



World Justice
Project

Global Insights on Access to Justice

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Findings from the World Justice Project
General Population Poll in 45 Countries

2018

Acknowledgements

Global Insights on Access to Justice: Findings from the World Justice Project General Population Poll in 45 Countries

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The findings in this report are taken from the General Population Poll conducted for the **World Justice Project Rule of Law Index**[®]. The dispute resolution module of the General Population Poll was developed with input and guidance from an advisory stream of expert stakeholders

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Table of Contents

1	About this Report
9	Country Profiles
56	Project Design
57	General Population Poll Methodology
60	City Coverage and Polling Methodology
62	Appendix
63	WJP General Population Poll Dispute Resolution Module
63	WJP Access to Civil Justice Summary Statistics

section

I

About this Report

About this Report

The law provides a foundational framework of rights, responsibilities, and protections that impact virtually every aspect of modern life. This legal framework shapes how ordinary people navigate problems related to employment, housing, education, health, and family life, among many others. In addition to having a legal dimension, these everyday problems profoundly impact people's health, social stability, and ability to participate in the economy. For this reason, better understanding people's legal needs and experiences accessing justice provides vital insights for designing policies that foster economic development and inclusive growth.

There is indeed growing recognition that access to justice is foundational to economic and social development. The Organisation for Economic Co-operation and Development (OECD) maintains that the "inability to resolve legal problems diminishes access to economic opportunity, reinforces the poverty trap, and undermines human potential and inclusive growth."¹ What's more, with traditionally marginalized groups – including the poor, youth, women, ethnic minorities, the elderly, and migrants – reporting a greater number of legal problems,² access to justice should be viewed not only as a driver of development, but also as an outcome of inclusive growth. This view has also been endorsed by the United Nations, as the inclusion of Target 16.3 in the Sustainable Development Goals (SDGs) commits member states to "promote the rule of law at the national and international levels, and ensure equal access to justice for all." However, the two indicators endorsed by the UN Inter-Agency and Expert Group (IAEG) to monitor progress toward Target 16.3 focus exclusively on state-reported aspects of the criminal justice system³ despite legal needs studies showing that a majority of people's legal issues are civil rather than criminal problems.⁴

In order to deepen the evidence base for inclusive measures of access to justice in national development plans and in the SDGs, the World Justice Project (WJP) developed and administered a survey module on legal needs and dispute resolution as part of our General Population Poll (GPP), conducted in 45 countries and jurisdictions between July and December 2017. The survey module was designed to capture data on how ordinary people deal with their legal problems, highlighting the most common legal conflicts, respondents' assessment of both formal and informal resolution processes, and the experiences of people who did not seek legal assistance or who were unable to resolve their problem. In addition, the dispute resolution module also gathers information on citizens' legal confidence and capability, as well as the impact of legal problems on their life.

¹ "Towards Inclusive Growth – Access to Justice: Supporting people-focused justice services." Organisation for Economic Co-operation and Development (OECD), 2016.

² Pleasence, Pascoe. "'Legal Need' and Legal Needs Surveys: A Background Paper." East Sussex: Pascoe Pleasence Ltd., 2016.

³ The IAEG global indicators measure access to justice using the "proportion of victims of violence in the previous 12 months who reported their victimization to competent authorities or other officially recognized conflict resolution mechanisms" and "unsentenced detainees as a proportion of overall prison population." For the full list of SDGs and corresponding indicators, please see: <https://unstats.un.org/sdgs/indicators/indicators-list>.

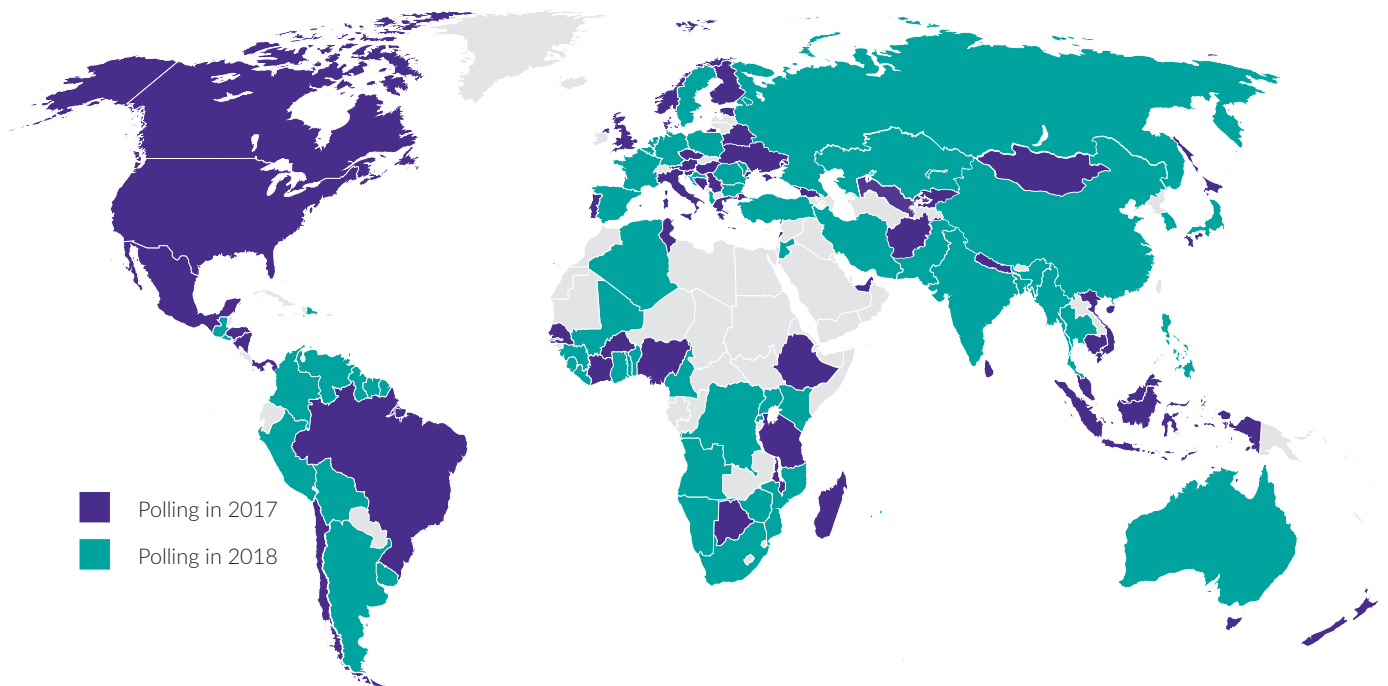
⁴ Pleasence, Pascoe, Nigel J. Balmer and Rebecca L. Sandefur. "Paths to Justice: A Past, Present and Future Roadmap." London: UCL Centre for Empirical Legal Studies, 2013.

The WJP's study is the first-ever effort to capture comparable data on legal needs and public access to civil justice on a global scale, representing the voices of more than 46,000 people in 45 countries. The WJP will expand this study in 2018 to include more than 100 countries and jurisdictions.

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While the majority of previous legal needs surveys varied greatly from country to country and focused primarily on developed nations, the dispute resolution module of the GPP is standardized, allowing for comparisons across countries in different regions and with varying levels of economic development. This module can therefore provide a framework and benchmarks for understanding legal needs and public access to civil justice across a large number of countries, and contribute to the development of robust indicators for measuring access to justice.

Figure 1. 2017 & 2018 Polling Schedule for WJP Global Access to Justice Study



Study Design and Insights

About this Survey

Every year, the World Justice Project administers the General Population Poll to collect data from representative samples of the general public, which are used to compute the scores and rankings for the WJP's annual **Rule of Law Index**⁵.

The data presented in this report are derived from the dispute resolution module of the GPP, administered in 45 countries and jurisdictions in the fall of 2017 using a probability sample of 1,000 respondents in the three largest cities of each country. In 2018, the WJP is scheduled to administer the GPP and collect data on access to civil justice for an additional 60 countries (see Figure 1). The dispute resolution module comprises 117 of the 344 questions in the GPP survey instrument, and can be broken into 11 themes or sub-sections that allow the interviewer to follow respondents through their experience dealing with everyday legal problems:

1. Types of legal problems experienced in the last two years
2. Problem seriousness
3. Sources of help and advice, both professional and informal
4. Residual problem resolving behavior, such as attempts to learn more about the legal issue
5. Reasons for advice not being obtained
6. Resolution process, through both formal institutions and informal means
7. Fact and manner of conclusion
8. Perceptions of the quality of the process and outcome
9. Cost of problem resolution
10. Legal capability, awareness, and confidence
11. Impact of experiencing a legal problem

The full dispute resolution module is available for download in the "Appendix" section of this report. Additional information on the WJP's polling methodology, data validation process, and the sample sizes and city selection of each of the countries and jurisdictions included in the study are available in the "Project Design" section of this report.

⁵The General Population Poll (GPP) is one of two original data sources collected by the WJP to compute Rule of Law Index scores and rankings. The second data source is derived from Qualified Respondents' Questionnaires (QRQs) for legal professionals with expertise in civil and commercial law, criminal law, labor law, and public health. QRQ data were not used for this study. For the full Index methodology, please see: <http://worldjusticeproject.org/methodology>.

Background & Development

The WJP's global study on access to justice and the data presented in this report are the culmination of an extensive two-year pilot and vetting process, and reflect the consultations of governments, multilaterals, local civil society organizations, and academics from 17 countries. The dispute resolution module of the GPP draws on a comprehensive review of past legal needs surveys and builds on what is known in the literature as the "Paths to Justice" tradition.

The data presented in this report are the culmination of an extensive two-year pilot and vetting process, and reflect the consultations of governments, multilaterals, local civil society organizations, and academics from 17 countries.

Throughout the development of the survey instrument, the WJP received vital input from an advisory stream of expert stakeholders and justice measurement experts convened by the Open Society Justice Initiative (OSJI) and OECD to produce methodological guidance on the development, implementation, and use of legal needs surveys. In order to produce such guidance for stakeholders seeking to better monitor SDG Target 16.3 and strengthen measures of civil justice, the advisory stream identified and documented the essential components of legal needs surveys, the definition of justiciable problems, and best practices for designing surveys that capture information about forms of legal and social support, resolution mechanisms, and other key impacts and outcomes associated with experiencing a legal problem.

With the input of the advisory stream, the WJP developed a pilot dispute resolution module, which was administered in 61 countries in the summer of 2016. Throughout 2016 and 2017, the WJP continued our engagement with the OSJI and OECD advisory stream and, in addition, participated in a series of in-country and virtual meetings with justice measurement specialists and local experts. These consultations provided an opportunity to discuss the WJP's methodology and survey instrument, assess the validity of the pilot data, and receive feedback for consideration while refining the survey module for administration in 2017.

With approximately a quarter of those surveyed reporting that their legal problem led to a stress-related illness, loss of employment, or the need to relocate, this study reinforces the impact of justice issues on people's lives.

Global Insights

While results vary by country, this study reveals that people in all countries experience legal problems, regardless of their socio-economic status and gender. What's more, many people's approach to resolving their legal issues does not involve lawyers and courts at all, with most respondents surveyed preferring to seek help from a family member or friend or to work out the problem directly with the other party. This study also reveals that, across countries, many people's legal problems remain unresolved, either because they could not fully settle the issue or because they ultimately give up or move away. Last but certainly not least, with more than 1 in 4 respondents (26%) having experienced a stress-related illness and more than 1 in 5 respondents (21%) reporting the loss of employment or need to relocate as a result of their legal problem, Global Insights on Access to Justice reinforces the role of justice issues on people's lives.

Country Profiles

The data derived from the dispute resolution module of the GPP are presented as 45 country profiles in the section that follows. Each profile features data from select questions, and is designed to illustrate the paths that respondents followed to deal with their legal problems by highlighting:

- 1. Incidence of Legal Problems:** Shows the percentage of those surveyed who experienced any legal problem in the last two years, both overall and disaggregated by gender. For the purposes of the profile, the 38 disputes listed in the survey instrument are grouped into 13 categories. Please see [Table 1](#) for a full list of legal problems and how they are categorized.
- 2. Violence:** Shows the percentage of those who experienced a legal problem and reported that one of the parties resorted to physical violence during or in the process of settling the dispute.
- 3. Action or Inaction:** Shows the percentage of those who experienced a legal problem and whether they or somebody acting on their behalf turned to any institution or actor to adjudicate, mediate, or resolve the problem. This includes taking the legal problem to a court or tribunal, the police, a government office or authority, a religious or community leader, a third party mediator, or a formal complaints or appeal process.
- 4. Status of Legal Problems:** Shows whether the respondents' legal problem is done or ongoing. "Done" refers to respondents who either fully resolved their problem or who have given up all actions to resolve it further. For those whose legal problem is done, the profile shows a breakdown of how the problem was concluded. "Ongoing" refers to respondents who reported that their problem is still ongoing or who are still in the early stages of dealing with their dispute.

5. Process, Perceptions & Legal Capability: Breaks down a number of data points on respondents' experiences and perceptions depending on whether their legal problem is done or ongoing.

5A. Done: Shows the average duration of the resolution process and, for those who incurred costs to resolve their legal problem, the percentage who reported that it was difficult or impossible to find the money needed to pay these costs. This section also shows the percentage of respondents who reported that they were satisfied or very satisfied with the outcome of the resolution process, as well as respondents' assessment of their ability to deal with their legal problem. This includes whether they knew where to get advice, were confident they could achieve a fair outcome, and could obtain all the expert help they wanted.

5B. Ongoing: Shows the percentage of respondents who reported that they were satisfied or very satisfied with how things were turning out so far with their legal problem. This section also shows legal capability questions reflecting respondents' assessment of their ability to deal with their dispute. This includes whether they knew where to get advice, were confident they could achieve a fair outcome, and could obtain all the expert help they wanted.

6. Hardship: Shows the percentage – both overall and disaggregated by gender – of those who experienced a legal problem and who reported that they experienced any kind of hardship as a result. This figure is further broken down into specific difficulties experienced, including stress-related illness, the breakdown of a relationship, loss of employment or the need to relocate, and problems with alcohol or drugs.

More detailed summary statistics for each country and jurisdiction can be downloaded from the "Appendix" section of this report.

Table 1: Categorization of Legal Problems from the GPP Dispute Resolution Module

Accidental illness & injury	
Injuries or health problems sustained as a result of an accident or due to poor working conditions	
Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment	
Citizenship & ID	
Difficulties obtaining birth certificates for you or your children	
Difficulties obtaining a government-issued ID card	
Problems with you or your children's citizenship, residency, or immigration status	
Community & natural resources	
Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets	
Lack of access to water, sanitation, and/or electricity	
Consumer	
Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.)	
Problems related to obtaining a refund for faulty or damaged goods	
Major disruptions in the supply of utilities (e.g. water, electricity, phone) or incorrect billing	
Debt	
Being behind on and unable to pay credit cards, utility bills (e.g. water, electricity, gas), or a loan	
Being threatened by debt collectors over unpaid loans or bills	
Being threatened, harassed, or extorted by a mob, a gang, or another criminal organization	
Employment	
Being dismissed from a job unfairly	
Difficulties obtaining wages or employment benefits that were agreed on in advance	
Harassment at work	
Education	
Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend	
You or your children being bullied or harassed at school or another educational institution	
Family	
Divorce or separation	
Difficulties obtaining child support payments	
Difficulties paying child support	
Dispute over child custody or visitation arrangements	
Threats or physical violence from a current partner, ex-partner, or other household member	
Disagreement over the content of a will or the division of property after the death of a family member	
	Land
	Problems obtaining land titles, property titles, or permission for building projects for your own home
	Problems related to squatting and land grabbing
	Problems with your neighbors over boundaries or the right to pass through property, fences, or trees
	Problems with co-owners or community members over selling property
	Housing
	Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction
	Problems with a tenant about rental agreements or property damage
	Problems with your neighbors over noise, litter, parking spots, or pets
	Becoming homeless
	Law enforcement
	Being beaten up or arrested without justification by a member of the police or the military
	Money
	Difficulties collecting money owed to you
	Insurance claims being denied
	Public services
	Difficulties obtaining public benefits or government assistance such as cash transfers, pensions, or disability benefits
	Difficulties accessing care in public clinics or hospitals
	Tax disputes or disputes with other government bodies

section

II

Country Profiles



Afghanistan

Incidence of Legal Problems

58%
Experienced a legal problem in the last two years

58%
FEMALE
58%
MALE

Incidence by type of problem:

- 5% Accidental illness & injury
- 5% Citizenship & ID
- 9% Community & natural resources
- 26% Consumer
- 4% Debt
- 7% Employment
- 4% Education
- 13% Family
- 23% Housing
- 19% Land
- 1% Law enforcement
- 4% Money
- 7% Public services

Action or Inaction

37%
Turned to an authority or third party to help resolve the problem

63%
Did NOT turn to an authority or third party to help resolve the problem

Violence

32%
Reported that one party resorted to physical violence

Done

72%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 75% Problem sorted itself out
- 16% Decision by third party or authority
- 6% Gave up or moved away
- 3% Other

Ongoing

28%
Have not resolved the problem

Duration

2.62 Months
Average time to solve the problem

Financial Difficulty

12%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

75%
Are satisfied with the outcome

Legal Capability

72%
Knew where to get advice

59%
Were confident they could achieve a fair outcome

49%
Got all the expert help they wanted

Satisfaction

47%
Are satisfied with the process so far

Legal Capability

64%
Knew where to get advice

42%
Were confident they could achieve a fair outcome

39%
Got all the expert help they wanted

Hardship

42%
Experienced a hardship as a result of their legal problem

44%
FEMALE
41%
MALE

Type of hardship:

- 26% Stress related illness
- 20% Relationship breakdown
- 22% Relocated or lost employment
- N/A Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 992 adults age 18+ in the three largest cities (Kabul, Kandahar, and Herat).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



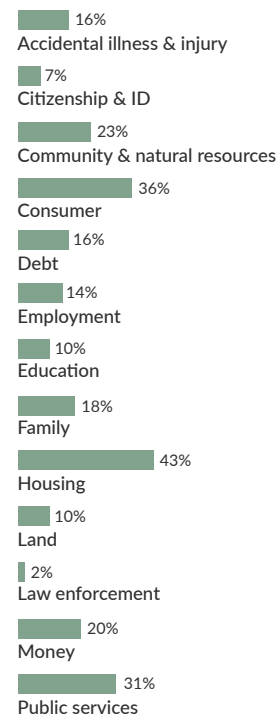
Austria

Incidence of Legal Problems

75%
Experienced a legal problem in the last two years

76% FEMALE
75% MALE

Incidence by type of problem:



Action or Inaction

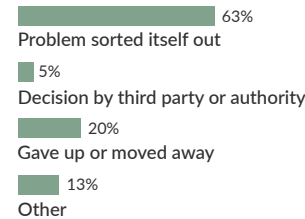
14%
Turned to an authority or third party to help resolve the problem

86%
Did NOT turn to an authority or third party to help resolve the problem

Done

68%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Duration

9.68 Months
Average time to solve the problem

Financial Difficulty

13%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

64%
Are satisfied with the outcome

Legal Capability

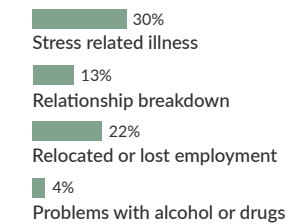
69%
Knew where to get advice
63%
Were confident they could achieve a fair outcome
54%
Got all the expert help they wanted

Hardship

43%
Experienced a hardship as a result of their legal problem

43% FEMALE
42% MALE

Type of hardship:



Violence

5%
Reported that one party resorted to physical violence

Ongoing

32%
Have not resolved the problem

Satisfaction

31%
Are satisfied with the process so far

Legal Capability

62%
Knew where to get advice
54%
Were confident they could achieve a fair outcome
45%
Got all the expert help they wanted

