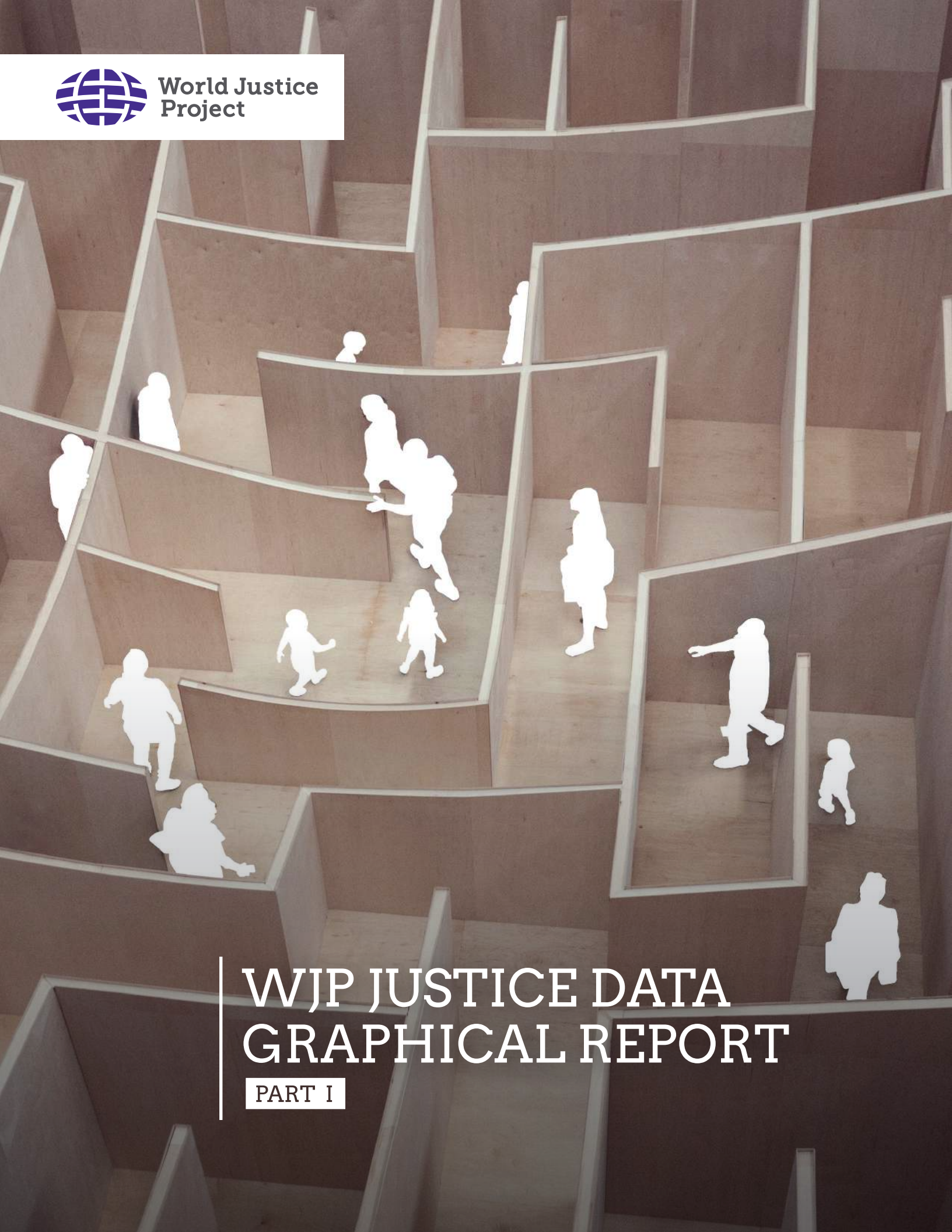
World Justice Project



WJP JUSTICE DATA GRAPHICAL REPORT

PART I

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ABOUT THIS REPORT

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7 Introduction

EXECUTIVE SUMMARY

The WJP has produced the *WJP Justice Data Graphical Report I*, a comprehensive statistical analysis based on the *WJP Global Legal Needs Survey* and other sources. The report focuses on two primary audiences: first, the stakeholders that operate on the global stage, to continue making the case for people-centered justice at that level; second, the stakeholders that operate at the country level, in order to inform policy making. To this end, the *WJP Justice Data Graphical Report I* presents findings at the country level, which are then aggregated to provide global-level messages on the status of access to justice:

1. **Legal problems are prevalent:**
   - In four out of ten countries surveyed:
     - At least half of the population experienced a legal problem in the two years prior to being surveyed **(Chart 1.1)**.
     - At least one-quarter of the population experienced a nontrivial, core legal problem over the same period **(Chart 1.2)**.*

2. Unmet legal needs vary by the country's **level of economic development (Chart 2.1)**:†
   - In high-income countries, frequent problems tend to be relatively less severe (e.g., problems with noisy neighbors or refunds for damaged goods).
   - However, in low-income countries, more severe legal problems, such as access to utilities, are also more frequent.
   - Further, people in low-income countries rank problems as less severe than people in high-income countries: e.g., homelessness is considered a problem with an average severity of 4 out of 10 in low-income countries, and of 7 out of 10 in high-income countries.

3. Core **legal problems co-occur** or trigger each other at high rates:
For instance, people who experience a problem with housing are at least 30% more likely to face a problem related to money and debt, public services, employment, or family **(Chart 2.3)**.

4. People's access to formal and informal dispute resolution mechanisms, as measured by the **SDG Indicator 16.3.3**, is limited:
   - In seven out of ten countries, more than half (62%) of the population who needed access to a dispute resolution mechanism did not find it **(Chart 3.1)**.‡

5. Moreover, considering other types of journeys people may take to solve their legal problems, many people face enormous **barriers to justice.**
   - In half of the countries surveyed:
     - At least 35% of people with legal problems could not find adequate information to solve them **(Chart 4.1)**; and
     - At least 50% of people with legal problems did not have access to appropriate assistance and representation **(Chart 4.2)**.

   - In half of the countries surveyed, from those whose problem resolution process has concluded:
     - At least 37% found the process unfair **(Chart 5.1)**;
     - At least 10% took more than a year to complete the process **(Chart 5.2)**;
     - At least 17% struggled to afford the costs they incurred trying to solve their problem **(Chart 5.3)**; and
     - Legal problems persisted for at least 31% of people, indicating the low effectiveness of resolution processes **(Chart 6.1**).

6. According to the WJP, 1.4 billion people are in the justice gap because of their unmet civil and administrative needs. Country-level estimations in this report show that:
    - In half of the observed countries, at least 50% of people have an unmet civil or administrative need (i.e., are in the justice gap) **(Chart 7.1)**.

