

Analysis of Court Web Sites in the Republic of Serbia

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Multi-Donor Trust Fund for Justice Sector Support in Serbia, World Bank



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INTRODUCTION

The court web sites websites analysis includes 95 courts:

- 66 Basic Courts
- 25 Higher Courts
- 4 Appeal Courts

The analysis was conducted based on 35 relevant sources in the period between April 14th 2016 and June 1st 2016. The data was gathered through the web access to the court web sites, as well as through direct communication with the courts.

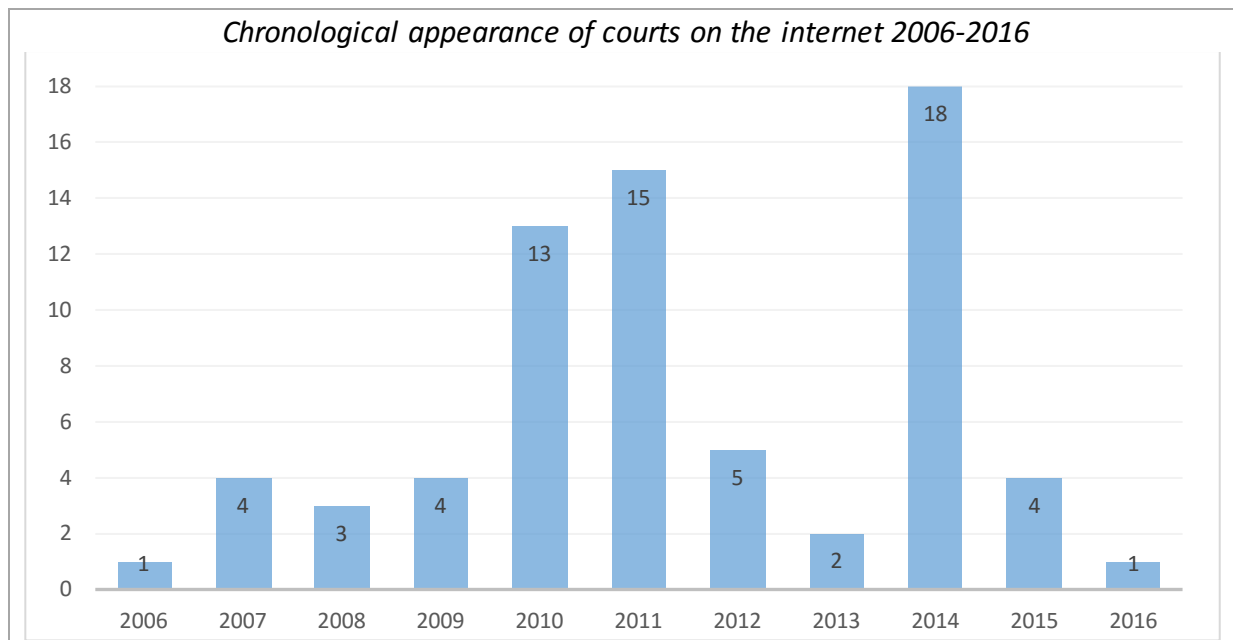
The analysis covers the aspect of uniformity of court web sites, as well as the technological-administrative aspect, through the following categories:

- Presence on the internet
- Finance and development
- Availability on the internet
- Administrative-technical presentment
- Specific contents and online services
- User interface
- Compatibility with mobile platforms
- Design and visual identity
- Content Storage - "Web Hosting"
- Content management
- Human resources

