so as to give service to the public in an effective, efficient, transparent and impartial manner. The employees of the civil service institutions have the responsibility and obligation to provide quality service to the public fairly, equitably, honestly, efficiently and effectively (Paulos, 2001).

As Gaster and Squires, (2003:8) state public service delivery is the most important element of NPM driven public sector reforms. Public service is a term often used to mean services provided by the government to the citizens, either directly (through the public sector) or indirectly by financing the private provision of the service. Measuring service quality and customer satisfaction is a central issue to evaluate public sectors reform implementation even though there is a challenge that arises from the absence of universal definition of quality services and measurement indicators. But there is a general agreement among scholars in the area that quality of service

should be measured or judged by the customers. However, they differ on the techniques or methods of how customer satisfaction is measured. As Leisen and Vance, (2001) indicated there are two schools of thought namely the European school of thought, Which includes both process and outcome; and the US school of thought which focuses on process aspects of services. Customer service is task that involves interaction with customer in person or mail. It is designed, performed and communicated with two goals in mind; operational efficiency and customer satisfaction. Essentially, it embraces all personnel whose jobs bring them in to contact with customer on routine as well as on exception basis. Such personnel become part of the overall service product even though their jobs may have been defined in strictly operational term. Hence, the need to balance operational efficiency against customer satisfaction should be considered.

Federal High Court is one of the federal courts of Ethiopia located in Addis Ababa and Dire dawa. Based on the constitutional and legal framework, the judicial power is vested upon the courts. The Constitution of Federal Democratic Republic of Ethiopia (FDRE) serves as the basis for the establishment of a three-tire regular court system at the federal and state level. Furthermore the other legal frame which is applicable in Ethiopia with regard to judicial independence and impartiality is federal courts proclamation No. 25/1988 including its amendment proclamations. The Federal High Court is mainly engaged in providing judgments of different high level judicial matters in line with the criminal and civil laws as well as the constitution. With a well-functioning judiciary service, the rule of law becomes a more realistic goal, and citizens develop a greater expectation of, and confidence in, the legal protections and predictability that the system can provide. The impact of these protections and predictability on economic development is profound. Improving the effectiveness of judiciary's service is essential to promoting sustainable economic development (World Bank, 2003). Effective judiciary system is a prerequisite for an investment and business friendly environment by instilling confidence throughout the entire business cycle as they are also essential for protecting individual rights. Hence, render to effective and efficient court service put as one an objective of the judicial reform (MOCB, 2005).

Currently the Federal high court consists of a president, two vice presidents, one court manager, one hundred thirty eight judges, Fifty two assistant judges and seven hundred eighty

administrative staffs. Also the court has three branches in Dire dawa, Lideta, kality and Bole Federal High Court Annual Report (2012).

According to World Bank (2004), this wide spread dissatisfaction has caused a fundamental rethinking of the justice system in Ethiopia. Hence, a predictable, legal environment, with an objective of reliable and independent judiciary, is essential for democratization, good governance, and human rights. Article 78 of the Constitution creates three levels of courts in the Federal and Regional States i.e. Federal First Instance Court (FFIC), Federal High Court (FHC), and Federal Supreme Court, respectively. The Federal Supreme Court includes a cassation bench with the power to review and overturn decisions issued by lower federal courts and State Supreme Courts containing fundamental errors of law. In Parallel, the division between Federal and State law is not clearly demarcated in the federal court establishment proclamation and, in practice, state courts often challenge what they notice as an infringement on their jurisprudence.

The purpose of this study is to identify problems that prohibit achieving the objectives, to assess the influence of quality public service delivery on the customer satisfaction in federal high court of lideta bench and to suggest possible recommendation for identified problems.

## **1.2. Statement of the problem**

The service industry plays a great and important role in the economy of countries in the world. In the 21st century, which is characterized by high competition and business dynamism among others, providing quality service to customers is considered as essential strategy for survival and sustainable growth (Vijayakanth et al. 2014). In the global world, providing quality service is crucial for the accomplishment and continuous existence (Parasuraman et al., 1985). All over the world, public service institutions have responsibility for providing sufficient service to clients/citizens as per their request (Benjamin, 2012). The public sector has responsibility and accountability for delivering efficient and effective services to communities and societies as a customer. Though public service institutions, now days, have an ever-increasing demands to deliver best services and improve efficiency relatively compared to previous times, demands are changing in their quality requirements in government and private sector. Despite the fact that the incumbent Ethiopian Government introduced different reform programs to increase service delivery and customer satisfaction, there are many challenges and problems in the public sector.

Several research studies on the issue indicated that the service performance of the sectors is not up to the satisfaction level of the public (Emnet & Habtamu, 2011), poor integration and sequential approach (Mesfin, 2009). Federal high court of lideta bench is not different from the above mentioned problem.

Federal High Courts Report (2012) indicates that dependent budget administration with shortage of budget, inadequate facilities and poor working environment, absence of compensation and motivational strategy, poor organizational system and structure. This indicates that there are so many obstacles to deliver efficient and effective judiciary service in order to satisfy the customers of federal high court of lideta bench.

Due to these and other related problems many judges and administrative employees are complaining that they cannot perform their tasks properly. Hence, if the problem is not addressed in the study area, it would affect the lives of the society like the court would lose public trust, laws and regulations become meaningless, corruption would increase, conflicts would appear, development and democracy as well as good governance would be hampered, broadly the government may face risk and insecurity.

Evaluating the quality of public services delivery in the Federal High Court on Lideta Bench helps to identify gaps in services provision, assists to categorize the expectations of customers, and the achievements of socially desirable outcomes. Study is conducted by Gosheye (2015) and Dula (2020) on the selected area; however, there is a gap in knowledge in most reviewed research reports and articles that overlooked evaluating the achievement of the public service delivery and customer satisfaction. So, the researcher believes studying about customers satisfaction and providing of quality service to customer alone couldn't bring better findings instead who contribute a lot to all this. Hence the priority in this thesis is given to assess and analyze the current service delivery and customer satisfaction in selected Federal high court of lideta bench and forward the following question to be addressed by the study:-

### **1.3. Research questions**

**The basic research questions are:**

1. How Tangibles of public service delivery does relate to customer satisfaction?
2. To what extent Reliability of Public Service delivery does relate to customer satisfaction?

3. To what extent Responsiveness of Public Service delivery does relate to customer satisfaction?
4. To what extent Assurance of Public Service delivery does relate to customer satisfaction?
5. How does Empathy of Public Service delivery relate to customer satisfaction?
6. What is the impact of service quality on customer satisfaction?
7. How to enhance customer service delivery in the Federal High Court on Lideta Bench.

## **1.4. Objectives of the Study**

### **1.4.1. General Objective**

The main objective of the study is to assess and examine the influence of quality public service delivery on customer satisfaction at Federal High Court on Lideta Bench.

### **1.4.2. Specific Objectives**

The study would help to attain the following specific objectives.

1. To examine the relation of Tangibles delivery service to customer satisfaction.
2. To investigate that reliability has a significant influence on customers' perceptions.
3. To determine the responsiveness has an influence on customer perceptions.
4. To explore the assurance has an influence on customer perception.
5. To assess the empathy has an influence on customer perception.
6. To examine the most determinant service quality dimension that influence customer satisfaction.
7. To enhance customer service delivery in the Federal High Court on Lideta Bench.

## **1.5. Significance of the Study**

This study is very important to understand the influence of public service delivery on customer satisfaction. Bench in coming section because it provides information about the level quality of service the institution is providing to its customers from the point of view of the customers. It will help them to know whether the institution is delivering its promise to the customers and also it will provide them insight about the gap between customer's perception and expectation of service

and ways to improve them. The research will also give some understanding about service quality and customer satisfaction in the Federal High Court to Lideta Bench.

More over the research has the following specific significant:

- ✓ It enables Federal high court officials to know the status of their service delivery.
- ✓ The study will helpful for leaders, court managers, decision makers and planners to search the source of the problem and find a solution related to the problems of service delivery.
- ✓ It helps the researcher to acquire knowledge and practical experience about the service of service delivery on customer satisfaction.
- ✓ The findings and recommendations of the study will have its own share in providing valuable information about service delivery of the court to the public and stakeholders.
- ✓ Furthermore the result of the study can be useful for policy formulators and decision makers in relation to the influence of service delivery on customer satisfaction. Finally the study is helpful as a partial fulfillment of the course to the researcher.