7. Finally, legal problems cause hardships for people and are costly to the economy:
    - In half of the observed countries, at least 48% of those with legal problems personally experienced one or more hardships because of their problems **(Chart 8.1)**.
    - On average, the economic costs of legal problems for individuals, arising from lost income, health issues, or the resolution of such problems amount to 1.7% of the Gross Domestic Product (GDP). Country-level estimates range from 0.1% to over 5% of the GDP **(Chart 8.2).**

Part II of the *WJP Justice Data Graphical Report* will explore the main patterns of gender and wealth-based disparities in access to justice as well as the role of legal vulnerability in access to justice. Furthermore, Part II will examine the capacity and integrity of justice institutions, as well as the effect of the COVID-19 pandemic on these institutions and, based on the analysis of examples from the Latin American region, on people's unmet legal needs. Finally, Part II will present an assessment of the remaining challenges in data collection on justice outcomes. The WJP will present these findings in the context of the SDG Summit in September 2023.

* Core legal problems include relatively frequent and severe legal problems: employment, family, money and debt, housing, and public services.

† To operationalize development in a standardized way, this report takes country level income as an indicator of development.

‡ This figure is based on legal needs surveys in 62 countries conducted by the World Justice Project and the methodology for calculating the SDG indicator 16.3.3. Further information on Chart 3.1 can be found in Note A1 of the Appendix.

INTRODUCTION

As part of the World Justice Project's (WJP) commitment with the Justice Action Coalition, the WJP has produced the *WJP Justice Data Graphical Report*, a comprehensive statistical analysis based on the *WJP Global Legal Needs Survey* and other sources.* The report aims to inform and shape the global justice narrative in 2023 and beyond, with the intent of achieving justice for all by 2030. Thus, the report focuses on two primary audiences: first, the stakeholders that operate on the global stage, to continue making the case for people-centered justice at that level; second, the stakeholders that operate at the country level, in order to inform policy making. To this end, the *WJP Justice Data Graphical Report* presents findings at the country level, which are then aggregated to provide global-level messages on the status of access to justice.

To engage with key audiences advancing justice for all, the WJP will share the *WJP Justice Data Graphical Report's* findings in two installments: Part I will be delivered in tandem with the United Nations High-Level Political Forum of Sustainable Development in July 2023. Part II of the report will be subsequently presented during the 2023 Sustainable Development Goals (SDG) Summit in September.

The findings of the *WJP Justice Data Graphical Report I* presented in the following pages include an analysis of how economic development influences legal problems; a stocktaking of Indicator 16.3.3 of the SDGs for 62 countries; country-level estimations of the justice gap for 104 countries; and an enhanced national-level analysis of the economic costs of legal problems in terms of the Gross Domestic Product (GDP).

The *WJP Justice Data Graphical Report II* explores the main patterns of gender and wealth-based disparities in access to justice and the role of legal vulnerability in access to justice. Furthermore, Part II will examine the capacity and integrity of justice institutions, as well as the effect of the COVID-19 pandemic on these institutions. Part II additionally explores the impact of COVID-19 on people's unmet legal needs through a series of examples from Latin America. Finally, Part II presents an assessment of the remaining challenges in data collection on justice outcomes.

A ROADMAP TO THE *WJP JUSTICE DATA GRAPHICAL REPORT I*

Legal problems occur in the various everyday activities that are regulated by civil law, including issues touching both the private and public spheres. Section I explores the prevalence and frequency of legal problems. The following analyses are included in this section:

- Country-level data on the prevalence of legal problems: In short, legal problems are ubiquitous and prevalent. In nearly half of all observed countries, at least half of the population experienced a legal problem in the two years prior to being surveyed. Diving deeper into the nature of these problems, the analysis finds that at least one quarter of the population in these same countries experienced a core, non-trivial legal problem.†
- Unmet legal needs as a question of socioeconomic development: The report provides evidence that justice problems depend on the country's level of socioeconomic development. In high-income countries, frequent problems tend to be relatively less severe (e.g., problems with noisy neighbors or refunds for damaged goods). However, in low-income countries, more severe legal problems, such as access to utilities, are also more frequent. Furthermore, people in low-income countries rank problems as less severe than people in high-income countries: e.g., homelessness is considered a problem with an average severity of 4 out of 10 in low-income countries, and 7 out of 10 in high-income countries.

- Prevalence of legal problems by type and country: To allow decision makers at the country level to have a more precise picture of the status of unmet legal needs in their context, Section I explores the prevalence of the different categories of legal problems reported in the *WJP Global Legal Needs Survey* in a given country.
- Co-occurrence of legal problems. Finally, this section explores the way in which certain problems cluster, co-occur, or trigger each other more frequently than others. The analysis of the *WJP Global Legal Needs Survey* data reveals that problems related to housing, employment, family, money and debt, and public services tend to co-occur at high rates. For example, people who experience a problem with housing are 45% more likely to also face a problem with money and debt and at least 29% more likely to face a problem related to public services, employment, or family.

Access to dispute resolution mechanisms: The SDG Indicator 16.3.3 measures the proportion of people who accessed a formal or informal dispute resolution mechanism out of those who experienced legal problems over the two years prior to being surveyed and needed access to such a mechanism. In an effort to move the conversation forward and put the emphasis on access to justice using the comparable data available, **Section II** of the report provides country-level estimates of Indicator 16.3.3 for 62 countries, based on data collected as part of the *WJP Global Legal Needs Survey*. With the goal of reaching out to key audiences both at the country and global levels, these results are then aggregated to provide a high-level overview of the status of access to formal and informal dispute mechanisms. In seven out of ten countries, more than half (62%) of the population who needed access to a dispute resolution mechanism did not find it.

People's journeys to justice: **Section III** looks beyond mechanisms for dispute resolution and considers other crucial dimensions of people's access to justice. The evidence indicates that there are enormous barriers to justice:

- Access to appropriate information, assistance, and representation: Most people do not turn to lawyers and courts when they experience legal problems, but rather choose to consult services provided by communities, auxiliary agencies, or civil society organizations. In half of the observed countries: a) at least 35% of the population with legal problems could not find adequate information or advice to solve them, and b) at least 50% of people with legal problems did not have access to appropriate assistance and representation.
- Process barriers to justice: People may encounter barriers along their justice journeys, and those journeys may not result in the solution of legal problems. Regardless of the specific actions people may take to solve their legal problems or the particular services they can access, justice journeys may be unfair, costly, and time-consuming. In half of the countries surveyed, out of those whose problem resolution process has concluded, at least 37% found the process unfair; at least 17% struggled to afford the costs they incurred trying to solve their problem; and at least 10% took more than a year to complete the process.
- Outcome of the resolution process: Justice journeys may not result in the resolution of legal problems. Focusing on the status of legal problems as a measure of effectiveness in the resolution process, the analysis finds that in 50% of the observed countries, legal problems persist for at least 31% of the population whose resolution process has concluded.

The justice gap: A score of the dimensions of access to justice studied in Section III allows for the calculation of a country-level estimation of the proportion of people who are in the justice gap because of their unmet civil and administrative justice needs. According to the WJP[1], 1.4 billion people face significant barriers to civil and administrative justice. Country-level estimations in **Section IV** show that in half of the observed countries, at least 50% of people who had an unmet civil and administrative justice need are in the justice gap because of the barriers they faced in pursuit of a resolution. This section includes an additional layer of analysis by highlighting the percentage of people in the civil and administrative justice gap in conjunction with the percentage of people who faced barriers to justice.

Hardships faced as a consequence of legal problems: **Section V** of the *WJP Justice Data Graphical Report I* explores the degree to which legal problems cause hardships for people and have broader consequences for economic development.