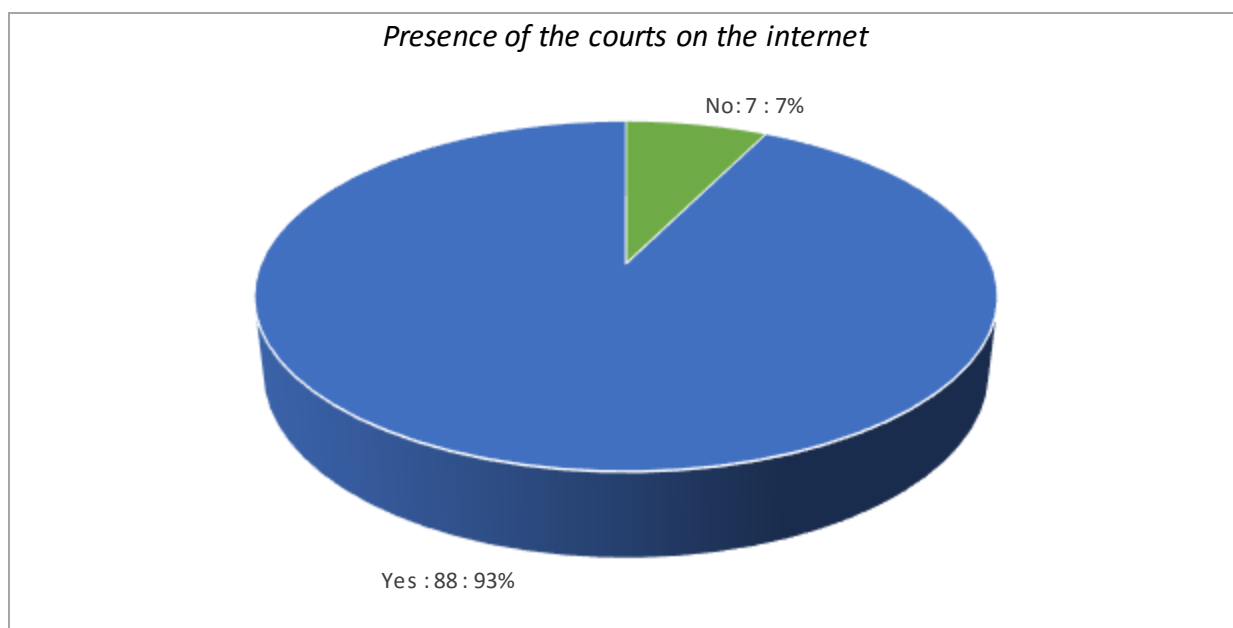
RESULTS AND RECOMMENDATIONS

PRESENCE ON THE INTERNET

1. Courts in the Republic of Serbia have been present on the internet since 2006.

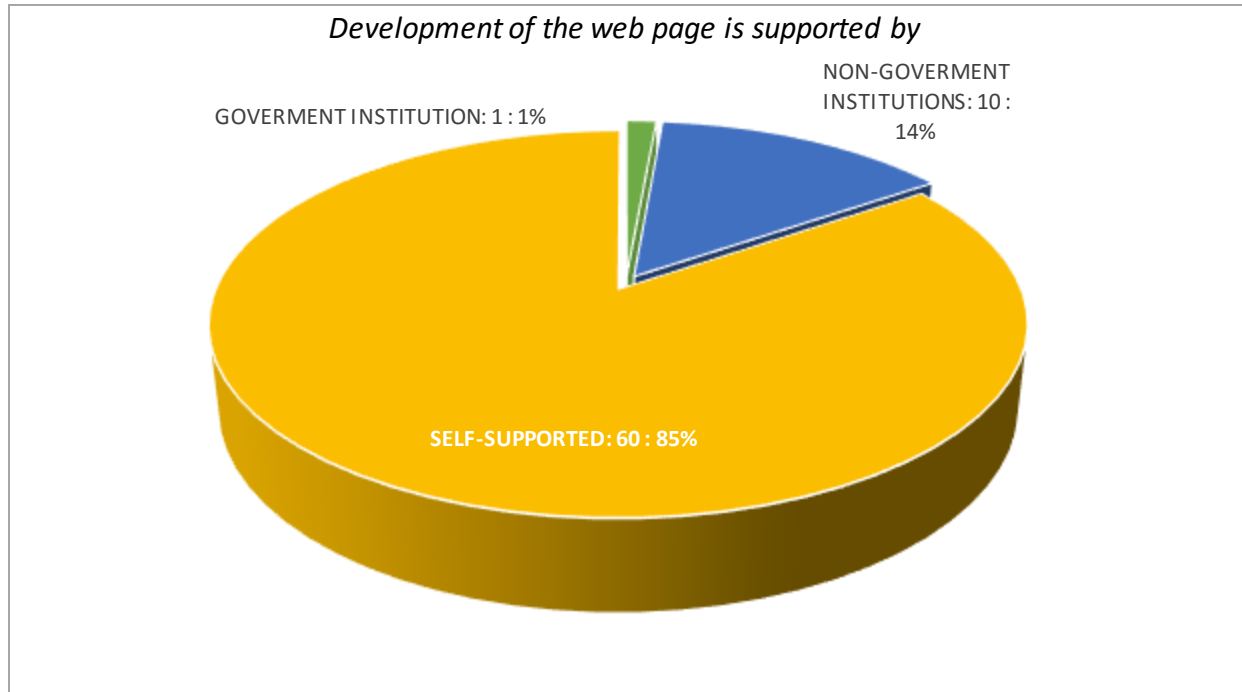


2. A significant number of courts has a web page, while a certain number of court still does not have a web page. Regardless of the fact that a relatively small proportion of the courts does not have a web page, it is very important that all courts have their own web locations, so as to enable end users to access the court's services on the internet.

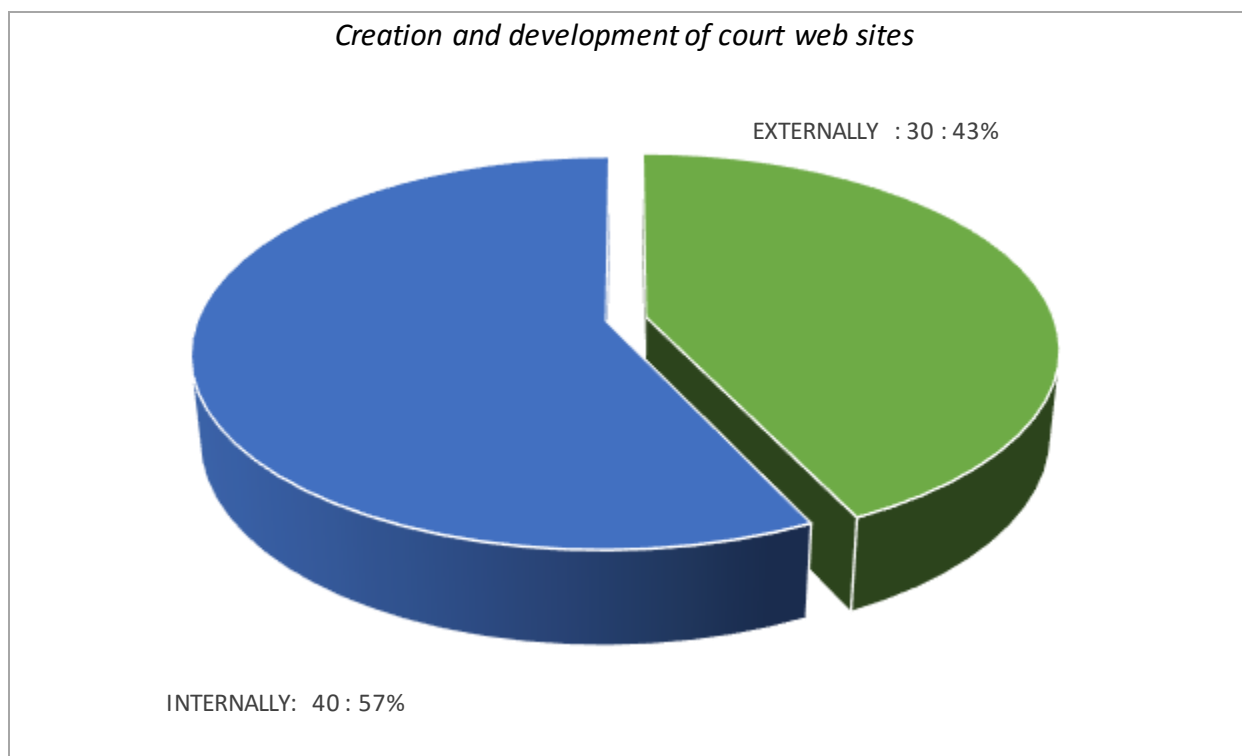


FINANCE AND DEVELOPMENT

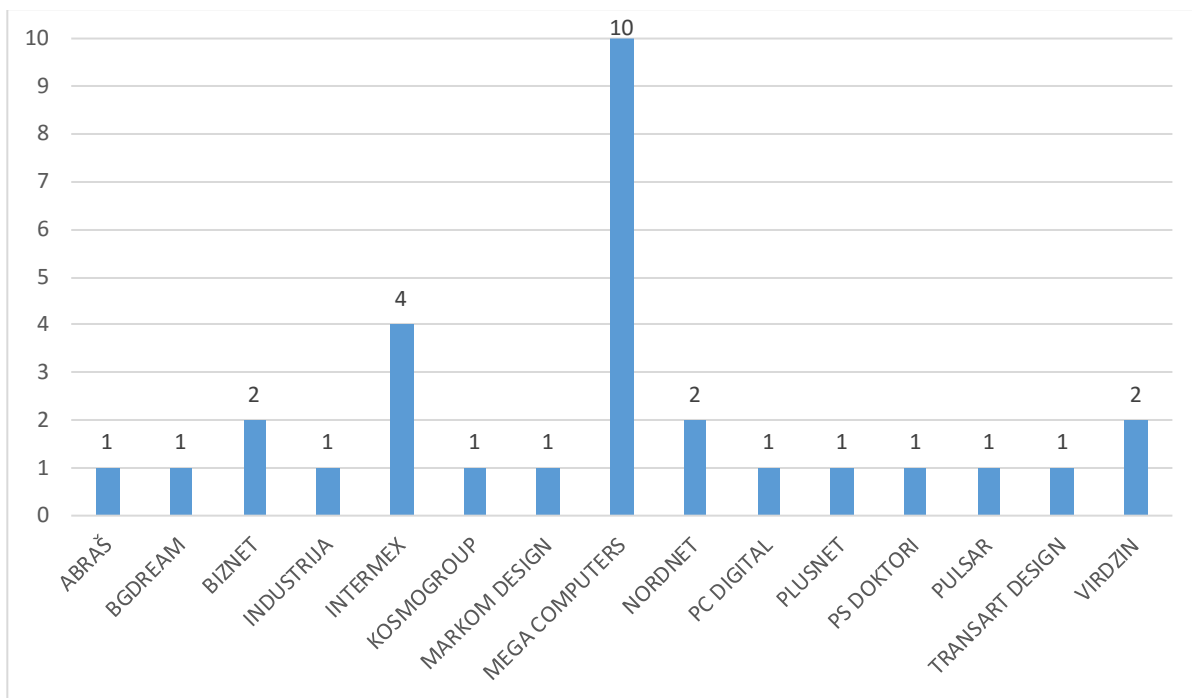
- 3. The development of the majority of court web pages is self-financed and /or self-supported.**



- 4. A significant number of courts participated in designing and developing their web sites.** Also, a certain number of courts relied on the services of specialized design and software development companies.

