

# Design Factor

Title: **Mental Model for Processes Not Available**

36

Project **Access to justice**

Mode **Preparation to Initiate Proceedings**

Activity **Orienting within process**

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Source/s  
Personal Observation:  
Court House  
22 January 2001

Associated Function/s

## Observation

People find it difficult to understand and adapt to legal administration processes.

## Extension

Most SRLs who approach court are confronted with the same alien situation. People are unclear about the proceedings and the things that have to be accomplished to conform with the flow of legal processes. SRLs who have not submitted all required documents to the court or do not know about possible alternative dispute resolution options do not recognize the different waypoints offering options that they could take.

People act based on what they know and what they can do. All activities are underpinned by a mental model that either has been newly learned or has been aggregated on the basis of an earlier one. The mental model of court processes is hard to impart to SRL's. Court procedures have been developed over a long time by experts that always assumed that experts would be the main users. Now, the system has to deal with a large number of laymen who don't even possess the knowledge of how to go through the basic steps of executing their case.

SRLs need instruction to bring their cases properly through the process. Present levels of support do not provide a mental model to guide the inexperienced. The flow of activities that have to be performed is not addressed clearly and often seems outside the view of process planners.

## Design Strategies

Explain the procedures of court along with the activities that SRLs have to perform.

Provide a court system framework for SRLs that allows the process to become more user-centric.

## Solution Elements

Status:  Existing  Modified  Speculative

77. Process Monitor

78. Process Locator

79. Alternative Option Reminder

80. Process Checklist