

**VIETNAMESE AMERICAN COURT USERS
IN ORANGE COUNTY, CALIFORNIA**

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ABSTRACT

The Superior Court of Orange County in California is serving over 3.1 million residents of diverse ethnic backgrounds. According to the 2006 American Community Survey conducted by the U.S. Census Bureau, an estimated 31% of the county population is foreign-born; 44% speak a language other than English at home.¹ The Vietnamese community is one of the fastest growing ethnic communities in Orange County.

To better serve this segment of the court's constituency, this research project was conducted to study the relationship between Vietnamese Americans and the court. The project aims to uncover the level of contact Vietnamese Americans have with the Superior Court of Orange County, the experience they had when visiting the court, their perception of the court, and the level of knowledge they have in terms of significant court programs.

A survey of members of the general public of Vietnamese ancestry was conducted with questionnaires in English and Vietnamese distributed in neighborhoods densely populated by Vietnamese Americans as well as to Vietnamese American workers in various workplaces. Some were placed with businesses and community organizations frequented by Vietnamese Americans. Visitors at Vietnamese shopping malls and students of a community college with a high Vietnamese American attendance were also solicited during data collection events.

Survey results indicate a slight majority of Vietnamese American respondents have contacted the Court, mostly for jury duty. As a group, Vietnamese American court users have been able to complete what they came to court to do. However, they have problems with understanding court procedures, locating the courthouse, and understanding court forms. In general, Vietnamese Americans have a favorable opinion of the Superior Court of Orange

¹ <http://factfinder.census.gov> U.S. Census Bureau, 2006 American Community Survey, Data Profile Highlights, accessed by researcher, July 16, 2007

County. While court experience does not improve Vietnamese Americans' perception of the Court, service as a juror does. Those who have knowledge of court programs have a better view of the court than those who do not; however, 41% did not know any of the eight court programs listed. In general, Vietnamese Americans prefer to find out about court activities through Vietnamese newspapers and radio programs.

The study concludes with eight recommendations for the court's consideration. Some are centered around outreach efforts to the Vietnamese community by using the Vietnamese media to broadcast and publicize court information, events and achievements. Some aim to address access issues such as unclear court procedures and forms, difficult to locate facilities, and lack of Vietnamese interpreters.

INTRODUCTION

The Superior Court of Orange County (Court) is one of the 58 trial courts in the California unified court system. The Court has jurisdiction over all civil and small claims disputes, all traffic infractions and criminal cases as well as all juvenile, family law, mental health and probate matters. The Court currently operates nine court facilities throughout the county. The soon-to-be open Community Court building will house many existing specialty departments, such as the Adult and Juvenile Drug Courts, the DUI and Domestic Violence Courts, the Co-Occurring Disorders, and the Mental Health Courts.

Approximately 700,000 cases are filed annually at the Court. To address this workload, the Court has a complement of 110 judges, 34 commissioners and approximately 1,900 staff. By those standards, the Court is the fifth largest trial court in the nation. The Court's mission is to "serve the public by administering justice and resolving disputes under the law, thereby protecting the rights and liberties guaranteed by the Constitutions of California and the United States of America."²

In 1889, when the County of Orange was first established and the Court was founded, the public served by the Court numbered 16,000 and consisted mainly of settlers originally from Europe who decided to go west from other parts of the United States. Today, the Court's constituency has grown to 3.1 million residents and is wearing a more diverse face. With only 47% of its population being Non-Hispanic White³, the County of Orange is experiencing increasing racial and ethnic diversification.

² Superior Court of California, County of Orange, Trial Court Strategic Plan 2007-2012, April 30, 2007

³ See Note 1, *supra*, Table B03002, accessed by researcher, October 26, 2007

Emerging among the growing ethnicities are Vietnamese Americans. Totalling approximately 159,000 residents⁴, the Vietnamese community makes up 5.3% of the court's constituency, forming the largest number of individuals of Vietnamese descent found in one county outside of Vietnam. Since their arrival in the mid 1970s, Vietnamese Americans have firmly established their economic standing in the county. The area along Bolsa Avenue in the city of Westminster now known as Little Saigon has dramatically changed from a mixture of strawberry fields and used car lots along dirt sidewalks to mini-malls housing thousands of businesses owned by Vietnamese Americans. This area reportedly pumped \$500,000 of sales and property taxes in 1996 into Westminster's coffers.⁵ Vietnamese Americans also found their political voice; during the 2004 General Election, 66% of Vietnamese Americans turned out to vote.⁶ Vietnamese voter turnout surged during more recent elections, when a number of Vietnamese Americans were elected into county supervisorial district, city council and school board positions.

A number of studies have examined most aspects of Vietnamese Americans' existence, from their adaptation to the American education system to issues of their physical and psychological well being. However, no systematic attempt has been made to determine the nature of their relationship with the court system. This research project seeks to fill the gap by answering the following questions regarding Vietnamese Americans:

- Who are Vietnamese Americans? An attempt will be made to describe what may affect their opinion of and behavior toward the court system by taking a look at their historical background, customs and culture as well as life experience.

⁴ See note 1, supra, Table S0201, accessed by researcher, October 26, 2007

⁵ <http://www.asianweek.com/051796/LittleSaigon.html>, accessed by researcher, July 7, 2007

⁶ Asian Pacific American Legal Center- Asian Americans at the Ballot, 2004

- What level of contact do Vietnamese Americans have with the Court? A survey is conducted to examine what reasons and types of cases most often bring Vietnamese Americans to the Court.
- How well is the Court serving this segment of its constituency? What are some of the access barriers? The research explores whether Vietnamese American court users are able to complete their court transactions and what difficulties they encounter during their visit to the Court.
- How do Vietnamese Americans perceive the Court: how do they assess the Court's fairness, the judges' impartiality when deciding cases, the staff's performance? What is their overall opinion of the Court?
- How familiar are Vietnamese Americans with programs and services offered by the Superior Court of Orange County?
- What are the best means to reach out to the Vietnamese Community?

The first section of the report will review prior writings describing Vietnamese Americans' historical and cultural background and summarizing the Trial Court Performance Standards and Measurement System concepts as well as prior court user and public opinion surveys that have influenced the direction of this research project. The second section will detail the data collection steps and methods. The third section will present study findings in answer to the above-mentioned questions. The last section of the report will examine the meaning of the research findings and submit action steps for the Court's consideration.

LITERATURE REVIEW

The review of prior writings is organized around the following assertions, the examination of which will reveal topics central to the concerns that prompted the research project.

1. Little is known of the Vietnamese community by the Court's judicial and executive leadership. Strategies to enhance public confidence should be grounded in an understanding of the constituency. Cultural background, customs and life experience markedly shape people's views of the court system and strongly affect their behavior toward the justice system. An introduction to Vietnamese Americans and their historical and cultural background will improve the Court leaders' understanding of the Vietnamese community. A review of what has been written about Vietnamese Americans will also yield some assumptions regarding their experience with and perception of the Court.
2. The Court's performance as well as the Vietnamese community's level of trust and confidence in the Court may be measured using the Trial Court Performance Standards and Measurement System. A review of the system will provide direction for the research.
3. Prior court user and public opinion surveys yielded a number of concepts applicable to and data relevant to this research. An examination of these surveys will also guide the construction of the survey instrument.

Introducing Vietnamese Americans

The majority of Vietnamese Americans come from what once was the Republic of Vietnam, better known as South Vietnam, located on the southeastern coast of the Indochinese

Peninsula. The history of Vietnam dates back more than four thousand years, marked with revolts and wars against prolonged and continuous foreign domination, first from China for one thousand years and then from France for one hundred years.⁷ In 1954, Viet Nam regained its independence one last official time after defeating the French, but the country was divided in half at the 17th parallel. The Communists took control of the Democratic Republic of Vietnam in the North, while the nationalists dictated over the Republic of Vietnam in the South. Over one million northerners moved to the South and close to 10,000 southerners went to the North.⁸ A devastating war soon followed between the two parts of Vietnam until 1975 when Saigon was captured and South Vietnam surrendered to the Communists.

The tumultuous history dominated by warfare against invaders and a long experience with totalitarian governments, both foreign and domestic, negatively influence Vietnamese Americans' perception of formal authorities. However, the level of distrust and fear may vary with the individual's personal circumstances and experience. After the fall of South Vietnam in 1975, hundreds of thousands of Vietnamese began a mass exodus from their homeland in search of freedom and safety from communist persecution. Vietnamese emigration is generally divided into a series of waves, beginning in 1975.⁹ In the turmoil and panic of the final days of South Vietnam, approximately 190,000 Vietnamese were evacuated or escaped from their homeland. 130,000 of them re-settled in America.¹⁰ In the late 1970s, worsened economic and political conditions in the South and the drive by the government to rid the country of its Chinese mercantile class resulted in hundreds of thousands taking to rickety wooden boats, heading for refugee camps in Thailand, Malaysia and the Philippines, with the hope of ultimately being

⁷ Keith Taylor, **The Birth of Vietnam**, Berkeley and Los Angeles: University of California Press, 1983

⁸ <http://www.asian-nation.org/vietnam-war.shtml>, accessed by researcher, July 7, 2007

⁹ James Freeman, **Vietnamese Americans 1975-1995**, Boston: Allyn and Bacon, 1995, pages 29-35

¹⁰ Nguyen Manh Hung, **Refugees in the United States: A Reference Handbook**, edited by David W. Haines, Greenwood Press, 1985, page 195

admitted to the United States or other countries. They would later be known as “boat people”. Although no one knows how many perished at sea, between 1979 and 1982 over half a million boat people successfully arrived at neighboring Southeast Asian countries at the rate of 2,000 to as many as 50,000 per month.¹¹ The next waves of Vietnamese emigration were the result of negotiations with the Vietnamese government to allow certain citizens to leave the country in an Orderly Departure Program (ODP).¹² Included in the ODP were approximately 89,700 Amerasian children, born in Vietnam to U.S. military fathers and Vietnamese mothers. Over 249,000 Vietnamese nationals also reunited with their relatives who had settled abroad as well as some 175,000 former U.S. and South Vietnamese military and government personnel who had spent many years in “re-education camps” for being former comrades-in-arms of the United States.¹³

Each “wave” of emigration brought a different class of Vietnamese immigrants to the promised land. Those arriving in 1975 were mainly former military and government officials with professional and business ties to the French and the Americans. They were from urban backgrounds, with fairly high levels of education and fled with large extended families.¹⁴ The boat people were far more diverse, many of Chinese ancestry with most in the trade and service industries. There were professionals, priests and Buddhist monks running away from the communists’ religious intolerance, and youngsters and children sent by their parents to find a better life. The boat people generally had lower levels of education, fewer material resources and job skills, less knowledge of English and less contact with American ways than the first

¹¹ United Nations High Commission on Refugees, *Asylum for Vietnamese Refugees*, June 1989

¹² <http://www.searac.org/vietref/html>, accessed by researcher, July 7, 2007

¹³ <http://www.state.gov/g/prm/rls/fs/2004/28212.htm>, accessed by researcher, July 7, 2007

¹⁴ See Note 10, *supra*, page 208

wave refugees.¹⁵ Vietnamese immigrants arriving in the 1990s reportedly have few marketable skills, little or no knowledge of English and find it hard to get jobs or adequate vocational training. Many have suffered grievously in Vietnam. Having received generous and steady financial support from their emigrated family members until their departure date, they come with high and often unrealistic expectations that America is the land of easy and unlimited opportunity.¹⁶

After adjusting to the new environment upon arriving to the United States, many Vietnamese refugees began to relocate to different locations throughout the United States. Factors affecting this secondary migration were mainly the weather, the job market and the extended family reconstruction process. As a result, California, where kin and friends originally relocated, the climate is mild, and the supply of low skilled jobs abundant, is the state most preferred by Vietnamese American settlers. Of the 1.6 million Vietnamese Americans residing in the United States in 2006, 572,300 or close to 36% live in California.¹⁷

One third of Vietnamese Americans who moved to California live in Orange County. Between 1990 and 2006, the number of Vietnamese American residents more than doubled, from 71,822 in 1990 to 158,697 in 2006.¹⁸ Among the 34 cities in Orange County, Garden Grove has the highest number of Vietnamese American residents with over 37,000 or 22% of the city population. Westminster boasts a larger percentage, 29%, with close to 28,000 Vietnamese American residents. This segment of the Court's constituency has thus traveled long and far before settling in Orange County. Although their historical background is identical, they come from different socio-economic environments with quite diverse life experiences. The majority

¹⁵ Hien Duc Do, *The Vietnamese Americans*, Greenwood Press, 1999, pages 26-32

¹⁶ *Ibid*, pages 61-65

¹⁷ See Note 4, *supra*, loc. cit.

¹⁸ See Note 1, *supra*, Table B02006, accessed by researcher, July 16, 2007

has resided in the United States for over 20 years but some are very new to American society and culture.

According to the 2000 U.S. Census,¹⁹ demographics data about Vietnamese Americans living in Orange County is consistent with the national average for Vietnamese Americans. When compared to the county's average,²⁰ Vietnamese Americans are younger than the Orange County's general population. The median age for Vietnamese Americans is 32, falling below the Orange County's median age of 34. Because extended families are important in Vietnamese culture, the average household size for Vietnamese Americans (4) is larger than both the county's (3) and their Asian counterparts (3.4). Only 6% of the Vietnamese American population 15 years or older reported a divorced or separated status.

Academic achievements of Asian school children in Orange County led some to believe that Vietnamese Americans have a high level of educational attainment. The reality is that more than one third (34%) of the Vietnamese adults 25 years or older have not graduated from high school, compared to the 20% county average. Only 21% of Vietnamese have graduated from college, compared to the 31% county average.²¹

Seventy-six percent of the Vietnamese community in Orange County is foreign born. Sixty-four percent have been naturalized. In 2004, 66% of Vietnamese Americans who registered to vote turned out on Election Day. Fifty-three percent voted Republican. A higher percentage of foreign born Vietnamese Americans turned out to vote (67%) than native-born (54%).²²

¹⁹ <http://factfinder.census.gov> U.S. Census Bureau, Census 2000, Fact Sheet United States, Demographic Profile Highlights, Selected Population Group: Vietnamese alone or in any combination, accessed by researcher, July 10, 2007

²⁰ <http://factfinder.census.gov> U.S. Census Bureau, Census 2000, Fact Sheet Orange County, CA - Demographic Profile Highlights, Selected Population Group: Vietnamese alone or in any combination, accessed by researcher, July 10, 2007

²¹ **Loc. Cit.**

²² See Note 6, *supra*

Vietnamese Americans in Orange County are fiercely anti-communist and have staged many demonstrations against organizations or individuals perceived as being pro-communist.

Ninety-five percent of Vietnamese Americans reported to the U.S. Census Bureau in 2000 they speak a language other than English at home: 64% indicated they speak English less than “very well.” Forty-six percent reported they are part of linguistically isolated households where all of its members 14 years or older are limited English proficient.²³

Contrary to the general perception that Vietnamese Americans are well to do, their median income is \$51,230, 12% lower than the county’s median. Fifteen percent of the Vietnamese community reported an annual income below the Federal Poverty Line (\$20,650 annually for a family of four). Only 51% of Vietnamese Americans own their homes in Orange County, a percentage well below the county’s average (61%).²⁴

Vietnamese Americans’ entrepreneurial spirit resulted in the formation of Little Saigon, a widespread area with approximately 200 restaurants, a number of supermarkets, deli stores and bakeries, and several financial institutions mostly owned by Vietnamese Americans. Adding to the growth of the area, professional offices of Vietnamese speaking doctors, dentists, lawyers and accountants cater to the needs of the community. Little Saigon businesses are part of the 27,000 Vietnamese owned firms in the metropolitan area of Los Angeles and Riverside. In 2002, they generated \$3 billion and employed 22,605 workers.²⁵ Little Saigon is home to 12 Vietnamese newspapers and magazines, including *Nguoi Viet* (Vietnamese People), the largest Vietnamese newspaper in the United States with a circulation of 18,000. The area has nine

²³ See Note 20, *supra*, loc. cit.

