

SURVEY 2002

Date: _____ City of residence: _____ Country of residence: _____ Court case: _____

Age:	Under 21	21-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66-70	Over 70
Gender:	Male	Female										
Witness for:	Prosecution		Defence		Court			N/A				

Witness Type:

Fact
 Victim
 Representative of International Community
 UN, NGO, ECMM, Peace keeping missions
 Govt reps., other:
 Politician/senior military officials from the region
 Other:
 Expert
 Support; Dependant; Child.....

Benefits Received by the witness, other than Daily Witness Allowance and Attendance

Allowance:

Childcare Dependent Person
 Other: N/A

Duration of Stay: Days

Testified:	Yes	No	N/A
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Protection Measures Granted:	Yes	No	N/A
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1) How much in advance were you informed about your actual travel date?

>1 month	4-2 weeks	2-1 week	<1 week	<3 days
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2) Were your travel dates rescheduled?

No	Yes - 1 time	Yes - 2 times	Yes - 3 times	Yes - >3 times
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3) How long were you told you would be away for?

.....days

4) When you look back to before you arrived here to testify, what do you wish you'd known more about?

5) Did you receive the services of the Witness Support staff at the hotel (Witness Assistants)?

Yes	No
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If yes, please rate the services of the following:

a) The ability of the Witness Support staff to help you to feel comfortable and at ease?

Very Good	Good	Adequate	Poor	Very Poor
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b) The ability of the Witness Assistant Support staff to assist in language communication?

Very Good	Good	Adequate	Poor	Very Poor
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c) The ability of the Witness Support Programme staff to provide you with information you required?

Very Good	Good	Adequate	Poor	Very Poor
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d) The ability of the Witness Support staff to be present when you needed them?

Very Good	Good	Adequate	Poor	Very Poor
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e) The ability of the Witness Support staff to understand your needs and to provide emotional support?

Very Good	Good	Adequate	Poor	Very Poor
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6) When did you receive the services of the Witness Support staff? Circle at least one of the options:

a) In the hotel?

mornings	lunch time	afternoons	dinner time	evenings
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b) In the Tribunal?

Prior to your testimony	During breaks in testimony	After your testimony
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7) When didn't you receive the services of the Witness Support staff and wished you had?

a) In the hotel?

mornings	lunch time	afternoons	dinner time	evenings
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b) In the Tribunal?

Prior to your testimony	During breaks in testimony	After your testimony
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Why do you wish you had the services of Witness Support staff available at these times?

Any other comments about the services of the Witness Support staff:

8) Please rate the standard of the following in the witness waiting room in the Tribunal:

a) Frequency of Support staff visits to the witness waiting room during breaks:

Very often	Often	Satisfactory	Rarely	Never
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Please comment:

b) Feeling of comfort and safety in the waiting room:

Very Good	Good	Adequate	Poor	Very Poor
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Please comment:

c) Length of time spent in the waiting room (did it feel long/short)? Please comment:

9) Please comment on your experience in the courtroom?

10) Please circle as many of the emotions in the list which best describe how you felt about testifying at the Tribunal **BEFORE YOU ARRIVED** in The Hague:

Humiliated	Grateful	Happy	Satisfied	Empty	Caring	Frightened	Angry	Cheated	Guilty
Helpless	Proud	Tense	Relieved	Burdened	Sad	Bitter	Co-operative	Lonely	
Confident	Energetic	Powerless	Confused	Liberated	Tired	Strong	Delighted	Disgusted	Inspired
Forgiving	Comfortable	Powerful	Ashamed						

11) Please circle as many of the emotions in the list which best describe how you felt about testifying and **WAITING IN THE WAITING ROOM** before you entered the actual courtroom:

Powerful	Helpless	Guilty	Ashamed	Tense	Tired	Confused	Humiliated	
Lonely	Empty	Burdened	Relieved	Proud	Liberated	Forgiving	Co-operative	
Caring	Satisfied	Energetic	Inspired	Strong	Cheated	Frightened	Confident	
Powerless	Disgusted	Comfortable	Angry	Bitter	Sad	Happy	Grateful	Delighted

12) Please circle as many of the emotions in the list that best describe how you felt about testifying **AFTER YOU FINISHED** giving your testimony:

Sad	Delighted	Strong	Confused	Helpless	Lonely	Energetic	Co-operative	Powerless
Tense	Powerful	Grateful	Bitter	Disgusted	Confident	Satisfied	Happy	Cheated
Proud	Tired	Angry	Liberated	Forgiving	Ashamed	Humiliated	Guilty	Burdened
Comfortable	Relieved	Caring	Frightened	Inspired	Empty			

13) Now that you have testified, can you give reasons why you accepted to do it?

14) Do you believe that as a result of having testified at the Tribunal that some things will change for you? Please comment:

15) When you return home will you confide in anyone about your experiences in The Hague? Please comment:

16) In your opinion, could your experience of testifying have been made any easier by the ICTY or the Victims and Witnesses Section doing something differently? Please comment:

Thank you very much for taking the time to complete this survey.

We hope that the information you provide us with will assist us in improving our services to the witnesses of this Tribunal. We wish you well and welcome any comments or questions you may have in relation to this survey.