

# Speaking of justice: Trusting a judge in an online courtroom

*A replication of the study of Grootelaar & Van den Bos (2018) and exploration of differences between the real-life and online courtroom.*



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## Abstract

As a result of the Covid-19 pandemic, court buildings in the Netherlands were closed and judges had to work from home. To not fall behind with the number of cases that had to be handled, the digital courtroom came into existence. The purpose of this research is to contribute to the discussion about trust by replicating the research of Grootelaar & Van den Bos (2018) and including the context of an online courtroom. In this research the following research question is answered: *'To what extent are the results of the study of Grootelaar & Van den Bos (2018) reproducible in an online context and are there any differences between the real-life (offline) courtroom and the online courtroom regarding the influence of perceived procedural justice on trust in a judge?'* A survey was distributed among all lawyers in the Netherlands. Lawyers were asked to fill in the survey about their average client. Two different datasets were formed out of the data that was gathered, one for the online setting and one for the offline setting. Two tests were done for both datasets and the results were compared. The strict test contains a multiple regression analysis of the complete model. The other test is less strict and contains multiple regression analyses of separate models. The strict test, containing the complete model, showed differences between the two settings regarding the presence of the moderators 'outcome favourability' and 'outcome importance'. The regression analyses with the separate models showed no differences between the two settings. Both tests showed that perceived procedural justice is lower on average in an online setting compared to the offline setting. Not all the expected moderators had a significant effect on the relationship between perceived procedural justice and trust in a judge. The results of both tests indicated no moderative effect of 'emotional response to uncertainty' and 'prior court experience'. Due to sample size and the design of this thesis, these results had to be interpreted with caution. It is up to future research to survey litigants and make a more direct comparison with the study of Grootelaar & Van den Bos (2018).

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## Chapter 1 Introduction

### 1.1. Project background

It is important that people trust judges, as the judicial system is one of the three main actors in the separation of powers. For a democracy to function well, there are all kinds of checks and balances implemented. The administration of justice is there to ensure people and authorities obey the laws installed by the legislature (Teuben, 2005). If people do not trust judges, the judicial system loses its function and the democracy will not function well. It has been argued that state actors need to be perceived as legitimate and earn the trust of citizens to operate effectively and efficiently (Ansems, et al., 2020; Tyler, 2006; Tyler & Lind, 1992). Thus, trust in judges is an important matter. There is increasing research on trust in legal authorities. This follows from the studies done by the National Center for State Courts in the United States (NCSC 2015, 2019) and the European Social Survey in Europe (Jackson et al., 2011; Hough et al., 2013). In the Netherlands, this increasing research on trust in judges is also visible (Grootelaar & Van den Bos, 2018; Ansems et al., 2020; Ansems et al., 2021).

According to Grootelaar & Van den Bos (2018), perceived procedural justice plays an important role on trust in judges. Perceived procedural justice is the perception of people towards the decision-making process (Grootelaar & Van den Bos, 2018; Van den Bos et al., 2014). The main effect that makes people accept the decision of a judge and the way they feel about the judge is how people get treated in the process. The results of the study of Grootelaar & Van den Bos (2018) show a positive effect of perceived procedural justice on trust in a judge. People are more likely to put trust in a judge when they feel they are treated fairly. Moreover, the study shows some moderators affecting this positive effect of perceived procedural justice on trust in a judge. Based on the results of the study of Grootelaar & Van den Bos (2018), it can be concluded that outcome favourability, outcome importance and prior court experience moderate the main effect. Outcome favourability is about the perception of the final decision taken by the judges. The more litigants perceive the decision of the judge as beneficial, the more positive they feel about the judge (Grootelaar & Van den Bos, 2018). Outcome importance is about what litigants have at stake standing before a judge (Grootelaar & Van den Bos, 2018). Litigants care more about how they are treated when they have more at stake. Prior court experience is defined as having had earlier experiences with courtrooms (Grootelaar & Van den Bos, 2018). When people have more experiences in court it matters less how people are treated. Grootelaar & Van den Bos (2018) found no statistical proof that emotional response to uncertainty moderates the positive effect of perceived procedural justice and trust in a judge. Emotional response to uncertainty is about how people deal with uncertain situations (Grootelaar & Van den Bos, 2018). It is about how people react to uncertainty and how they cope with it. Grootelaar & Van den Bos (2018) expected a



moderation effect of emotional response to uncertainty but did not find any statistical evidence to support their hypothesis.

The research of Grootelaar & Van den Bos (2018) pertains to real-life (offline) courtrooms. Due to Covid-19 a new, online context has come to surface, which raises various interesting questions about possible implications in this area. The world around us is constantly developing. More and more work is done 'in the cloud'. Work is not bound to a specific geographical place but can be done all over the world due to a working internet connection and the possibility to get in touch with people online (Graham & Ferrari, 2022). Agile working is a product of developments in technology. Agile working involves letting go of the traditional ways of organising and structure of work by, among other things, using new ways of communications and digital technologies (Grant & Russel, 2020). Agile working can have positive effects such as an increase of productivity and flexible approach to working hours but can also negatively impact the work-life balance (Grant & Russel, 2020). Furthermore, workers can become isolated and demotivated when working remotely (Cooper & Kurland, 2002). The development of working online is also visible in the field of the administration of justice in the Netherlands.

As a result of the Covid-19 pandemic, court buildings in the Netherlands were closed and judges had to work from home. To not fall behind with the number of cases that had to be handled, a number of departments of justice began searching for ways to keep their work going and the digital courtroom came into existence (Raad voor de rechtspraak, 2020-a). Cases that were normally handled in a physical (offline) courtroom now suddenly had to be handled online. Since September 2020, the Dutch government has started doing trials with online litigation. In these trials it is already possible in some districts to communicate and get access to case files in an online setting (Raad voor de Rechtspraak, 2020-b, Raad voor de Rechtspraak, 2021-a). As the Dutch government is already experimenting with online litigation, a logical next step would be implementing a permanent online courtroom.

Online litigation, in particular online courtrooms, may have important implications. First, the research of Grootelaar & Van den Bos (2018) shows that the way people get treated in a real-life courtroom affects the trust they put in a judge. The way people feel treated may be very different in an online setting due to communication errors. Communicating in an online setting is a lot harder than in a physical setting. Aside from verbal communication, people communicate nonverbally for most of the time (Burgoon et al., 2016). Nonverbal communication is a lot harder to pick up in an online setting which may influence the way a conversation goes. This may influence the perceived procedural justice of litigants and eventually affect the trust litigants have in a judge as litigants may feel treated differently. Online courtrooms may thus have a negative effect on perceived procedural justice

resulting in less trust in justice. This may result in more appeals. The administration of justice in the Netherlands is already dealing with a backlog of cases due to a lot of appeals in combination with capacity problems (Raad voor de rechtspraak, 2021-b). The high number of appeals may be because people do not trust the outcome of their trial and thus the judgement of the judge. Getting a better understanding of trust in a judge may help to understand how to lower the number of appeals, resulting in less capacity problems.

Second, if there are similar findings in the online context as Grootelaar & Van den Bos (2018) found in the physical (offline) courtrooms, the administration of justice can get a better understanding of trust in a judge. This may help them to make decisions about further implementation of new technology in the courtroom. Therefore, it is interesting to explore whether similar results as Grootelaar & Van den Bos (2018) are found in the online courtroom.

## 1.2. Theoretical contribution

By trying to replicate the findings of Grootelaar & Van den Bos (2018) and using them within this new context, this research contributes to the existing literature about trust in judges. The results of this study can either come up with the same findings as Grootelaar & Van den Bos (2018) found or come up with other findings which might open up a discussion on why there are different results between the studies. Furthermore, this study focusses partly on a whole new context, opening the debate about the applicability of the theory about trust in a judge in the online courtroom. There has been done a lot of research over the years on trust in general and trust in judges. However, findings on trust in judges in an online setting is lacking as this is a whole new context to study. Hence, there was a gap in the research on trust in judges. This research looks at the study of Grootelaar & Van den Bos (2018) on trust in a judge and tested it on the new online context.

The existing literature about trust in general is extensive (Rousseau et al., 1998; Mayer et al., 1995; Lewicki & Brinsfield, 2017; Hosking, 2019). Here, we find a specific new context in which the findings of trust in a judge (Grootelaar & Van den Bos, 2018) can be investigated as online courtrooms were not present before the Covid-19 pandemic. The contribution lies in the fact that the existing findings about trust in a judge of Grootelaar & Van den Bos (2018) are compared to the findings in the online setting, such as online courtrooms. The comparison will provide food for thought and therefore contributes to the academic discussion about trust in a judge.

This research is about exploring whether the findings of Grootelaar & Van den Bos (2018) are also found in the online courtroom. A major adjustment compared to the research of Grootelaar & Van den Bos (2018) is the focus on lawyers. Lawyers are asked to fill in a survey about their client's perception of trust in the judge. This gives a new perspective on trust of litigants in a judge. Existing literature is

based on data from the subject (e.g., litigant) itself. This new perspective on trust in judges may come up with new insights.

The reader may wonder what link this topic has with organizational design and development. The results of this research can help contribute to understanding change processes within an organization, explaining the link with organisational design and development. For example, certain side effects can be considered when introducing innovative technology within the organization, like there is done in the judicial system in the Netherlands. The results can also provide a starting point for research into the professional identity of actors involved. The introduction of innovative technologies may have an effect on how professionals see themselves as a professional because experiences change (Sweitzer, 2008). Another connection could be a link to reluctance to change as innovative technology may result in new working routines. Altering working routines might result in resistance to change. Resistance to change comes in different forms and might be because of different reasons (Mumby et al., 2017; Ford et al., 2008). When implementing innovative technologies in the organisation one should take reluctance to change into account. As lawyers are the respondents in this research some question about their satisfaction with online court hearings have been asked.

### 1.3. Research objective

The objective of this research is to contribute to the discussion about trust by replicating the research of Grootelaar & Van den Bos (2018) including the context of an online courtroom. To achieve the research objective, a survey has been conducted including the questions Grootelaar & Van den Bos (2018) used to measure multiple variables. These questions have been rewritten as the questions are asked to lawyers and not directly to litigants. The survey has been distributed among all the law firms in the Netherlands as it is hard to get a response from individual litigants due to Covid-19. Therefore, the lawyer's view on the client has been used in the survey. Only lawyers who have experienced offline and online courtrooms were asked to participate in the survey. Each question has been asked twice, once for the real-life (offline) courtroom and once for the online courtroom. The data that has been collected in this study reflects the lawyer's perception of the litigant in the period of March 2019 till March 2020 for physical courtrooms and March 2020 till March 2021 for online courtrooms. As lawyers worked for multiple clients within this period, lawyers were asked to come up with an average score for each question. The results of the survey have been analysed by performing a multiple regression analysis. For each situation (online and offline) a separate regression analysis has been performed. The results of the regression analyses have been compared to the study of Grootelaar & Van den Bos (2018) to see whether the findings are similar. Furthermore, the results of the multiple regression analyses for the online and offline courtrooms have been compared to see whether there are differences between the online and offline courtroom.

#### 1.4. Research question

The research question that will be addressed in this research is the following:

***‘To what extent are the results of the study of Grootelaar & Van den Bos (2018) reproducible in an online context and are there any differences between the real-life (offline) courtroom and the online courtroom regarding the influence of perceived procedural justice on trust in a judge?’***

The TEA-model is used to answer the research question. This model uses three different categories of sub-questions: theoretical questions, empirical questions, and analytical questions (Verschuren & Doorewaard, 2015). The following sub-questions were used to answer the research question:

##### **Theoretical sub-questions:**

- **TS1:** Given the existing literature in general and the study by Grootelaar and van den Bos (2018) in particular, what is the theoretically expected influence of perceived procedural justice on trust in a judge?
  - **TS1.1:** What is trust in a judge?
  - **TS1.2:** What is perceived procedural justice and of which components does it consist?
  - **TS1.3:** Which moderators are expected to influence the relationship between perceived procedural justice and trust in a judge?
- **TS2:** To what extent can we expect a difference between a normal physical court setting and a digital setting regarding these relationships?

##### **Empirical sub-questions:**

- **ES1:** What is the actual impact of perceived procedural justice on trust in a judge when looking at data derived from the experience of lawyers in the Dutch context both before and during the Covid-19 pandemic?
- **ES2:** To what extent does this data show differences between the online and offline courtroom?

##### **Analytical sub-questions:**

- **AS1:** What are the differences between the theoretical assumed moderators and real moderators?
- **AS2:** What are the differences between the theoretical assumed differences and the real differences between the online and the offline courtroom?

### 1.5. Thesis outline

The rest of this thesis will be structured as follows. The next chapter gives an overview of the relevant literature about the concepts and a conceptual framework will be provided. In this second chapter the theoretical sub-questions will be answered. Chapter 3 discusses the methodology used within this research. Within chapter 4 the results of the analyses will be presented. Within this chapter the empirical and analytical sub-questions will be answered. Chapter 5 will provide conclusions and a discussion of the results.

## Chapter 2 Theoretical background

First, this chapter discusses the study of Grootelaar & Van den Bos (2018) about trust and the factors influencing trust in a judge. The conceptual model of Grootelaar & Van den Bos (2018) will be used as a starting point to discuss the variables Grootelaar & Van den Bos (2018) used in their study. This study will zoom in on the factors that influence trust. Next, the expectations for the offline and online courtroom will be described. Within this chapter the theoretical sub-questions are answered. This chapter thus provides an answer to the questions: TS1: *'Given the existing literature in general and the study by Grootelaar and van den Bos (2018) in particular, what is the theoretically expected influence of perceived procedural justice on trust in a judge?'*, TS1.1: *'What is trust in a judge?'*, TS1.2: *'What is perceived procedural justice and of what components does it consist?'*, TS1.3: *'Which moderators are expected to influence the relationship between perceived procedural justice and trust in a judge?'* and TS2: *'To what extent can we expect a difference between a normal physical court setting and a digital setting regarding these relationships?'*. At the end of this chapter, the conceptual model of this research is presented.

### 2.1. The study of Grootelaar & Van den Bos

Grootelaar & Van den Bos (2018) studied the relationship between perceived procedural justice and trust in a judge. They found that perceived procedural justice has a positive effect on trust in a judge. Moreover, they investigated potential moderators affecting this positive relationship. They found that 'outcome favourability', 'outcome importance', and 'prior court experience' moderate the relationship of perceived procedural justice on trust in a judge. They assumed a moderation effect of 'emotional response to uncertainty' but found no statistical evidence for that effect. The conceptual model of Grootelaar & Van den Bos (2018) is presented in figure 1. Each of the variables used in this conceptual model will be discussed in more detail. There is an emphasis on the meaning of the concepts and their interrelationships, according to the study of Grootelaar & Van den Bos (2018).

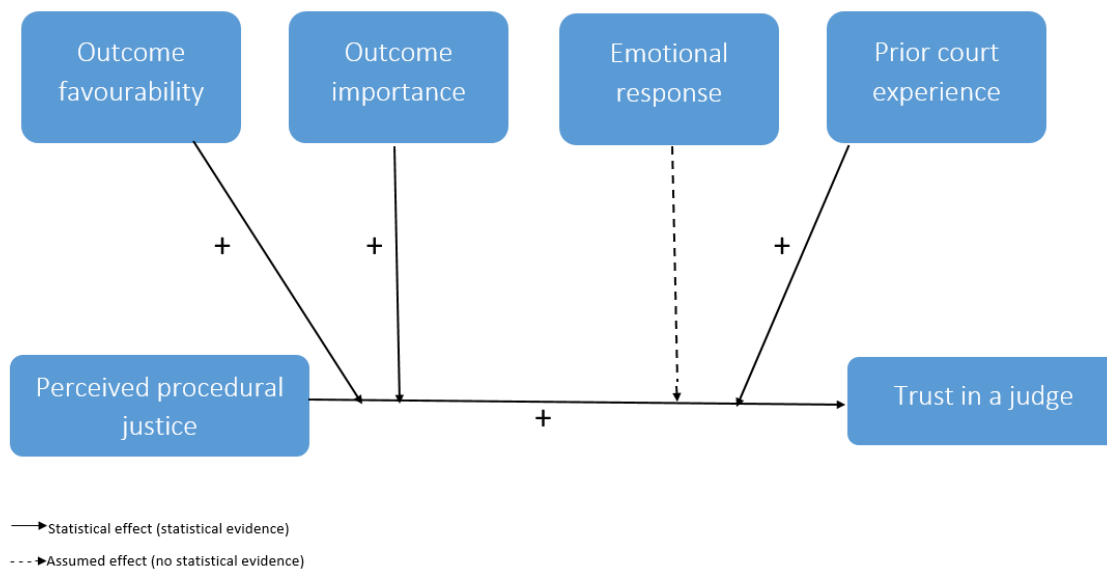


Figure 1: Conceptual model based on Grootelaar & Van den Bos (2018).

## 2.2. Trust in a judge

It would be logical for this research to follow the same definition of trust in a judge as used by Grootelaar & Van den Bos (2018) but unfortunately they did not come up with a clear definition of trust in a judge. They used six items to target the construct in a direct and straightforward way by asking questions as: 'I have confidence in this judge', 'This judge is someone I trust' and 'I am confident that the judge has taken the right decision.' This leads to the following definition to answer theoretical sub-question **TS1.1**: 'What is trust in a judge?', trust in a judge is thus about a feeling of confidence in a person to do the right thing in a particular situation.

It is widely acknowledged that it is hard to come up with a solid definition of trust in a judge or trust in general. As a result, there are multiple, varying definitions of trust in general within the literature. Trust is everywhere in our lives, for instance in our work relationships (Ryan, 2018). All human relationships are based on a form of trust (Kaplan et al., 2020). But what is trust exactly? According to Rousseau et al. (1998) 'trust is a psychological state which embraces the intention to accept vulnerability on the basis of positive expectations of the intentions or behavior of another' (p. 395). Mayer et al. (1995) prefer the following definition of trust: 'the willingness of a party to be vulnerable to the actions of another party based on the expectation that the other will perform a particular action important to the trustor, irrespective of the ability to monitor or control that other party' (p. 712). The definition of Mayer et al. (1995) is seen as more suitable in courtroom situations. The clients of a lawyer are vulnerable to the actions of the judge. The judge has the determining vote in cases which are important for the clients. The clients do not have any control over the judge as the judge is independent. Although trust is relational (Robinson et al., 2021; Hardin, 2002; Nooteboom, 2002), in this research there is an

emphasis on only one side of the trust relation, e.g., the client's side. The perception of lawyers on the trust of their client's is being researched.

Trust in judges is important as judges are part of societal institutions that need the trust of citizens to operate effectively (Tyler, 2006; Grootelaar & Van den Bos, 2018). People stand in front of a judge in situations they often feel like it is the last resort to end a conflict, when they disagree with the decision made by authorities (e.g. the government or municipalities, but also the police), and when it is prescribed by law to ask the permission of the judge to perform a certain action (evicting someone out of their home in some cases). People often care a lot about the issue at hand when appearing for a judge. Of course, there are also minor cases being handled like parking tickets, but the step towards a court to end the matter, is not taken easily by people. Most of the time this is because it is thought that going to court is an expensive affair due to the costs of a lawyer or uncertainty about the process (Raad voor de Rechtspraak, 2018). As the stakes are high when appearing in front of a judge, it is crucial that people trust the judge. If not, the dispute may go on and on. People may doubt the decision of the judge and appeal. Furthermore, people are more likely to disobey to the court's decision when they think the judge's decision is not trustworthy (Tyler et al., 1997; Hulst, 2017).

### 2.3. Perceived procedural justice

As the importance of trust in judges is clear, it is crucial to know which factors have an impact on the trust in judges. There have been many studies on trust in judges (Grootelaar & Van den Bos, 2018; Van den Bos, et al., 2014). The results of these studies show a positive effect of perceived procedural justice on trust in a judge. Perceived procedural justice is the perception of people towards the decision-making process (Grootelaar & Van den Bos, 2018). When people are treated fairly by authorities, people come to trust the law and these authorities. Furthermore, perceived procedural justice has an effect on attitudes and behaviour of people, for example: outcome satisfaction, outcome acceptance, cooperation, and compliance to the law (Grootelaar, 2018; Hulst, 2017; Thibaut & Walker, 1975; Van den Bos et al., 2014). Thus, perceived procedural justice plays an important role in order to understand and explain people's reactions and attitudes towards the decision of the judge.

The positive effect of perceived procedural justice is in line with the research of Mayer et al. (1995). According to Mayer et al. (1995) trust in general is affected by three factors: 'benevolence', 'integrity' and 'ability'. First, benevolence touches the very essence of perceived procedural justice. *'Benevolence is the perception of a positive orientation of the trustee towards the trustor'* (Mayer et al., 1995, p. 719). The trustee in this case is the judge and the trustor is the litigant. When the judge gives the litigant the opportunity to speak up and explain the situation and treats him with respect, it can be seen as the judge having a positive orientation towards the litigant (the trustor). Lewicki & Brinsfield



(2017) refer to benevolence as *'how "nice" or "pleasant" the actor is and how well he treats us'* (p. 291). The definition of perceived procedural justice fits perfectly in both definitions of benevolence.

Second, 'integrity' also has an effect on trustworthiness (Mayer et al., 1995). Integrity means adhering to a set of principles that is being seen as acceptable by the trustor (Mayer et al., 1995, p. 719). This consists of two dimensions: (1) adhering to principles and (2) principles that are seen as acceptable. Both dimensions should be present to be seen as integer (McFall, 1987). The principle 'doing everything for money' may be adhered to at all times, but as that principle is not accepted by a lot of people, you may not be seen as integer. The same works the other way around. The principle 'treating people with respect' is accepted by almost everyone. But you also must adhere to it. When you do not always adhere to that principle you are not seen as integer as well. Being integer also has a lot to do with the treatment of litigants. Letting people finish their sentences, not interrupting them and treating them with respect are all examples of principles that should be adhered to in a courtroom. This means perceived procedural justice can be seen as a combination of both benevolence and integrity in the theory on trust of Mayer et al. (1995).