## **1.6. Scope of the study**

This study is delimited conceptually, geographically and in terms of participants. Conceptually, it focuses on influence of quality public service delivery on customer satisfaction. Geographically; the study focuses on the quality public service delivery in Federal high court of lideta bench. The participants are Presidents, vice -presidents and Court managers and customer of federal high court of lideta bench. It is unmanageable for the writer to make an exhaustive study of all Federal Courts and bench's because it is beyond the time, accessibility and financial capacity of the author. Therefore, for this reason the area of the study is confined only on Federal high Court of lideta bench.

## **1.7. Limitation of the Study**

In this study the researcher may face shortage of up-to-date and relevant references to the topic of the study and lack of significant data. It is also realistic to presume that some respondents may be reluctant to fill and return the questionnaires as expected due to constraints of time. This again may hamper the data gathering process and analyzing them thoroughly, affecting the depth of the study. However To overcome these limitations the researcher took the challenges as opportunities

to think creatively in searching alternative solutions. Due to these facts the researcher tried to use her maximum effort to obtain ample references. Moreover the researcher provided due attention and respect to the dignity and privacy of the respondents in filling and collecting the distributed questionnaires.

## **1.8. Definition of the Key Terms**

The study important terms will be defined contextually as follows: -

**Bench:** subsection (branch) of the main court.

**Customers:** anyone who came to courts to receive a service.

**Delivery:** providing what is expected to be provided or discharging responsibility.

**Satisfaction:** is the final customers' judgment of service that is provided by the court bench.

**SERVQUAL:** is an effective and stable tool for measuring service quality across service industries.

## **1.9. Organization of the Study**

The research paper covered five main chapters. The first chapter contains an introduction which discuss all about the research and the second chapter focuses on literature review which is divided into two parts that is theoretical literature review based on theories and concepts and empirical studies done by other researchers. Conceptual frame works were also addressed.

Chapter three is concerned mainly with research methodology which includes; Introduction, research approach, research design, data type and sources, target population ,sample size and sampling Techniques, data collection methods, method of data analysis as well as, reliability and validity of measurement. Chapter four is concerned with data presentation, analysis and discussion of findings. Lastly, chapter five deals about Summary of major findings, conclusions, and recommendations related to this research.

# **CHAPTER TWO: REVIEW OF RELATED LITERATURE**

## **2.1. Introduction**

This chapter attempts to examine the theoretical concepts, empirical studies and conceptual framework of the study.

## **2.2 Theoretical Literature Review**

The Dissonance Theory suggests that a person who expected a high-value product and received a low-value product would recognize the disparity and experience a cognitive dissonance (Cardozzo, 1965). That is, the disconfirmed expectations create a state of dissonance or a psychological discomfort (Yi, 1990). According to this theory, the existence of dissonance produces pressures for its reduction, which could be achieved by adjusting the perceived disparity. This theory holds that "post exposure ratings are primarily a function of the expectation level because the task of recognizing disconfirmation is believed to be psychologically uncomfortable. Thus consumers are posited to perceptually distort expectation-discrepant performance so as to coincide with their prior expectation level" (Oliver, 1977). For instance, if a disparity exists between product expectations and product performance, consumers may have a psychological tension and try to reduce it by changing their perception of the product (Yi, 1990). Cardozzo argues that consumers may raise their evaluations of those products when the cost of that product to the individual is high. For example, suppose that a customer goes into a restaurant, which she or he expects it to be good, and is confronted with an unappetizing meal. The consumer, who had driven a long distance and paid a high price for the meal, in order to reduce the dissonance, might say that the food was not really as bad as it appeared or she likes overcooked meal, etc.

### **2.2.1 Definitions and Concepts of Service**

The service concept is adapted to the current society's life and is as old as the history of humans. Considered from this viewpoint, there is no generally accepted and complete definition of services. International Business Machine (IBM), in their ongoing research program Services science, lists a random selection of efforts to define services from the literatures and suggests that service is 'a provider-client interaction that creates and captures value (Yuan, 2013). In review of a wide variety of definitions Hermen (2009) summed it up when he said, A service is an activity which has some element of intangibility associated with it which involves some interaction with customers or with property in their possession, and does not result in a transfer of ownership. A change in condition may occur and production of the service may or may not be closely associated with a physical product." In simple terms Services are deeds, processes, and performances (Jayaraman et al., 2010). However, in a more broader definition, Enyonam (2011), Benjamin (2012) and Biljana and Jusuf (2011) indicate that services include all economic activities whose output is not a physical product, and is generally consumed at the time of production, and provides added value in forms such as convenience, amusement, timeliness, comfort, or health which are essentially intangible in nature". Ahmad (2011), on the other hand, defines services as "any act or performance that one party can offer to another that is essentially intangible and does not result in the ownership of anything". He affirms the view that "services are intangible, inseparable, variable and perishable and also added that services normally require more quality control, supplier- credibility, and adaptability". According to Gronroos (2000), services are "activities or series of activities of more or less intangible nature that normally, but not necessarily, take place in interactions between customer and service employees and/or physical resources or goods and/or systems of the service provider, which are provided as solutions to customer problems.

### **2.2.2. Understanding Customer Expectations**

According to Harris (2014), consumer's personal vision which they believe will be the outcome that will be achieved from their specific experiences is known as customer expectations and elaborates that the primary expectation arises from satisfying customers basic needs, like buying food or clothing, while secondary expectation are based on primary expectations. According to Harris (2014:24), the scope of influence which is usually negative reviews by customers who had bad experiences reach out to many people whilst great customer services are usually shared amongst close family members. Harris (2014) further emphasizes that when customers share information about their bad experiences, they can easily influence others to abstain from interacting with that company which can impact negatively on the business. Machado et al. (2012) advise that the average provider of customer service in a business environment does not really understand the actual meaning. This is evident in all types of business environments whether private or government sector. According to Cronin and Taylor (1994) cited in Tsotsa (2002), consumer satisfaction is generally defined as an evaluative response concerning the perceived outcome of a particular consumption experience and further asserts that customers become brand loyal when they receive excellent services and are then willing to re-purchase from the company and share their positive experiences with family and friends. Crous (2005), provides a compelling argument stating that customer satisfaction can be achieved by organizations by investing in a specialized focus to improve customer satisfaction showing initiative to customers, by continuously improving the standard to work performed and ensuring that employees are rewarded for contributing to customer satisfaction by maintaining or exceeding customer expectations.

### **2.2.3. Customer expectation**

Customer expectation are pretrial beliefs about a product or service (Olson & Dover, 1979). In the absence of any information ,prior expectation of service will be completely diffuse .In reality ,however, customer have many source of information that lead to expectation about upcoming service encounters with a particular company. These source include prior exposure to the service, word of mouth, expert opinion, publicity, and communication controlled by the company (e.g., advertising, personal selling and price) as well as prior exposure to competitive services (Zeithaml et al ,1993). In the pre purchase stage ,expectation influence consumer decisions on

which brand or type of product or service to buy .During consumption can be effected can be the attitude of service personnel ,other customer and equipment .In the post purchase stage ,expectation from the basis of evaluations of satisfaction ( Oliver ,1980).

#### **2.2.4 Service quality**

The concept of service has been defined since the 1980s by Churchill and Surprenant (1982) together with Parasuraman et al. (1985), who popularized the customer satisfaction theory through measuring the firm's actual service delivery in conformity with the expectations of customers, as defined by the attainment of perceived quality, and that is meeting the customers' wants and needs beyond their aspirations. With this premise, Parasuraman et al. (1988) later expanded the concept of service into the five dimensions of service quality that comprised tangibles, reliability, responsiveness, assurance, and empathy.

Further evaluation of the concept has developed other dimensions of service quality as described by Lehtinen and Lehtenin (1982) and Gronroos (1984), where the former stressed that service quality might be divided into three main dimensions, namely, the physical quality, corporate quality, and interactive quality. Furthermore, Grönroos (1982) explained that the concept of service quality could be evaluated by corporate image, functional quality of service encounter, and the technical quality of the outcome. This had been earlier identified and evaluated by Parasuraman et al. (1988) who introduced the service quality model known as SERVQUAL, which was first applied in the service industry specifically for restaurants. According to this model, service quality has been described with the help of five quality dimensions.