- Individual hardships faced as a consequence of legal problems: Legal problems can have negative impacts on several dimensions of people's well-being[2] and can lead to a variety of hardships, including health-related difficulties, economic difficulties, interpersonal difficulties, and difficulties with substance abuse. In half of the observed countries, at least 48% of those with a legal problem experienced at least one hardship due to their legal issue.
- Broader consequences of legal problems for economic development: Legal problems impose a financial burden that extends to the whole economy. This section expands on previous analysis of the total direct costs—expressed as a percentage of the GDP—associated with the heavy financial burden, health impacts, and loss of income or employment that people may experience as a consequence of their legal problems. On average, the economic cost of legal problems for individuals amounts to 1.7% of the GDP. Country-level estimates range from 0.1% to over 5%.[3] Finally, because of its implications for broader economic growth, access to justice for economic actors, such as firms facing legal disputes, is a topic that has started to be explored and needs further study.

* The *WJP Global Legal Needs Survey* includes the Access to Justice Module of the General Population Poll (GPP) conducted in 104 countries over a five-year period between 2017 to 2022. Information on the sampling methodology, fieldwork dates, and data processing can be found in Methodology Table M1.

† Legal problems are considered to be core because of their severity and their frequency, including problems related to employment, family, money and debt, housing, and public services. A legal problem is considered non-trivial if they have a severity of 4 or more on a scale of 0 to 10.

SECTION I

PEOPLE'S LEGAL PROBLEMS

Legal problems are the "little injustices"[4] occurring in the various everyday activities that are regulated by civil law, which may affect people's security and well-being. Legal problems have legal aspects, but their solution may not require the attention of formal justice institutions or the services of a lawyer. They include issues related to people's activities in the private sphere—such as in their families or intimate relations—and in the public sphere—for example, as they work, engage in commercial transactions, find a housing arrangement, or require government services. As such, legal problems are ubiquitous: **in four out of ten countries, around half of the population experienced a legal problem in the two years prior to being surveyed.** At the same time, legal problems vary in their severity based on the perception of those experiencing them. Moreover, some categories of legal problems are more serious than others since they affect people's well-being to a greater extent. **Yet, these legal problems are still fairly frequent: in four out of ten countries, close to one-fourth of the population experienced a core* and non-trivial legal problem over the same period.**

* Core legal problems include relatively frequent and severe legal problems: employment, family, money and debt, housing, and public services.

PREVALENCE OF LEGAL PROBLEMS AROUND THE WORLD

CHART 1.1

Legal Problems Are Ubiquitous and Prevalent*

In four out of ten countries, at least half of the population experienced a legal problem in the two years prior to being surveyed, and at least one-quarter of the population experienced a non-trivial legal problem over the same period.

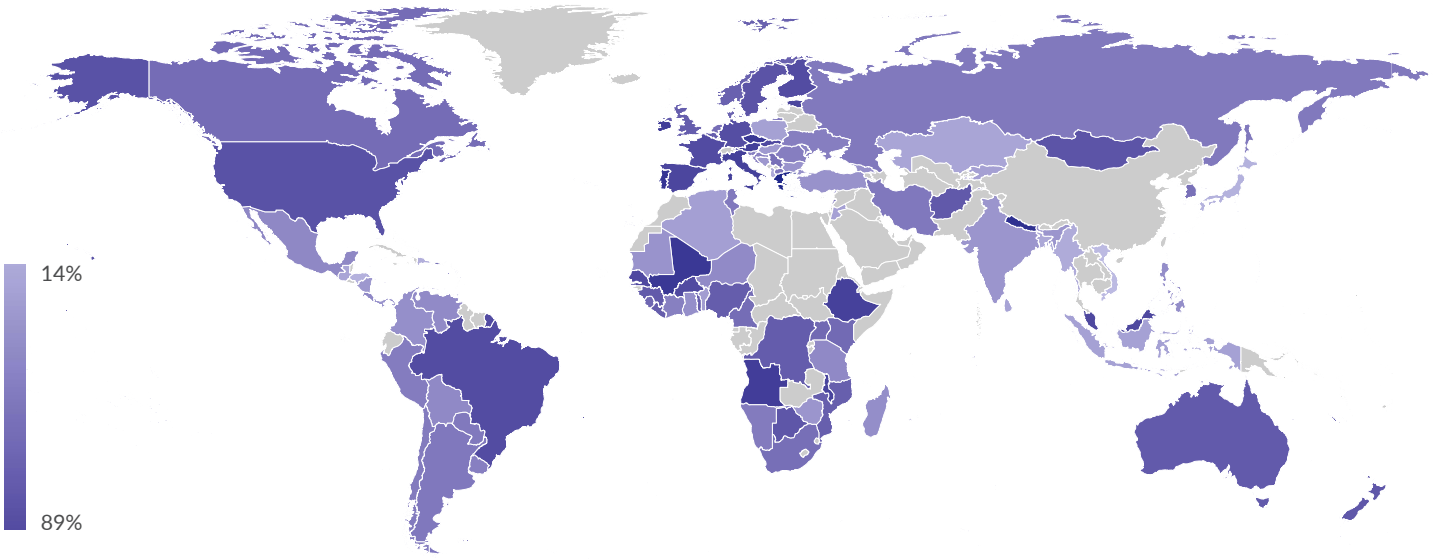
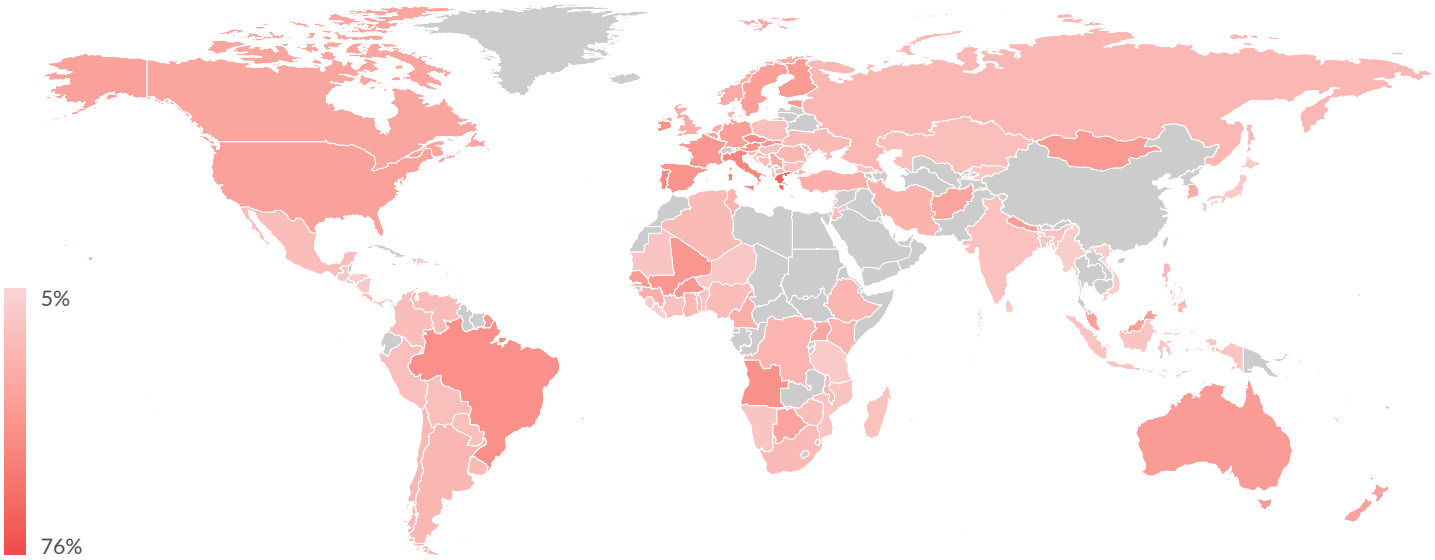


CHART 1.2

Non-Trivial Legal Problems Are Also Prevalent†



* These percentages refer to the proportion of people who experienced at least one legal problem in the two years prior to being surveyed.

