



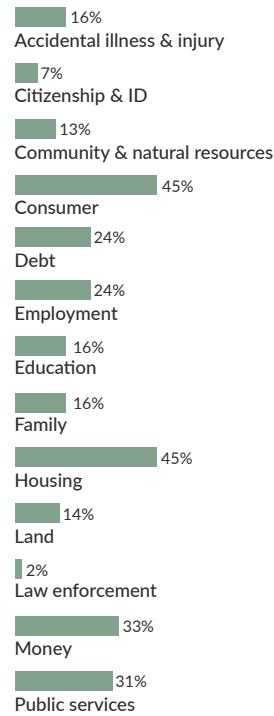
Portugal

Incidence of Legal Problems

81%
Experienced a legal problem in the last two years

81%
FEMALE
81%
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

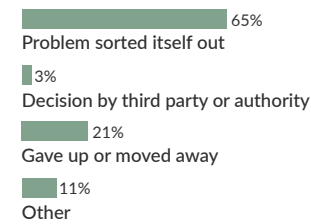
Violence

4%
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:



Ongoing

32%
Have not resolved the problem

Duration

23.93 Months
Average time to solve the problem

Financial Difficulty

19%
Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

68%
Are satisfied with the outcome

Legal Capability

69%
Knew where to get advice

74%
Were confident they could achieve a fair outcome

55%
Got all the expert help they wanted

Satisfaction

19%
Are satisfied with the process so far

Legal Capability

60%
Knew where to get advice

55%
Were confident they could achieve a fair outcome

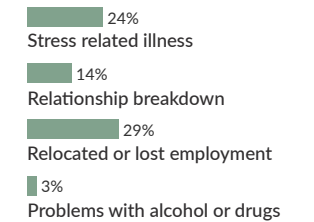
37%
Got all the expert help they wanted

Hardship

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

44%
FEMALE
46%
MALE

Type of hardship:



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