

Strength and Direction of Demographic Variables as Determinants of Driver-Chauffeur Satisfaction in Judicial Procedural Fairness

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Abstract

Studies have shown that treating litigants fairly is one way by which public confidence can be improved and sustained in the judiciary. Demographic features of such individuals may also influence their confidence indirectly and how they are satisfied with the procedures in the criminal justice system directly. The rationale of implementing the study was therefore to establish the extent of dissatisfaction of procedural fairness within the driver-chauffeur community in Cape Coast Metropolis in the Central Region of Ghana. The objectives were to determine the strength, direction and odds ratio of the major satisfaction predictors with reference to demographic characteristics. The study employed the purposive method, dwelling on the accidental technique to sample drivers and chauffeurs who had on one occasion or more fallen victim of traffic offence. Eighty subjects were sampled. The demographic variables considered include age; driving experience; type of vehicle; brand of vehicle; religion; and highest education attainment in relation to ten judicial fairness characteristics. Logistic regression was employed as the statistical tool to analyze the data using Statistical Package for the Social Sciences (SPSS) software, version 21. Generally, factors that influenced satisfaction were experience in driving ($\beta_2 = -0.667$); type of vehicle ($\beta_3 = 0.553$); religion ($\beta_4 = -0.363$); highest educational attainment ($\beta_5 = -1.306$) and brand of vehicle ($\beta_6 = -1.809$). The contribution of age to the combined model was insignificant ($p = 0.337$). The paper recommends that judges in the metropolis should take these factors into consideration when hearing and deciding on matters concerning traffic offences.

Key words: age; driving experience; educational attainment; religion; vehicle brand; vehicle type.

1.0 Introduction

In comparison with other public institutions it is no gain-saying the fact that confidence of the public, in global sense, in the criminal justice system has considerably reduced (Frazer, 2006). This revelation is evident in the findings of researchers over the years. Various factors have been attributed to this development. Increase in public expectations, subsidence in trust in government, wrong information about the activities involved in the criminal justice system (Garland, 2001, Hough and Park, 2002; Sherman, 2001) are some of the factors that influence public confidence in the judicial system.

Studies have also shown that treating criminal defendants fairly is one way by which public confidence can be improved and sustained in the judiciary. A justice system that ensures that defendants come out of the court room believing that the system has been fair to them and therefore view the court system as reliable can win the confidence of the public. A positive view towards the justice system arises from neutrality as perceived by the citizenry. On the other hand, Tyler (1990) is of the opinion that a justice institution that is discriminatory or bias would be negatively viewed by the public.

Research has shown that fairness breeds public confidence and that public confidence in town, generates law-abiding citizenry (Tyler & Huo, 2002; Tyler, 1997, 1990; Thibaut & Walker, 1975). Thus procedural fairness has the ability, capacity and propensity in establishing elevating and sustaining overall benefits through increased public confidence of the citizenry in general and particular benefits by improving compliance of individual defendants who are involved in that positive experiential process.

Demographic features of such individuals may also influence their confidence indirectly and how they are satisfied with the procedures in the criminal justice system directly. For example race, sex and educational background were found to influence public satisfaction in the fairness of court procedures in Red Hood traditional court (Frazer, 2006). The core focus of the present study was however to ascertain the strength of demographic features such as age, driving experience, type of vehicle, religion, highest educational attainment, and brand of vehicle driven by drivers and chauffeur as determinants to satisfaction in terms of procedures in the

courtroom. Various elements of procedural fairness were considered on individual basis. The general satisfaction of all the elements combined was also assessed in relation to the demographic features. In all, ten distinct features of procedural fairness were assessed. These include complete investigations; time and attention given defendant and witness; honesty of proceedings of the court; neutrality in the judicial process; period of adjudication; time given to defendant to prepare for defense; respect given to defendant; trust in the court; degree to which defendant is listened to; and publicity of judgment.

The Cape Coast Metropolis was chosen for several reasons. Being a tourist and educational center the activities of drivers and chauffeurs are indispensable. Economic and commercial activities are also vibrant in the metropolis. Secondly, complaints of drivers in recent times about unfair treatment by the transport courts have permeated to a large extent, within every nook and crony of the metropolis. Finally, a pilot study, based on oral interviews by the researcher revealed that driver dissatisfaction exists among the transport sector of the area. The rationale of implementing the study was to establish the extent of dissatisfaction within the driver – chauffeur community and provide suggestions that will improve defendant satisfaction level. It is a proven fact that courts are always ready in ensuring public confidence in the criminal justice system by positively reacting to their concerns (Berman & Feinblatt, 2005; Kralstein, 2005; Casey & Rottman, 2003). Such feedbacks are essential in the establishment of the focus of civic education efforts on court users, as a guide when drafting orders and opinions concerning procedural fairness, as a reminder to the judge, also acting as a basis, as a key to increasing minority group trust in the courts and as a guide in designing new court forums (Rottman, 2007).

Aim and objectives

The aim of the study was to determine the demographic factors that influence the satisfaction of drivers and chauffeurs in Cape Coast Metropolis with regards to judicial procedural parameters. The specific objectives were however to determine:

1. Determine the strengths of demographic characteristics of drivers and chauffeurs in Cape Coast Metropolis in terms of the features of judicial fairness.
2. Determine the directions of the demographic features with respect to driver-chauffeur satisfaction of procedural fairness in the metropolis.
3. Develop beta coefficients for the construction of theoretical models for the relationships between demographic characteristics and procedural fairness parameters of drivers and chauffeurs in the metropolis.
4. Design mathematical models for the relationships between demographic variables and procedural fairness parameters.

1.1 Research questions

Based on the above objectives the following research questions were answered:

1. What are the strengths of age, driving experience, type of vehicle, religion, highest educational attainment and brand of vehicle as factors that influence driver-chauffeur satisfaction on judicial fairness in Cape Coast Metropolis?
2. How does the directions of age, driving experience, and type of vehicle, religion, highest educational attainment and brand of vehicle influence driver-chauffeur satisfaction in terms of judicial fairness in the metropolis?
3. What are the models that indicate the relationship between age, driving experience, type of vehicle, religion, highest educational attainment and brand of vehicle influence on one hand and procedural fairness parameters on the other in the metropolis?

