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# Project Design

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# 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*<sup>®</sup>. 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.<sup>6</sup> 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

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<sup>6</sup> 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 Pleasance'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