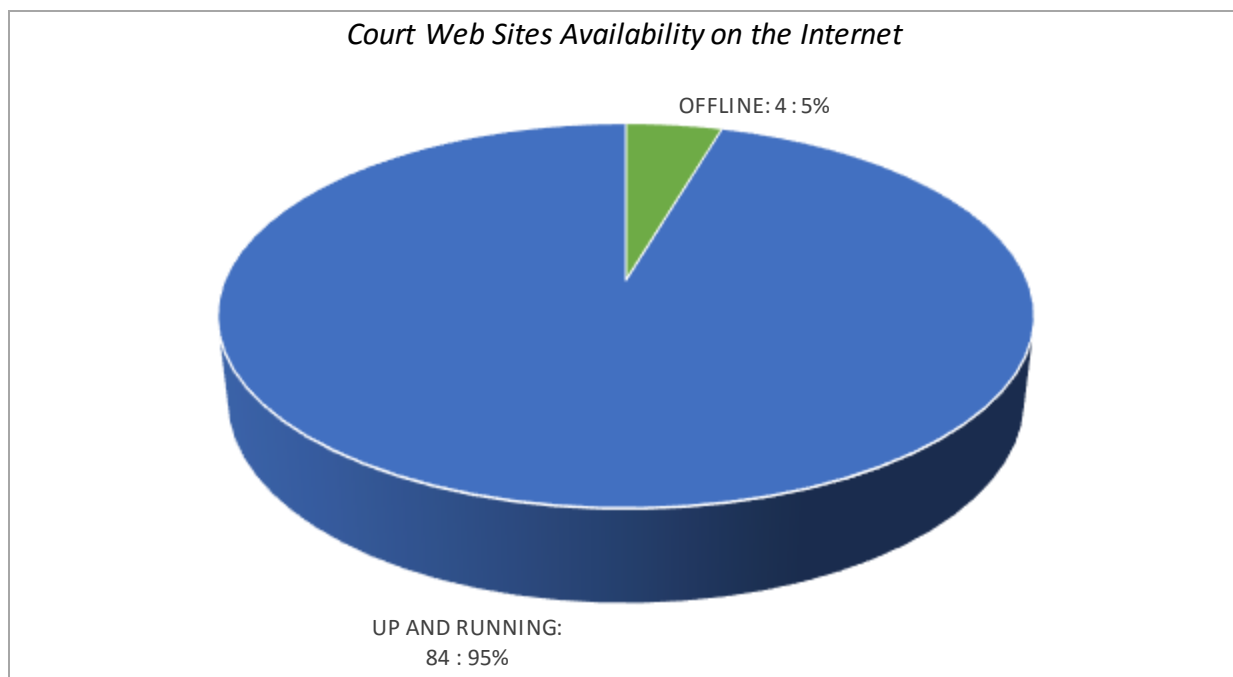


Specialized companies which participated in the design and development of court web sites



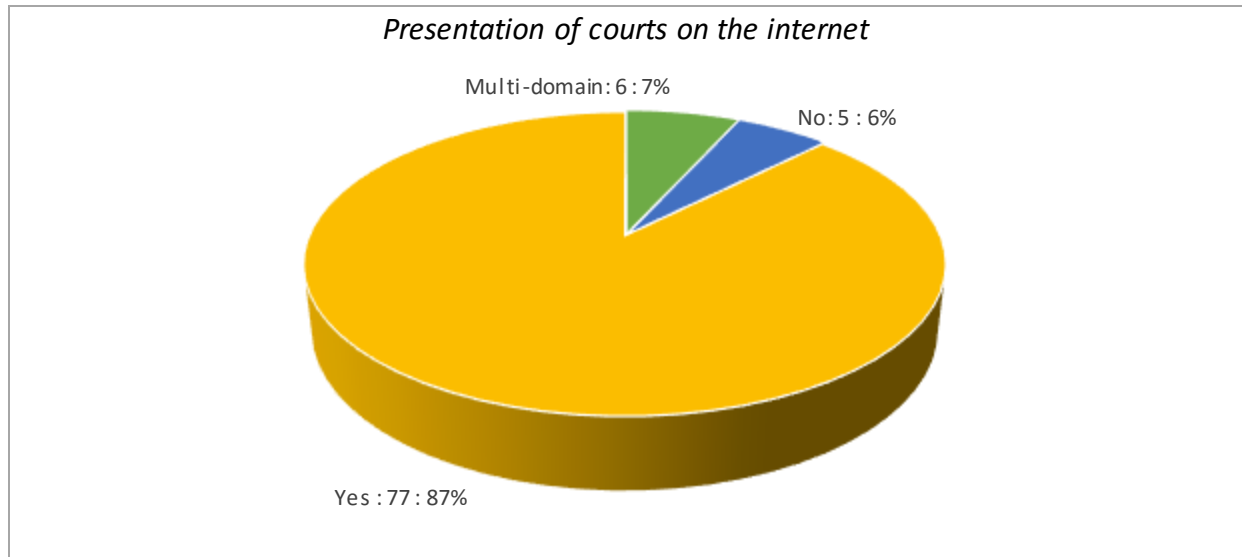
AVAILABILITY ON THE INTERNET

5. Even though a significant number of court web sites are up and running, a certain number of web sites are still inaccessible on the internet. It is necessary that all web sites are up and running, so that users can easily access court services on the internet.



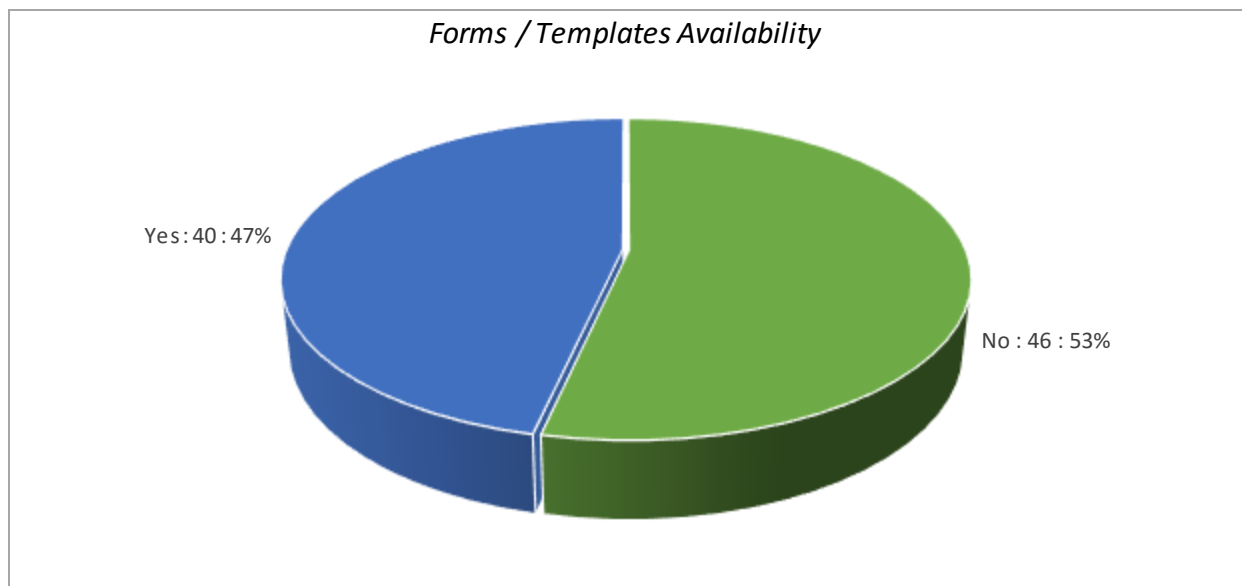
ADMINISTRATIVE – TECHNICAL PRESENTMENT

- 6. Majority of court web pages are registered under the official domain (*.sud.rs).** A few courts are registered different domains. It is recommended that all of the court web sites are registered under the same domain (*.sud.rs). It is recommended that all of the courts remain unified under a specific administrative-technical entity, so as to assure the users to the validity of content and service of the web site.