Below is a sample model of the 11-set models relating the demographic characteristics of the respondents and the features of procedural fairness:

$$y_1 = \beta_{0,1} + \beta_{1,1}X_{1,1} + \beta_{2,1}X_{2,1} + \beta_{3,1}X_{3,1} + \beta_{4,1}X_{4,1} + \beta_{5,1}X_{5,1} + \beta_{6,1}X_{6,1} \dots\dots\dots (1)$$

Where:

- β_0 = model constant
- β_1 = coefficient of age
- β_2 = coefficient of driving experience
- β_3 = coefficient of type of vehicle driven
- β_4 = coefficient of religion
- β_5 = coefficient of highest educational attainment
- β_6 = coefficient of brand of vehicle
- X = independent variables
- y = dependent variable

Thus generally, the equation model of each procedural fairness feature is given by:

$$y_n = \beta_{o,m} + \beta_{n,m}X_{n,m} + \beta_{n,m}X_{n,m} + \beta_{n,m}X_{n,m} + \beta_{n,m}X_{n,m} + \beta_{n,m}X_{n,m} + \beta_{n,m}X_{n,m} : \dots\dots (2)$$

Where m is the parameter of procedural fairness from 1 to 11; where:

- 1 = Complete investigation by the investigator
- 2 = Time and attention given witness and accused
- 3 = Honesty of proceedings of court
- 4 = Impartiality of judicial process
- 5 = Period of adjudication
- 6 = Time given to prepare for defense
- 7 = Degree of respect given to suspect
- 8 = Trust in the court
- 9 = Degree to which defendant are carefully listened to
- 10 = Publicity of judgment of traffic offences
- 11 = Predictor variable strength and direction vs. overall judicial fairness

X_n = nth demographic variable as defined above under equation (1)

$\beta_{o,m}$ = model constant for that feature (m) of procedural fairness.

1.2 Study area

Figure 1 shows the map of Cape Coast Metropolis. The Metropolis is the largest administrative district in the Central Region of Ghana in terms of population. It is located on latitude 55'60.000"N and longitude 115'0.000"W. It has a land mass of 122 square kilometers with Cape Coast as the administrative capital. It has boundaries with Komenda-Edina-Eguafo-Abrem Municipal to the West, Abura-Asebu-Kwamankese District to the East, Twifo-Hemang-Lower-Denkyira to the North and the Atlantic Ocean to the South. According to the 2010 population census the population of the metropolis stood at 169,894 (Ghana Statistical Service, 2012). The main economic activities include tourism, fishing, commerce, and civil service. An industrial area was completed in 1976. The town produces soap, sugar cane and other horticultural products, poultry products, cocoa products, beverages, salt, and chemicals. It boasts of two tertiary institutions and several second cycle institutions most of which are the best known in Ghana. Cape Coast is a very busy metropolis particularly when educational institutions are in session and also during the Fetu festival.

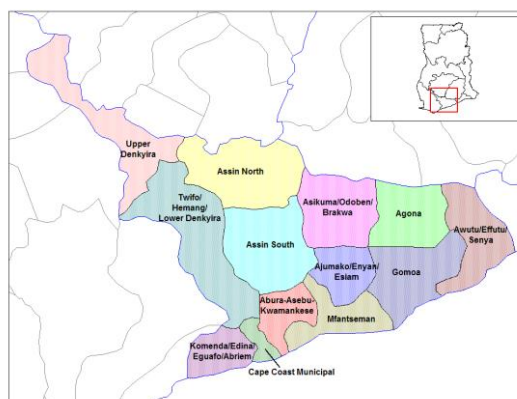


Figure 1: Map of Central Region of Ghana showing Cape Coast Municipality (now a metropolis)
(Source: https://en.wikipedia.org/wiki/Cape_Coast_Metropolitan_Assembly)

2.0 Literature review

Various researches have agreed to the categorization of judicial fairness into procedural and distribution. Procedural fairness relates to the procedures of the court and how defendants are treated. On the other hand, distributive fairness deals specifically with the outcome of cases (Thibaut & Walker, 1975).

Criminological studies have proven that opinions of litigants are formed fundamentally on the procedures of the court. Though the role of distributive fairness cannot be brushed aside, its influence is minimal (Sunshine & Tyler, 2003; Tyler & Huo 2002; Casper, Tyler & Fisher, 1988). For example, studying the perception of Americans on their satisfaction of the justice system, Sunshine & Tyler (2003) observed that Americans are highly sensitive when it comes to procedural fairness (Burke & Leben, 2007) and that perception of fair treatment, within the American legal system is the sole most relevant and influential cause of public satisfaction among the citizenry. According to MacCoun, (2005) even first-grade children are sensitive to the values of procedural fairness. Such children are likely to be obedient and avoid repetition of those mistakes.

In a similar vein, employees are sensitive to procedural fairness. Studies have revealed that when employees are fairly treated by their employers they are more likely to accept decisions, even when the decisions affect them negatively and also remain faithful and loyal to authority (Mueller & Landsman, 2004; Schaunbroek, & Brown 1994; Brockner, Siegel, Daly, Tyler & Martin, 1997; Brockner, Tyler & Gooper-Schneider, 1992). Though the value of procedural fairness is the most important factor of assessing the court system it sounds contradictory since it asserts that when people are treated fairly in terms of court procedures they are more likely to accept the verdict and still have good impressions about the court even if they should lose the case.

According to Mastrofski, Snipes & Supina, (1996) voluntarily abiding by law, legal authorities and court rulings are some of the major consequences of procedural fairness within the legal system (Tyler & Huo, 2002). The perceptions of the citizenry therefore could have gloomier behavioral and attitudinal influence on the individual. It has also been established by Lind, Kulik, Ambrose & de Vera Park (1993) that opinion on fairness in mediation can persuade litigants to give long term approval to arbiters ruling. Likewise, Paternoster, Brame, Bachman & Sherman (1997) have documented that in domestic violence cases, fair treatment is more important than the penalty given in terms of predicting future behavior. Mastrofski et al (1996) are therefore of the view that since many people involved in illegal behavior dodge apprehension and about 20 percent of individuals arrested by the police don't voluntarily comply, it is pertinent that defendants sense of fairness within the legal system is improved in order to enhance intentional conscientious behavior. Procedural fairness has elements, features, variables or parameters.

Various research have recognized that procedural fairness have several elements. These elements have influence and affects. For example, Tyler (1990) found that the extent to which defendant was listened to, respect, neutrality and trustworthiness influence defendants' perceptions on fairness. Thus rules of procedural fairness require that there is appropriate hearing to the circumstance; no bias; evidence to support the courts' decisions and proper inquiry into matters in dispute. Procedural fairness involves the individual, the investigator, prosecutor, court clerks and the judge. All these parties have roles to play in ensuring procedural fairness.