† These percentages refer to the proportion of people who experienced at least one legal problem related to employment, family, money and debt, housing, and public services in the two years prior to being surveyed, and whose legal problem had a severity of 4 or more on a scale of 0 to 10.

A CLOSER LOOK INTO LEGAL PROBLEMS AROUND THE WORLD

If we take the income level of a country as an indicator of its socioeconomic development, we note that:

▶ REGARDING THE SEVERITY AND FREQUENCY OF LEGAL PROBLEMS:

- In high-income countries, less severe problems are more frequent.
- In middle-income countries, severe problems are not necessarily more or less frequent.
- In low-income countries, more severe problems are also more frequent.

▶ CONCERNING THE FREQUENCY OF LEGAL PROBLEMS:

Justice needs involving the quality of available public services, such as those related to obtaining government payments, are less frequent in low-income countries than in high-income countries.

▶ AS FOR THE SEVERITY OF LEGAL PROBLEMS:

Problems are ranked as more severe in high and upper-middle countries than in lower-middle and lower-income countries. One possible explanation is that people have relatively higher expectations in contexts of high socioeconomic development, whereas people in lower development contexts see problems as part of life.

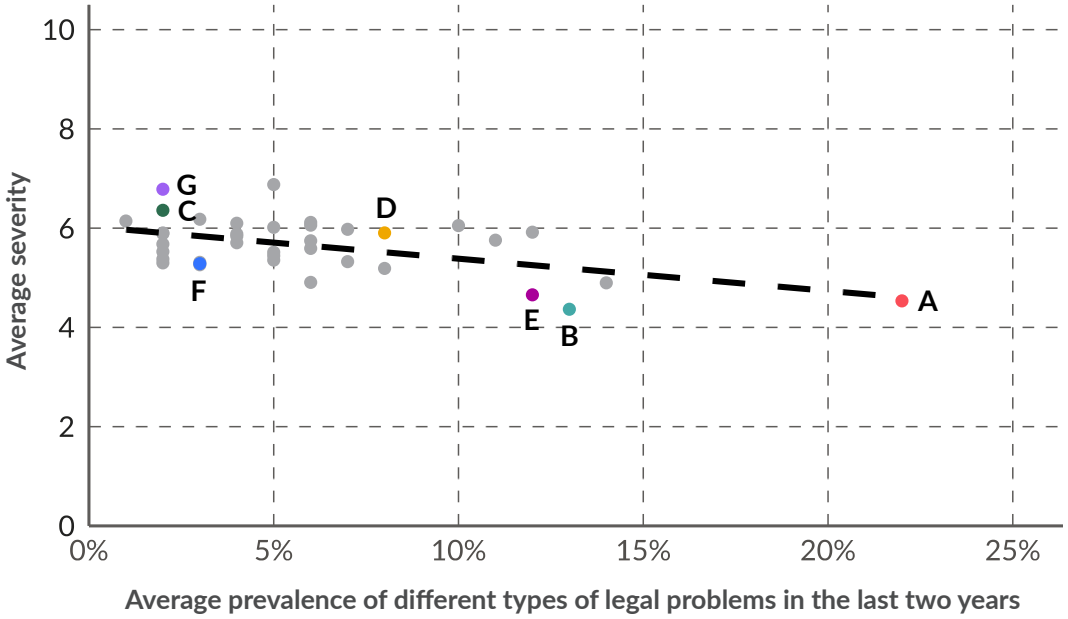
CHART 2.1

Justice Needs and Development*

- A) Neighbor disputes
- B) Consumer refunds
- C) Child custody
- D) Government benefits
- Other problems
- E) Utility disruptions or incorrect billing
- F) Access to utilities
- G) Homelessness
- --- Linear regression line

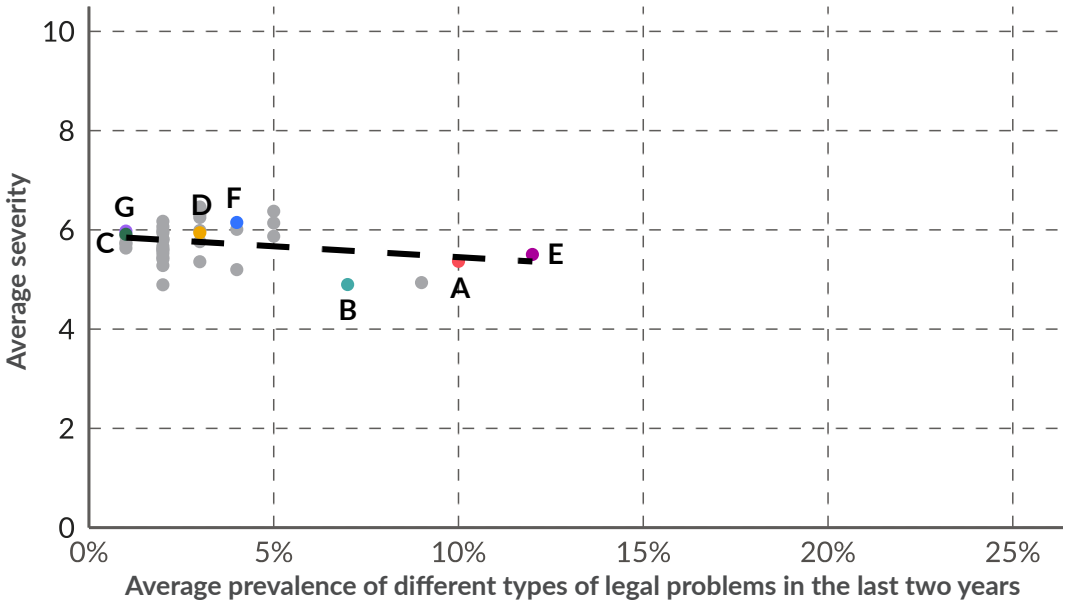
▶ IN HIGH-INCOME COUNTRIES:

- Less severe problems, such as problems with noisy neighbors or refunds for damaged goods, are more frequent.
- Problems are ranked as more severe than in lower-middle and lower-income countries.



