

CHAPTER IV

SYSTEM REQUIREMENTS

4.0 INTRODUCTION

The first objective of this study is to determine the requirements for users at Al-Tayba court in Jordan. A questionnaire which consists of 12 questions was distributed to judges, lawyers and court staff who are dealing with files cases, records and reports. The aim of this questionnaire is to determine the requirements of the court actors. Based on data gathered from this questionnaire, the findings will be used to develop a prototype for AL-Tayba court, as well as providing some electronic services that facilitate the functioning of the court. The questionnaires were distributed by emails to 30 users: 5 judges, 15 lawyers and 10 staffs. However, only 20 questionnaires were answered and returned to the researcher. The returned questionnaires were from, 2 judges, 10 lawyers and 8 court staffs with (66.66%) percent of returned questionnaires. The results are explained below:

4.1 GENERAL INFORMATION

The Statistical Package for Social Sciences (SPSS) tool version 20 was used to perform the statistical analysis for the collected data as well as to present the frequency and percentage of the results. Table 7 shows that 9 with (45%) percent of the respondents are females and 11 with (55%) percent are males.

Table 7: Respondents' Demographic Data

Demographic Data	Frequency	Percent
Gender		
Male	11	55.0
Female	9	45.0
Total	20	100.0
Age		
20-29	4	20.0
30-39	6	30.0
40-49	8	40.0
50 and above	2	10.0
Total	20	100.0
Occupation		
Judge	2	10.0
Lawyer	10	50.0
Staff	8	40.0
Total	20	100.0

Figure 5 shows that the respondents age ranges from 20-50 and above in the survey. 4 (20%) of the respondents are 20-29 years old, 6 (30%) are 30-39 years old and 8 (40%) are 40-49 years old and 2 (10%) of respondents are above 50.

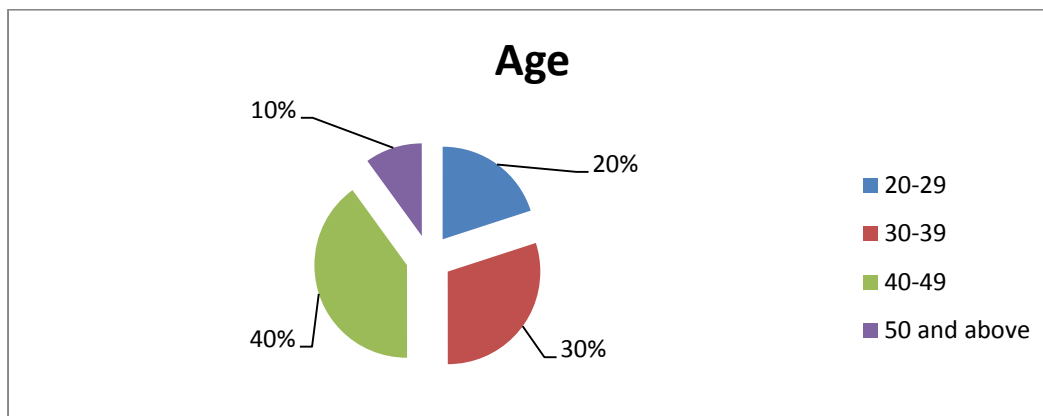


Figure 5: Distribution of Respondents Based on Age

Figure 6 shows the respondents' occupations in this survey divided into three categories. Two of respondents (10%) are judges, 10 (50%) are lawyers and 8 (40%) are court staffs (Table 7 and Figure 5). The sample was taken in this manner according the requirements of Al-Tayba court in Jordan, which is in the most cases has a single judge and sometimes two judges.