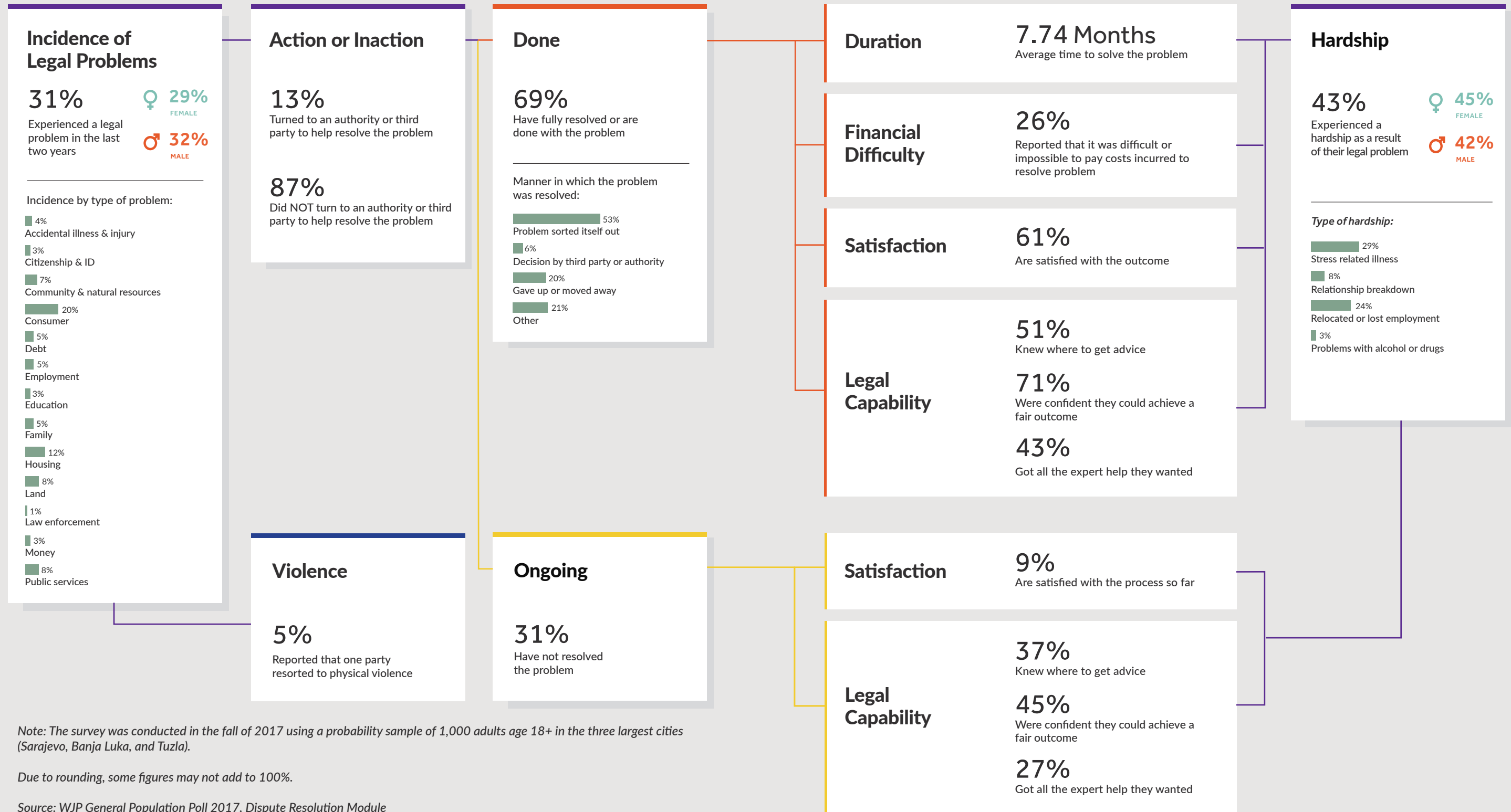
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,008 adults age 18+ in the three largest cities (Vienna, Graz, and Linz).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Bosnia & Herzegovina



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Sarajevo, Banja Luka, and Tuzla).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



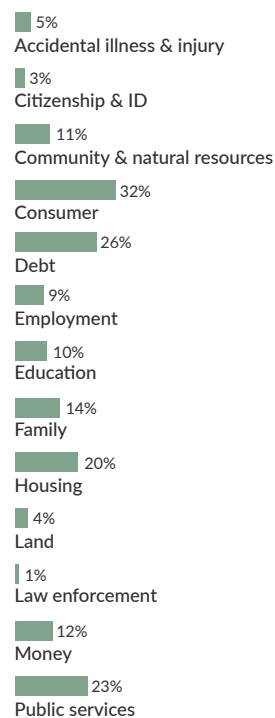
Brazil

Incidence of Legal Problems

69%
Experienced a legal problem in the last two years

68% FEMALE
70% MALE

Incidence by type of problem:



Action or Inaction

13%
Turned to an authority or third party to help resolve the problem

87%
Did NOT turn to an authority or third party to help resolve the problem

Done

68%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 78% Problem sorted itself out
- 4% Decision by third party or authority
- 10% Gave up or moved away
- 7% Other

Duration

5.85 Months
Average time to solve the problem

Financial Difficulty

12%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

77%
Are satisfied with the outcome

Legal Capability

60%
Knew where to get advice

68%
Were confident they could achieve a fair outcome

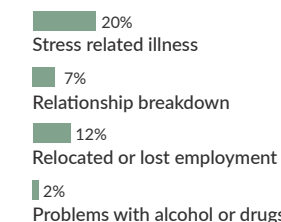
54%
Got all the expert help they wanted

Hardship

28%
Experienced a hardship as a result of their legal problem

32% FEMALE
24% MALE

Type of hardship:



Violence

4%
Reported that one party resorted to physical violence

Ongoing

32%
Have not resolved the problem

Satisfaction

22%
Are satisfied with the process so far

Legal Capability

30%
Knew where to get advice

40%
Were confident they could achieve a fair outcome

21%
Got all the expert help they wanted

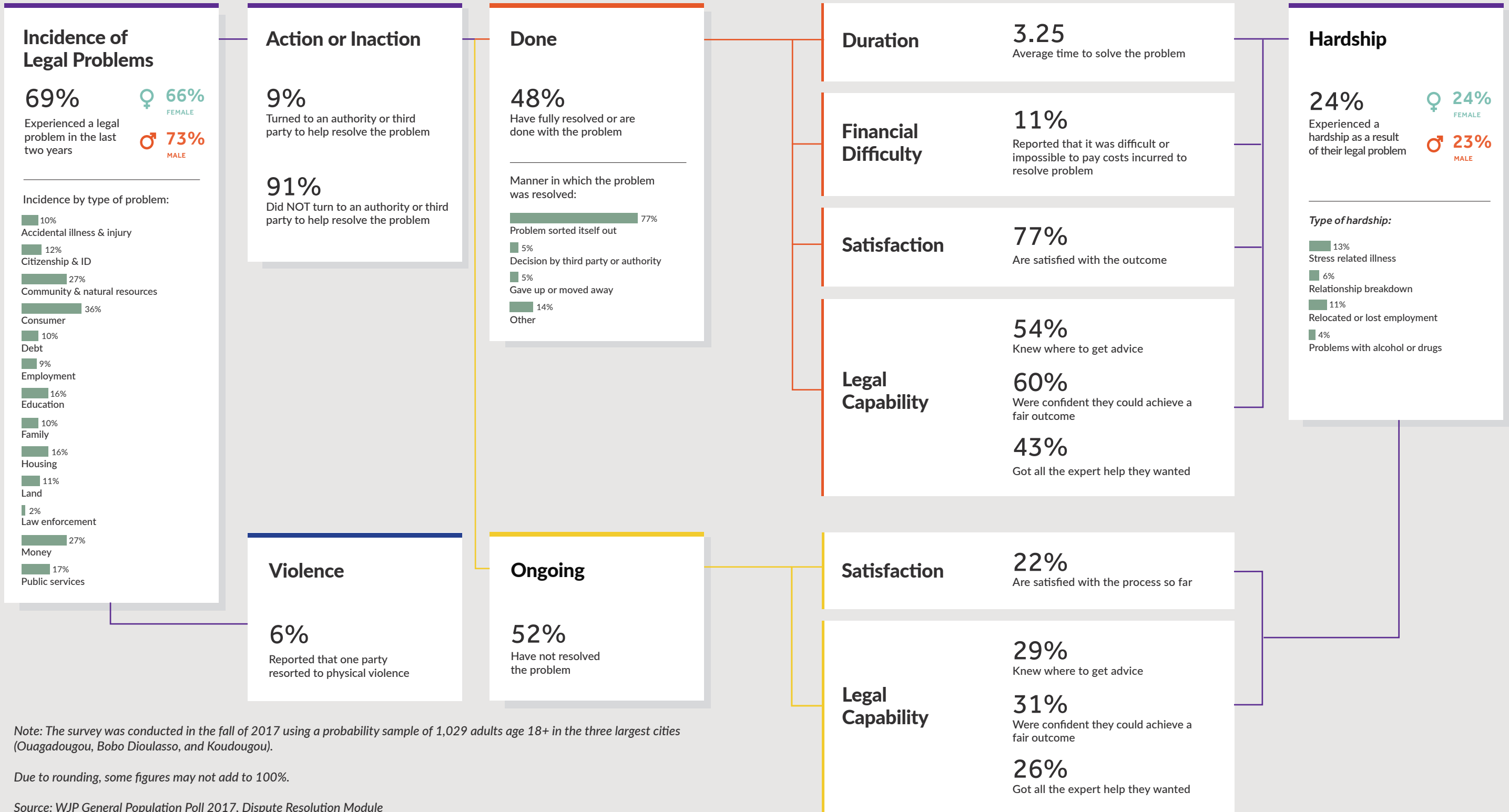
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,049 adults age 18+ in the three largest cities (São Paulo, Rio de Janeiro, and Salvador).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



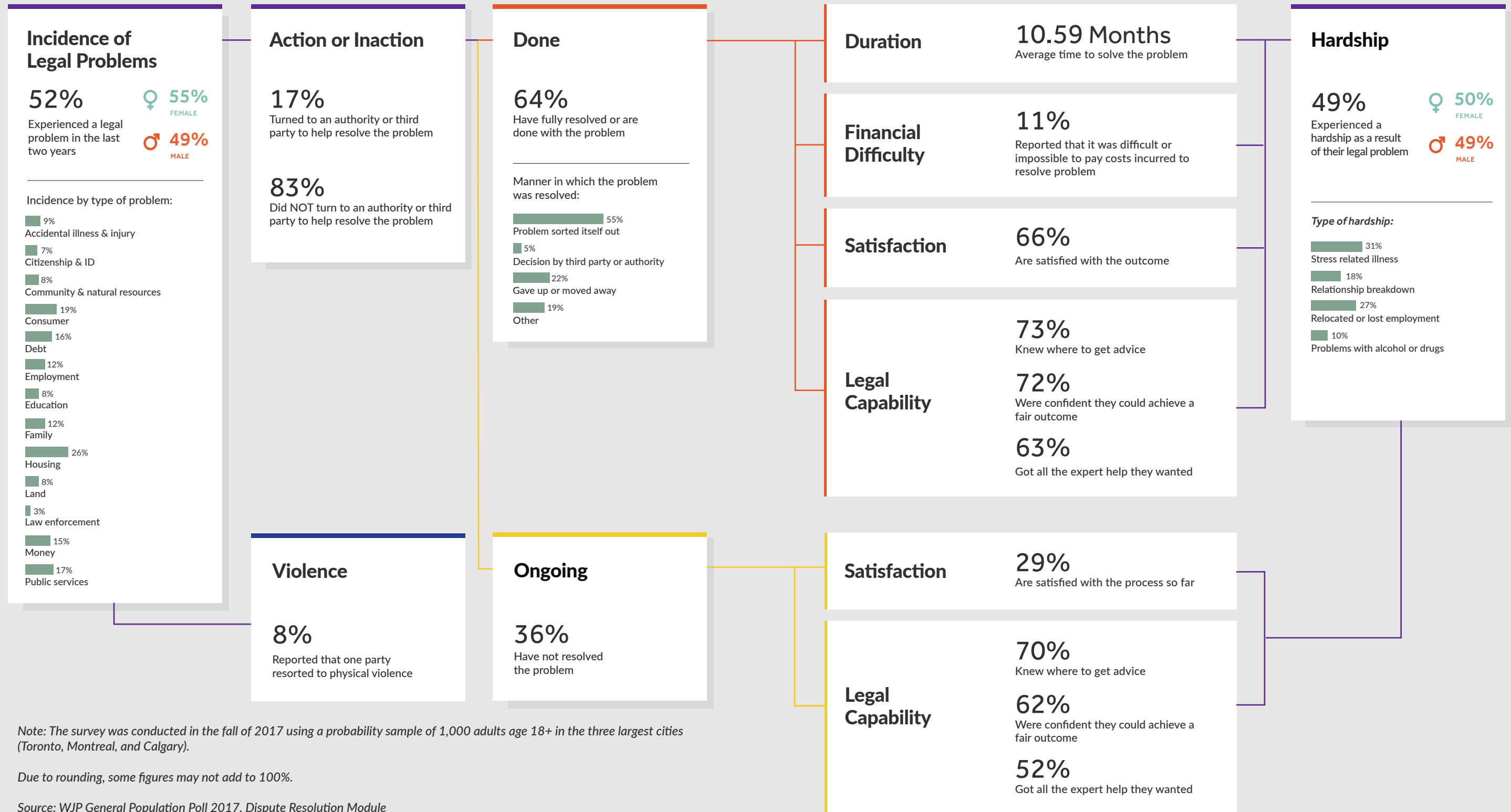
Burkina Faso



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,029 adults age 18+ in the three largest cities (Ouagadougou, Bobo Dioulasso, and Koudougou).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module





Chile

Incidence of Legal Problems

44%
Experienced a legal problem in the last two years

44% FEMALE
44% MALE

Incidence by type of problem:

- 5% Accidental illness & injury
- 1% Citizenship & ID
- 4% Community & natural resources
- 23% Consumer
- 4% Debt
- 6% Employment
- 5% Education
- 9% Family
- 15% Housing
- 7% Land
- 1% Law enforcement
- 4% Money
- 7% Public services

Action or Inaction

13%
Turned to an authority or third party to help resolve the problem

87%
Did NOT turn to an authority or third party to help resolve the problem

Violence

6%
Reported that one party resorted to physical violence

Done

79%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 80% Problem sorted itself out
- 6% Decision by third party or authority
- 7% Gave up or moved away
- 7% Other

Ongoing

21%
Have not resolved the problem

Duration

7.15 Months
Average time to solve the problem

Financial Difficulty

5%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

84%
Are satisfied with the outcome

Legal Capability

73%
Knew where to get advice

76%
Were confident they could achieve a fair outcome

69%
Got all the expert help they wanted

Satisfaction

36%
Are satisfied with the process so far

Legal Capability

53%
Knew where to get advice

50%
Were confident they could achieve a fair outcome

47%
Got all the expert help they wanted

Hardship

23%
Experienced a hardship as a result of their legal problem

21% FEMALE
24% MALE

Type of hardship:

- 15% Stress related illness
- 7% Relationship breakdown
- 12% Relocated or lost employment
- 1% Problems with alcohol or drugs

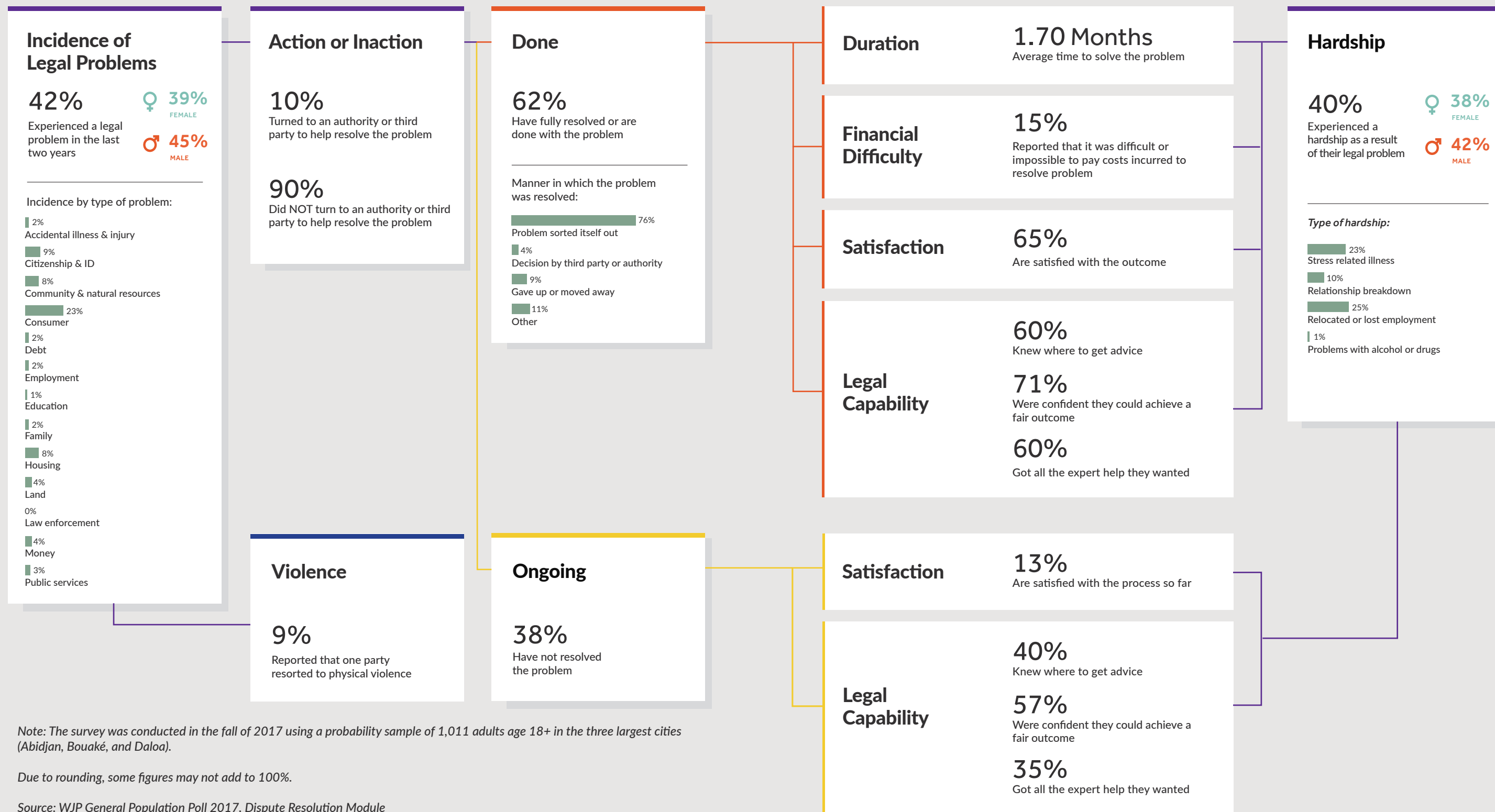
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,011 adults age 18+ in the three largest cities (Santiago, Valparaíso/Viña del Mar, and Antofagasta).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Cote d'Ivoire