The third factor influencing trust according to Mayer et al. (1995) is 'ability'. The judge should have the skills and knowledge to give a considered decision on a matter presented to him. *'Ability is that group of skills, competencies, and characteristics that enable a party to have influence within a specific domain'* (Mayer et al., 1995, p. 717). In order to become a judge someone should have a university degree in (Dutch) law and successfully completed the education to be a judge. Before becoming a judge, you have to proof you have a lot of different skills and knowledge. You should be analytical and a good listener, be persuasive, have self-confidence, be flexible and a lot more (Raad voor de Rechtspraak, 2012). As it is really hard to become a judge, the factor 'ability' may not play a huge role in trust in a judge. This is in line with research of Sasaki (2019) which shows that conditions like a high occupational status, a high level of educational background and qualifications that are difficult to obtain influence the trustworthiness of people before they even met. Because it is so hard to become a judge, the assumption is made that once a person has become a judge, the ability of that person is not questioned anymore. It is believed that 'ability' is not having a big effect on trust in a judge.

Other research shows that contextual factors also play a role in trust (the fourth factor) (Vanneste et al., 2014; Coleman, 1990; and Bhattacharya et al., 1998). Some contextual factors such as environment and clothing make a person seen as trustworthy in a particular situation, while those same contextual factors make a person as seen as not reliable at all in another situation. Mayer et al. (1995) also denote the importance of contextual factors in their research.

The factors that impact trust in a judge, according to Grootelaar & Van den Bos (2018), are overlapping with the factors found by Mayer et al. (1995). In the research of Grootelaar & Van den Bos (2018) perceived procedural justice plays an important role. Grootelaar & Van den Bos (2018) found that perceived procedural justice has a positive effect on trust in a judge. Understanding this relationship is crucial as earlier research shows that perceived procedural justice is related to voluntarily acceptance of authorities' decisions (Tyler et al., 1997), acceptance of court-ordered arbitration awards (Lind et al., 1993) and obedience to the law (Tyler, 2006). Therefore, Grootelaar & Van den Bos expected that perceived procedural justice would have a positive association with trust in a judge. Their findings show statistical evidence for their first hypothesis that perceived procedural justice is positively associated with trust in a judge. The higher the litigants perception of procedural justice is, the more trust the litigant puts in the judge. However, within the context of an online courtroom this may be different.

To understand why the effect of perceived procedural justice on trust in a judge might be different in an online courtroom it is crucial to know about the components of perceived procedural justice. Ansems et al. (2020) found six components which determine perceived procedural justice in a legal setting. These components are not incorporated in the conceptual model but are used to get a better understanding of the concept 'perceived procedural justice' as these components are the 'building blocks' of perceived procedural justice. These components are: '(1) *information on which decisions are made*, (2) *interpersonal treatment*, (3) *due consideration*, (4) *neutrality*, (5) *voice*, and (6) *accuracy*' (Ansems et al., 2020, p. 669). Most of the components of the study by Ansems et al. (2020) are also discussed in other literature (De Mesmaecker, 2014; Jenness & Calavita, 2018). These six components of perceived procedural justice are largely consistent with the study of Grootelaar & Van den Bos (2018). Their survey material included items about having the opportunity to make statements (voice), whether people felt that the judge was actually listening to their statements (information on which decisions are based and due consideration), how people felt being treated (interpersonal treatment), neutrality of the judge (neutrality), and the judge being prepared (accuracy). Each of these components will be discussed in more detail below, together with the potential differences in an online courtroom to answer the following theoretical sub-questions: **TS1.2:** *What is perceived procedural justice and of which components does it consist?* and **TS2:** *To what extent is there (given the literature and/or common sense) a difference regarding these relationships to be expected between a normal physical court setting and a digital setting?*

### 2.3.1. Information on which decisions are made

It is very important for litigants to see that the judge is actually doing something with the information they give to the judge. Statements made by people should be included in the decision-making process in order to have a higher perceived procedural justice (Ansems et al., 2020). If people feel that the judge is not listening to the information they are giving, they could feel like they might as well have not appeared in front of the judge in the first place. People in front of a judge might feel they are already being 'convicted'. The judge has already made up his mind about the case and is not willing to incorporate statements of the people in front of him. 'Information on which decisions are made' also refers to *'the completeness and correctness on which the judges base their decisions'* (Ansems et al., 2020, p. 656). Therefore, getting a complete picture of the actual case in front of them is really important for the judge to be trusted. In order to create such a complete picture, it is crucial for the judge to listen carefully to the people in front of him and to ask questions.

As it is harder to communicate in a natural way in an online courtroom, due to bad internet connections, malfunctioning microphones and multiple people talking at once, in the present study it is theorized that this antecedent is having great impact on the perceived procedural justice in a digital setting and thus on trust in a judge in a digital setting. It is theorized that the effect of perceived procedural justice is more pronounced in a digital courtroom. This results in people perceive less procedural justice in an online courtroom, resulting in less trust in a judge as communicating in a normal way is a lot harder in a digital setting.

### 2.3.2. Interpersonal treatment

'Interpersonal treatment' is the second antecedent which has an impact on perceived procedural justice. 'Interpersonal treatment' is about all the communication between the judge and the persons in front of him (e.g., the client or the lawyer). 'Interpersonal treatment' mainly refers to the way of behaving of the judge (being nice and friendly), the way the judge talks (calm or strict) and the way litigants get treated (personal, with respect, involved). Being treated with respect and personally helps best in achieving a high perceived procedural justice (Ansems et al., 2020).

In an online courtroom it is likely that the judge gives people a less 'interpersonal treatment'. There is for example no ability to offer someone a glass of water when he gets emotional. Furthermore, there are only pictures of everyone on your screen. This ensures that when you are looking at one of the pictures on screen it might look like you are not paying attention to what someone is saying. In this research, it is believed that the lack of 'interpersonal treatment' is having a negative impact on perceived procedural justice and thus on trust in a judge in a digital setting. This will be because the setting is not what we are used to know. Less personal interaction can be made which results in the

antecedent having a negative influence on perceived procedural justice in a digital setting. This results in less perceived procedural justice present in an online courtroom, resulting in less trust in a judge.

#### 2.3.3. Due consideration

The third antecedent influencing perceived procedural justice is 'due consideration'. This refers to the judge summarizing what the lawyers and litigants have said and making sure he understands what they are saying. By summarizing the arguments of the lawyer, the judge shows he has listened carefully to what has been said and shows he is paying attention to the input. 'Due consideration' refers to the fact that judges do something with the information given by lawyers or litigants. People often have the impression a judge is not listening carefully to them, and judges do not do anything with the information provided (Ansems et al., 2020). Behaviour that may also be useful to show that judges are listening, is nodding, and taking notes.

As communicating in a digital courtroom might be harder than in a normal courtroom due to the technical aspects, it might be the case that 'due consideration' is an important factor having an impact on perceived procedural justice. People do not see if a judge is writing something down on a piece of paper or if he is just playing on his mobile phone in a digital setting. Also nodding might not be possible as technical issues can prevent the camera from working. Bad internet connections can result in a delay of the image which may result in missing these signals. The lack of 'due consideration' in a digital setting is believed to have a negative impact on perceived procedural justice and thus on trust in a judge. In the present study it is theorized that the lack of 'due consideration' has a negative effect on perceived procedural justice. This results in the presence of less perceived procedural justice in an online courtroom, resulting in less trust in a judge.

#### 2.3.4. Neutrality

'Neutrality' is the fourth antecedent found by Ansems et al. (2020). 'Neutrality' refers to the judge being objective, independent and has no prejudice. Judges should listen to both sides of the story and giving both parties the same rights to speak up and give them (sort of) the same time to make their point. Judges should base their decisions on the facts and not taking over opinions of others. Other things which ensure neutrality are letting both parties in at the same time.

In the digital setting this can be done by creating a waiting room, so the judge does not have some time with one party to talk about the case without the second party being present. Due to a lack of technical knowledge, it happens that people are already present in the online courtroom while the other party is not. This may result in the appearance of partiality. 'Neutrality' is also formed by the judge wearing a toga. In 'normal' physical settings all judges wear a toga when they are in session. A toga ensures everyone is equal and no differences should be made between people. In a digital session

it is not mandatory to wear a toga for a judge (Hoge Raad, 2020). Lawyers also do not need to wear a toga in a digital session. It is preferred that they do wear a toga but as mentioned it is not mandatory. This may influence the perception of neutrality of the judge and thus on perceived procedural justice. Therefore, it is believed that the potential lack of 'neutrality' has a negative impact on perceived procedural justice. This results in less perceived procedural justice in an online courtroom, resulting in less trust in a judge.

#### 2.3.5. Voice

The fifth antecedent of perceived procedural justice is 'voice'. 'Voice' refers to the ability to speak up and tell your side of the story. Lawyers and litigants should get the chance to tell their side of the story and give arguments why something should be decided. 'Voice' also refers to the ability to finish your story and not being interrupted halfway through your sentences. People find it pleasant to be asked about their opinion on a particular matter and appreciate the opportunity to voice their thoughts on a particular matter at hand.

In the digital setting it is harder to see if a person wants to speak up or has nothing to say at all. In a physical setting it is more noticeable for example when someone is quiet for a long time. It is also easier to interrupt someone in a digital setting as it is harder to predict when someone is done talking. These are all reasons why 'voice' should have an even bigger influence on perceived procedural justice in a digital setting than in a normal setting. As it is hard to voice your thoughts in an online courtroom perceived procedural justice will be lower in online courtrooms, resulting in less trust in a judge.

#### 2.3.6. Accuracy

The final antecedent of perceived procedural justice is 'accuracy'. 'Accuracy' refers to being well prepared, taking your time for the session and asking questions to the people in front of you. Handling the case with care is a perfect example of accuracy. When judges do not take the time and rush from case to case, 'accuracy' is not high resulting in a negative influence on perceived procedural justice.

'Accuracy' in a digital setting is believed to have the same effect on perceived procedural justice as in physical cases. The judge still has the same (or even more) time to prepare for the case and has possibilities to ask questions to the people in front of him. There has not been set a time limit on the digital sessions so the judge should still have the time to handle the case with care and not rush it. Therefore, it is believed that 'accuracy' has the same impact on perceived procedural justice in a digital setting as in a physical setting.

All the antecedents of perceived procedural justice are interrelated as on some behaviour of the judge such as, giving both parties the opportunity to speak up, there can be put multiple 'labels' like 'neutrality' and 'voice'. Nonetheless these six antecedents are seen as the core components of

perceived procedural justice (Ansems et al., 2020). All the theorized effects of all the six antecedents found by Ansems et al. (2020) result in the following hypotheses:

H1a: *perceived procedural justice has a positive effect on trust in a judge.*

H1b: *perceived procedural justice will be lower in a digital setting than in a physical setting, resulting in less trust in a judge.*

In the previous sections the following theoretical sub-questions are answered:

**TS1.2:** What is perceived procedural justice and of which components does it consist?

Perceived procedural justice is the perception of people towards the decision-making process (Grootelaar & Van den Bos, 2018). Perceived procedural justice consist of six ‘building blocks’ being: (1) information on which decisions are made, (2) interpersonal treatment, (3) due consideration, (4) neutrality, (5) voice, and (6) accuracy (Ansems et al., 2020).

**TS2:** To what extent is there (given the literature and/or common sense) a difference to regarding these relationships to be expected between a normal physical court setting and a digital setting?

There is expected to be a difference in the level of perceived procedural justice being present in the online courtroom compared to the physical offline setting as communicating is a lot harder in an online setting. This results in less trust in a judge.

## 2.4. Moderators

Looking back at the conceptual model of Grootelaar & Van den Bos (2018) in figure 1, we see that they investigated potential moderators affecting the positive relationship between perceived procedural justice and trust in a judge. They assumed that ‘outcome favourability’, ‘outcome importance’, ‘emotional response to uncertainty’ and ‘prior court experience’ moderate the relationship of perceived procedural justice on trust in a judge. The following sections will discuss each of these moderators. This answers theoretical sub-questions: **TS1.3:** *Which moderators influence the relationship between perceived procedural justice and trust in a judge?* and **TS2:** *To what extent can we expect a difference between a normal physical court setting and a digital setting regarding these relationships?*

### 2.4.1. Outcome favourability

‘Outcome favourability’ is the first variable moderating the effect of perceived procedural justice on trust in a judge, according to Grootelaar & Van den Bos (2018). It is believed that people are more positive about the judge when the outcome of the trial is in favour of the litigant. Perceived procedural justice plays a less important role in that case. When the decision of the judge is less favourable,

perceived procedural justice is more important. When the decision of a judge is less favourable, other factors will have to ensure the judge is trustworthy. The way people feel treated during the trial might be more important in such cases.

This line of reasoning is supported by the results found by Grootelaar & Van de Bos (2018). In the present study it is theorized that when an outcome is less favourable, perceived procedural justice plays a more important role. Therefore, it is believed that outcome favourability is moderating the effect of perceived procedural justice on trust in an online setting. This results in the following hypothesis:

*H2: There will be no difference between the moderating effect of outcome favourability in an offline and an online courtroom resulting in the presence a moderating effect of outcome favourability on perceived procedural justice and trust in a judge.*

#### 2.4.2. Outcome importance

The second moderator that Grootelaar & Van den Bos (2018) investigated is 'outcome importance'. 'Outcome importance' refers to what litigants have at stake. Earlier research suggests that 'outcome importance' moderates the positive main effect of perceived procedural justice on trust in a judge (Casper et al., 1988; Benesh & Howell, 2001; Paternoster et al., 1997). Grootelaar & Van den Bos (2018) found a similar effect of 'outcome importance'. Procedures do matter when outcomes are serious.

It is believed that the same holds for online courtrooms. People care more about the way they get treated by the judge when the outcome is important to them than when they do not have a lot at stake. This results in the following hypothesis:

*H3: There will be no difference between the moderating effect of outcome importance in an offline and an online courtroom resulting in the presence of a moderating effect of outcome importance on perceived procedural justice and trust in a judge.*

#### 2.4.3. Emotional response to uncertainty

The third moderator investigated by Grootelaar & Van den Bos is 'emotional response to uncertainty'. Being in a courtroom is for most people serious and stressful. This results in people being nervous and feeling tense. This may be because of the contextual conditions within the court building. People have to go through security, there is a formal atmosphere in a court building, the judge sits behind a giant desk wearing a toga. Furthermore, people do not know what to expect in such a situation. They do not know if they will have to answer questions asked by the judge and what the judge will decide in their case. This evokes feelings of uncertainty. Van den Bos & Lind (2002) found that uncertainty enhances people to be concerned about fairness. Grootelaar & Van den Bos (2018) expected that emotional

response to uncertainty moderates the main effect in such a way that the more emotionally people react to uncertainty, the more pronounced the effect will be.

Grootelaar & Van den Bos (2018) did not find statistical evidence for the hypothesis that 'emotional response to uncertainty' moderates the main effect of perceived procedural justice on trust in a judge in the physical (offline) setting. In the present study it is believed that 'emotional response to uncertainty' does moderate the effect in an online courtroom. The traditions surrounding a physical setting, like the security at the entrance and the formal atmosphere, may not be present in an online courtroom but other issues may make sure people feel tense. The online courtroom is new for everybody as it did not exist before the Covid-19 pandemic. People might worry about the internet connection or their laptop. Will the judge hear me well or does my camera work properly? This makes that it is believed that people are concerned with fairness as they are uncertain about the situation. They are in an unfamiliar environment in which they are worried. This results in the following hypothesis:

*H4: There will be no difference between the moderating effect of emotional response to uncertainty in an offline and an online courtroom, resulting in the presence of a moderating effect of emotional response to uncertainty on the main effect of perceived procedural justice and trust in a judge.*

#### 2.4.4. Prior court experience

The last variable that may moderate the effect of perceived procedural justice on trust in a judge is 'prior court experience'. When people have been to a courtroom before they will automatically compare their experience with their previous experience in court. Grootelaar & Van den Bos (2018) explored the possible moderating role of prior court experience as they were not sure what to expect of this variable. They thought that having had a day in court before, might influence the impact of perceived procedural justice on trust in a judge. Litigants will compare their day in court with their previous experiences. Litigants who have not been to court before cannot make a comparison and their trust in a judge depends more on perceived procedural justice. Although they assumed so, they examined it in an exploratory manner because they had no clear expectation for prior court experience. The findings of their study show that the effect of perceived procedural on trust in a judge is stronger when people have been to court before (Grootelaar & Van den Bos, 2018). Prior court experience thus matters.

It is not known what the effect of prior (physical) court experience is on the main effect of perceived procedural justice on trust in a judge in an online setting. As the setting is completely different it is not certain what the effect will be of prior court experience. People might compare their previous experience with physical (offline) courtrooms, with their current online experience but this may differ



very much. Therefore, there is chosen to hypothesize in line with the findings of Grootelaar & Van den Bos (2018). This results in the following hypothesis:

*H5: There will be no difference between the moderating effect of prior court experience on the main effect of perceived procedural justice on trust in a judge in an online and offline setting resulting in the presence of a moderating effect of prior court experience on perceived procedural justice and trust in a judge.*

Figure 2 gives a summary of the hypotheses discussed above.

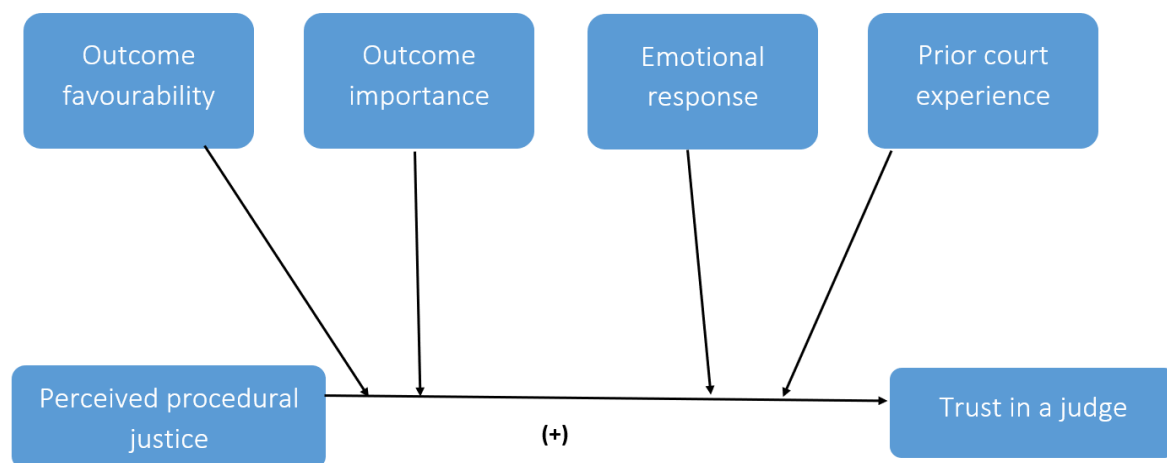


Figure 2: The conceptual model in this study.

In the previous sections the following theoretical sub-questions have been answered.

**TS1.3:** Which moderators influence the relationship between perceived procedural justice and trust in a judge?

The variables which are expected to moderate the relationship between perceived procedural justice and trust in a judge are 'outcome favourability', 'outcome importance', 'emotional response to uncertainty' and 'prior court experience'.

**TS2:** To what extent can we expect a difference between a normal physical court setting and a digital setting regarding these relationships?

In the relationship perceived procedural justice and trust in a judge, there is expected to be less perceived procedural justice resulting in less trust in judges within online courtrooms compared to physical (offline) courtrooms. This is due to communicating errors. For the moderators it is believed that there will be no differences regarding their effect on the relationship between perceived procedural justice and trust in a judge. This results in the presence of moderation effects of outcome favourability, outcome importance, emotional response to uncertainty and prior court experience.

## Chapter 3 Methodology

In this third chapter the methodology of this research will be discussed. In section 3.1 the research design of this study is explained and there is a justification for the data collection techniques used in this study to collect the relevant data. Section 3.2 describes the sampling and the procedures followed to collect data. Section 3.3 elaborates on the measurement instruments. In section 3.4 the techniques of analysis are discussed. Section 3.5 includes the quality requirements in this study and how this study meets these requirements. Finally, section 3.6 discusses the research ethics used in this study.

### 3.1. Research design and data collection technique

In this study a quantitative deductive exploratory approach is adopted. This choice was made because this research explores whether the theory on trust in a judge of Grootelaar & Van den Bos (2018) is also applicable in the digital setting of a courtroom. The aim of this research is to find out if the currently known factor, perceived procedural justice in a non-digital setting, also has an effect in a digital courtroom. The same holds for the possible moderators 'outcome favourability', 'outcome importance', 'emotional response to uncertainty', and 'prior court experience'. In order to come up with a statement for the whole population, quantitative research should be conducted (Hair et al., 2019; Myers, 2013). As the current theories about perceived procedural justice on trust are being applied on the digital courtroom, the deductive way of reasoning is chosen. In order to make statements about the applicability of the theories in the new setting of a digital courtroom this research can be seen as exploratory (Elman et al., 2020). It is about exploring the influences on trust in a digital courtroom. The data is gathered by using a survey.

### 3.2. Sampling and procedure

The survey data were collected from all lawyers within the Netherlands. For this research, all the law firms situated in the Netherlands were e-mailed in the beginning of June 2021 with an invitation to fill in the survey. This has been done as it is very hard to select only the lawyers which have had offline and online lawsuits. In the introduction of the survey it is made clear that participation is only requested if the respondent is a (1) lawyer or junior associate who has had (2) substantive offline and online trials.