The Ombudsman Western Australia (2009) espouses on the features that fall under these elements. These include complete investigation by the investigator, time and attention given with defendant and witness when testifying, honesty and proceedings of the court, neutrality, period within which adjudication ends, time to look for a lawyer or prepare for defense, degree of respect given to defendant, trust by the victim to the court, the degree to which defendant was listened to and publicity of judgment to offenses in general.

Various research findings show for instance that defendants who are given expressive voice are of the opinion that they have been treated fairly even when decisions are unfavorable (Price, Lavelle, Henley, Cocchiaria & Buchanan, 2004; Korsgaard & Roberson, 1995, Tyler, 1990; Bies & Shapiro 1988; Lind, Kurtz, Musante, Walker & Thibaut 1980). There are other factors, however, which the court has no influence but influences the satisfaction of defendants in relation to fairness. For example, race or ethnicity may have effects on satisfaction of procedural fairness (Rottman, 2000; Tyler & Huo, 2002; Tyler & Wakslak, 2004). Individuals within racial and ethnic minority groups generally entertain lower expectations even before they enter the court room. They have smaller trust in people, less trust in the court's legitimacy, less identification with the community and country, and more negative experiences with authorities (Tyler & Wakslak, 2004; Tyler & Huo, 2002).

Another study by Rottman, Hanson, Mott & Grimes (2003) revealed that minority defendants, report more negative outcomes, worse treatment, less trust in the motives of court actors, and lower perception of quality of decision-making processes in the court room. Such negative views are construed lower satisfaction and consequential atrophied compliance. Factors such as educational background could also affect the satisfaction of defendants (Frazer, 2006) in terms of procedural fairness. Educational background and city of residence may also influence the satisfaction of individuals to the court's decision-making progress (Tyler & Huo 2002). Frazer (2006) is therefore of the opinion that the effects of defendant background need to be taken seriously by court staff particularly when dealing with minority groups.

From the foregoing it can be realized that there is a cause to enhance the confidence of the public towards the judiciary system. One way by which this could be achieved is to investigate into the factors that may influence the satisfaction of the public in terms of procedural fairness such as the demographics of the public and also the degree to which they influence satisfaction. Drivers and chauffeurs were of particular interest since they form an integral and essential part of the socioeconomic and tourism activities of the country in general and Cape Coast Metropolis in particular.

3.0 Methodology

The study employed the accidental and purposive sampling method to obtain drivers and chauffeurs who had on one occasion or the other got trapped with traffic offence. The Cape Coast Metropolis was selected as a result of findings from a pilot study organized in the metropolis. The target population involved taxi, private cars, minibuses and truck drivers and chauffeurs. The total target population was 303, that is, those who were approached using accidental sampling technique. The purposive sampling method was then employed to sample 36, 20, 12 and 12 drivers and chauffeurs among 111 taxi drivers, 90 private cars, 44 minibuses drivers and 58 trucks respectively. Those sampled had been found culpable of one or more traffic offences and were sent to court for prosecution.

Questionnaire and interview schedule were used to gather data. The demographic variables considered include age; driving experience; types of vehicle; brand of vehicle; religion; and highest education attainment. Ten judicial fairness characteristics as indicated above were considered. Respondents were asked as to whether they were satisfied or not with respect to ten judicial procedural fairness features. Statistical Package for the Social Sciences software package, version 21 was employed for the analysis. Logistic regression was employed as the statistical tool to analyze the data. The significance, strength, direction and odd ratios of determinants of the demographic variables were determined. Models in tabular and form to predict the degree of satisfaction of drivers in the metropolis have been developed in the study for each judicial procedural fairness feature in addition to a combined model for all the features. Beta values and other constants for model development were then used to develop the model equations. The odds ratios of the independent variables are also shown in the model equation tables. According to Tabachnic and Fidell (2001) the odds ratio is "the increase or decrease (for ratios less than one) in odds of being in one outcome category when the value of the predictor increases by one unit."

4.0 Results and discussion

This section presents the demographic data obtained from the study. It also presents the distribution of responses in relation to the features considered in procedural fairness. It further discusses the models relating to the features of procedural fairness. The demographic characteristics are age, driving experience, type of vehicle, religion, highest educational attainment and brand of vehicle. The features of procedural fairness include complete investigations; time and attention given witness and accused; and honesty of proceedings of court. Others are impartiality of judicial process; period of adjudication; time given to prepare for defense; degree of respect given to suspect; and trust in the court. The rest are degree to which defendant is carefully listened to; and publicity of judgment of traffic offences. It finally discusses the model relating to combined features of judicial fairness in relation to the demographic features.

4.1 Demographic data

A total of 80 drivers and chauffeurs participated in the study making up of taxi drivers (45 percent), private cars (25 percent), minibuses drivers (15 percent) and truck drivers (15 percent). None of the participants was female.

The age distribution of the respondents ranged from 20 years to 61 years. About 5 percent of the drivers were below 22 years; 14.6 percent were in the range of 26-35 years; 36.6 percent were between 36 and 45 years; 26.8 percent were also between 46 and 55 years; while 17.1 percent were above 56 years. Driving experience of respondents ranged from 3 to 38 years. About 7 percent was less than 5 years; 12.2 percent was between 6 and 10 years; 22 percent was between 11 and 15 years; 29.3 percent between 16 and 20; 14.6 percent between 21 and 25; 9.7 percent between 26 and 30; and 4.9 percent more than 30 years. Fanti comprised the majority of about 66 percent, followed by Asante, Ewe, Akwapim, Dagomba and Denkyira 4.9 percent each; and the rest were Assin, Dagarti, Akyim and Frafra, 2.4 percent each. Majority of the respondents were Christians (80.5 percent). The rest were Muslims (17.1 percent) and Traditional Africa religion (2.4 percent).

In terms of highest educational attainment, majority of the respondents were in the Secondary/Vocational/Technical bracket. Those with no formal education constituted about 5 percent; basic education was 25 percent while Tertiary education was about 7 percent.

Vehicle brand used by respondents are variegated. These include Benz, Golf, Ford, Hyundai, DAF, Kia, MAN, Mazda, Mitsubishi, Nissan, Opel, Samsung and Toyota. Toyota and Nissan vehicles are the most used, making up about 30 percent each.