²⁴ See Note 20, *supra*, loc. cit.

²⁵ <http://www/factfinder.census.gov> U.S. Census Bureau, 2002 Survey of Business Owners, Sector 00: Survey of Business Owners (SBO): Company Statistics Series: Statistics by Detailed Group for Selected Metropolitan and Micropolitan Statistical Areas With 100 or More Asian-Owned Firms: 2002, accessed by researcher, July 18, 2007

Vietnamese radio stations and the Little Saigon T.V. network, reaching an audience of over 200,000.

Vietnamese Americans have also emerged in the Orange County political arena. Many were recently elected to city council and school board positions. The County Supervisor of the first district in Orange County is a young Vietnamese American woman. A Vietnamese American man was elected to the State Assembly. The Orange County bench includes one Vietnamese immigrant.

Thirty-two years after the first wave of refugees reached the California shores at Camp Pendleton, Vietnamese Americans in Orange County appear to have moved far beyond their refugee origins and become successful economic and political players in their new homeland's society. To serve this growing community better, a review of their cultural background may assist in understanding Vietnamese Americans and their relationship with the Court.

The spiritual lives of Vietnamese Americans, heavily influenced by lengthy Chinese and French rule, are mostly shaped by two philosophies (Confucianism, Taoism) and two religions (Buddhism and Catholicism).²⁶ Confucianism, born in China, continues to affect Vietnamese lives in a foreign land. Ancestor worship being the most important ritual in Confucianism, individuals as well as most Vietnamese owned businesses have an altar dedicated to their forbearers. From Confucianism, Vietnamese Americans receive a code of ethics governing their social interactions with two central tenets: duty and hierarchy. *Quân, Sư, Phụ* (King, Teacher, Father) describes the duty of an individual: first to the King, then to the Teacher, then to his/her Father. From this derived an innate respect for authorities in the majority of Vietnamese Americans. Theda Kaelin, a jury supervisor at the Court, described a pattern with prospective jurors with Vietnamese last names: "They are more apologetic and offer more complete

²⁶ See Note 15, *supra*, pages 6-7

justifications when requesting a postponement than other jurors; they always insist on confirmation that a request has been granted to ensure ‘they are not in trouble with the government.’²⁷

The insistence on receiving a confirmation may be a sign of Vietnamese Americans’ low level of trust in authorities, deriving from their long experience with oppressive foreign invaders and corrupt totalitarian governments. This distrust of formal institutions, along with language barriers, often leads to poor crime reporting practices in the refugee and immigrant communities.²⁸ According to Thach Pham, Director of the Vietnamese-American Chamber of Commerce, a low crime reporting rate may be due to a lack of knowledge of the criminal justice system and fear of revenge.²⁹ Unfamiliar with the customs of their new country, Vietnamese Americans may not perceive certain crimes such as extortion, bribery, and child and spousal abuse as illegal activities. Because they are more likely to become a victim of a crime committed by a member of their own community, fear of revenge often stops Vietnamese Americans from reporting crimes.

Vietnamese culture can certainly be characterized as less than confrontational. Buddhism and Taoism were readily accepted by Vietnamese because they both offered explanations for human sufferings and encouraged people to accept their lot in life. Buddhism teaches that life is suffering and that suffering is caused by desire, anger, and passion. Suffering can be eliminated by eliminating desire, anger and passion. The fundamental belief in Taoism is that since the laws of the universe and nature cannot be changed, one should not change them. Instead, we should

²⁷ Theda Kaelin, statement made in person to researcher, July 16, 2007

²⁸ Henry W. Wroblewski and Karen M. Hess, **Introduction to Law Enforcement and Criminal Justice**, Thompson Wadsworth, 2006, page 175

²⁹ Thach Pham, Director of Vietnamese American Chamber of Commerce, telephone interview by researcher, July 17, 2007

be content to make the best of the situation.³⁰ The art of peacefulness and living in harmony is thus more highly valued than a show of conflict. As a result, Vietnamese Americans tend to seek out peaceful resolutions and avoid shaming others in public.

Peaceful resolution is often found in the extended family. Whereas there is a focus on individualism in the West, the family is the most important of all social units for Vietnamese Americans. In contrast to the nuclear family of the West, the Vietnamese family is composed of three to five generations and sometimes includes close friends and business relations. This network of kinship acts as a source of mutual support and as an institution where individual problems and social conflicts could be resolved. From minor issues such as assistance with child care to the serious matters of divorce mediation or investment capital to purchase a home, kin are involved and ready to assist.³¹

The cradle of the traditional Vietnamese society was the village, the place that provided the individual with a sense of community and security in a potentially hostile environment. Sociologist Steven Gold suggests that the development of enclaves such as Little Saigon fulfills this need for some Vietnamese Americans.³² Such enclaves make it easy for them to retain old customs and only interact with people with whom they share common values and feel at ease. Such enclaves provide them with all goods and services they need to lead a very good life without having to speak a language that proved to be so difficult to learn or come in contact with an unfamiliar culture. The preference to remain within their culture can constrain Vietnamese Americans' willingness to contact formal institutions and government agencies. For most Vietnamese Americans, such contact is much more by necessity than by choice.

³⁰ See Note 15, *supra*, page 8

³¹ Nazli Kibria, **Vietnamese Families, Asian Americans, Experiences and Perspectives**, edited by Timothy Fong and Larry Shinawage, Prentice Hall 2000, pages 293-302

³² Steven Gold, *Mental and Illnesses in Vietnamese Refugees*, **The Western Journal of Medicine**, 1989, pages 175-176

Vietnamese traditional views of legal institutions further explain Vietnamese Americans' reluctance to establish any contact with the courts. The court system is thought of mainly in terms of criminal justice. Only people who have committed crimes go to court. A career in law was not deemed respectable as it would involve defending the guilty. The researcher's decision to attend the Saigon University of Law was a vast disappointment to her mother because law school in Vietnam, along with the school of liberal arts, was at the bottom of the list in academic choices.

Furthermore, the teachings of Tao and the Buddha encourage Vietnamese Americans to settle disputes so harmony can be preserved. With the saying "*Chín bỏ lăm mươi*," Vietnamese elders encourage the younger generations to "settle for nine even if ten is owed to you." In addition, community organizations and the extended family can offer resolutions as satisfactory as the court system with the added benefit of privacy.

Vietnamese folk poetry provides insight into the community's attitude towards the court system. Because the court is usually very far from one's village and getting involved in a court case may be a very arduous and lengthy proposition, Vietnamese advise each other "*vác chiếu hầu tòa*" or to take their sleeping mat should they have to go to court. It may be better to stay away altogether because "*vô phúc đáo tung đình*" or only the unfortunate will come to the tribunal.³³

A review of Vietnamese Americans' historical and cultural background suggests this snapshot of the Vietnamese community in Orange County: although innately inclined to respect authorities, coming out of prolonged and continuous periods of foreign dominion and dictatorial domestic regimes, Vietnamese Americans have a negative perception of formal institutions. The

³³ Nguyen Xuan Quang, *Ca Dao, Tục Ngữ, Tinh Hoa Dân Việt*, Anaheim CA: Y Hoc Thuong Thuc, 2004, pages 81-104

distrust of public organizations along with the reluctance to engage in any public disputes, a misconception of court activities, and the preference to remain within their culture and traditions may limit Vietnamese Americans' willingness to have contact with the court system.

In addition to gathering and analyzing information about Vietnamese Americans to provide the context and the direction for the research project, an examination of tools available when conducting court user and public opinion surveys is necessary to hone in on research objectives.

Trial Court Performance Standards and Measurement System

The Trial Court Performance Standards and Measurement System (TCPS) expresses a new philosophy and framework for defining and understanding the effectiveness of trial courts by focusing attention on performance, self-assessment, and self-improvement.³⁴ The system was initiated in 1987 by the National Center for State Courts and the United States Department of Justice, "to develop measurable performance standards for State trial courts."³⁵

The TCPS includes five areas: access to justice, expedition and timeliness, equality, fairness and integrity, independence and accountability, and public trust and confidence. Goals for effective court performance in those five areas are established in 22 standards. To evaluate how well courts meet these performance standards, 68 measures were developed. A brief review of the TCPS is beneficial in trying to determine how the Court is meeting the needs of the Vietnamese constituency.

Performance Area 1: Access to Justice - Trial courts should be open and accessible.

Location, physical structure, procedures, and the responsiveness of personnel affect accessibility.

³⁴ Trial Court Performance Standards & Measurement System, National Center for State Courts CD-ROM (Williamsburg, VA 2002), page 6.

³⁵ **Loc. Cit.**

Accordingly, the five standards grouped under Access to Justice require a trial court to eliminate unnecessary barriers to its services by conducting its proceedings and other public business openly (Standard 1.1), by maintaining safe, accessible, and convenient to use facilities (Standard 1.2), and by giving all who appear before it the opportunity to participate effectively, without undue hardship or convenience (Standard 1.3). Standard 1.4 - Courtesy, Responsiveness and Respect mandates that judges and other trial court personnel be courteous, responsive and respectful to the public. Finally, the costs of access to trial court proceedings and records, whether measured in terms of money, time, or the procedures that must be followed, should be reasonable, fair, and affordable (Standard 1.5).

Performance Area 2: Expedition and Timeliness - A trial court should meet its responsibilities to everyone affected by its actions and activities in a timely and expeditious manner to prevent unnecessary delay resulting in injustice and hardship. The trial court should establish and comply with recognized guidelines for timely case processing while, at the same time, keeping current with its incoming caseload (Standard 2.1), comply with schedules when disbursing funds, providing reports and information, responding to requests for information (Standard 2.2), and promptly implement changes of law and procedure (Standard 2.3).

Performance Area 3: Equality, Fairness and Integrity - Trial courts should provide due process and equal protection of the law to all who have business before them, as guaranteed by the U.S. Constitution and State constitutions. This performance area includes six standards requiring trial courts to adhere to relevant laws, procedural rules and established policies when developing procedures (Standard 3.1), ensure that Jury lists be representative of the jurisdiction from which they are drawn (Standard 3.2), give individual attention to cases, deciding them

without undue disparity among like cases and upon legally relevant factors (Standard 3.3), render clear and unambiguous decisions (Standard 3.4), take appropriate responsibility for the enforcement of its orders (Standard 3.5), and accurately record all relevant court decisions (Standard 3.6).

Performance Area 4: Independence and Accountability - The judiciary must assert and maintain its distinctiveness as a separate branch of government. Within the organizational structure of the judicial branch of government, trial courts must establish their legal and organizational boundaries, monitor and control their operations, and account publicly for their performance. Grouped under this area are the Independence and Comity and Accountability for Public Relations Standards (4.1 and 4.2). Fair employment practices (Standard 4.3) must be followed. The trial court should inform the community about its programs (Standard 4.4) and adjust its operations according to new conditions and emergency situations (Standard 4.5).

Performance Area 5: Public Trust and Confidence – “Justice should not just be done, but should be seen to be done.”³⁶ Ideally, the public should perceive the trial court and the justice it delivers as accessible (Standard 5.1), that basic trial court functions are conducted expeditiously and fairly, that court decisions have integrity (Standard 5.2), and that the trial court is independent and accountable (Standard 5.3).

Prior court-user and public opinion surveys have utilized the TCPS evaluation system. The following is a review of some of the surveys conducted in California.

³⁶ NCSC, **Trial Court Performance Standards Desk Reference Manual**, 2003, page 43

2005 California Courts Public Opinion Surveys

In 2005, the Judicial Council of California, Administrative Office of the Courts, commissioned a study to measure the current perceptions the public has of the California court system. A public opinion survey of the California courts was deemed necessary because:

“respect for the law depends upon public confidence in the integrity of the justice system. Compliance with court orders is influenced by the sense of fairness people have about how courts render decisions. Whether disputes are brought to the courts for resolution or decided elsewhere depends in part on the perceived fairness and efficiency of the courts. Votes in referendums designed to improve court resources are swayed by perceptions of the courts.”³⁷

While public perception is always paramount to the Court, the impetus to measure the perception of the Vietnamese constituency is developing. The community is becoming larger in size. Its voice is becoming stronger and more effective in getting messages across to other public institutions. Voter turnout among the community in recent years has been impressive, indicating Vietnamese Americans’ desire to participate in the collective decision making process of their county, state and country.

In addition to measuring the public’s trust and confidence in the courts in their community and in the California state judicial system as a whole, the 2005 public opinion survey aimed to determine the public’s knowledge, familiarity, attitude and specific experience with the court system as all the above factors may affect one’s perception of the courts. The 2005 California survey also set out to determine if and why levels of public trust and confidence may

³⁷ National Center for State Courts, **Trust and Confidence in the California Courts, A Survey of the Public and Attorneys**, Part I: Findings and Recommendations, 2005, Page 1

systematically vary by experiences with the court system, demographic variables and other factors.³⁸

Some of the findings of the 2005 California Courts study are most interesting and inspired the direction of the Vietnamese Americans in Orange County research. The majority of Californians (56%) have been to the courts, mainly as a prospective or sworn juror. Only service as a juror was found to increase average approval of the courts, otherwise court experience tends to be associated with a slightly lower level of approval.³⁹ Immigrants, especially recent immigrants, tend to hold highly positive views of the California courts but have low levels of contact with the courts.⁴⁰

2007 Self-Help Survey: Superior Court of Orange County, CA

In July 2007, the Court conducted a study of the needs of self-represented litigants at the Court. Three separate surveys were drafted: one for court users, one for staff and judicial officers, and another for attorneys. Spanish and Vietnamese versions of the survey were available. However, only three individuals chose to complete the survey in Vietnamese.⁴¹ Court staff administering the survey further indicated court users of Asian appearance are mostly reluctant in completing the survey.

The theme of less frequent court contact by Vietnamese Americans seems to be recurring in the 2007 Court's Self-Help survey. Only 1% of the 1,488 respondents reported speaking Vietnamese as the primary language at home.⁴² The 2007 Self-Help survey also "picked up a smaller percentage of Asians/Pacific Islanders than one would expect looking at the County

³⁸ National Center for State Courts, **Trust and Confidence in the California Courts, A Survey of the Public and Attorneys**, Part II: Executive Summary of Methodology with Survey Instruments, 2005, Page 1

³⁹ **Ibid**, page 4

⁴⁰ **Ibid**, Page 5

⁴¹ Superior Court of California, County of Orange, Planning and Research Unit, **Self-Help Needs Analysis**, 2007, page 8

⁴² **Ibid**, page 14

census statistics.”⁴³ Only 9% of the respondents selected “Asian/Pacific Islander” as their race/ethnicity; the County census statistics shows 16% of residents reported their race/ethnicity as Asian/Pacific Islander. The survey analysis went on to explain that “this may be an artifact of the survey process, or it may be that Asians are less likely to be at the court.” This is a strong encouragement to conduct a Vietnamese American court user survey to settle the issue.

In general, court users reported coming to court to appear for a scheduled court date (29%) to pay a fine or make a payment (20%). Eleven percent came to get information on their case, 8% to respond to a petition, complaint or warrant, and 7% to get an extension.⁴⁴ Almost half of the respondents (46%) were at the Court for a traffic related matter.⁴⁵ Seventy-nine percent reported they were able to complete what they had come to do at the court.⁴⁶ Those who reported they were unable to complete what they came to the Court to do found assistance in understanding court procedures (22%), getting proper forms (18.5%) and completing forms (11.1%) would have been beneficial.

This review of prior writings provides a basic understanding of Vietnamese Americans. Burdened with a history of continuous and extended oppression from foreign forces as well as domestic regimes, raised in a culture that strongly encourages retaining old customs and finding private and peaceful resolutions of conflicts, having recently settled in a new society where norms and languages are yet to be learned, Vietnamese Americans are probably still very cautious toward the court system. They probably still prefer to rely on non-institutional resources when resolving disputes and are reluctant to contact the Court not just out of preference and fear but also for realistic reasons such as language. They probably have a deep respect for the Court

⁴³ **Ibid**, page 13

⁴⁴ **Ibid**, page 21

⁴⁵ **Ibid**, page 22

⁴⁶ **Ibid**, page 29

as an authority but are uninformed about the actual services of the Court. They are a fast growing community with a firm economic and political status. It is time the Court finds out what Vietnamese Americans think of the Court, how they access its services, what difficulties they experience and how best to serve them. Tools such as Trial Court Performance Standards and prior court user and public opinion surveys are available to establish measurement criteria and develop survey contents.