To get reliable data it is important to note that not all lawsuits were being done online during the Covid- 19 pandemic, only the ones which were really urgent. The judges decided whether or not a case was urgent. There is a guideline which cases are supposed to be urgent and therefore should be done online (Dagelijks bestuur van de presidentenvergadering, 2020). Furthermore, not all fields of law were doing online courtrooms, tax and trade were doing their lawsuits online, just as administrative law and family law. Lastly, not all online courtrooms were doing substantive sessions (Landelijk Overleg

Vakinhoud Strafrecht (LOVS), 2020). In criminal law there are so-called 'pro forma' sessions. These pro forma sessions are about the planning of the lawsuit. The judge will come up with a planning for the trial and decides when what will happen. Pre-trial reviews are about formal matters such as an extension of temporary custody. As these sessions are not about the actual content of the case, they are not included in this research because trust in a judge is not playing a role in these situations, at least a lot less.

The survey data has been collected in May and June 2021 through the online survey tool Qualtrics. In addition to the e-mail to the law firms, there has been posted an anonymous link to the survey on social media. Furthermore, the association of lawyers specialised in personal injury cases posted a link to the survey in their newsletter. The sampling aim was to reach as much lawyers as possible.

The exact range (gross response rate) is difficult to indicate as it is hard to say how many lawyers met the criteria to participate in the survey. However, it is likely that a large number of the 3948 law firms have seen the invitation. In total, the survey was started 772 times, of which 156 via the anonymous link and the remaining 616 via the e-mail to the law firms. Of these 772 times, 363 respondents remained who fully completed the survey. This means there was a lot of missing data. The biggest part of missing data was due to not finishing the survey. That way all the questions, after for example question 7, were not completed. As all the questions were asked twice, once for the physical (offline) setting and once for the online (digital) setting, two datasets could be distinguished. The dataset about the online courtroom consists of 363 respondents. As there are lots of respondents that only completed half of the questionnaire, it is checked if more respondents could be used in the dataset for the offline courtroom. One-sample t-tests were conducted to see whether the means of both groups of respondents did not differ significantly. As this was not the case, the dataset for the offline courtrooms consists of 421 respondents. The results of the one-sample t-tests can be found in appendix D.

### 3.3. Measurement instruments

The following sections elaborate on how each of the variables is measured, what scales are used and how many answers options there were for the respondent. (See Appendix A for the complete overview of the survey, the original one in Dutch).

#### 3.3.1. Trust in a judge

Trust in a judge is measured by asking the lawyer about the average client trusting the judge. For this measure respondents are asked to indicate how many of their clients displayed a very low level, low level, average level, high level and very high level of trust in a judge (the respondent is asked to fill in a percentage for each of the 5 items up to a total of hundred percent for the five items added together).

Accordingly, the relative distribution of perceived trust under their clientele is measured in a straightforward and direct way. This question is asked twice, one giving the respondent the instruction to answer this for the physical courtroom experiences (one year, pre-Covid-19) and the other giving this instruction for the digital setting (one year thereafter, during Covid-19 restrictions). Based on this measure, two equivalent variants of the variable trust in a judge were constructed, for each setting one. Both range from 1 (low average trust) to 5 (high average trust).<sup>1</sup>

### 3.3.2. Perceived procedural justice

Perceived procedural justice is the perception of people towards the decision-making process (Grootelaar & Van den Bos, 2018; Van den Bos et al., 2014). Perceived procedural justice is measured by using roughly the same scale used by Grootelaar & Van den Bos (2018). Each of the questions Grootelaar & Van den Bos (2018) used within their study to measure perceived procedural justice is rewritten to the perception of lawyers. In that way lawyers were able to answer the questions about their perception of perceived procedural justice of their average client. The same eleven questions asked by Grootelaar & Van den Bos (2018) were used. Questions like whether the client felt being treated in a just and polite way, and having the opportunity to voice their opinions, were asked. For each of the statements, a 7-point Likert scale was used (score 0 = completely disagree and a score 6 = completely agree). Each of the questions is asked twice, once for the physical setting and once for the digital setting. Based on this measure two equivalent variants of the variable perceived procedural justice were constructed, for each setting one. Both range from 0 to 66, where higher scores indicate a higher perceived procedural justice. Grootelaar & Van den Bos (2018) used an average score instead of a sum score for this variable. Because there are no substantive objections to the use of a sum score instead of an average score and the results remain the same, it was decided to continue using the sum score in this research. To check whether the scale is reliable, a reliability test is conducted. The Cronbach's Alpha of the questions regarding perceived procedural justice is .925 for the offline dataset. For the online setting, the Cronbach's Alpha is .948. A Cronbach's Alpha above .7 is considered to be acceptable (Field, 2018). The Cronbach's Alpha for the offline setting could have been .930 if question three would have been deleted from the scale. Question three entails the statement: 'The average client felt that the judge was biased'. This is a reverse coded statement. This statement is not left out of the scale as the Cronbach's Alpha is very high and the increase would be minimal. The same holds for the online dataset. Deleting question three would result in an increase of the Cronbach's Alpha to

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<sup>1</sup>  $\text{TrustinaJudge} = ((Q9\_1 * 0.01) + (Q9\_2 * 0.02) + (Q9\_3 * 0.03) + (Q9\_4 * 0.04) + (Q9\_5 * 0.05))$ . This results in a score varying between 1 and 5. Q9\_1 is the item with a very low level of trust in a judge and Q9\_5 with a very high level of trust in a judge.

.953. In order to remain as close as possible to the research of Grootelaar & Van den Bos (2018), it was decided not to modify the scale. It can be concluded that the scale for perceived procedural justice is reliable. The results of the reliability analysis can be found in Appendix B.

### 3.3.3. Outcome favourability

Outcome favourability refers to the perception that the final decision of the judge is beneficial for the client (Grootelaar & Van den Bos, 2018). Outcome favourability is measured by asking seven questions just as Grootelaar & Van den Bos (2018) did in their research. Of course, the questions were altered as they have been asked to the lawyers about their perception on their clients' outcome favourability. Questions like whether the client agreed with the judge's decision and if clients thought the decision of the judge was fair, were asked. Grootelaar & Van den Bos (2018) used the measurement scale drafted by Brockner & Wiesenfeld (1996). For each of the statements, a 7-point Likert scale was used (score 0 = completely disagree and a score 6 = completely agree). Each of the questions is asked twice, once for the physical (offline) setting and once for the digital (online) setting. Based on this measure two equivalent variants of the variable outcome favourability were constructed, for each setting one. Both range between 0 and 42, where higher scores indicate a higher favourability of the outcome. In order to come to reliable results, the measurement scales have to be reliable. The Cronbach's Alpha of outcome favourability for the offline setting is .919. The Cronbach's Alpha could be even higher (.937) if question two was deleted. For the online setting, the Cronbach's Alpha is .956. Deleting question two would result in an increase of the Cronbach's Alpha to .964. Question two entails the statement: 'The average client found the outcome negative'. Again, this is a reverse coded question. As the Cronbach's Alpha is already acceptable the statement is not left out of the scale. Furthermore, this research wanted to stay as close to the scales used by Grootelaar & Van den Bos (2018) as possible, so the choice was made to leave it in the scale. The results of the reliability analysis can be found in Appendix C.

### 3.3.4. Outcome importance

Outcome importance refers to what people have at stake when being in a courtroom. When people care a lot about the matter at hand it is believed that procedures matter more (Grootelaar & Van den Bos, 2018). For this measure respondents are asked to indicate how many of their clients displayed a very low level, low level, average level, high level, and very high level of outcome importance (the respondent is asked to fill in a percentage for each of the 5 items up to a total of hundred percent for the five items added together). Accordingly, the relative distribution of perceived outcome importance under their clientele is measured in a straightforward and direct way. This question is asked twice, one giving the respondent the instruction to answer this for the physical courtroom experiences and the other giving this instruction for the digital setting. Based on this measure two equivalent variants of

the variable outcome importance were constructed, for each setting one. Both range from 1 (low average outcome importance) to 5 (high average outcome importance).<sup>2</sup>

### 3.3.5. Emotional response to uncertainty

Emotional response to uncertainty refers to uncertainty and people's affective or emotional responses to experiences of personal uncertainty (Grootelaar & Van den Bos; Van den Bos, 2007). Grootelaar & Van den Bos (2018) used the Emotional to Uncertainty-scale of Greco and Roger (2001) to measure this variable. They adjusted the scale for the specific context and used only ten of the fifteen items of the scale. For this measure respondents are asked to indicate how many of their clients displayed a very low level, low level, average level, high level and very high level of emotional response to uncertainty (the respondent is asked to fill in a percentage for each of the 5 items up to a total of hundred percent for the five items added together). Accordingly, the relative distribution of perceived emotional response to uncertainty under their clientele is measured in a straightforward and direct way. This question is asked twice, once for the physical (offline) courtroom experiences and once for the digital (online) setting. Based on this measure two equivalent variants of the variable emotional response to uncertainty were constructed, for each setting one. Both range from 1 (low average emotional response to uncertainty) to 5 (high average emotional response to uncertainty).<sup>3</sup>

### 3.3.6. Prior court experience

Grootelaar & Van den Bos (2018) asked if their respondents had been to court before. They dummy coded the answers in the regression analysis. For this measure respondents are asked to indicate how many of their clients displayed a very low level, low level, average level, high level, and very high level of prior court experience (5 items for each of the respondent is asked to fill in a percentage). Accordingly, the relative distribution of perceived prior court experience under their clientele is measured in a straightforward and direct way. This question is asked twice, once for the physical (offline) courtroom experiences and once for the digital (online) setting. Based on this measure two equivalent variants of the variable prior court experience were constructed, for each setting one. Both range from 1 (low average prior court experience) to 5 (high average prior court experience).

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<sup>2</sup> Outcome Importance =  $((Q11\_1 * 0.01) + (Q11\_2 * 0.02) + (Q11\_3 * 0.03) + (Q11\_4 * 0.04) + (Q11\_5 * 0.05))$ . This results in a score varying between 1 and 5. Q11\_1 is the item with a very low level of outcome importance and Q11\_5 with a very high level of outcome importance.

<sup>3</sup> Emotional response to uncertainty =  $((Q12\_1 * 0.01) + (Q12\_2 * 0.02) + (Q12\_3 * 0.03) + (Q12\_4 * 0.04) + (Q12\_5 * 0.05))$ . This results in a score varying between 1 and 5. Q12\_1 is the item with a very low level of emotional response to uncertainty, and Q12\_5 with a very high level of emotional response to uncertainty.

### 3.3.7. Control variables

In addition to the variables above, some control variables were used in the survey. Each respondent had to fill in their gender and their age. An overview of the original survey – the one in Dutch – can be found in appendix A.

### 3.4. Techniques of analysis

The data was put into SPSS to perform a multiple regression analysis. A multiple regression analysis provides information on which variables are influencing the dependent variable trust in a judge (Hair et al., 2019; Field, 2018). For each of the settings (online and offline) a multiple regression analysis is conducted. Before the multiple regression analyses were performed, reliability tests were conducted to check whether the scales used in the survey are reliable (Field, 2018). The results of the reliability analyses can be found in appendices B and C. In order to check whether both samples could be compared it was necessary to conduct one-sample t-tests on all the variables of the dataset for the physical (offline) courtroom. The means of the variables of the physical (offline) courtrooms are compared to the means of the online courtrooms. The results of the one-sample t-tests can be found in appendix E. The results of the regression analyses show whether there is a presence of a moderator or not. The results of the regression analyses of the physical (offline) courtroom are then compared with the results of the regression analysis of the online courtrooms.

The regression analyses of the complete model were used to test for moderators. This is a very strict test as all the variables are measured at once. This may result in the absence of a significant effect of a moderator that would be significant in a model with fewer variables due to the complexity of the model. For that reason, multiple regression analyses have been conducted to see whether the predicted moderations are present in a model containing only the main effect of perceived procedural justice on trust in a judge and the main and moderative effect of the moderator. As a result, two tests were conducted for both datasets and the results were compared. The strict test contains a multiple regression analysis of the complete model. The other test is less strict and contains multiple regression analyses of separate models.

Hypothesis 1a will be checked by looking whether the results of the regression analyses are both significant, meaning that there is an effect of perceived procedural justice on trust in a judge. To check whether perceived procedural justice is lower in a digital setting compared to the physical offline setting (hypothesis 1b) the means of both datasets are compared by conducting a one-sample t-test. For all other hypotheses, the results of the regression analyses will be compared with each other looking at the significance of the interaction effects.

For the variable 'lawyer's opinion', a factor analysis is conducted as well as a reliability test. The variables 'age' and 'gender' are then put into a regression analysis to check whether 'age' and 'gender' are affecting the lawyer's opinion on online courtrooms.

### 3.5. Quality of the research

In order to come to a valid conclusion and recommendations, the quality of the research should be ensured. For quantitative research there are four quality criteria (Symon & Cassel, 2012; Vennix, 2016; Mertens, 2006). The quality criteria are separately discussed in the remaining of this section.

The first criteria is 'internal validity'. Internal validity is about measuring the concept you want to measure without any systematic mistakes (Mertens, 2006). Within this research the focus lies on trust in a judge. This concept should be present in all the sessions lawyers have been to. Some fields of law have pro-forma sessions. These sessions are not about the actual content of the case and therefore do not require trust in a judge. Respondents should not take these sessions into account while filling in the survey. As the concept measured in this research is not present in these cases these lawyers are not included in the sample group. Furthermore, scales mentioned in the literature were used to measure the concepts in this study. This way internal validity is secured.

The second criteria is 'generalizability' (Mertens, 2006). The results of this study have to become generalizable for the whole population (in this case the Netherlands). For the results to be generalizable, the sample size has to be large enough. The sample size in this research is 421 for the physical setting and 363 for the online setting. This is not that large compared to the number of lawyers in the Netherlands but there is no data available about the number of lawyers who have had physical and online courtrooms. Therefore, it is hard to say whether the dataset is large enough to ensure results are generalizable. Lawyers were selected in a select manner. All law firms situated within the Netherlands were contacted. In this way, all lawyers have had the opportunity to participate in the study as long as they met the criteria of having had physical hearings as well as digital hearings which were about the actual content of the case.

Thirdly, the research should be reliable (Vennix, 2016). Reliability is the criteria that focusses on the existence of accidental errors. The use of a survey enhances reliability of this research as all the questions are asked in the same manner to all the respondents. In this way the researcher could not have affected the outcomes of the responses. Before the data can be analysed, all the answers on the survey questions are put into SPSS. The researcher did this himself so he had maximum control over the data and only he can be held responsible for wrong inputs. This results in a more reliable research as the chance on accidental mistakes is being reduced.



The fourth, and final, quality criteria is 'objectivity' (Vennix, 2016). This refers to the researcher being distanced from the subject that is being studied. Values and beliefs of the researcher should not have an effect on the results of his research. The researcher tried to be as open-minded as possible not letting his personal beliefs affect the results of his study. Furthermore, the researcher is not funded by the government or another organization to produce favourable results.

### 3.6. Research ethics

To ensure the research being conducted in a responsible and ethical manner the researcher should adhere to codes of behaviour (Myers, 2013; Bell & Bryman, 2007; Smith, 2003; Pimple, 2002). Within this section the leading moral principles that are applied by the researcher are being discussed.

First, the survey started with a brief summary of the research being conducted. In this summary there was an emphasis on why the research is being conducted, how much time it will cost to fill in the survey and how the data will be used within the research. Special attention has been devoted to the assurance of anonymity of the participants. The results of the participants will be anonymised and no personal data that can directly be traced back to a person will be used within this research. The participants were asked to give their informed consent to use the data. Furthermore, they have been informed about the fact that they can stop the participation in this study at any given moment. No explanation was needed if participants were willing to stop their participation in this study.

Second, the researcher has taken care to process the data carefully. This also includes the notion to present the results of this study in an honest way without withholding any data that may be contradictory to the derived expectations.

## Chapter 4 Results

In this section, the results of this research are presented. First, the results of the univariate analysis are presented. Second, the regression analyses will be addressed. Third, an answer is given to the empirical and analytical sub-questions. This chapter thus provides an answer to the following sub-questions:

**ES1:** *What is the actual impact of perceived procedural justice on trust in a judge when looking at data derived from the experience of lawyers in the Dutch context both before and during the Covid-19 pandemic?*

**ES2:** *To what extent does this data show differences between the online and offline courtroom?*

**AS1:** *What are the differences between the theoretical assumed moderators and real moderators?*

**AS2:** *What are the differences between the theoretical assumed differences and the real differences between the online and the offline courtroom?*

Lastly, the results of the regression analysis will be interpreted, and the hypotheses will be tested.

### 4.1. Univariate analysis

The descriptive statistics are presented in table 1 for the offline courtroom. For the online courtroom the descriptive statistics are presented in table 2.

The mean for trust in a judge is slightly higher for the dataset regarding offline courtrooms. Perceived procedural justice has a higher mean in offline courtrooms (50,494) compared to online courtrooms (42,736). Hypothesis 1b: *'perceived procedural justice will be lower in a digital setting than in a physical setting, resulting in less trust in a judge'*, is supported by these findings. There is a difference in the effect of perceived procedural justice on trust in a judge between the two settings. Looking at the main effects of the moderators, it can be concluded that for almost all variables the values in the dataset about offline courtrooms are higher compared to the online courtrooms. The results of the one-sample t-tests show a significant difference between the means for each of the variables of the two settings, except for prior court experience. In other words, the mean of prior court experience does not differ significantly between the two settings. For all other variables, the score is higher on average in an offline setting. The results of the one-sample t-tests can be found in appendix E. Looking at the standard deviations of all variables, it can be concluded that the data in dataset 2 (online courtrooms) is much more distributed than the data in dataset 1 (offline courtrooms), resulting in higher standard deviations. Lastly, for both samples the average age of respondents is between 46 and 50 (answer option 6) and slightly more women participated in this survey than men (the average of gender is 0,525).

**Table 1:** Descriptive statistics dataset offline courtrooms

Variable	Mean	Std. Dev.	Min	Max	N	
					Valid	Missing
Trust in a judge	3.367	0.542	1.40	5.00	421	0
PPJ	50.494	8.084	6.00	66.00	419	2
Outcome favourability	26.510	6.667	5.00	42.00	418	3
PPJ * Outcome favourability	21.164	78.817	-175.99	673.08	419	2
Outcome importance	42.223	6.874	10.00	50.00	421	0
PPJ * Outcome importance	4.042	64.284	-268.25	543.86	419	2
Emotional response to uncertainty	32.085	5.701	10.00	50.00	421	0
PPJ * Emotional response to uncertainty	7.119	55.533	-546.31	537.53	419	2
Prior court experience	2.424	1.219	1.00	5.00	420	1
PPJ * Prior court experience	-1.390	11.003	-22.08	17.92	418	3
Age	5.967	2.300	1.00	10.00	421	0
Gender	0.525	0.509	0.00	2.00	421	0

**Table 2:** Descriptive statistics dataset online courtrooms

Variable	Mean	Std. Dev.	Min	Max	N	
					Valid	Missing
Trust in a judge	3.162	0.612	1.00	5.00	363	0
PPJ	42.736	11.618	10.00	66.00	363	0
Outcome favourability	23.787	8.070	0.00	42.00	362	1
PPJ * Outcome favourability	56.600	113.127	-	778.690	362	1
Outcome importance	40.877	6.800	10.00	50.00	363	0
PPJ * Outcome importance	-0.041	83.407	-	391.14	363	0
Emotional response to uncertainty	31.445	6.021	10.00	50.00	363	0
PPJ * Emotional response to uncertainty	27.334	84.562	-	659.120	363	0
Prior court experience	2.441	1.289	1.00	5.00	363	0
PPJ * Prior court experience	-1.779	15.839	-83.780	44.180	363	0
Age	6.000	2.253	1.00	10.00	363	0
Gender	0.526	0.506	0.00	2.00	363	0

## 4.2. Regression analysis

The type of analysis that is conducted in this research is a multiple regression analysis. The arguments for this data analysis can be found in section 3.4. As there are two different datasets for the two different situations (e.g., one dataset for the offline setting and one dataset for the online setting), two separate multiple regression analyses have been conducted. Before conducting a multiple regression analysis, it is important to check if all the assumptions have been met. For a regression analysis the assumption linearity, homoscedasticity, normality, and multicollinearity are important (Hair et al., 2019). The assumptions have all been checked and all the assumptions have been met. The results can be found in appendix F.

### 4.2.1 The complete model

First, a model was analysed in which all the variables were included at the same time. All the variables are added stepwise to come up with the complete model. This is done as all the variables are present at the same time while being in a courtroom. This method may result in a model in which the moderators have insignificant values due to the complexity of the model. The results of this model are shown in table 3 for the offline setting and table 4 for the online setting. The conceptual model for the complete model is the following.

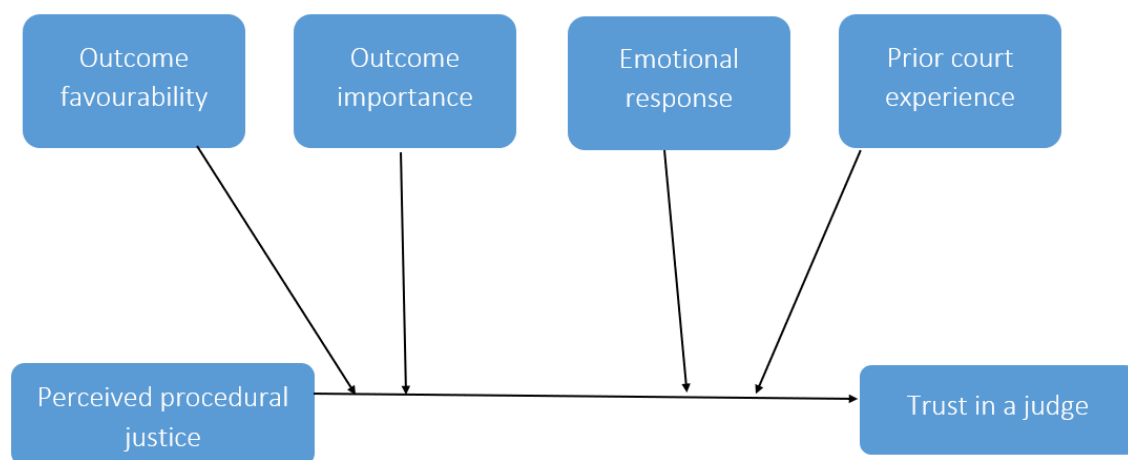


Figure 3: Conceptual model of the complete model

For both datasets, the first model suggests a significant effect of perceived procedural justice on trust in a judge. For both settings, these effects are almost similar (for the offline setting  $B = 0.033$  and for the online setting  $B = 0.032$ ). When looking at the final model, we see a difference between the offline setting and the online setting. For the offline setting, the variables 'perceived procedural justice', 'the interaction effect of perceived procedural justice and outcome favourability', 'emotional response to uncertainty' and 'prior court experience' are significant. For the online setting, the variables 'perceived procedural justice', 'outcome importance', 'the interaction effect of perceived procedural justice' and 'outcome importance' and 'emotional response to uncertainty' are significant. For the offline setting,

it can be said that 'outcome favourability' moderates the effect of perceived procedural justice on trust in a judge, while for the online setting this moderation effect is not present. 'Outcome importance' moderates the effect of perceived procedural justice on trust in a judge in the online setting. This moderation effect is not present in the offline setting. For both settings, emotional response to uncertainty is significant. The results of the analyses are discussed in more detail below.