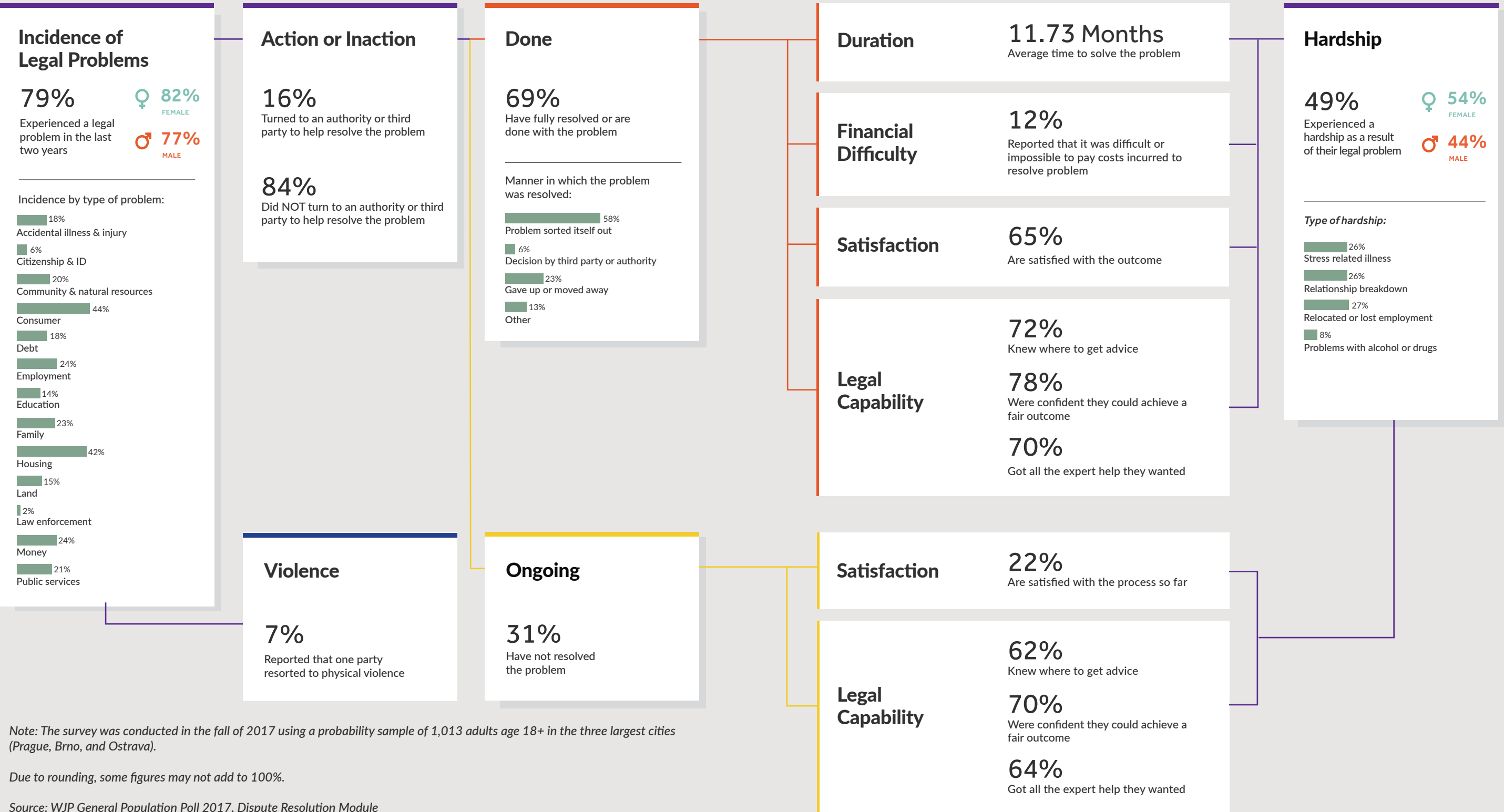
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,011 adults age 18+ in the three largest cities (Abidjan, Bouaké, and Daloa).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Czech Republic



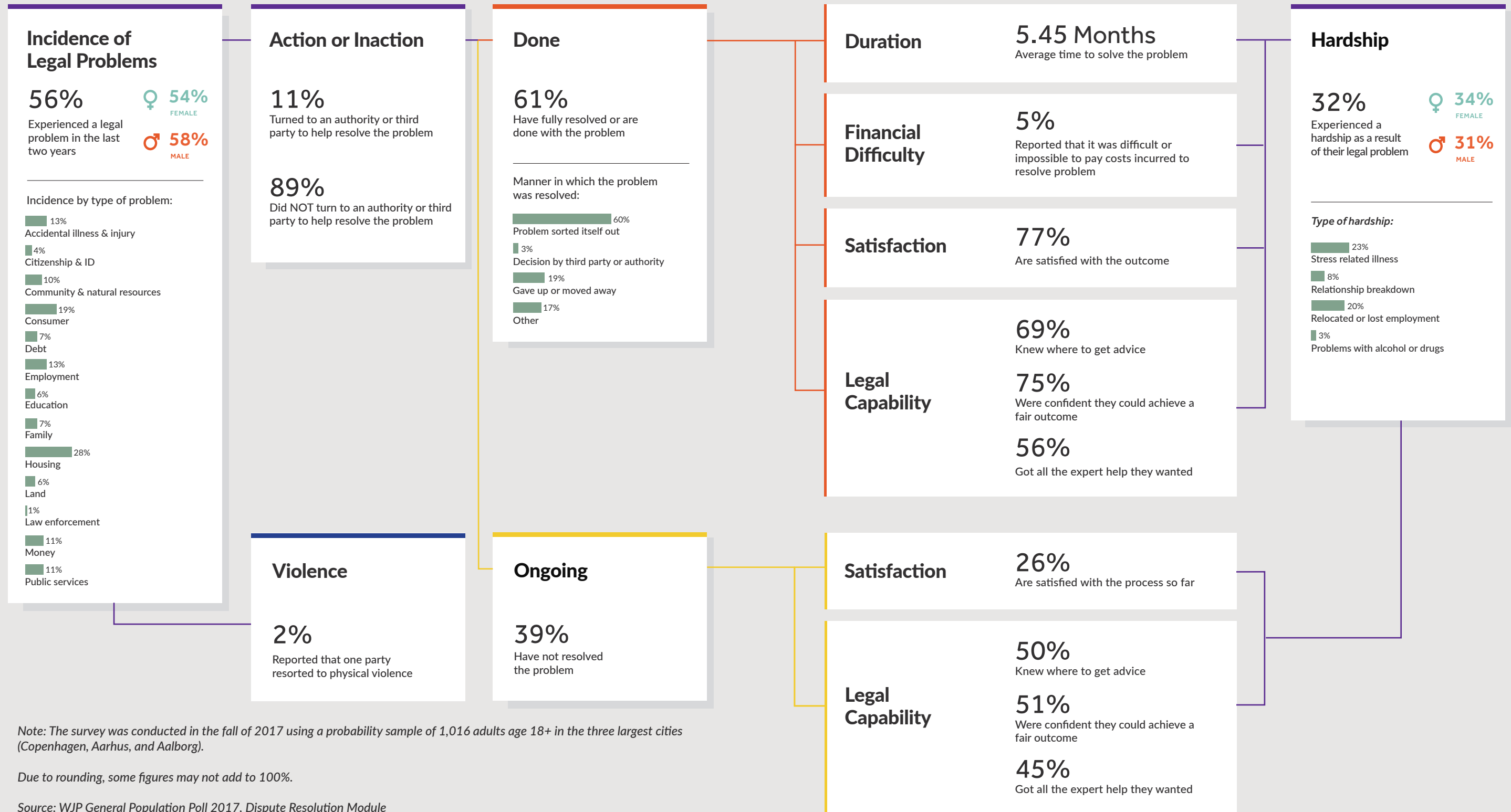
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,013 adults age 18+ in the three largest cities (Prague, Brno, and Ostrava).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



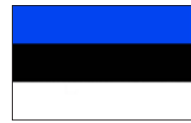
Denmark



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,016 adults age 18+ in the three largest cities (Copenhagen, Aarhus, and Aalborg).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Estonia

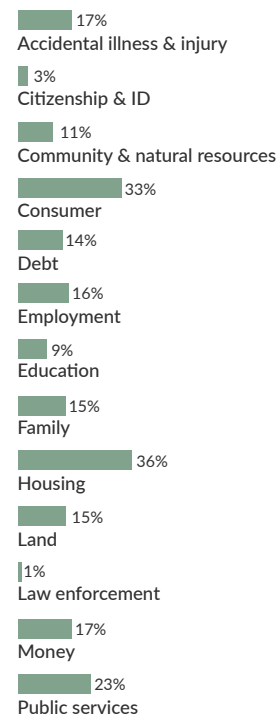
Incidence of Legal Problems

72%
Experienced a legal problem in the last two years

♀ **75%**
FEMALE

♂ **70%**
MALE

Incidence by type of problem:



Action or Inaction

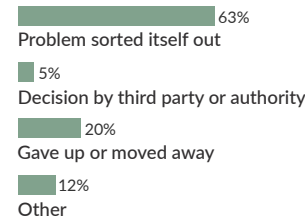
11%
Turned to an authority or third party to help resolve the problem

89%
Did NOT turn to an authority or third party to help resolve the problem

Done

67%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Duration

6.54 Months
Average time to solve the problem

Financial Difficulty

9%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

73%
Are satisfied with the outcome

Legal Capability

67%
Knew where to get advice

74%
Were confident they could achieve a fair outcome

63%
Got all the expert help they wanted

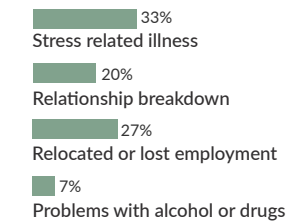
Hardship

46%
Experienced a hardship as a result of their legal problem

♀ **49%**
FEMALE

♂ **43%**
MALE

Type of hardship:



Violence

5%
Reported that one party resorted to physical violence

Ongoing

33%
Have not resolved the problem

Satisfaction

21%
Are satisfied with the process so far

Legal Capability

51%
Knew where to get advice

57%
Were confident they could achieve a fair outcome

39%
Got all the expert help they wanted

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,010 adults age 18+ in the three largest cities (Tallinn, Tartu, and Narva).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



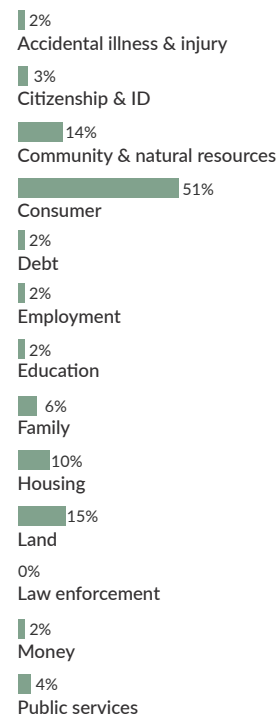
Ethiopia

Incidence of Legal Problems

74% Experienced a legal problem in the last two years

75% FEMALE
74% MALE

Incidence by type of problem:



Action or Inaction

29% Turned to an authority or third party to help resolve the problem

71% Did NOT turn to an authority or third party to help resolve the problem

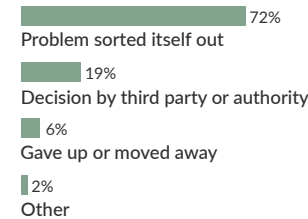
Violence

26% Reported that one party resorted to physical violence

Done

39% Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Ongoing

61% Have not resolved the problem

Duration

5.40 Months
Average time to solve the problem

Financial Difficulty

26% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

53% Are satisfied with the outcome

Legal Capability

52% Knew where to get advice

39% Were confident they could achieve a fair outcome

36% Got all the expert help they wanted

Satisfaction

36% Are satisfied with the process so far

Legal Capability

56% Knew where to get advice

33% Were confident they could achieve a fair outcome

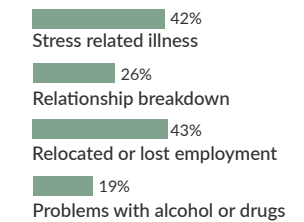
35% Got all the expert help they wanted

Hardship

66% Experienced a hardship as a result of their legal problem

65% FEMALE
67% MALE

Type of hardship:



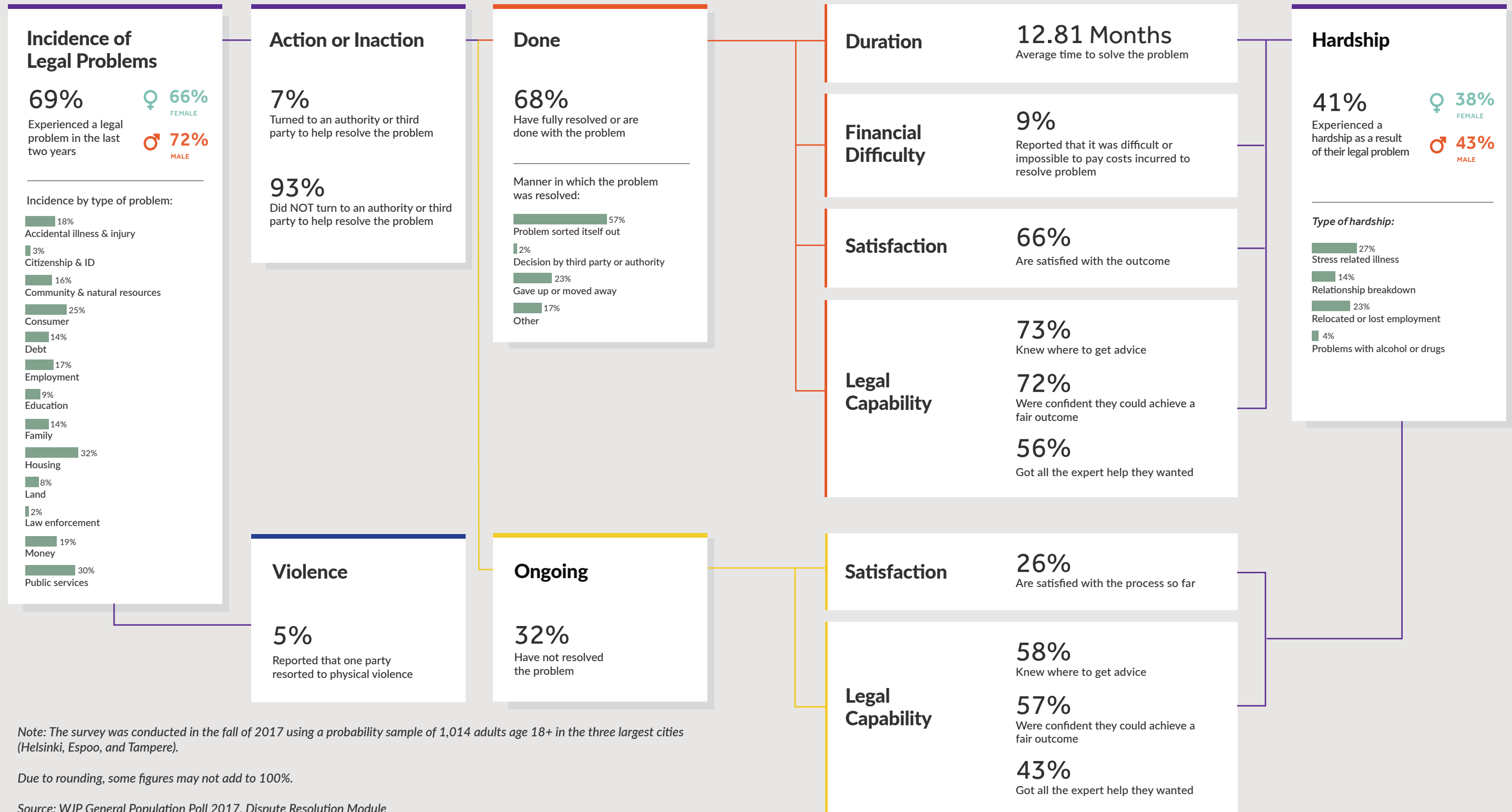
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,037 adults age 18+ in the three largest cities (Addis Ababa, Gonder, and Nazret).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Finland



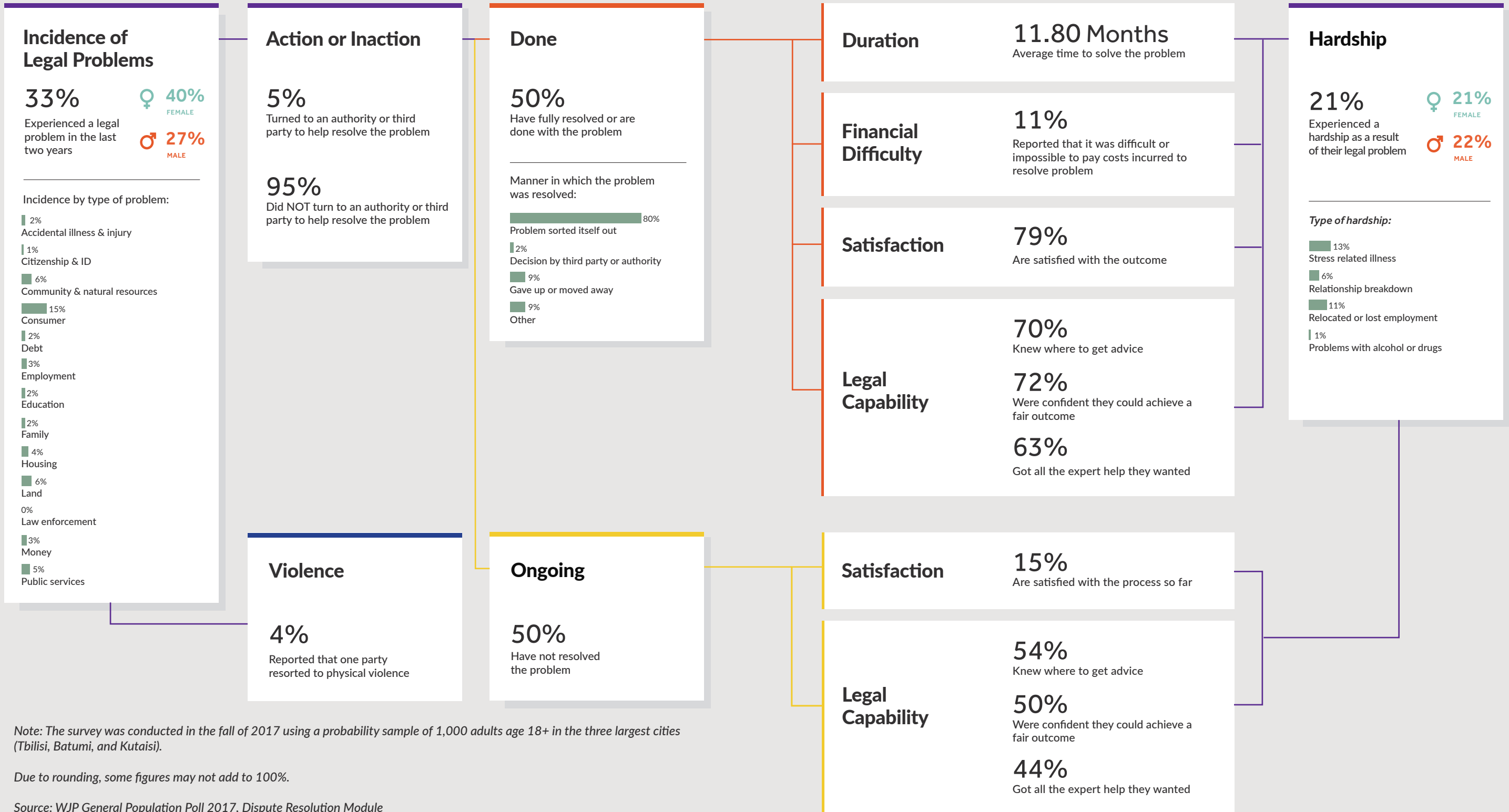
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,014 adults age 18+ in the three largest cities (Helsinki, Espoo, and Tampere).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Georgia



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Tbilisi, Batumi, and Kutaisi).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



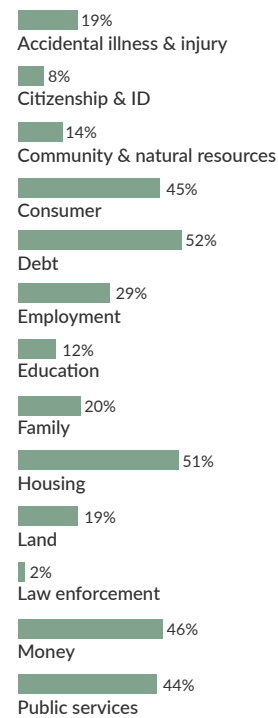
Greece

Incidence of Legal Problems

89%
Experienced a legal problem in the last two years

89% FEMALE
88% MALE

Incidence by type of problem:



Action or Inaction

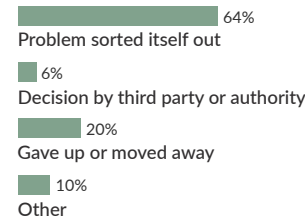
21%
Turned to an authority or third party to help resolve the problem

79%
Did NOT turn to an authority or third party to help resolve the problem

Done

51%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Duration

12.51 Months
Average time to solve the problem

Financial Difficulty

35%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

71%
Are satisfied with the outcome

Legal Capability

67%
Knew where to get advice

77%
Were confident they could achieve a fair outcome

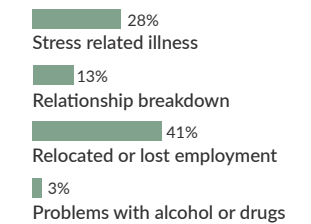
53%
Got all the expert help they wanted

Hardship

54%
Experienced a hardship as a result of their legal problem

55% FEMALE
52% MALE

Type of hardship:



Violence

3%
Reported that one party resorted to physical violence

Ongoing

49%
Have not resolved the problem

Satisfaction

27%
Are satisfied with the process so far

Legal Capability

57%
Knew where to get advice

63%
Were confident they could achieve a fair outcome

42%
Got all the expert help they wanted

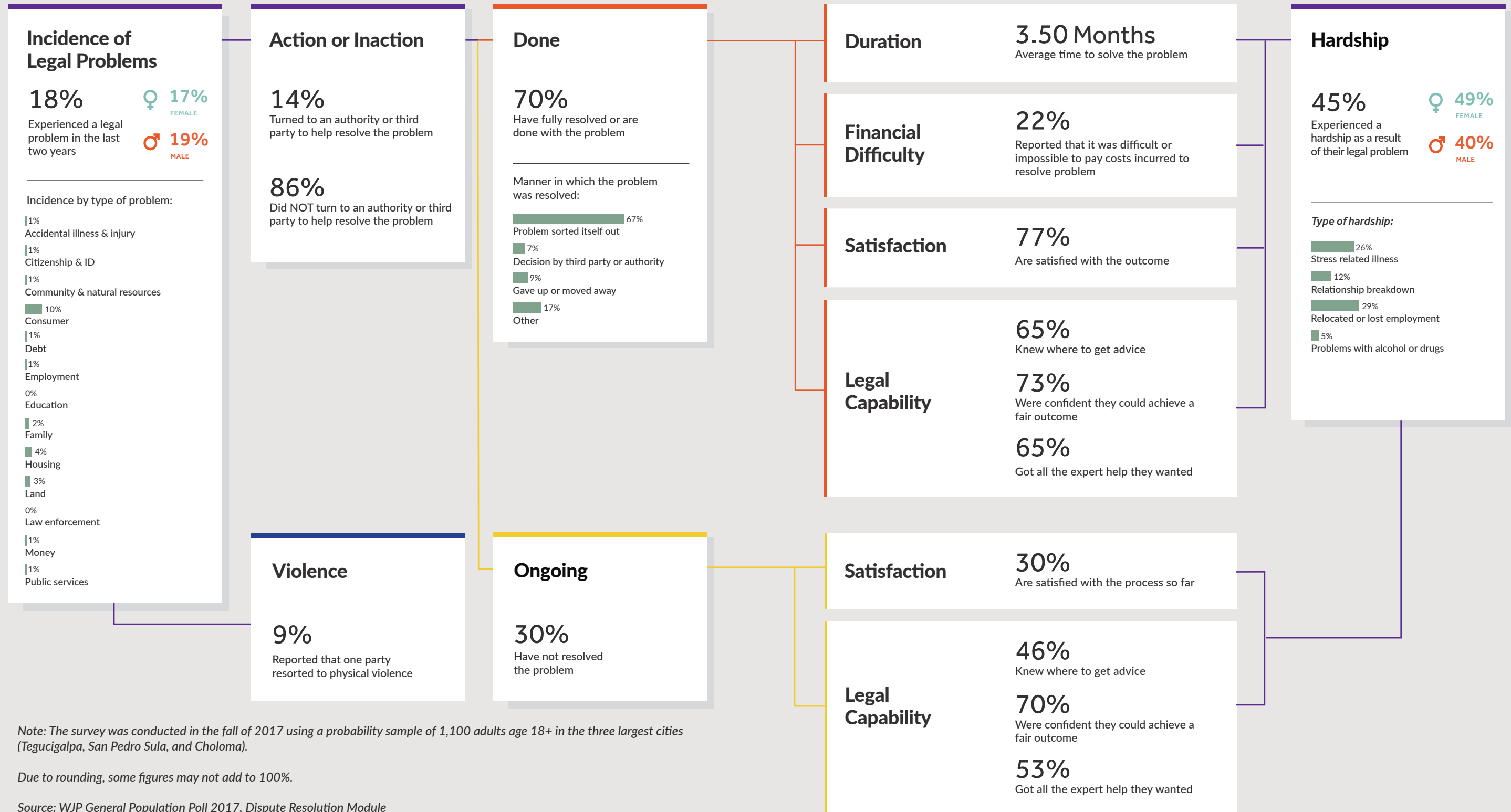
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,015 adults age 18+ in the three largest cities (Athens, Thessaloniki, and Patras).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Honduras



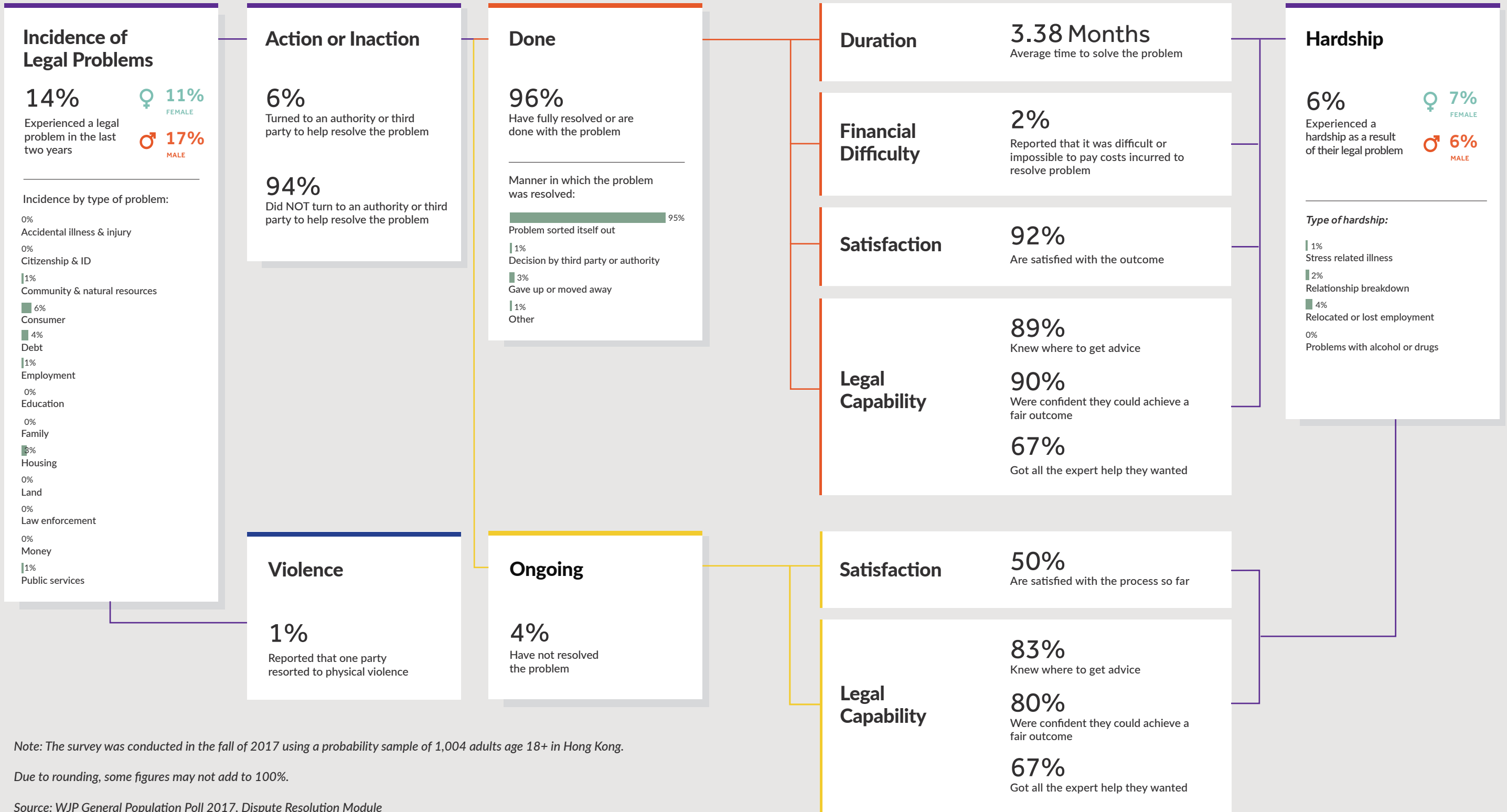
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,100 adults age 18+ in the three largest cities (Tegucigalpa, San Pedro Sula, and Choloma).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



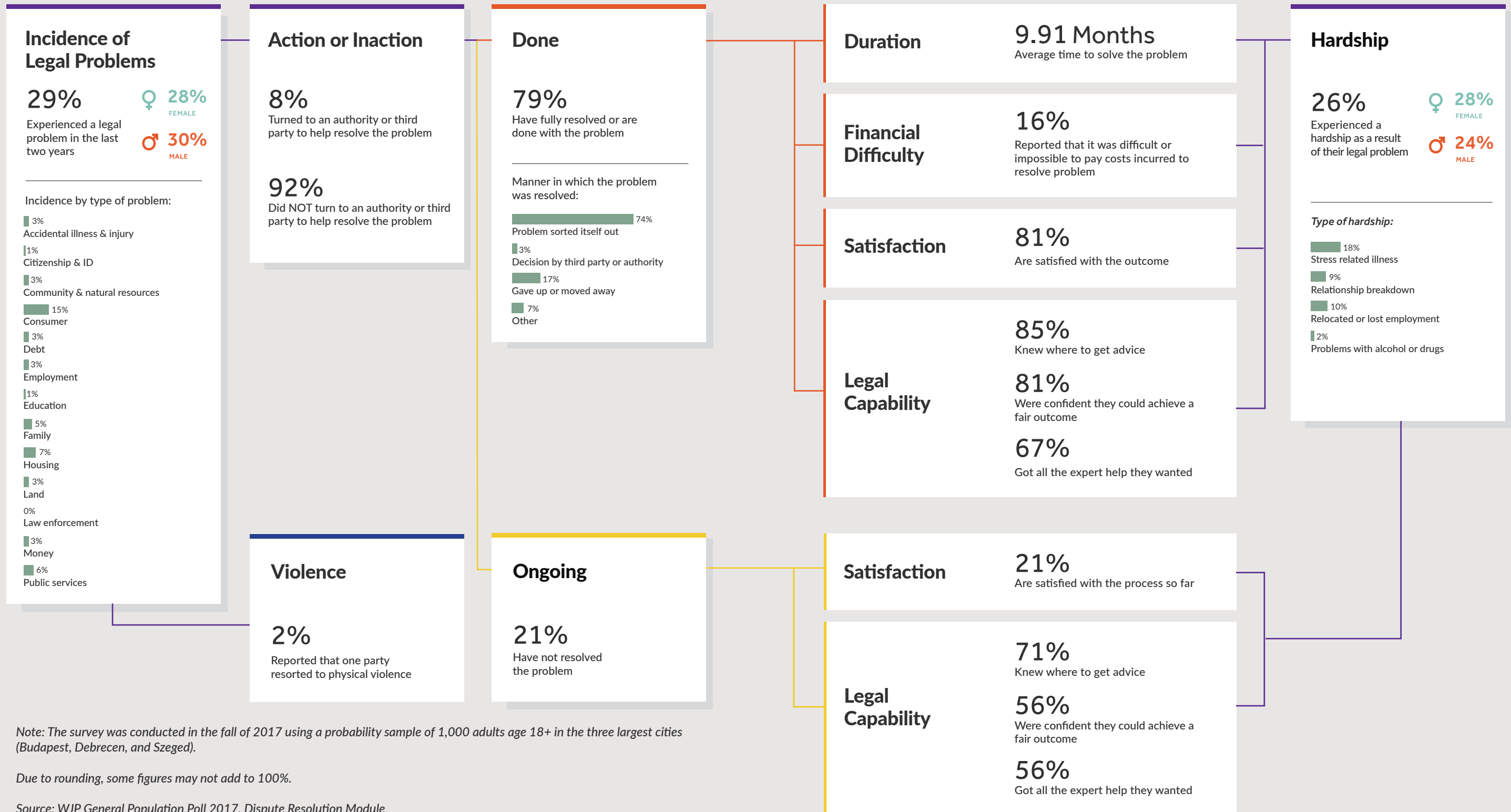
Hong Kong SAR, China



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 adults age 18+ in Hong Kong.

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Budapest, Debrecen, and Szeged).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Indonesia

Incidence of Legal Problems

26% Experienced a legal problem in the last two years

♀ **24%** FEMALE
♂ **28%** MALE

Incidence by type of problem:

- 1% Accidental illness & injury
- 9% Citizenship & ID
- 6% Community & natural resources
- 9% Consumer
- 4% Debt
- 2% Employment
- 1% Education
- 1% Family
- 7% Housing
- 2% Land
- 0% Law enforcement
- 6% Money
- 5% Public services

Action or Inaction

8% Turned to an authority or third party to help resolve the problem

92% Did NOT turn to an authority or third party to help resolve the problem

Violence

2% Reported that one party resorted to physical violence

Done

79% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 93% Problem sorted itself out
- 1% Decision by third party or authority
- 5% Gave up or moved away
- 1% Other

Ongoing

21% Have not resolved the problem

Duration

1.98 Months
Average time to solve the problem

Financial Difficulty

4% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

90% Are satisfied with the outcome

Legal Capability

88% Knew where to get advice
93% Were confident they could achieve a fair outcome
78% Got all the expert help they wanted

Satisfaction

18% Are satisfied with the process so far

Legal Capability

67% Knew where to get advice
75% Were confident they could achieve a fair outcome
52% Got all the expert help they wanted

Hardship

8% Experienced a hardship as a result of their legal problem

♀ **5%** FEMALE
♂ **10%** MALE

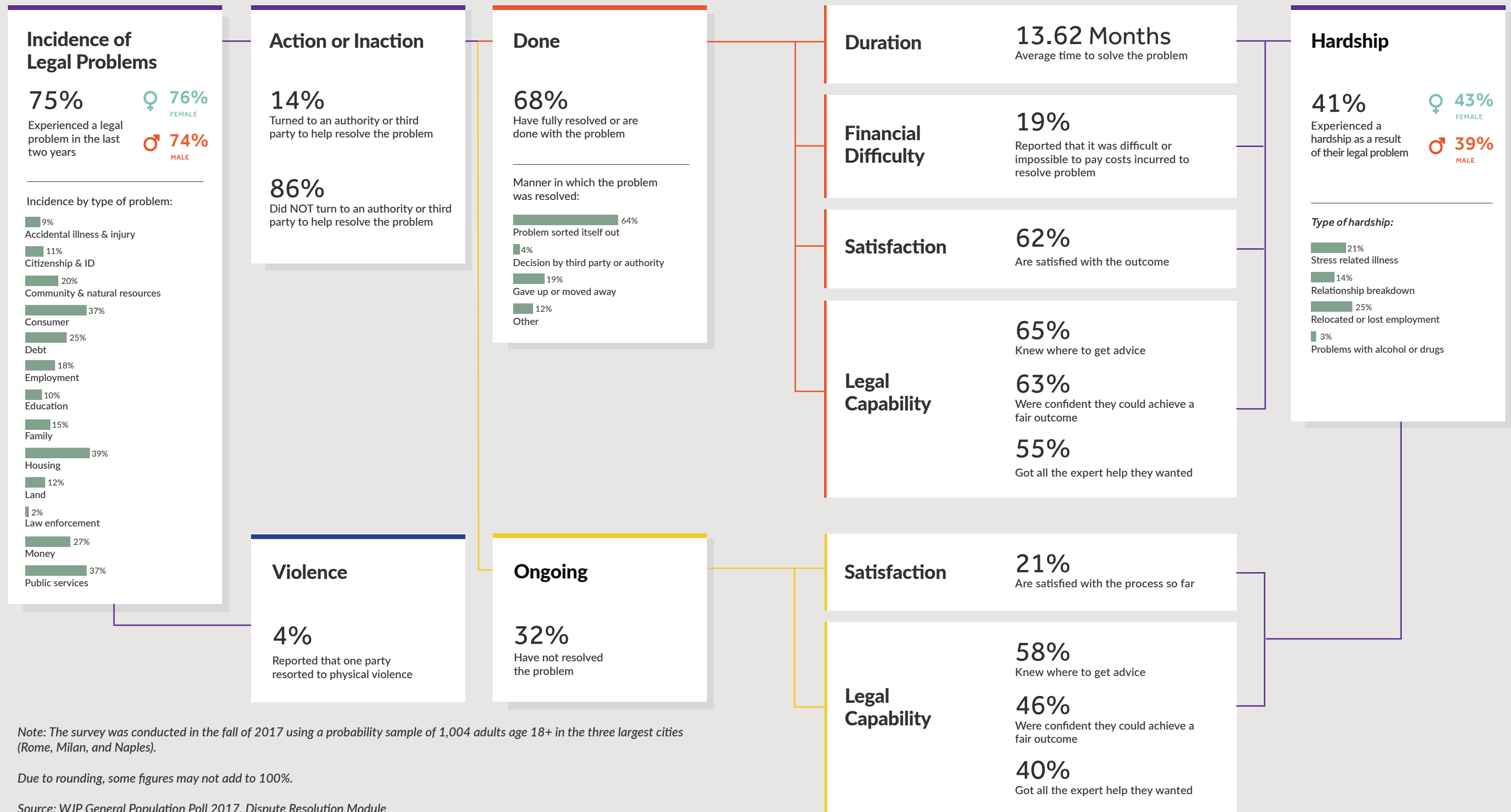
Type of hardship:

- 5% Stress related illness
- 2% Relationship breakdown
- 3% Relocated or lost employment
- 0% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 adults age 18+ in the three largest cities (Jakarta, Surabaya, and Bandung).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 adults age 18+ in the three largest cities (Rome, Milan, and Naples).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Kazakhstan

Incidence of Legal Problems

26% Experienced a legal problem in the last two years

♀ **29%** FEMALE
♂ **24%** MALE

Incidence by type of problem:

- 5% Accidental illness & injury
- 4% Citizenship & ID
- 4% Community & natural resources
- 12% Consumer
- 5% Debt
- 6% Employment
- 3% Education
- 5% Family
- 7% Housing
- 6% Land
- 2% Law enforcement
- 5% Money
- 8% Public services

Action or Inaction

12% Turned to an authority or third party to help resolve the problem

88% Did NOT turn to an authority or third party to help resolve the problem

Violence

4% Reported that one party resorted to physical violence

Done

75% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 77% Problem sorted itself out
- 2% Decision by third party or authority
- 11% Gave up or moved away
- 10% Other

Ongoing

25% Have not resolved the problem

Duration

7.00 Months
Average time to solve the problem

Financial Difficulty

26% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

72% Are satisfied with the outcome

Legal Capability

63% Knew where to get advice

64% Were confident they could achieve a fair outcome

57% Got all the expert help they wanted

Satisfaction

31% Are satisfied with the process so far

Legal Capability

59% Knew where to get advice

56% Were confident they could achieve a fair outcome

35% Got all the expert help they wanted

Hardship

40% Experienced a hardship as a result of their legal problem

♀ **37%** FEMALE
♂ **45%** MALE

Type of hardship:

- 23% Stress related illness
- 13% Relationship breakdown
- 22% Relocated or lost employment
- 6% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Almaty, Astana, and Shymkent).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



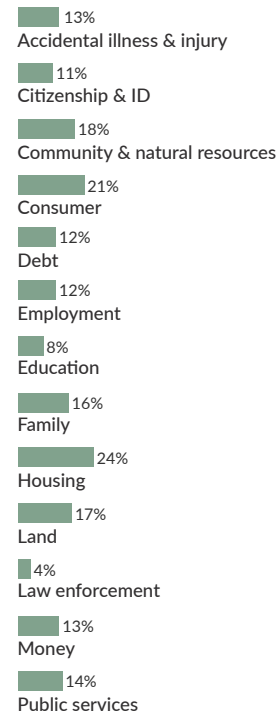
Lebanon

Incidence of Legal Problems

49%
Experienced a legal problem in the last two years

46% FEMALE
52% MALE

Incidence by type of problem:



Action or Inaction

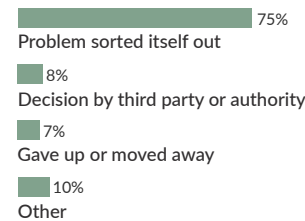
19%
Turned to an authority or third party to help resolve the problem

81%
Did NOT turn to an authority or third party to help resolve the problem

Done

67%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Duration

6.05 Months
Average time to solve the problem

Financial Difficulty

21%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

68%
Are satisfied with the outcome

Legal Capability

59%
Knew where to get advice

74%
Were confident they could achieve a fair outcome

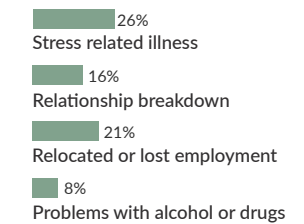
52%
Got all the expert help they wanted

Hardship

39%
Experienced a hardship as a result of their legal problem

40% FEMALE
39% MALE

Type of hardship:



Violence

10%
Reported that one party resorted to physical violence

Ongoing

33%
Have not resolved the problem

Satisfaction

25%
Are satisfied with the process so far

Legal Capability

48%
Knew where to get advice

50%
Were confident they could achieve a fair outcome

44%
Got all the expert help they wanted

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Beirut, Tripoli, and Sidon).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Macedonia, FYR

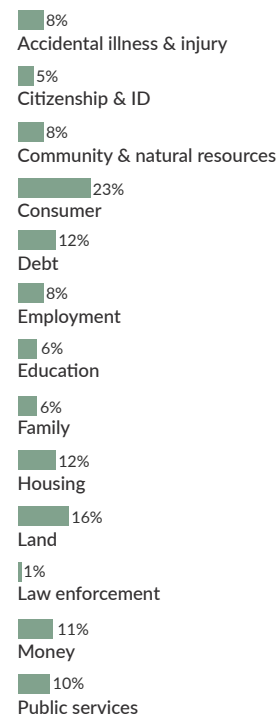
Incidence of Legal Problems

47%
Experienced a legal problem in the last two years

46%
FEMALE

48%
MALE

Incidence by type of problem:



Action or Inaction

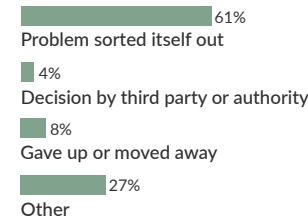
13%
Turned to an authority or third party to help resolve the problem

87%
Did NOT turn to an authority or third party to help resolve the problem

Done

52%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Duration

26.00 Months
Average time to solve the problem

Financial Difficulty

26%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

55%
Are satisfied with the outcome

Legal Capability

67%
Knew where to get advice

67%
Were confident they could achieve a fair outcome

53%
Got all the expert help they wanted

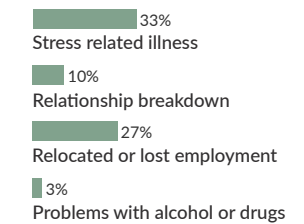
Hardship

46%
Experienced a hardship as a result of their legal problem

45%
FEMALE

47%
MALE

Type of hardship:



Violence

4%
Reported that one party resorted to physical violence

Ongoing

48%
Have not resolved the problem

Satisfaction

18%
Are satisfied with the process so far

Legal Capability

53%
Knew where to get advice

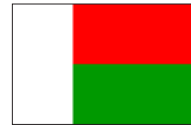
62%
Were confident they could achieve a fair outcome

40%
Got all the expert help they wanted

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,017 adults age 18+ in the three largest cities (Skopje, Kumanovo, and Bitola).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Madagascar

Incidence of Legal Problems

35%
Experienced a legal problem in the last two years

♀ **34%**
FEMALE

♂ **37%**
MALE

Incidence by type of problem:

- 5% Accidental illness & injury
- 5% Citizenship & ID
- 8% Community & natural resources
- 9% Consumer
- 4% Debt
- 7% Employment
- 4% Education
- 6% Family
- 16% Housing
- 13% Land
- 2% Law enforcement
- 3% Money
- 4% Public services

Action or Inaction

19%
Turned to an authority or third party to help resolve the problem

81%
Did NOT turn to an authority or third party to help resolve the problem

Violence

24%
Reported that one party resorted to physical violence

Done

67%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 66% Problem sorted itself out
- 3% Decision by third party or authority
- 18% Gave up or moved away
- 13% Other

Ongoing

33%
Have not resolved the problem

Duration

6.50 Months
Average time to solve the problem

Financial Difficulty

22%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

62%
Are satisfied with the outcome

Legal Capability

77%
Knew where to get advice

69%
Were confident they could achieve a fair outcome

52%
Got all the expert help they wanted

Satisfaction

15%
Are satisfied with the process so far

Legal Capability

63%
Knew where to get advice

61%
Were confident they could achieve a fair outcome

36%
Got all the expert help they wanted

Hardship

60%
Experienced a hardship as a result of their legal problem

♀ **58%**
FEMALE

♂ **63%**
MALE

Type of hardship:

- 39% Stress related illness
- 22% Relationship breakdown
- 39% Relocated or lost employment
- 9% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Antananarivo, Toamasina, and Antsirabe).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Incidence of Legal Problems

73% Experienced a legal problem in the last two years

♀ **74%** FEMALE
♂ **72%** MALE

Incidence by type of problem:

- 1% Accidental illness & injury
- 1% Citizenship & ID
- 6% Community & natural resources
- 39% Consumer
- 1% Debt
- 4% Employment
- 2% Education
- 13% Family
- 9% Housing
- 11% Land
- 1% Law enforcement
- 3% Money
- 4% Public services

Action or Inaction

8% Turned to an authority or third party to help resolve the problem

92% Did NOT turn to an authority or third party to help resolve the problem

Violence

10% Reported that one party resorted to physical violence

Done

46% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 79% Problem sorted itself out
- 6% Decision by third party or authority
- 6% Gave up or moved away
- 9% Other

Ongoing

54% Have not resolved the problem

Duration

4.65 Months
Average time to solve the problem

Financial Difficulty

16% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

69% Are satisfied with the outcome

Legal Capability

65% Knew where to get advice

57% Were confident they could achieve a fair outcome

42% Got all the expert help they wanted

Satisfaction

27% Are satisfied with the process so far

Legal Capability

52% Knew where to get advice

33% Were confident they could achieve a fair outcome

26% Got all the expert help they wanted

Hardship

54% Experienced a hardship as a result of their legal problem

♀ **50%** FEMALE
♂ **57%** MALE

Type of hardship:

- 41% Stress related illness
- 10% Relationship breakdown
- 22% Relocated or lost employment
- 8% Problems with alcohol or drugs

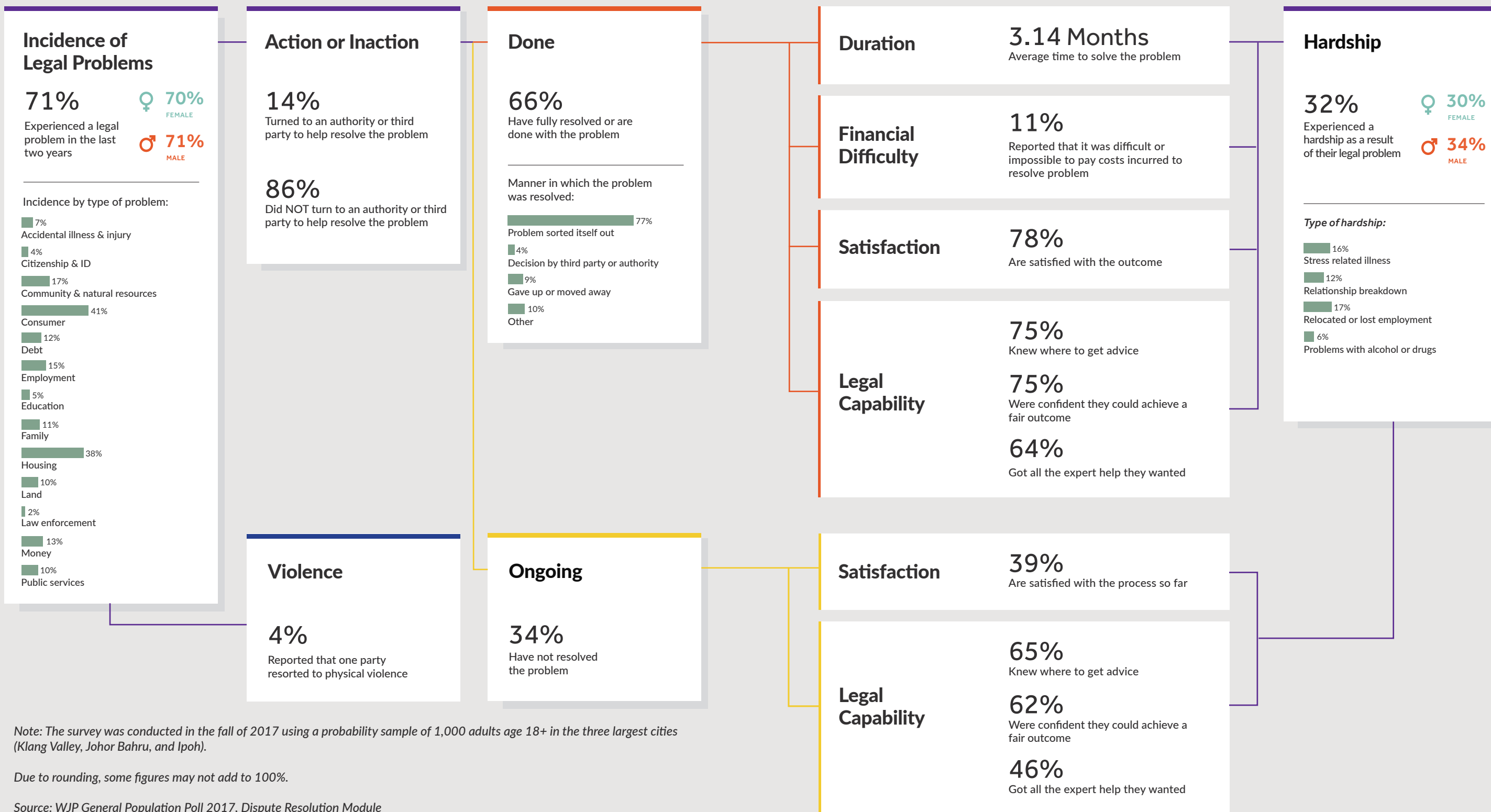
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,039 adults age 18+ in the three largest cities (Lilongwe, Blantyre, and Mzuzu).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Malaysia



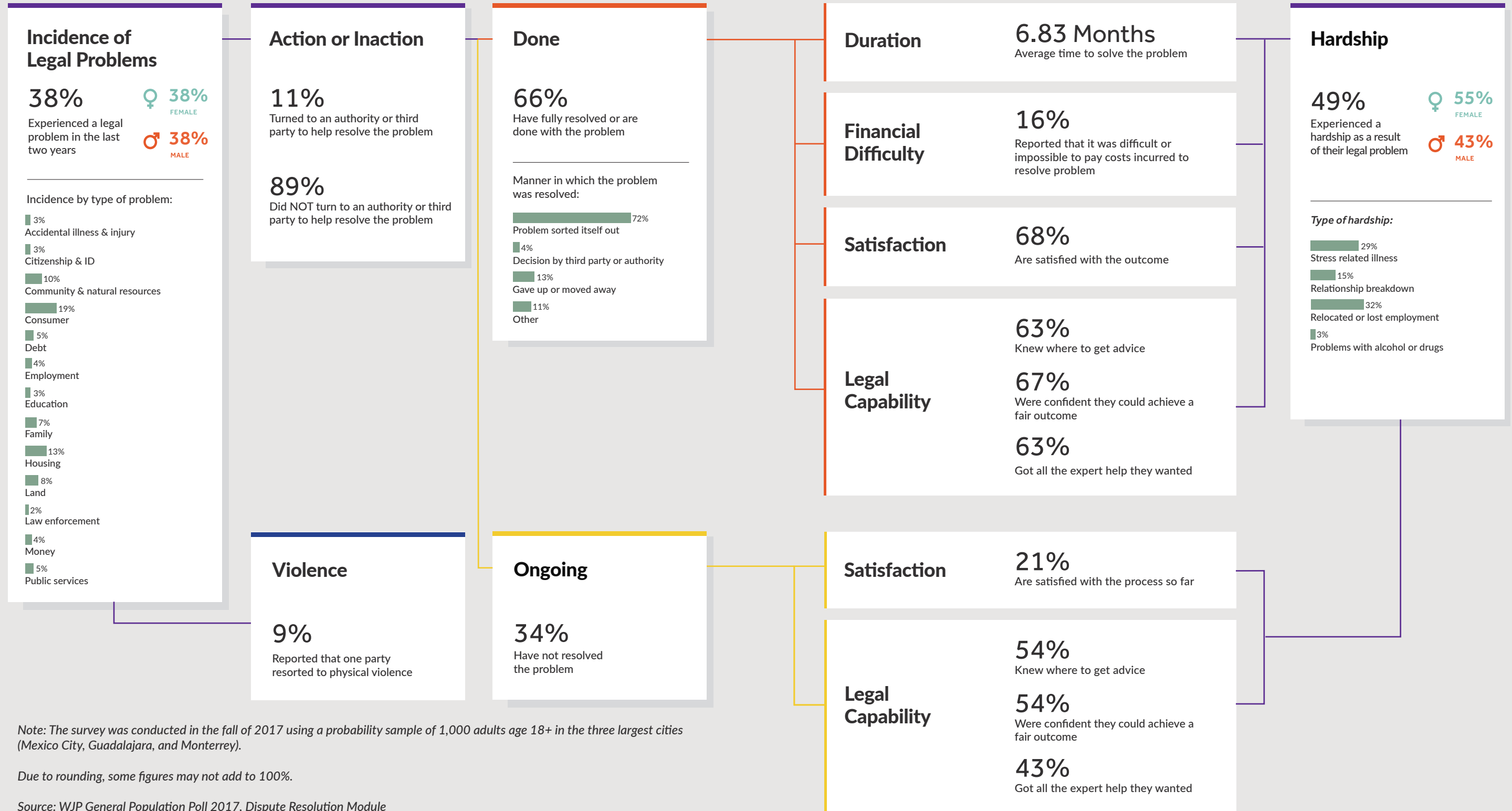
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Klang Valley, Johor Bahru, and Ipoh).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Mexico



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Mexico City, Guadalajara, and Monterrey).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Mongolia

Incidence of Legal Problems

64%
Experienced a legal problem in the last two years

64% FEMALE
64% MALE

Incidence by type of problem:

- 13% Accidental illness & injury
- 7% Citizenship & ID
- 17% Community & natural resources
- 27% Consumer
- 12% Debt
- 19% Employment
- 14% Education
- 11% Family
- 19% Housing
- 21% Land
- 1% Law enforcement
- 25% Money
- 23% Public services

Action or Inaction

4%
Turned to an authority or third party to help resolve the problem

96%
Did NOT turn to an authority or third party to help resolve the problem

Violence

5%
Reported that one party resorted to physical violence

Done

62%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 73% Problem sorted itself out
- 1% Decision by third party or authority
- 15% Gave up or moved away
- 11% Other

Ongoing

38%
Have not resolved the problem

Duration

4.45 Months
Average time to solve the problem

Financial Difficulty

29%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

71%
Are satisfied with the outcome

Legal Capability

66%
Knew where to get advice

76%
Were confident they could achieve a fair outcome

60%
Got all the expert help they wanted

Satisfaction

15%
Are satisfied with the process so far

Legal Capability

46%
Knew where to get advice

45%
Were confident they could achieve a fair outcome

29%
Got all the expert help they wanted

Hardship

47%
Experienced a hardship as a result of their legal problem

50% FEMALE
44% MALE

Type of hardship:

- 35% Stress related illness
- 11% Relationship breakdown
- 28% Relocated or lost employment
- 3% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Ulaanbaatar, Erdenet, and Darkhan).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



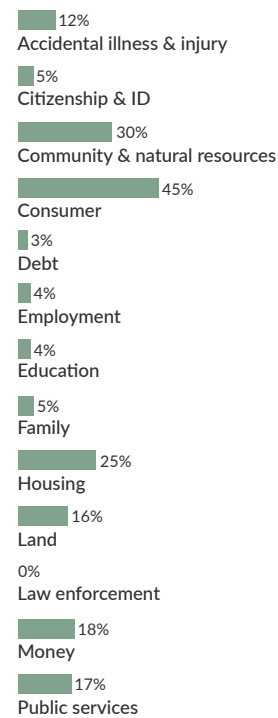
Nepal

Incidence of Legal Problems

84%
Experienced a legal problem in the last two years

♀ **83%** FEMALE
♂ **85%** MALE

Incidence by type of problem:



Action or Inaction

5%
Turned to an authority or third party to help resolve the problem

95%
Did NOT turn to an authority or third party to help resolve the problem

Violence

5%
Reported that one party resorted to physical violence

Done

70%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

Problem sorted itself out	82%
Decision by third party or authority	1%
Gave up or moved away	7%
Other	11%

Ongoing

30%
Have not resolved the problem

Duration

5.19 Months
Average time to solve the problem

Financial Difficulty

8%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

80%
Are satisfied with the outcome

Legal Capability

68%
Knew where to get advice

70%
Were confident they could achieve a fair outcome

46%
Got all the expert help they wanted

Satisfaction

20%
Are satisfied with the process so far

Legal Capability

62%
Knew where to get advice

51%
Were confident they could achieve a fair outcome

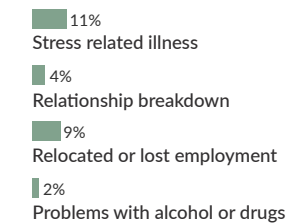
34%
Got all the expert help they wanted

Hardship

19%
Experienced a hardship as a result of their legal problem

♀ **15%** FEMALE
♂ **23%** MALE

Type of hardship:



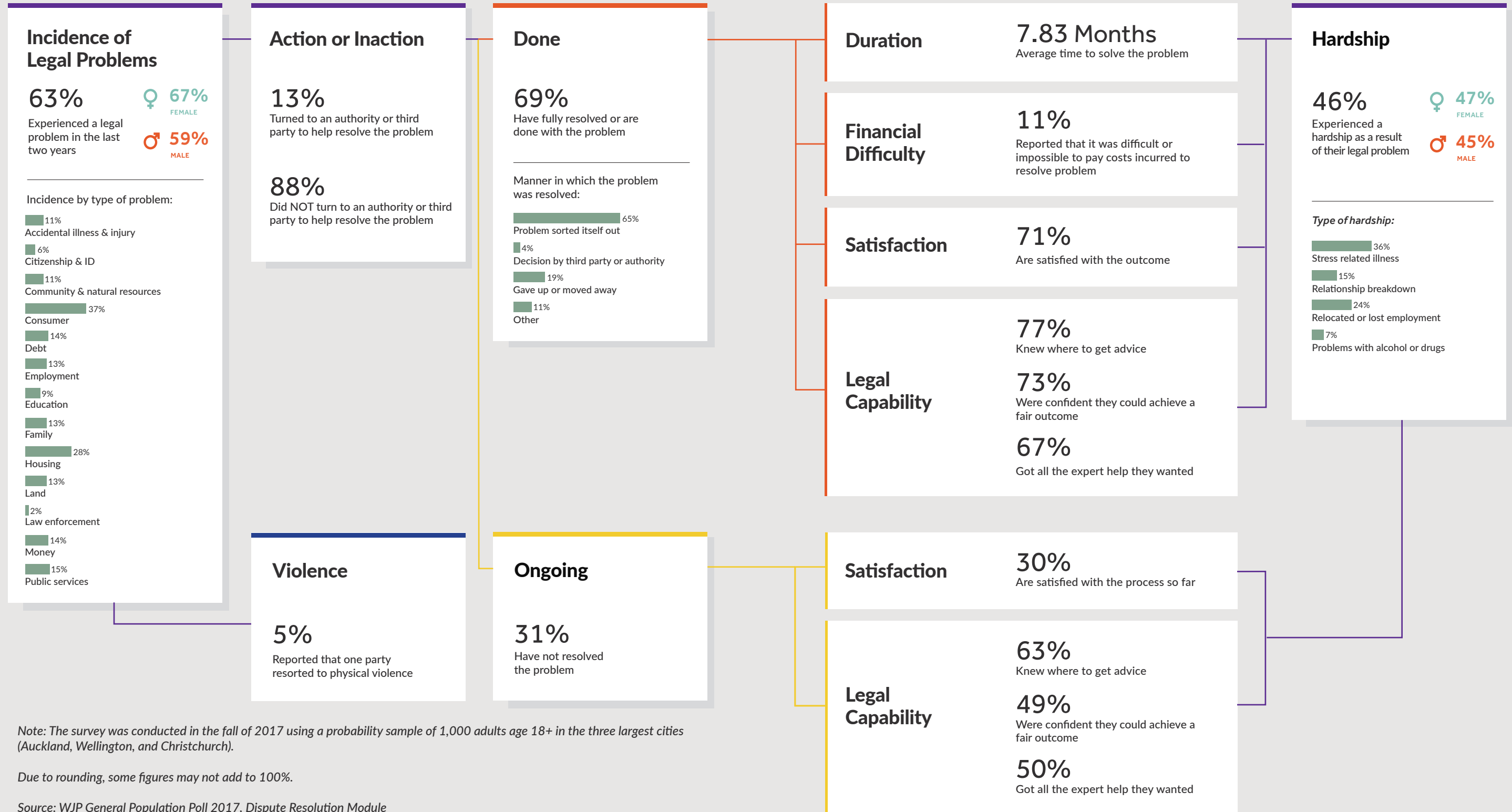
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Kathmandu, Pokhara, and Lalitpur).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