4.2 Complete investigations

The model relating demographic variables and complete investigation by respondents was analyzed. With Chi-square value of 14.444, $df = 8$ and $p = 0.071$, the Hosmer and Lemeshow test supports the model. With $-2 \log$ likelihood of 86.473, the percentage of variance explained was between 19.3% and 26.5 percent. The model predicted 96.2 percent of those satisfied correctly against 50 percent of those not satisfied; classifying 80 percent of cases overall from 65.0 percent. The major factors contributing significantly to the predictive ability of the model were religion ($p = 0.043$); highest educational attainment ($p = 0.002$) and brand of vehicle; ($p = 0.049$). The strength of determinants was in decreasing order of highest educational attainment ($\beta = -1.467$); religion ($\beta = -0.944$); brand of vehicle ($\beta = -0.929$); experience in driving ($\beta = -0.206$); type of vehicle ($\beta = 0.191$) and age ($\beta = 0.161$) (refer table 1).

The results showed that older drivers tend to be more dissatisfied than younger ones. Also non-Christians were more dissatisfied on how investigations were completed before judgment was made. Another observation was that those with formal education are more dissatisfied than those with formal education while those using vehicles other than Toyota/Nissan/Hyundai are more dissatisfied.

The odds ratio ranged between 0.231 and 1.174 for highest, educational attainment, and age respectively. However we can be 95 percent confident that the odds ratio for the independent demographic variables lied between a minimum lower value of 0.092 and a maximum upper value of 1.985 (refer table 1). As already indicated, while age and type of vehicle increased the odds of satisfaction; experience in driving, religion, highest educational attainment and brand of vehicles decreased with the odds of satisfaction among the respondents. As an element of voice attention by the judiciary system should thus be given to older persons, non-

Christians and those with lower educational attainment when investigations are being conduct in cases involving traffic offences (refer Table 1).

Table 1: Complete investigation by the investigator

	β	Wald	df	Sig	Exp(β)	95% C.I for EXP(B)	
						Lower	Upper
q1	0.161	0.359	1	0.549	1.174	0.694	1.985
q2	-0.206	0.483	1	0.487	0.814	0.455	1.456
q3	0.191	0.466	1	0.495	1.210	0.700	2.092
q4	-0.944	2.150	1	0.043	0.389	0.110	1.374
q5	-1.467	9.895	1	0.002	0.231	0.092	0.574
q6	-0.929	2.722	1	0.048	0.395	0.131	1.191
Constant	3.006	6.095	1	0.014	203.489		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

Invoking equation (2), the model for the relationship between demographic variables and satisfaction in terms of complete investigation by investigator is given by:

$$y_1 = \beta_{0,1} + \beta_{1,1}X_{1,1} + \beta_{2,1}X_{2,1} + \beta_{3,1}X_{3,1} + \beta_{4,1}X_{4,1} + \beta_{5,1}X_{5,1} + \beta_{6,1}X_{6,1} \dots (3)$$

Substituting in equation (3) the constant and coefficients from table 1, equation (4) is obtained as:

$$y_1 = 3.316 + 0.161X_{1,1} - 0.206X_{2,1} + 0.191X_{3,1} - 0.944X_{4,1} - 1.467X_{5,1} - 0.929X_{6,1} \dots (4)$$

In terms of significance the model equation therefore reduces to:

$$y_1 = 3.006 - 1.467X_{5,1} - 0.929X_{6,1} \dots (5).$$

4.3 Time and attention given witness and accused

The chi-square value obtained was 6.118, at df = 8 and p = 0.634. Hosmer and Lemeshow test supported the model. The percentage of variance explained yielded between 12.6 percent and 17.6 percent at 90.102 value of - 2 log likelihood. About 93 percent of those satisfied and 30.8 percent dissatisfied respondents were predicted correctly. In the range of classification, the model classified 72.2 percent of the respondents correctly from 62.5 percent. The major factors that contributed significantly to the model were highest educational attainment ($p = 0.009$), Brand of vehicle ($p = 0.01$) and type of vehicle ($p = 0.02$). The strength of these variables in the model were $\beta = -1.12$, $\beta = -1.091$, and $\beta = -0.337$ for highest educational attainment, brand of vehicle and type of vehicle respectively (refer table 2)

Table 2: Time and attention given defendant and witness

	β	Wald	df	Sig	Exp(β)	95% C.I for EXP(B)	
						Lower	Upper
q1	0.204	0.597	1	0.440	1.226	0.731	2.057
q2	0.271	0856	1	0.355	1.311	0.739	2.327
q3	-0.337	1..520	1	0.020	0.714	0.417	1.220
q4	-0.587	0.990	1	0320	0.556	0.175	1.767
q5	-1.118	6.730	1	0.009	0.327	0.140	0.761
q6	-1.091	3.457	1	0.010	0.336	0.106	1.061
Constant	3.659	3.190	1	0.074	38.834		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

Brand of vehicle and type of vehicle had some relationship as to whether the vehicle was taxi, private vehicle, minibus or truck.

The study has also revealed that respondents are likely to be dissatisfied as their vehicles tend to belong to those in the “other vehicle” category. They also tend to be more dissatisfied the more they tend to own commercial vehicles. The pressure from vehicle owners on commercial vehicle drivers to regularly make large sums of daily returns may affect their view of relative time and attention given to them at the court.

Another observation, from the study was that dissatisfaction of respondents increased with increase in highest educational attainment. This is not surprising since education provides enlightenment. Those with higher education background may have panoramic knowledge and information which they may be willing to provide to the court than the court may have the time and attention to observe.

Though the contribution of religion to the model was relatively small it needs to be given a consideration since groupings other than Christianity are a minority group in the country. The study thus showed that drivers other than Christians tend to be more dissatisfied when it came to the extent to which the court gives attention and time to express themselves during court proceedings. The minimum and maximum odds ratios were 0.327 and 1.311 respectively for highest educational attainment and experience in driving; with 95% confidence that these ratios fall between 0.140 and 0.761 and 0.739 and 2.327 respectively (Table 2).

Substituting the constant and coefficients from table 2 into equation (2), the model equation is obtained as:

$$y_2 = 3.659 + 0.204X_{1,2} + 0.271X_{2,2} + -0.337X_{3,2} + -0.587X_{4,2} + -1.118X_{5,2} + -1.091X_{6,2} \dots (6)$$

In terms of significance the model equation (equation 6) reduces to:

$$y_2 = 3.659 + -0.337X_{3,2} - 1.118X_{5,2} - 1.091X_{6,2} \dots (7)$$

Table 3: Honesty of proceedings by the court

	β	Wald	df	Sig	Exp(β)	95% C.I for XP(B)	
						Lower	Upper
q1	-0.97	0.127	1	0.722	0.908	0534	1.545
q2	0.29	0.009	1	0.924	1.030	0.562	1.886
q3	0.350	1.373	1	0.241	1.420	0.790	2.551
q4	0.560	0.867	1	0.352	1.750	0.539	5.687
q5	-0.558	1.799	1	0.180	0.572	0.253	1.294
q6	-0.995	2.741	1	0.098	0.370	0.114	1.201
Constant	0.392	0.033	1	0855	1.479		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

4.4 Honesty of proceedings of court

This element falls under trust. Legal and political studies have shown that the character of the decision-maker largely influences how the public evaluates legal authorities (Tyler, 2007). Though this is an invaluable parameter in assessing the elements of procedural fairness, it is ironic that court results obtained did not support the model. The Hosmer and Lemeshow test gave a chi-square value of 30.800 at $df = 8$ and $p = 0.000$. The -2 log likelihood was 83.774 with percentage of variance between 7.5 and 11.0. There was no increase in classification of cases, being at 80 percent (Table 3).