These dimensions include five areas, namely, tangibles, reliability, responsiveness, assurance, and empathy, even though definitions relating to these variables have been modified by different authors. The tangibles dimension of service quality has been referred by Fitzsimmons and Fitzsimmons (2014) as the tangibility of the provided services, and it includes the firm's materials and equipment and physical facilities, the physical environmental conditions, materials used for communication, and the like. Davis et al. (2003) have also affirmed that the service quality has a significant impact on higher education service providers as well. However, the reliability dimension encompasses the ability of the enterprise or the business to delivery what was promised (Parasuraman et al., 1988). They added that reliability had played a significant role in the functioning of the traditional service operators as it consists of the following: accuracy of

billings, quotations, records, and commitment to fulfill orders. Korda et al. (2010) have tested how reliability could be applied in the banking sector of transition economies in Europe, considering the concept of perceived quality and customer satisfaction, and results showed that the perceived value has the potential to be a mediating variable between perceived quality and customer satisfaction. Another dimension of service quality is responsiveness, which usually measures the ability of the company or firm to respond to customers with willingness and the promptness of the service (Parasuraman et al., 1988). This definition has been modified by Johnston (1997) to include the timely delivery of services with speed to counter the problems of long queues and waiting periods. Furthermore, in this dimension, the concept of how quick the workers should respond to the customer's needs and complaints is addressed. The fourth dimension of service quality is empathy, which was defined by Parasuraman et al. (1985) as the company's ability through its employees to provide due care to the customers as well as address their individual and personal concerns and understand their needs. These elements have been applied in the study of Ananth et al. (2011), and findings showed a positive relationship to customer satisfaction as applied to banks in the private sector. Johnston (1997) has also supported the concept by defining empathy as the employee's willingness to welcome customers and to take care of their specific needs. The last dimension is the assurance dimension that demonstrates to provide security and safety to the customers so that it will lessen their state of worries and anxieties with regard to the services provided to them. In other words, it is the assurance or making sure that they will receive positive benefits by availing the services based on what they desire without negative implications.

### **2.2.5. Customer Satisfaction**

Customer satisfaction Actually customer's satisfaction is the customer's evaluation of goods and services in term of whether it is according to the customer's needs and wants or customers dissatisfied with the product services or the dissatisfied with the performance of the products and not according to expectation of customers and sometimes customers more satisfied if products performance is beyond with their expectations. (Kotler P. 2012). Customer satisfaction is very important in today's business world as the ability of a service provider to create a high degree of satisfaction is crucial for product differentiation and developing a strong relationship with customers (Deng et al., 2009).According to Deng et al., (2009) Customer satisfaction becomes the

most important part of the business field because when your customer is satisfied then it will provide the profitable business to the industry. The good behavior of the service providers develops the positive relationship and impression on the customers which take the lead toward customer satisfaction. (Soderlund and Rosengren, 2008).Based on Harris (2008), customer satisfaction is the customers overall feeling of contentment with a customer interaction. Customer satisfaction recognizes the differences between customer expectations and customer perceptions. A perception is a way that we see something based on our experience according to Harris (2007). According to Zeithaml and Gremler (2006), satisfaction is often connected with the feeling of delight which is described as being surprised in a positive way or relief. In today's competitive world, Service Quality has become one of the most strategic tools for measuring customer satisfaction (Gustafsson, et al, 2005).

### **2.2.6. Importance of Customer Satisfaction**

Customer satisfaction measures are an overall psychological evaluation that is based on the customer's lifetime of product and service experience (Smith, 2007)

Effective service delivery on two activities: retaining existing customers and adding new customers. Customer satisfaction measures are critical to any service company because customer satisfaction is a strong predictor of customer retention and customer loyalty.

## **2.3. Empirical Literature Review**

### **2.3.1 Components of Judicial service delivery in Federal high Court**

Some of the major components of judicial service include judicial independence, transparency of judicial services, judicial accountability, case flow management, judicial efficiency and access to justice.

#### **2.3.1.1 Judicial Independence**

According to Linn (2007), judicial strengthening privileges institutional and individual judge's freedom from pressures in making his/her decisions. The independence of judiciary means and includes the independence of judiciary as a collective body or organ of the government from its two other organs as well as independence of each and every member of the judiciary- the judges- in the performance of their roles as judges. It signifies much more than a judge's freedom from political influence.

Based on the FDRE Constitution 1995, there is institutional and individual independence in the judiciary organ. Institutional independence means the judiciary has to be independent of the other branches of government namely the executive and the legislative. Here it should also be noted that the judiciary must have sufficient budget because judicial budgeting is an important aspect of judicial independence, it is in itself a reform measure that goes beyond the independence issue.

Court facilities and resources are also good indicators for effective judicial service institutional independence since they affect the overall administration of the judiciary system. The most important aspect in the independence of the judiciary is its constitutional position. In this regard, Article 50 (2) of the FDRE Constitution stipulates that the Federal government and the State members shall have legislative, executive and judicial powers.

Individual-independence refers to the impartiality of a judge; that is the judge's ability to make a decision without fear, favor, or prejudice with regard to the parties irrespective of their position in society-it means the absence of bias. The principle of independence of judges was not formulated for the personal benefit of the judges themselves, but was created to protect human beings against abuse of power.

### **2.3.1.2 Transparency of Judicial Services**

The very first quality criterion relating to the judicial process is that the proceedings have been open and transparent in relation to the parties. The transparency of proceedings is intrinsically desirable. For these parties, it is an essential guarantee of a fair trial, openness and transparency meant not only that the parties have been informed of the stage of the proceedings, but also that the parties have been allowed to make their case, as well as to comment on their opponents' claims. To this end, it is the responsibility of the court to practice informative case management and advise the parties and the other participants of the course of the proceedings. At all-time the parties must be aware of the current stage of the proceedings and of what is to be expected at later stage (Savela, 2006).

### **2.3.1.3 Judicial Accountability**

As judicial independency is for the benefits of citizens and not for the judges or for the courts own self, Accountability is an important issue that should be equally insured. Article 12 sub Article 2 of the FDRE Constitution proclaims that any public official or an elected representative

is accountable for any failure in official duties. From this assertion we can understand that judges are accountable for the Judiciary Administration and for the public they serve for based on their ethical standards and disciplinary procedure.

#### **2.3.1.4 Court Case flow Management**

Different scholars define Case flow management differently however all the definitions are focused on the management of cases between initiations and disposition. For instance, The Next Generation webinar (2021) define Case flow management is the coordination of court processes and resources so that court cases progress in a timely fashion from filing to disposition. Judges and administrations can enhance justice when a court supervises case progress from the time of filing, sets meaningful events and deadlines throughout the life of a case, and provides credible trial dates. Proven practices in case flow management include case-disposition time standards, early court intervention and continuous court control of case progress, use of differentiated case management, meaningful pretrial events and schedules, limiting of continuances, effecting calendaring and docketing practices, use of information systems to monitor age and status of cases, and control of post-disposition case events.

Similarly, David S.Man,(2000), define Case flow management as the entire set of actions that a court takes to monitor and control the progress of cases from initiation to the completion of post disposition of court work, to make sure that justice is done properly.

Therefore, the above definitions of two scholars in one or the other way broadly indicates Case flow management is concerned not only the predisposition and trial period but also the process after disposition .Hence, Case flow Management process is mainly concerned in increasing well organized and efficient court practice with the law.

#### **2.3.1.5 Judicial Efficiency**

The need for improved court performance and the expansion of the civil dimension citizenship derives a growing body of research on judicial reform and judicial performance. An efficient judicial sector is a critical component of democracy, political and economic development. Delays prevent others in need of resolution from accessing the judicial system. Thus, the efficiency and access are closely linked and low levels of efficiency prevent citizens from vindicating individual

rights. Delays in the judicial process lead to the erosion of individual and property rights (Dakolias, 2001).

#### **2.3.1.6 Access to Justice**

The FDRE Constitution 1995, Article 37 proclaims the right of access to justice. In this article sub-article (1), every person has the right to bring justifiable disputes and to obtain a decision or judgment by a court of law, or where appropriate, by another body with judicial power.

According to Namo (2014), access depends on the proper functioning of the system as a whole and access can be evaluated by a number of factors; the time it takes to adjudicate a case, the parties' direct and indirect cost of litigation (filing expenses, court fees, attorneys' compensation, lost wages etc.), the ability of the potential users to have knowledge of understand and follow the procedural steps during the life of a case, and the physical access to the courts. Hence, access to justice particularly in the judiciary is very important element to provide improved basic services.

### **2.4 .Conceptual Framework of the study**

In the global world, providing quality service is crucial for the accomplishment and continuous existence (Parasuraman et al., 1985).

Customer satisfaction has always been received a large attention by investigators. It is an individual feeling, as it can be deduced from the diverse definitions found in the literature. "According to Deng et al., (2009) Customer satisfaction becomes the most important part of the business field because when your customer is satisfied then it will provide the profitable business to the industry.