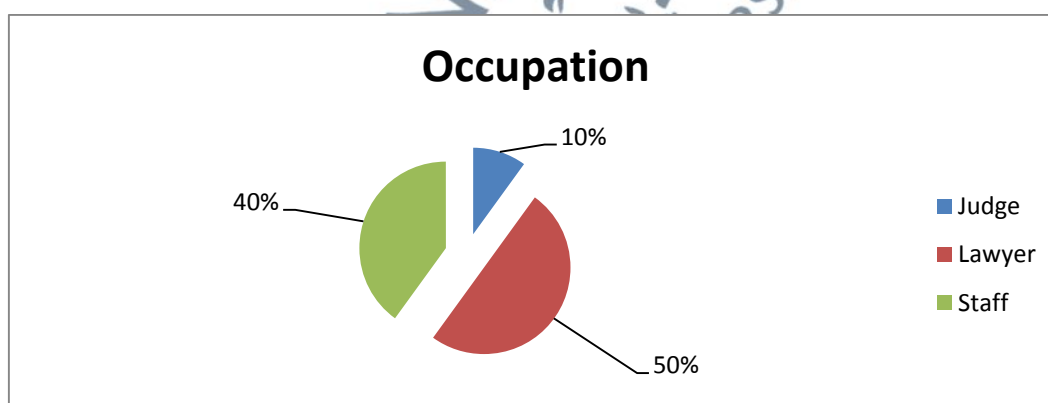


Figure 6: Distribution of Respondents Based on Occupations

Table 8 shows the analysis for the first question, which illustrate three levels of responses. The first response shows that only 2 users (10%) from the total users agreed that the current paper-based system is able to manage and save the huge numbers of cases courts records.

While the second response shows the highest level of responses of 18 users (90%) from the total users with (No) means that they disagreed that the paper-based system able to manage and save the large number of cases. None of users choose the third option (Not sure) with zero response. The second response users (18 users) give comments on the disadvantages of the paper-based system were because it is a very slow procedure, consuming more time and with high risk to lose data.

Table 8: Q1. Do You Think the Current Paper-Based System is Able to Manage and Save the Huge Numbers of the Cases Courts Records?

Answer	Frequency	Percent
Yes	2	10.0
No	18	90.0
Not sure	0	0
Total	20	100.0

Table 9 shows the analysis for the second question (a) which illustrates five levels of responses. The first response shows that 7 users (35%) from the total users agreed that register new case online are strongly important for lawyers. While the second response shows the highest level of responses of 13 users (65%) from the total users agreed that the register new case online is important for lawyer. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 9: Q2 (a). What is the Most Important Online Services Need by the Lawyers? "Register New Case Online"

Register new case online	Frequency	Percent
Strongly important	7	35.0
Important	13	65.0
Neutral	0	0
Unimportant	0	0
Strongly unimportant	0	0
Total	20	100.0

Table 10 shows the analysis for the second question (c), which illustrates five levels of responses. The first response shows that 11 users (55%) from the total users agreed that search online by the case number is strongly important for lawyers. While the second response shows the highest level of responses of 9 users (45%) from the total users agreed that the search online by the case number is important for lawyer. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 10: Q2 (B). What is the Most Important Online Services Need by the Lawyers? “Search Online by the Case Number”

Ability to Search Online by the Case Number	Frequency	Percent
Strongly important	11	55.0
Important	9	45.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 11 shows the analysis for the second question (d), which illustrates five levels of responses. The first response shows that 13 users (65%) from the total users agreed to Follow-up cases via internet are strongly important for lawyers. While the second response shows the highest level of responses of 7 users (35%) from the total users agreed that the follow-up cases via internet are important for lawyer. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 11: Q2 (C). What is the Most Important Online Services Need by the Lawyers? “Follow-Up Cases via internet”

Ability to Follow-up Cases via the Internet	Frequency	Percent
Strongly important	13	65.0
Important	7	35.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 12 shows the analysis for the third question (a), which illustrates five levels of responses. The first response shows that 9 users (45%) from the total users agreed to follow up the session date are strongly important for judges. While the second response shows the highest level of responses of 11 users (55%) from the total users agreed that the follow up the session date is important for judges. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 12: Q3 (a). What is the Most Important Online Services Need by the Judges? “Follow Up the Session Date”

Ability to Follow up the Session Date	Frequency	Percent
Strongly important	9	45.0
Important	11	55.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 13 shows the analysis for the third question (b), which illustrates five levels of responses. The first response shows that 13 users (65%) from the total users agreed to search online by the case number are strongly important for judges. While the second response shows the highest level of responses of 7 users (35%) from the total users agreed that the search online by the case number is important for judges.