METHODOLOGY

Based on the literature review, several questions seem to open themselves up relating to the relationship between the Vietnamese community and the Court. The survey instrument was drafted with the goal to find the answer to those questions.

- What is Vietnamese Americans' level of contact with the Court? According to Trial Court Performance Standard 4.4 (Public Education), most public citizens do not have direct contact with the courts. Public opinion polls indicate that the public knows very little about the courts and what is known is often at odds with reality.⁴⁷ Will this hold true for Vietnamese Americans? Will their cultural background and long-term reluctance to have contact with justice system institutions result in Vietnamese Americans having fewer contacts with the Court than the average Orange County citizen?
- For Vietnamese Americans who have been to court, what are the reasons and types of case that brought them to the Court and what has been their experience? Some answer options to survey questions relating to reasons for coming to court were added based on knowledge of the respondent's demographics and cultural background. For example: the extended family concept suggests one may come to court to support a family member or friend. Trial Court Performance Standards 1.2 (Safety, Accessibility and Convenience), 1.4 (Courtesy, Responsiveness and Respect), and 1.5 (Affordable Cost of Access) provided direction to the survey to find out whether Vietnamese Americans encountered any facilities issues when contacting the Court, whether they thought judicial officers and other court personnel accorded them and members of their community respect and whether cost of justice

⁴⁷ See Note 36, *supra*, page 40

constituted access barriers to Vietnamese American court users. Because demographics information indicate a large portion of Vietnamese Americans have limited proficiency in English, answer options relating to language barriers were included to find out whether respondents may have had problems understanding court procedures, forms and staff when contacting the Court.

- How do Vietnamese Americans perceive the Court? Vietnamese Americans' propensity to respect authorities foretells that the Vietnamese community will have a favorable opinion of the Court. The survey questions will test this presumption. Will the finding in the 2005 California Courts study that immigrants, especially recent immigrants, tend to hold highly positive views of the California courts be applicable to the research on Vietnamese American court users? Will there be a difference between perceptions of the first "wave" of Vietnamese immigrants, arriving in the United States in the mid 1970s and those of the last "wave", arriving in the last ten years? Will the finding in the 2005 California Courts study that only service as a juror increases average approval of the courts be applicable to Vietnamese American court users?
- Have Vietnamese Americans ever decided against using the services of the Court? Vietnamese culture calls for a private resolution of all conflicts. However, it stands to reason that Vietnamese Americans are not immune to the changing times. Reasons for not using the courts put forth on the survey instrument reflect Vietnamese Americans' view of the court system (preference for private method of resolution, uneasiness about the court) as well as their demographics information (lack of proficiency in English, low economic status).

The survey instrument and written introduction to be used in this research project was developed in late July 2007. Contents of the survey instrument used in the 2005 California courts study gave shape to this research questionnaire. Questions relating to barriers to access⁴⁸ were especially inspiring to determine whether participants have ever considered taking a case to court but decided not to. The answer options listing the reasons that might make it hard for people to go to court were very appropriate for this research. Examples included availability of another way to solve the problem, cost of hiring an attorney, difficulty speaking English, and uneasiness about what might happen. The 2007 Self-Help Survey conducted by the Court also assisted in the developing of the questionnaire. Some of the questions as well as the break down in demographics information were modeled after the 2007 Court's Self-Help Survey questionnaire to provide continuity and for comparison purposes.

Feedback was obtained from the Court's Planning and Research Unit, the Department of Criminology, Law and Society at the University of California in Irvine, and CEDP advisors. After a series of drafts and revisions, the questionnaire was translated into Vietnamese by the researcher with the assistance of Vietnamese court interpreters. Particular importance was given to choice of words and degree of cultural sensitivity to preserve the integrity of the questionnaire and encourage responsiveness. Portions replicated from the Court's 2007 Self-Help survey were used as previously translated. The Vietnamese version was then translated back into English by Vietnamese individuals not affiliated with the Court. Review of the discrepancies between the Vietnamese version and the original resulted in further changes in the Vietnamese version.

⁴⁸ See note 38, *supra*, page 8

Both versions of the questionnaire were pre-tested in August 2007 with 20 Vietnamese Americans serving jury duty at the Court to enhance the validity and reliability of the responses. Four prospective jurors chose the English version. No changes were suggested. Vietnamese American prospective jurors electing to use the Vietnamese version gave meaningful feedback resulting in further changes to the questionnaire. The pre-test sessions yielded unexpected additional benefits; some participants offered assistance with distributing and collecting questionnaires once ready. Through one participant, the researcher was able to establish contact with a television station for outreach purposes. Most importantly, the participants readily gave insight into their views and understanding of the court system; for example, to some participants, “court” means “courtroom.” Although they had been waiting in the jury assembly room for the most of the morning, they indicated they had never been to court because “they have not been inside the room where one is judged and sentenced.”

In determining the survey population, it was decided that the research would focus on Vietnamese Americans as members of the general public as described by the Public Trust and Confidence standard; i.e.: including “court users and both the local community as a whole, and those persons who may never have used the court but who may need to use court services in the future.”⁴⁹ It was evident probability sampling methods would not be possible; it would be too costly to obtain source lists of current Vietnamese Americans residing in Orange County and to mail questionnaires to the individuals on the list along with stamped envelopes for their reply. Furthermore, Vietnamese Americans proved to be unresponsive to questions about the court system during the Court’s 2007 Self-Help survey. It would not be cost effective to mail

⁴⁹ See Note 36, *supra*, page 37

questionnaires to randomly selected Vietnamese Americans with the return rate predicted to be well below average.

Data collection began in late August 2007. The researcher solicited assistance from co-workers, acquaintances and relatives to distribute questionnaires in their neighborhood and work place. Three hundred and fifty questionnaires in both languages were handed out and 185 were returned. Four hundred questionnaires were placed with businesses and ethnic community service organizations. Of these, 178 questionnaires were returned completed.

In September 2007, for convenience sampling, the researcher secured a booth at the Asian Garden Mall in Little Saigon. After two half-day events, 33 completed questionnaires were returned. Purposive sampling was attempted in the same month at the Goldenwest Community College in Huntington Beach, California, where a large number of Vietnamese Americans are registered as students. It is thought that those majoring in Criminal Justice will be interested in participating in the research project. A half-day event at the Orange Coast Community College yielded 22 completed questionnaires.

At the end of September 2007, 418 completed questionnaires had been collected; 76% of participants used the Vietnamese version.

In the following description of the study sample, the total number of responses may not add up to 418 because respondents did not answer the demographics question. The study sample consists of 162 males (39%) and 216 females (52%). Most respondents (45%) indicated they are in age groups 30-39 and 40-49.

Age Group	Under 18	18-24	25-29	30-39	40-49	50-59	60-69	70-79	80+
	5	41	32	77	106	66	47	25	6

The majority (62%) reported having lived in the United States for 11 to 30 years.

Length of residence	Less than 1 year	1-5 years	6-10 years	11-20 years	21-30 years	30+ years
	7	35	46	118	134	67

One third stated they are college graduates.

Educational Level	Less than High School	High School or GED	Some College	College Graduate	Graduate Degree
	66	85	97	120	39

Close to 35% indicated their household income is over \$75,000.

Household Income	Less than 5,000	5,001-10,000	10,001-20,000	20,001-30,000	30,001-40,000	40,001-50,000	50,001-75,000	75,001-100,000	100,000+
	30	36	51	54	38	44	58	47	36

FINDINGS

This portion of the report details survey results with respect to the level of contact Vietnamese Americans in Orange County have with the Court, their experience while at the Court, their perception of the Court, their knowledge of court programs, and their preferred methods of finding out court information.

Contact with the Court

The first question of the survey asked participants whether they have ever been to the Court. Those who acquiesced to the question were further asked the number of times they came to the Court, the reasons as well as types of cases that brought them to the Court. Respondents were asked to select as many reasons for coming to court and as many types of cases that brought them to court as applicable.

Contrarily to the assumption yielded by review of prior writings as well as conversations with pre-test participants and research volunteers that most Vietnamese Americans probably have not had any contact with the Court, 53% of research participants reported they have been to the Court.

Number of participants who responded they have been to the Court	223 (53%)
Number of participants who responded they have never been to the Court	184 (44%)

Table 1 – Contact with the Court- N=418 *

* Numbers may not add up because some participants did not answer

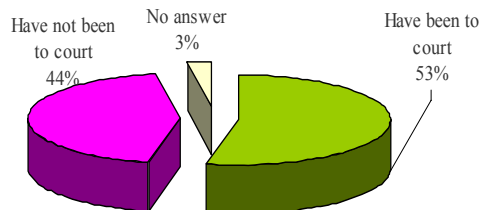


Figure 1 - Contact with the Court

Fifteen percent reported they have been to the Court four or more times. The majority (54%) indicated they have contacted the Court two or three times; 31% indicated they have been to the Court once.

Number of Contacts	Once	Two-Three Times	Four and More Times
Number Responded	68	121	33
Percentage	31%	54%	15%

Table 2 – Number of Court Contacts - N=223 *

* Numbers may not add up because some participants did not answer

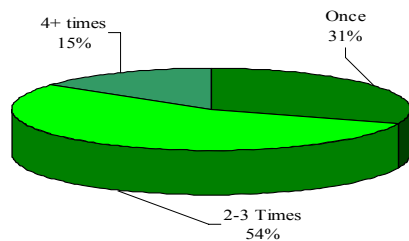


Figure 2- Number of Court Contacts

These results are not so surprising once the reasons for coming to court are examined. Sixty-four percent selected “Jury Duty” as one of the reasons for their contact with the Court. This finding is consistent with previous national court user studies revealing that jury service has become more prevalent and representative of the general population.⁵⁰ Other reasons bringing Vietnamese Americans to court were: make a payment or get an extension on a payment (30%) and support or assist a family member or friend (15%).

⁵⁰ National Center for State Courts, **Perceptions of the Courts in Your Community: The Influence of Experience, Race and Ethnicity**, 2003, page 20.

Reason for Coming to Court	Number Responded
Start a court case/ file a petition or complaint	18
Make a payment/ get an extension on a payment	67
Represent a client	2
Jury duty	142
Appear as a witness	12
Respond to a petition, complaint, summons, or warrant	19
Support/ assist a family member/ friend	33
Search court records/ obtain documents	19
Get information	17
Other: Accident claim, child support, divorce, field trip, take a test, traffic school.	15

Table 3 – Reasons for Court Contact - N=223 *

* Numbers do not add up because participants may select multiple reasons. When selecting “other”, respondents may or may not write in the reason.

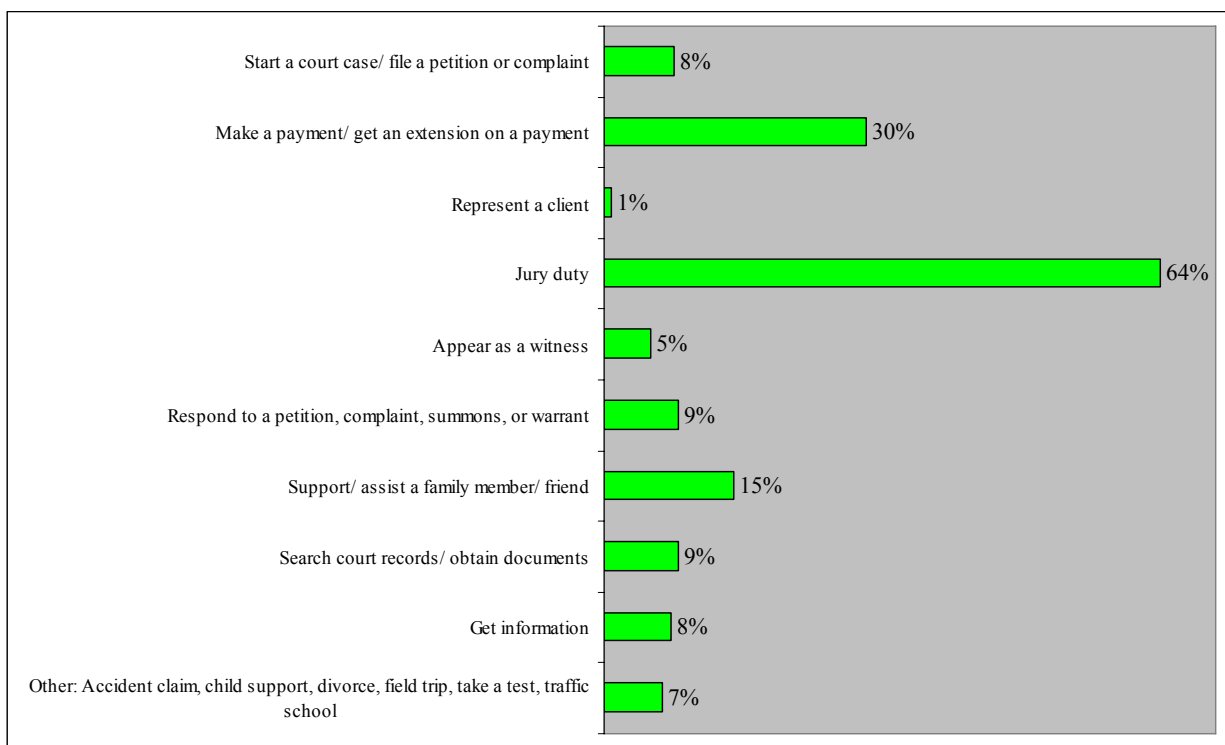


Figure 3 – Reasons for Court Contact *

* Participants may select multiple reasons

With 30% participants selecting “make a payment or get an extension on a payment” as their reason for coming to court, it is to be expected that the case type that most often brought Vietnamese Americans to the Court is Traffic. Fifty-two percent of respondents indicated they came to court on a Traffic case; 18% selected Small Claims; 11%, Civil; while only 2% came to court for a Probate matter.

Case Type That Brought Respondents to Court	Number Responded
Traffic	115
Small Claims	40
Civil	24
Juvenile	14
Probate	4
Criminal	15
Divorce, child custody, or support	16
Other: Car accident, employment, jury duty	24

Table 4 – Case Types That Brought Respondents to Court N= 223 *

* Numbers do not add up because participants may select multiple reasons. When selecting “other”, respondents may or may not write the case type.

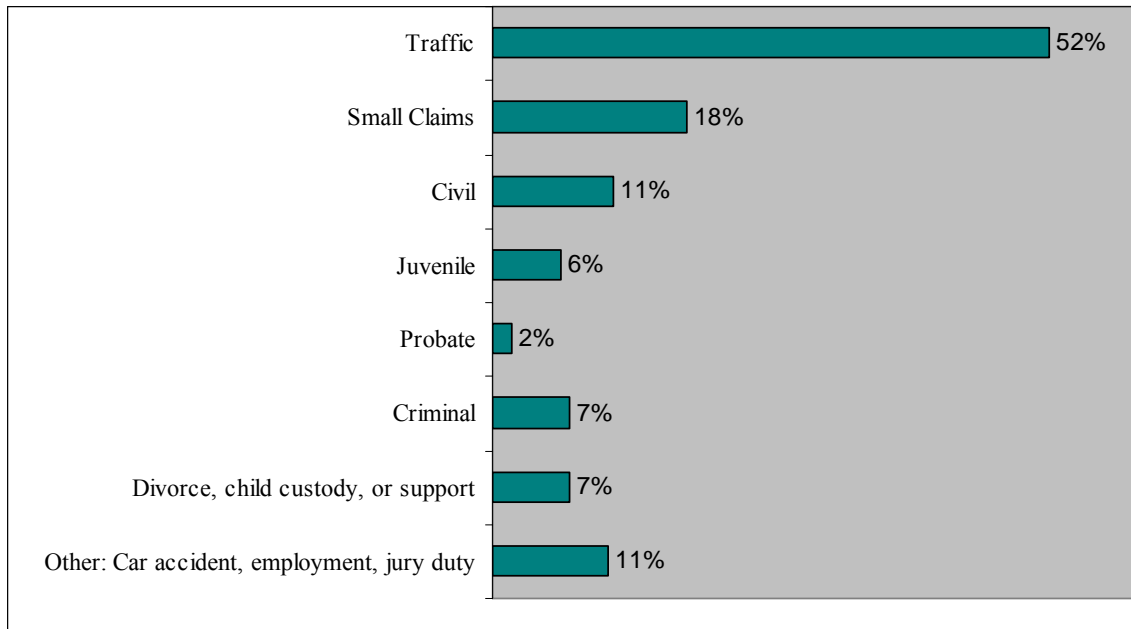


Figure 4 – Case Types That Brought Respondents to Court *

* Participants may select multiple reasons

Since serving jury duty is the most selected reason for court contact and citizenship is a required qualification for jurors, an examination was made of the relationship between the level of court contact and the length of residence in the United State. Survey results in fact show that newer residents are less likely to have contact with the Court as compared to participants who have been longer in the United States: only 25% of participants with ten or fewer years of residence responded having been to the Court compared to 64% for those who have lived in the United States for 30 or more years.