The demographic parameters considered therefore had no significant influence in determining the satisfaction level of respondents in terms of honesty of proceedings of the adjudicator with respect to procedural fairness. It should be mentioned that determining how honest an adjudicator is may need more encounters than mere interactions in the court room. More time and frequent encounters may also be required. The issue of honesty may additionally be influenced by prejudicial observations based on the perceptions of people who have previously made encounters with the court. These and other reasons could influence the satisfaction levels of respondents and eventually affect their responses to this all important element of procedural fairness.

4.5 Impartiality of judicial process

Analyzing the results of the study in relation to respondents satisfaction of judges neutrality or bias, the Hosmer and Lemeshow test yielded chi-square value of 18.983, $df = 8$, and significance level of 0.015. Between 2.5 and 3.9 percent of variability was explained by the set of variables. There was no improvement in percentage accuracy at 80 percent. One hundred percent correct and 0 percent incorrect prediction was made by the model. From this result it can be concluded that the results could not support this model. None of the demographic variables was significant in predicting the satisfaction level of judges' partiality or bias to suspects of traffic offences. Thus the model predicting judges' neutrality of bias could not be predicted in terms of age, experience in driving, types of vehicle, religion, highest educational attainment and grand of vehicle (table 4). The -2 log likelihood was 78.049.

Table 4: Impartiality of judgment

	β	Wald	df	Sig	EXP{ β }	95% C.I for EXP(B)	
						Lower	Upper
q1	-0.037	0.017	1	0.897	0.964	0.552	1.683
q2	-0.237	0.576	1	0.448	0.789	0.428	1.455
q3	0.323	1.010	1	0.315	1.381	0.736	2.594
q4	0.488	0518	1	0.472	1.629	0.432	6.147
q5	0.309	0.450	1	0.502	1.362	0.552	3.360
q6	-0.602	0.168	1	0.682	0.782	0.240	2.541
Constant	-2.411	1.185	1	0.276	0.090		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

4.6 Period of adjudication

The result was able to predict percentage correct (PAC) from 60.0 percent to 72.5 percent. With -2 log likelihood of 85.646 the model was able to explain between 24.1 and 32.5 percent of the variability by the set of demographic variables. The Hosmer and Lemeshow test gave chi-square value of 10.056, $df = 8$ and significance level 0.261. The set of variables thus supports the model. The major predictors were highest educational attainment ($p = 0.000$), religion ($p = 0.007$) and type of vehicle ($p = 0.011$). In terms of strength of variables, highest educational attainment (0.908) was the highest, followed by religion (0.809) and type of vehicle (-0.507) in that order. The least strong variable was age. Type of vehicle was the fourth strongest variable (Table 5).

The direction of religion was positive. This means that Christians are more satisfied with the period within which adjudication takes than non-Christian. With non-Christians being the minority group, this is not a healthy development. For over the world minority groups have usually seen themselves as not being treated fairly and equally in comparison with majority groups (Rottman et al, 2003). Much global political, religious, and social instability have been attributed to unfair treatment to minority groups. Such negative latent sentiments could breed hatred and its negative consequential effect to society. In terms of the period within which adjudication ends the dissatisfaction of respondents increases as highest educational attainment increases.

Table 5: Period within which adjudication ends

	β	Wald	df	Sig	EXP { β }	95% C.I for EXP(B)	
						Lower	Upper
q1	0.372	1.623	1	0.203	1.450	0819	2.569
q2	-0.490	2.171	1	0.141	0.612	0.319	1.176
q3	-0.507	2.779	1	0.011	0.602	0332	1.093
q4	1.432	3.192	1	0.007	4.185	0.870	20.128
q5	0.908	3.730	1	0.000	2.479	0.987	1.578
q6	-0.586	1.214	1	0.270	0.556	0.196	1.578
Constant	1.001	0.337	1	0.561	0.302		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

The study further revealed that those using Toyota/Nissan/Hyundai are more dissatisfied than those respondents who drive other vehicles. Majority of these vehicles are commercial. They are required to make daily returns to their vehicle owners. Such drivers need more time (relatively) every day to work for their vehicle owners and what they will also get for themselves (informal). In relative terms, the court procedures may therefore take relatively much longer time than the other counterparts. The odds ratio of the variables ranged from 0.556 to 4.185 with 95 percent confidence that they will be between a minimum range of 0.196-1.578 and a maximum of 0.870-20.128; for brand of vehicle, and religion respectively.

Substituting the model constant and the coefficients in equation (2), the model equation is obtained as:

$$y_5 = -1.001 + 0.372X_{1,5} + -0.490X_{2,5} + -0.507X_{3,5} + 1.432_{4,5} + 0.908X_{5,5} + -0.586X_{6,5}..(8)$$

The significant equation model is therefore given in terms of significance of the variables as:

$$y_5 = 0.201 - 0.507X_{3,5} + 1.432_{4,5} + 0.908X_{5,5} - 0.586X_{6,5}.....(9).$$

4.7 Time given to prepare for defense

Time given to prepare for defense includes whether the suspect was also given enough time to look for counselor or lawyer. Though the results obtained support the model, the degree of predictability was low. For example, the Hosmer and Lemeshow Test generated Chi-square value of 15.069, df = 8 and significance level 0.058. The – 2 log likelihood was 67.052 while between 8.5 and 14.1 percent of the model variability was explained by the set of demographic variables. In terms of percentage correct classified, 97 percent of those who were satisfied was predicted by the model while 0 percent of those dissatisfied was also predicted. The model correctly classified 82.5 percent cases, an improvement from 72.5 percent (table 6).