None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 13: Q3 (b). What is the Most Important Online Services Need by the Judges? “Search Online by Case Number”

Ability to Search Online by the Case Number	Frequency	Percent
Strongly important	13	65.0
Important	7	35.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 14 shows the analysis for the third question (c), which illustrates five levels of responses. The first response shows that 12 users (60%) from the total users agreed to classification the cases automatically by the system are strongly important for judges. While the second response shows the highest level of responses of 8 users (40%) from the total users agreed that the classification cases automatically by the system is important for judges. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 14: Q3 (c). What is the Most Important Online Services Need by the Judges? “Cases Classification”

Cases Classification	Frequency	Percent
Strongly important	8	40.0
Important	12	60.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 15 shows the analysis for the third question (d), which illustrates five levels of responses. The first response shows that 10 users (50%) from the total users

agreed to statistical for pending and adjudged cases are strongly important for judges. While the second response shows the highest level of responses of 10 users (50%) from the total users agreed that statistical for pending and adjudged cases is important for judges. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 15: Q3 (d). What is the Most Important Online Services Need by the Judges? “Statistical for Pending and Adjudged Cases “

Statistical for pending and adjudged cases	Frequency	Percent
Strongly important	10	50.0
Important	10	50.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 16 shows the analysis for the fourth question (a), which illustrates five levels of responses. The first response shows that 9 users (45%) from the total users agreed to legal suits strongly important needed for judges, lawyers and court staff. While the second response shows the highest level of responses of 11 users (55%) from the total users agreed that the legal suits for is important needed for judges, lawyers and court staff. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 16: Q4 (a). What Type of Data, Records Lawyers, Judges, and Staff Need to Deal With? “Legal Suits”

Legal Suits or Civil Case	Frequency	Percent
Strongly important	9	45.0
Important	11	55.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 17 shows the analysis for the fourth question (b), which illustrates five levels of responses. The first response shows that 11 users (55%) from the total users agreed to criminal case are strongly important needed for judges, lawyers and court staff. While the second response shows the highest level of responses of 9 users (45%) from the total users agreed that the criminal case is important needed for judges, lawyers and court staff. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 17: Q4 (b). What Type of Data, Records Lawyers, Judges, and Staff Need to Deal With? “Criminal Case”

Type of Data, Records Lawyers, Judges, and Staff Need to Deal With: Criminal Case	Frequency	Percent
Strongly important	11	55.0
Important	9	45.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 18 shows the analysis for the fourth question (c), which illustrates five levels of responses. The first response shows that 9 users (45%) from the total users agreed to judicial guarantee are strongly important needed for judges, lawyers and court staff. While the second response shows the highest level of responses of 11 users (55%) from the total users agreed that the Judicial guarantee is important needed for judges, lawyers and court staff. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 18: Q4 (c). What Type of Data, Records Lawyers, Judges, and Staff Need to Deal With? "Judicial Guarantee"

Type of Data, Records Lawyers, Judges, and Staff Need to Deal With: Judicial Guarantee	Frequency	Percent
Strongly important	9	45.0
Important	11	55.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 19 shows the analysis for the fourth question (d), which illustrates five levels of responses. The first response shows that 7 users (35%) from the total users agreed to command money are strongly important needed for judges, lawyers and court staff. While the second response shows the highest level of responses of 13 users (65%) from the total users agreed that the command money is important needed for judges, lawyers and court staff. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 19: Q4 (d). What Type of Data, Records Lawyers, Judges, and Staff Need to Deal With? "Command Money"

Type of Data, Records Lawyers, Judges, and Staff Need to Deal With: Command Money	Frequency	Percent
Strongly important	7	35.0
Important	13	65.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 20 shows the analysis for the fourth question (e), which illustrates five levels of responses. The first response shows that 8 users (40%) from the total users agreed to judicial warning are strongly important needed for judges, lawyers and court staff. While the second response shows the highest level of responses of 12 users

(60%) from the total users agreed that the judicial warning is important needed for judges, lawyers and court staff. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 20: Q4 (e). What Type of Data, Records Lawyers, Judges, and Staff Need to Deal With? ” Judicial Warning”

Type of Data, Records Lawyers, Judges, and Staff Need to Deal With: Judicial Warning	Frequency	Percent
Strongly important	8	40.0
Important	12	60.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

Table 21 shows the analysis for the fourth question (f), which illustrates five levels of responses. The first response shows that 10 users (50%) from the total users agreed to power of attorney are strongly important needed for judges, lawyers and court staff. While the second response shows the highest level of responses of 10 users (50%) from the total users agreed that the power of attorney is important needed for judges, lawyers and court staff. None of users choose the third, fourth and the fifth options (Normal, unimportant and strongly unimportant) respectively with zero response.