#### 4.2.1.1 Offline setting

For the offline setting, the multiple regression analysis showed the following results. Perceived procedural justice has a significant effect on trust in a judge ( $p = 0.000$ ). Important to note is that when a moderation effect is present, the main effect should not be interpreted without question. Looking at the results of the analysis, there is an interaction effect of perceived procedural justice and outcome favourability ( $p = 0.005$ ). The interaction effect of outcome importance is non-significant ( $p = 0.094$ ), so there is no reason to assume that this interaction effect influences the relationship between perceived procedural justice and trust in a judge. Emotional response to uncertainty does not moderate the relationship between perceived procedural justice and trust in a judge. The interaction effect is non-significant ( $p = 0.056$ ). However, the main effect of emotional response to uncertainty is significant ( $p = 0.000$ ) and thus influences trust in a judge. Lastly, the interaction effect of prior court experience is non-significant ( $p = 0.920$ ) and thus does not influence the relationship between perceived procedural justice and trust in a judge. The main effect of prior court experience is significant ( $p = 0.006$ ) and influences trust in a judge.

#### 4.2.1.2 Online setting

The regression analysis including the main effect and all moderators shows the following results for the online setting. Perceived procedural justice has a significant effect on trust in a judge ( $p = 0.000$ ). As mentioned, when a moderation effect is present, the main effect should not be interpreted without question. The interaction effect of perceived procedural justice and outcome favourability is non-significant ( $p = 0.063$ ). Outcome favourability does not moderate the main effect of perceived procedural justice on trust in a judge. The main effect of outcome importance is significant ( $p = 0.024$ ). The interaction effect of perceived procedural justice and outcome importance is also significant ( $p = 0.003$ ). This means that outcome importance moderates the main effect of perceived procedural justice on trust in a judge. The main effect of emotional response to uncertainty is significant ( $p = 0.000$ ) meaning that emotional response to uncertainty is having a significant effect on trust in a judge. The interaction effect of perceived procedural justice and emotional response to uncertainty is non-significant ( $p = 0.950$ ) which means that emotional response to uncertainty does not moderate the main effect of perceived procedural justice. For prior court experience the main effect and the interaction effect are both non-significant. This means that neither prior court experience influences trust in a judge, nor it moderates the effect of perceived procedural justice on trust in a judge.

**Table 3:** Multiple regression complete model offline setting

	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8	Model 9
Constant	3,496**	3,488**	3,506**	3,522**	3,530**	3,507**	3,501**	3,631**	3,631**
<b>Control variables</b>									
Age	-0,019	-0,018	-0,017	-0,019	-0,020	-0,019	-0,019	-0,017	-0,017
Gender	-0,032	-0,030	-0,036	-0,053	-0,059	-0,022	-0,022	-0,037	-0,037
<b>Independent variables</b>									
PPJ	0,033**	0,031**	0,027**	0,026**	0,026**	0,025**	0,025**	0,024**	0,024**
Outcome favourability		0,008*	0,006	0,006	0,007	0,004	0,004	0,003	0,003
PPJ * Outcome favourability			-0,001**	-0,001**	-0,001**	-0,001**	-0,001**	-0,001**	-0,001**
Outcome importance				0,004	0,005	0,005	0,004	0,002	0,002
PPJ * Outcome importance					0,001*	0,001	0,001	0,001	0,001
Emotional response to uncertainty						0,013**	0,014**	0,017**	0,017**
PPJ * Emotional response to uncertainty							0,001	0,001	0,001
Prior court experience								-0,055**	-0,055**
PPJ * Prior court experience									0,000
N	418	418	418	418	418	418	418	418	418
Adjusted R-squared	0,242	0,248	0,260	0,261	0,268	0,284	0,287	0,299	0,297
F	45,436	35,317	30,292	25,536	22,768	21,635	19,671	18,776	17,028
R-squared	0,248	0,255	0,269	0,272	0,280	0,297	0,303	0,316	0,316

T- statistics in parentheses, \* p&lt;0.05, \*\*p&lt;0.01

**Table 4:** Multiple regression complete model online setting

	Model 1	Model 2	Model 3	Model 4	Model 5	Model 6	Model 7	Model 8	Model 9
Constant	3,276**	3,271**	3,297**	3,320**	3,326**	3,317**	3,318**	3,316**	3,315**
<b>Control variables</b>									
Age	-0.012	-0,011	-0,010	-0,012	-0,013	-0,015	-0,015	-0,014	-0,014
Gender	-0.078	-0,083	-0,085	-0,103	-0,107*	-0,071	-0,071	-0,077	-0,078
<b>Independent variables</b>									
PPJ	0,032**	0,028**	0,027**	0,026**	0,026**	0,022**	0,022**	0,022**	0,022**
Outcome favourability		0,009*	0,008*	0,008*	0,008*	0,007	0,007	0,007	0,007
PPJ * Outcome favourability			-0,001*	-0,001*	-0,001*	-0,000*	-0,000*	-0,000	-0,000
Outcome importance				0,008*	0,008*	0,009*	0,009*	0,008*	0,008*
PPJ * Outcome importance					0,001**	0,001**	0,001**	0,001**	0,001**
Emotional response to uncertainty						0,020**	0,020**	0,020**	0,020**
PPJ * Emotional response to uncertainty							0,000	0,000	0,000
Prior court experience								-0,015	-0,015
PPJ * Prior court experience									-0,001
N	362	362	362	362	362	362	362	362	362
Adjusted R-squared	0,375	0,382	0,389	0,396	0,409	0,439	0,438	0,437	0,435
F	73,086	56,716	47,010	40,399	36,726	36,322	32,204	29,000	26,304
R-squared	0,380	0,389	0,398	0,406	0,421	0,452	0,452	0,452	0,453

T- statistics in parentheses, \* p<0.05, \*\*p<0.01

### 4.3 Separate models

Above, the complete model is used to test for moderators. This is a very strict test as all the variables are measured at once. This may result in the absence of a significant effect of a moderator that would be significant in a model with fewer variables due to the complexity of the model. For that reason, multiple regression analyses have been conducted to see whether the predicted moderations are present in a model containing only the main effect of perceived procedural justice on trust in a judge and the main and moderative effect of the moderator.

The results for each of these multiple regression analyses will be discussed in this section. The results for the multiple regression analysis for the offline setting will be shown in model 1. The results of the multiple regression analysis for the online setting will be shown in model 2. All moderators will be

systematically checked off and compared on a situation-by-situation basis. For each of the models the results will be presented and interpreted.

First, the basic model will be analysed. The basis of the multiple regression analysis is the effect of perceived procedural justice on trust in a judge. The moderators will be added in the upcoming models. The first model, model A, consist of the dependent variable trust in a judge, the independent variable perceived procedural justice and the control variables age and gender.

Secondly, the moderators had to be inserted in the regression analysis. The regression analyses for the regression of the moderators consist of three models. In model B the main effect of the moderator is inserted. In model C, the interaction-effect of perceived procedural justice and the moderator is inserted into the regression (the actual moderation).

#### 4.3.1 Perceived procedural justice



Figure 4: Conceptual model of model 1 and model 2.

The results of the multiple regression of model 1 (offline setting) show a significant effect of perceived procedural justice on trust in a judge ( $p < 0.05$ ). The variables 'age' and 'gender' do not have a significant effect on trust in a judge. As expected, the control variables do not have a significant effect on trust in a judge, while perceived procedural justice does have a significant effect. Perceived procedural justice has a positive effect on trust in a judge. The model explains 23,3% of the variance of trust in a judge.

The results of the multiple regression of model 2 (online setting) show a significant effect of perceived procedural justice on trust in a judge and all other variables are non-significant. The effect of trust in a judge is positive and the model has a good model fit. It explains 37,5% of the variance of trust in a judge. The results of both regression analyses show a significant positive effect of perceived procedural justice on trust in a judge. The model fit of model 2 is better compared to the model fit of model 1 but both readings are acceptable. The effect of perceived procedural justice is for both contexts the same ( $B = 0.032$ ).



**Table 5:** Multiple regression model 1 (offline)

	Model A
Constant	3,498**
<b>Control variables</b>	
Age	-0.019
Gender	-0.035
<b>Independent variables</b>	
PPJ	0,032**
N	419
Adjusted R-squared	0,233
F	43,262
R-squared	0,238

T- statistics in parentheses, \*  $p < 0.05$ , \*\*  $p < 0.01$

**Table 6:** Multiple regression model 2 (online)

	Model A
Constant	3,275**
<b>Control variables</b>	
Age	-0.012
Gender	-0.077
<b>Independent variables</b>	
PPJ	0,032**
N	363
Adjusted R-squared	0,375
F	73,451
R-squared	0,380

T- statistics in parentheses, \*  $p < 0.05$ , \*\*  $p < 0.01$

#### 4.3.2 Outcome favourability

The models 1A and 2A consist of the moderator 'outcome favourability'. This results in the following conceptual model for models 1A and 2A.

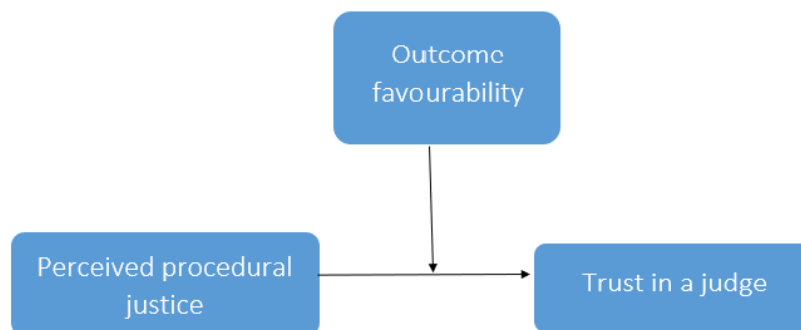


Figure 5: Conceptual model of model 1A and model 2A.

The explanatory power of the models of model 1A increases as more variables were added. Model C explained 25.3% of the variance in trust in a judge. In model B, we see that outcome favourability has a significant effect on trust in a judge ( $p < 0.05$ ). In model C, the interaction effect of perceived procedural justice and outcome favourability is significant ( $p = 0.007$ ). Thus, outcome favourability moderates the relationship of perceived procedural justice and trust in a judge.

For model 2A we see similar findings. 38.9% of the variance in trust in a judge is explained in model C. In model B, perceived procedural justice and the main effect of outcome favourability are significant (PPJ,  $p = 0.000$ ) (outcome favourability,  $p = 0.025$ ). In model C, the interaction effect of perceived procedural justice and outcome favourability is significant ( $p = 0.021$ ).

**Table 7: Multiple regression model 1A (offline)**

	Model A	Model B	Model C
Constant	3,501**	3,280**	3,325**
<b>Control variables</b>			
Age	-0.019	-0,018	-0,017
Gender	-0.039	-0,037	-0,042
<b>Independent variables</b>			
PPJ	0,032**	0,029**	0,025**
Outcome favourability		0,008*	0,007
PPJ * Outcome favourability			-0,001*
N	418	418	418
Adjusted R-squared	0,235	0,242	0,253
F	43,794	34,236	29,279
R-squared	0,241	0,249	0,262

T- statistics in parentheses, \* p<0.05, \*\* p<0.01

**Table 8: Multiple regression model 2A (online)**

	Model A	Model B	Model C
Constant	3,276**	3,271**	3,297**
<b>Control variables</b>			
Age	-0.012	-0,011	-0,010
Gender	-0.078	-0,083	-0,085
<b>Independent variables</b>			
PPJ	0,032**	0,028**	0,027**
Outcome favourability		0,009*	0,008*
PPJ * Outcome favourability			-0,001*
N	362	362	362
Adjusted R-squared	0,375	0,382	0,389
F	73,086	56,716	47,010
R-squared	0,380	0,382	0,398

T- statistics in parentheses, \* p<0.05, \*\* p<0.01

Striking is that the explanatory power of model 2A (38.9%) is much higher than the explanatory power of model 1A (25.3%). The interaction effect has a negative impact on trust in a judge. Figure 6 shows a plot of the interaction effect. Looking at figure 6, it becomes clear that perceived procedural justice matters less to determine the trust in a judge when outcome favourability is high. When litigants are satisfied with the outcome of the case perceived procedural justice plays a less important role to determine the litigants trust in a judge.

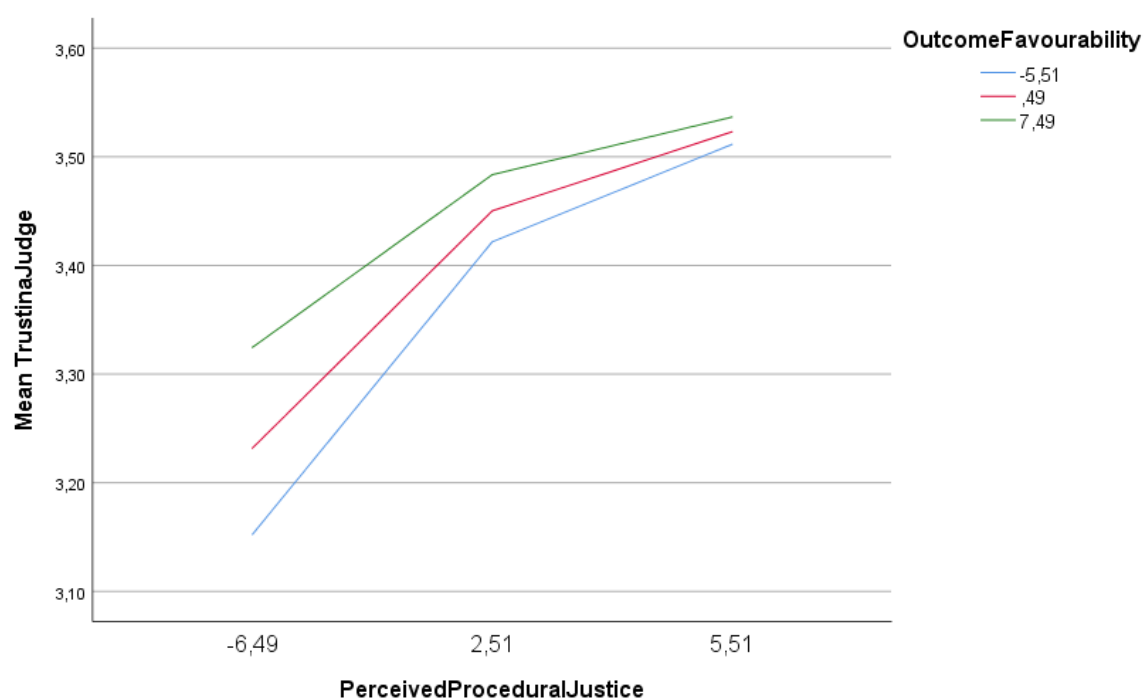


Figure 6: Plot moderation effect outcome favourability

### 4.3.3 Outcome importance

Outcome importance is put into models 1B and 2B. The conceptual model for these models is the following.

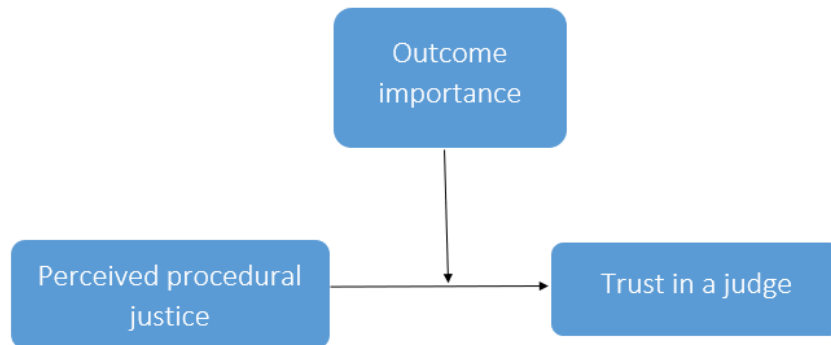


Figure 7: Conceptual model of model 1B and model 2B.

For model 1B, model A has an exploratory power 23,3% and model C has an exploratory power of 24,9%. The introduction of the interaction effect between perceived procedural justice and outcome importance thus results in more exploratory power of the model. The variables perceived procedural justice ( $p = 0.000$ ) and the interaction effect of perceived procedural justice and outcome importance ( $p = 0.002$ ) are significant. Furthermore, the variable 'age' (of the lawyers) is significant ( $p = 0.039$ ). This is unexpected as this variable is a control variable and should not have a significant effect on trust in a judge.

For model 2B, the exploratory power of model C is 39,7%. The variables perceived procedural justice ( $p = 0.000$ ), the main effect of outcome importance ( $p = 0.049$ ) and the interaction effect of perceived procedural justice and outcome importance ( $p = 0.001$ ) are significant. There is an interaction effect present of outcome importance on perceived procedural justice and trust in a judge. The interaction effect of outcome importance is plotted in figure 8. Looking at figure 8, it becomes clear that perceived procedural justice matters more determining trust in a judge, when outcome importance is high. When the outcome of the trial is highly important for the litigant, perceived procedural justice plays a more important role to determine trust in a judge.

**Table 9: Multiple regression model 1B (offline)**

	Model A	Model B	Model C
Constant	3,498**	3,509**	3,520**
<b>Control variables</b>			
Age	-0.019	-0,020	-0,022*
Gender	-0.035	-0,047	-0,056
<b>Independent variables</b>			
PPJ	0,032**	0,031**	0,032**
Outcome importance		0,003	0,005
PPJ * Outcome importance			0,001**
N	419	419	419
Adjusted R-squared	0,233	0,232	0,249
F	43,262	32,620	28,678
R-squared	0,238	0,240	0,258

T- statistics in parentheses, \* p&lt;0.05, \*\* p&lt;0.01

**Table 10: Multiple regression model 2B (online)**

	Model A	Model B	Model C
Constant	3,275**	3,293**	3,304**
<b>Control variables</b>			
Age	-0.012	-0,014	-0,015
Gender	-0.077	-0,092	-0,097
<b>Independent variables</b>			
PPJ	0,032**	0,032**	0,031**
Outcome importance		0,007	0,007*
PPJ * Outcome importance			0,001**
N	363	363	363
Adjusted R-squared	0,375	0,379	0,397
F	73,451	56,337	48,632
R-squared	0,380	0,386	0,405

T- statistics in parentheses, \* p&lt;0.05, \*\* p&lt;0.01

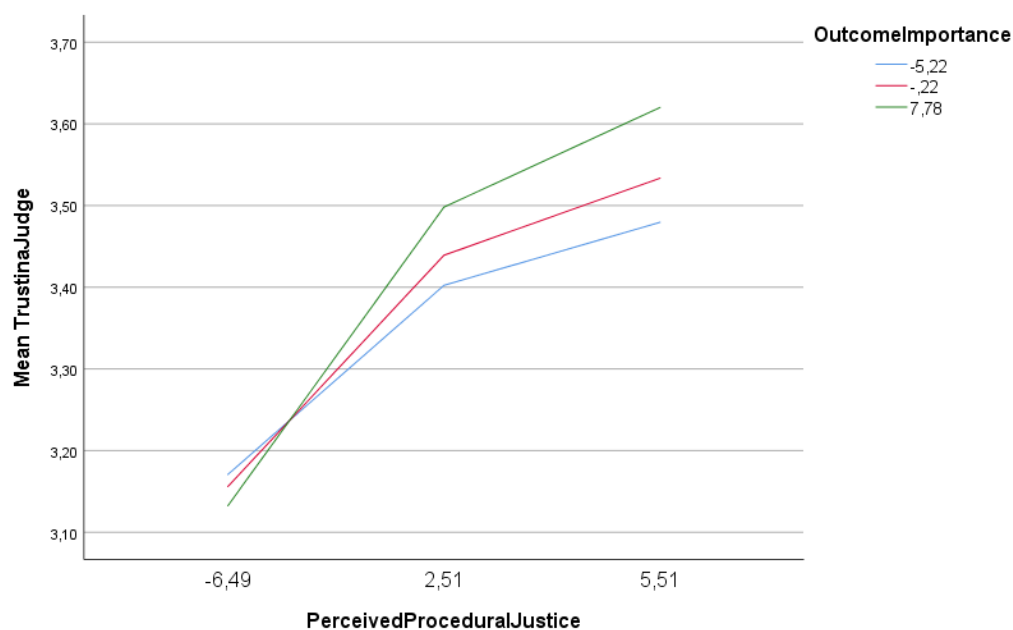


Figure 8: Plot moderation effect outcome importance

#### 4.3.4 Emotional response to uncertainty.

The third moderator in this study is emotional response to uncertainty. This variable is put into models 1C and 2C. The conceptual model of these models is the following.