Table 6: Time given to look and prepare for defense

	β	Wald	df	Sig	EXP { β }	95% C.I for EXP(B)	
						Lower	Upper
q1	0.510	2.248	1	0.039	1.666	0.855	3.247
q2	-0.015	0.002	1	0.963	0.985	0.512	1.893
q3	- 0.256	0.553	1	0.457	0.772	0.390	1.527
q4	0.621	0.896	1	0.344	1.861	0.514	6.730
q5	- 0.457	0.842	1	0.359	0.633	0.238	1.681
q6	- 0.853	1.273	1	0.259	0.426	0.097	1.875
Constant	1.135	0.190	1	0.663	0.321		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

In terms of strength the strongest predictors were age, brand of vehicle and religion in that order; with the least being experience in driving. The direction of brand of vehicle was negative while that of religion and age were positive (Table 6). This implies that those using Toyota/Nissan/Hyundai are more dissatisfied than those using other vehicles. Christians were also more satisfied than non Christians. The result further indicates that the older one is the more dissatisfied they are in terms of time given to prepare for defense. Only age however ($\rho = 0.039$) significantly predicted the model. The minimum odds ratio was 0.426 for brand of vehicle with 95 percent confidence that it will be between 0.097 and 1.875. The maximum odds ratio was 1.861 for religion, lying between 0.514 and 6.730 with 95 percent confidence.

Substituting the model constant and the coefficients in equation (2), the model equation is obtained as:

$$y_6 = 1.135 + 0.510X_{1,6} - 0.015X_{2,6} - 0.256X_{3,6} + 0.621X_{4,6} - 0.457X_{5,6} - 0.853X_{6,6} \dots (10)$$

The significant equation model is hence given as:

$$y_6 = 1.135 + 0.510X_{1,6} \dots \dots \dots (11).$$

4.8 Degree of respect given to suspect

When the element of respect was considered with regard to the demographic variables, the -2 log likelihood obtained was 91.710 with between 10.8 and 15.1 percent variability explained by the set of variables. Hosmer and Lemeshow Test gave a Chi-square value of 24.93 at df = 8 and significance level 0.061 thus supporting the model. The percentage accuracy in classification was 72.1 percent, an improvement of 33.8 percent. The model predicted 85 percent of those not satisfied correctly while 15.4 percent of those satisfied was correctly predicted.

Table 7: Respect given to defendant

	β	Wald	df	Sig	EXP{ β }	95% C.I for EXP(B)	
						Lower	Upper
q1	- 0.173	0.381	1	0.537	0.842	0.487	1.456
q2	0.547	2.602	1	0.021	1.729	0.889	3.362
q3	0.187	0.426	1	0.514	1.205	0.688	2.111
q4	0.743	1.497	1	0.221	2.103	0.639	6.915
q5	0.529	1.471	1	0.225	1.698	0.722	3.994
q6	- 0.708	1.645	1	0.042	0.493	0.167	1.453
Constant	2.812	3.229	1	0.072	0.022		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

The major predictors of the model were experience in driving and brand of vehicle, with $p = 0.021$ and $p = 0.042$ respective significance levels. In terms of strength, both variables were the strongest in the order of experience in driving and brand of vehicle. While the direction of experience in driving was positive, the brand of vehicle was negative. The study showed that majority of the experienced drivers are older in age with Pearson Chi-Square value of 0.038, indicating that experienced drivers are likely to be older in age.

The study has also shown that those using vehicles other than Toyota/Nissan/Hyundai are more satisfied than those using other vehicles. The minimum odd ratio for the distribution was 0.493 for driving experience, with 95 percent confidence that the value is between 0.167 and 1.453. The maximum odds ratio on the other hand was 2.103 for religion. The confidence interval of 95 percent was between 0.639 and 6.915 for the maximum odds ratio.

By substituting the model constant and independent variable coefficients equation (12) is obtained as:

$$y_7 = 2.812 + - 0.173X_{1,7} + 0.547X_{2,7} + 0.187X_{3,7} + 0.743X_{4,7} + 0.529X_{5,7} + - 0.708X_{6,7} \dots (12).$$

The model equation in terms of significance is therefore given by:

$$y_7 = 2.812 + 0.547X_{2,7} - 0.708X_{6,7} \dots (13).$$

Table 8: Trust by defendant to the court

	β	Wald	df	Sig	EXP{ β }	95% C.I for EXP(B)	
						Lower	Upper
q1	- 0.072	0.074	1	0.786	0.930	0.552	1.567
q2	0.155	0.255	1	0.614	1.167	0.640	2.129
q3	-0.570	3.401	1	0.040	1.768	0.963	3.241
q4	0.147	0.046	1	0.830	1.159	0.303	4.431
q5	0.133	0.103	1	0.749	1.143	0.505	2.586
q6	- 0.628	1.232	1	0.267	0.534	0.176	1.617
Constant	2.372	1.296	1	0.255	0.093		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

4.9 Trust in the court

The model summary for suspect’s trust of adjudicator yielded 88.993 for -2 log likelihood with the set of variables explaining 6.2 and 9 percent of the variability. The Hosmer and Lemeshow Test run also gave Chi-square value of 8.743 at df = 8 and significance level 0.364 thus supporting the model. When the predictor variables were included in the model, percentage accuracy classification (PAC) improved from 60.0 to 72.5 percent. Interestingly the only major model predictor was type of vehicle ($p = 0.04$), being strongest predictor variable.

The strength of the other predictors were relatively minimal (see table 8), the directions being positive except age and brand of vehicle. Thus when it comes to trust respondents have for adjudicators, commercial drivers are more satisfied than private vehicle drivers. Moreover the range of the odds ratio was minimal; from 0.93 for age, to 1.76 for type of vehicle. Four of the variables fell between 1.14 and 1.76 (table 8). However there was 95 percent confidence that the minimum of the odds ratio will lie between 0.552 and 1.567 while the maximum fell between 0.176 and 1.617. While 100% of those dissatisfied were predicted, none of those satisfied was predicted by the model.

Upon substituting into equation (2) with beta values from table 8, model equation (14) is obtained as:

$$y_8 = 2.372 + - 0.072X_{1,8} + 0.155X_{2,8} - 0.570X_{3,8} + 0.147X_{4,8} + 0.133X_{5,8} - 0.628X_{6,8} \dots(14)$$

The equation model in terms of significance is therefore given as:

$$y_8 = 2.372 - 0.570X_{3,8} \dots\dots\dots(15).$$

4.10 Degree to which defendant is carefully listened to

This feature is a component of the voice of the individual. The model is supported by the Omnibus Test of Model Coefficients. The chi-square value was 14.334 at df = 6 and significance value 0.026. The - 2 log likelihood was 93. 348; with between 16.4 and 22.2 percent of the variability explained by the set of variables. The model correctly classified 72.5 of cases overall, an improvement from 60.0 percent.