## CHAPTER THREE: RESEARCH METHODOLOGY

This chapter deals with to gather, analyze and interpret the data. It includes type's sources and method of data collection, method of data analysis, ethical consideration, reliability and validity.

### 3.1 Types and approaches of research design

#### ➤ Research Design

In this study, the researcher was used the descriptive research design to assess the influence of quality public service delivery on customer satisfaction in the selected area because according to Best and Kahn (2005), a descriptive research design is concerned with the present although it often considers past events and influence as they relate to current conditions. The rationale behind choosing this design is that descriptive survey it attempts to reveal the process of quality public service and its effectiveness for customer satisfaction.

Moreover, customer satisfaction was the focused of the enquiry examining the impact on the performance and quality service in the Federal high Court of lideta bench. Descriptive design is helpful when a researcher wants to look into a phenomenon or process in its natural contexts in order to get its overall picture instead of taking one or some of its aspects.

Therefore, it is based on the assumption mentioned above that descriptive survey study was chosen as more appropriate method to explore the influence of quality public service delivery on customer satisfaction.

More over descriptive method helps to describe the qualitative and quantitative data which was collected to answer the research questions. **Since the purpose of is to describe the influence of quality public service delivery on customers' satisfaction, using descriptive method is more appropriate than other type of research methods.**

#### ❖ Research Approach

In this study the researcher used a combination of both qualitative and quantitative methodologies. According to Kumar (2011), **qualitative research helps to understand and explain feelings, values, attitudes, experiences and practices of a group of people.** So, qualitative approach would be conducive to study the selected issues in depth and appropriate to

assess attitudes, behaviors and opinions of the respondents. Qualitative approach is used to explore the situations beyond numbers.

On the other hand, quantitative approach can help the researcher to know the magnitude of the problem since a well-designed and properly implemented quantitative research method **enables to** infer the findings obtained from the sample to the population .Therefore, this helps the researcher to infer the conclusion.

As a result, using mixed research approach is very important to get adequate, relevant and reliable information by triangulating the data that increases the validity and reliability of the study.

## **3.2 Sampling and sample design**

### **❖ Target population**

The population of this study was the customer of federal high court of lideta bench (who came as litigant by their own or by their lawyers and witnesses of the court).

### **❖ Sampling Technique and size**

In this study it was difficult and unmanageable to consult all the population that was under investigation. Therefore the sample target for the study was the civil division of the Federal High court of lideta bench customers. Since it is difficult to get the exact number of customers and the researcher selected randomly 80 customers as a sample which was from a total of 800 customers. Sampling is part of statistical practice that is concerned with the selection of individual observations intended to yield some knowledge about population of concern, especially for the purposes of statistical inference.

### **❖ Sample Size**

Among the two sampling techniques i.e. probability sampling and non-probability sampling techniques was used. This was done because of filling information gap and getting adequate data sample size according to Carvalho (1984, cited in Malhorta *et al.*,2007), there is standard of determining the number of sample size as shown in the following table;

**Table .1.Sample Size Determination Standard**

Sample frame	Sample standard		
	Low	Medium	High
51-90	5	13	20
91-150	8	20	32
151-280	13	32	50
281-500	20	50	80
501-1200	32	80	125
1201-3200	50	125	200
3201-10000	80	200	315

As indicated above the sample frame of the study were ranges between 501-1200 according to Carvalho's sample size determinations showed in table. Accordingly, from the federal high court of lideta bench 80 samples were taken as a sample based on Carvalho (1984) sample size determination method. Once the total sample size was determined. The researcher estimated number of 80 customers per day in Federal high court. This number of customers multiplied by 10 working days ( 2 weeks), which results 800 customers. 80 respondents were randomly selected from 800 customers in March 2021 as the working hours of Federal high court. A total of 80 questionnaires (10% of the total population) were distributed to gather information regard to service delivery of Federal high court of lideta bench. Israel (2009) clarified those factors such as cost is critical in determining sample size. Thus, the study was only conducted 80 questionnaires because of the limited budget and also problem of the time constraint.

### **3.3. Types, sources and methods of data collection**

#### **❖ Data sources and types**

According to Biggam (2008), primary data is the information that the researcher find out by him/herself regarding a specific topic. Primary data was gathered from respondents by questionnaire and semi-structured interviews.

Furthermore, the secondary data serves researchers with the opportunity to better understand and explain the research problem (Biggam, 2008) thus; the secondary data of this study was gathered from different existing sources which are relevant for this study. Secondary sources of

data in this study include books, journals and articles, internet sources, annual and evaluation reports and literatures available on the influence of quality service delivery on customer satisfaction. This data was used to get insight on the research topic and to establish the viable platform for the theoretical framework constituting the bases of the research.

#### ❖ **Methods and Tools of data collection**

Instruments used for data collection in this study were questionnaires' interviews, document analysis and observations. Questionnaires for customers and interviews for higher court official and middle level managers were used to collect the requested data from the Primary sources. The questionnaires were closed and open ended whereas the interview questions were open ended, structured and semi structured.

Using these instruments both qualitative and quantitative data was collected and the analysis and interpretation was collected and the analysis and interpretation was made based on the information collected.

### **3.4. Methods of data analysis**

#### ❖ **Data processing and analysis techniques**

In this study, both quantitative and qualitative techniques of data analysis were used.

#### ❖ **Quantitative data analysis technique**

The responses of respondents was organized according to the category of the respondents and checked whether or not filled correctly. The raw data obtained through questionnaires was analyzed by using a Software Package for Social Science/SPSS/and changed in to frequency and percentage. Finally, the results were indicated by figures and tables so as to interpret and know the findings of the study. Therefore, the responses obtained from key informants was analyzed and presented by the use of simple descriptive statistics such as percentages and frequencies.

#### ❖ **Qualitative Data Analysis**

Interview from the top leaders summarized as follows:

- ❖ Case flow management should be organized to improve the problem.
- ❖ The great problems of the court are the lack of training about service delivery and code of ethics.

### **3.5. Validity and Reliability**

#### **❖ Validity**

A valid test ensures that the results are an accurate reflection of the dimension undergoing assessment. Validity is the extent to which a test measures what it claims to measure. It is vital for a test to be valid in order for the results to be accurately applied and interpreted. In the validation process of this study, open and closed questionnaires with research questions were provided for experts on the area and then valuable comments, corrections, suggestions from them were incorporated to assist the validation of the data collection tool (questionnaire).

#### **❖ Reliability**

Reliability refers to the consistency or dependability of a measurement technique, and it is concerned with the consistency or stability of the score obtained from a measure or assessment over time and across settings or conditions. If the measurement is reliable, then there is less chance that the obtained score is due to random factors and measurement error (Sekaran, 2000). The statistical packages for the social science such as SPSS can be utilized to determine the reliability through evaluating the reliability coefficients using Cronbach's Alpha (Abdel Fattah, 2008). Hence, it is the researchers' responsibility to assure high consistency and accuracy of the tests and scores (Kothari, 2005). To measure the reliability of the gathered data, Cronbach's alpha was applied by researcher as the following.

Cronbach's alpha is a measure of internal consistency, that is, how closely related a set of items are as a group. It is considered to be a measure of scale reliability. A "high" value for alpha does not imply that the measure is one-dimensional. If, in addition to measuring internal consistency, you wish to provide evidence that the scale in question is one-dimensional, additional analyses can be performed. Exploratory factor analysis is one method of checking dimensionality. Technically speaking, Cronbach's alpha is not a statistical test – it is a coefficient of reliability (or consistency).

Cronbach's alpha can be written as a function of the number of test items and the average inter-correlation among the items. Below, for conceptual purposes, we show the formula for the Cronbach's alpha:

Here

$\alpha$  is Cronbach's alpha

N is equal to the number of items

$\hat{\sigma}$  is the average inter-item covariance among the items

C equals the average variance.

$$\alpha = \frac{NC}{\hat{\sigma}(N-1)C}$$
$$\alpha = \frac{4(1.1466)}{2.871875(4-1)(1.1466)} = \frac{4.5864}{9.8786} = \underline{\underline{0.464}}$$

Therefore: the relationship between customer satisfaction and perception is it has statistically significant difference.

### **3.6. Ethical consideration**

Every respondent involved in the study was treated in their own language whether he/she is willing or not. To this end, the researcher translated questionnaires into Amharic language and the respondents' willingness in completing the questionnaire has been considered in advance. Besides, information obtained has been held in strict confidentiality by the researcher. All the assistance given and sources provided will be accordingly recognized.

# CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND DISCUSSION

## 4.1. Introduction

This chapter of the study presents the analysis and results of the data gathered from customers and court leaders (court manager, president and vice presidents) by using questionnaires as well key informants of the court through interview. The collected data through questionnaires were organized according to the category of the respondents. The obtained data through questionnaires was analyzed by using SPSS, frequency and percentage. Finally, the results were indicated by tables so as to interpret and know the findings of the study.

The data collected through interview were organized in logical manner and categorized in thematic area in meaningful groups and analyzed by following qualitative data analysis procedures.

## 4.2. Response Rate

The survey instrument was distributed to federal high court of Lideta branch customers by using medium standard sampling from 501-1200 sample frames. So, the questionnaire was distributed to a total of 80 respondents. From the total respondents all respondents returned the questionnaire with a total response rate of 100%.

**Table 4.2. Response Rate**

Strata	No of population	No of	distributed	Returned	percentage	Unreturned	percentage
		Sample					
Customers	800	80	80	80	100	0	0
Total	800	80	80	80	100	0	0

### 4.1.2. Demographic factors of the Respondents

This section provides basic information about the demographic characteristics and frequency distribution of the respondents which include their age, sex, educational back ground, and responsibilities.

**Table 4.1.2 Demographic factors of the Respondents**

<b>Item</b>		<b>Frequency</b>	<b>percentage</b>
<b>Sex</b>	male	48	60
	female	32	40
<b>Total</b>		<b>80</b>	<b>100</b>
<b>Age</b>	< 25	0	0
	26-35	21	26.3
	36-45	32	40
	46-55	27	33.8
	above 55	0	0
<b>Total</b>		<b>80</b>	<b>100</b>
<b>Educational level</b>	Secondary school completion	7	8.8
	Diploma	15	18.8
	BA Degree	35	43.8
	MA	19	23.8
	PhD	4	5
<b>Job</b>	Missed value	2	2.5
	private	46	57.5
	government	18	22.5
	NGO	6	7.5
	others	8	10
<b>Total</b>		<b>80</b>	<b>100</b>

As depicted in the above table the gender composition of the respondents was proportional, there is a slight difference between males respondents and females respondents however the number of Males respondents were higher than female respondents.

Regarding to age the majority of the respondents age frequency distribution showed that 32(40%) respondents were in the age category between 36-45 years. The respondents who belong to the age 46-55 years were 27(33.8) in number. The remaining 21(26.3%) respondents were 26-35 years old. From this, it could be concluded that majority of respondents of the courts are young and matured.

Regarding to respondents' level of educational status as the figure above reveals, the majority of respondents 35(43.8 %) are BA degree holders. Furthermore 19(23.8 %) of respondents have master's degree and 15(18.8%) were diploma holders while 7(8.8%) of respondents were secondary school completion. The remaining 4(5%) of respondents were PHD holders. In general all of the participants in the survey are literate people who have already achieved different levels of education. Thus, this shows that most of the respondents were already achieved different levels of education which helps the respondents easily understand the service delivery of the courts and measure the satisfaction level.

With regarding to the jobs of the customers, majority of the respondents 46 (57.5%) were private employees. The remaining 18(22.5%) of the respondents were government, 8(10%) and 6(7.5%), others and NGO respectively. Therefore, majority of the respondents were private employees.

### **4.3. Findings and Analysis of the study**

Customer satisfaction is the condition at which perceived performance of institutions (organizations) or service meet users expectation. It is the evaluation of the perceived Discrepancy between prior expectations and the actual performance of the products of particular organization. This section of the chapter attempts to know the degree of service delivery and satisfaction level in Federal high court of lideta bench. In order to know the degree of satisfaction the research put the choice and descriptive statistics such as frequency, percentage mean value and standard deviation.

**Table 4.3.1. Choice Question Related to Types, Time schedule, Expectation and level of service delivery.**

Items	choice	frequency	percent	mean	St. deviation
<b>2.1. Which kind of service you need from the Federal high court</b>	prosecutor	13	16.3	2.6375	1.02183
	accused	20	25		
	witness	32	40		
	attorney	13	16.3		
	others	2	2.5		
	<b>Total</b>	<b>80</b>	<b>100</b>		
<b>2.2. For how long have you been a customer of the Federal high court of Lideta bench</b>	Below 30 days	18	22.5	3.1125	1.48404
	1-2 months	9	11.3		
	3- 6 months	19	23.8		
	6 – 11months	14	17.5		
	above a year	20	25		
	<b>Total</b>	<b>80</b>	<b>100</b>		
<b>2.3.How did you get the service of Federal high court of Lideta bench</b>	above my expectation	8	10	2.6375	0.88937
	Equal with my expectation	27	33.8		
	below my expectation	31	38.8		
	I can't decide	14	17.5		
	<b>Total</b>	<b>80</b>	<b>100</b>		
<b>2.4. How do you evaluate the service of Federal high court of Lideta bench?</b>	Very low	0	0	3.1	0.73948
	Low	16	20		
	Medium	42	52.5		
	High	20	25		
	Very high	2	2.5		
	<b>Total</b>	<b>80</b>	<b>100</b>		

The data in table 4.3.1 of item 2.1 indicates that customer of the court from the total respondents 32 (40 %) respondents were the witness, 20(25%) were the accused and the rest one are 13(16.3%) prosecutor, 13(16.3%) attorney and 2 (2.5%) other customers.

As we seen from the above Table item 2.2. Majority of Respondents were 20(25%) of respondents were scheduled above a year. As it indicated from the data majority of respondents scheduled above the year which implies that Lideta court bench is not effective.

From the table 4.3.1. Of item 2.3. Majority of respondents 35(38.8%) responded that the service of the court below expectation.

As indicated in item 2.4. Of the above table, the majority of respondents 42.5 (52.5%) responded that the service of Federal high court of Lideta bench was medium.

#### **4.3.1. Customers response on the Service delivery of the bench**

Customer satisfaction is the condition at which perceived performance of institutions (organizations) or service meet users expectation. It is the evaluation of the perceived discrepancy between prior expectations and the actual performance of the products of particular organization. This section of the chapter attempts to know the degree of service delivery and satisfaction level of the federal high court of lideta bench. To rank the degree of implementation the researcher used the following short symbols of likert scale and descriptive statistics such as percentage, mean value and standard deviation).

**SA=Strongly Agree (5) A=Agree (4) N=Neutral (3) DA=Disagree (2) SDA=Strongly Disagree (1) MV= Missed value (0)**

#### **Table 4.3.2 Question Related the dimension of customer service Delivery**

Table 4.3.2 shows that Empathy has the highest mean value (3.07) scored by Empathy while the lowest mean value (2.67) scores by customer satisfaction level. The rest service quality dimensions Tangibility, Reliability, Assurance and Responsiveness have 2.7, 2.73, 2.83, and 2.87 values respectively. Consequently, it is possible to conclude that most of the customers were satisfied with Empathy, Assurance and Responsiveness dimensions. In contrast customers are less satisfied with service quality. The ascending order of customer satisfaction with service provided by federal high court of lideta bench, customer satisfaction is the first with 1.06 standard deviation, Assurance is the second with 1.11 standard deviation, Reliability is the third with 1.12 standard deviation, Empathy is the fourth with 1.13 standard deviation and tangibility is the least with 1.3. Therefore, in general the service provided by federal high court satisfied the customers but as the result of the survey indicated in which there is little gap between the parameters of service quality indicated that federal high court of lideta bench should work for the best of the customer's satisfaction.

