

The Impact of Technological Advances on the Quality of Justice

Dr Marilyn Dyason,^{1,} Professor Michael Kaye,²*

*¹Independent Chartered Quality Professional, The Wheelhouse,
Prinsted Lane, Emsworth, Hampshire UK*

²University of Portsmouth Business School, Portsmouth UK

The speed with which new technologies are emerging and their accessibility to society as a whole has resulted in an unprecedented scale of opportunity for organisations to develop new products and services to meet the increasing demands from customers. Historically, the public sector has been slow to respond to these opportunities which, in many cases, represent quite a challenge to the way services are designed and delivered. This applies none more so than to the justice sector where the authors have conducted a global study to learn more about the way in which different countries have responded to the opportunities and challenges posed by the “digital era”. In addition to any challenges posed by new technology, judicial entities face increasing pressures to address the wider outcomes for “quality of justice” and that is the extent to which the processes in place are designed to meet - not just customer needs but also the needs of the wider community as a whole for security and well-being. There is a unanimous expectation, embodied in regulation, that judicial entities must embrace certain values underpinning the quality of justice: namely fairness, accessibility, independence, integrity, impartiality and responsiveness.

The authors examine the impact of the accessibility of new technology on the quality of justice values and evaluate the extent to which it has influenced the delivery of a wider community-based justice. They focus on the approaches to quality management that were evident in driving outcomes for the quality of justice, highlighting best practices from their findings. They address the implications for leaders and quality professionals, as well as the organisational culture and the design of processes. They use examples drawn from their research to emphasise the implications for quality management and share the key learning points that are equally relevant to other public sector entities.