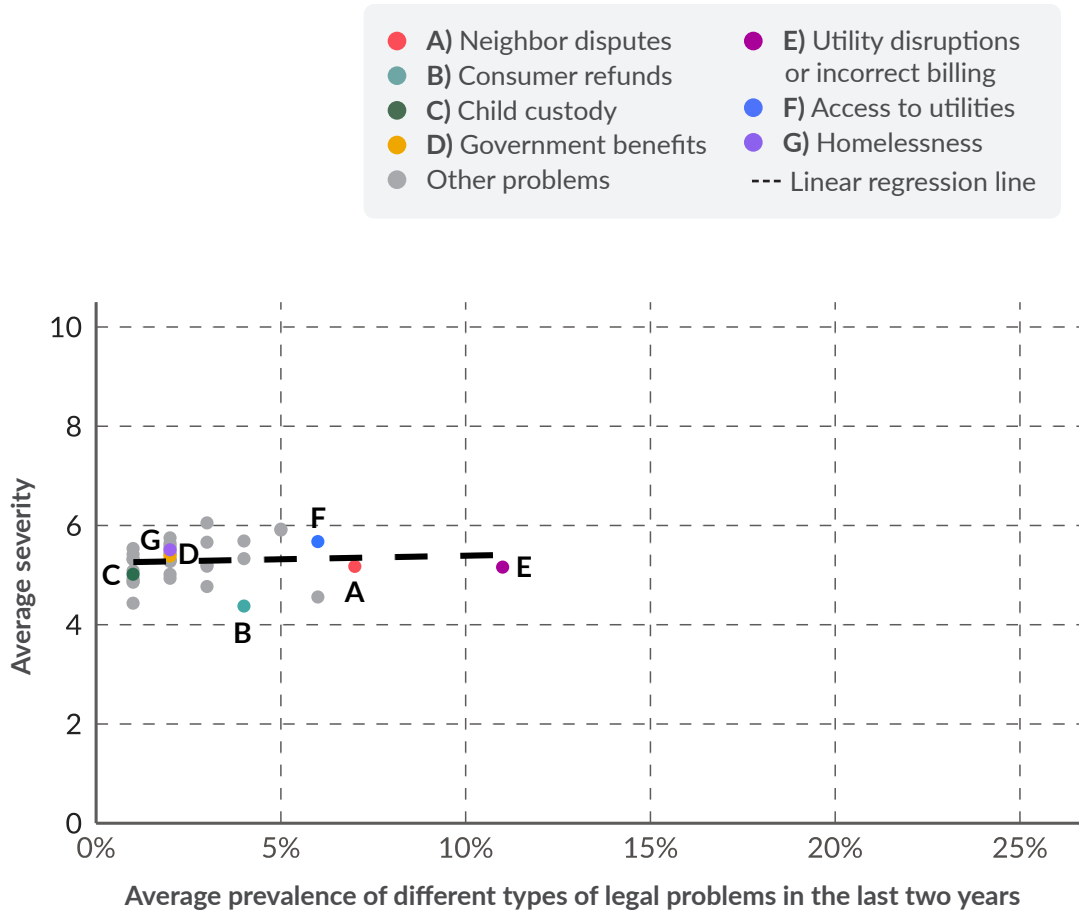
▶ IN UPPER-MIDDLE INCOME COUNTRIES:

- Severe problems are not necessarily more or less frequent.
- Problems are ranked as more severe than in lower-middle and lower-income countries.



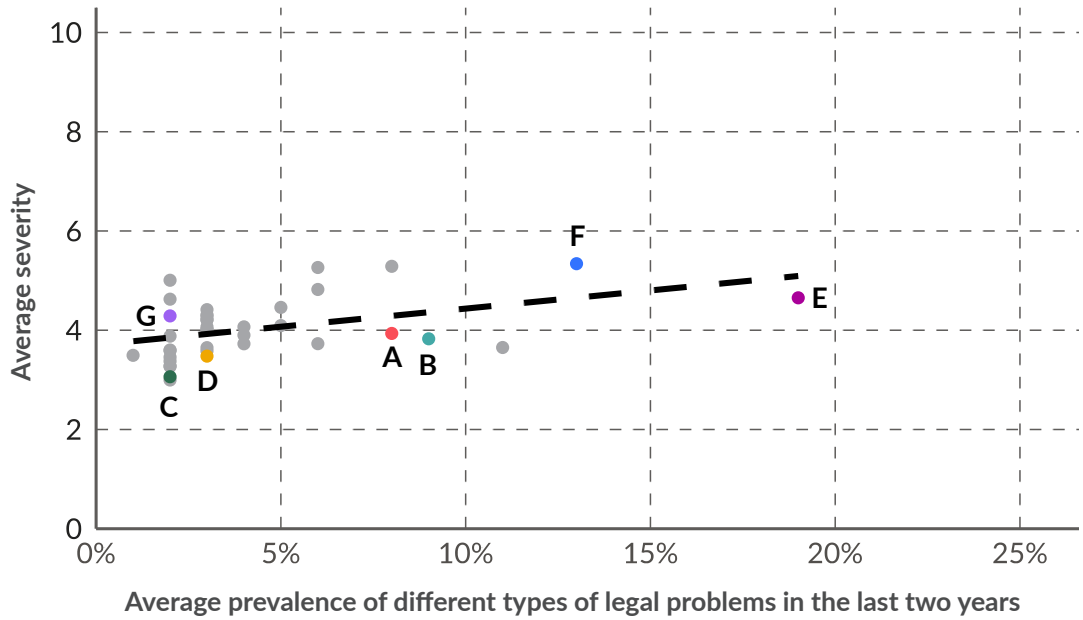
* The income grouping country categorization is included in Table A2 of the Methodological Appendix. Finally, Table A4 in the Appendix presents the estimates of the linear regression modeling the regression between the severity and the frequency of legal problems. The same section includes a robustness check excluding outliers.

† Table A3 in the Appendix lists the averages, by income grouping, of the country level prevalence of legal problems experienced in the last two years, as well as the severity of these problems.



▶ IN LOWER-MIDDLE INCOME COUNTRIES:

- Severe problems are not necessarily more or less frequent.
- Problems are ranked as less severe than in upper-middle and high-income countries.