No	Items	Rating scale							mean	St.deviation
		Percentage (%)								
		SA	A	N	D	SDA	MV	Total		
	<b>Tangibles</b>								<b>2.7</b>	<b>1.3</b>
3.1	The bench has modern looking equipment	-	28	25	25	21.3	-	<b>100</b>	<b>2.6</b>	<b>1.12</b>
3.2	The bench physical features are visually appealing	-	23.8	32.5	35	8.8	-	<b>100</b>	<b>2.7</b>	<b>0.9</b>
3.3	The bench's information desk employees are neat appearing.	6.3	21.3	38.8	20	13.8	-	<b>100</b>	<b>2.8</b>	<b>1.9</b>
<b>4.</b>	<b>Reliability</b>								<b>2.73</b>	<b>1.12</b>
4.1	The bench provide services in a certain time of period to do promises it.	2.5	21.3	25	32.5	18.8	-	<b>100</b>	<b>2.6</b>	<b>1.1</b>
4.2	When the customer face with a problem, the Employees of bench shows their interest in solving it.	2.5	23.8	38.8	27.5	3.8	3.8	<b>100</b>	<b>2.8</b>	<b>1.04</b>
4.3	The bench insists on error free records	3.8	28.8	20	26.3	16.3	<b>5</b>	<b>100</b>	<b>2.62</b>	<b>1.3</b>
4.4	The bench provides its service at the time it promises to do so.	8.8	21.3	27.5	38.8	3.8	-	<b>100</b>	<b>2.9</b>	<b>1.05</b>
<b>5</b>	<b>Responsiveness</b>								<b>2.87</b>	<b>1.16</b>
5.1	Employees in the bench inform the customers exactly when the services will be provided.	3.8	17.5	30	27.5	21.3	-	<b>100</b>	<b>2.6</b>	<b>1.12</b>
5.2	Employees willing to help customers	10	35	23.8	22.5	6.3	2.5	<b>100</b>	<b>3.12</b>	<b>1.2</b>
5.3	Employees in the bench give your prompt service.	13.8	17.5	22.5	40	6.3	-	<b>100</b>	<b>2.9</b>	<b>1.17</b>
<b>6</b>	<b>Assurance</b>								<b>2.83</b>	<b>1.11</b>
6.1	Customers feel safe in the communication with the federal high court of <i>Lideta</i> bench employees	2.5	33.8	22.5	35	6.3	-	<b>100</b>	<b>2.9</b>	<b>1.02</b>
6.2	Employees are polite	8.8	35	15	23.	17.5	-	<b>100</b>	<b>2.93</b>	<b>1.28</b>

					8					
6.3	The employees speak with you by using an appropriately address forms (Ex. Hello, May I help you, Sir/Madam?).	3.8	16.3	35	36.3	6.3	2.5	100	2.67	1.03
<b>7</b>	<b>Empathy</b>								<b>3.07</b>	<b>1.13</b>
7.1	Employees give customers individual attention (ex. For pregnant, elders, disables...)	48.8	42.5	6.3	-	-	2.5	100	4.37	0.71
7.2	Employees know what customers' needs	3.8	21.3	16.3	43.8	8.8	6.3	100	2.48	1.21
7.3	The employees are able to communicate effectively with you	7.5	13.8	27.5	23.8	15	12.5	100	2.37	1.42
<b>8</b>	<b>Customer satisfaction level</b>								<b>2.67</b>	<b>1.06</b>
8.1	The customer satisfied with the court complete range of services.	-	37.5	13.8	35	13	-	100	2.75	1.10
8.2	The customer satisfied with the performance of the employees of this court.	2.5	36.3	13.8	42.5	2.5	2.5	100	2.7	0.91
8.3	The customer satisfied with the courts employees' professionalism	-	18.8	26.3	43.8	11.3	-	100	2.5	0.92
8.4	The customer satisfied with the service quality of this court.	11.3	10	28.8	31.3	15	3.8	100	2.6	1.28
8.5	I am satisfied with the respectful behavior of employees.	6.3	21.3	25	35	12.5	-	100	2.8	1.09

### Regarding to Tangibility:-

As the above Table shows that, out of 100% respondents, 28% respondents Agreed that the Federal high court of Lideta bench has modern looking equipment but 46.3% disagreed, 25% of the respondents said neutral, **This shows that federal high court of lideta bench has no modern looking equipment.**

As indicated in the above table about Federal high court of lideta bench physical facilities are visually appealing, 43.8% of the respondents explained that they disagree, 25% of them replied that neutral, 28% respondents said that they were agree, The analysis shows that physical facilities of the bench is not visually attractive. Respondents from the top leader's shows that the

bench has no modern equipment and not much visually attractive but it is planned to reform the court in short period of time

Based on the data from table above about bench information desk, out of the total respondents 13.8% replied to strongly disagree, 43.8% responded disagree, 38.8% of them replied that neutral, 27.3% responded strongly agree.

According to the above information most of the respondent regarding to the physical appearance of employee the customers decided nothing or had no information.

### **Reliability of Service delivery:-**

Regarding to question bench provide service with in a time frame work,51.3% of the respondents responded disagree ,25% respondents said neutral, 27.8% respondent replied agree. This shows that Federal High Court lideta bench does not do something by a certain time.

With regards item 4.3.The respondents had varying responses on the subject with 3.8% responded strongly disagree, 27.5% replied disagree, majority of respondents 38.8% were neutral while 23.8% \$ 2.5% confirmed but 3.8% missed the question.

Based on the data from item 4.4 the bench insists on error free records. From the total respondents 42.6% respondents responded, 26.3% disagree, 20% said neutral, 31.8% respondents agreed that the bench insists on error free records and 5% respondents missed the question.

With regards to Federal High Court of lideta bench is providing their service at the time they promise to do, out of the total respondents 41.6%of them responded disagree ,27.5% of them Replied neutral, 29.7%of respondents responded agree. So, this shows that the Federal High Court of lideta bench has not providing service to its customer at the time they promise to do so.

### **Responsiveness dimension of Service delivery**

Item 5.1 indicates that Employees in the bench tell exactly when the services will be performed out of total respondents ,48.8%) of the respondents replied disagree, 30% of respondents replied neutral, 22.2% of the respondents said agree. The majority of respondents argued that Employees in the bench tell exactly when the services will be performed.

Majority of respondents confirmed that Employees of the court willing to help customers 'from the total of respondents,28.8 % of them answered disagree,23.3 % of the respondents said they are neutral,37.5% of the respondents said they are agree,10% of the respondents said strongly agree while 2.5 respondents missed the answer. From this it is possible to conclude that employees of Federal High Court of lideta bench employees willing to help the customers.

Based on the data from item 5.3, out of the total respondents 46.3% disagreed that Employees in the bench give prompt service on contrary 31.3% replied agree, 22.5% respondents decided nothing. From the above information it implies that most of the respondents were almost satisfied about the prompt service of the bench.

### **Assurance dimension of Service delivery**

Table Item 6 focuses on Service delivery Assurance. Thus, as indicated on the table the majority of respondents 35% disagreed and strongly disagreed respectively. On the contrary, 33.8% of the respondent's confirmed that Customers feel safe in the communication with the federal high court of lideta bench employees. Therefore this indicates that Customers are not feel safe in the communication with the federal high court of lideta bench employees.

With regards to the Employees politeness 32.55% respondents replied disagrees on contrary 43.8% customers confirmed the politeness of .Employee while 15% of respondents were neutral; with Employees know the customers' needs,16.3 decided noting and 8.8 missed the answer ,Therefore this indicates that the Employees of federal high court of lideta branch are politest.

Based on the data employees speak with customers by using an appropriately address forms, majority of respondents 42% responded disagree, 35% replied neutral,20.1% of respondents responded agree,2.5 respondents missed the answer. Therefore from this most of the time employees are not use appropriate address forms while speaking with customers.

### **Customer's response on Empathy dimension of service delivery**

With regard to Service delivery Empathy on item 91.2 % of the respondents agreed that Employees give customers individual attention (ex. pregnant, elders, disables...). On the other hand, 6.3% of the respondents replied neutral and 2.5 did not give the answer. It implies that those Employees of the court give attention for the customers.

As indicated on the table of item 7.2 indicates that 52.6 % of the respondents responded disagreed that Employees know the customer's needs. On the contrary, 24.8% of respondents agreed, this indicates that most customers are not believed that Employees of the bench know what customers' needs.

As we can see from the table item 7.3, the majority of respondents which account for 38.8% of the respondents disagreed that the employees are able to communicate effectively with customer. But 20.5% of respondents agreed employees are able to communicate effectively with customer, 27.5% and 12.5 responded neutral and missed the answer respectively. In this regard the lideta bench court employees are not able to communicate effectively with the court customers.

### **Response on the level of Customer satisfaction**

As indicated in table of item 8.1 regarding to customer satisfaction court complete range of service, out of all respondents 48 % of the respondents responded that they were disagree, 13.8% of the respondents said neutral, 37.5% of respondents answered agree. This shows that the customers of Federal High Court of lideta did not satisfied with the court complete range of service.

As indicated in the above table of item 8.2 regarding to the customer satisfaction with the performance of the Employees of the court, 45% of the respondents explained that they are disagree, 13.8% of them replied that they are neutral, 38.8% of respondents said that they agree, In addition to this 2.5% of respondents missed the answer. This shows that the customers of the federal high court of lideta bench was not satisfied with the performance of employees.