Table 21: Q4 (f). What Type of Data, Records Lawyers, Judges, and Staff Need to Deal With? ” Power of Attorney”

Type of Data, Records Lawyers, Judges, and Staff Need to Deal With: Power of Attorney	Frequency	Percent
Strongly important	10	50.0
Important	10	50.0
Neutral	0	0.0
Unimportant	0	0.0
Strongly unimportant	0	0.0
Total	20	100.0

The classification that was followed in the registration of cases at the Jordanian courts is the number and date; this appears clear from the answers of judges, lawyers and court staff.

Table 22 shows the analysis for the fifth question, which illustrates two levels of responses. The first response shows that 20 users (100%) all of the users agreed that the current classification for register a new case is number and date. While the second response shows none of users choose the second option (National Number) with zero response.

Table 22: Q5. What is the Current Classification Scheme Used by This Court to Register a New Case? “Number /Date or National Number”

Type of Data, Records Lawyers, Judges, and Staff Need to Deal With: Current Classification	Frequency	Percent
Number/Date	20	100.0
National Number	0	0.0
Total	20	100.0

The numbers of cases that are dealing at Al-Tayba court in Jordan has answered by the court staff, lawyers and judges as shown in Table below. Table 23 shows the analysis for the sixth question, which illustrates two levels of responses. The first response shows that 19 users (95%) from the total users agreed that the current paper-based system at Al-Tayba court is able to accomplish only 2-5 cases each day. While the second response shows one of users choose the second option (6-10), (5%) from the total users who is believe that the current system is able to conduct more than 6 cases during the day, that means that the current paper-based system is very slow to deal with the huge number of cases.

Table 23: Q6. In General, How Many Cases Have Been Conducted or Run Every Day? “2 – 5 Cases or 6 – 10 Cases”

Number of Cases Conducted or Run Every Day	Frequency	Percent
2-5 cases	19	95.0
6-10 cases	1	5.0
Total	20	100.0

Estimated number of reports of each case is between one or two reports depending on needs, as shown in table 4.18 above.

Table 24 shows the analysis for the seventh question, which illustrates two levels of responses. The first response shows that 9 users (45% from the total users) agreed that they need single report for each case. While the second response shows 11 users (55% from the total users) agreed that each case need two reports, means there are no more two reports for each cases needed.

Table 24: Q7. How Many Reports Generate or Produce From Each Case? “Single Report or Two Reports”

No. of Reports Generated	Frequency	Percent
Single	9	45.0
Two report	11	55.0
Total	20	100.0

Table 25 shows the need for users to build an e-court system, where the table 25 shows that the 20 (100% from the total users) are interested in solving the problem of paper-based system in the courts, which has become more like an aseptic system. wasting time, effort, damage of records and a lot of other problems that led to the urgent need to speed up to develop a new system for courts trendy which make easy dealing with the public and with the large numbers of records and cases. While the second response shows no one chose the second option (manual system) represented with zero percent.

Table 25: Q8. In Your Opinion, Do You Prefer Electronic System or Manual System in Dealing With the Court Records? "Prefer E-Court System or Prefer Manual System"

Court system preference	Frequency	Percent
Yes prefer e-court	20	100.0
No prefer manual	0	0.0
Total	20	100.0

Table 26 shows the analysis for the ninth question, which illustrate two levels of responses. The first response shows no users choose this option (0% from the total users). However, the second response shows that all users (20 users, 100 %) responses with (No) means that there is no method or tool can help the lawyers and judges to monitor and store the records cases in the current paper-based system.

Table 26: Q9. Are There Any Methods or Any Tools That Can Help the Lawyers and Judges to Monitor and Store the Records Cases in the Current System? "Yes or No"

Other Court System Methods	Frequency	Percent
Yes	0	0
No	20	100.0
Total	20	100.0

Table 27 shows the analysis for the tenth question, which illustrate two levels of responses. The first response shows that all users (20 users, 100 %) responses with (Yes) mean that all the selected users agree that the current paper-based system must be enhanced or modified. All users select to answer with (Yes) response, so none of them choose (No) response with zero response. The first response users (20 users) give comments on why paper-based system should be enhanced for the below reasons: because it is a very slow procedure with high level of human errors, consuming more time and with high risk of losing the data.