New Zealand



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Auckland, Wellington, and Christchurch).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Nicaragua

Incidence of Legal Problems

30%
Experienced a legal problem in the last two years

35% FEMALE
26% MALE

Incidence by type of problem:

- 2% Accidental illness & injury
- 1% Citizenship & ID
- 4% Community & natural resources
- 17% Consumer
- 2% Debt
- 2% Employment
- 2% Education
- 5% Family
- 9% Housing
- 7% Land
- 1% Law enforcement
- 3% Money
- 2% Public services

Action or Inaction

14%
Turned to an authority or third party to help resolve the problem

86%
Did NOT turn to an authority or third party to help resolve the problem

Violence

9%
Reported that one party resorted to physical violence

Done

69%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 66% Problem sorted itself out
- 9% Decision by third party or authority
- 7% Gave up or moved away
- 19% Other

Ongoing

31%
Have not resolved the problem

Duration

7.16 Months
Average time to solve the problem

Financial Difficulty

16%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

70%
Are satisfied with the outcome

Legal Capability

71%
Knew where to get advice

79%
Were confident they could achieve a fair outcome

70%
Got all the expert help they wanted

Satisfaction

39%
Are satisfied with the process so far

Legal Capability

58%
Knew where to get advice

63%
Were confident they could achieve a fair outcome

58%
Got all the expert help they wanted

Hardship

47%
Experienced a hardship as a result of their legal problem

47% FEMALE
46% MALE

Type of hardship:

- 37% Stress related illness
- 11% Relationship breakdown
- 32% Relocated or lost employment
- 2% Problems with alcohol or drugs

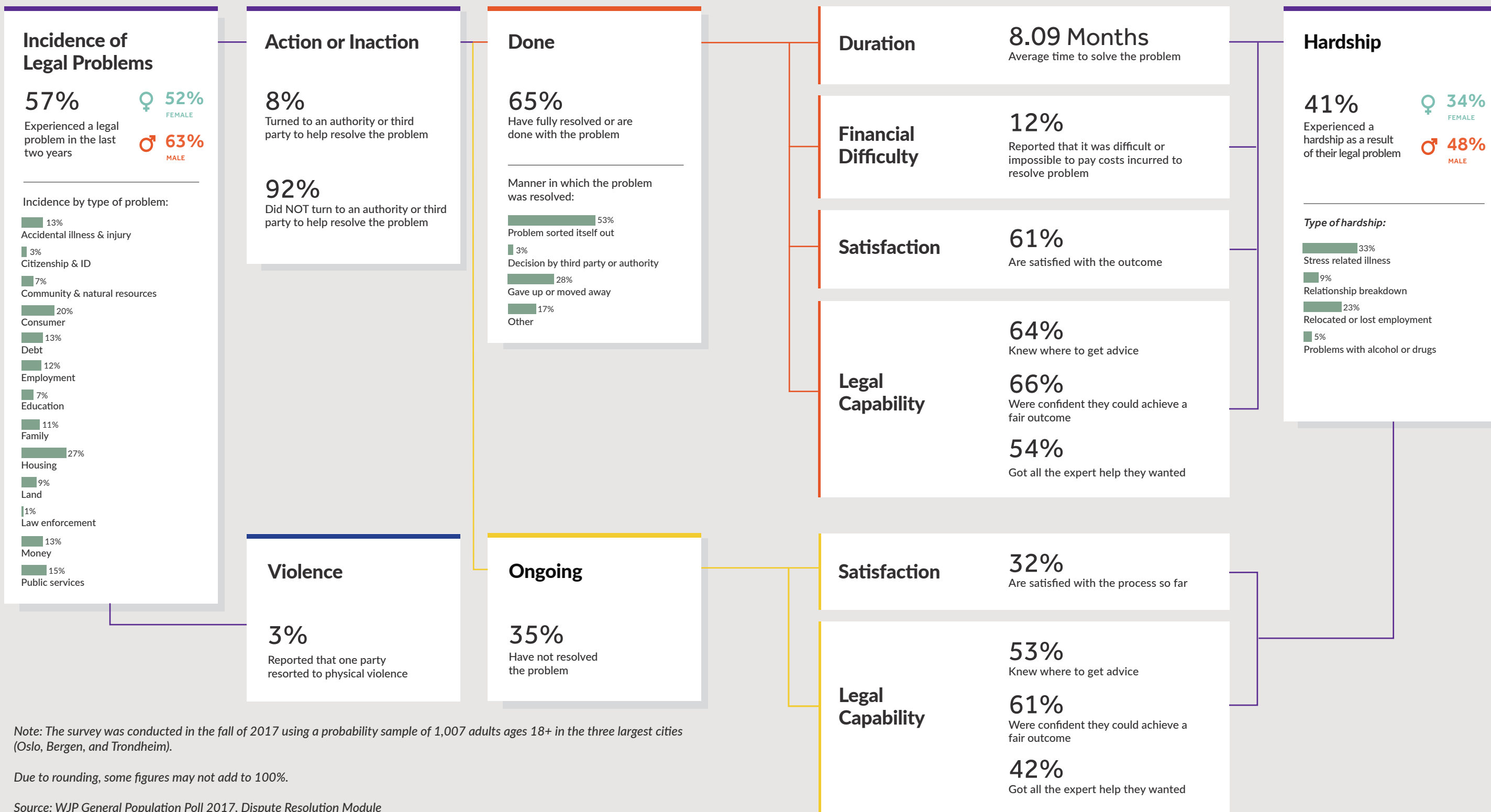
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,100 adults age 18+ in the three largest cities (Managua, León, and Masaya).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



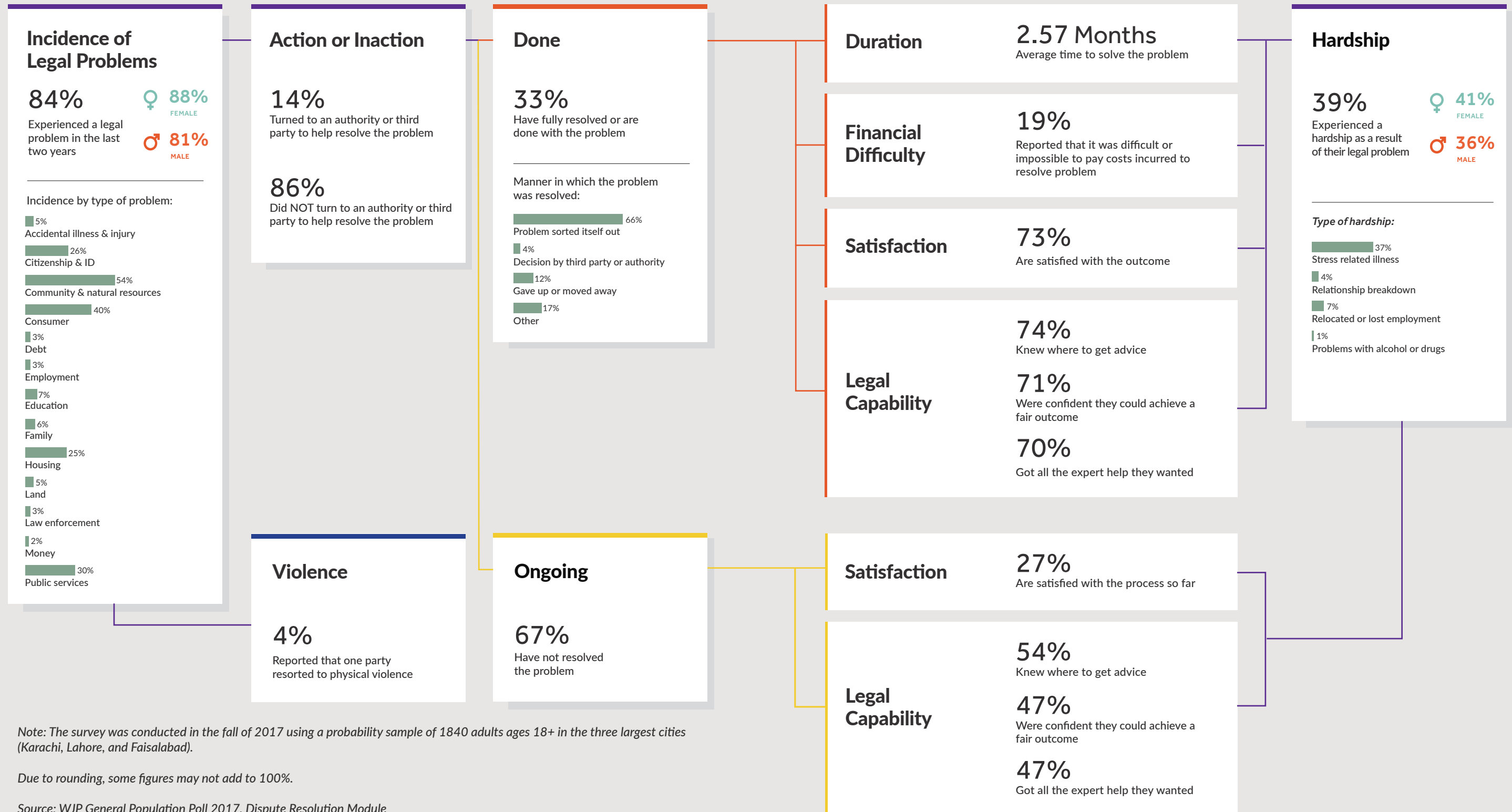
Norway



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,007 adults ages 18+ in the three largest cities (Oslo, Bergen, and Trondheim).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Note: The survey was conducted in the fall of 2017 using a probability sample of 1840 adults ages 18+ in the three largest cities (Karachi, Lahore, and Faisalabad).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Panama

Incidence of Legal Problems

33%
Experienced a legal problem in the last two years

34%
FEMALE

31%
MALE

Incidence by type of problem:

- 2% Accidental illness & injury
- 2% Citizenship & ID
- 2% Community & natural resources
- 13% Consumer
- 2% Debt
- 4% Employment
- 2% Education
- 5% Family
- 11% Housing
- 7% Land
- 1% Law enforcement
- 4% Money
- 4% Public services

Action or Inaction

21%
Turned to an authority or third party to help resolve the problem

79%
Did NOT turn to an authority or third party to help resolve the problem

Violence

7%
Reported that one party resorted to physical violence

Done

72%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 71% Problem sorted itself out
- 7% Decision by third party or authority
- 10% Gave up or moved away
- 12% Other

Ongoing

28%
Have not resolved the problem

Duration

5.40 Months
Average time to solve the problem

Financial Difficulty

17%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

82%
Are satisfied with the outcome

Legal Capability

79%
Knew where to get advice

83%
Were confident they could achieve a fair outcome

81%
Got all the expert help they wanted

Satisfaction

20%
Are satisfied with the process so far

Legal Capability

56%
Knew where to get advice

69%
Were confident they could achieve a fair outcome

55%
Got all the expert help they wanted

Hardship

39%
Experienced a hardship as a result of their legal problem

43%
FEMALE

33%
MALE

Type of hardship:

- 23% Stress related illness
- 13% Relationship breakdown
- 20% Relocated or lost employment
- 1% Problems with alcohol or drugs

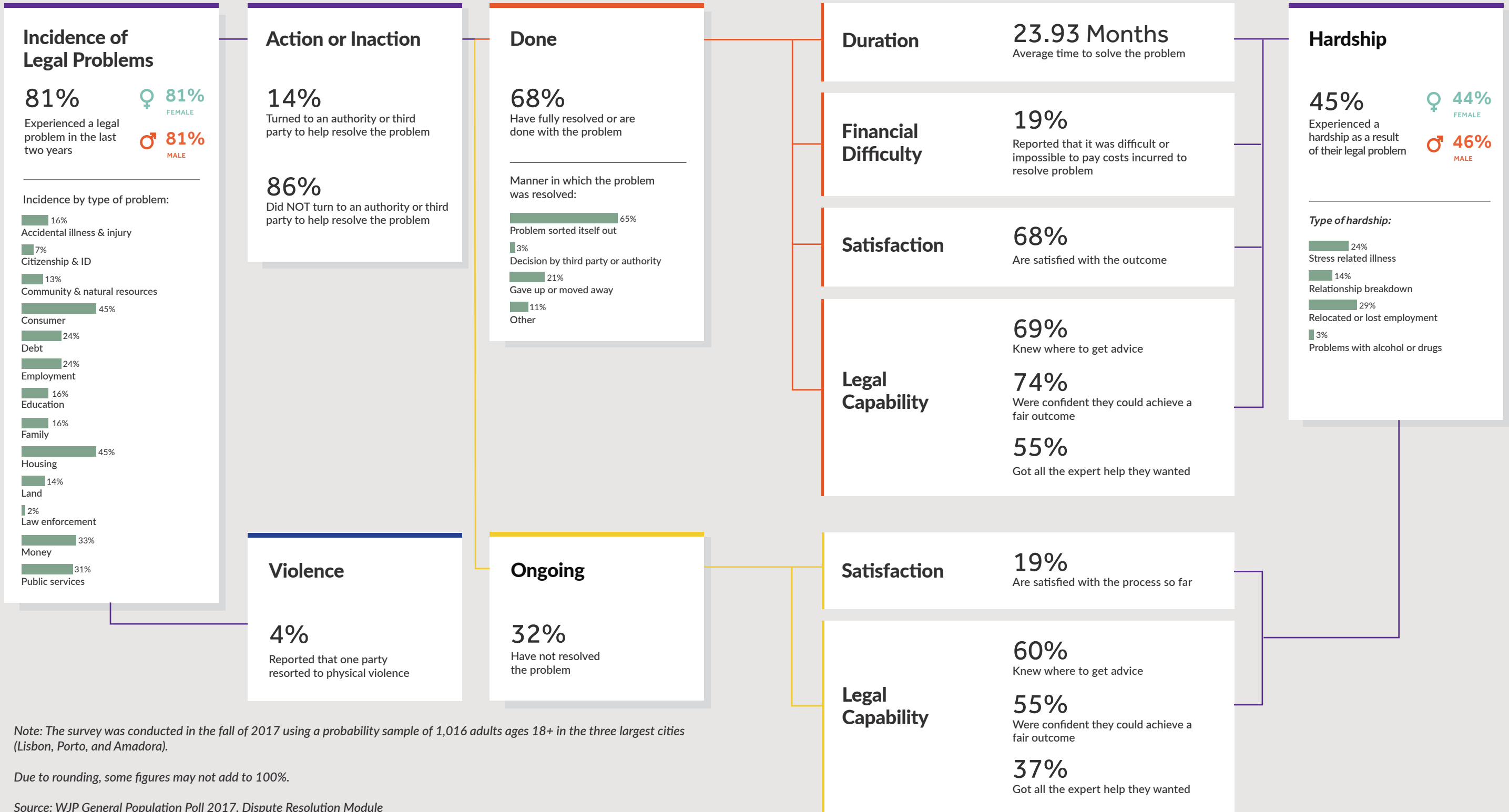
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults ages 18+ in the three largest cities (Panama City, San Miguelito, and Las Cumbres).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Portugal



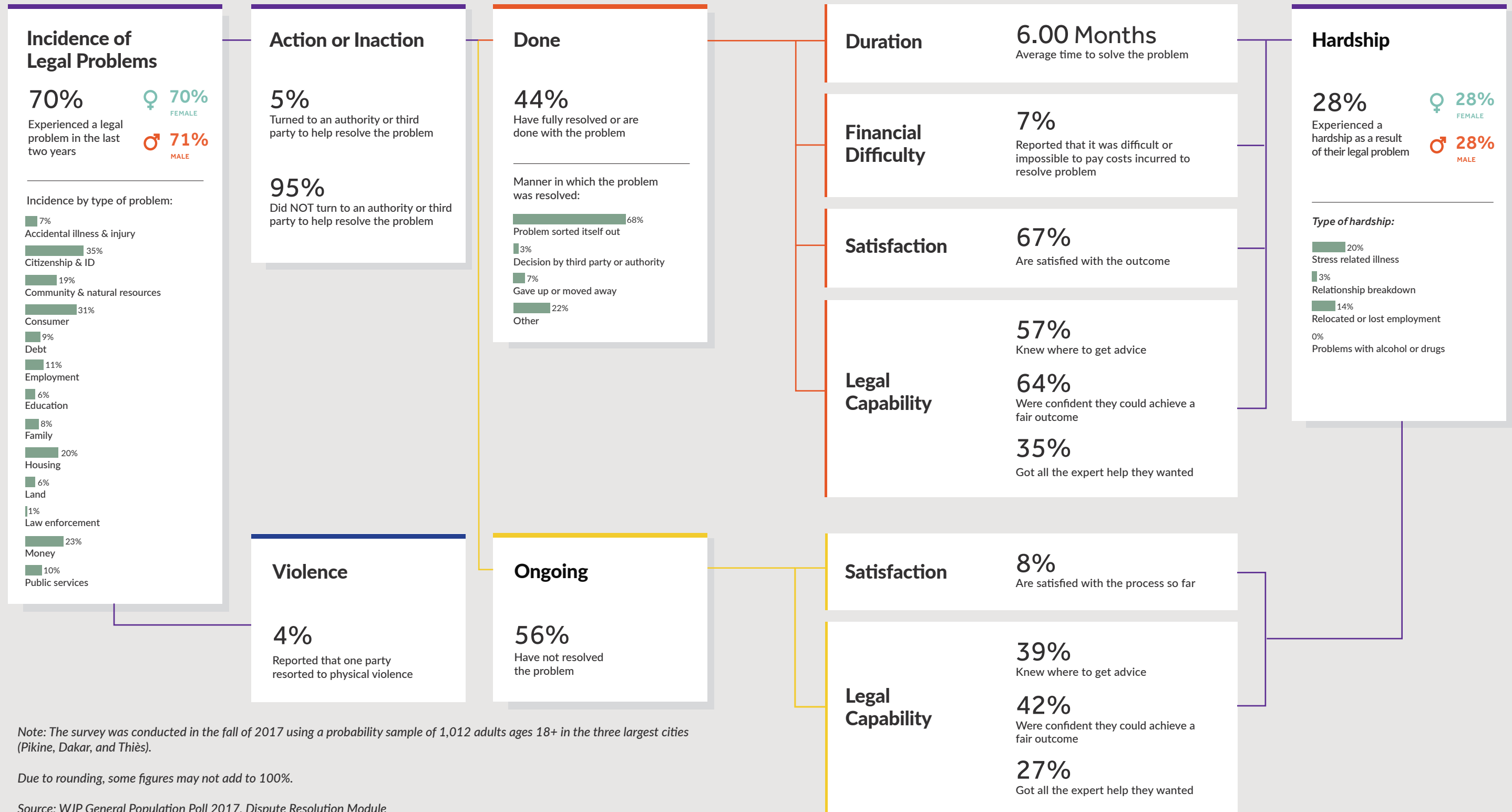
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,016 adults ages 18+ in the three largest cities (Lisbon, Porto, and Amadora).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Senegal