Number Responded	10 years or less in USA		11-30 years in USA		30+ years in USA	
	Number	Percentage	Number	Percentage	Number	Percentage
Number of participants-Percentage of participants Who responded they have been to the Court	22	25%	153	60.7%	43	64.2%
Number of participants –Percentage of participants who responded they have never been to the Court	66	75%	92	36.5%	22	32.8%

Table 5 –Relationship between Court Contact and Years of Residence in U.S. - N=418 *

* Numbers may not add up because some participants did not answer

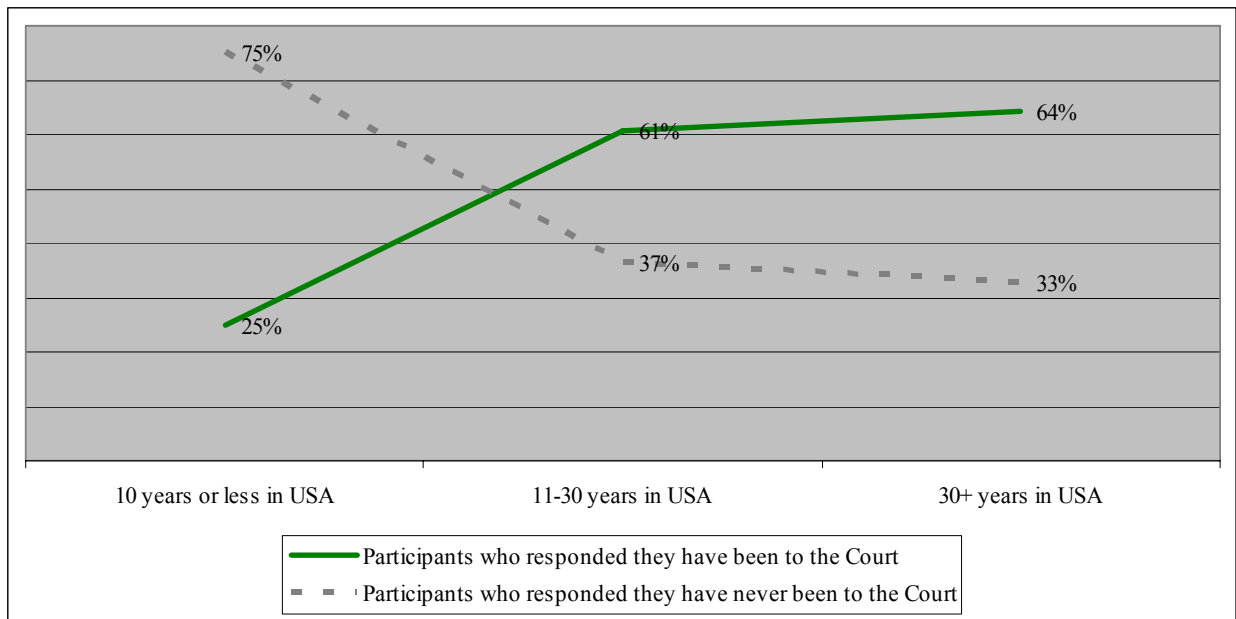


Figure 5 – Relationship between Court Contact and Years of Residence in U.S.

Respondents were also asked if at one time, they had wanted or needed to use the Court but decided not to; participants who acquiesced to the question were asked to check any of the listed reasons. Twenty-five percent responded they had, at one time, decided not to use the Court.

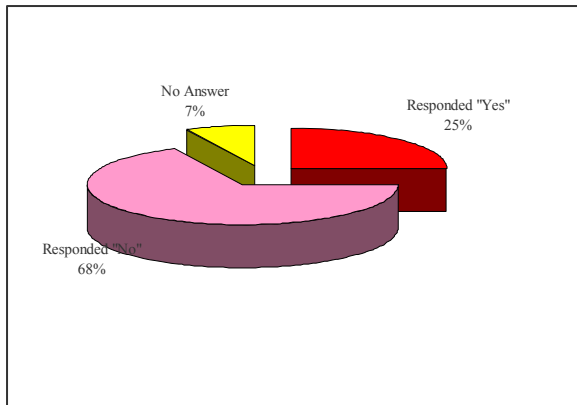


Figure 6 – Percentage Decided Not to Use the Court

The most frequently selected reason for deciding against using the Court was “cost” being too high, followed by “I found another way of solving the problem.”

Reason for Not Using the Court	Number
Court is too far	5
Found another way to solve problem	36
Felt uneasy about what might happen	25
Did not think the court can help	25
Have a physical problem	1
Cost was too high	44
Court's business hours made it difficult	17
Problem with English	28
Cannot afford time away from work/family	31
Other Long lines (1) Useless waste of time (2) Procedures too complicated (1)	4

Table 6 – Reasons for Not Using the Court

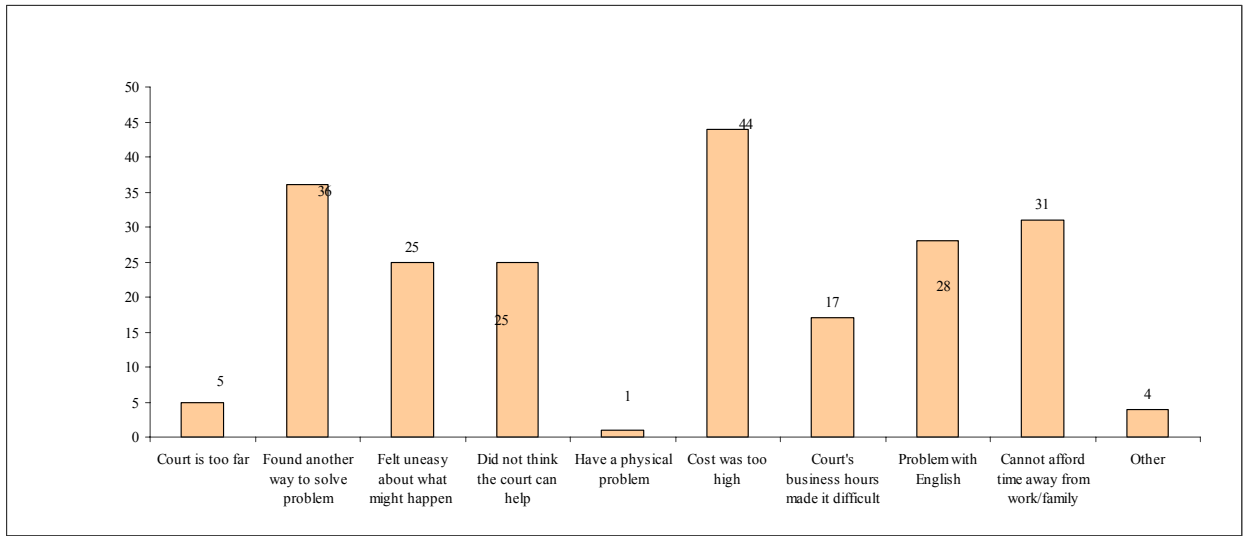


Figure 6a – Reasons for Not Using the Court

Experience at the Court

To assess Vietnamese American court users’ experience at the Court, the survey asked participants whether they were able to complete what they came to court to do and whether they had problems when contacting the Court. Participants rated their satisfaction level by selecting “Never”, “Sometimes”, “Most of the Time” or “Always” in answer to the question regarding their ability to complete what they came to court to do. Problems listed ranged from locating the courthouse to completing forms and understanding court procedures. Respondents were invited to select all problems that applied and to write in other problems not listed.

Forty percent of participants responded they were “always” able to complete what they came to court to do. Twenty-two percent indicated they were able to complete what they came to court to do “most of the time”; 26%, “sometimes”. Only 6% responded they were “never” able to complete what they came to court to do.

Able to Complete?	# Responded	Percentage
Never	14	6%
Sometimes	57	26%
Most of the Times	50	22%
Always	88	40%

Table 7 – Satisfaction at the Court N=223 *

* Numbers may not add up because some participants did not answer

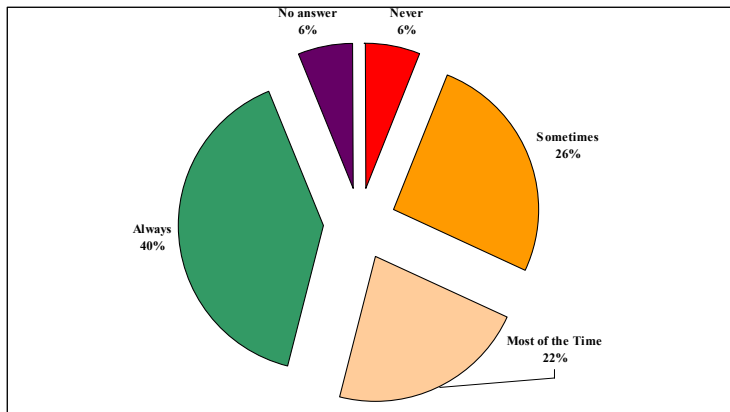


Figure 7 – Satisfaction at the Court

Respondents who came to court on Criminal, Small Claims, and Traffic cases were more likely to be able to complete what they came to do. Forty percent of participants who reported coming to court on a Criminal case indicated they were “always” able to complete what they came to do; 39% of Small Claims court users responded the same, as well as 35% of participants who came to court on Traffic cases.

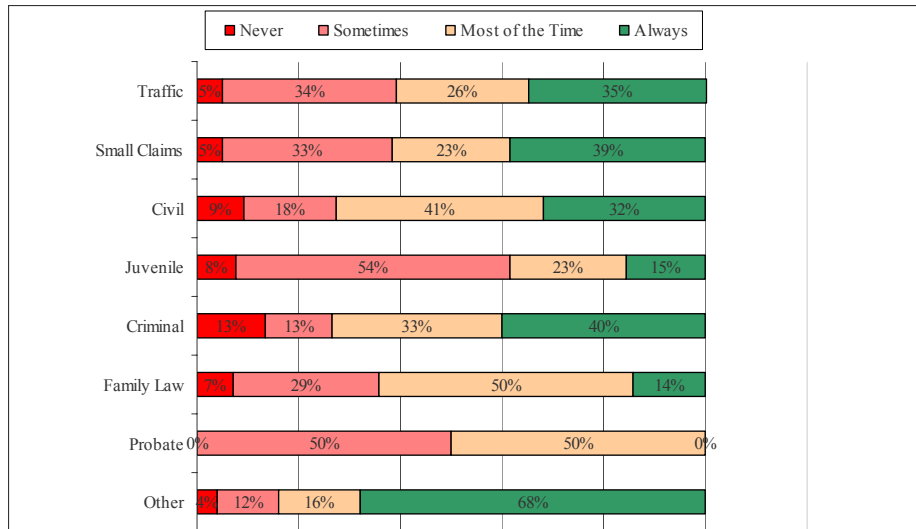


Figure 7a - Satisfaction Level by Case Type

Respondents who came to court to make a payment as well as those who came to respond to a petition/complaint/warrant, and of those who came to get information were more likely to select “always” as answer to the question whether they have been able to complete what they came to court to do.

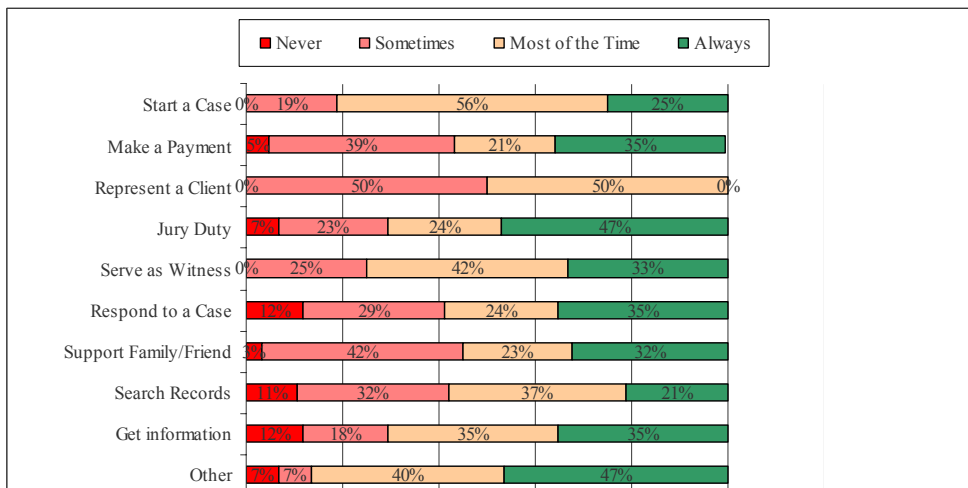


Figure 7b Satisfaction Level by Reason for Coming to Court

Whether they were able to complete what they came to court to do, most participants (79%) reported having difficulties when accessing the Court.

Participants reporting no problems	47	21%
Participants reporting one or more problems	176	79%

Table 8 – Percentage of Court Users with Access Problems N=223

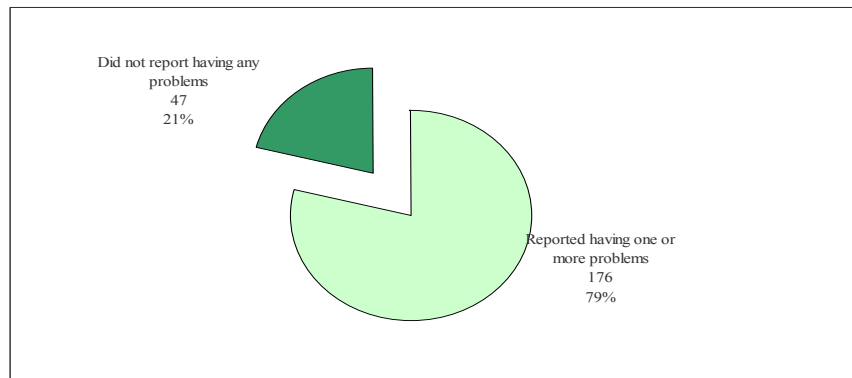


Figure 8 – Percentage of Court Users with Access Problems

Over one third (34%) responded they have problems with understanding court procedures; 18%, with locating the courthouse, courtroom or office; 15%, with understanding court forms and documents.

Problem Type	No. Reported	Percentage
Locate courthouse, courtroom, office	59	27%
Complete forms	35	16%
Hours of operations	27	12%
Understand court procedures	113	51%
Understand court staff	34	15%
Understand court forms/documents	48	22%
Other: Deputies are racist and overextend their power (1) Do not fully understand English (3) Find Baby sitter (1) Justice/Judge - Judge too old, did not understand issue (2) Parking (locate lot, too far) (3) Wait (too long) (3) Employees (unfriendly, too slow) (2)	11	5%

Table 9 – Problems When Contacting the Court N=223 *

* Participants may select as many problem types as applicable. When selecting “Other” they may not write in the problem. Respondents may write in problems without selecting “Other”.