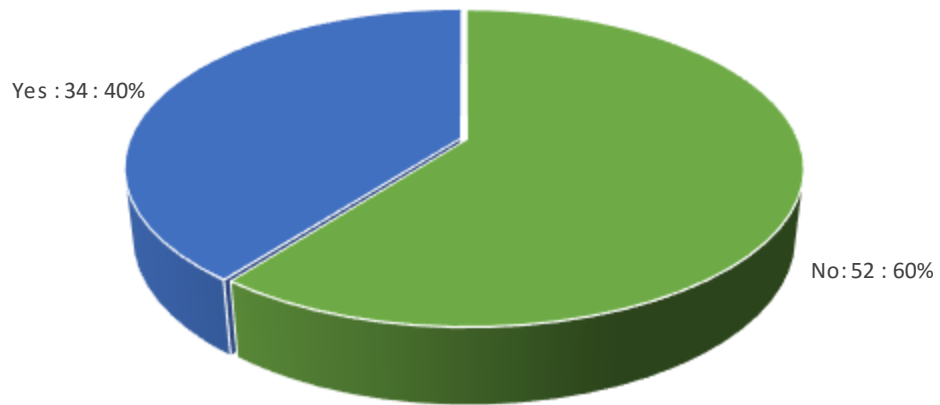


SPECIFIC CONTENT AND ONLINE SERVICES

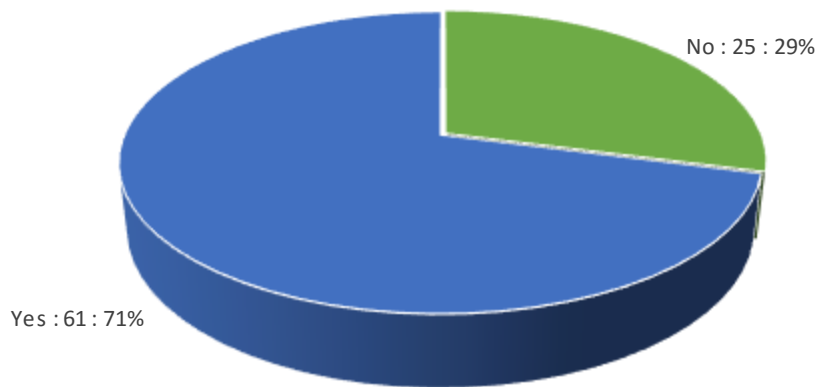
- 7. It is evident that the structure, content and services of court web sites vary significantly.** It is recommended that the structure of content and electronic services, be equalized through a centralized/decentralized system of court web sites.



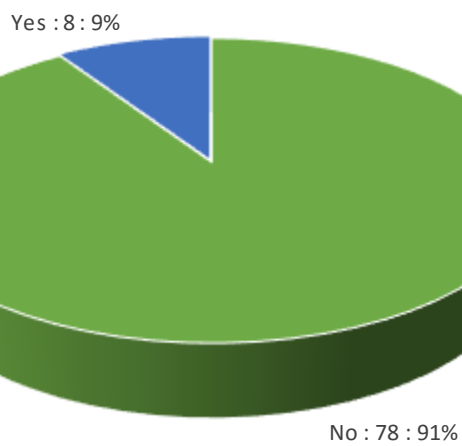
Availability of information and services regarding court taxes on the web site of the court



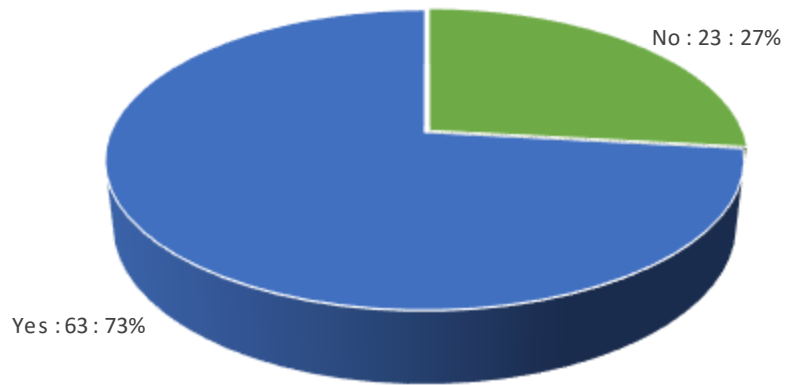
Availability of the electronic bulletin board on the court web site



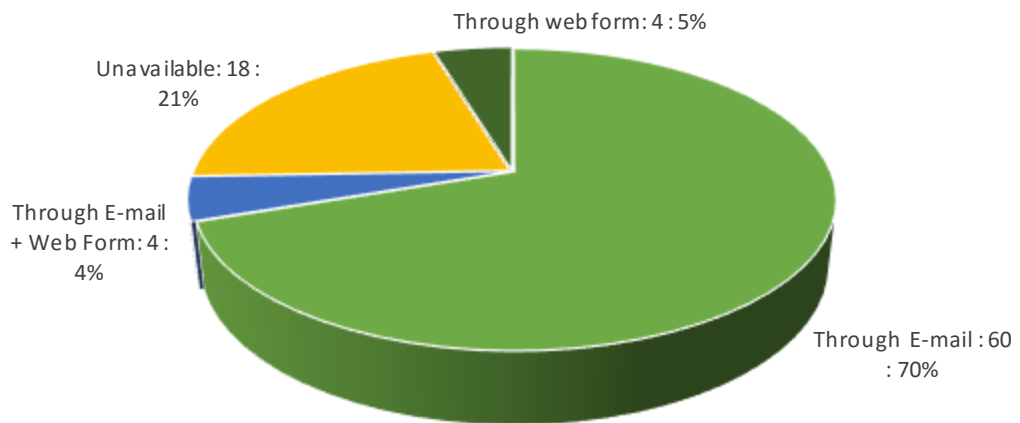
Availability of "on-line" services on the court web site



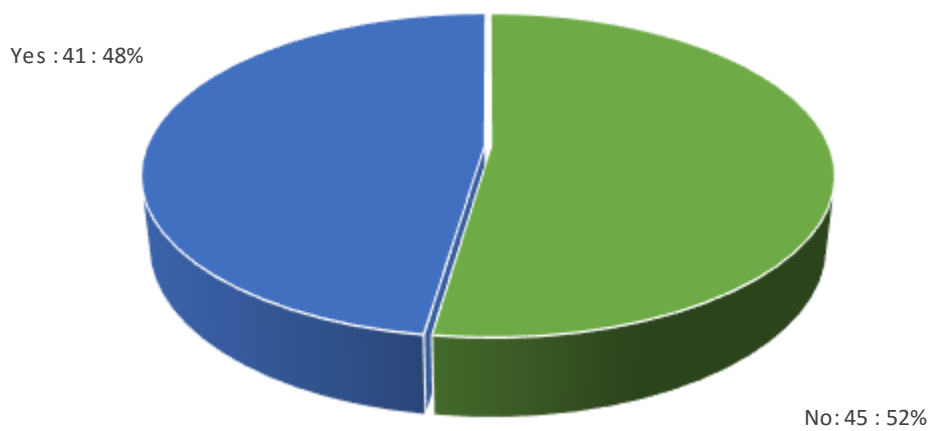
Availability of general court information on the court web site