As indicated in item 8.3 concerning to court Employees professional Excellence, out of the total respondents 55.1% of the respondents said disagree, 26.3% of them said neutral, 18.8% of the respondents responded agree. So, this indicated that the costumers did not satisfy with the courts employees' professional excellence.

As we can see from the above table item 8.4, 46.3% of respondents' disagreed that the customers were satisfied with the quality service of the court, 28.8% of respondents replied neutral 'In contrary, 21.3% confirmed the question ,3.8% respondents jumped the question. It is implied that customers did not satisfied with the quality service of the court.

With regard to the respectful behavior Employees, the majority of respondents argued the question that means 47.5 % of the respondents responded that they are disagrees, 25% of the respondents said neutral, 27.6 % of respondents answered agree.

Generally the influences of customer satisfaction level conducted service quality and behavior on customer satisfaction the case of lideta bench showed that, majority of customers don't satisfy with the overall service provided by the bench. Interview from the leaders of the court shows, it is difficult to determine the customers of the court are satisfied with the court service delivery or no because the court satisfaction level is not researched and evaluated.

# **CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS**

## **5.1. Summary of Major Findings:-**

The Findings shows that the court has no modern looking equipment and not visually attractive.

The findings revealed that Majority of customers scheduled above the year and the delivered service was below Expectation. The result from the findings regarding reliability of the court Federal High Court lideta bench don't do something by a certain time and providing service to its customer at the time they promise to do. Concerning to the Responsiveness of Service delivery, the data shows that majority of respondents argued that Employees in the bench do not tell exactly when the services will be performed in contrary Employees of the Federal High Court of lideta bench willing to help the customers.

Regarding to customer response on Empathy of service delivery Employees of the court give individual attention for the customers in contrary most of customers are not believed that Employees of the bench know the customers' needs and not able to communicate effectively with the court customers. Concerning to the satisfaction level of customers the result shows that the customers did not satisfied with the court complete range of service and overall service provided by the bench.

## **5.2. Conclusion**

Based on these discussions and interpretation of the findings the following conclusions are drawn.

In public organizations including Federal high court material resources are decisive factors that can influence their production or service, the leaders of Federal high court must be play significant role in settle standardized office, bench physical features, work equipment and conducive working environment for the success of service delivery however they did not play their role to improve service delivery effectively and efficiently to the maximum expected.

Customer service training plays a vital role in the success of service delivery of bench as a service oriented institutions and would be beneficial to all parties involved. Customer service training communicates the organizations priorities demonstrates its commitment to service quality and

reduces customer complaints and dissatisfaction. Any contention that customer's needs and expectations are sufficiently known without customer survey or other forms of feedback communication is no doubt on exercise in self- deceit.

### **5.3. Recommendation**

Findings also show that customers expected more than what they perceive in this bench and hence no satisfaction and this therefore the bench should have to improve all the dimensions of service quality in order to bring higher perceived service quality and customer satisfaction.

The Court should be equipped with relevant IT equipment and facilities including its proper utilization as well as the court should settle standardized office, bench hall, work equipment and conducive working environment with a focus on strengthening Court benches and judicial access at regional level.

The main purpose of the court is providing efficient and effective judicial service. The practical day today service rendering activities on the ground has to refurbish. Therefore the court should implement case flow management in order to fixed time schedule for cases from initiation to disposition which is highly linked with the capacity of the court to resolve cases qualitatively and timely because without fixed time schedule efficient and effective service delivery cannot be successful.

The Court had long standing and inaccessible organizational structure which is difficult to respond the growing public demands of judicial services efficiently. Therefore, the organizational structure and road map of the court should be revised and reformed to achieve the long term objectives service delivery.

Federal high court should create continuous awareness, training, education opportunity, periodic evaluation and recognition as motivational strategy for employees to build their skill, knowledge and attitude towards the effectiveness service delivery and satisfaction as a whole.

It is known that usually public leaders face a lot of challenges in the process of organizational change. The same is true for leaders of Federal high court. Thus, court leaders should prioritize and plan to solve these challenges in participatory approach besides cooperation with court stake holders.

General implication to management of the bench should focus on all dimensions of service quality and make efforts to improve them in order to have better performance that would lead to higher perceived service quality and customer satisfaction.

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**Appendix one**  
**Addis Ababa University**  
**Public Management and Policy**

**Questionnaire to be filled by customers of Federal High Court of *Lideta*  
bench.**

**Researcher Name: -Rahel Derese**

The purpose of this questionnaire is to collect relevant data that help to assess the influence of Quality Public service delivery focusing on Federal High Court of lideta branch and to come up with relevant remedies to improve the identified problems.

***General Direction***

- For questions with an options show your appropriate response category by circling in front of the idea that represents your opinion
- For items that contain blank space, write your short response on the space provided.

**Thank you on advance for your cooperation!**

**Part One: -**

**Personal informational**

1. Sex /Gender

A/ male            B/ Female

2. Age in years

A/ less than 25            B/26-35            C/ 36-45            D/ 46-55            E/ above 55

3. Educational level

A/ not reading and writing            B/ Primary education (1- 8)  
C/ Secondary education (9-12)            D/ level            E/ Diploma  
F / BA/BSC            G/ Masters            H/ PhD

4. your Job -----

A/ Private            B/ Government            C/ NGO            D/ Others-----

**Part Two: -**

**Questions related to the topic**

2.1. Which kind of service you need from the Federal high court?

A/ prosecutor B/ accused            C/ witness            D/ attorney E/ If other mention .....

2.2. For how long have you been a customer of the Federal high court of *Lideta* bench?

A/ Below 30 days            B/ 1-2 months            C /3- 6 months            D/ 6 – 11months

E, above a year

2.3. How did you get the service of Federal high court of *Lideta* bench?

A/ above my expectation            B/ Equal with my expectation            C/ below my expectation / I can't decide

2.4. How do you evaluate the service of Federal high court of *Lideta* bench?

A / Very low            B/ Low            C/ Medium            D) High            E) Very high

## Part Three:-

### General Instruction

Based on your own observation and evaluation, rate the degree of influence of public service delivery for customer satisfaction Federal high court of lideta bench. After you carefully read each points, please put your rating a «✓» symbol under the number you agree in each question. To rank the degree of each points please use the following scale.

5 = strongly agree 4 = agree 3 =Neutral 2=disagree 1 =strongly disagree

3	Tangibles	1	2	3	4	5
3.1	The bench has modern looking equipment					
3.2	The bench physical features are visually appealing					
3.3	The bench's information desk employees are neat appearing.					
4.	<b>Reliability</b>					
4.1	The bench provides services in a certain time of period to do promise it.					
4.2	When the customer face with a problem, the Employees of bench shows their interest in solving it.					
4.3	The bench insists on error free records					
4.4	The bench provides its service at the time it promises to do so.					
5	<b>Responsiveness</b>					
5.1	Employees in the bench inform the customers exactly when the services will be provided.					
5.2	Employees willing to help customers					
5.3	Employees in the bench give your prompt service.					
6	<b>Assurance</b>					
6.1	Customers feel safe in the communication with the federal high court of Lideta bench employees					
6.2	Employees are polite					
6.3	The employees speak with you by using an appropriately address forms (Ex. Hello, May I help you, Sir/Madam?).					
7	<b>Empathy</b>					

7.1	Employees give customers individual attention (ex. For pregnant, elders, disables...)					
7.2	Employees know what customers' needs					
7.3	The employees are able to communicate effectively with you					
<b>8</b>	<b>Customer satisfaction level</b>					
8.1	The customer satisfied with the court complete range of services.					
8.2	The customer satisfied with the performance of the employees of this court.					
8.3.	The customer satisfied with the courts employees' professionalism					
8.4	The customer satisfied with the service quality of this court.					
8.5	I am satisfied with the respectful behavior of employees.					

**9. What should be done to improve customer satisfaction of Federal high courts?**

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## **Appendix Two**

**Addis Ababa University**

**Public Management and Policy**

### **Interview Guideline Questions for Top leaders**

First, I would like to thank for your willingness and cooperation in responding to the questionnaire for my study entitled “**The Influence of Quality Public service delivery on customer satisfaction: the case of Federal High Court of *lideta* bench.**”

The purpose of this interview question is to collect information on the subject under the study. Your cooperation in providing genuine information on the subject is highly valuable to complete the study. The study is an independent research to be conducted for the partial fulfillment of the Master’s Degree in Public management and policy. Hence, it is for the academic purpose and the researcher would like to assure you that the information provided will be treated in confidentiality.