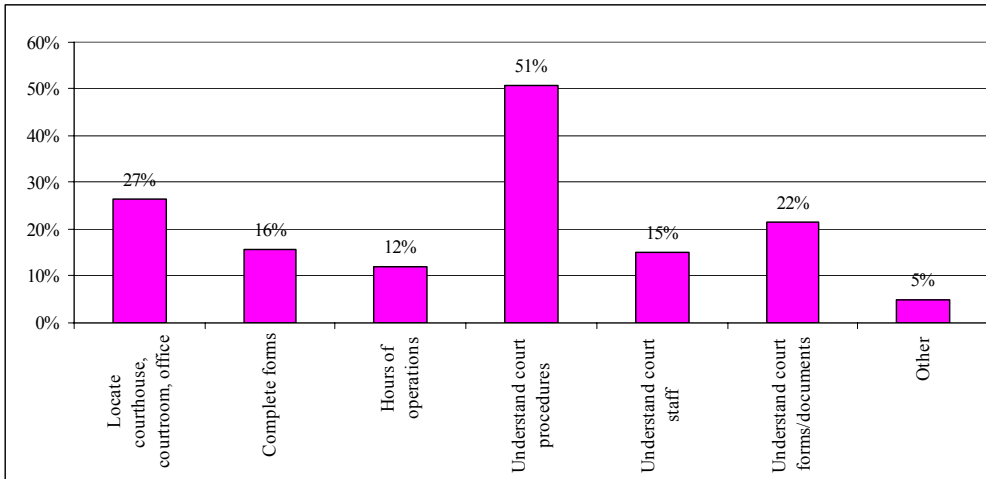


Figure 9 – Problems When Contacting the Court

Survey findings in the previous section established that Vietnamese Americans’ level of contact with the Court increases with years of residence in the United States. However, findings in this section show a significant negative relationship between the length of residence and the satisfaction level ($r = -.17, p < .05$). As participants’ length of residence increases, they are less likely to indicate they are able to complete what they came to court to do.

Length of Residence	% Responded “Never”	% Responded “Sometimes”	% Responded “Most of the Time”	% Responded “Always”
10 or Less Years	0%	22%	17%	61%
11 – 30 Years	7%	28%	25%	40%
30 or More Years	11%	34%	21%	34%

Table 10 – Relationship between Satisfaction Level and Years of Residence

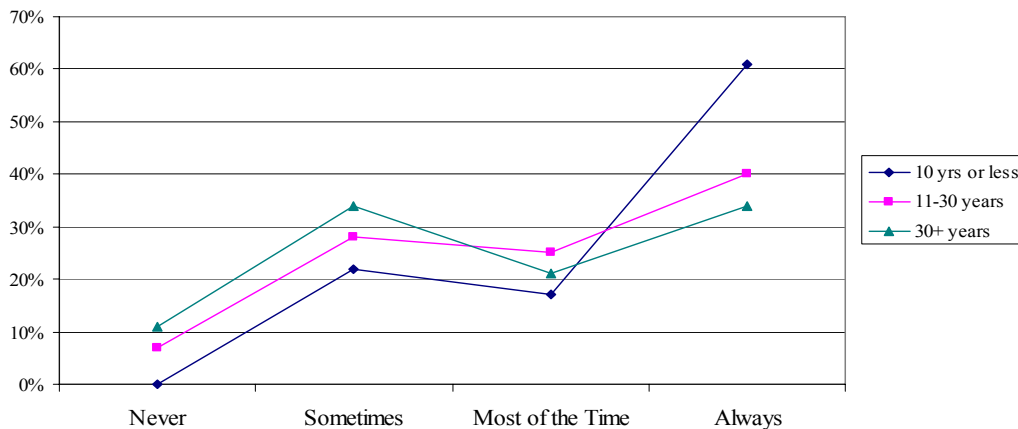


Figure 10 - Relationship between Satisfaction Level and Years of Residence

On the other hand, the number of times participants came to court did not correlate with how satisfied they were with being able to complete what they came to do ($r = -.02, p = n.s.$).

Number of Court Contact	% Responded “Never”	% Responded “Sometimes”	% Responded “Most of the Time”	% Responded “Always”
Once	9%	29%	12%	50%
Two-Three times	6%	32%	25%	37%
Four or More times	6%	12%	40%	42%

Table 11 – Relationship between Satisfaction Level and the Number of Contacts with the Court

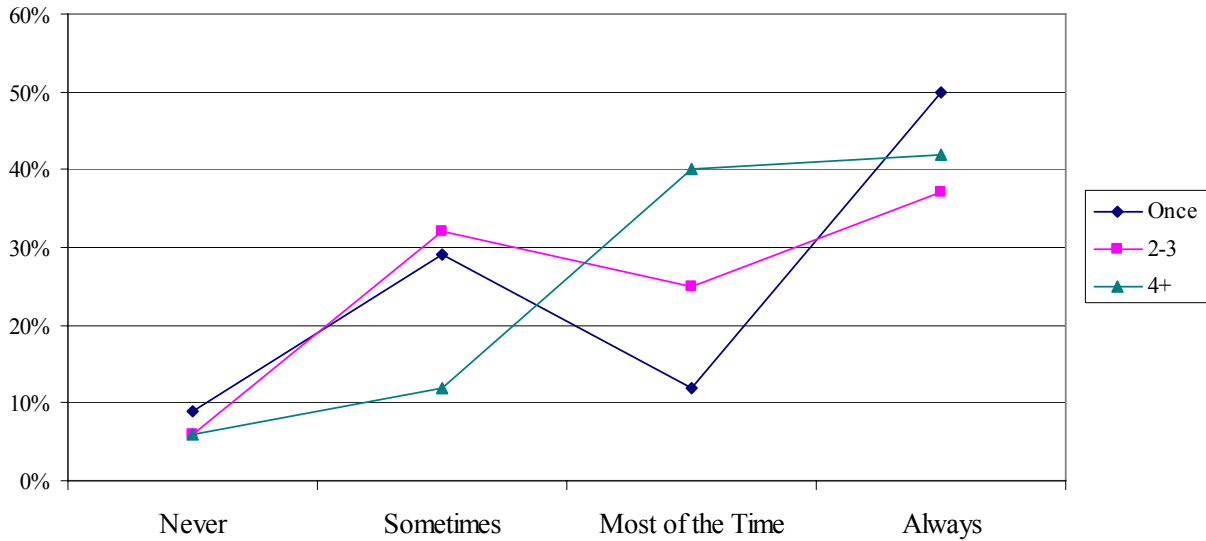


Figure 11 – Relationship between Satisfaction Level and the Number of Contacts with the Court

Perception of the Court

This part of the survey asked respondents to rate a series of eight statements on a 4-point Likert scale ranging from “strongly agree” (4) to “strongly disagree” (1). The statements are paired, each pair of statements inquiring about perception of the same issue. The first statement asked what the respondent thinks and the second statement asks what the community thinks. All statements expressed a positive view of the Court.

The majority of respondents agreed or strongly agreed with the statements.

Perception Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
I think that people are treated fairly by the courts	50 12%	275 66%	77 18%	16 4%
People in my community think that people are treated fairly by the courts	31 8%	269 66%	86 21%	19 5%
I think the judges are unbiased when making case decisions	38 9%	250 62%	104 26%	12 3%
People in my community think the judges are unbiased when making case decisions	26 7%	241 61%	115 29%	14 3%
I think court staff treat people with dignity and respect	48 12%	282 68%	73 18%	9 2%
People in my community think court staff treat people with dignity and respect	35 9%	274 67%	86 21%	10 2%
I have a favorable opinion of the court	33 8%	286 71%	75 19%	7 2%
People in my community have a favorable opinion of the court	22 6%	244 63%	111 29%	10 2%

Table 12 – Rating of the Perception Statements – Number and Percentage N=418*

* Numbers do not add up because some did not answer

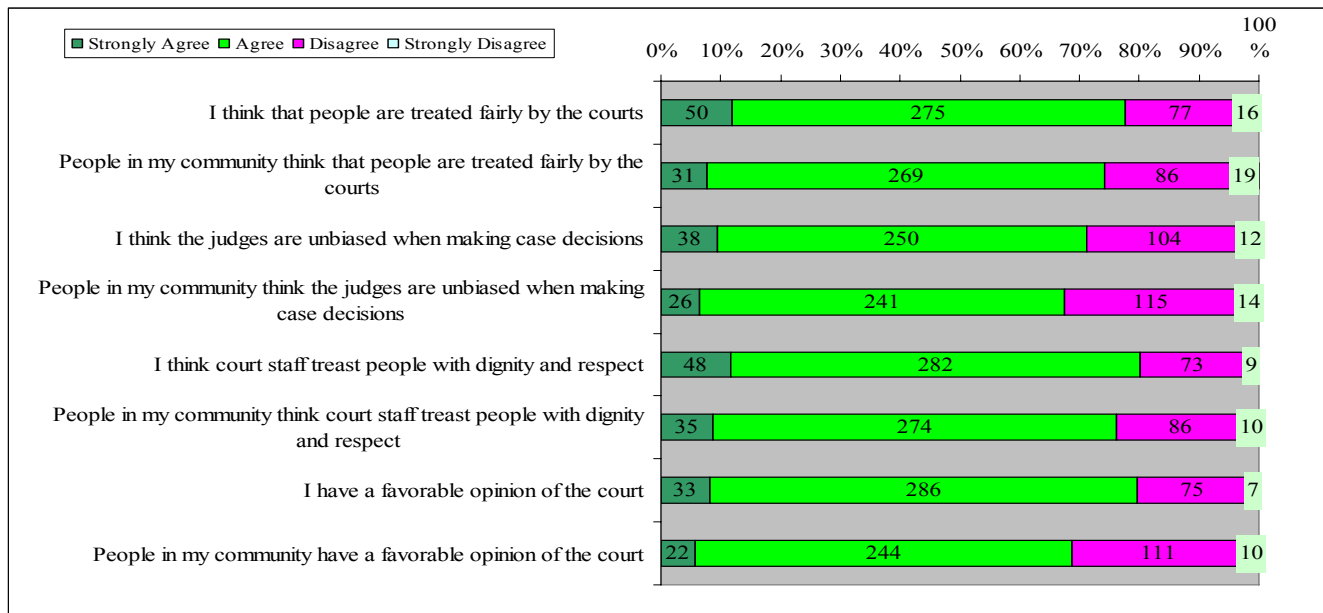


Figure 12 –Rating of the Perception Statements – Number and Percentage

The composite mean for all statements is 2.81, indicating that respondents responded positively to the statements. The area where respondents showed the highest agreement is treatment by court staff as perceived by the respondent (m = 2.90). The areas where respondents showed the lowest agreement are unbiased judicial decision as perceived by the community and overall favorable opinion by the community (m = 2.70).

Perception Statement	Mean
I think that people are treated fairly by the courts	2.85
People in my community think that people are treated fairly by the courts	2.77
I think the judges are unbiased when making case decisions	2.78
People in my community think the judges are unbiased when making case decisions	2.70
I think court staff treat people with dignity and respect	2.90
People in my community think court staff treat people with dignity and respect	2.82
I have a favorable opinion of the court	2.86
People in my community have a favorable opinion of the court	2.72
Composite	2.81

Table 13- Rating of the Perception Statements – Mean

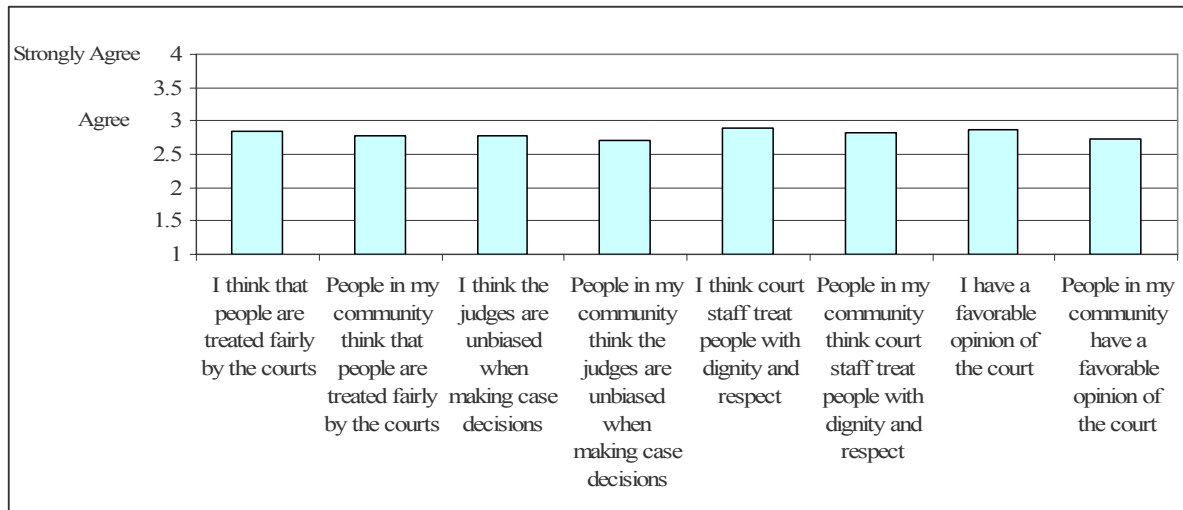


Figure 13 - Rating of the Perception Statements – Mean

Respondents who indicated having never been to court demonstrate a more positive perception of the Court than those who have been to court. For example, participants who have never been to the Court were more likely to agree that “People are treated fairly by the court” ($m = 2.94$, $sd. = .70$) than respondents who have not been to court ($m = 2.80$, $sd. = .62$; $p < .05$). In general, those who have never been to the Court ($m = 2.88$, $sd. = .051$) rated the perception statements higher than those who have been to the Court ($m = 2.75$, $sd. = .46$, $p < .05$).

Perception Statement	Mean Score	
	Respondents who have been to court	Respondents who have never been to court
I think that people are treated fairly by the courts	2.80	2.94
People in my community think that people are treated fairly by the courts	2.71	2.84
I think the judges are unbiased when making case decisions	2.65	2.91
People in my community think the judges are unbiased when making case decisions	2.61	2.81
I think court staff treat people with dignity and respect	2.86	2.95
People in my community think court staff treat people with dignity and respect	2.76	2.92
I have a favorable opinion of the court	2.84	2.90
People in my community have a favorable opinion of the court	2.69	2.76
Composite	2.75	2.88

Table 14- Relationship between Rating of Perception Statements and Prior Court Experience

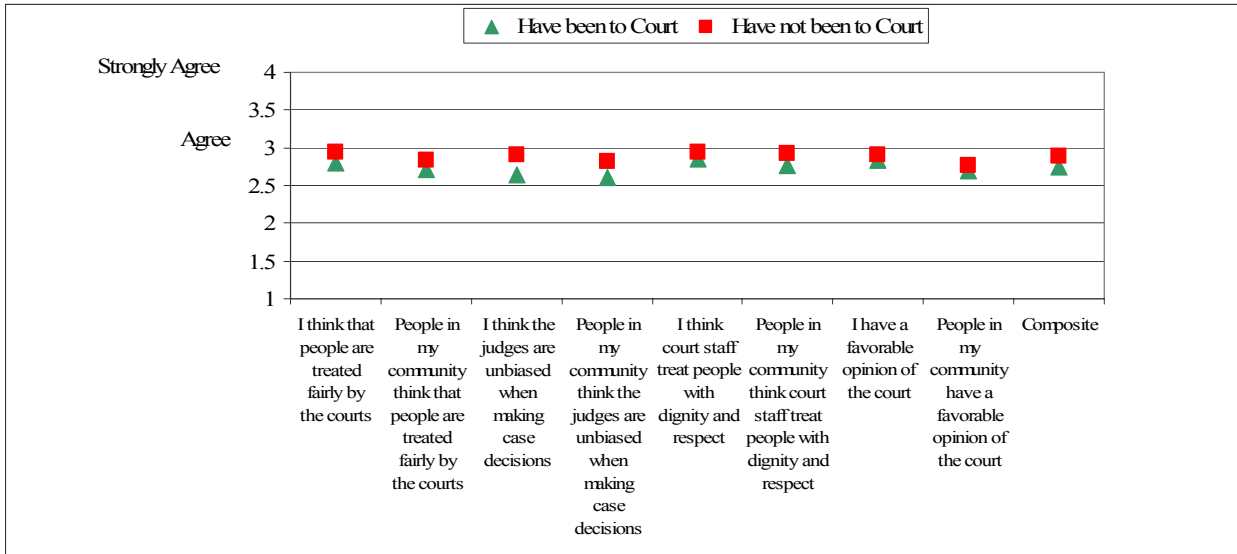


Figure 14 - Relationship between Rating of Perception Statements and Prior Court Experience

Among respondents who have been to court, there was a significant difference between those who came to court only as jurors ($m = 2.88$, $sd. = .39$) compared to those who have come to court but never served as a juror ($m = 2.71$, $sd. = .47$; $p < .05$). There was also a significant difference between those who came to court only as jurors ($m = 2.88$, $sd. = .39$) compared to those who came to court as jurors but also have used the court for other purposes ($m = 2.65$, $sd. = .49$; $p < .05$). Respondents whose only contact with the Court was to serve jury duty demonstrated a more favorable perception of the Court than those who have come to court but never as jurors and those who came to court as jurors and for other reasons.

