

Topic 2

Client-centered Lawyering : Quality Assessment



대한법률구조공단

KOREA LEGAL AID CORPORATION

How to Better Serve

- KLAC Customers are Very Various :
Simple counseling is open to all people even if they are not eligible for legal aid
- Customer Satisfaction is priority of KLAC

How to Better Serve

- However, additional training is routinely conducted for lawyers who represent sexual victims : How to talk to them, How to build trust, What not to do

Annual Satisfaction Survey – 2017

Chapter Offices

RANK	Offices (Chapter)	Samples	Customer Satisfaction Index
1	지부	27	86.78
2	지부	12	85.45
3	지부	69	85.24
4	지부	52	84.62
5	지부	22	84.50
6	지부	83	84.05
7	지부	44	82.55
8	부지부	29	82.03
9	양지부	94	81.21
10	지부	73	80.44
11	부지부	56	80.42
12	지부	19	80.41
13	부지부	39	79.64
14	지부	46	79.62
15	부지부	37	79.25
16	지부	33	78.89
17	부지부	54	78.24
18	지부	35	77.85

Annual Satisfaction Survey – 2017

Branch Offices

1	법률사무소	5	95.71
2	법률사무소	6	94.73
3	법률사무소	13	94.39
4	법률사무소	27	93.66
5	법률사무소	10	92.47
6	법률사무소	7	91.59
7	법률사무소	6	89.51
8	법률사무소	31	89.48
9	법률사무소	34	89.34
10	법률사무소	5	88.82
11	법률사무소	4	88.65
12	법률사무소	4	87.03
13	법률사무소	7	86.64
14	법률사무소	6	86.44
15	법률사무소	5	85.90
16	법률사무소	6	85.77
17	법률사무소	29	84.99
18	법률사무소	7	84.96
19	법률사무소	9	84.89
20	법률사무소	14	84.88
21	법률사무소	11	84.63
22	법률사무소	6	80.99
23	법률사무소	26	79.86
24	법률사무소	22	79.82
25	법률사무소	4	79.65
26	법률사무소	15	79.65
27	법률사무소	35	79.63
28	법률사무소	11	79.02
29	법률사무소	5	78.25
30	법률사무소	16	77.29
31	법률사무소	13	75.38
32	법률사무소	10	73.99
33	법률사무소	22	73.64
34	법률사무소	21	73.35
35	법률사무소	7	72.78
36	법률사무소	12	72.01
37	법률사무소	8	71.49
38	법률사무소	12	70.39
39	법률사무소	4	66.08
40	법률사무소	7	63.09
41	법률사무소	3	62.28

Satisfaction Survey : Who does it?

- Government : Annual
- Internal : every 6 months

Satisfaction Survey : How?

- Clients agreement for future survey
- Independent Survey Company surveys
- Was Customer Service, Litigation, Communication, Explanation, Knowledge Satisfactory? If not, Could You Specify?
- Voices of Customers are collected

Satisfaction Survey : Then?

- High ranking offices are awarded
- Low ranking offices must submit analysis and plan of improvement every 3 months : Try to find issues and serve better by analyzing voices of customers, and statistics
- Government also rate public corporations: S, A, B, C

Thank You