Table 9: degree to which defendant is carefully listened to

	β	Wald	df	Sig	EXP { β }	95% C.I for EXP(B)	
						Lower	Upper
q1	- 0.012	0.002	1	0.962	0.989	0.596	1.636
q2	0.609	4.066	1	0.044	1.838	1.017	3.323
q3	- 0.021	0.006	1	0.936	0.079	0.582	1.647
q4	- 1.271	3.679	1	0.048	0.281	0.077	1.028
q5	- 0.904	4.442	1	0.035	0.405	0.175	0.939
q6	- 1.255	5.176	1	0.023	0.289	0.097	0.941
Constant	4.389	3.146	1	0.006	29.627		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

From table 9, the major predictor variables were experience in driving, religion, highest educational attainment and brand of vehicle with respective significance levels of $p = 0.044$, $p = 0.047$, $p = 0.035$ and $p = 0.023$. In terms of strength contribution to the model, the strongest variables were religion ($\beta = - 1.271$), brand of vehicle ($\beta = - 1.245$), highest educational attainment ($\beta = - 0.904$) and experience in driving ($\beta = 0.609$) in that order. The directions as indicated in table 9 are positive for experience in driving and negative for religion, highest educational background and brand of vehicle. The study has therefore shown that as driving experience increases respondents become more satisfied with the degree to which they were listened to at the court.

On the other hand commercial vehicle drivers were less satisfied than private vehicle drivers. In addition to these findings the study revealed that the higher the educational attainment the lower respondents in the Cape Coast Metropolis are satisfied with the degree to which they were listened to by the court. The study also showed that drivers who drive vehicles other than Toyota/Nissan/Hyundai are more dissatisfied with the degree to which the court carefully listened to them. The odds ratio of the variables in the model ranged between 0.281 and 1.838. There was 95 percent confidence that the minimum will lie between 0.077 and 1.028, while the maximum will dwell between 1.017 and 3.323.

The equation model with reference to equation (2) and table 9 is given by:

$$y_9 = 4.389 + - 0.012X_{1,9} + 0.609X_{2,9} + - 0.021X_{3,9} + - 1.271X_{4,9} + - 0.904X_{5,9} + - 1.255X_{6,9} \dots (16)$$

With reference to the significance of the coefficients the equation model reduces to:

$$y_9 = 4.389 + 0.609X_{2,9} - 1.271X_{4,9} - 0.904X_{5,9} - 1.255X_{6,9} \dots (17).$$

4.10 Publicity of judgment of traffic offences

The results of the study revealed support for this model. The -2 log likelihood obtained was 76.669 with between 26.1 and 36.5 percent of the variability explained by the set of demographic variables considered. The percentage accuracy in classification improved from 67.5 percent to 75.0 percent. The results from Hosmer and Lemeshow Test were also very supportive of the model. Chi-square value was 11.878 at $df = 8$ and a significance level of 0.157.

Table 11: Publicity of Judgment

	β	Wald	df	Sig	EXP{β}	95% C.I for EXP(B)	
						Lower	Upper
q1	- 1.319	10.462	1	0.001	0.067	0.120	0.321
q2	0.127	0.155	1	0.697	1.135	0.036	3.182
q3	0.827	4.952	1	0.026	2.286	0.233	4.730
q4	- 0.552	0.619	1	0.038	0.576	0.595	1.104
q5	0.271	0.370	1	0.543	1.311	0.332	3.10
q6	0.424	0.454	1	0.500	1.528	0.037	3.32
Constant	2.433	1.223	1	0.260	11.394		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

The major predictor variables in the model were age, ($\rho = 0.001$), Type of vehicle ($\rho = 0.026$) and religion ($\rho = 0.038$) as shown in table 10. Three strongest predictors were age, type of vehicle and religion, in that order. While the direction of type of vehicle was positive, age and religion were negative. This implies that respondents who drive private vehicles are less dissatisfied than those who drive commercial vehicles in terms of publicity of judgment of traffic offences in general. The results also means that the older the respondent, the less satisfied they were. It also implies that non-Christian respondents were also less satisfied than their Christian counterparts with how the courts give publicity to judgment of traffic offenses.

With the exception of one or two public print media, majority of media in the country appear not to be interested in publicizing judgments of traffic offences. Concerning the private print media, the least said about them, the better it may be. Though the electronic media may be better in this regard, it appears this is not enough to make majority of people satisfied with the level of publicity, and particularly non-Christians. The odds ratios of the variables were between 0.267 and 2.286 with 95 percent confidence that they will be within 0.120 – 0.595 minimum and 1.104 and 4.737 maximum respectively (refer table 10).

The model equation in relation to equation (2) and table 10 is given by:

$$y_{10} = 2.433 + - 1.319X_{1,10} + 0.127X_{2,10} + 0.827X_{3,10} + - 0.552X_{4,10} + 0.271X_{5,10} + 0.424X_{6,10} \dots (18)$$

Based on the significance of the relationship between the independent and dependent variables the model equation reduces to:

$$y_{10} = 2.433 - 1.319X_{1,10} + 0.827X_{3,10} - 0.552X_{4,10} \dots (19).$$

4.12 Overall predictor variable strength and direction vs. overall judicial fairness

The general model relating the demographic predictor variables and the satisfaction of the respondents was strongly supported by the results of the study. The omnibus tests of model coefficient gave Chi-square value of 23.658, $df = 6$ and a significance level of 0.001. The -2 log likelihood was 85.438 with between 25.6 and 34.4 percent of the variability explained by the set of demographic variables. The percentage accuracy in classification was 82.5 percent, an improvement by 25 percent.

Table 11: Overall predictor variable strengths and directions

	β	Wald	df	Sig	EXP { β }	95% CI for EXP(B)	
						Lower	Upper
q1	0.259	0.923	1	0.337	1.295	0.764	2.196
q2	0.667	4.290	1	0.038	1.948	1.036	3.662
q3	0.553	3.728	1	0.041	1.738	0.992	3.045
q4	- 0.363	0.353	1	0.049	0.695	0.209	2.312
q5	+ 1.306	7.209	1	0.007	0.271	0.204	0.703
q6	- 1.809	8.872	1	0.000	0.164	0.050	0.539
Constant	1.720	0.724	1	0.395	5.584		

Legend: q1 = age; q2 = driving experience; q3 = type of vehicle; q4 = religion; q5 = highest educational attainment; q6 = vehicle brand (Source: Study data, 2015).