Perception Statement	Mean Score		
	Respondents who came to court as jurors Only	Respondents who came to court but never as jurors	Respondents who came to court as jurors and for other reasons
I think that people are treated fairly by the courts	3	2.73	2.66
People in my community think that people are treated fairly by the courts	2.85	2.68	2.61
I think the judges are unbiased when making case decisions	2.83	2.56	2.58
People in my community think the judges are unbiased when making case decisions	2.73	2.60	2.49
I think court staff treat people with dignity and respect	3.01	2.80	2.76
People in my community think court staff treat people with dignity and respect	2.83	2.81	2.63
I have a favorable opinion of the court	2.96	2.78	2.78
People in my community have a favorable opinion of the court	2.82	2.69	2.54
Composite	2.88	2.71	2.65

Table 15 – Rating of Perception Statements – Relationship between Rating and Serving as Jurors.

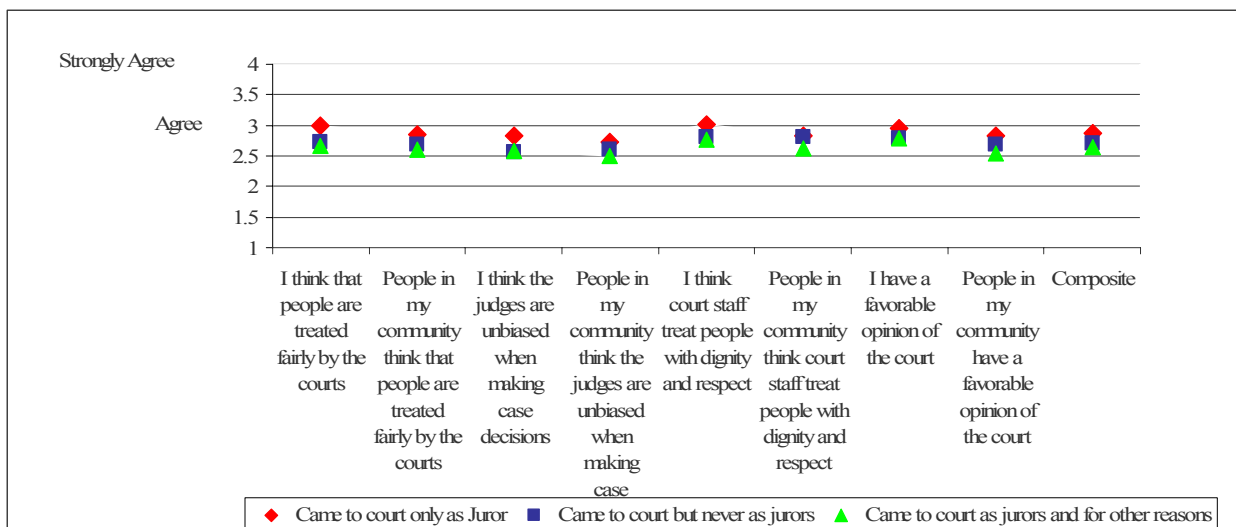


Figure 15 – Rating of Perception Statements – Relationship between Rating and Serving as Jurors.

Participants who reported having been in the United States for ten or fewer years agreed less with some of the perception statements than those who have lived longer in the United States. However, no overall significant difference was observed across the different lengths of residence.

Perception Statement	Mean Score		
	Respondents with 10 Yrs or Less in the U.S.	Respondents with 10-30 Yrs in the U.S.	Respondents with 30+ Yrs in the U.S.
I think that people are treated fairly by the courts	2.72	2.89	2.91
People in my community think that people are treated fairly by the courts	2.63	2.81	2.78
I think the judges are unbiased when making case decisions	2.71	2.79	2.77
People in my community think the judges are unbiased when making case decisions	2.67	2.72	2.74
I think court staff treat people with dignity and respect	2.82	2.92	2.94
People in my community think court staff treat people with dignity and respect	2.80	2.84	2.85
I have a favorable opinion of the court	2.78	2.89	2.86
People in my community have a favorable opinion of the court	2.72	2.72	2.72
Composite	2.74	2.83	2.82

Table 16 – Rating of Perception Statement- Relationship between Rating and Length of Residence in U.S.

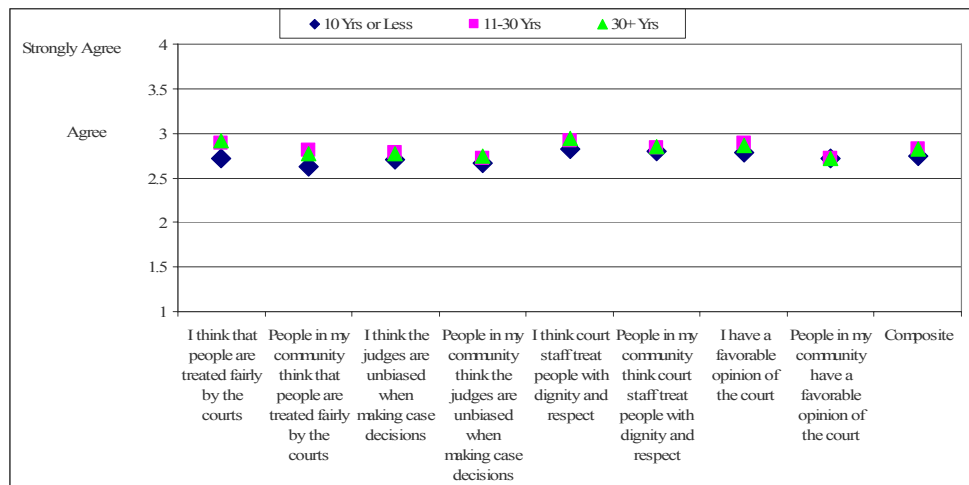


Figure 16 - Rating of Perception Statement- Relationship between Rating and Length of Residence in U.S.

On the other hand, there was a significant difference in the overall rating between respondents who did not know of any of the Court’s programs listed in the survey (m = 2.74, sd. = .53) and those who knew at least of one program (m = 2.85, sd. = .45; p<.05). Participants who knew one or more programs showed a much higher level of agreement with the perception statements than those who did not know any programs.

Perception Statement	Mean Score	
	Respondents with no knowledge of any court Program	Respondents with knowledge of at least one court program
I think that people are treated fairly by the courts	2.82	2.88
People in my community think that people are treated fairly by the courts	2.76	2.78
I think the judges are unbiased when making case decisions	2.73	2.81
People in my community think the judges are unbiased when making case decisions	2.61	2.77
I think court staff treat people with dignity and respect	2.83	2.94
People in my community think court staff treat people with dignity and respect	2.69	2.92
I have a favorable opinion of the court	2.79	2.91
People in my community have a favorable opinion of the court	2.63	2.77
Composite	2.74	2.85

Table 17 – Rating of Perception Statements- Relationship between Rating and Knowledge of Court Programs

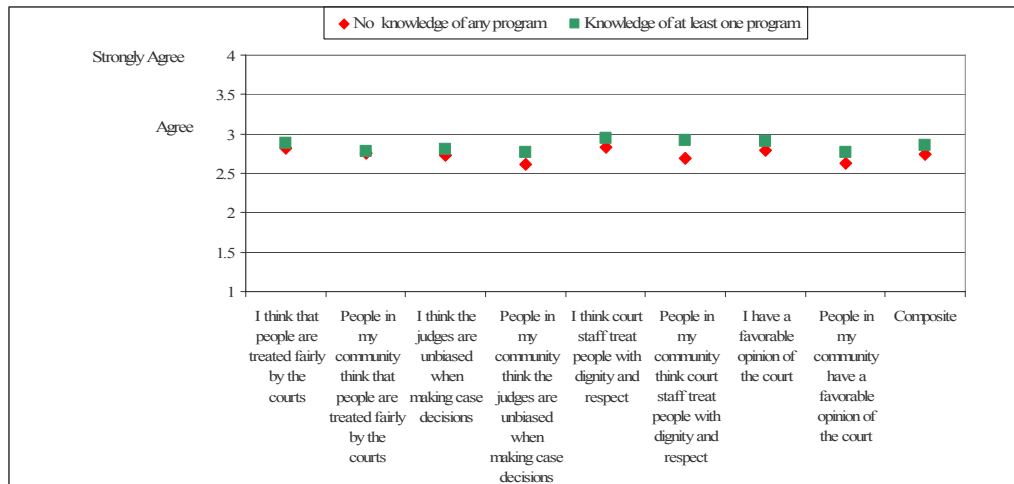


Figure 17 – Rating of Perception Statements- Relationship between Rating and Knowledge of Court Programs

Knowledge Of Court Programs And Preferred Methods Of Receiving Information

Research participants were asked if they knew any of eight court affiliated programs and resources. Listed were the Self Help Center, Small Claims Advisor and Family Law Facilitator programs, the Court’s Website, Legal Aid, the Domestic Violence, Mental Health and Drug Courts. Respondents were asked to select as many programs as applicable.

Nearly half of the respondents (41%) did not know of any of the programs as listed. Approximately the same number of respondents knew of only one program. The highest number of programs checked is five. The most known program is the Court’s website, followed by Legal Aid. Whether the respondent has been to court does not appear to make a difference in their knowledge of court programs.

Knowledge of Court Programs	Number Responded
None	175
One	172
Two	44
Three	17
Four	7
Five	3

Table 18-Overall Knowledge of Court Programs N= 418

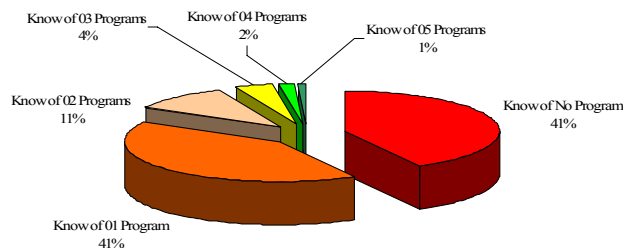


Figure 18 – Overall Knowledge of Court Programs

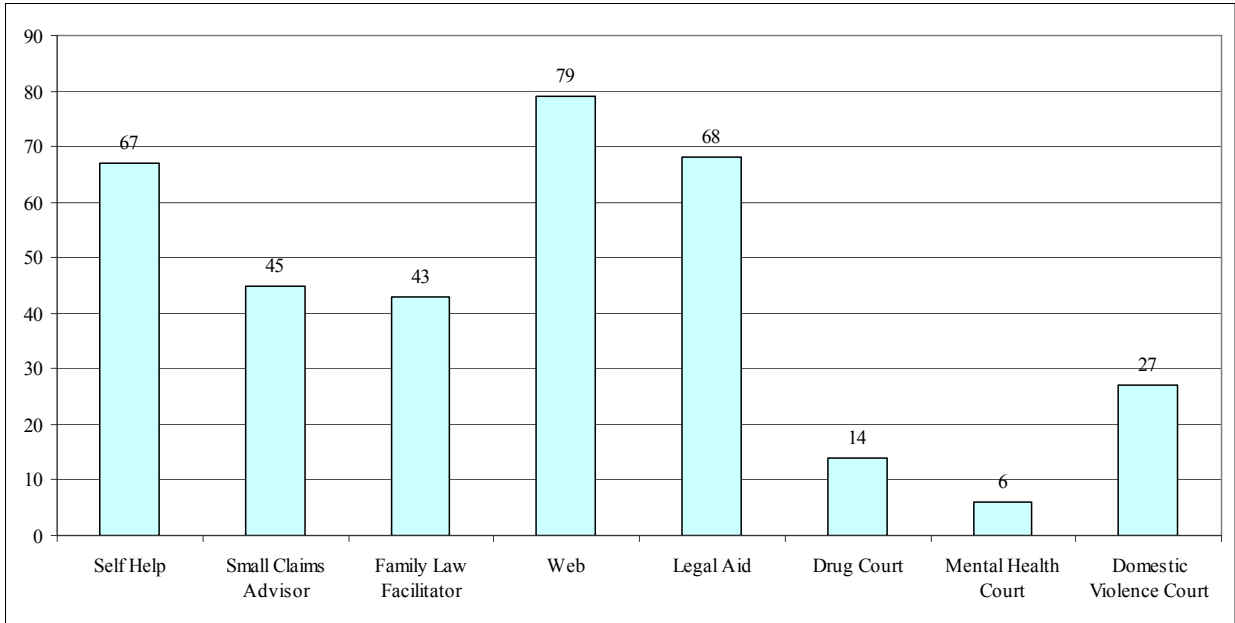


Figure 18a- Knowledge of Each Court Program

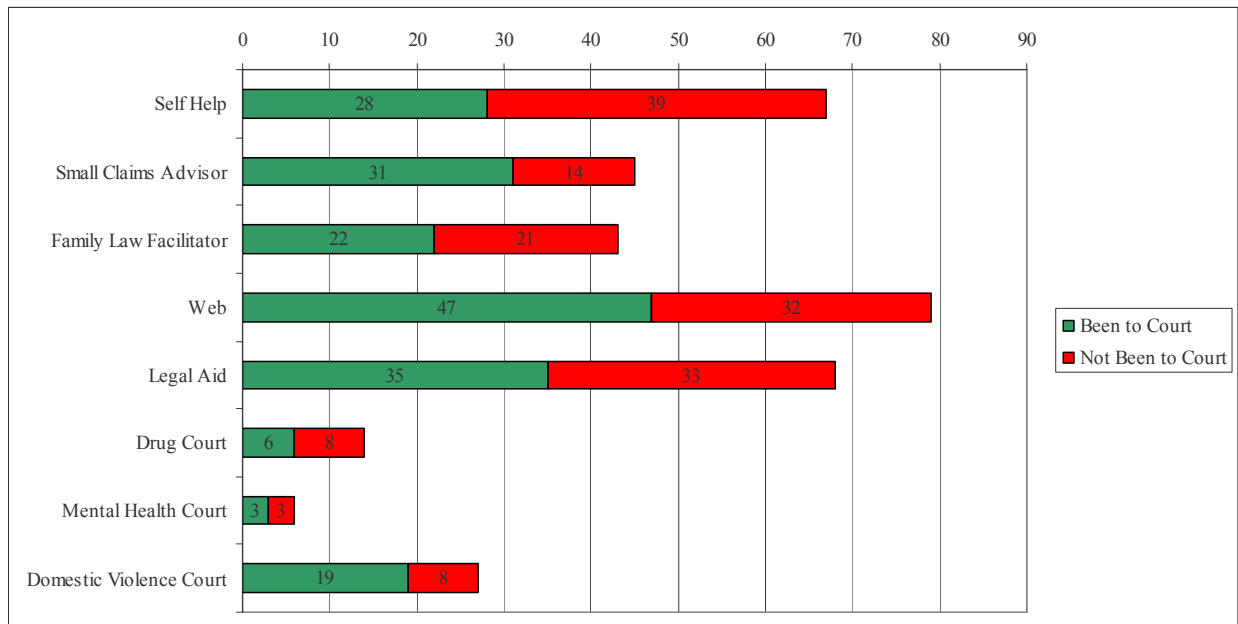


Figure 18b – Knowledge of Court Programs – Relationship between Knowledge and Prior Court Experience

Research participants were asked how they prefer to find out about the Court and its services. Respondents were asked to select as many listed ways of receiving information as applicable. The methods listed included media in both English and Vietnamese, Court website and brochures. The most strongly preferred methods were Vietnamese newspapers, followed by Vietnamese radio and Vietnamese television. Thirty percent of respondents selected the Court’s website as one of the preferred means of receiving court information. Once again, whether the respondent has been to court does not appear to make a difference in their selection of preferred means of receiving information.