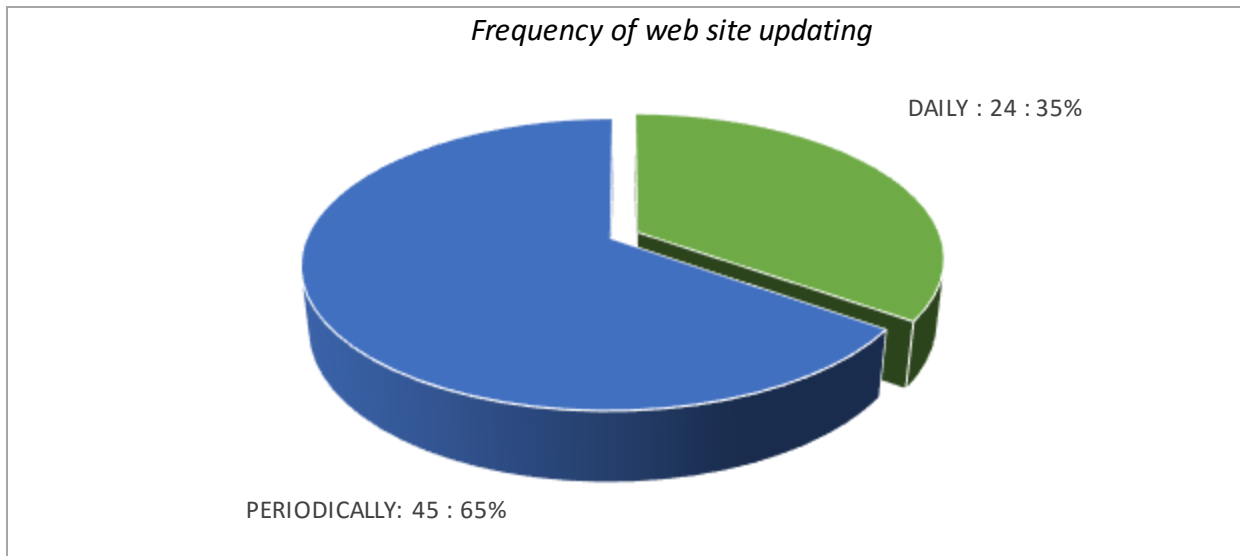
Availability of electronic contacts at the court web site



Availability of a search engine on the web site

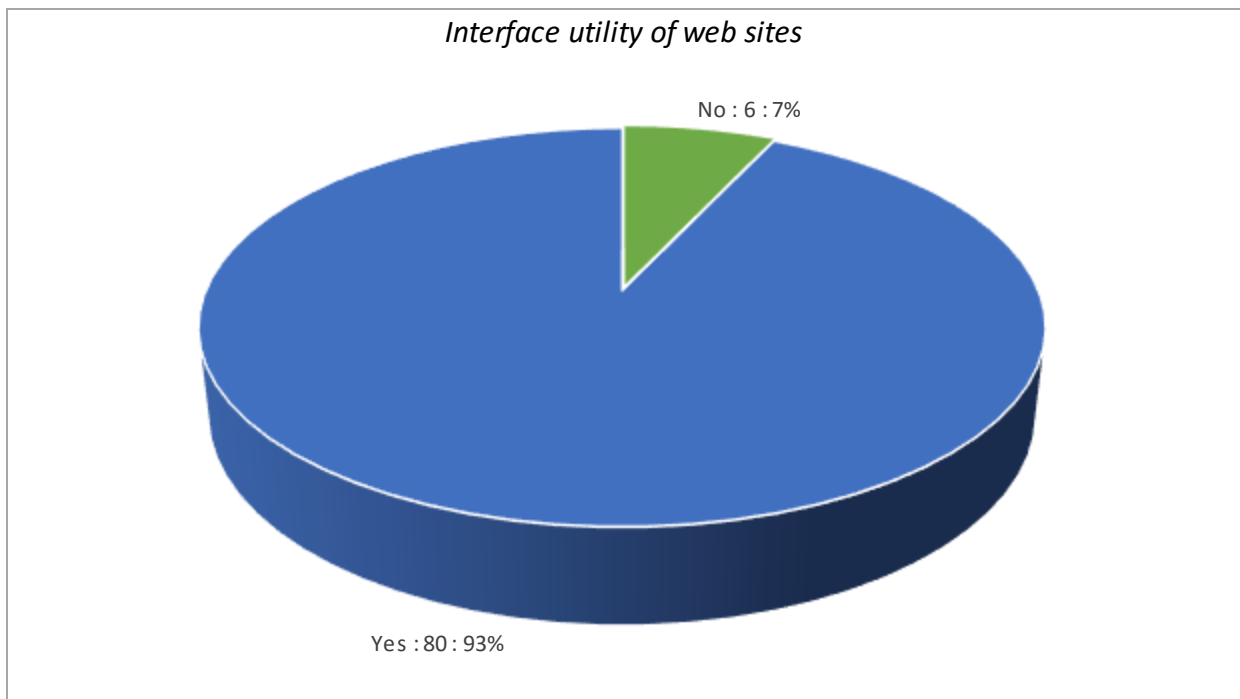


8. **In most cases the web sites are updated periodically.** It is recommended that the courts are encourage to post as much information as possible on a daily basis.



USER INTERFACE

9. Unevenness of structure and various user interface components is evident through different usability, structure of components and performances of the user interface, as well as the W3C standard compatibility¹. Equalization and centralized development of the user interface is recommended through a centralized/decentralized system of court web sites.

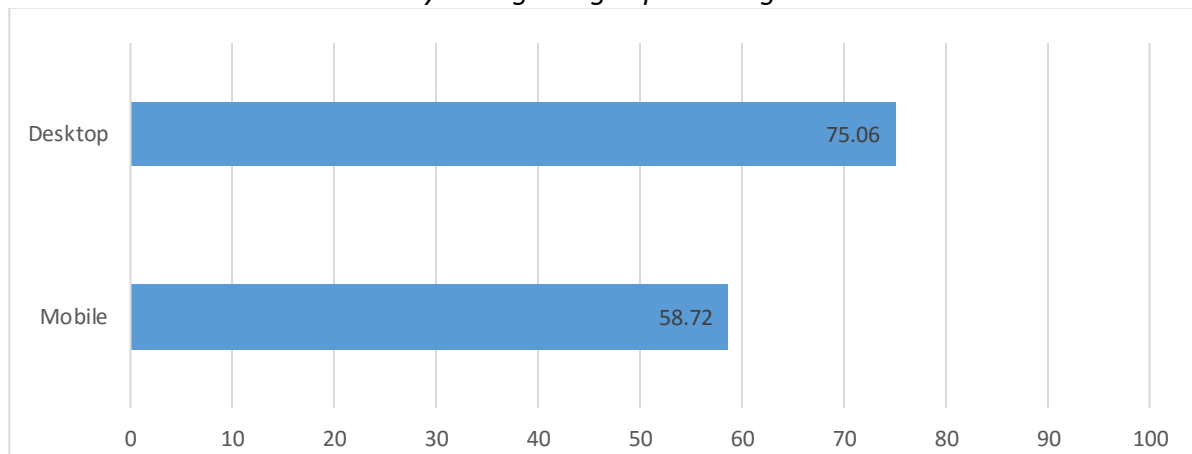


¹ <http://www.w3.org/standards/>

Compatibility of web sites with the W3C² standard. Average number of errors on based on all web sites.

55.09

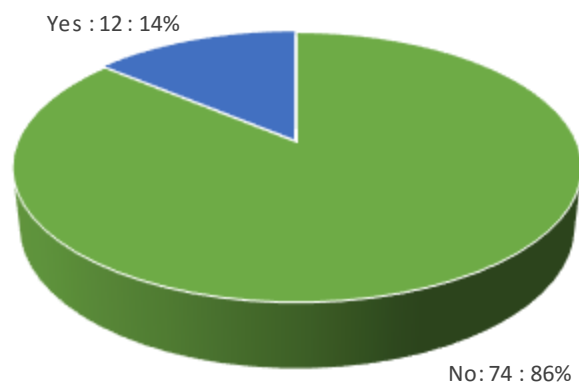
Average upload speed of the court web page for both the desktop and mobile platform, measured by "Google Page Speed Insights³" service



COMPATIBILITY WITH MOBILE PLATFORMS

10. A significant number of web sites does not have mobile platform version. Due to the increasing number of smart mobile devices, it is necessary to update the user interface for mobile platforms as well. Central development of user interface (figure 9) would be the main solution.

