

Public Trust and Confidence

Key concepts Historical Perspectives of Public Trust Procedural Fairness Elements
Court Management Roles in Public Trust and Confidence

Executive Summary

Public trust and confidence in courts emanates from experience and interactions with the courts. Compliance with the law depends, to some degree, on public perceptions of the court and its role and integrity.

Trial courts serve several constituencies, and courts should strive and act to have respect from all of them.

Learning Objectives

As a result of this education, participants will be able to:

- Describe the importance of public trust and confidence to the credibility of judicial branch;
- Consider historical writings and research on public trust and confidence;
- Identify the connections between public trust and confidence and the principles of procedural fairness;
- Explore practical ways to implement national strategies for implementing public trust and confidence;
- Assess the level of public trust and confidence in the local jurisdiction.

Activities

There are corresponding activities for each learning objective, including:

- Evaluation of case processing activities and public trust and confidence in the court
- Common public misperceptions about courts

Curricular Resources

The full curriculum has a detailed listing of relevant resources and a bibliography.

- Historical perspective
- Jurisdictional assessment
- Bibliography

Public Trust and Confidence Curriculum

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Section 1 | Overview

- Brief overview
- Opening exercise
- Defining terms
- Analysis of national survey of registered voters

Section 2 | Historical Perspective

- Magna Carta
- The Federalist, No 78, 1788, No 17, 1787
- Constitution of the United States
- The Causes of Popular Dissatisfaction with the Administration of Justice
- Selected public surveys
- Trial Court Performance Standards

Section 3 | The Impact of Effective Court Process

- Case filing
- Case processing
- Timeliness of case disposition

Section 4 | The Emergence and Application of Procedural Justice

- Basic expectations of procedural fairness
- Procedural fairness: a key ingredient in public satisfaction
- Promotion of procedural fairness

Section 5 | A Systemic Court Management Approach

- Traditional court management approach
- Organizational culture based on integrity, transparency, and accountability
- Strategic plan with focus on improving public trust and confidence
- Public accountability for court operations and use of public funds

Section 6 | A Jurisdictional Assessment

- Become familiar with research
- Plan and implement a local assessment
- Use informal assessment opportunities

Section 7 | A Commitment to Excellence

- Balance sources of information
- Collaborate with the community
- Ensure procedural fairness
- Highlight courts as problem solvers
- Use surveys as guides to policy
- Focus on judicial administration as a high calling

General Resources:

[Public Trust and Confidence – NACM CORE® Curriculum](https://nacmnet.org/competency/public-trust-and-confidence)
nacmnet.org/competency/public-trust-and-confidence

[NACM CORE®: What Court Professionals Need to Know](https://nacmnet.org/nacm-core)
nacmnet.org/nacm-core

[The CORE® in Practice – a Guide to Strengthen Court Professionals through Application, Use, and Implementation](https://nacmnet.org/wp-content/uploads/THE-CORE-IN-PRACTICE-Guide-2023.pdf)
nacmnet.org/wp-content/uploads/THE-CORE-IN-PRACTICE-Guide-2023.pdf