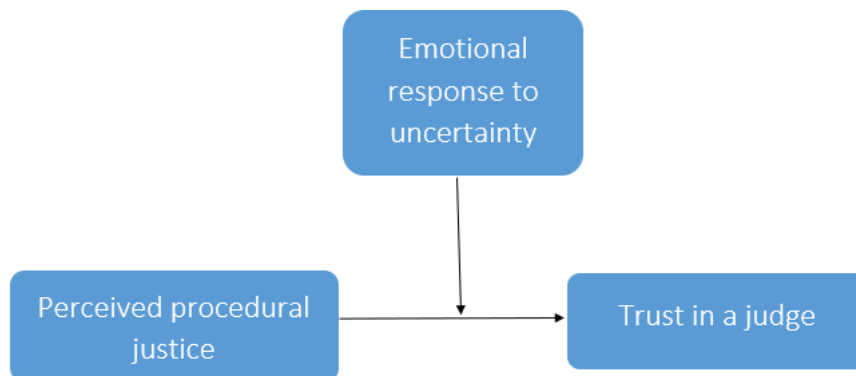


Figure 9: Conceptual model of model 1C and model 2C.

Looking at the result of model 1C, the offline setting, it becomes clear that the interaction effect of perceived procedural justice and emotional response to uncertainty does not have a significant effect on trust in a judge ( $p = 0.063$ ). In contrast, the main effect of emotional response to uncertainty is significant ( $p = 0.000$ ), just as perceived procedural justice ( $p = 0.000$ ). Model 2C, the online setting, shows similar results. The main effects of emotional response to uncertainty and perceived procedural justice are significant (both  $p = 0.000$ ). The interaction effect of these variables is non-significant ( $p = 0.322$ ). Furthermore, it is striking that the explanatory power of model 2C (40,6%) is again much higher than the explanatory power of model 1C (25,8%).

**Table 11:** Multiple regression model 1C (offline)

	Model A	Model B	Model C
Constant	3,498**	3,471**	3,466**
<b>Control variables</b>			
Age	-0.019	-0,018	-0,018
Gender	-0.035	0,004	0,002
<b>Independent variables</b>			
PPJ	0,032**	0,030**	0,030**
Emotional response to uncertainty		0,015**	0,016**
PPJ * Emotional response to uncertainty			0,001
N	419	419	419
Adjusted R-squared	0,233	0,253	0,258
F	43,262	36,433	30,017
R-squared	0,238	0,260	0,267

T- statistics in parentheses, \*  $p < 0.05$ , \*\*  $p < 0.01$

**Table 12:** Multiple regression model 2C (online)

	Model A	Model B	Model C
Constant	3,275**	3,276**	3,277**
<b>Control variables</b>			
Age	-0.012	-0,014	-0,014
Gender	-0.077	-0,043	-0,042
<b>Independent variables</b>			
PPJ	0,032**	0,028**	0,027**
Emotional response to uncertainty		0,020**	0,020**
PPJ * Emotional response to uncertainty			0,000
N	363	363	363
Adjusted R-squared	0,375	0,406	0,406
F	73,451	62,891	50,506
R-squared	0,380	0,413	0,414

T- statistics in parentheses, \*  $p < 0.05$ , \*\*  $p < 0.01$

#### 4.3.5 Prior court experience

The last moderator in this study is prior court experience. Prior court experience is put into models 1D and 2D. This results in the following conceptual model:

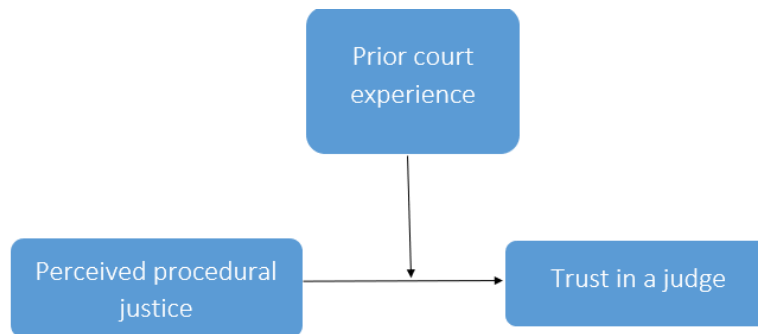


Figure 10: Conceptual model of model 1D and model 2D.

The results of model 1D, the offline setting, show a significant effect of perceived procedural justice ( $p = 0.000$ ) and the main effect of prior court experience ( $p = 0.017$ ) on trust in a judge. The interaction effect of these variables is non-significant ( $p = 0.421$ ). The interaction effect does not have an effect on trust in a judge. Model C which introduced the interaction effect, has an explanatory power of 25,0%. Model B, the model without the interaction effect, has an explanatory power of 25,1%. The introduction of the interaction effect in the model has a negative effect on the explanatory power of the model.

For model 2D, the online setting, only perceived procedural justice is significant ( $p = 0.000$ ). All the other variables are non-significant. Adding the interaction effect causes a minor decrease in the explanatory power of the model (from 37,5% to 37,4%).

**Table 13:** Multiple regression model 1D (offline)

	Model A	Model B	Model C
Constant	3,496**	3,502**	3,503**
<b>Control variables</b>			
Age	-0.019	-0,018	-0,018
Gender	-0.032	-0,057	-0,055
<b>Independent variables</b>			
PPJ	0,033**	0,032**	0,032**
Prior court experience		-0,047*	-0,047*
PPJ * Prior court experience			0,002
N	418	418	418
Adjusted R-squared	0,242	0,251	0,250
F	45,436	35,933	28,852
R-squared	0,248	0,258	0,259

T- statistics in parentheses, \* p<0.05, \*\*p<0.01

**Table 14:** Multiple regression model 2D (online)

	Model A	Model B	Model C
Constant	3,275**	3,276**	3,278**
<b>Control variables</b>			
Age	-0.012	-0,011	-0,012
Gender	-0.077	-0,087	-0,087
<b>Independent variables</b>			
PPJ	0,032**	0,032**	0,031**
Prior court experience		-0,019	-0,020
PPJ * Prior court experience			0,001
N	363	363	363
Adjusted R-squared	0,375	0,375	0,374
F	73,451	55,291	44,202
R-squared	0,380	0,382	0,382

T- statistics in parentheses, \* p<0.05, \*\*p<0.01

### 4.3. Hypothesis testing

The results of the multiple regression analyses from the previous sections will be used to test the hypotheses set in the beginning of this research. First, the hypotheses regarding the main effect will be discussed. Afterwards, the hypotheses regarding the moderators will be discussed. At the end of this section an overview of the conclusions regarding the hypotheses is given.

*Hypothesis 1a: Perceived procedural justice has a positive effect on trust in a judge.*

Hypothesis 1a is supported by the multiple regression analyses of the complete model and the separate models. The results of the complete model show that the effect of perceived procedural justice on trust in a judge is positive. Looking at the separate models (model 1 and model 2), it can also be concluded that perceived procedural justice has a positive effect on trust in a judge.

*Hypothesis 1b: Perceived procedural justice will be lower in a digital setting than in a physical setting, resulting in less trust in a judge.*

The results of the one-sample t-test show reason to support hypothesis 1b meaning that perceived procedural justice is lower in an online setting compared to an offline setting as the mean of perceived procedural justice is on average higher for offline courtrooms and it differs significantly from the mean for perceived procedural justice of the online courtroom.

*Hypothesis 2: There will be no difference between the moderating effect of outcome favourability in an offline and an online courtroom resulting in the presence of a moderating effect of outcome favourability on perceived procedural justice and trust in a judge.*

Hypothesis 2 is rejected for the complete model. There is a difference between the moderating effect of outcome favourability in the offline and the online setting. The results of the multiple regression analyses of the complete model show a significant effect of the moderation in the offline setting ( $p = 0.005$ ). In the online setting the moderation effect is non-significant ( $p = 0.063$ ). This means that in the offline setting outcome favourability moderates the effect of perceived procedural justice on trust in a judge and in the online setting this effect is not present. While looking at the separate models, (models 1A and 2A) there is a significant effect of the moderating variable outcome favourability in both settings. For that reason, it can be said that the hypothesis should be rejected when looking at the complete model as there is a difference between the two setting. When looking at the separate models, hypothesis 2 is supported as both moderators have a significant effect on the relationship of perceived procedural justice and trust in a judge.

*Hypothesis 3: There will be no difference between the moderating effect of outcome importance in an offline and an online courtroom resulting in the presence of a moderating effect of outcome importance on perceived procedural justice and trust in a judge.*

Hypothesis 3 is rejected for the complete model. There is a difference between the moderating effect of outcome importance in the offline and online courtroom. For the offline setting, the moderating effect of outcome importance is non-significant, so there is no reason to assume that there is a moderating effect of outcome importance on the main effect. For the online setting, the results show a significant effect of the moderator outcome importance. This means that there is reason to believe that outcome importance moderates the effect of perceived procedural justice on trust in a judge in an online setting. Looking at the results of the multiple regression analyses for the separate models (models 1B and 2B) there is a significant moderating effect of outcome importance in both the offline and the online setting. For that reason, hypothesis 3 is supported for the separate models.

*Hypothesis 4: There will be no difference between the moderating effect of emotional response to uncertainty in an offline and an online courtroom, resulting in the presence of a moderating effect of emotional response to uncertainty on the main effect of perceived procedural justice and trust in a judge.*

Hypothesis 4 is rejected for the complete model. For the offline and the online setting of the complete model, the moderating variable of emotional response to uncertainty shows a non-significant value ( $p = 0.056$  and  $p = 0.950$ ). There is a huge difference in significance level but both values are non-



significant. This results in the notion that there is no moderating effect of emotional response to uncertainty on perceived procedural justice and trust in a judge in both setting for the complete model. The results of the multiple regression analyses of the separate models (models 1C and 2C) also show non-significant values for the moderating effect ( $p = 0.063$  offline and  $p = 0.322$  online) indicating that emotional response to uncertainty does not moderate the effect of perceived procedural justice on trust in a judge. For that reason, hypothesis 4 is also rejected for the separate models.

*Hypothesis 5: There will be no difference between the moderating effect of prior court experience on the main effect of perceived procedural justice on trust in a judge in an online and offline setting resulting in the presence of a moderating effect of prior court experience on perceived procedural justice and trust in a judge.*

Hypothesis 5 is rejected for the complete model. The results of the multiple regression analyses show that both moderating effects are non-significant ( $p = 0.920$  offline and  $p = 0.762$  online). While looking at the results of the multiple regression analyses of the separate models (models 1D and 2D), it must be concluded that prior court experience does not moderate the effect of perceived procedural justice on trust in a judge ( $p = 0.421$  offline and  $p = 0.592$  online). For that reason, hypothesis 5 is rejected for the separate models.

**Table 15:** Overview of hypothesis testing

Hypothesis	Independent variable	Dependent variable	Moderator	Supported/rejected Complete model	Supported/rejected Separate model
Hypothesis 1a	PPJ	Trust in a judge	-	Supported	Supported
Hypothesis 1b	PPJ	Trust in a judge	-	Supported	Supported
Hypothesis 2	PPJ	Trust in a judge	Outcome favourability	Rejected	Supported
Hypothesis 3	PPJ	Trust in a judge	Outcome importance	Rejected	Supported
Hypothesis 4	PPJ	Trust in a judge	Emotional response to uncertainty	Rejected	Rejected
Hypothesis 5	PPJ	Trust in a judge	Prior court experience	Rejected	Rejected

## Chapter 5 Conclusion and discussion

In this chapter, the conclusions of this research will be presented. Then, the results of this research will be discussed in the light of the existing literature. Thereafter, the practical implications will be discussed. After that, this chapter discusses the limitations of this research and provides suggestion for future research. Lastly, a personal reflection is given.

### 5.1. Conclusion

The research question that is answered in this research is:

***‘To what extent are the results of the study of Grootelaar & Van den Bos (2018) reproducible in an online context and are there any differences between the real-life (offline) courtroom and the online courtroom regarding the influence of perceived procedural justice on trust in a judge?’***

Sub-questions according to the TEA-model were used to answer the research question. The theoretical questions (TS1 and TS2) were answered looking at the existing literature. Trust in a judge is about a feeling of confidence in a person to do the right thing in a particular situation. Perceived procedural justice is the perception of people towards the decision-making process (Grootelaar & Van den Bos, 2018). Perceived procedural justice consist of six ‘building blocks’ being: (1) information on which decisions are made, (2) interpersonal treatment, (3) due consideration, (4) neutrality, (5) voice and (6) accuracy (Ansems et al., 2020). The variables which were expected to moderate the relationship between perceived procedural justice and trust in a judge are ‘outcome favourability’, ‘outcome importance’, ‘emotional response to uncertainty’ and ‘prior court experience’. It was expected that there would be a difference in the level of perceived procedural justice being present in the online courtroom compared to the physical offline setting, as communicating is a lot harder in an online setting. This would result in less trust in a judge. For the moderators it was believed that there will be no differences regarding their effect on the relationship between perceived procedural justice and trust in a judge. This results in the presence of moderation effects of ‘outcome favourability’, ‘outcome importance’, ‘emotional response to uncertainty’ and ‘prior court experience’.

The empirical sub-questions (ES1 and ES2) were answered by looking at the data of the multiple regression analyses. The results of the multiple regression analyses for the complete model show that perceived procedural justice is having a significant effect on trust in a judge for both setting (online and offline). The interaction effect of outcome favourability and perceived procedural justice in the offline setting is significant, meaning that there is an interaction effect present. For the online setting this is not the case. Outcome favourability does not moderate the relationship between perceived procedural justice and trust in a judge in an online setting in the complete model. For outcome importance, the results for the complete model show no interaction effect for the offline setting but

they do for the online setting. This means there is an interaction effect present of outcome importance on perceived procedural justice and trust in a judge in the complete model. Looking at the results of the multiple regression analyses of the separate models, the interaction effect of outcome favourability and outcome importance is present for both settings. The results of the multiple regression analyses of the complete model as well as the separate models show no interaction effect of emotional response to uncertainty and prior court experience for both settings. The scores for perceived procedural justice are on average higher for the offline setting compared to the online setting. The means of both variables differ significantly. This means that perceived procedural justice is lower in an online courtroom compared to the offline courtroom.

The analytical questions (AS1 and AS2) were answered by interpreting the results of the regression analyses and comparing them with the expectations based on the literature. The results (of both the complete model and the separate models) show that perceived procedural justice has a positive influence on trust in a judge for both the online setting and the offline setting. Furthermore, it was believed that perceived procedural justice would be lower in the online setting compared to the offline setting. There is statistical evidence to support this hypothesis as the mean of perceived procedural justice of the online setting is lower compared to the mean of perceived procedural justice of the offline setting and both means differ significantly. It was expected that 'outcome favourability', 'outcome importance', 'emotional response to uncertainty' and 'prior court experience' moderate the relationship between perceived procedural justice and trust in a judge. The results of the regression analyses of the complete model show that only outcome importance moderates the relationship between perceived procedural justice and trust in a judge in an online setting. When outcome importance is high, perceived procedural justice matters more to determine trust in a judge. For the offline setting outcome favourability moderates this relationship. Perceived procedural justice matters less to determine trust in a judge when outcome favourability is high.

Looking at the separate models, outcome favourability and outcome importance both moderate the relationship between perceived procedural justice and trust in a judge for both settings. Perceived procedural justice matters less to determine trust in a judge when outcome favourability is high. When outcome importance is high, perceived procedural justice matters more to determine trust in a judge. Again, there is reason to believe that perceived procedural justice is lower in an online courtroom. The assumption was made that there were no differences between the effects of the moderators in the offline setting and the online setting. The results of the complete model show that there are differences for the moderators 'outcome favourability' and 'outcome importance'. The interaction effect of outcome favourability is only significant in the offline context and outcome importance is only significant in the online context. The interaction effect of emotional response to uncertainty and prior

court experience is for both settings and both models (complete and separate) non-significant, although it was expected that they would be significant. That being said, the research question is answered. The results of the study of Grootelaar & Van den Bos (2018) are partly reproducible in the online context, although the effects of perceived procedural justice on trust and the moderators outcome favourability, outcome importance, emotional response to uncertainty and prior court experience differ between the online and offline setting when looking at the complete model. When looking at the separate models these differences between the online and offline setting are not present.

## 5.2. Discussion

The purpose of this research was to reproduce the study of Grootelaar & Van den Bos (2018) in the online setting. There has been done a lot of research over the years on trust in general and trust in judges. However, findings on trust in judges in an online setting is lacking as this is a whole new context to study. Hence, there was a gap in the research on trust in judges. This research looked at the study of Grootelaar & Van den Bos (2018) on trust in a judge and tested it on the new online context. Two datasets were used to test the hypotheses, compare the findings, and answer the research question. The results show a positive effect of perceived procedural justice in both settings. The interaction effect of outcome favourability is significant for the offline setting but not for the online setting, when looking at the complete model. For the online setting, outcome importance moderates the main effect in the complete model. This moderation effect is not present for the offline setting. The data of the complete model indicates no moderation effect of emotional response to uncertainty and prior court experience for both settings. This is different when looking at the separate models. The separate models show that outcome favourability and outcome importance moderate the relationship between perceived procedural justice and trust in a judge, while emotional response to uncertainty and prior court experience have no moderative effect.

### 5.2.1. Perceived procedural justice

The study of Grootelaar & Van Den Bos (2018) assumes a positive relationship between perceived procedural justice and trust in a judge. A similar positive relationship is also found by Mayer et al., (1995) on trust in general. The fairer litigants perceive the decision-making process, the more trust they put in a judge. Perceived procedural justice was added in the first regression model for both datasets. The results of the multiple regression analysis (for the complete and the separate models) show a positive effect of perceived procedural justice on trust in a judge in the online and offline setting. This is in line with the research of Grootelaar & Van den Bos (2018) on trust in a judge.

### 5.2.2. Outcome favourability

The study of Grootelaar & Van den Bos (2018) shows that the relationship between perceived procedural justice and trust in a judge is moderated by outcome favourability. Perceived procedural justice is less important for trust in a judge when the outcome of a trial is in favor of the litigant. The results of the complete model indicate an interaction effect of outcome favourability for the offline setting. For the online setting there is no reason to assume an interaction effect of outcome favourability. Thus, there is a difference between the moderation effect of outcome favourability between the offline and the online setting. An explanation for the surprising results might be the size of the dataset. The moderation effect of outcome favourability is barely non-significant. A larger dataset minimalizes the influence of extreme values. The dataset for the online setting only consists of 363 respondents which is a lot smaller than the dataset used by Grootelaar & Van den Bos (2018).

For the separate models (models 1A and 2A), no difference is found. Both models (1A and 2A) show a moderative effect of outcome favourability. This may be because the complexity of the models is reduced by excluding the rest of the variables.

### 5.2.3. Outcome importance

Outcome importance moderates the main effect of perceived procedural justice on trust in a judge, according to the study of Grootelaar & Van den Bos (2018). These results are also found by Casper et al. (1988), Benesh & Howell (2001) and Paternoster et al. (1997). The more important the matter at hand, the more people are concerned with procedures.

The data of the complete model indicates that outcome importance does not moderate the main effect in the offline setting. For the online setting there is a moderation effect of outcome importance present. There is no clear explanation for the difference of the interaction effect of outcome importance between the two settings. When looking at the results for the separate models, there is no difference between the online and offline setting. The results show the presence of a moderative effect of outcome importance for both settings. Again, a possible explanation for the difference between the strict test and the less strict test may be the redundancy of complexity in the model.

### 5.2.4. Emotional response to uncertainty

The study of Grootelaar & Van den Bos (2018) hypothesized a moderation effect of emotional response to uncertainty on the main effect of perceived procedural justice on trust in a judge. Being in a courtroom is for most people serious and stressful. This results in people being nervous and feeling tense. This may be because the contextual conditions within the court building. Van den Bos & Lind (2002) found that uncertainty enhances people to be concerned about fairness. The online setting might also evoke feelings of uncertainty as it is a completely new setting. Grootelaar & Van den Bos (2018) found no statistical evidence for the hypothesis that emotional response to uncertainty

moderates the main effect. The results of the regression analysis of the complete model show no indication to assume that emotional response to uncertainty moderates the main effect of perceived procedural justice on trust in a judge in both settings. The same holds for the separate models.

#### 5.2.5. Prior court experience

Having had a day in court before might influence the effect of perceived procedural justice on trust in a judge. Prior court experience is having a moderative effect on the relationship of perceived procedural justice and trust in a judge, according to the study of Grootelaar & Van den Bos (2018). Litigants compare their current experience in the courtroom with their previous experiences. Litigants who have not been to court before have no basis for comparison so their trust in a judge depends more on perceived procedural justice. The results of the regression analysis of the complete model show no statistical evidence to assume the presence of an interaction effect of prior court experience in both settings. The same holds for the separate models.

An explanation for the surprising outcomes might be the way the concept is measured. Grootelaar & Van den Bos (2018) asked respondents whether they had prior court experience. There were only two answers to this question 'yes' or 'no'. Within this research, the concept is measured by asking how many percent of the clients of the lawyers displayed an very low level, low level, average level, high level, and very high level of prior court experience (5 items for each of the respondent is asked to fill in a percentage). As the measurement scale is different there might be a huge different in the effects found.

#### 5.2.6. Lawyer's opinion

As a side part of this research there is conducted a multiple regression analysis to investigate the potential effect of age and gender on the lawyer's opinion on online courtrooms. This might be an interesting starting point for research on reluctance to change. The results of the multiple regression analysis show a significant effect of age on the satisfaction about online courtrooms. Older lawyers are less satisfied about the online courtrooms than younger lawyers. For gender there is no effect visible. The results of the factor analysis, the reliability analysis and the multiple regression analysis are presented in appendices G and H.

### 5.3. Practical implications

This research contributes to the literature about trust in a judge because a new context is studied. The results show that perceived procedural justice has a positive effect on trust in a judge in an online courtroom. Particularly, it is important information that there is reason to believe that perceived procedural justice is on average higher in offline courtrooms compared to online courtrooms. Outcome favourability does not moderate the relationship of perceived procedural justice and trust in a judge in an online setting, according to the results of the complete model. Outcome importance does

moderate this relationship for the complete model in the online setting. Looking at the complete model, emotional response to uncertainty and prior court experience do not moderate the main effect. When looking at the separate models, outcome favourability and outcome importance do moderate the relationship between perceived procedural justice and trust in a judge. Emotional response to uncertainty and prior court experience do not have this effect in the separate models. The outcomes of this research might be interesting for the department of justice as they are dealing with a lot of backlog due to a lot of appeals and capacity problems. Getting a better understanding of trust in judges might help them understand why people appeal. Furthermore, this research is an indication that older people are less open to adopt new technologies into their lives compared to younger people.