**Thank you on advance for your cooperation!**

**Rahel Derese**

### **Interview Question prepared for court Manager**

1. How do you evaluate the service delivery of the court related to Tangibility, reliability, empathy, Responsiveness and satisfaction level of the customer?
2. What are the major complain of the customers during the service delivery of the court?
3. Do you have any comments or suggestions that will help the court improve its quality of services?

### **Interview Questions prepared for president and vice president leaders**

1. Do you believe that the court customers satisfied with the service they receive from the Bench?
2. What are the major problems of service delivery in federal high court of Lideta branch?
2. What improvements should be done to increase customer satisfaction?
3. Is there any project/ plan related to improve service delivery in future?

# አዲስ አበባ ዩኒቨርሲቲ

## የአመራርና መልካም አስተዳደር ትምህርት ክፍል

### በፌደራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት በተገልጋዮች የሚሞላ መጠይቅ

#### የጥናቱ ርዕስ

በፌደራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት የአገልግሎት አሰጣጥና የተገልጋዮች እርካታ በሚል ርዕስ ለሚዘጋጅ ጥናት የተዘጋጀ መጠይቅ ነው።

#### የአጥኚው ስም :- ራሔል ደረሰ

ይህ መጠይቅ የተዘጋጀው በፌደራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት ያለው የአገልግሎት አሰጣጥና የተገልጋዮች እርካታ በሚል ርዕስ ጥናት ለማካሄድ የተዘጋጀ መጠይቅ ነው። ስለሆነም እርስዎ ይህንን ቃለመጠይቅ በጥሞና እንዲሞሉልኝ ስጠይቅ መጠይቁን በመሙላት የርስዎ የመልካም ትብብር ከፍተኛ እገዛ ያደርግልኛል።

#### ለመጠይቆቹ ምላሽ ሲሰጡ

- ጥያቄዎቹን ከመመለስዎ በፊት መመሪያውን በሚገባ ያንብቡት
- እያንዳንዱን ጥያቄ በተቻለ መጠን ይሙሉ
- ምላሽዎን ሲሰጡ የሚስማሙበትን መልስ የ “X” ምልክት አስቀምጡ
- በመጨረሻም የእርስዎን የጽሁፍ ምላሽ የሚሹ ክፍት መስመሮች ሲገጥሙት አስተያየትዎን /ምላሽዎን/ በጽሁፍ ያስፍሩ።

ስለመልካም ትብብርዎ አመሰግናለሁ!!

## ክፍል አንድ

### የግል ሁኔታ መረጃ

1.1 ጾታ ወንድ  ሴት

1.2 ዕድሜ 25 እና በታች  26-35  36-45   
46 እና ከዚያ በላይ

1.3 የትምህርት ደረጃ እስከ 12ኛ ክፍል  ዲፕሎማ  ዲግሪ   
ሁለተኛ ዲግሪ (ማስቴርስ)  ፒኤችዲ

1.4 የሥራዎ ዓይነት የግል  የመንግስት  መንግስታዊ ያልሆኑ ድርጅቶች   
ሌላ

## ክፍል ሁለት

### የአገልግሎት አሰጣጥና የተገልጋይ እርካታ ተዛማጅ ጥያቄዎች

2.1. ወደ ፌዴራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት የመጡበት ምክንያት ምንድነው

አሳሽ  ምስክርነት  ተከላሽ  ሌላ ካለ ይግለጹ .....

2.2. ወደ ፌዴራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት ከመጡ ምን ያህል ሆኖታል ?

ከ30 ቀን በታች  ከ1-2 ወር  ከ 3-6 ወራት  ከ 6-11 ወራት   
ከአንድ ዓመት በላይ

2.3. የፌዴራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት አገልግሎትን እንዴት አገኙት?

ከጠበቅኩት በታች  እንደጠበቅኩት  ከጠበቅኩት በላይ   
ምንም መግለጫ የለኝም

2.4. ስለፌዴራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት አገልግሎት አሰጣጥ ያለዎት ግንዛቤ ምን ያህል ነው?

ዝቅተኛ  መካከለኛ  ከፍተኛ  በጣም ከፍተኛ

### ክፍል ሶስት

#### የመገመትና የመገንዘብ ጥያቄ (Expectations, Perceptions)

እንደ አንድ የፍርድ ቤት ባለጉዳይ የፌዴራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት ተጠቃሚ የምድብ ችሎቱ የአገልግሎት አሰጣጥ የተገነዘቡትን (የተረዱትን) ከደረጃ 1 እስከ 5 የቀረቡ ቁጥሮች የ "X" ምልክት ያስቀምጡ፡

1. በጭራሽ አልስማማም      2. አልስማማም      3. ሃሳብ የለኝም      4. እስማማለሁ  
5. በጣም እስማማለሁ

3	ተጨባጭነት (Tangibles )	1	2	3	4	5
3.1	የፍርድ ቤቱ መሣሪያዎች (የድምጽ መቅረጫ መሣሪያዎች) እና የመሳሰሉት ከመበላሸት ነጻ ናቸው					
3.2	ፍርድ ቤቱ ባለጉዳዮች የሚቀመጡባቸው ምቹ ችሎቶችና መቀመጫዎች አሉት					
3.3	የምድብ ችሎቱ ሠራተኞች የእርስዎን ፍላጎት ይረዳሉ					
4	አስተማማኝነት (Reliability)					
4.1.	በምድብ ችሎቱ ቃል የተገባው አገልግሎት (በማስታወቂያ የተለጠፈው እና የመሳሰሉት) አገልግሎት ይሠጣሉ					
4.2.	ፍርድ ቤቱ በተቀመጠ ጊዜ መሠረት አገልግሎ ይሠጣል					

<b>5</b>	<b>ምላሽሰጭነት ( Responsiveness)</b>					
5.1	ሠራተኞች የሚገባውን አገልግሎት ይሠጣሉ					
5.2	የችሎቱ ሠራተኞች ባለጉዳዮችን ለመርዳት (ለማገልገል) ፍላጎት አላቸው					
5.3	ሠራተኞቹ እርስዎ የሚፈልጉትን አገልግሎት መቼ እና እንዴት እንደሚያገኙ ይነግሩዎታል (ለምሳሌ ችሎት ጸሐፊዎች ፣ ችሎት ሥነ ሥርዓት አስከባሪዎችና ፊደላት-ራሮች)					
5.4	ሠራተኞች ከባለጉዳዮች ጋር ውጤታማ የሆነግንኙነት አላቸው					
<b>6</b>	<b>በራስ መተማመን (Assurance)</b>					
6.1	አገልግሎት በመስጠትና በመቀበል ሂደት ውስጥ ሠራተኞቹ ደህንነት እንዲሰማዎ ያደርጋሉ					
6.2	ሠራተኞቹ ትህትናን የተላበሱ ናቸው					
6.3	ሠራተኞቹ እምነት የሚጣልባቸው ናቸው?					
<b>7</b>	<b>የባለጉዳዮችን ችግር ከመረዳት አንጻር (Empathy)</b>					
7.1	ሠራተኞች ልዩ ድጋፍ ለሚሹ ባለጉዳዮች ቅድሚያ ይሠጣሉ (ለምሳሌ ለነፍስ ጡሮች ፣ ለአዛውንቶች፣ ለአካል ጉዳተኞችና ለመሳሰሉት)					
7.2	ሠራተኞች የባለጉዳዮችን ፍላጎት ያውቃሉ					
<b>8</b>	<b>የተገልጋይ ዕርካታ ደረጃ ( Customer satisfaction level)</b>					
8.1.	በፍርድ ቤቱ አገልግሎት አሰጣጥ ከመጀመሪያ እስከ መጨረሻ እርካታ ማግኘት ችለዋል					
8.2	በአገኛውት አገልግሎት መሰረት በሰራተኞች አፈጻጸም በቂ እርካታ አግኝተዋል					
8.3	በፍርድ ቤቱ ሰራተኞች ሙያዊ ብቃት እረክተዋል					
8.4	በፍርድ ቤቱ አገልግሎት ጥራት እርካታ እረክተዋል					
8.5	የፍርድ ቤቱ ሰራተኞች በሰጡኝ ተገቢ ክብር ተደስተዋል					

9. የፌዴራል ከፍተኛ ፍርድ ቤት ልደታ ምድብ ችሎት አገልግሎት አሰጣጥን ለማሻሻል ምን መደረግ አለበት ብለው ያምናሉ?

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**ስለመልካም ትብብርዎ አመሠግናለሁ!**