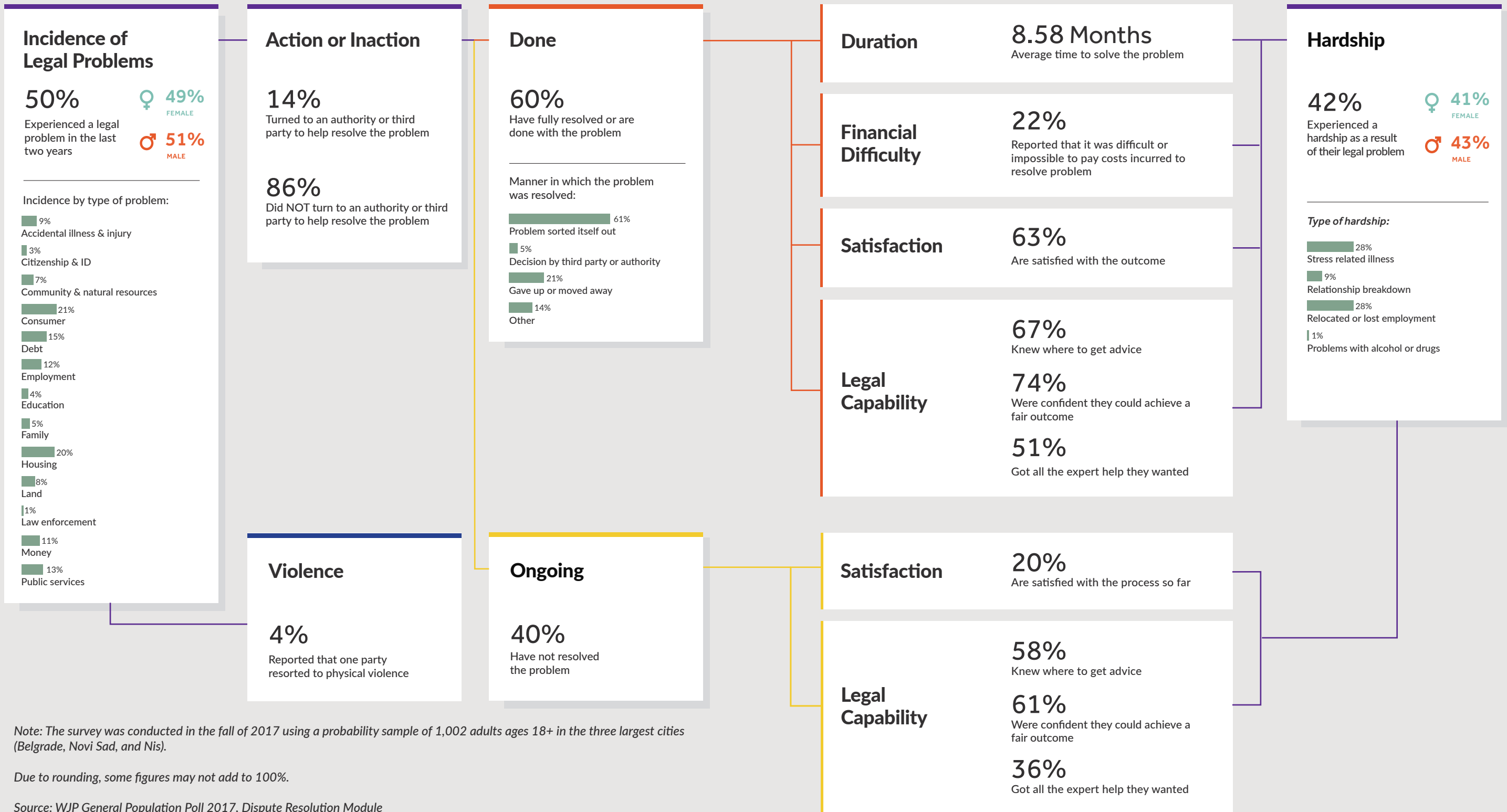
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,012 adults ages 18+ in the three largest cities (Pikine, Dakar, and Thiès).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Serbia



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,002 adults ages 18+ in the three largest cities (Belgrade, Novi Sad, and Nis).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Singapore

Incidence of Legal Problems

50%
Experienced a legal problem in the last two years

50% FEMALE
49% MALE

Incidence by type of problem:

- 10% Accidental illness & injury
- 5% Citizenship & ID
- 4% Community & natural resources
- 18% Consumer
- 13% Debt
- 14% Employment
- 10% Education
- 9% Family
- 20% Housing
- 7% Land
- 2% Law enforcement
- 19% Money
- 11% Public services

Action or Inaction

13%
Turned to an authority or third party to help resolve the problem

87%
Did NOT turn to an authority or third party to help resolve the problem

Violence

7%
Reported that one party resorted to physical violence

Done

67%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 59% Problem sorted itself out
- 4% Decision by third party or authority
- 22% Gave up or moved away
- 15% Other

Ongoing

33%
Have not resolved the problem

Duration

8.53 Months
Average time to solve the problem

Financial Difficulty

15%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

65%
Are satisfied with the outcome

Legal Capability

68%
Knew where to get advice

65%
Were confident they could achieve a fair outcome

59%
Got all the expert help they wanted

Satisfaction

47%
Are satisfied with the process so far

Legal Capability

65%
Knew where to get advice

63%
Were confident they could achieve a fair outcome

53%
Got all the expert help they wanted

Hardship

45%
Experienced a hardship as a result of their legal problem

45% FEMALE
45% MALE

Type of hardship:

- 31% Stress related illness
- 20% Relationship breakdown
- 24% Relocated or lost employment
- 6% Problems with alcohol or drugs

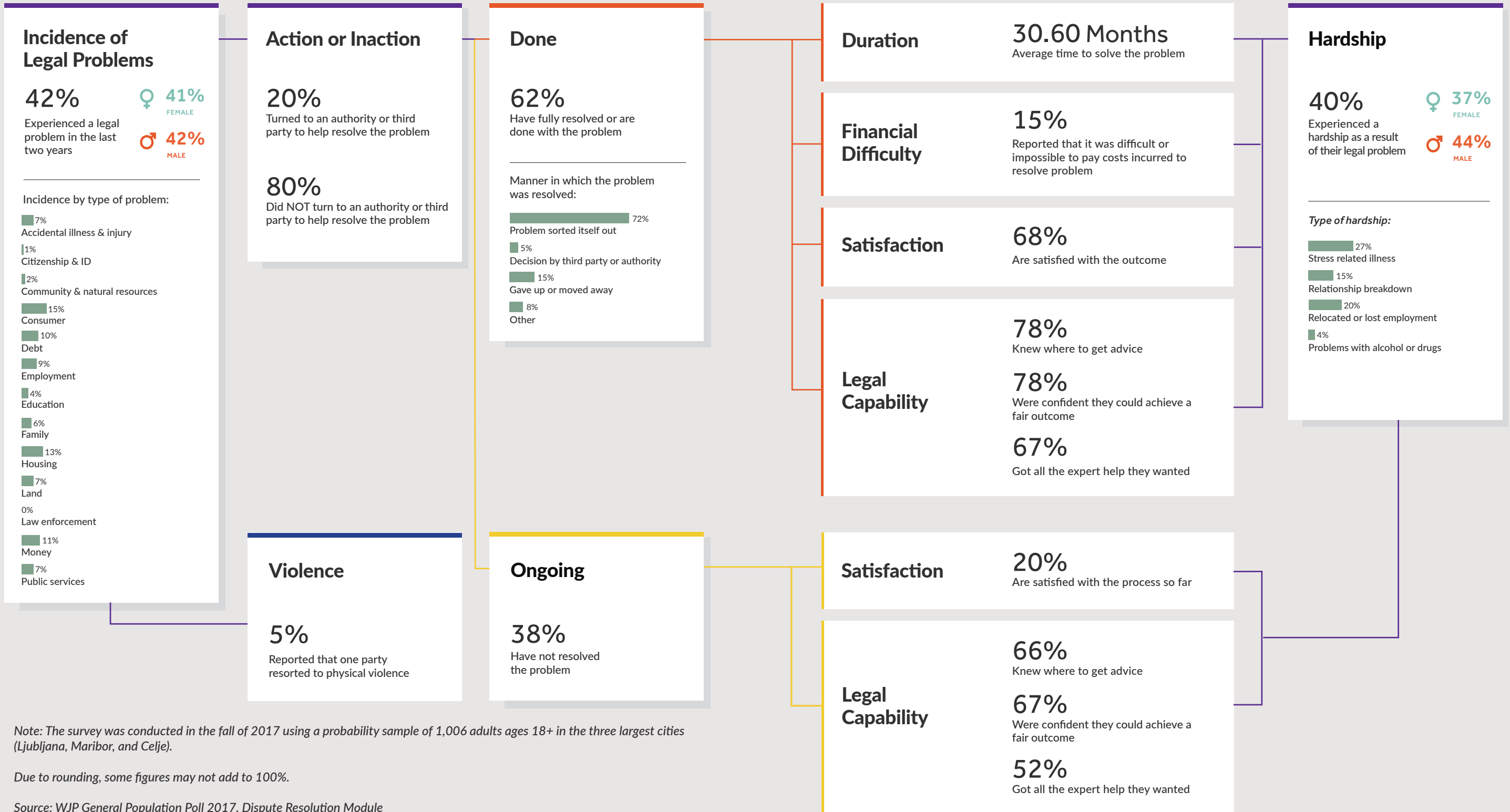
Note: The survey was conducted in the fall of 2017 using a nationally representative probability sample of 1,000 adults age 18+ in Singapore.

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



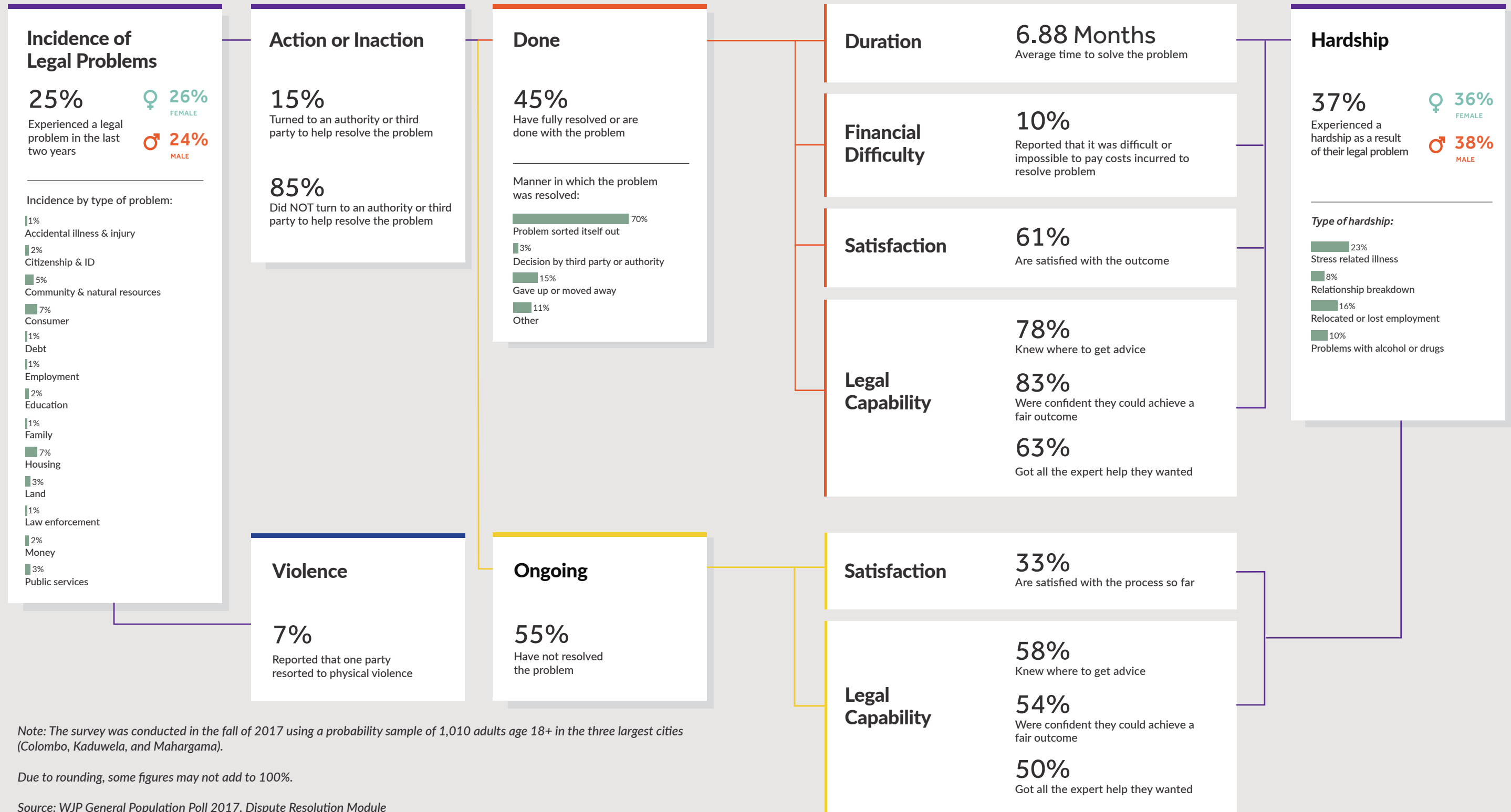
Slovenia



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,006 adults ages 18+ in the three largest cities (Ljubljana, Maribor, and Celje).

Due to rounding, some figures may not add to 100%.

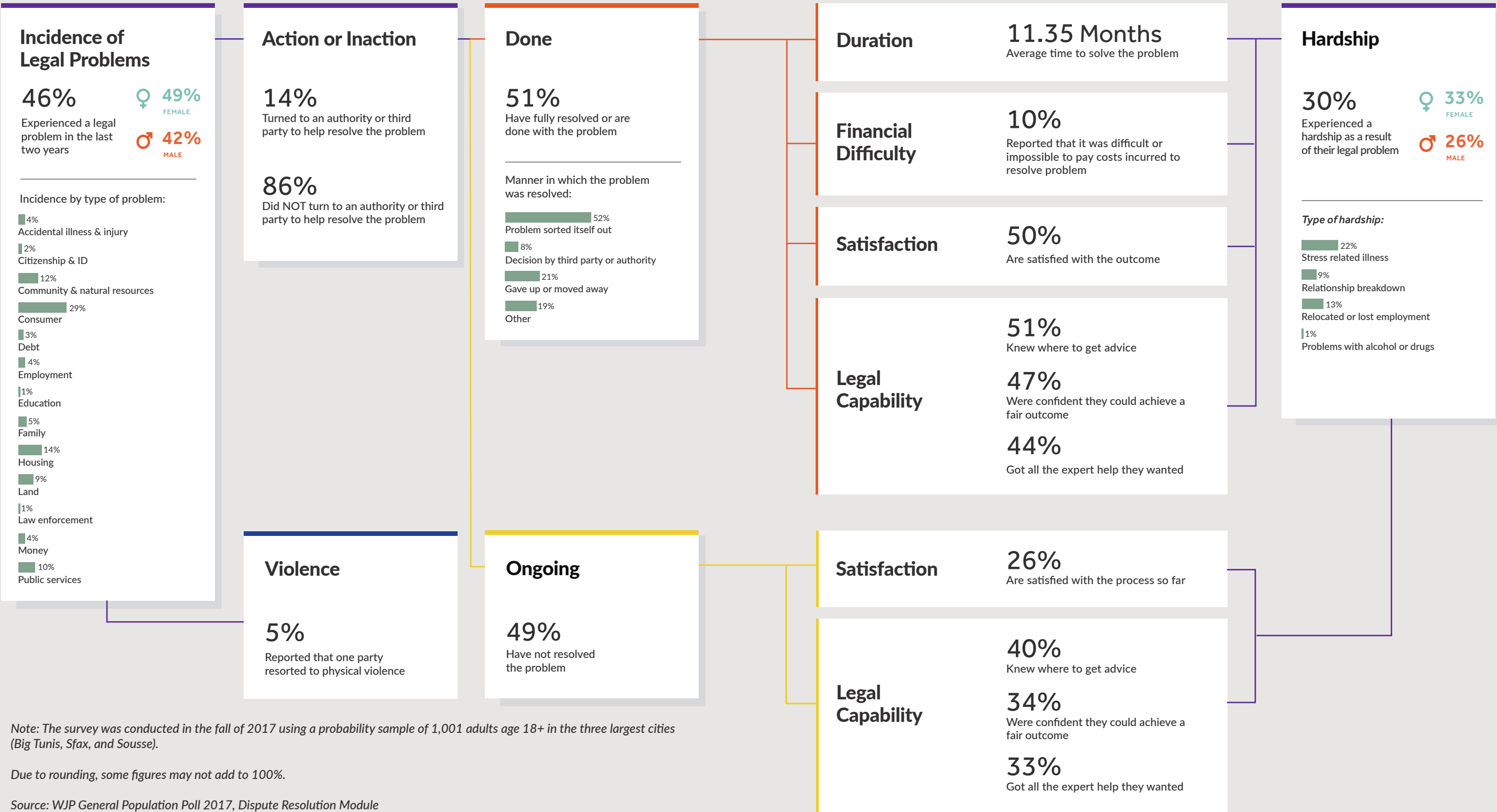
Source: WJP General Population Poll 2017, Dispute Resolution Module



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,010 adults age 18+ in the three largest cities (Colombo, Kaduwela, and Mahargama).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,001 adults age 18+ in the three largest cities (Big Tunis, Sfax, and Sousse).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Ukraine

Incidence of Legal Problems

43%
Experienced a legal problem in the last two years

47% FEMALE
37% MALE

Incidence by type of problem:

- 3% Accidental illness & injury
- 4% Citizenship & ID
- 7% Community & natural resources
- 23% Consumer
- 8% Debt
- 5% Employment
- 4% Education
- 4% Family
- 9% Housing
- 4% Land
- 0% Law enforcement
- 3% Money
- 10% Public services

Action or Inaction

7%
Turned to an authority or third party to help resolve the problem

93%
Did NOT turn to an authority or third party to help resolve the problem

Violence

5%
Reported that one party resorted to physical violence

Done

68%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 75% Problem sorted itself out
- 3% Decision by third party or authority
- 14% Gave up or moved away
- 8% Other

Ongoing

32%
Have not resolved the problem

Duration

9.93 Months
Average time to solve the problem

Financial Difficulty

30%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

67%
Are satisfied with the outcome

Legal Capability

59%
Knew where to get advice

53%
Were confident they could achieve a fair outcome

54%
Got all the expert help they wanted

Satisfaction

19%
Are satisfied with the process so far

Legal Capability

44%
Knew where to get advice

40%
Were confident they could achieve a fair outcome

40%
Got all the expert help they wanted

Hardship

37%
Experienced a hardship as a result of their legal problem

39% FEMALE
35% MALE

Type of hardship:

- 27% Stress related illness
- 14% Relationship breakdown
- 18% Relocated or lost employment
- 6% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,079 adults age 18+ in the three largest cities (Kyiv, Kharkiv, and Odessa).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



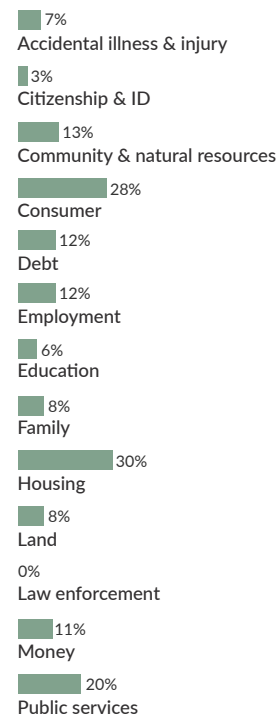
United Kingdom

Incidence of Legal Problems

63%
Experienced a legal problem in the last two years

♀ **67%**
FEMALE
♂ **59%**
MALE

Incidence by type of problem:



Action or Inaction

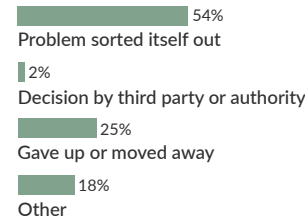
7%
Turned to an authority or third party to help resolve the problem

93%
Did NOT turn to an authority or third party to help resolve the problem

Done

72%
Have fully resolved or are done with the problem

Manner in which the problem was resolved:



Duration

8.96 Months
Average time to solve the problem

Financial Difficulty

9%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

62%
Are satisfied with the outcome

Legal Capability

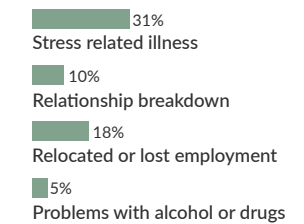
66%
Knew where to get advice
61%
Were confident they could achieve a fair outcome
54%
Got all the expert help they wanted

Hardship

40%
Experienced a hardship as a result of their legal problem

♀ **39%**
FEMALE
♂ **40%**
MALE

Type of hardship:



Violence

3%
Reported that one party resorted to physical violence

Ongoing

28%
Have not resolved the problem

Satisfaction

22%
Are satisfied with the process so far

Legal Capability

57%
Knew where to get advice
45%
Were confident they could achieve a fair outcome
39%
Got all the expert help they wanted