Method of Receiving Information	Number	Percentage
English language newspapers	114	27%
English language radio	85	20%
English language TV programs	106	25%
Vietnamese newspapers	199	48%
Vietnamese radio	191	46%
Vietnamese TV programs	139	33%
Internet	69	17%
Court Brochures	126	30%
Other Friends and families (4) Court outreach into community (7) Mail (2) Internet search (3) Lawyers (1) Schools (1)	16	4%

Table 19 – Preferred Methods of Receiving Court Information *

* Respondents may select multiple methods. When selecting “Other”, respondents may not write in methods; respondents may write in without checking “Other”

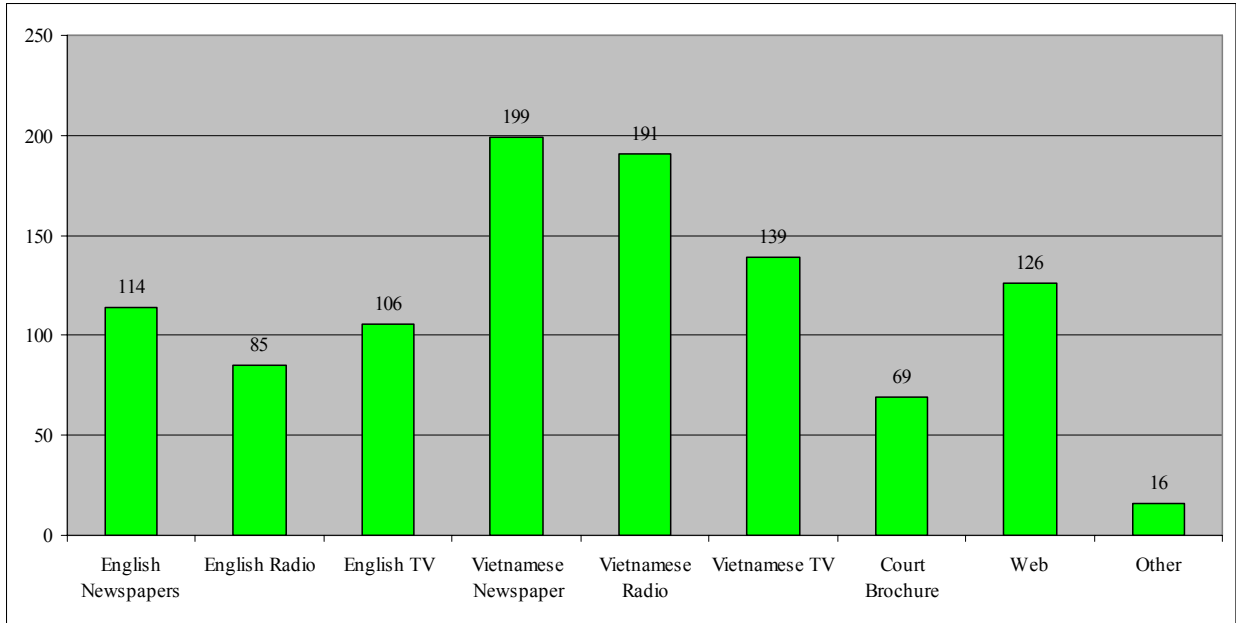


Figure 19a – Preferred Methods of Receiving Information

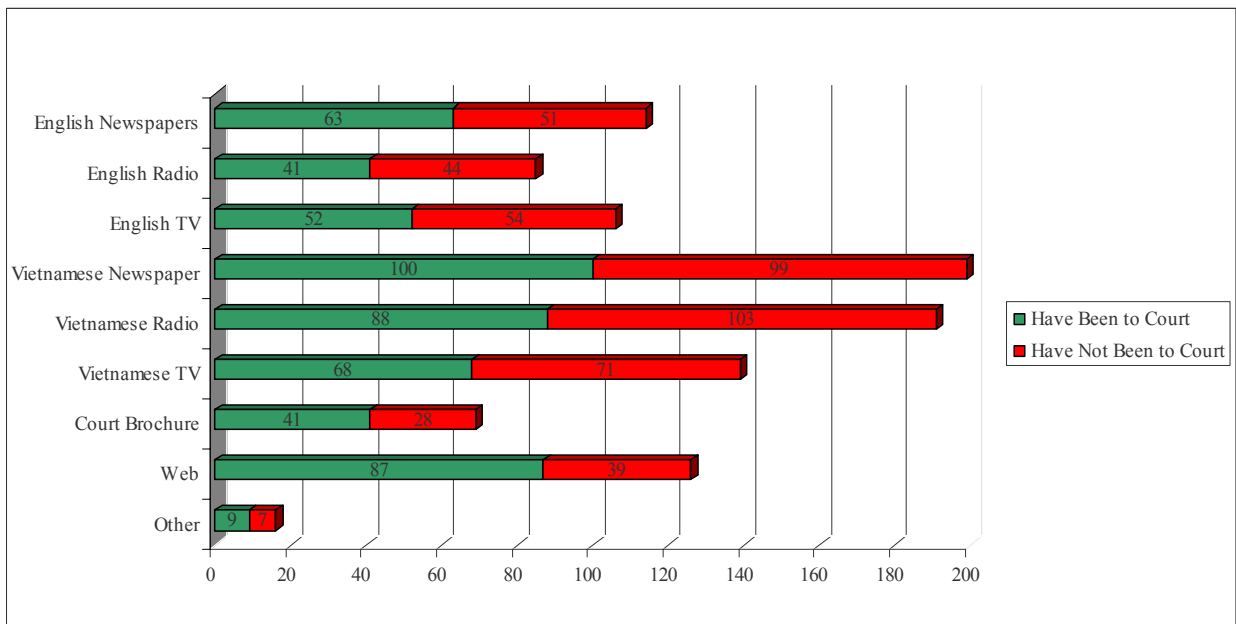


Figure 19b – Preferred Methods of Receiving Information – Relationship between Methods and Prior Court Experience

Suggestions From Respondents

Forty-eight responses were received in answer to the last question “Do you have any suggestions for the court so that we can better serve you?” Participants who have never been to the Court made 16 suggestions; those who have been to the Court made 31. One suggestion was from a participant who did not indicate whether he/she has been to the Court or not.

Nine participants suggested the Court provide more interpreters. There were several suggestions relating to outreach strategies, most of them proposing the use of the Vietnamese media. One participant advised the Court to “Be close to the community; don’t let them think everything related to the courts is difficult and hard to resolve.” A number of suggestions concern procedures in various areas, in particular Jury Services when working with prospective jurors who have insufficient knowledge of the English language. A large number of suggestions touch on policy matters and are indicative of what Vietnamese Americans expect of the Court, to “protect the poor with no voices”, “be lucid and fair and humane”, “treat people kindly and fairly so they will not be afraid when they need the courts and police.”

All suggestions are listed in Table 20. They are separated by topics with indicator as to whether the respondent has been to court.

Suggestions	Been to Court?
<p>Need for Interpreters: Have Vietnamese speaking guides to facilitate matters at the court In need of interpreter for instructions, explanation, court procedures, etc. More translators Need interpreters to help those who don't speak English Need more interpreters for defendants whose English is poor Need more interpreters for people with language difficulties The court should have Vietnamese interpreters to help the people in the area when they need guidance. Thank you The courts should hire more Vietnamese speaking employees to help the community in times of needs. Help for translation for those who are not fluent in English</p>	<p>N/A Yes Yes Yes Yes Yes Yes Yes No</p>
<p>Outreach Measures: Be close to the community; don't let them think everything related to the courts is difficult and hard to resolve Give information about the law in the newspapers and on the radio Through the newspapers, explain the laws Educate our children about the Court Advertise the services available Have court employees talk on Vietnamese radio shows Have Court representatives conduct talk shows on VN TV to spread information about court policies Propose and express public interest directed towards minority groups such as the Vietnamese community Send newsletters and brochures to the residence</p>	<p>Yes Yes Yes Yes No No No No No</p>
<p>Procedures Clearly explain the rights of U.S. citizens (2) Don't make people serve if they are not ready Need to have ways to close a case/trial faster and in a short time frame There has got to be a better way to help the elderly Vietnamese people when they report to jury duty at the court due to language barrier! To be a juror, one must be fluent in English to understand what is going on during a trial When selecting juror, to have justice, one must make sure that prospective jurors really understand English The courts usually trust law enforcement. Suggest the police has to provide evidence such as video or speed gun.</p>	<p>Yes Yes Yes Yes Yes Yes No No</p>

Suggestions	Been to Court?
<p>Policy</p> <p>Open doors to the community</p> <p>Represent the community to help Vietnamese people</p> <p>The Court needs to be fair, treat Vietnamese the same as American. The Judge in W12 is not impartial, a racist. He always asks for an interpreter when the defendant is Vietnamese.</p> <p>The courts should be fair and the judges unbiased</p> <p>The courts should protect the poor with no voices</p> <p>Treat us more fairly and don't make us be afraid of being involved with courts and police (2)</p> <p>Unbiased</p> <p>Adapt to culture and customs of Vietnamese Americans</p> <p>Be fair, lucid and humane (2)</p> <p>Hope the courts judge crimes severely so the community can live in peace and happiness</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>No</p> <p>No</p>
<p>Other</p> <p>Hire better deputies that have respect</p> <p>Staff should be nicer and more professional</p> <p>Police reports not accurate</p> <p>I don't like to go jury duty</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p>

Table 20 – List of Suggestions for the Court

CONCLUSIONS AND RECOMMENDATIONS

Looking beyond the array of specific findings as described in the previous section, this portion of the report assesses what has been learnt in relation to prior writings and submits for consideration practical implications for the Court's policy and procedures.

Contributions To Study Topic

The research project focuses on a ground breaking subject: Vietnamese American court users in Orange County. Previous court user research has not taken an exclusive look at Vietnamese Americans; data have either been collected for Asian Americans in general or a little more specifically for Pacific Islanders. This study established ground data on court users of Vietnamese ancestry.

In addition to providing insight into Vietnamese Americans' historical and cultural background to better understand their outlook toward the court system, the report addresses a number of research questions surrounding their experience with the Court and perception of the Court and examines the best means for the Court to reach out to the Vietnamese community.

Some findings are consistent with conclusions drawn from previous research but there were also results inconsistent with prior studies. Information gathered from prior writings lead to the assumption that Vietnamese Americans have very few contacts with the court system. Through the survey process, it was discovered that their level of contact with the Court, as well as the main reason they came to court, are consistent with findings from other studies in California. Although they may be reluctant to contact the Court, as new residents innately respectful of authorities and naturally inclined to follow rules and regulations, Vietnamese Americans will comply when summoned for jury duty.

The majority of Vietnamese American court users reported having access issues; but they mostly are satisfied with their experience at the Court. However, those with a longer length of residence in the United States tend to be less positive about their court experience, no matter how frequently they have visited the Court. This observation was, at first look, perplexing. When paired with the finding that respondents with longer residence displayed a slightly more favorable perception of the Court than newer residents, it appears to support conclusions from previous research that a negative court experience does not affect perception of the court system.

Also consistent with previous research, court contact does not improve Vietnamese American court users' perception of the Court; but service as a juror is positively associated with how they perceive the Court. The research came upon a new finding that Vietnamese court users with a stronger knowledge of court programs are more likely to hold positive views of the Court. However, familiarity with court programs is low among Vietnamese Americans, as has been pointed out in previous studies of court users of other ethnicities. The best way to inform the Vietnamese community according to respondents is through the Vietnamese media.

Research results submit that the Court is doing well as far as Trial Court Performance Area 5 – Public Trust and Confidence is concerned. As a group, Vietnamese Americans have a positive perception of the Court; they think people are treated fairly by the Court and respectfully by its staff and that court decisions are made without bias. More importantly respondents believe their community shares their favorable view of the Court. However, in Performance Areas 1 and 4, survey findings call for the Court to take action in removing barriers such as unclear procedures and high cost of access to justice to better serve its Vietnamese American constituency.

Practical Recommendations For The Court's Consideration

Survey findings related to Vietnamese American court users' experience at the Court gave insight into what the Vietnamese community in Orange County needs most of the Court: to help them overcome such access barriers as understanding court procedures and locating the courthouse and court offices. Findings relating to Vietnamese Americans' perception of the Court gave insight into what the Court needs most of the Vietnamese community: to learn about court programs and activities. The following recommendations are made based on those conclusions and designed to align with the vision of the Court, to provide the highest quality of justice and court system services to the community by being accessible, convenient and understandable, actively educating the public about its services, and expanding partnerships between the justice system and community entities to advance justice.

1. Recommendation: Utilize Vietnamese newspapers and magazines to promulgate Court information
 - a. Collaborate with Vietnamese newspapers to post regular columns explaining court procedures and providing information relating to court programs and activities.
 - b. Topics of high interest include such court procedures as how to respond to jury summons; the various ways of resolving a traffic ticket; how to file and respond to a small claim matter. Statements juxtaposing commonly held myths about what is involved in going to court with the facts about how the Court actually operates should be included. Court locations and programs may be described in understandable details. The availability of alternative methods of dispute resolution should be discussed. Some prominence should be given to the Court's

efforts to improve the court user experience and its success in the civil justice arena.

- c. In addition to newspapers familiar to the Court such as: *Ngừời Việt* and *Việt Báo*, use magazines currently distributed free in the Vietnamese community. A list of Vietnamese newspapers and magazines published in Orange County is available in Appendix B.
 - d. Columns may be posted free of charge.
2. Recommendation: Collaborate with *Ngừời Việt*, the Vietnamese newspaper with the highest circulation, to conduct quarterly informational presentations.
- a. *Ngừời Việt* will publicize the meeting dates and presentation topics to its readers and provide a meeting area.
 - b. The Court will send representatives to address the Vietnamese public on topics such as: jury service, resolution of Traffic matters, basic criminal procedures, information relating to small claims, community courts activities. The Court will provide informational brochures as well as refreshments.
 - c. The cost of the meeting area may be waived. The contact name is Đỗ Dzũng (714-892-9414)
3. Recommendation: Use the Vietnamese radio stations to broadcast court information
- a. Orange County is home to numerous Vietnamese radio stations which assistance the Court should take advantage of to provide court information. Public announcements as well as interviews of governmental officials and community representatives are broadcasted regularly.

- b. Court information provided on Vietnamese radio may include current court events such as: grand jury recruitment, Leadership Academy, and legal clinics sponsored by the Court and Legal Aid, with emphasis on those conducted in Vietnamese.
 - c. Among the Vietnamese radio stations, Little Saigon Radio – 1480 AM is best known to Vietnamese listeners. The station operates a 24-hour program as opposed to others with limited broadcast time. A list of radio programs available in Orange County can be found in Appendix C.
 - d. One-time announcements are free of charge but not very effective. Approximate cost for recurring announcements is \$40 per announcement.
4. Recommendation: Collaborate with KSCI- LA 18 Television Station to promulgate Court information.
- a. KSCI – LA18 is an Asian language television station based in Los Angeles, CA. As a must-carry channel, KSCI reaches all cable subscribing households in Orange County and neighboring area. The channel offers informational sessions during its daily half-hour and weekly one-hour shows in Vietnamese. An interview format is used, designed to bring up issues that are of interest to the Vietnamese community.
 - b. The Court should take advantage of these sessions to present court programs, court services and activities of interest to the Vietnamese community.
 - c. Topics of high interest include current court events as well as outlines of court procedures, particularly in the area of jury service and traffic cases, and information relating to community courts.