Table 27: Q10. Do You Think the Current System Need to Modify or Need to be Enhanced? “Yes Or No”

Need to Modify or Enhanced The Current System	Frequency	Percent
Yes	20	100.0
No	0	0
Total	20	100.0

Table 28 shows the analysis for the eleventh question, which illustrate two levels of responses. The first response shows that all users (20 users, 100 %) responses with (Yes) means that all the selected users agree that the electronic court (e-court system) can help to simplify the court requests process. The second response (No) gives zero percentage (zero users) as all users select to answer with the first (Yes) response.

Table 28: Q11.Do You Think the Electronic Court (E-Court System) Can Help to Simplify the Court Requests Process? “Yes or No”

E-Court System Help to Simplify the Court Requests Process	Frequency	Percent
Yes	20	100.0
No	0	0
Total	0	100.0

Table 29 shows the analysis for the twelfth question, which illustrate three levels of responses. The first response is the highest level shows that 13 users (65% from the total users) preferred that the e-court system be in Arabic language. The second response shows response of only 3 users (15% from the total users) preferred English language of the e-court system. However, 4 users choose the third response preferred that the e-court system language be in bilingual language both Arabic and English.

**Table 29: Q12. What is Your Language Preference for the E-Court System?
“Arabic, English or Both (Arabic and English)”**

Language Preference for The E-Court System	Frequency	Percent
Arabic	13	65.0
English	3	15.0
Both language	4	20.0
Total	20	100.0

4.2 RESULTS & DISCUSSION

In the section, the researcher analyzed the questionnaire to determine the requirements of the users (judges, lawyers and staff) of Al-Tayba court, in order to design and develop a case management system, the summary of requirements as follow:

1. Ability to register the cases online
2. The ability to search via number/date for cases
3. Ability to follow-up the cases online for each of judges, lawyers and court staff
4. Ability to follow-up sessions dates
5. Ability to classify cases, i.e. civil cases, financial cases, criminal cases
6. Ability to offer statistics for pending and adjudged cases
7. Ability to print reports that refer for each case
8. Development a system for Al-Tayba court in both Arabic and English languages.

The requirements of the current system in Al-Tayba court is still working with paper based system which is unable to manage a large number of records and cases, in spite

of their exposure to burn in 2012. Table 30 shows the differences between the current existing system and the proposed new system (Case Management System).

Table 30: Differences between the Current Existing System and the Proposed New System

Current System at Al-Tayba Court		Proposed New System for Al-Tayba Court
1	The current system used at Al-Tayba court is paper based system.	The proposed system is an electronic system based online.
2	The storage process for case documents based on traditional archiving.	The storage process in the new proposed system is issued in organized manner, based on an electronic database tables.
3	The case documents in the current system are not secure and it is exposed to theft and damage.	The data storage of cases in the electronic database using security mechanisms such as access control, authentication process and MD5 encryption process.
4	In the current system there is no fixed procedure to manage the backlog files.	The proposed system is able to manage a huge numbers of the cases court records.
5	There are no standard criteria to classify the types of cases, and it is randomly stored.	Case management system able to classify the types of cases such as civil, criminal and financial cases.
6	The searching process for any case is based on manual searching used register date.	The searching process in the new system depends on the case ID.
7	Determine of the session date for the new cases need a long time to be assigned.	Once the staff receiving new case, a proposed session date and judge are assigned according to electronic judge calendar.
8	Lawyer needs to attend at the courthouse physically to register new case and must bring the required documents.	The case management system enables lawyers who have accounts to register new case online and attached the required documents without the need to attend at courthouse.
9	The court decisions are issued in handwritten (see appendix E).	The proposed system enables judges and staff to issue decisions and reports in printed soft copy.

4.3 CHAPTER SUMMARY

Through this chapter, the researcher found significant differences between the tradition system and the electronic system regarding to the security and achievement as it is explained in the table above. Implementing electronic computing to achieve more security, more information, reduce errors and increase efficiency. As was explained through the introduction of this study, the objectives of this study were to identify the requirements for case management system application, develop a prototype system for court cases. As well as evaluation of the prototype for user acceptance, the application is implementing by using php.net environment.