Availability of web site optimized for mobile devices

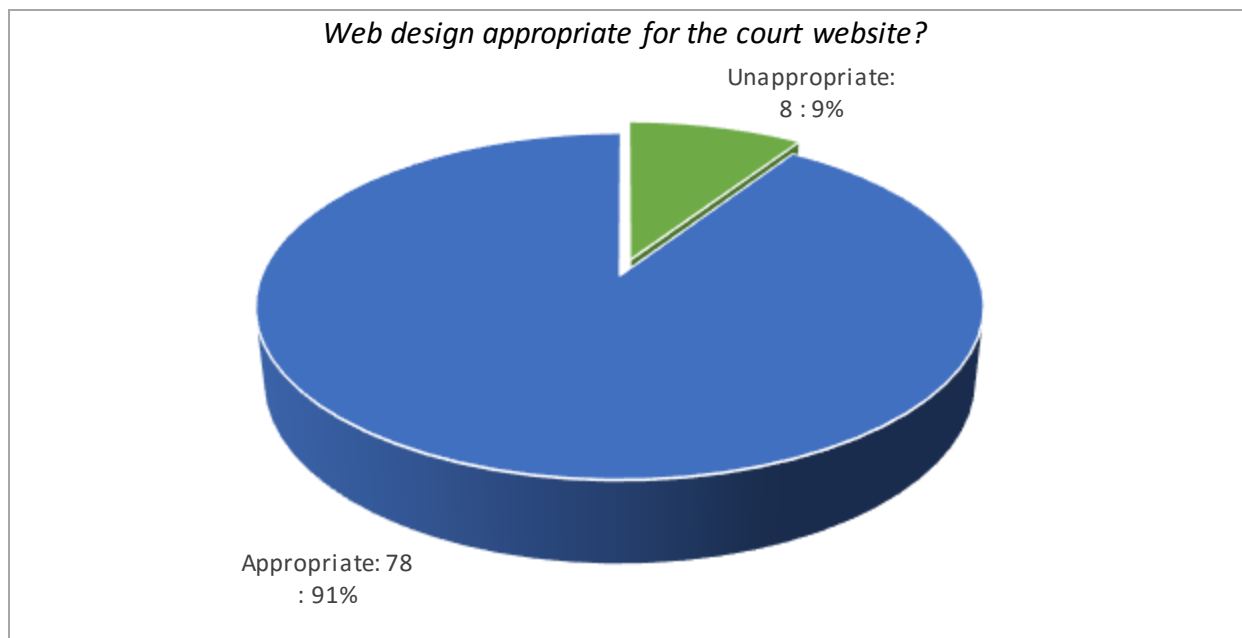
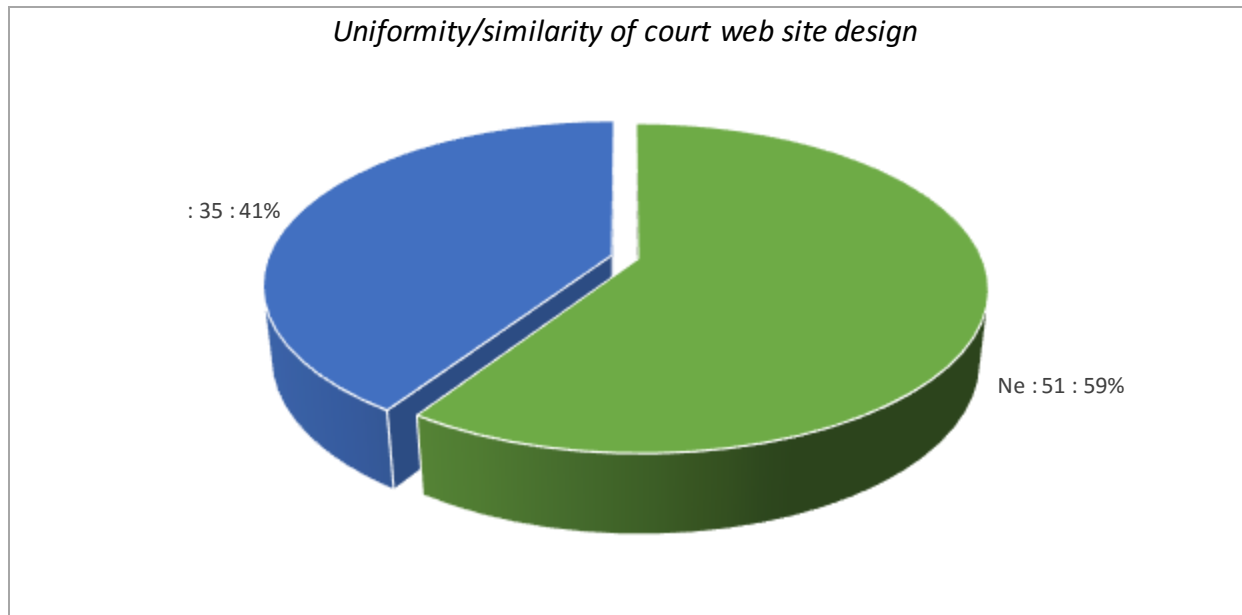


² <http://www.w3.org/standards/>

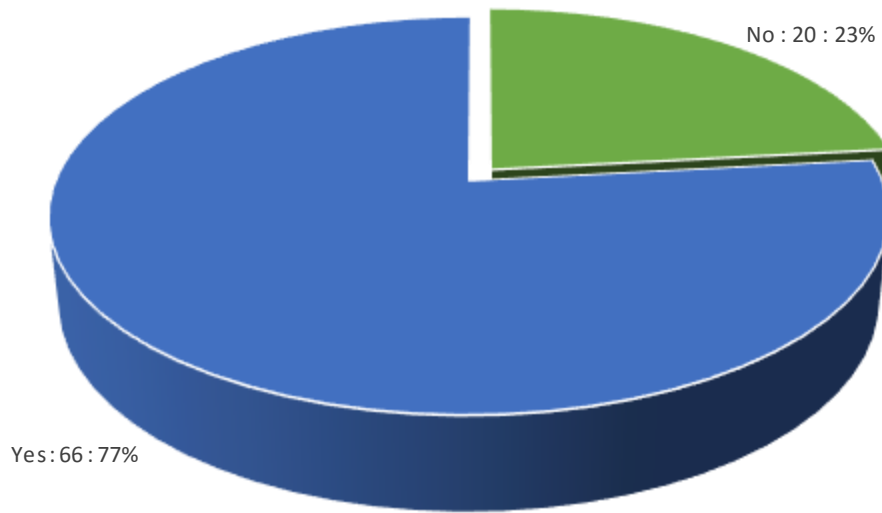
³ <https://developers.google.com/speed/docs/insights/about>

DESIGN AND VISUAL IDENTITY OF COURT WEB SITES

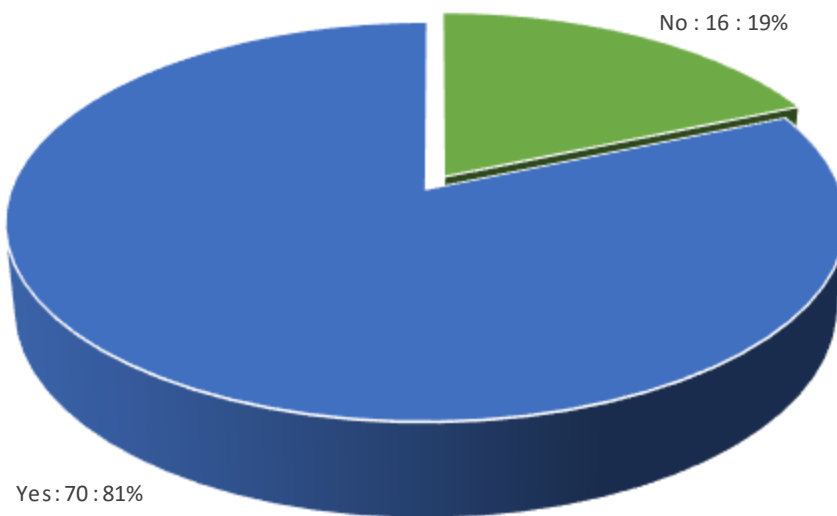
11. An unevenness of visual identity of court web pages is evident. Although the design of most web sites is appropriate for the court website, the design structures are balanced out, and text structures are correct, the design of the web sites is out of date. The average lifespan of a last version of the web site is 3.46 years. As for the user interface (figure 9) equalization and central development through a centralized/decentralized system of court web sites is recommended.