#### 5.4. Limitations and future research indications

The first limitation is that data is used from lawyers to replicate the study of Grootelaar & Van den Bos (2018). Grootelaar & Van den Bos (2018) used data from the litigant itself to conduct their research. It was almost impossible to reach out to litigants itself due to the Covid-19 pandemic. For that reason, the choice was made to ask lawyers about their perception on their clientele. This may have an impact on the results of this research as lawyers were asked to fill in the survey on their perception of the average client. This means that rather extreme values are probably left out as an average is asked. Furthermore, this leads to the possibility of measuring something other than that measured by Grootelaar & Van den Bos (2018). Some clients are better at hiding their emotions than others. It is also possible that the perception of the lawyer is no true reflection of what the client really feels or thinks. Finally, the lawyer's own judgment on offline and online court rooms could factor into his perception of his average client.

Future research could use the information of the litigant itself. This way the litigant can express his own feelings in the questionnaire and the concepts might be measured more correctly. The use of litigants for the survey ensures that the research design of Grootelaar & Van den Bos can be replicated one-on-one allowing for better comparison of the studies. It may also lead to more extreme values because the client himself is asked about his experiences with online and offline courtrooms instead of the perception of the lawyer about his average client.

Second, the dataset for the digital (online) setting consisted of 363 respondents and the dataset for the physical (online) setting of 421 respondents. These datasets are not enormous. Grootelaar & Van den Bos used 483 respondents in their study. The datasets differ almost 15 to 33 percent in size, although they do meet the requirements. A larger dataset can cause the outcomes to be less extreme, as extreme values are less influential. This applies mainly to the dataset of the online courtrooms as this is the smallest dataset containing 363 respondents.

### 5.5. Personal reflection

I experienced writing this thesis as meaningful and educational. I learned to collect data on my own and then analyse it using the statistical program SPSS. It was the first time for me that I was fully responsible for making important choices regarding my research. It is often said that writing your master thesis is an iterative process and I experienced this first-hand. Certain choices you make at the beginning of your research determine the rest of the course. Sometimes you have to adjust these choices because some choices are not feasible which means you have to adjust your research again.

Furthermore, I experienced some setbacks while sending out the survey and collecting the data. This did not go entirely according to plan and took a lot of time. The plan was to ask specialised lawyer associations to ask their members (the lawyers) to complete the survey. In the end, only one specialised lawyer association complied with this request. Eventually I ended up contacting each law firm individually asking them to participate in my survey. This taught me to think in terms of solutions and not stick to the problem. After all, this will not get you anywhere. Moreover, writing this thesis taught me that I need to plan better. Writing this thesis took me almost twice as long as the normal thesis process. This is partly because the data collection did not go quite as planned, but mainly because I was doing a double master's degree in Business Law and Civil Law on the side. In retrospect, writing my master thesis was not easy to combine with the education I was taking. It did not help at all that this was my first time writing a research like this thesis, all by my own. Because it was the first time for me to be responsible for the whole research, I did not really know what was expected of me resulting in slower progress. Overall, writing this master's thesis was meaningful for me because it helped me develop not only as a professional, but also as a human being.



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# Gerechtigheid in digitale rechtspraak

## *Introductie*

Beste heer/mevrouw,

Ik wil u vragen deze vragenlijst in te vullen. Het beantwoorden van de vragen neemt ongeveer 10-15 minuten in beslag. Met deelname aan de vragenlijst helpt u mij met afstuderen. Het doel van deze vragenlijst is om meer inzicht te krijgen in de beleving van rechtzoekenden in een fysieke rechtszitting vergeleken met een online rechtszitting. Onder 'online rechtszitting' wordt verstaan: een zitting die via Skype, Cisco Meeting Server of Telehoren wordt gevoerd waarbij partijen en de rechter niet in dezelfde ruimte aanwezig zijn. U bent mijn belangrijkste informatiebron en alleen u kunt van dit onderzoek een gefundeerde studie maken.

Ik verzoek u alleen mee te doen aan deze enquête als u voldoet aan de volgende vereisten:

- U bent advocaat of advocaat-stagiair.
- U heeft zowel fysiek als online **inhoudelijke** zittingen meegemaakt.

Met inhoudelijke zitting wordt bedoeld: zittingen die het daadwerkelijke geschil behandelen en die niet zien op procedurele aspecten zoals pro-formazittingen.

Er zijn geen 'goede' of 'foute' antwoorden: het is uw mening en uw ervaring uit de praktijk die telt. Ik wil benadrukken dat deelname aan dit onderzoek anoniem is: alle gegevens worden vertrouwelijk behandeld en informatie over individuele antwoorden wordt niet verspreid. Indien u vragen of opmerkingen heeft bij deze vragenlijst of indien u meer informatie wenst over de studie, aarzel niet om contact op te nemen met:

Bart Jaspers ([b.jaspers@student.ru.nl](mailto:b.jaspers@student.ru.nl))

Masterstudent Organisational Design & Development Radboud Universiteit Nijmegen

**Alvast enorm bedankt voor uw deelname!**



### Toestemming

Toestemming en goedkeuring deelname onderzoek.

U kunt uw goedkeuring geven voor het gebruik van uw antwoorden voor het (afstudeer)onderzoek door **alle vragen** hieronder aan te vinken.

☐

Ik geef toestemming om de gegevens die verzameld zijn tijdens dit onderzoek te gebruiken voor wetenschappelijk onderzoek. (1)

☐

Ik weet dat al de informatie die ik ten behoeve van dit onderzoek geef anoniem wordt verzameld en niet tot mij terug te leiden is. (2)

☐

Ik weet dat ik op elk moment kan stoppen met het onderzoek, ik hoef hiervoor geen reden op te geven. (3)

### Vragen

Q1 Bent u advocaat of advocaat-stagiair?

☐

Advocaat (1)

☐

Advocaat-stagiair (2)

*Display This Question:*

*If Q1 = Advocaat*

Q2 Hoe lang bent u al advocaat?

☐

0-5 jaar (1)

☐

6-10 jaar (2)

☐

11-15 jaar (3)

☐

16-20 jaar (4)

☐

>20 jaar (5)



Q3 Wat is uw geslacht?

- ☐ Man (1)
- ☐ Vrouw (2)
- ☐ Anders (3)

Q4 Wat is uw leeftijd?

- ☐ 20-25 jaar (1)
- ☐ 26-30 jaar (2)
- ☐ 31-35 jaar (3)
- ☐ 36-40 jaar (4)
- ☐ 41-45 jaar (5)
- ☐ 46-50 jaar (6)
- ☐ 51-55 jaar (7)
- ☐ 56-60 jaar (8)
- ☐ 61-65 jaar (9)
- ☐ >65 jaar (10)

Q5 In welk rechtsgebied bent u (het meest) werkzaam met betrekking tot procederen?

---

Q6 Hoeveel cliënten heeft u in een **fysieke** rechtszitting vertegenwoordigd in het jaar voordat online rechtszittingen hun intrede maakten (maart 2019 tot maart 2020)? Maak een inschatting van het aantal cliënten.

---

Q7 Hoeveel cliënten heeft u in een **online** rechtszitting vertegenwoordigd in het afgelopen jaar? Maak een inschatting van het aantal cliënten.

---

### *Fysieke zittingen*

De volgende vragen gaan over **uw** perceptie van uw cliënten ten tijde van een **fysieke** zitting. Houd hierbij niet één cliënt in gedachten, maar al uw cliënten in het jaar voordat de online zittingen plaatsvonden (maart 2019 tot maart 2020). Bepaal voor alle cliënten tezamen de 'gemiddelde' indruk die u van hen heeft als u terugdenkt aan deze 12 maanden.

Neem enkel die cliënten mee van wie de zaak tot een uiteindelijke beslissing is gekomen en dus 'afgesloten' zijn.

Q8 Fysieke zittingen tussen maart 2019 en maart 2020.  
 In hoeverre bent u het eens met de volgende stellingen?  
 (Scale perceived procedural justice)

	Helemaal mee oneens (1)	Oneens (2)	Een beetje oneens (3)	Neutraal (4)	Een beetje eens (5)	Eens (6)	Helemaal mee eens (7)
De gemiddelde cliënt voelde zich op een eerlijke manier behandeld. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt voelde zich op een beleefde manier behandeld. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt had het idee dat de rechter vooringenomen was. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt had het gevoel dat hij zijn mening kon uiten. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt had het gevoel dat er naar zijn mening werd geluisterd. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

De gemiddelde cliënt had het gevoel op een rechtvaardige manier te zijn behandeld. (6)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het gevoel met respect te zijn behandeld. (7)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het idee dat de rechter de zaak goed had bestudeerd. (8)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het idee dat de rechter bekwaam was. (9)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het gevoel op eenzelfde manier behandeld te zijn als anderen. (10)

☐☐☐☐☐☐☐

De gemiddelde cliënt vond de rechter die zijn zaak heeft behandeld professioneel. (11)

☐☐☐☐☐☐☐



Q9 Fysieke zittingen tussen maart 2019 en maart 2020.

Als u **een inschatting** moet maken hoeveel procent van deze cliënten (dus al uw cliënten van de fysieke zittingen in het jaar vóór corona) een zeer laag, laag, een gemiddeld, hoog en een zeer hoog vertrouwen had in de rechter, hoe zou deze verdeling dan zijn?

(Scale trust in a judge)

Hoeveel % had zeer laag vertrouwen? : \_\_\_\_\_ (1)

Hoeveel % had laag vertrouwen? : \_\_\_\_\_ (2)

Hoeveel % had gemiddeld vertrouwen? : \_\_\_\_\_ (3)

Hoeveel % had hoog vertrouwen? : \_\_\_\_\_ (4)

Hoeveel % had zeer hoog vertrouwen? : \_\_\_\_\_ (5)

Total : \_\_\_\_\_

Q10 Fysieke zittingen tussen maart 2019 en maart 2020.

De volgende stellingen gaan over de beslissing van de rechter. In hoeverre bent u het eens met de volgende stellingen:

(Scale outcome favourability)

	Helemaal mee oneens (1)	Oneens (2)	Een beetje oneens (3)	Neutraal (4)	Een beetje eens (5)	Eens (6)	Helemaal mee eens (7)
De gemiddelde cliënt vond het besluit van de rechter gunstig. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt vond de uitkomst negatief. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt kon zich vinden in het besluit van de rechter. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt vond de uitkomst van de rechtszitting eerlijk. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

De  
gemiddelde  
cliënt had het  
gevoel dat hij  
de zaak  
gewonnen  
had. (5)

☐ ☐ ☐ ☐ ☐ ☐ ☐

De  
gemiddelde  
cliënt was blij  
met het  
besluit van de  
rechter. (6)

☐ ☐ ☐ ☐ ☐ ☐ ☐

De  
gemiddelde  
cliënt vond de  
uitkomst juist.  
(7)

☐ ☐ ☐ ☐ ☐ ☐ ☐



Q11 Fysieke zittingen tussen maart 2019 en maart 2020.

Als u **een inschatting** moet maken over hoe belangrijk de zaken waren voor uw cliënten, hoe zou de verdeling dan zijn? Denk hierbij onder andere aan hoeveel er op het spel stond voor cliënt, het financieel welzijn van cliënt en of de zaak belangrijk was zodat cliënt verder kon gaan met zijn leven.  
(Scale outcome importance)

Voor hoeveel % was het heel onbelangrijk : \_\_\_\_\_ (1)

Voor hoeveel % was het onbelangrijk : \_\_\_\_\_ (2)

Voor hoeveel % was het van gemiddeld belang : \_\_\_\_\_ (3)

Voor hoeveel % was het belangrijk : \_\_\_\_\_ (4)

Voor hoeveel % was het zeer belangrijk : \_\_\_\_\_ (5)

Total : \_\_\_\_\_





Q12 Fysieke zittingen tussen maart 2019 en maart 2020.

Als u **een inschatting** moet maken hoeveel procent van deze cliënten (dus alle cliënten van de zittingen in het jaar vóór corona) goed omging met onzekerheid, hoe zou deze verdeling dan zijn? Denk hierbij aan het bezorgd zijn, bang zijn, zenuwen hebben, boosheid omdat de situatie waarin cliënten zich bevinden onzeker is.

(Scale emotional response to uncertainty)

Hoeveel % ging **zeer slecht** om met onzekerheid : \_\_\_\_\_ (1)

Hoeveel % ging **slecht** om met onzekerheid : \_\_\_\_\_ (2)

Hoeveel % ging **gemiddeld** om met onzekerheid : \_\_\_\_\_ (3)

Hoeveel % ging **goed** om met onzekerheid : \_\_\_\_\_ (4)

Hoeveel % ging **zeer goed** om met onzekerheid : \_\_\_\_\_ (5)

Total : \_\_\_\_\_

Q13 Fysieke zittingen tussen maart 2019 en maart 2020.

Als u **een inschatting** moet maken hoeveel procent van uw cliënten al eens een rechtszitting had meegemaakt voordat u ze in rechte bijstond, hoeveel procent zou dit dan zijn?

(Scale prior court experience)

☐ 0-20% (1)

☐ 21-40% (2)

☐ 41-60% (3)

☐ 61-80% (4)

☐ 81-100% (5)

### *Online zittingen*

U heeft alle vragen met betrekking tot de fysieke zittingen beantwoord. De volgende vragen gaan over **uw** kijk op de perceptie van uw cliënten ten tijde van een **online** zitting.

Dit houdt in: 'een zitting die via Skype, Cisco Meeting Server of Telehoren wordt gevoerd, waarbij partijen en rechter niet in dezelfde ruimte aanwezig zijn'. Houd hierbij niet één cliënt in gedachte, maar al uw cliënten die u heeft bijgestaan in een online zitting. Bepaal voor alle cliënten tezamen de 'gemiddelde' indruk die u van hen heeft als u terugdenkt aan de online zittingen. Neem enkel die cliënten mee waarvan de zaak tot een uiteindelijke beslissing is gekomen en dus 'afgesloten' zijn.

Q14 Online zittingen tussen maart 2020 en maart 2021.  
 In hoeverre bent u het eens met de volgende stellingen?  
 (Scale perceived procedural justice)

	Helemaal mee oneens (1)	Oneens (2)	Een beetje oneens (3)	Neutraal (4)	Een beetje eens (5)	Eens (6)	Helemaal mee eens (7)
De gemiddelde cliënt voelde zich op een eerlijke manier behandeld. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt voelde zich op een beleefde manier behandeld. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt had het idee dat de rechter vooringenomen was. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt had het gevoel dat hij zijn mening kon uiten. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt had het gevoel dat er naar zijn mening werd geluisterd. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

De gemiddelde cliënt had het gevoel op een rechtvaardige manier te zijn behandeld. (6)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het gevoel met respect te zijn behandeld. (7)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het idee dat de rechter de zaak goed had bestudeerd. (8)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het idee dat de rechter bekwaam was. (9)

☐☐☐☐☐☐☐

De gemiddelde cliënt had het gevoel op eenzelfde manier behandeld te zijn als anderen. (10)

☐☐☐☐☐☐☐

De gemiddelde cliënt vond de rechter die zijn zaak heeft behandeld professioneel. (11)

☐☐☐☐☐☐☐



Q15 Online zittingen tussen maart 2020 en maart 2021.

Als u **een inschatting** moet maken hoeveel procent van deze cliënten (dus alle cliënten van de online zittingen) een zeer laag, laag, een gemiddeld, hoog en een zeer hoog vertrouwen had in de rechter, hoe zou deze verdeling dan zijn?

(Scale trust in a judge)

Hoeveel % had zeer laag vertrouwen? : \_\_\_\_\_ (1)

Hoeveel % had laag vertrouwen? : \_\_\_\_\_ (2)

Hoeveel % had gemiddeld vertrouwen? : \_\_\_\_\_ (3)

Hoeveel % had hoog vertrouwen? : \_\_\_\_\_ (4)

Hoeveel % had zeer hoog vertrouwen? : \_\_\_\_\_ (5)

Total : \_\_\_\_\_

Q16 Online zittingen tussen maart 2020 en maart 2021.

De volgende stellingen gaan over de beslissing van de rechter. In hoeverre bent u het eens met de volgende stellingen:

(Scale outcome favourability)

	Helemaal mee oneens (1)	Oneens (2)	Een beetje oneens (3)	Neutraal (4)	Een beetje eens (5)	Eens (6)	Helemaal mee eens (7)
De gemiddelde cliënt vond het besluit van de rechter gunstig. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt vond de uitkomst negatief. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt kon zich vinden in het besluit van de rechter. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De gemiddelde cliënt vond de uitkomst van de rechtszitting eerlijk. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

De  
gemiddelde  
cliënt had het  
gevoel dat hij  
de zaak  
gewonnen  
had. (5)

☐☐☐☐☐☐☐

De  
gemiddelde  
cliënt was blij  
met het  
besluit van de  
rechter. (6)

☐☐☐☐☐☐☐

De  
gemiddelde  
cliënt vond de  
uitkomst juist.  
(7)

☐☐☐☐☐☐☐

Q17 Online zittingen tussen maart 2020 en maart 2021.

Als u **een inschatting** moet maken over hoe belangrijk de zaken waren voor uw cliënten, hoe zou de verdeling dan zijn? Denk hierbij onder andere aan hoeveel er op het spel stond voor cliënt, het financieel welzijn van cliënt en of de zaak belangrijk was zodat cliënt verder kon gaan met zijn leven.  
(Scale outcome importance)

Voor hoeveel % was het heel onbelangrijk : \_\_\_\_\_ (1)

Voor hoeveel % was het onbelangrijk : \_\_\_\_\_ (2)

Voor hoeveel % was het van gemiddeld belang : \_\_\_\_\_ (3)

Voor hoeveel % was het belangrijk : \_\_\_\_\_ (4)

Voor hoeveel % was het zeer belangrijk : \_\_\_\_\_ (5)

Total : \_\_\_\_\_



Q18 Online zittingen tussen maart 2020 en maart 2021.

Als u **een inschatting** moet maken hoeveel procent van deze cliënten (dus alle cliënten van de online zittingen) goed omging met onzekerheid, hoe zou deze verdeling dan zijn? Denk hierbij aan het bezorgd zijn, bang zijn, zenuwen hebben, boosheid omdat de situatie waarin cliënten zich bevinden onzeker is.

(Scale emotional response to uncertainty)

Hoeveel % ging **zeer slecht** om met onzekerheid : \_\_\_\_\_ (1)

Hoeveel % ging **slecht** om met onzekerheid : \_\_\_\_\_ (2)

Hoeveel % ging **gemiddeld** om met onzekerheid : \_\_\_\_\_ (3)

Hoeveel % ging **goed** om met onzekerheid : \_\_\_\_\_ (4)

Hoeveel % ging **zeer goed** om met onzekerheid : \_\_\_\_\_ (5)

Total : \_\_\_\_\_

Q19 Online zittingen tussen maart 2020 en maart 2021.

Als u **een inschatting** moet maken hoeveel van uw cliënten al eens een rechtszitting had meegemaakt voordat u ze hielp, hoeveel procent zou dit dan zijn?

(Scale prior court experience)

☐ 0-20% (1)

☐ 21-40% (2)

☐ 41-60% (3)

☐ 61-80% (4)

☐ 81-100% (5)



## Eigen ervaring

### Q20 Eigen ervaring

Het laatste deel van deze vragenlijst gaat over uw ervaringen met online zittingen. In hoeverre bent u het zelf eens met de volgende stellingen:

(Scale lawyer's opinion)

	Helemaal mee oneens (1)	Oneens (2)	Een beetje oneens (3)	Neutraal (4)	Een beetje eens (5)	Eens (6)	Helemaal mee eens (7)
Ik vind online zittingen een goede oplossing zodat zittingen door kunnen gaan. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De uitvoering die aan online zittingen wordt gegeven is goed. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online zittingen zouden ook na de coronapandemie moeten blijven bestaan. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online zittingen zijn de toekomst. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online zittingen kennen meer voordelen dan nadelen. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online zittingen werken goed voor cliënten. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over het algemeen ben ik zeer tevreden over online zittingen. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21 U heeft alle vragen beantwoord en bent daarmee aangekomen bij het einde van deze vragenlijst. Indien u nog opmerkingen heeft naar aanleiding van deze vragenlijst, kunt u deze hieronder plaatsen.

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Bedankt voor de tijd die u heeft genomen om aan deze enquête deel te nemen.

Uw antwoord is geregistreerd.