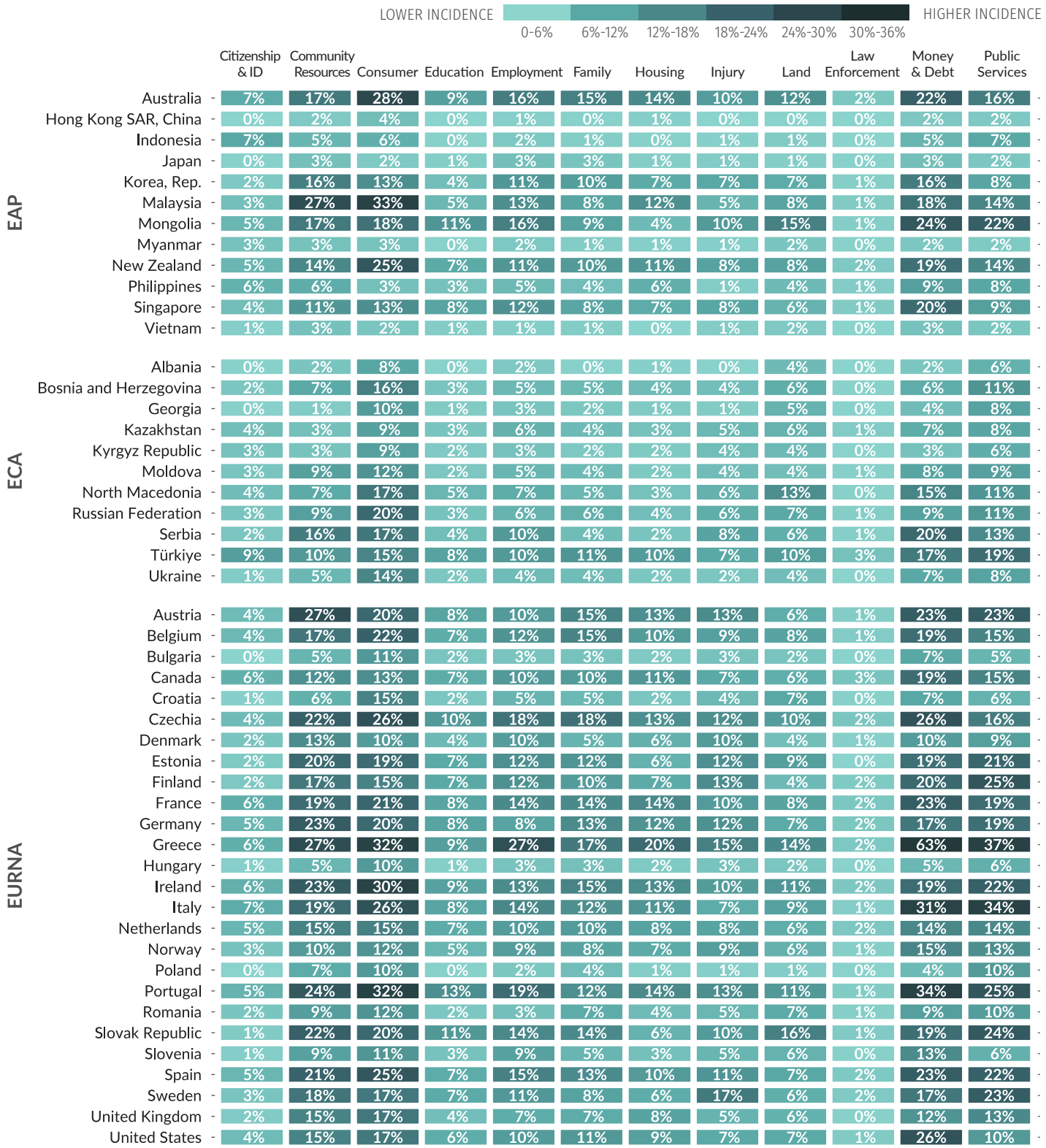


▶ IN LOW-INCOME COUNTRIES:

- More severe problems, such as access to utilities, are also more frequent.
- Problems related to the quality of available public services, such as those related to obtaining government benefits, are less frequent. This indicates those services might not be available.
- Problems are ranked as less severe than in upper-middle and high-income countries. For example, homelessness is considered a problem with an average severity of 4 out of 10.

CHART 2.2

Incidence by Category of Legal Problems*



		Citizenship & ID	Community Resources	Consumer	Education	Employment	Family	Housing	Injury	Land	Law Enforcement	Money & Debt	Public Services
EAP	Australia	7%	17%	28%	9%	16%	15%	14%	10%	12%	2%	22%	16%
	Hong Kong SAR, China	0%	2%	4%	0%	1%	0%	1%	0%	0%	0%	2%	2%
	Indonesia	7%	5%	6%	0%	2%	1%	0%	1%	1%	0%	5%	7%
	Japan	0%	3%	2%	1%	3%	3%	1%	1%	1%	0%	3%	2%
	Korea, Rep.	2%	16%	13%	4%	11%	10%	7%	7%	7%	1%	16%	8%
	Malaysia	3%	27%	33%	5%	13%	8%	12%	5%	8%	1%	18%	14%
	Mongolia	5%	17%	18%	11%	16%	9%	4%	10%	15%	1%	24%	22%
	Myanmar	3%	3%	3%	0%	2%	1%	1%	1%	2%	0%	2%	2%
	New Zealand	5%	14%	25%	7%	11%	10%	11%	8%	8%	2%	19%	14%
	Philippines	6%	6%	3%	3%	5%	4%	6%	1%	4%	1%	9%	8%
	Singapore	4%	11%	13%	8%	12%	8%	7%	8%	6%	1%	20%	9%
	Vietnam	1%	3%	2%	1%	1%	1%	0%	1%	2%	0%	3%	2%
ECA	Albania	0%	2%	8%	0%	2%	0%	1%	0%	4%	0%	2%	6%
	Bosnia and Herzegovina	2%	7%	16%	3%	5%	5%	4%	4%	6%	0%	6%	11%
	Georgia	0%	1%	10%	1%	3%	2%	1%	1%	5%	0%	4%	8%
	Kazakhstan	4%	3%	9%	3%	6%	4%	3%	5%	6%	1%	7%	8%
	Kyrgyz Republic	3%	3%	9%	2%	3%	2%	2%	4%	4%	0%	3%	6%
	Moldova	3%	9%	12%	2%	5%	4%	2%	4%	4%	1%	8%	9%
	North Macedonia	4%	7%	17%	5%	7%	5%	3%	6%	13%	0%	15%	11%
	Russian Federation	3%	9%	20%	3%	6%	6%	4%	6%	7%	1%	9%	11%
	Serbia	2%	16%	17%	4%	10%	4%	2%	8%	6%	1%	20%	13%
	Türkiye	9%	10%	15%	8%	10%	11%	10%	7%	10%	3%	17%	19%
	Ukraine	1%	5%	14%	2%	4%	4%	2%	2%	4%	0%	7%	8%
EURNA	Austria	4%	27%	20%	8%	10%	15%	13%	13%	6%	1%	23%	23%
	Belgium	4%	17%	22%	7%	12%	15%	10%	9%	8%	1%	19%	15%
	Bulgaria	0%	5%	11%	2%	3%	3%	2%	3%	2%	0%	7%	5%
	Canada	6%	12%	13%	7%	10%	10%	11%	7%	6%	3%	19%	15%
	Croatia	1%	6%	15%	2%	5%	5%	2%	4%	7%	0%	7%	6%
	Czechia	4%	22%	26%	10%	18%	18%	13%	12%	10%	2%	26%	16%
	Denmark	2%	13%	10%	4%	10%	5%	6%	10%	4%	1%	10%	9%
	Estonia	2%	20%	19%	7%	12%	12%	6%	12%	9%	0%	19%	21%
	Finland	2%	17%	15%	7%	12%	10%	7%	13%	4%	2%	20%	25%
	France	6%	19%	21%	8%	14%	14%	14%	10%	8%	2%	23%	19%
	Germany	5%	23%	20%	8%	8%	13%	12%	12%	7%	2%	17%	19%
	Greece	6%	27%	32%	9%	27%	17%	20%	15%	14%	2%	63%	37%
	Hungary	1%	5%	10%	1%	3%	3%	2%	3%	2%	0%	5%	6%
	Ireland	6%	23%	30%	9%	13%	15%	13%	10%	11%	2%	19%	22%
	Italy	7%	19%	26%	8%	14%	12%	11%	7%	9%	1%	31%	34%
	Netherlands	5%	15%	15%	7%	10%	10%	8%	8%	6%	2%	14%	14%
	Norway	3%	10%	12%	5%	9%	8%	7%	9%	6%	1%	15%	13%
	Poland	0%	7%	10%	0%	2%	4%	1%	1%	1%	0%	4%	10%
	Portugal	5%	24%	32%	13%	19%	12%	14%	13%	11%	1%	34%	25%
	Romania	2%	9%	12%	2%	3%	7%	4%	5%	7%	1%	9%	10%
	Slovak Republic	1%	22%	20%	11%	14%	14%	6%	10%	16%	1%	19%	24%
	Slovenia	1%	9%	11%	3%	9%	5%	3%	5%	6%	0%	13%	6%
	Spain	5%	21%	25%	7%	15%	13%	10%	11%	7%	2%	23%	22%
	Sweden	3%	18%	17%	7%	11%	8%	6%	17%	6%	2%	17%	23%
	United Kingdom	2%	15%	17%	4%	7%	7%	8%	5%	6%	0%	12%	13%
	United States	4%	15%	17%	6%	10%	11%	9%	7%	7%	1%	26%	10%