Design balanced – color, text, images ?

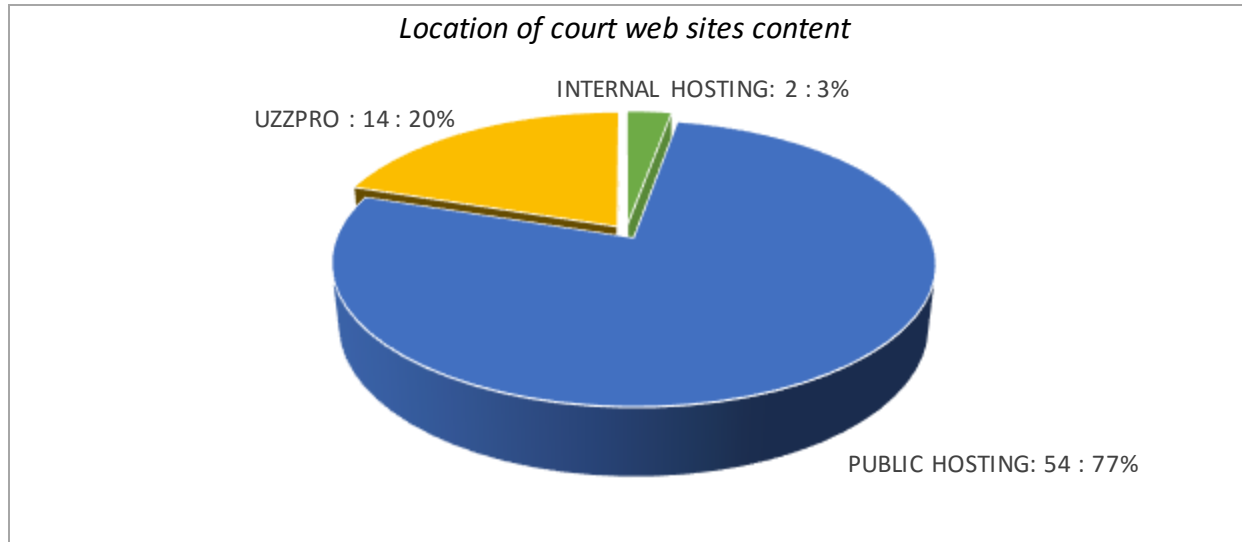


Consistency of text, headings, size of text, color balance?



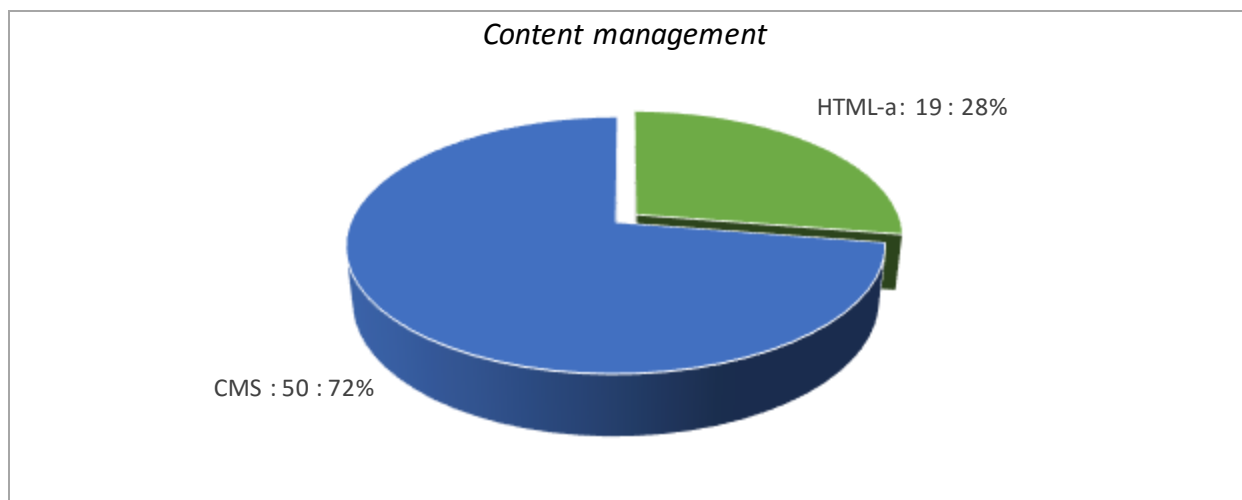
STORAGE OF CONTENTS OF COURT WEB SITES – “WEB HOSTING”

12. The content of the majority of court web sites is located on a public web hosting. Due to the possibility of unauthorized access as well as the confidentiality of the users’ information gathered through the electronic services, internal storage of contents is recommended.

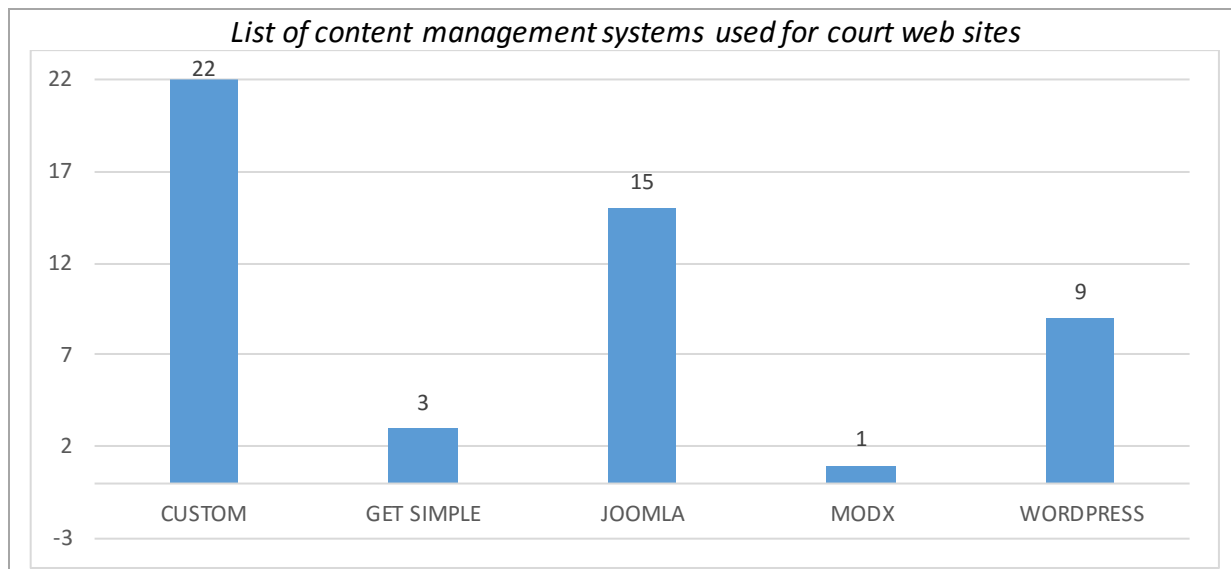


CONTENT MANAGEMENT

13. Site content management is inconsistent. The majority of court web site content is organized through the CMS – Content Management System⁴. A significant amount of web sites does not have a content management system, and changes are made through directly editing the HTML code, instead. The web sites whose content is organized through the site management system, use at least 5 different CMS platforms. It is recommended that all web sites use a single platform for site management through a centralized / decentralized system of court web sites.