## Appendix B Reliability analysis perceived procedural justice

### Offline setting

#### Scale: Perceived procedural justice

Q8\_\_1 t/m Q8\_\_11

#### Case processing summary

Cases	N	%
Valid	419	99,5
Excluded	2	0,5
Total	421	100

#### Reliability statistics

Cronbach's Alpha	Cronbach's Alpha based on standardized items	N of items
0,925	0,929	11

	Mean	Std. Dev.	N	Cronbach's Alpha if item deleted
Q8_1	4,513	1,070	419	,916
Q8_2	4,893	0,795	419	,919
Q8_3	4,413	1,233	419	,930
Q8_4	4,580	0,981	419	,920
Q8_5	4,442	1,034	419	,914
Q8_6	4,401	1,038	419	,912
Q8_7	4,771	0,813	419	,916
Q8_8	4,633	0,958	419	,919
Q8_9	4,675	0,872	419	,917
Q8_10	4,477	0,947	419	,917
Q8_11	4,697	0,881	419	,915

#### Scale statistics

Mean	Variance	Std. Dev.	N of items
50,494	65,346	8,084	11

## Online setting

### Scale: Perceived procedural justice

Q14\_1 t/m Q14\_11

#### Case processing summary

Cases	N	%
Valid	363	100
Excluded	0	0
Total	363	100

#### Reliability statistics

Cronbach's Alpha	Cronbach's Alpha based on standardized items	N of items
0,948	0,950	11

	Mean	Std. Dev.	N	Cronbach's Alpha if item deleted
Q14_1	3,653	1,387	363	,941
Q14_2	4,209	1,168	363	,944
Q14_3	3,884	1,409	363	,953
Q14_4	3,322	1,514	363	,944
Q14_5	3,501	1,452	363	,942
Q14_6	3,667	1,365	363	,938
Q14_7	4,160	1,188	363	,943
Q14_8	4,149	1,203	363	,943
Q14_9	4,215	1,102	363	,943
Q14_10	3,843	1,264	363	,942
Q14_11	4,132	1,194	363	,942

#### Scale statistics

Mean	Variance	Std. Dev.	N of items
42,736	134,985	11,618	11

## Appendix C Reliability analysis outcome favourability

### Offline setting

#### Scale: Outcome favourability

Q10\_1 t/m Q10\_7

#### Case processing summary

Cases	N	%
Valid	419	99,5
Excluded	2	0,5
Total	421	100

#### Reliability statistics

Cronbach's Alpha	Cronbach's Alpha based on standardized items	N of items
0,919	0,921	7

	Mean	Std. Dev.	N	Cronbach's Alpha if item deleted
Q10_1	3,8616	1,09803	419	,903
Q10_2	3,5465	1,25451	419	,937
Q10_3	3,9547	1,13675	419	,902
Q10_4	3,8687	1,13848	419	,900
Q10_5	3,7232	1,16147	419	,906
Q10_6	3,7804	1,16138	419	,895
Q10_7	3,7780	1,15989	419	,902

#### Scale statistics

Mean	Variance	Std. Dev.	N of items
26,513	44,341	6,659	7

## Online setting

### Case processing summary

Cases	N	%
Valid	362	99,7
Excluded	1	0,3
Total	363	100

### Reliability statistics

Cronbach's Alpha	Cronbach's Alpha based on standardized items	N of items
0,956	0,956	7

	Mean	Std. Dev.	N	Cronbach's Alpha if item deleted
Q16_1	3,530	1,281	362	,948
Q16_2	3,240	1,325	362	,964
Q16_3	3,528	1,270	362	,947
Q16_4	3,467	1,294	362	,946
Q16_5	3,285	1,291	362	,949
Q16_6	3,376	1,309	362	,944
Q16_7	3,362	1,297	362	,945

### Scale statistics

Mean	Variance	Std. Dev.	N of items
22,787	65,121	8,070	7

## Appendix D One sample t-tests sample size

### One-sample t-tests

Descriptive statistics small offline dataset		
	N	Mean
Trust in a judge	363	3,384
Perceived Procedural Justice	363	50,931
Outcome favourability	363	26,876
Outcome importance	363	42,547
Emotional response to uncertainty	363	32,109
Prior court experience	363	2,394
Valid	363	

The table above shows the means for the variables of the small dataset for the offline setting. The means of the variables of the larger dataset for the offline setting will be compared to these means in order to check whether the means differ significantly or not. When this is the case the bigger dataset for the offline setting cannot be used.

## T-tests variables offline setting

### Trust in a judge

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Trust in a judge	421	3,367	0,542	0,026		

One-sample test				Test Value = 3,384		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Trust in a judge	3,367	420	0,542	0,026	-,069	0,034

### Perceived procedural justice

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Perceived procedural justice	419	50,494	8,084	0,395		

One-sample test				Test Value = 50,931		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Perceived procedural justice	-1,107	418	0,269	-,437	-1,213	0,339



### Outcome favourability

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Outcome favourability	419	26,513	6,659	,325		

One-sample test				Test Value = 26,876		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Outcome favourability	-1,115	418	0,265	-,363	-1,002	0,277

### Outcome importance

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Outcome importance	421	42,223	6,874	0,335		

One-sample test				Test Value = 42,547		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Outcome importance	-,967	420	0,334	-,324	-,982	0,335

### Emotional response to uncertainty

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Emotional response to uncertainty	421	32,085	5,701	0,278		

One-sample test				Test Value = 32,109		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
Emotional response to uncertainty	-,089	420	0,929	-,0245	-,571	0,521

### Prior court experience

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Prior court experience	421	42,223	6,874	0,335		

One-sample test				Test Value = 2,394		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
Prior court experience	0,503	420	0,615	,030	-,087	0,147

The averages of the variables do not differ significantly so that means the larger dataset can be used in the analysis for the offline setting.

## T- tests variables online setting

Descriptive statistics small online dataset		
	N	Mean
Trust in a judge	363	3,1616
PPJ	363	42,7355
Outcome favourability	362	23,7873
Outcome importance	363	40,8769
Emotional response to uncertainty	363	31,4449
Prior court experience	363	2,4408
Valid N (listwise)	362	

To check whether a larger dataset could be used for the online setting the larger dataset for the online setting should be compared to the smaller dataset for the online setting. The means of the smaller dataset for the online setting can be found above. The means of the variables of the larger dataset for the online setting will be compared to these means to check whether the means differ significantly or not. When this is the case the bigger dataset for the online setting cannot be used.

## T-tests variables offline setting

### Trust in a judge

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Trust in a judge	393	3,154	0,621	,031		

One-sample test				Test Value = 3,162		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Trust in a judge	-,243	392	,808	-,008	-,069	0,054

### Perceived procedural justice

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Perceived procedural justice	391	42,481	11,644	0,589		

One-sample test				Test Value = 42,736		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Perceived procedural justice	-,432	390	0,666	-,255	-1,413	0,903

### Outcome favourability

One-sample statistics						
Outcome favourability	N	Mean	Std. Dev.	Std. error Mean		
	382	23,623	8,105	0,415		
One-sample test			Test Value = 23,787			
Outcome favourability	95% Confidence Interval of the difference					
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
	-,396	381	0,692	-,164	-,980	0,651

### Outcome importance

One-sample statistics						
Outcome importance	N	Mean	Std. Dev.	Std. error Mean		
	387	40,704	7,049	0,358		
One-sample test						
Test Value = 40,877						
Outcome importance	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Outcome importance	-,484	386	0,629	-,173	-,878	0,531

### Emotional response to uncertainty

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Emotional response to uncertainty	387	31,379	6,217	0,316		

One-sample test				Test Value = 31,445		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
Emotional response to uncertainty	-,210	386	0,834	-,066	-,688	0,555

### Prior court experience

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Prior court experience	384	2,445	1,316	0,067		

One-sample test				Test Value = 2,441		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
Prior court experience	0,067	383	0,946	0,005	-,1275	0,1365

Although the averages for the online variables did not differ between the two datasets, there is chosen to use the smaller dataset. This is because in the larger dataset, there were people who entered a value of zero for quantity of cases handled online. Thus, they had done zero online cases and could not actually answer the questions about online hearings. They have done so anyway. To prevent them from being included in the analysis, it was decided to do the analysis for the online setting with the smaller dataset that includes 363 respondents.

## Appendix E One-sample t-tests offline and online dataset

To check whether the means of the variables of the offline dataset differ significantly of the means of the variables of the online dataset, one sample t-tests are conducted. When the one-sample tests shows a significant result, the difference of the means is significant.

Descriptive statistics online dataset		
	N	Mean
Trust in a judge	363	3,1616
PPJ	363	42,7355
Outcome favourability	362	23,7873
Outcome importance	363	40,8769
Emotional response to uncertainty	363	31,4449
Prior court experience	363	2,4408
Valid N (listwise)	362	

## T-tests variables

### Trust in a judge

One-sample statistics						
Trust in a judge	N	Mean	Std. Dev.	Std. error Mean		
	421	3,367	0,542	0,026		
One-sample test			Test Value = 3,162			
Trust in a judge					95% Confidence Interval of the difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
	7,770	420	0,000	0,205	0,153	0,257

### Perceived procedural justice

One-sample statistics						
Perceived procedural justice	N	Mean	Std. Dev.	Std. error Mean		
	419	50,494	8,084	0,395		
One-sample test				Test Value = 42,736		
Perceived procedural justice					95% Confidence Interval of the difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
	19,646	418	0,000	7,759	6,982	8,535



### Outcome favourability

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Outcome favourability	418	26,510	6,667	0,326		

One-sample test				Test Value = 23,787		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Outcome favourability	8,349	417	0,000	2,722	2,081	3,363

### Outcome importance

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Outcome importance	421	42,223	6,874	0,335		

One-sample test				Test Value = 40,877		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Outcome importance	4,019	420	0,000	1,346	0,688	2,005

## Emotional response to uncertainty

One-sample statistics						
	N	Mean	Std. Dev.	Std. error Mean		
Emotional response to uncertainty	421	32,085	5,701	0,278		

One-sample test				Test Value = 31,445		
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Emotional response to uncertainty	2,302	420	0,022	0,640	0,094	1,186

## Prior court experience

One-sample statistics				
	N	Mean	Std. Dev.	Std. error Mean
Prior court experience	420	2,424	1,219	0,059

One-sample test			Test Value = 31,445			
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the difference	
					Lower	Upper
Prior court experience	-,286	419	0,775	-,017	-,134	0,100

## Appendix F Assumptions multiple regression analyses

### Assumptions multiple regression analyses

#### Assumptions multiple regression (offline):

Before conducting a regression analysis, it is important to check whether the assumptions for a regression analysis have been met (Hair et al., 2019). If not, this may affect the analysis resulting in invalid conclusions. The assumptions that had to be addressed were: (1) linearity, (2) homoscedasticity, (3) normality and (4) multicollinearity (Hair et al., 2019; Field 2018). Each of the assumptions is checked for both the samples as a separate regression analysis is conducted for each dataset. If these assumptions are not met, they may have a huge impact on the results of the multiple regression.

#### 1. Linearity:

To assess the assumption linearity, one should look at the scatterplot of the standard residuals (ZRESID) and the standardized predicted values of the dependent variable (ZPRED). There should not be formed a pattern by the dots in the scatterplot. The scatterplot (figure A) is showing a slight pattern but also a big distribution of the dots. Therefore, it can be concluded that the assumption linearity is met.

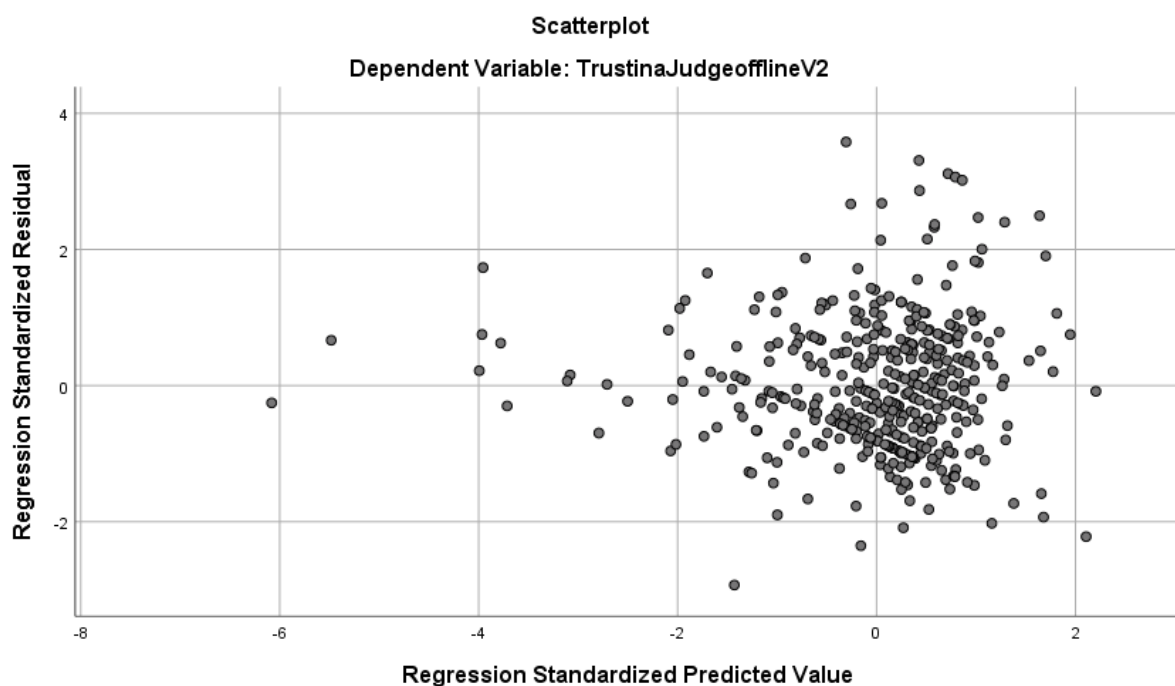


Figure A: Scatterplot

#### 2. Homoscedasticity:

Homoscedasticity is checked by looking at the scatterplot of figure A again. When there is a clear pattern in the scatterplot, the data will be heteroscedastic. As the observed values of the variables are distributed evenly it can be concluded the data is homoscedastic.

### 3. Normality

The third assumption that is tested, is the assumption normality. This is done by making a histogram of the residuals. If the histogram has the shape of a normal distribution, there is no problem with normality. According to figure B, the residuals are distributed normally.

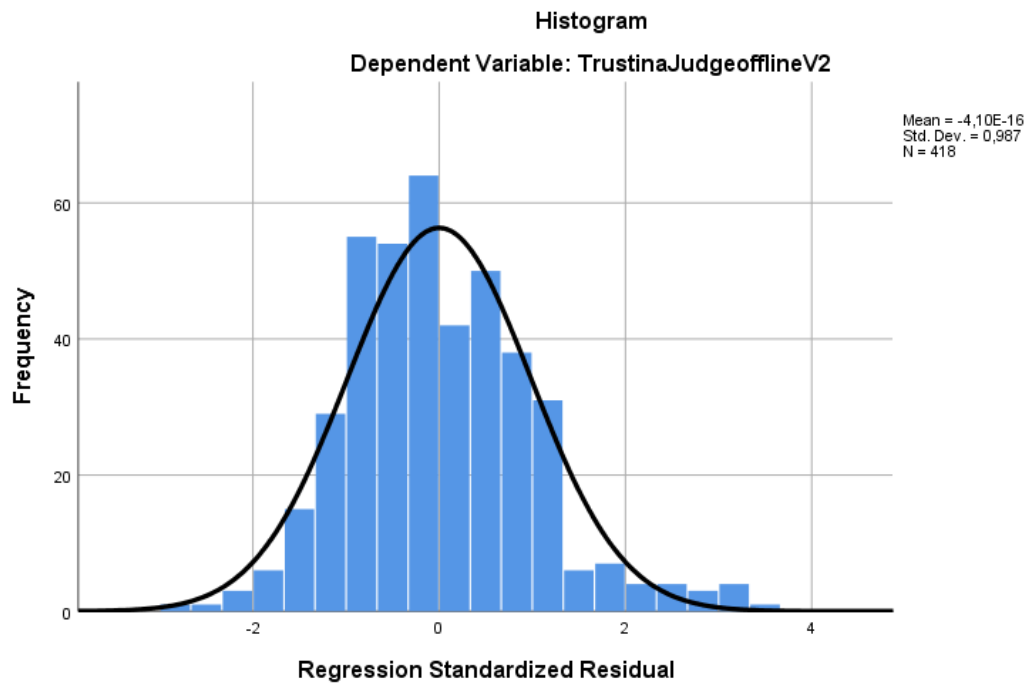


Figure B: Histogram with normal distribution trust in a judge offline setting

Another method to check if there is a normal distribution is to look at the normal probability plot. The normal probability plot should show a straight line of the standardised residuals. According to figure C the residuals are really close to the normal distribution line. This means that the error term is distributed normally.

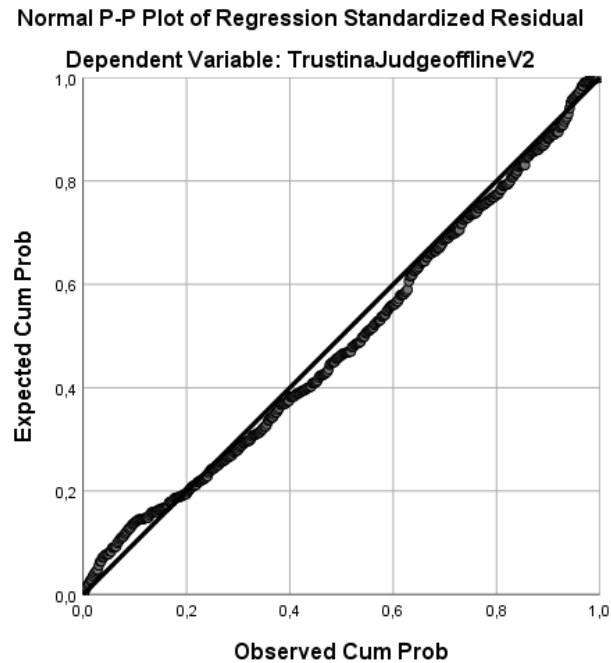


Figure C: Normal probability plot trust in a judge offline setting

Based on the histogram and the normal probability plot it can be concluded that the assumption normality is met.

#### 4. Multicollinearity

The last assumption that is tested is multicollinearity. This is a check to ensure the independent variables are not related too closely. To check for multicollinearity, one should look at the correlation matrix. The correlation scores should not be higher than .70. the results in table 1 show that there is no multicollinearity as no value is above the critical value of .70.

Table 1: Matrix of correlations

Variables	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
(1) Trust in a judge	1.000											
(2) PPJ	0.491	1.000										
(3) Age	-.139	-.135	1.000									
(4) Gender	0.010	0.038	-0.264	1.000								
(5) Outcome favourability	0.278	0.398	-.107	0.016	1.000							
(6) PPJ * outcome favourability	-.354	-0.494	0.104	-.065	-.278	1.000						
(7) Outcome importance	0.059	0.051	0.009	0.259	0.011	0.020	1.000					
(8) PPJ * Outcome importance	0.126	0.071	0.026	0.029	0.029	-.107	-.093	1.000				
(9) Emotional response to uncertainty	0.222	0.155	0.012	-.222	0.219	-.025	-.020	0.097	1.000			
(10) PPJ * Emotional response to uncertainty	0.029	-.051	-.004	0.047	-.029	0.030	0.085	-.056	-.133	1.000		
(11) Prior court experience	-.172	-.147	0.123	-.237	-.114	0.111	-.230	-.055	0.186	0.022	1.000	
(12) PPJ * Prior court experience	0.135	0.201	-.033	-.029	0.146	-.303	-.051	-.088	0.024	0.095	-.038	1.000

	t	Sig.	Collinearity Statistics	
			Tolerance	VIF
(Constant)	40,848	,000		
PPJ	6,902	,000	,659	1,516
Age	-1,644	,101	,896	1,116
Gender	-,762	,446	,797	1,255
Outcome Favourability	,845	,399	,792	1,262
PPJ * Outcome favourability	-2,857	,005	,689	1,451
Outcome importance	,628	,530	,860	1,163
PPJ * Outcome importance	1,681	,094	,938	1,066
Emotional response to uncertainty	3,902	,000	,829	1,207
PPJ * Emotional response to uncertainty	1,917	,056	,956	1,046
Prior Court experience	-2,780	,006	,845	1,184
PPJ * Prior court experience	,101	,920	,870	1,149

Table 2: VIF and tolerance values

The results of tables 1 and 2 show that the assumption of multicollinearity is met and there is no multicollinearity in this dataset.

## Assumptions multiple regression (online):

### 1. Linearity:

To assess the assumption linearity, one should look at the scatterplot of the standard residuals (ZRESID) and the standardized predicted values of the dependent variable (ZPRED). There should not be formed a pattern by the dots in the scatterplot. The scatterplot (figure D) is showing a slight pattern but also a big distribution of the dots. Therefore, it can be concluded that the assumption linearity is met.

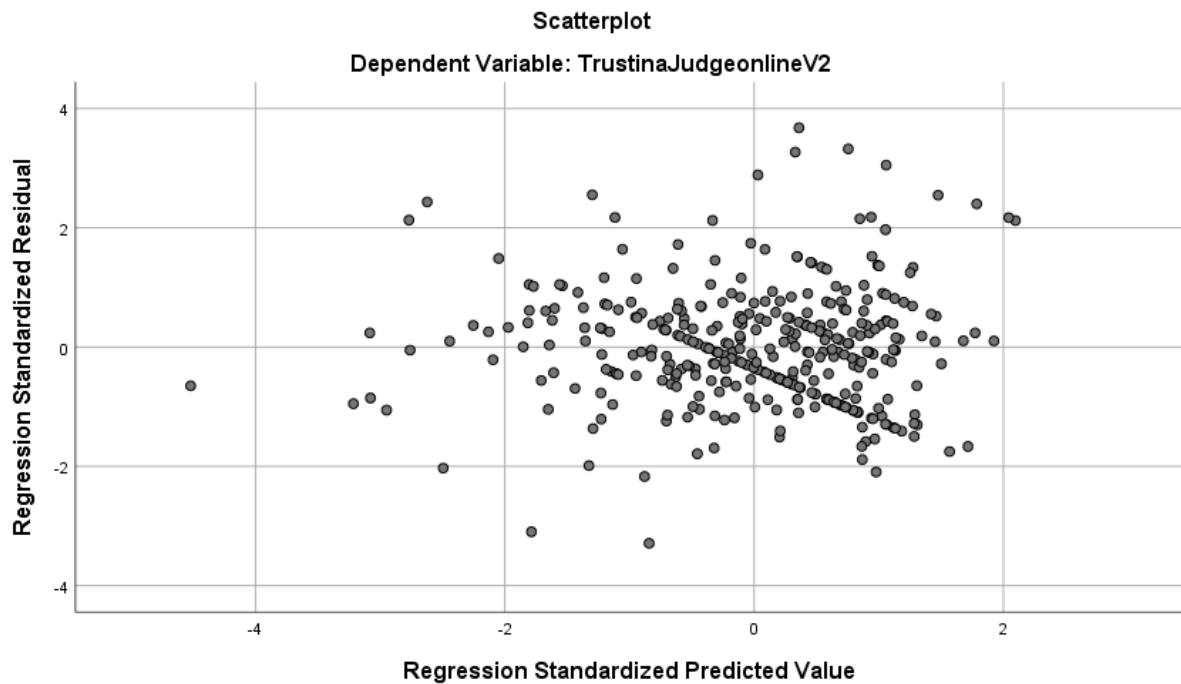


Figure D: Scatterplot

### 2. Homoscedasticity:

Homoscedasticity is checked by looking at the scatterplot of figure D again. When there is to distinguish a clear pattern in the scatterplot, the data will be heteroscedastic. As there is no clear pattern recognisable in the scatterplot it can be concluded the data is homoscedastic.