* The full region names are as follows: EAP (East Asia and Pacific), ECA (Eastern Europe and Central Asia), EURNA (European Union, European Free Trade Association, and North America), LAC (Latin America and Caribbean), MENA (Middle East and North Africa), SA (South Asia), and SSA (Sub-Saharan Africa).

		Citizenship & ID	Community Resources	Consumer	Education	Employment	Family	Housing	Injury	Land	Law Enforcement	Money & Debt	Public Services
LAC	Argentina	2%	11%	25%	5%	6%	7%	4%	4%	7%	1%	11%	8%
	Bolivia	3%	6%	12%	3%	4%	6%	4%	3%	7%	0%	6%	6%
	Brazil	2%	16%	24%	8%	7%	12%	6%	4%	3%	1%	25%	21%
	Chile	0%	11%	18%	5%	5%	8%	3%	4%	5%	0%	6%	6%
	Colombia	0%	5%	9%	2%	3%	5%	4%	2%	3%	0%	6%	3%
	Costa Rica	3%	12%	14%	3%	5%	6%	3%	4%	6%	1%	7%	8%
	Dominican Republic	0%	1%	6%	1%	1%	3%	1%	1%	2%	0%	2%	2%
	Guatemala	2%	5%	7%	2%	3%	3%	2%	2%	3%	0%	3%	3%
	Honduras	1%	3%	7%	0%	1%	1%	1%	1%	2%	0%	2%	2%
	Mexico	2%	10%	13%	3%	4%	6%	2%	3%	6%	1%	6%	7%
	Nicaragua	1%	7%	13%	1%	2%	5%	2%	2%	5%	1%	3%	2%
	Panama	1%	6%	9%	2%	3%	4%	3%	2%	5%	1%	4%	4%
	Paraguay	0%	4%	24%	0%	2%	5%	1%	1%	2%	0%	7%	2%
	Peru	1%	7%	18%	3%	3%	5%	3%	2%	8%	0%	5%	5%
	Trinidad and Tobago	0%	5%	10%	1%	2%	3%	2%	1%	5%	0%	2%	3%
	Uruguay	1%	10%	15%	4%	5%	9%	3%	2%	8%	0%	7%	2%
	Venezuela, RB	7%	6%	15%	2%	4%	3%	2%	2%	6%	1%	2%	10%
MENA	Algeria	8%	16%	7%	3%	7%	9%	4%	2%	10%	0%	7%	4%
	Iran, Islamic Rep.	4%	15%	17%	3%	8%	7%	8%	3%	7%	1%	8%	7%
	Jordan	5%	12%	7%	2%	4%	6%	3%	2%	7%	0%	7%	6%
	Lebanon	9%	14%	16%	6%	10%	14%	10%	10%	13%	3%	14%	18%
	Tunisia	1%	12%	24%	1%	4%	4%	4%	4%	8%	1%	5%	14%
SA	Afghanistan	5%	8%	13%	3%	6%	16%	11%	5%	19%	2%	6%	12%
	Bangladesh	2%	2%	4%	0%	1%	3%	0%	1%	10%	0%	3%	4%
	India	3%	6%	6%	1%	3%	6%	3%	4%	8%	0%	4%	6%
	Nepal	3%	8%	22%	2%	2%	4%	10%	8%	9%	0%	16%	26%
	Sri Lanka	1%	5%	3%	1%	1%	1%	3%	1%	2%	1%	2%	3%
SSA	Angola	15%	13%	21%	10%	13%	17%	10%	7%	12%	3%	17%	30%
	Benin	1%	1%	8%	1%	2%	2%	2%	1%	3%	0%	6%	2%
	Botswana	1%	7%	17%	2%	6%	8%	8%	1%	5%	0%	15%	6%
	Burkina Faso	8%	12%	27%	11%	7%	7%	4%	6%	8%	1%	24%	27%
	Cameroon	8%	6%	19%	3%	4%	7%	4%	2%	5%	1%	8%	17%
	Congo, Dem. Rep.	4%	3%	15%	1%	5%	8%	5%	2%	7%	1%	8%	8%
	Côte d'Ivoire	7%	6%	18%	1%	2%	2%	3%	1%	3%	0%	5%	6%
	Ethiopia	2%	3%	33%	1%	1%	5%	4%	2%	9%	0%	2%	13%
	Ghana	3%	4%	9%	1%	2%	6%	7%	1%	6%	0%	8%	6%
	Guinea	6%	4%	26%	2%	4%	6%	3%	2%	6%	2%	6%	20%
	Kenya	8%	5%	13%	2%	6%	6%	6%	2%	9%	1%	5%	9%
	Liberia	0%	1%	25%	0%	0%	1%	2%	0%	5%	0%	1%	1%
	Madagascar	3%	6%	6%	3%	4%	4%	3%	4%	10%	1%	4%	6%
	Malawi	1%	2%	24%	2%	3%	9%	4%	0%	7%	0%	2%	6%
	Mali	9%	10%	20%	9%	10%	14%	10%	9%	18%	4%	18%	27%
	Mauritania	5%	0%	4%	1%	1%	4%	2%	0%	2%	0%	5%	4%
	Mauritius	0%	8%	9%	1%	3%	4%	2%	2%	6%	0%	6%	7%
	Mozambique	2%	3%	18%	1%	1%	4%	3%	0%	5%	0%	4%	3%
	Namibia	0%	3%	9%	1%	1%	4%	3%	0%	4%	0%	4%	3%
	Niger	1%	2%	10%	1%	1%	2%	2%	0%	3%	0%	3%	3%
	Nigeria	2%	4%	18%	1%	3%	6%	6%	1%	8%	0%	5%	6%
	Senegal	31%	14%	25%	5%	9%	6%	5%	6%	5%	1%	23%	19%
	Sierra Leone	1%	1%	7%	0%	1%	2%	1%	0%	3%	0%	1%	2%
	South Africa	2%	7%	18%	2%	3%	5%	3%	1%	7%	0%	5%	7%
	Tanzania	1%	2%	9%	0%	1%	3%	2%	1%	4%	0%	2%	3%
	Togo	3%	4%	10%	2%	3%	5%	2%	3%	6%	0%	7%	16%
	Uganda	9%	8%	16%	2%	9%	11%	8%	2%	14%	1%	10%	10%
	Zimbabwe	1%	3%	8%	1%	1%	3%	5%	0%	3%	0%	3%	9%