It is interesting to note that there were five significant contributors among the six variables in the model (Table 11). These are experiences in driving ($\rho = 0.038$), type of vehicle ($\rho = 0.041$), religion ($\rho = 0.049$), highest educational attainment ($\rho = 0.007$) and brand of vehicle ($\rho = 0.000$). Only age did not significantly contribute to the model. In terms of strength of the five major contributors, the decreasing order was brand of vehicles ($\beta = -1.809$); highest educational attainment ($\beta = -1.306$); experience in driving ($\beta = 0.667$); type of vehicle ($\beta = 0.553$) and religion ($\beta = -0.363$). Table 11 also reveals the odds ratios of the variables. Brand of vehicle as a variable had the minimum odds ratio (0.271) with 95 percent confidence that it lies between 0.104 and 0.703. On the other hand experience in driving recorded the maximum odds ratio having 95 percent confidence that it would fall within 1.036 and 3.662. Age as a non-contributor to satisfaction of respondents in relation to procedural fairness was demonstrated by Tyler and Huo (2002) in a study entitled ‘Trust in the law: Encouraging public cooperation with the Police and Courts.’

The recent study has affirmed that procedural fairness is one of the primary factors that shape the effect of people’s experience on overall opinions concerning court systems. This study also supports the finding of Tyler and Huo (2002) that age is not a good influence in predicting the satisfaction or otherwise of judicial fairness. This, however, is in contradiction to the observation by Frazer (2006), that age may have significant influence on satisfaction levels of procedural fairness. Considering the advantages of procedural fairness age may be taken into consideration in support to the findings of Frazer (2006) in designing programs on procedural fairness for courtroom officers including judges.

Frazer (2006) has also showed that educational background is a good predictor to satisfaction of defendants towards judicial fairness in traditional courts in Red Hook Community Justice Center in the U.S. This finding is in support of the findings of Frazer (2006). According to Frazer (2006) this effect is indirect by contrast to traditional courts at the Justice Center.

The model equation is obtained by substituting into equation (2) the model constant and coefficients from tale 11. Thus the model equation is given by:

$$y_{11} = 1.720 + 0.259X_{1,11} + 0.667X_{2,11} + 0.553X_{3,11} - 0.363X_{4,11} - 1.306X_{5,11} - 1.809X_{6,11} \dots (20)$$

The combined model for the driver-chauffeur satisfaction in terms of judicial procedural fairness is therefore given as:

$$y_{11} = 1.720 + 0.667X_{2,11} + 0.553X_{3,11} - 0.363X_{4,11} + 1.306X_{5,11} - 1.809X_{6,11} \dots (21)$$

The study has thus showed, corroborating the findings of Tyler & Huo (2002), that dissatisfaction of urban dwellers in terms of procedural fairness does exist; and that demographic parameters such as brand of vehicles; highest educational attainment; experience in driving; type of vehicle and religion could influence drivers and chauffeurs in urban settlements in general and metropolitan areas in particular.

5.0 Conclusion

The main aim of the study was to evaluate the strengths and directions of demographic variables in predicting the satisfaction or otherwise of drivers who had had encounters with the judicial system in the Cape Coast Metropolis. The Study has shown that all things being equal, all the demographic predictor variables have significant influence in predicting one or more of the elements considered in determining the satisfaction of respondents. However in the case of general satisfaction on procedural fairness five of the six variables were found to be significant contributors to the model. Thus generally experience in driving, type of vehicle one drives, religion, highest educational attainment, and brand of vehicle one drives are factors that must be considered by the judiciary in the adjudication of justice of traffic offences in the Metropolis. It must be mentioned that no matter how small dissatisfied groups in the variables may be, less satisfaction of the courts procedure and decisions could yield lower compliance (Frazer, 2006).

According to Frazer (2006), these perceptions may be reality-based, though it is difficult to make true similar comparisons by cases. Since non-Christians are less satisfied it is important the judicial system found the causes of the differences. Caution must be taken in dispensing justice in the courts when dealing with traffic offences in the Municipality.

Case volume may be a cause of a greater dissatisfaction. A California survey found that there is a significantly greater dissatisfaction among court respondents who were involved in traffic or family-law cases in courts that usually handled high-volume dockets (Rottman, 2005). Burke and Leben (2007) therefore recommend that there should be enough judicial officers in the courts so that there could be proper handling of every docket in the courthouse and protected as well. This in turn will enhance public respect for the judicial system, its judges and its reputation. Improving non-verbal language (Porter, 2001), giving defendants the right to express their views (Rottman, 2005), and giving publicity to courthouse procedures and outcomes, not from entertainment point of view but for education purposes (Patermoster et al, 2007) could contribute immensely to improving the satisfaction level among the driver-chauffeur community in the Metropolis.

The directions of experience in driving and type of vehicle were positive. This means that, generally, the more years one spends in driving the more satisfied one is, in terms of procedural fairness. This also means that drivers who drive private vehicles are more dissatisfied than those who drive commercial vehicles in general terms.

The negative direction of religion, highest educational attainment and brand of vehicle implies that: non-Christians are dissatisfied in comparison with their Christian counterparts; the higher the highest educational attainment the less satisfied respondents are; and that those using vehicles other than Toyota/Nissan/Hyundai are dissatisfied with judicial fairness in the judicial system in the Metropolis when it comes to drivers and chauffeurs involved in traffic offenses.

On dissatisfaction of judicial fairness among litigants Burke and Leben (2007) offer various recommendations. According to them it is important that judges explained the basic rules of court rules and expectations at the beginning of a docket. The patience of litigants must also be acknowledged.

They are of the opinion that by sharing research findings with courtroom staff, they can assist judges by giving them support, feedbacks and reminders. They suggest that self videotaped materials could also be reviewed by judges to see how other people in the court room perceive them.

In their view, court administrators should carefully monitor the many roles of judges particularly when the court is under-staffed since the primary role of a judge is to hear and decide such that the perception of the public on procedural fairness could be enhanced. They should also give courtroom visitors the opportunity to assess the performance of the court. Burke and Leben (2007) add that there is the need for mentoring of new judges within the first two years in the service. Habits, values and norms once formed within this period, according to them, can have lasting impressions on many a judge. When hearing and deciding on cases in the metropolis factors such as the type of driver/vehicle driving (private or commercial), brand of vehicle, minority groups in terms of religion, driving experience and highest educational attainment must be taken into critical consideration. This

will ensure law-abiding driver-chauffeur community (Mastrofski, Snipes & Supina, 1996), long term approval to ruling of traffic court judges (Kulik, Ambrose & de Vera Park, 1993)

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