### 3. Normality

The third assumption that has to be tested is the assumption normality. This is done by making a histogram of the residuals. If the histogram has the shape of a normal distribution, there is no problem with normality. According to figure E, the residuals are distributed normally.



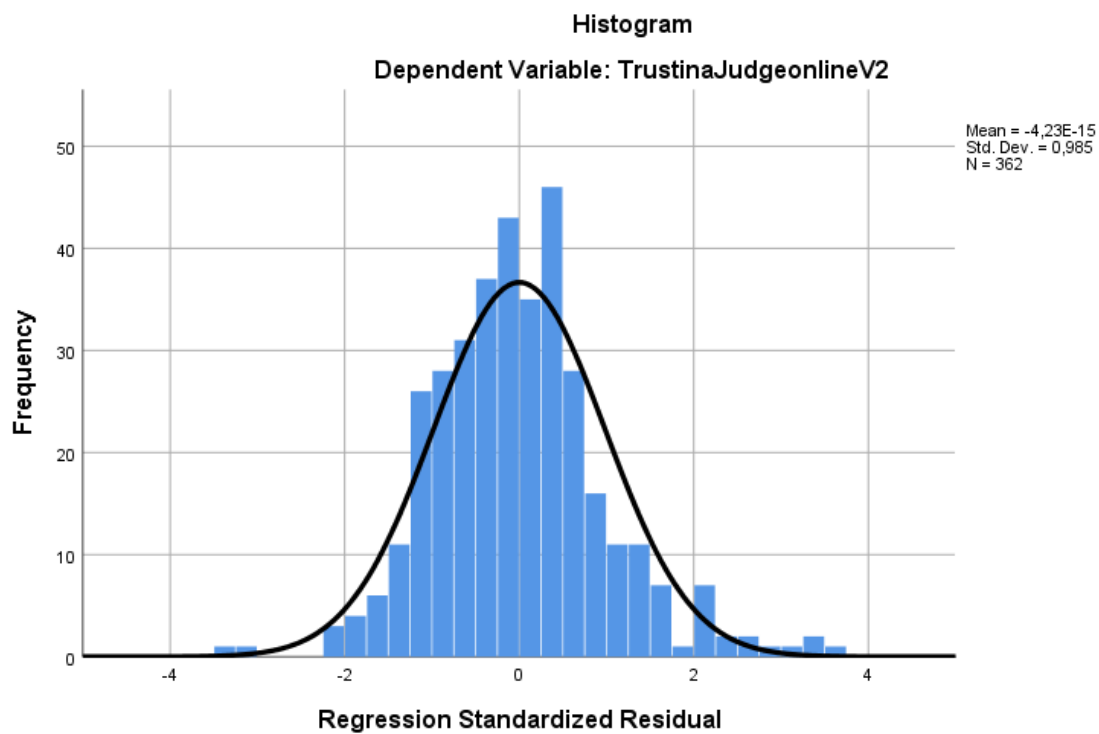


Figure E: Histogram with normal distribution trust in a judge online setting

Another method to check if there is a normal distribution is to look at the normal probability plot. The normal probability plot should show a straight line of the standardised residuals. According to figure F the residuals are really close to the normal distribution line. This means that the error term is distributed normally.

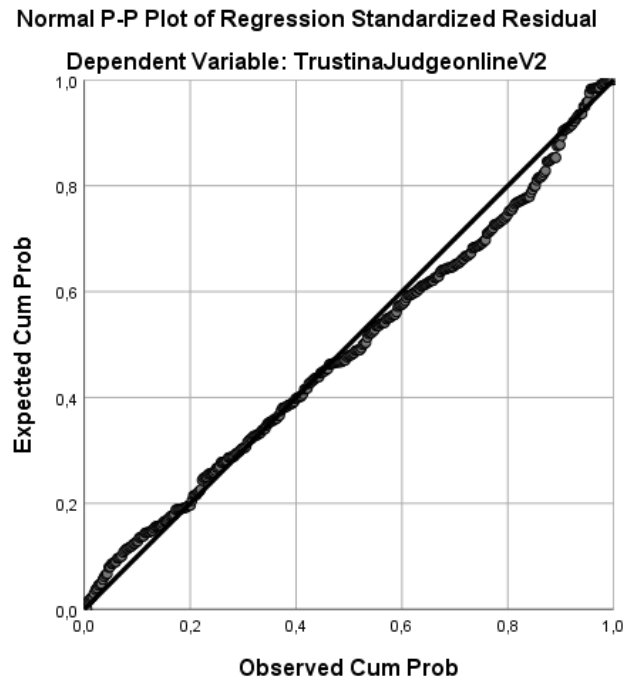


Figure F: Normal probability plot trust in a judge online setting

Based on the histogram and the normal probability plot it can be concluded that the assumption normality is met.

#### 4. Multicollinearity

The last assumption that is testes is multicollinearity. This is a check to ensure the independent variables are not related too closely. To check for multicollinearity, one should look at the correlation matrix. Another method is looking at the correlation matrix. The correlation scores should not be higher than .70. the results in table 4 show that there is no multicollinearity as no value is above the critical value of .70.

Table 4: Matrix of correlations

Variables	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
(1) Trust in a judge	1.000											
(2) PPJ	0.613	1.000										
(3) Age	-.063	-.060	1.000									
(4) Gender	-.106	-.092	-.290	1.000								
(5) Outcome favourability	0.444	0.605	-.085	-.009	1.000							
(6) PPJ * outcome favourability	-.304	-.339	0.065	0.002	-.268	1.000						
(7) Outcome importance	0.066	0.000	0.028	0.137	-.015	0.095	1.000					
(8) PPJ * outcome importance	0.214	0.135	0.019	0.006	0.108	0.165	-.021	1.000				
(9) Emotional response to uncertainty	0.409	0.389	0.049	-.194	0.276	-.160	-.055	0.049	1.000			
(10) PPJ * emotional response to uncertainty	-.201	-.227	-.043	0.073	-.162	0.283	0.042	-.136	-.215	1.000		
(11) Prior court experience	-.106	-.126	0.144	-.229	-.190	0.137	-.196	-.062	0.134	0.099	1.000	
(12) PPJ * prior court experience	0.076	0.089	0.027	-.041	0.153	-.376	-.062	-.101	0.111	0.103	0.012	1.000

Another method is looking at the tolerance levels and the VIF values of the independent variables. Tolerance levels should be .025 or above and the VIF values should be greater than 1.

	t	Sig.	Collinearity Statistics	
			Tolerance	VIF
(Constant)	38,918	,000		
PPJ	7,830	,000	,539	1,855
Age	-1,250	,212	,887	1,128
Gender	-1,470	,143	,836	1,196
Outcome Favourability	1,731	,084	,602	1,661
PPJ * Outcome favourability	-1,868	,063	,663	1,508
Outcome importance	2,269	,024	,928	1,078
PPJ * Outcome importance	2,993	,003	,930	1,075
Emotional response to uncertainty	4,444	,000	,770	1,299
PPJ * Emotional response to uncertainty	-,063	,950	,816	1,226
Prior court experience	-,728	,467	,830	1,205
PPJ * Prior court experience	-,303	,762	,765	1,308

Table 5: VIF and Tolerance values

The results of tables 4 and 5 show that the assumption of multicollinearity is met and there is no multicollinearity in this dataset.

## Appendix G Factor and reliability analysis lawyer's opinion

### Factor analysis and Reliability analysis

#### Factor analysis

Q19\_1 t/m Q19\_7

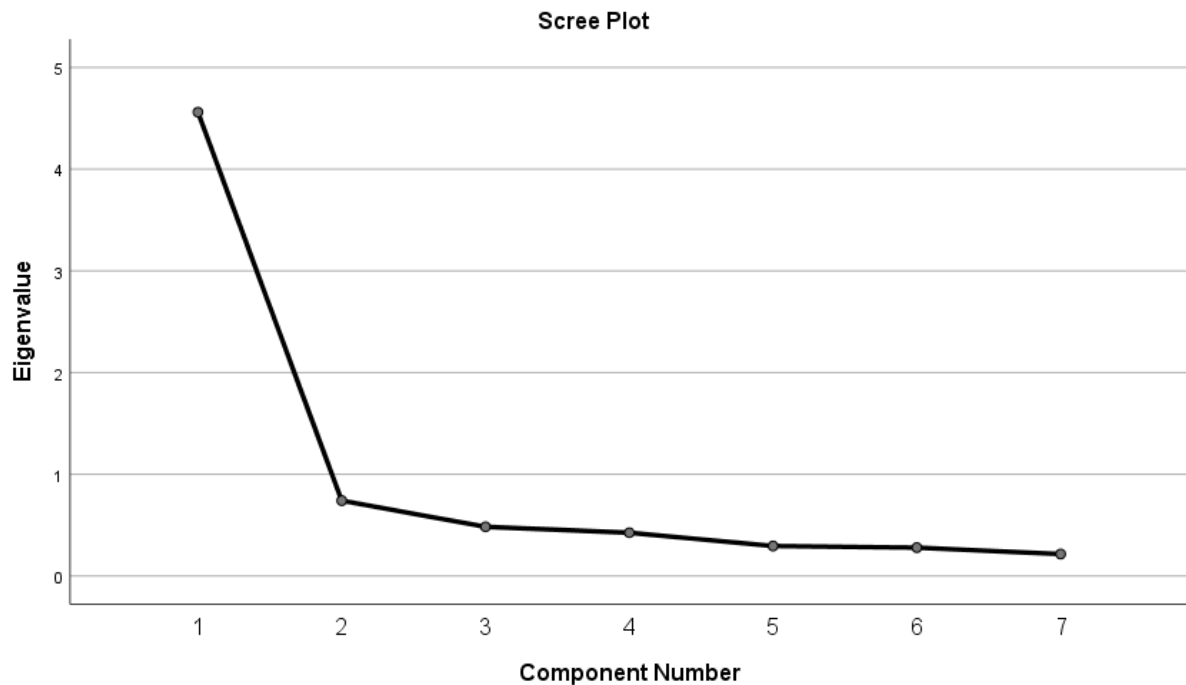
Matrix of correlations

Variables	(1)	(2)	(3)	(4)	(5)	(6)	(7)
(1) Q19_1	1,000						
(2) Q19_2	,603	1,000					
(3) Q19_3	,532	,520	1,000				
(4) Q19_4	,477	,455	,686	1,000			
(5) Q19_5	,450	,469	,590	,661	1,000		
(6) Q19_6	,558	,506	,574	,623	,697	1,000	
(7) Q19_7	,608	,690	,668	,652	,680	,712	1,000

KMO and Bartlett's test		
Kaiser-Meyer-Olkin Measure of sampling adequacy		0,897
Bartlett's test of sphericity	Approx. Chi-square	1577,266
	Df.	21
	Sig.	0,000

Communalities		
Q19__1	Initial	Extraction
Q19__2	1,000	,549
Q19__3	1,000	,555
Q19__4	1,000	,658
Q19__5	1,000	,656
Q19__6	1,000	,656
Q19__7	1,000	,692
Q19__1	1,000	,796
Extraction method: Principal component analysis		

Total variance explained						
Component	Initial eigenvalues			Extraction sums of squared loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,561	65,152	65,152	4,561	65,152	65,152
2	,741	10,583	75,734			
3	,484	6,909	82,643			
4	,426	6,081	88,724			
5	,295	4,210	92,934			
6	,279	3,983	96,917			
7	,216	3,083	100,000			
Extraction method: Principal component analysis						



Component matrix	
Component 1	
Q19_1	,741
Q19_2	,745
Q19_3	,811
Q19_4	,810
Q19_5	,810
Q19_6	,832
Q19_7	,892
Extraction method: Principal component analysis	
a.1 components extracted	

## Reliability test

### Scale: Lawyer's opinion

#### Case processing summary

Cases	N	%
valid	363	100
Excluded	0	0
Total	363	100

#### Reliability statistics

Cronbach's Alpha	Cronbach's Alpha based on standardized items	N of items
0,908	0,910	7

	Mean	Std. Dev.	N	Cronbach's Alpha if item deleted
Q20_1	4,6419	1,69289	363	,902
Q20_2	4,3499	1,59987	363	,902
Q20_3	3,8512	1,97356	363	,895
Q20_4	2,8154	1,73733	363	,894
Q20_5	2,6887	1,57135	363	,895
Q20_6	2,8320	1,46483	363	,893
Q20_7	3,6061	1,70202	363	,882

#### Scale statistics

Mean	Variance	Std. Dev.	N of items
24,785	89,644	9,468	7

## Appendix H Multiple regression lawyer's opinion

### Assumptions multiple regression:

#### 1. Linearity:

To assess the assumption linearity, one should look at the scatterplot of the standard residuals (ZRESID) and the standardized predicted values of the dependent variable (ZPRED). There should not be formed a pattern by the dots in the scatterplot. The scatterplot (figure A) is showing a slight pattern but also a big distribution of the dots. Therefore, it can be concluded that the assumption linearity is met.

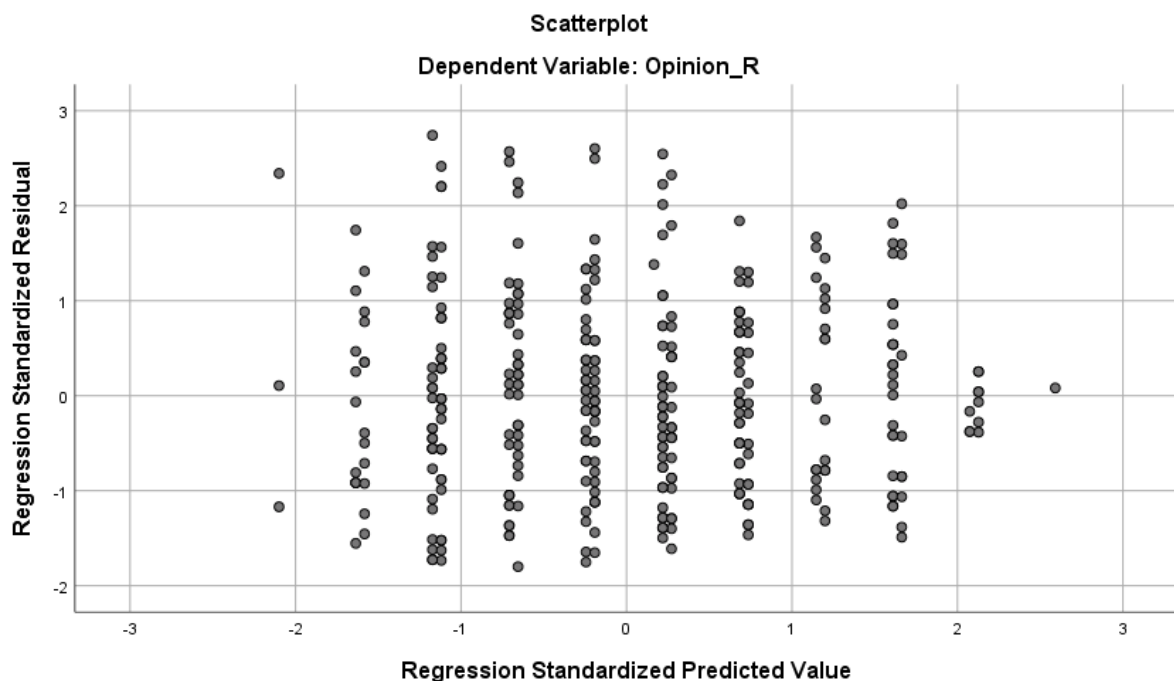


Figure A: Scatterplot

#### 2. Homoscedasticity:

Homoscedasticity is checked by looking at the scatterplot of figure A again. When there is to distinguish a clear pattern in the scatterplot, the data will be heteroscedastic. As there is no clear pattern recognisable in the scatterplot it can be concluded the data is homoscedastic.

#### 3. Normality

The third assumption that has to be tested is the assumption normality. This is done by making a histogram of the residuals. If the histogram has the shape of a normal distribution, there is no problem with normality. According to figure B, the residuals are distributed normally.



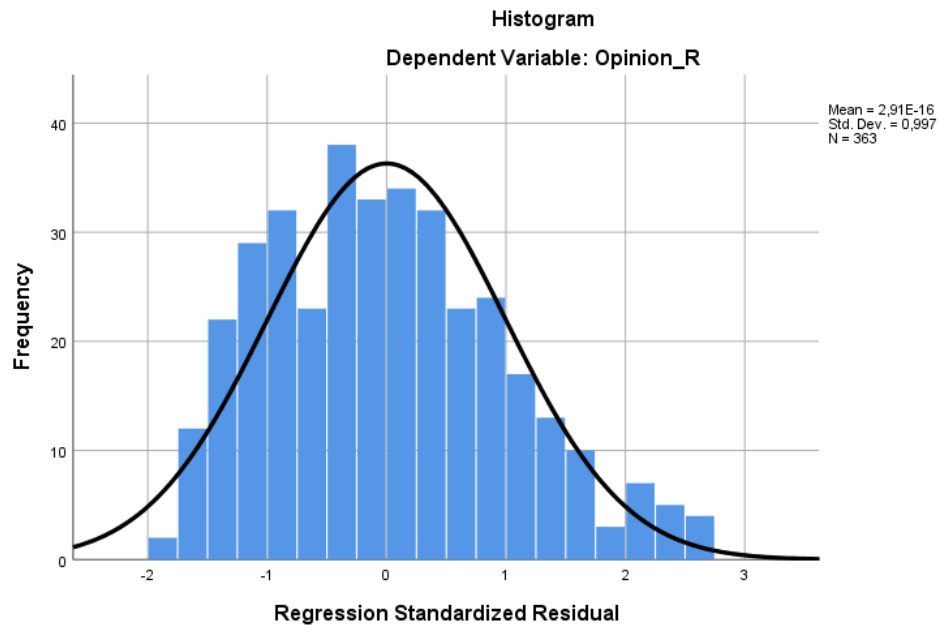


Figure B: Histogram with normal distribution lawyer's opinion

Another method to check if there is a normal distribution is to look at the normal probability plot. The normal probability plot should show a straight line of the standardised residuals. According to figure C the residuals are really close to the normal distribution line. This means that the error term is distributed normally.

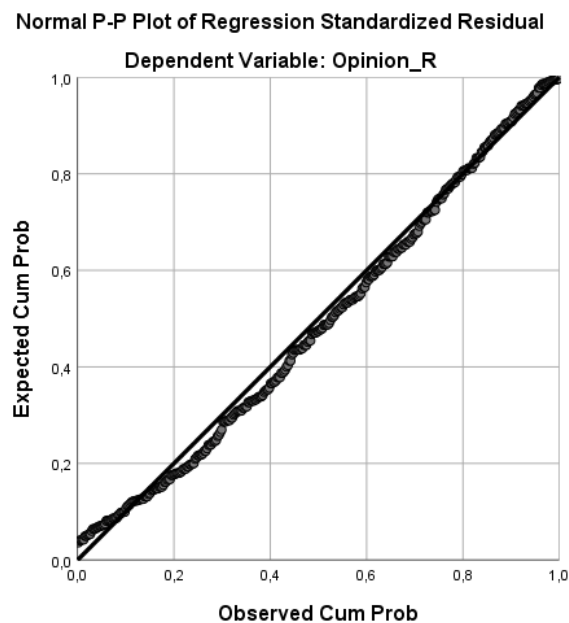


Figure C: Normal probability plot lawyer's opinion

Based on the histogram and the normal probability plot it can be concluded that the assumption normality is met.

#### 4. Multicollinearity

The last assumption that is tested is multicollinearity. This is a check to ensure the independent variables are not related too closely. To check for multicollinearity, one should look at the correlation matrix. Another method is looking at the correlation matrix. The correlation scores should not be higher than .70. The results in table 1 show that there is no multicollinearity as no value is above the critical value of .70.

Table 1: Matrix of correlations

Variables	(1)	(2)	(3)
(1) Lawyer's opinion	1.000		
(2) Age	-.136	1.000	
(3) Gender	0.006	-.293	1.000

Another method is looking at the tolerance levels and the VIF values of the independent variables. Tolerance levels should be .025 or above and the VIF values should be greater than 1.

Table 2: VIF and tolerance values

	t	Sig.	Collinearity Statistics	
			Tolerance	VIF
(Constant)	12,918	,000		
Age	-2,691	,007	,914	1,094
Gender	-,673	,502	,914	1,094

The results of tables 1 and 2 show that the assumption of multicollinearity is met and there is no multicollinearity in this dataset.

## Multiple regression

**Table 1:** Descriptive statistics

Variable	Mean	Std. Dev.	Min	Max	N	
					Valid	Missing
Lawyer's opinion	17.785	0.542	0.00	42.00	363	0
Age	6.000	8.084	1.00	10.00	363	0
Gender	0.526	6.667	0.00	2.00	363	0

**Table 2:** Multiple regression

	Unstandardized B	Coefficients Std. Error	Standardized coefficients Beta	t	Sig.
Constant	21,850	1,691		12,918	0,000
<b>Independent variables</b>					
Age	-,617	0,229	-,147	-2,691	0,007
Gender	-,688	1,022	-,037	-,673	0,502
N	363				
Adjusted R-squared	0,014				
F	3,627				
R-squared	0,020				