- d. The taping of informational sessions is free of charge. The contact person is Tracy Bui – Vietnamese News Producer/Anchor.

5. Recommendation: Disseminate court procedures on informational flyers

- a. Develop one-page flyers in Vietnamese explaining basic court procedures relating to Jury, Traffic, Criminal and Small Claims matters.
- b. Make flyers available at the Court's various justice centers, in the jury assembly rooms, at the Court Resources Bureau and Self-Help Centers.
- c. Collaborate with Community organizations to make flyers available at their sites.

For example:

- i. Orange County Community Services Center, a County of Orange office located in Little Saigon.
 - ii. City libraries most frequented by Vietnamese Americans, such as: Santa Ana Library, Westminster Library and Anaheim Library.
 - iii. Legal Aid offices in Tustin and Anaheim.
- d. The cost for printing 100,000 flyers is estimated at \$4,000. The printing of flyers may be funded through grants from the Administrative Office of the Courts.

6. Recommendation: Participate in the County Community Services Center's activities.

- a. The County Community Services Center was established by the Orange County Board of Supervisors to provide assistance to the Vietnamese community.
- b. Vietnamese speaking court representatives should regularly be available at the center to provide general information and address issues brought up by members of the community.

- c. Court participation at the Center should be widely publicized in the Vietnamese community through the Vietnamese media.

7. Recommendation: Form a Vietnamese American Advisory Commission

- a. The Vietnamese American Advisory Commission will facilitate the exchange of information between the Court and the Vietnamese community. Rather than being merely a recipient of information, the Vietnamese community becomes a part of the dialogue.
- b. The Commission may include public officials, members of the Vietnamese American Bar Association, religious and community leaders and business owners.
- c. The Commission provides assistance and direction in identifying access barriers and developing culturally responsive as well as educational activities and events.

8. Recommendation: Establish a Vietnamese Interpreters Mentorship Program

- a. The Vietnamese Interpreter Mentorship Program is modeled after the Spanish Interpreter Internship Program currently sponsored by the Court in partnership with California State University in Fullerton. The mentorship program will be conducted solely by the Court.
- b. The Vietnamese Interpreter Mentorship Program aims to encourage Court employees fluent in both English and Vietnamese to become certified interpreters.
- c. Pursuant to an initial screening, experienced court interpreters will guide their charges through the preparation, examination and certification processes.
- d. The program may be expanded to bilingual County employees, particularly in those working at law enforcement related agencies.
- e. Cost may involve meeting areas and court time.

Implications For Future Study

As mentioned in the beginning of this section, the current study is the first research project looking into the relationship between Vietnamese Americans and the court system. Although the survey was able to reach a relatively large number of respondents in the general public, and thus collect reliable data on various aspects of the unexplored topic, there are many inherent weaknesses in the process. To reach a high number of respondents, the instrument was designed to appear easy to complete in a minimal amount of time. This goal restricted the number of questions and prevented inquiries into other aspects of court experience, such as the seriousness of the matter that brought the respondent to court. The survey was able to measure the respondents' opinion of the Court but could not establish the basis for that opinion. There was simply no space for questions relating to the important performance areas of Expedition-Timeliness and Independence-Accountability. It is hoped that the Court will administer a follow-up survey that will be able to capture the data missing in this current research.

Considering the very diverse constituency served by the Court, it is also hoped that a more ambitious research study will be undertaken to collect data from the general public. In addition to capturing a complete picture of its constituency, the Court will also be able to assess the differences in opinion that may exist between court users and non court users as well as those that may exist between ethnicities.

“Ultimately, a public that perceives that the courts are receptive to its needs, responsive to community problems, and engaged in an ongoing dialogue, is far more likely to be supportive of judges and the courts as an institution.”

Ronald M. George, Chief Justice of California⁵¹

⁵¹ Ronald M. George, Letter to Court Leaders, April 15, 1999

APPENDIX A – SURVEY INSTRUMENT- ENGLISH

**Court User Survey
Vietnamese Community**

1. **Have you ever been to any courthouse in Orange County?** Yes No
If you answered “No” please skip forward to question 7.

2. **How many times in the past have you been to the courts?**
 Once 2-3 times 4+ times

3. **What brought you to the courts? Check all that apply.**

- Start a court case/ file a petition or complaint
- Respond to a petition, complaint, summons, or warrant
- Make a payment/ get an extension on a payment
- Support/ assist a family member/ friend
- Represent a client
- Search court records/ obtain documents
- Jury duty
- Get information
- Appear as a witness
- Other: _____

4. **What type of case brought you to the courts? Check all that apply.**

- Traffic
- Small Claims
- Civil
- Juvenile
- Probate
- Criminal
- Divorce, child custody, or support
- Other: _____

5. **When you have come to court, have you been able to complete what you came to do?**

- Never
- Sometimes
- Most of the time
- Always

6. **When you were at the courts, did you have problems with any of the following: (Check all that apply)**

- Locating the courthouse, courtroom or office
- Understanding court procedures
- Completing forms
- Understanding court staff
- The courts’ hours of operation
- Understanding court forms/ documents
- Other: _____

7. **Please indicate whether you agree or disagree with the following statements:**

A. I think that people are treated fairly by the courts.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

B. People in my community think that people are treated fairly by the courts.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

C. I think that the judges are unbiased when making case decisions.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

D. People in my community think that the judges are unbiased when making case decisions.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

E. I think that the court staff treats people with dignity and respect.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

F. People in my community think that the court staff treats people with dignity and respect.

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Please turn the page

APPENDIX B – SURVEY INSTRUMENT - VIETNAMESE

Tìm Hiểu Cộng Đồng Việt Nam Khi Xử Dụng Tòa Án Quận Cam

1. Quý vị đã từng đến một trụ sở tòa án Quận Cam nào chưa? Xin kể vì bất cứ lý do nào.

- Có đến Chưa đến

Nếu quý vị trả lời “Chưa đến”, xin đi thẳng đến câu hỏi số 7

2. Quý vị đã đến trụ sở tòa án bao nhiêu lần?

- 1 lần 2-3 lần 4 lần trở lên

3. Quý vị đến trụ sở tòa án vì mục đích gì? Xin chọn tất cả câu trả lời thích hợp.

- Khởi tố vụ kiện/khiếu nại bằng cách nộp đơn Trả lời một đơn kiện/khiếu nại/trát tòa/lệnh bắt
 Trả tiền phạt/xin gia hạn trả tiền Trợ giúp thân nhân bạn bè
 Đại diện cho khách hàng Tìm hồ sơ tòa/lấy giấy tờ mẫu đơn
 Bồi thẩm đoàn Tìm tài liệu thông tin
 Làm nhân chứng Mục đích khác: _____

4. Quý vị đến tòa án vì loại án/ kiện nào? Xin chọn tất cả câu trả lời thích hợp.

- Lưu thông Vụ kiện nhỏ Vấn đề dân sự Thanh thiếu niên Tội hình
 Ly dị/giám hộ con/cấp dưỡng Di chúc tài sản Loại khác : _____

5. Những lúc đến tòa, quý vị có hoàn tất được công việc quý vị đến tòa để làm không?

- Không bao giờ Đôi khi Nhiều khi Luôn luôn

6. Khi ở tòa, quý vị có khó khăn gì với những việc nào sau đây? Xin chọn tất cả câu trả lời thích hợp.

- Tìm thấy trụ sở tòa, phòng xử, văn phòng Hiểu thủ tục của tòa
 Điền mẫu đơn Hiểu nhân viên của tòa
 Giờ làm việc của tòa Hiểu mẫu đơn/ tài liệu của tòa
 Khó khăn khác: _____

7. Xin quý vị cho biết quý vị đồng ý hay không đồng ý với những câu nói sau đây:

A. Tôi nghĩ tòa án đối xử công minh với người dân.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

B. Dân chúng trong cộng đồng tôi nghĩ tòa án đối xử công minh với người dân.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

C. Tôi nghĩ các thẩm phán không thiên vị khi phân xử các vụ án.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

D. Dân chúng trong cộng đồng tôi nghĩ các thẩm phán không thiên vị khi phân xử các vụ án.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

E. Tôi nghĩ nhân viên của tòa kính trọng dân chúng và đối đãi với họ một cách trang nghiêm.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

F. Dân chúng trong cộng đồng tôi nghĩ nhân viên của tòa kính trọng dân chúng và đối đãi với họ một cách trang nghiêm.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

Xin lật mặt sau

G. Tôi có một quan niệm tốt về tòa án.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

H. Dân chúng trong cộng đồng tôi có quan niệm tốt về tòa án.

- Hoàn toàn đồng ý Đồng ý Không đồng ý Hoàn toàn không đồng ý

8. Đã có khi nào quý vị định sử dụng dịch vụ của tòa nhưng lại thay đổi ý kiến không?

- Có Không

Nếu trả lời “Có”, xin quý vị cho biết những lý do làm quý vị thay đổi ý kiến. Xin chọn tất cả những lý do thích hợp.

- Tòa xa nhà tôi quá Kiện cáo tốn kém quá
 Tôi tìm được cách giải quyết khác Giờ làm việc của tòa làm tôi khó lui tới
 Tôi lo lắng những gì có thể xảy ra khi ra tòa Tôi không thông thạo Anh ngữ
 Tôi không nghĩ tòa có thể giúp tôi Tôi chỉ đủ thời gian đi làm và lo cho gia đình
 Bệnh tật làm tôi khó di chuyển đến tòa Lý do khác: _____

9. Quý vị biết về những chương trình nào sau đây? Xin chọn tất cả những câu trả lời thích hợp.

- Trung tâm trợ giúp Cố vấn viên các vụ kiện nhỏ Hướng dẫn viên luật gia đình
 Mạng lưới của tòa Cơ quan trợ lý Quận Cam Tòa Chuyên Về Án Ma Túy
 Tòa Chuyên Về Sức Khỏe Tâm Thân Tòa Chuyên Về Bạo Lực Gia Đình

10. Quý vị muốn biết về tòa án và những dịch vụ của tòa qua phương cách nào? Xin chọn tất cả những câu trả lời thích hợp.

- Báo chí Anh ngữ Truyền thanh Anh ngữ Truyền hình Anh ngữ
 Báo chí Việt ngữ Truyền thanh Việt ngữ Truyền hình Việt ngữ
 Sách báo của tòa Mạng lưới của tòa
 Phương cách truyền tin khác: _____

11. Quý vị có ý kiến gì để giúp tòa án phục vụ Cộng Đồng Việt Nam tốt hơn _____

Giới Tính: Nam Nữ

Tuổi:

- Dưới 18 18-24 25-29 30-39 40-49 50-59 60-69
 70-79 80 trở lên

Thời gian cư ngụ ở Hoa Kỳ:

- Dưới 1 năm 1-5 năm 6-10 năm 11-20 năm 21-30 năm 30 năm trở lên

Trình độ học vấn cao nhất:

- Dưới bằng trung học Bằng trung học/GED tương đương
 Một phần đại học Tốt nghiệp đại học Tốt nghiệp cao học

Tổng thu nhập gia đình hằng năm:

- Dưới \$5,000 \$5,001 - \$10,000 \$10,001 - \$20,000 \$20,001 - \$30,000
 \$30,001 - \$40,000 \$40,001 - \$50,000 \$50,001 - \$75,000 \$75,001 - \$100,000
 \$100,001 trở lên

Xin cảm ơn quý vị đã hoàn tất bản khảo sát

APPENDIX C
LIST OF VIETNAMESE NEWSPAPERS AND MAGAZINES
IN ORANGE COUNTY, CA

Name	Address	Tel Number
Chan Troi Moi	PO Box 4568 Anaheim CA 92803	714-758-8767
Chi Linh Weekly Magazine	14441 Beach Blvd. #107 Westminster CA 92683	714-531-2114
Diem Magazine	PO Box 2054G Westminster CA 92684	714-863-8712
Dong Phuong Thoi Bao Weekly	PO Box 2296 Westminster CA 92684	714-534-0232
Garden Grove Journal	12866 Main St. #203 Garden Grove CA 92843	714-539-6018
Hiep Nhat	PO Box 6521 Santa Ana CA 92706	714-554-1136
Hoa Sen Magazine	12292 Magnolia St. Garden Grove CA 92841	714-534-7263
Lap Truong	55151 Moran St., Westminster CA 92683	714-890-9137
Little Saigon News	13861 Seaboard Cr. Garden Grove CA 92843	714-265-0800
Moi Magazine	8091 Bolsa Ave. #A, Midway City CA 92655	714-893-0310
Nang Mai Tuan Bao	4906 First St., Santa Ana CA 92703	714-210-2888
Nguoi Dan Magazine	PO Box 2674 Costa Mesa CA 92628	714-549-3443
Nguoi Viet	14771 Moran St., Westminster CA 92683	714-892-9414
Phu Nu Dien Dan	14491 Beach Blvd. #107 Westminster CA 92683	714-903-0434
Phu Nu Gia Dinh Nguoi Viet	14771 Moran St., Westminster CA 92683	714-894-2211
Van Ban Nguyet San	14711 Moran St., Westminster CA 92683	714-892-9414
Saigon Calendar	4906 W. First St., Santa Ana CA 92703	714-210-2888
Saigon Post	4906 W. First St., Santa Ana CA 92703	714-210-2888
Song Moi Magazine	14541 Brookhurst St. #A-9 Westminster CA 92683	714-665-1809
Suc Song Weekly	14541 Brookhurst St. #C-8 Westminster CA 92683	714-531-6217
Thoi Bao	PO Box 2317 Westminster CA 92683	714-379-9656

APPENDIX C
LIST OF VIETNAMESE NEWSPAPERS AND MAGAZINES
IN ORANGE COUNTY, CA (continued)

Name	Address	Tel Number
Trach Nhiem Tuan Bao	9353 Bolsa Ave. #M-67 Westminster CA 92683	909-739-7387
Tre Magazine	14772 Moran St. # 104 Westminster CA 92683	714-537-8637
Van Hoc Magazine	14321 Strait St., Westminster CA 92683	714-894-8535
Vien Dong Daily News	14891 Moran St., Westminster CA 92683	714-379-2851
Viet Bao Daily News	9393 Bolsa Ave. #E, Westminster CA 92683	714-894-2500
Viet Bao Kinh Te	14841 Moran St., Westminster CA 92683	714-418-5099
Vietnam Tu Do	9950 Bolsa Ave. #202 Westminster CA 92683	714-531-6020
Viet Tide Weekly Magazine	15781 Brookhurst St. #101 Westminster CA 92683	714-918-4444
Viet Weekly	12866 Main St. #101A Garden grove CA 92840	714-590-3082
Vietnam News Network	15568 Brookhurst St. #247 Westminster CA 92683	714-890-5561

APPENDIX D
LIST OF VIETNAMESE RADIO STATIONS
IN ORANGE COUNTY, CA

Name	Address	Tel Number
Dai Phat Thanh Van Nghe Vietnam	11356 Western Ave., Stanton CA 90680	714-895-7497
In-Language Radio	12864 Maxwell Dr., Tustin CA 92782	714-544-0964
Little Saigon Radio	15781 Brookhurst St. #101 Westminster CA 92683	714-918-4444
Radio Bolsa – KALI 106.3FM	15751 Brookhurst St. #133 Westminster CA 92683	714-418-2125
Radio Free Vietnam	9550 Bolsa Ave. #216 Westminster CA 92683	714-839-7735
Saigon Cali Radio	8077 Westminster Blvd. Westminster CA 92683	714-897-3418
Saigon Radio Hai Ngoai Inc	14541 Brookhurst St. #C7 Westminster, CA 92683	714-775-9042
Tieng Dan Toi	14291 Euclid St. #D-115 Garden Grove CA 92843	714-554-8414
VNCR	14781 Moran St., Westminster CA 92683	714-891-8142

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<http://www/factfinder.census.gov>
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