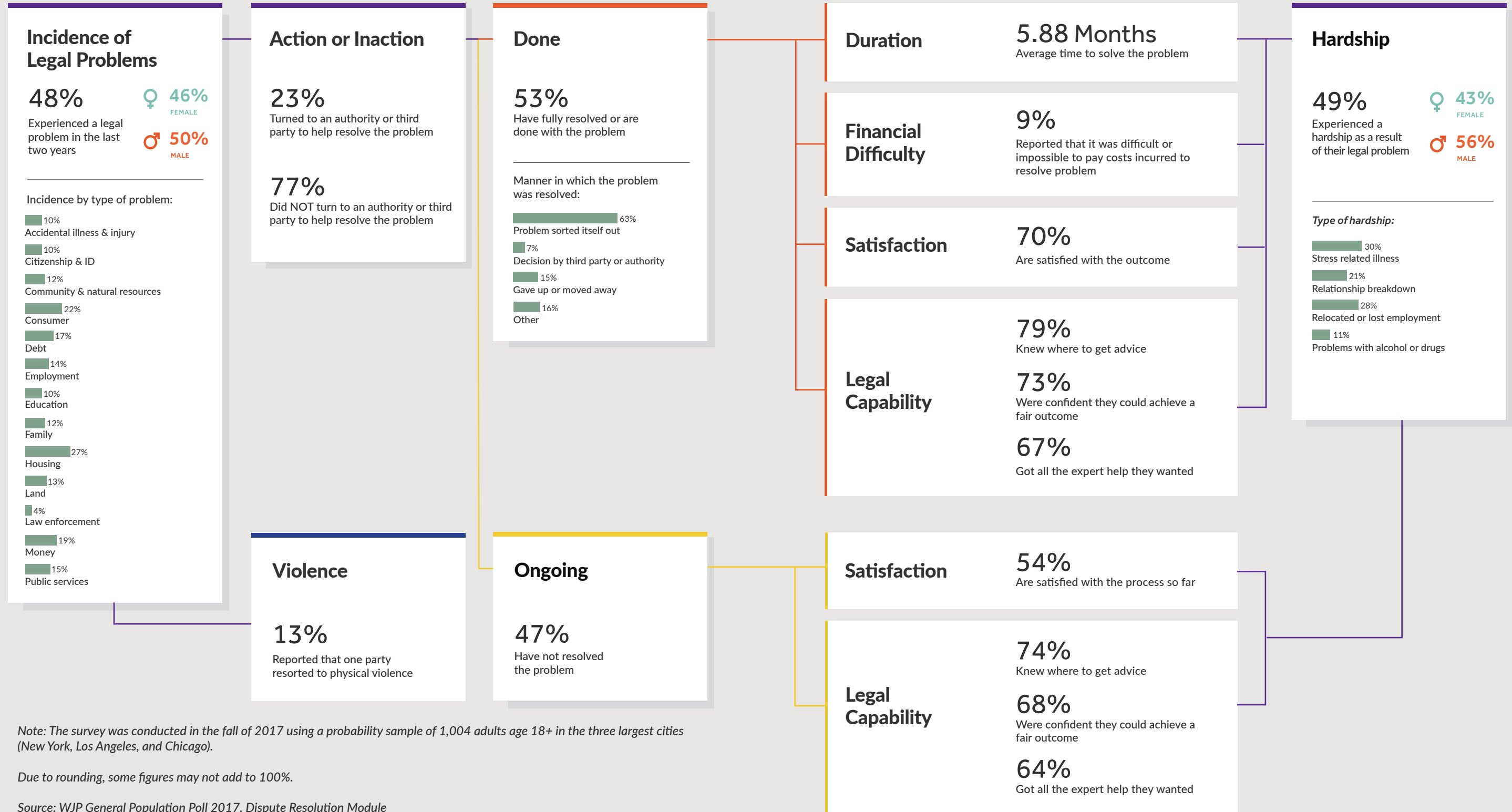
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,020 adults age 18+ in the three largest cities (London, Birmingham, and Manchester).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



United States



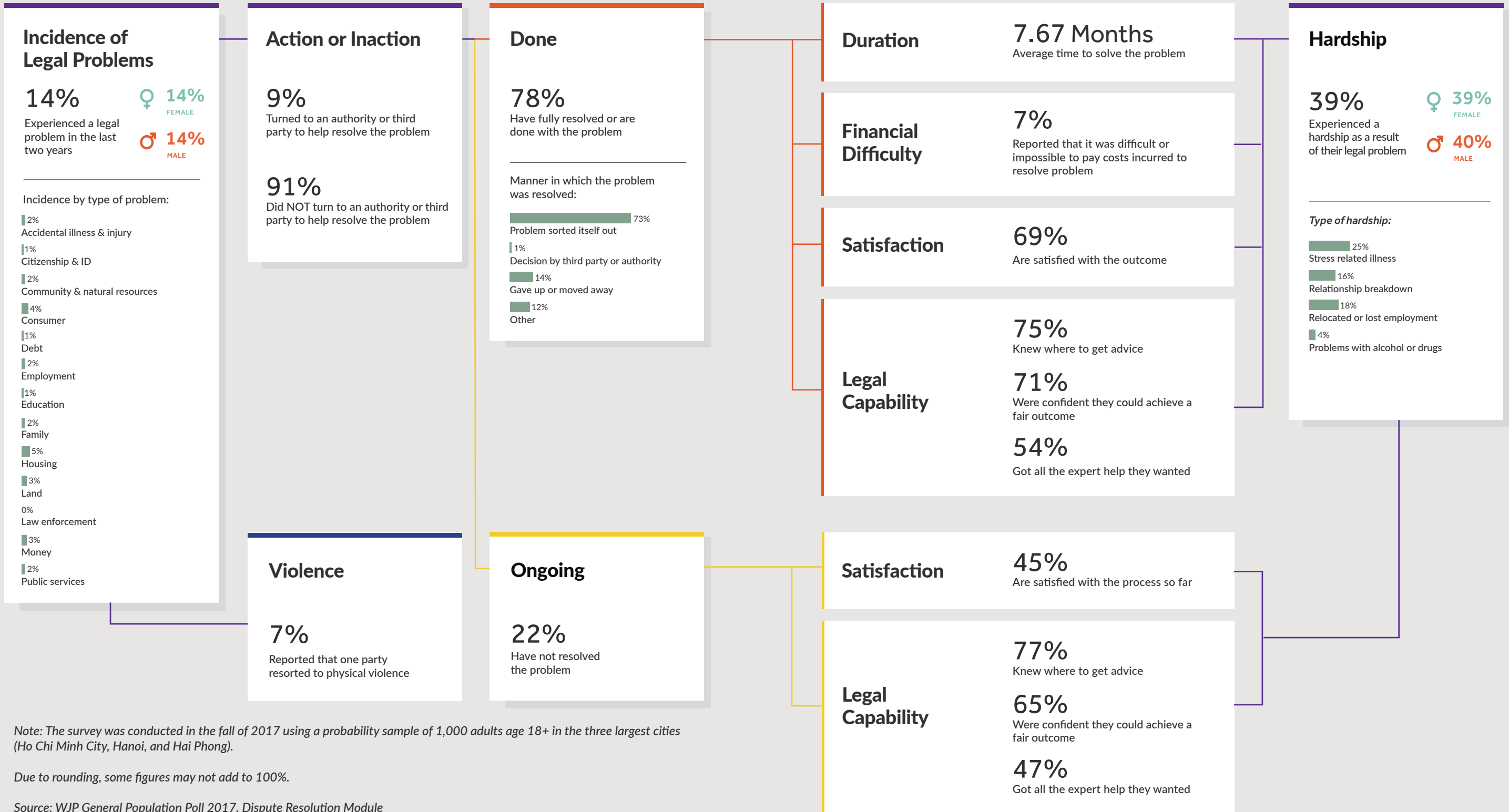
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 adults age 18+ in the three largest cities (New York, Los Angeles, and Chicago).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



Vietnam



Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Ho Chi Minh City, Hanoi, and Hai Phong).

Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module

section

III

Project Design

General Population Poll Methodology

The data presented in this report are derived from the dispute resolution module of the World Justice Project General Population Poll (GPP), conducted for the *World Justice Project Rule of Law Index*[®]. The GPP was conducted in 45 countries and jurisdictions between July and December 2017.

Every year, the World Justice Project administers the General Population Poll (GPP) to collect data from representative samples of the general public, which are used to compute the Index scores and rankings.⁶ The data featured in this report are derived from the dispute resolution module of the GPP, which is designed to capture data on how ordinary people deal with their legal problems. Questions in the dispute module highlight the most common legal conflicts, respondents' assessment of both formal and informal resolution processes, and the experiences of people who did not seek legal assistance or who were unable to resolve their problem.

The dispute resolution module of the GPP includes 72 experience-based questions and 45 perception-based questions, along with socio-demographic information on all respondents. The questionnaire is translated into local languages, adapted to common expressions, and administered by leading local polling companies using a probability sample of 1,000 respondents in the three largest cities of each country. Depending on the particular situation of each country, three different polling methodologies are used: face-to-face, telephone, or online. The GPP is carried out in each country every other year. Detailed information regarding the cities covered, the polling companies contracted to administer the questionnaire, and the polling methodology employed in each of the 45 countries and jurisdictions polled in 2017 is presented in the table that follows.

Data Validation

The data presented in this report are the culmination of an extensive two-year pilot and vetting process, and reflect the consultations of governments, multilaterals, local civil society organizations, and academics from 17 countries. As part of this pilot and vetting process, the WJP developed a pilot dispute resolution survey module in consultation with an advisory stream of expert stakeholders and justice measurement experts convened by the Open Society Justice Initiative (OSJI) and the Organisation for Economic Co-operation and Development (OECD) to produce methodological guidance on the development, implementation, and use of legal needs surveys. The pilot module was administered in 61 countries between June and September 2016, and the resulting pilot data were vetted in a series of in-country and virtual meetings with justice measurement specialists and local experts.

Following the pilot and vetting process, the WJP refined the dispute resolution survey module of the GPP, which was administered in 45 countries between July and December 2017 to collect the data presented in the report. The WJP has validated and cross-checked the data collected during the 2017 administration

⁶ The General Population Poll (GPP) is one of two original data sources collected by the WJP to compute *Rule of Law Index* scores and rankings. The second data source is derived from Qualified Respondent's Questionnaires (QRQs) for legal professionals with expertise in civil and commercial law, criminal law, labor law, and public health. QRQ data were not used for this study. For the full Index methodology, please see: <http://worldjusticeproject.org/methodology>.

of the GPP against qualitative and quantitative third-party sources to provide an additional layer of analysis and to identify possible mistakes or inconsistencies within the data. This entailed:

1. Crosschecking WJP data against those of nationally representative legal needs surveys conducted in Australia, Bulgaria, Canada, Hong Kong, Japan, Lebanon, The Netherlands, New Zealand, Macedonia, Tunisia, Ukraine, the United Kingdom, and the United States.
2. Crosschecking our access to justice data collected from 1,000 households in the three largest cities of Afghanistan and Romania against nationally representative studies of more than 3,000 households conducted by the WJP in both countries.
3. Performing multivariate analyses to compare the impact of key variables such as age, income, and education, which the literature has found to have a statistically significant impact on the incidence of disputes, the likelihood of taking action to resolve a dispute, and the likelihood of receiving legal assistance.
4. Crosschecking overall trends in our data against those of Pascoe Pleasence's 2016 "'Legal Need' and Legal Needs Surveys: A Background Paper," which analyzes legal needs surveys conducted in more than 20 countries over the last 25 years. To the extent that comparisons were possible given the questions and methodology used in these studies as compared to the WJP's global study, the findings pertaining to the most common courses of action for dealing with legal problems, resolution mechanisms, manner of conclusion, and sources of help were broadly consistent.

Looking ahead, the WJP will continue to conduct a select number of extended polls each year in order to further crosscheck and validate our results.

Strengths and Limitations

The dispute resolution module of the General Population Poll is the first to capture comparable data on legal needs and public access to dispute resolution from a large number of countries. While the majority of previous legal needs surveys varied greatly from country to country and focused primarily on developed nations, the dispute resolution module of the GPP is standardized and allows for comparisons across countries in different regions and with varying levels of economic development. This module can therefore provide general benchmarks for understanding legal needs and dispute resolution as well as additional indicators for measuring access to justice at the global level.

With the aforementioned methodological strengths come a number of limitations. First, data collection has been applied only in three major urban areas in each country. However, the WJP's exercise to validate the data collected from 1,000 households in the three largest cities of Afghanistan and Romania against nationally representative studies of more than 3,000 households in both countries revealed consistent patterns in the data collected from the urban and nationally

representative samples of each country. This included consistency in the incidence of dispute types, sources of help, courses of action to resolve disputes, and preferred resolution mechanisms. The WJP will continue to conduct a select number of extended, nationally representative polls each year for data validation purposes.

Second, legal needs surveys benefit from larger sample sizes, which reduce measurement error and allow for more in-depth disaggregation by, for example, demographic variables, types of legal problems, and resolution mechanisms. Given the relatively low number of observations per country in this study as compared to other legal needs surveys, point estimates presented in this report should be interpreted with caution. The number of observations used to calculate each of the estimates presented in this report and the standard error are provided in the appendix tabs of the summary statistics, which can be downloaded from the "Appendix" section of this report.

Third, given that the dispute resolution module is one among many in the GPP – constituting 117 of the 344 questions in the GPP – it cannot be as extensive as other surveys focused exclusively on legal needs in order to avoid survey fatigue and ensure high quality responses. However, the dispute resolution module of the GPP nonetheless includes the core components of legal needs surveys and reflects the consensus of justice measurement experts consulted throughout this study's extensive pilot and validation process.

City Coverage and Polling Methodology

Country/ Jurisdiction	Cities Covered	Polling Company	Methodology	Sample
Afghanistan	Kabul City, Kandahar City, Herat City	ACSOR, a subsidiary of D3 Systems, Inc.	Face-to-face	992
Austria	Vienna, Graz, Linz	YouGov	Online	1008
Bosnia & Herzegovina	Sarajevo, Banja Luka, Tuzla	Kantar TNS MIB	Face-to-face	1000
Brazil	São Paulo, Rio de Janeiro, Salvador	Datum Internacional/About Brazil Market Research	Face-to-face	1049
Burkina Faso	Ouagadougou, Bobo Dioulasso, Koudougou	Kantar TNS	Face-to-face	1029
Canada	Toronto, Montreal, Calgary	YouGov	Online	1000
Chile	Santiago, Valparaíso/Viña del Mar, Antofagasta	Datum Internacional S.A./Cadem S.A.	Face-to-face	1011
Cote d'Ivoire	Abidjan, Bouaké, Daloa	Liaison Marketing	Face-to-face	1011
Czech Republic	Prague, Brno, Ostrava	YouGov	Online	1013
Denmark	Copenhagen, Aarhus, Aalborg	YouGov	Online	1016
Estonia	Tallinn, Tartu, Narva	Norstat Eesti	Online	1010
Ethiopia	Addis Ababa, Gondar, Nazret	Infinite Insight Ltd.	Face-to-face	1037
Finland	Helsinki, Espoo, Tampere	YouGov	Online	1014
Georgia	Tbilisi, Batumi, Kutaisi	ACT Market Research and Consulting Company	Face-to-face	1000
Greece	Athens, Thessaloniki, Patras	YouGov	Online	1015
Honduras	Tegucigalpa, San Pedro Sula, Choloma	CID-Gallup	Face-to-face	1100
Hong Kong SAR, China	Hong Kong	WJP in collaboration with local partner	Face-to-face	1004
Hungary	Budapest, Debrecen, Szeged	Ipsos Hungary	Face-to-face	1000
Indonesia	Jakarta, Surabaya, Bandung	MRI (Marketing Research Indonesia)	Face-to-face	1004
Italy	Rome, Milan, Naples	YouGov	Online	1004
Kazakhstan	Almaty, Astana, Shymkent	WJP in collaboration with local partner	Face-to-face	1000
Lebanon	Beirut, Tripoli, Sidon	REACH SAL	Face-to-face	1000
Macedonia, FYR	Skopje, Kumanovo, Bitola	Ipsos dooe! Skopje	Face-to-face	1017
Madagascar	Antananarivo, Toamasina, Antsirabe	DCDM Research	Face-to-face	1000
Malawi	Lilongwe, Blantyre, Mzuzu	Infinite Insight Ltd.	Face-to-face	1039
Malaysia	Klang Valley, Johor Bahru, Ipoh	Acorn Marketing & Research Consultant (M) Sdn Bhd	Face-to-face	1000
Mexico	Mexico City, Guadalajara, Monterrey	Data Opinión Pública y Mercados	Face-to-face	1000
Mongolia	Ulaanbaatar, Erdenet, Darkhan	Mongolian Marketing Consulting Group LLC	Face-to-face	1000
Nepal	Kathmandu, Pokhara, Lalitpur	Solutions Consultant	Face-to-face	1000
New Zealand	Auckland, Wellington, Christchurch	Big Picture	Online	1000
Nicaragua	Managua, León, Masaya	CID-Gallup	Face-to-face	1100
Norway	Oslo, Bergen, Trondheim	YouGov	Online	1007
Pakistan	Karachi, Lahore, Faisalabad	Gallup Pakistan (affiliated with Gallup International)	Face-to-face	1840
Panama	Panama City, San Miguelito, Las Cumbres	Gallup Panamá	Face-to-face	1000
Portugal	Lisbon, Porto, Amadora	YouGov	Online	1016

Country/ Jurisdiction	Cities Covered	Polling Company	Methodology	Sample
Senegal	Pikine, Dakar, Thiès	Kantar TNS	Face-to-face	1012
Serbia	Belgrade, Novi Sad, Nis	Ipsos Strategic Marketing d.o.o.	Face-to-face	1002
Singapore	Singapore	Survey Sampling International	Online	1000
Slovenia	Ljubljana, Maribor, Celje	Ipsos d.o.o.	Face-to-face	1006
Sri Lanka	Colombo, Kaduwela, Maharagama	Kantar LMRB	Face-to-face	1010
Tunisia	Big Tunis, Sfax, Sousse	BJKA Consulting	Face-to-face	1001
Ukraine	Kyiv, Kharkiv, Odessa	GfK Ukraine	Face-to-face	1079
United Kingdom	London, Birmingham, Manchester	YouGov	Online	1020
United States	New York City, Los Angeles, Chicago	YouGov	Online	1004
Vietnam	Ho Chi Minh City, Hanoi, Hai Phong	Indochina Research (Vietnam) Ltd.	Face-to-face	1000

section

IV

Appendix

Appendix

Survey Instrument & Summary

General Population Poll Dispute Resolution Module

The dispute resolution module of the General Population Poll (GPP) draws on a comprehensive review of past legal needs surveys, and builds on what is known in the literature as the “Paths to Justice” tradition. It was designed to capture data on how ordinary people deal with their legal problems, highlighting the most common legal conflicts, respondents’ assessment of both formal and informal resolution processes, and the experiences of people who did not seek legal assistance or who were unable to resolve their problem. The dispute resolution module was developed in consultation with an advisory stream of expert stakeholders and comprises 117 of the 344 questions in the GPP survey instrument.

- [WJP General Population Poll Dispute Resolution Module](#)

WJP Access to Civil Justice Summary Statistics

The WJP Access to Justice Summary Statistics summarize the data presented in the country profiles for the 45 countries and jurisdictions included in the study, and provide additional information on the incidence of all 38 disputes, resolution mechanisms, and the number of observations for each question. The summary statistics are organized into five tabs, with corresponding appendix tabs noting the number of observations and standard error for each question: 1) Incidence of Legal Problems; 2) Sources of Help & Process; 3) Status & Outcomes; 4) Problem Impact; and 5) Gender Breakdown.

- [WJP Access to Civil Justice Summary Statistics](#)



**World Justice
Project**

About the World Justice Project

The World Justice Project® (WJP) is an independent, multidisciplinary organization working to advance the rule of law around the world. The WJP engages citizens and leaders from across the globe and from multiple work disciplines to advance the rule of law. Our work is founded on two premises: 1) the rule of law is the foundation of communities of peace, opportunity, and equity; and 2) multidisciplinary collaboration is the most effective way to advance the rule of law. Based on this, WJP's mutually-reinforcing lines of business – Research and Scholarship, the *WJP Rule of Law Index*®, and Engagement – employ a multi-disciplinary, multi-layered approach through original research and data, an active and global network, and practical, on-the-ground programs to advance the rule of law.