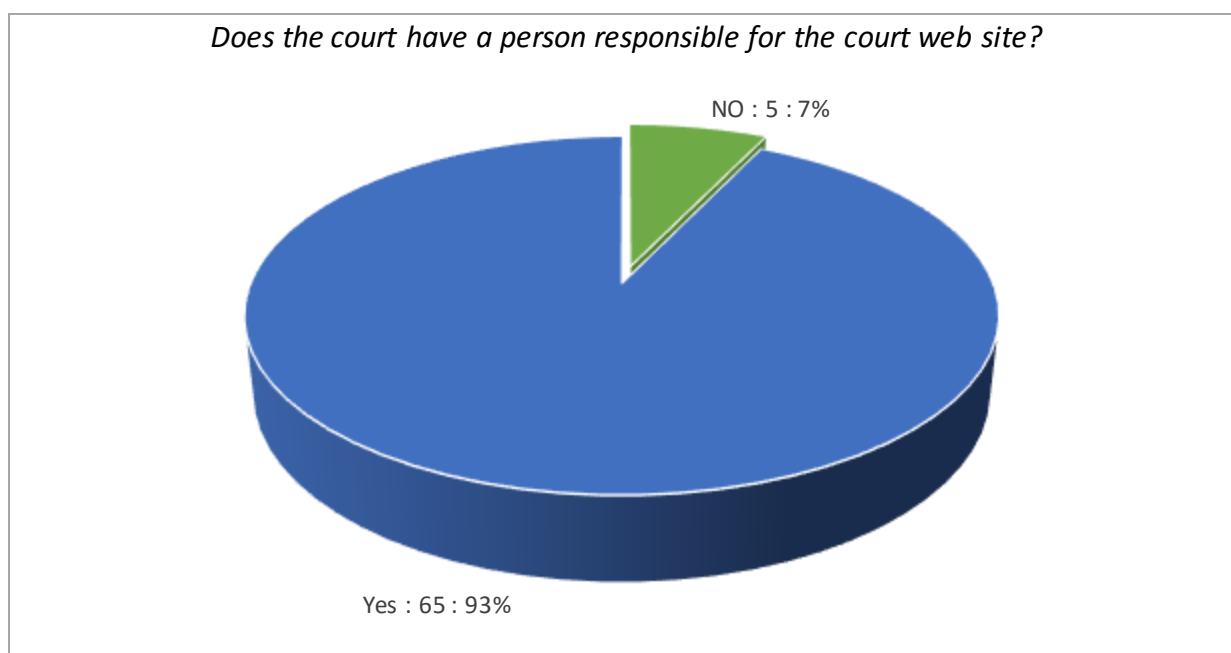


⁴ https://en.wikipedia.org/wiki/Content_management_system



HUMAN RESOURCES

14. The majority of courts have a trained person within the court, responsible for the maintenance and updating of the court web site. Courts in Serbia have good support through qualified IT personnel. In that sense the courts should decrease their reliance on vendor / outsourced services, and should focus on strengthening their internal capabilities through adequate training of staff. The courts web development teams are not connected. Networking and cooperation of web development teams is recommended as it is necessary for a high quality technological-technical exchange. The most promising members of the team could be the backbone of development/maintenance of centralized/decentralized system of court web sites, through proper training.



ANNEX

ANNEX 1: PARAMETERS OF ANALYSIS

1. Does the court have a website?

Answer	Total
Yes	88
No	7

2. Is the web site operational and accessible on the internet?

Answer	Total
Yes	84
No	4

3. Is the web site available on the internet under the primary domain (*.sud.rs) or is it as well/exclusively available under alternative national/international domains?

Answer	Total
Yes	77
No	5
Multi-domain	6

4. Are forms and templates available on the web site in in any form, as a document that can be downloaded and/or an electronic form?

Answer	Total
Yes	40
No	46

5. Are the fees schedules / prices of court taxes available on the court web page?

Answer	Total
Yes	34
No	52

6. Is the electronic bulletin board available on the court web site?

Answer	Total
Yes	61
No	25

7. Are the on-line services available on the web site?

Answer	Total
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Yes	8
No	78

8. Is it possible to file a complaint through the web site?

Answer	Total
Yes	87
No	0

9. Is the general information about the court present on the web site?

Answer	Total
Yes	63
No	0

10. Is it possible to contact the court directly through the web site, through the e-mail link and/or contact form?

Answer	Total
No	18
Web form	4
E-mail + web form	4
E-mail	60

11. Utility of the web site through a quick and efficient navigation through content and services.

Answer	Total
Yes	80
No	6

12. Search engine availability on the web site.

Answer	Total
Yes	41
No	45

13. To what extent is the web site compatible with w3c standards, in other words is the web site available to everyone, regardless of the platform and/or internet search engine?

Average value
55.09

14. Web page download speed. The measurement was done though Google Page Speed Insights, available at:
<https://developers.google.com/speed/pagespeed/insights/>

Answer	Total
Desktop	75.06
Mobile	58.72

15. Responsive / Mobile layout available?

Answer	Total
Yes	12
No	74

16. User interface distortion due to HTML – CSS format errors?

Answer	Total
Yes	0
No	86

17. Is the design of the web site similar-unified with the other court web sites?

Answer	Total
Yes	35
No	51

18. Is the design innovative in respect to <http://www.vk.sud.rs> as well as other relevant web sites, and or the design of the web site follow the latest developments and standards of web design?

Answer	Total
Yes	0
No	86

19. Is the design attractive in relation to <http://www.vk.sud.rs> as well as other relevant web sites, and is the design of the web site follow the latest developments and standards of web design?

Answer	Total
Yes	0
No	86

20. Is the design suitable for the court in respect to <http://www.vk.sud.rs> as well as other relevant web sites?

Answer	Total
--------	-------

Yes	78
No	8

21. Are all the basic components of the web site balanced in respect to <http://www.vk.sud.rs> as well as other relevant web sites?

Answer	Total
Yes	66
No	20

22. Are the textual components of the web site consistent in respect to <http://www.vk.sud.rs> as well as other relevant web sites?

Answer	Total
Yes	70
No	16

23. Who supported (financially and/or technically and/or technologically) the court web site?

Answer	Total
GOVERNMENT INSTITUTIONS	1
NON-GOVERNMENTAL ORGANIZATIONS	10
INDEPENDENT	60

24. A donor who materially or in any other way participated in the development of the web site.

Answer	Total
KINGDOM OF NORWAY	9

25. Is there a professional within the court responsible for the process of updating and maintenance of the web site?

Answer	Total
Yes	65
No	5

26. When was the first version of the web site developed?

Answer	Total
2006	1
2007	4
2008	3
2009	4
2010	13

2011	15
2012	5
2013	2
2014	18
2015	4
2016	1

27. How often is the web site updated?

Answer	Total
DAILY	24
PERIODICALLY	45

28. How old is the latest version of the web site?

Average value
3.46

29. Who designed the web site?

Answer	Total
INTERNALLY	40
EXTERNALLY	30

30. Companies which designed the court web site.

Answer	Total
ABRAŠ	1
BGDREAM	1
BIZNET	2
INDUSTRIJA	1
INTERMEX	4
KOSMOGROUP	1
MARKOM DESIGN	1
MEGA COMPUTERS	10
NORDNET	2
PC DIGITAL	1
PLUSNET	1
PS DOKTORI	1
PULSAR	1
TRANSART DESIGN	1
VIRDZIN	2

31. Where is the court web site hosted?

Answer	Total
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UZZPRO	14
INTERNAL HOSTING	2
PUBLIC HOSTING	54

32. How is the content of the web site organized? Is it organized through CMS or through some other means?

Answer	Total
CMS	50
DIRECTLY THROUGH HTML	19

33. List of systems used for site management.

Answer	Total
CUSTOM	22
GET SIMPLE	3
JOOMLA	15
MODX	1
WORDPRESS	9