CHART 2.3

Legal Problems Co-Occur or Trigger Each Other

Certain problems cluster, co-occur, or trigger each other more frequently than others. This may be because one problem is the consequence of another, two or more problems respond to the same circumstances, and people are vulnerable to a multiplicity of problems.[5]

PEOPLE WHO EXPERIENCE A PROBLEM WITH:

HOUSING
are more likely to face a problem with:

money and debt	public services	family	employment
by 45%	by 40%	by 33%	by 29%

EMPLOYMENT
are more likely to face a problem with:

money and debt	public services	family	housing
by 46%	by 41%	by 29%	by 24%

FAMILY
are more likely to face a problem with:

money and debt	public services	employment	housing
by 40%	by 37%	by 27%	by 25%

MONEY AND DEBT
are more likely to face a problem with:

public services	employment	family	housing
by 39%	by 26%	by 25%	by 21%

SECTION II

ACCESS TO DISPUTE RESOLUTION MECHANISMS

Acknowledging the importance of access to civil justice as essential for people to redress their grievances and access their rights and entitlements, and, ultimately, for the realization of the broader sustainable development agenda, the global monitoring framework of the Sustainable Development Goals (SDGs) recognizes access to a variety of mechanisms for settling disputes.[6] Specifically, indicator 16.3.3 of the SDGs measures the proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism to resolve it.

The following pages present regional and country-level estimations of the SDG indicator 16.3.3 for 62 countries based on the relevant survey questions in the WJP's Global Legal Needs Survey (See Appendix). **In seven out of ten countries, at least 62% of the population who needed access to a dispute resolution mechanism did not find it.** As more governments, international organizations, and civil society organizations boost their efforts to collect different kinds of data on justice outcomes, including legal needs surveys, better and more up-to-date data may be available for decision makers to identify areas of improvement in this type of justice services. Responses decision makers may have to increase access to justice include widening the variety of formal and informal institutions of remedy or dispute resolution available, as well as improving other types of justice solutions through which people may solve their legal problems before they escalate.

ACCESS TO FORMAL AND INFORMAL MECHANISMS FOR DISPUTE RESOLUTION

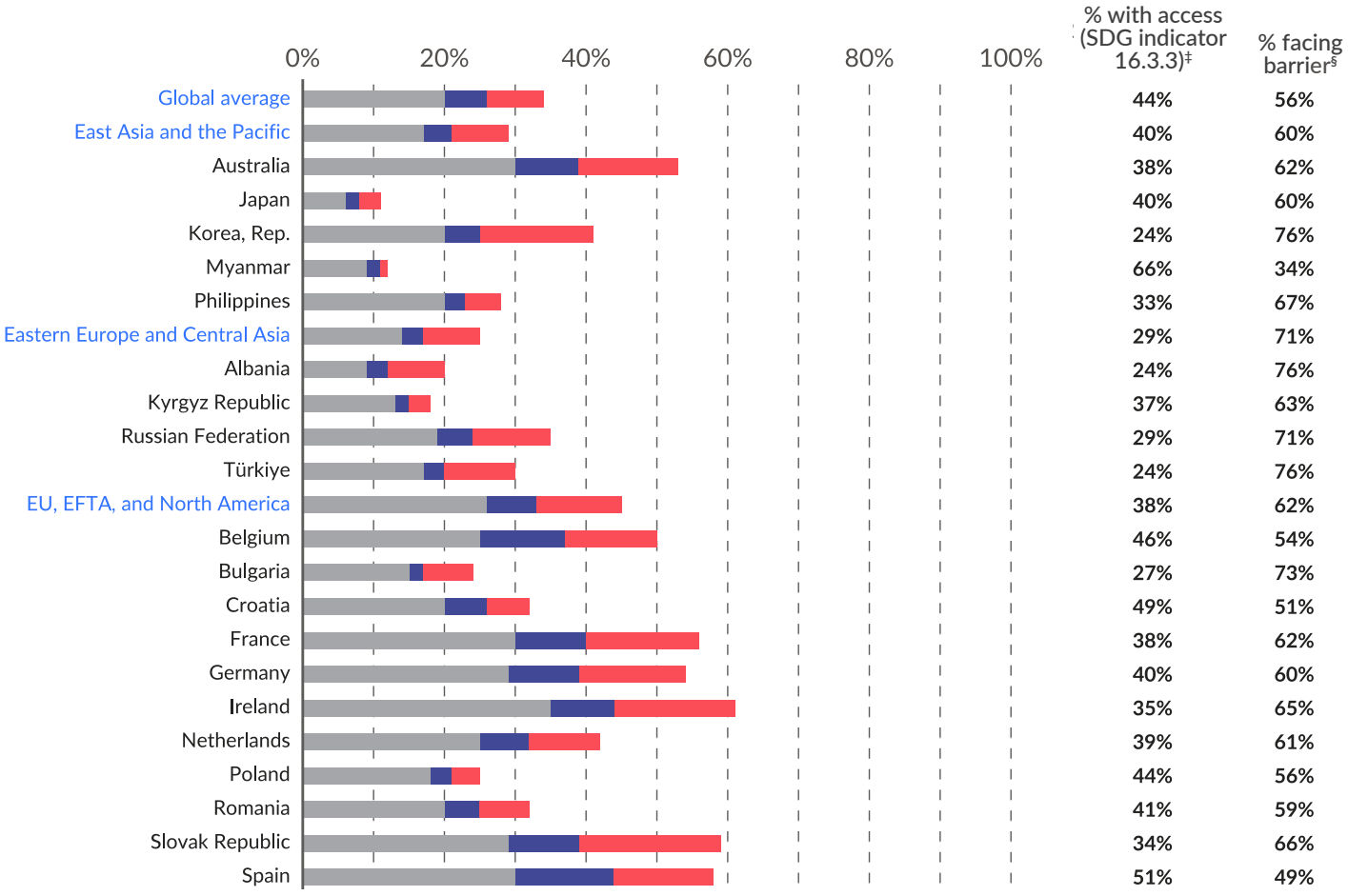
CHART 3.1

Barriers to Formal and Informal Mechanisms for Dispute Resolution and the Sustainable Development Goal 16.3.3*

Percentage of people who... †

- Needed and had access to a dispute resolution mechanism
- Needed access to a dispute resolution mechanism but did not have it
- Did not need a dispute resolution mechanism or unknown

In seven out of ten countries,[5] at least half of the population (62%) who needed access to a dispute resolution mechanism, did not find it.



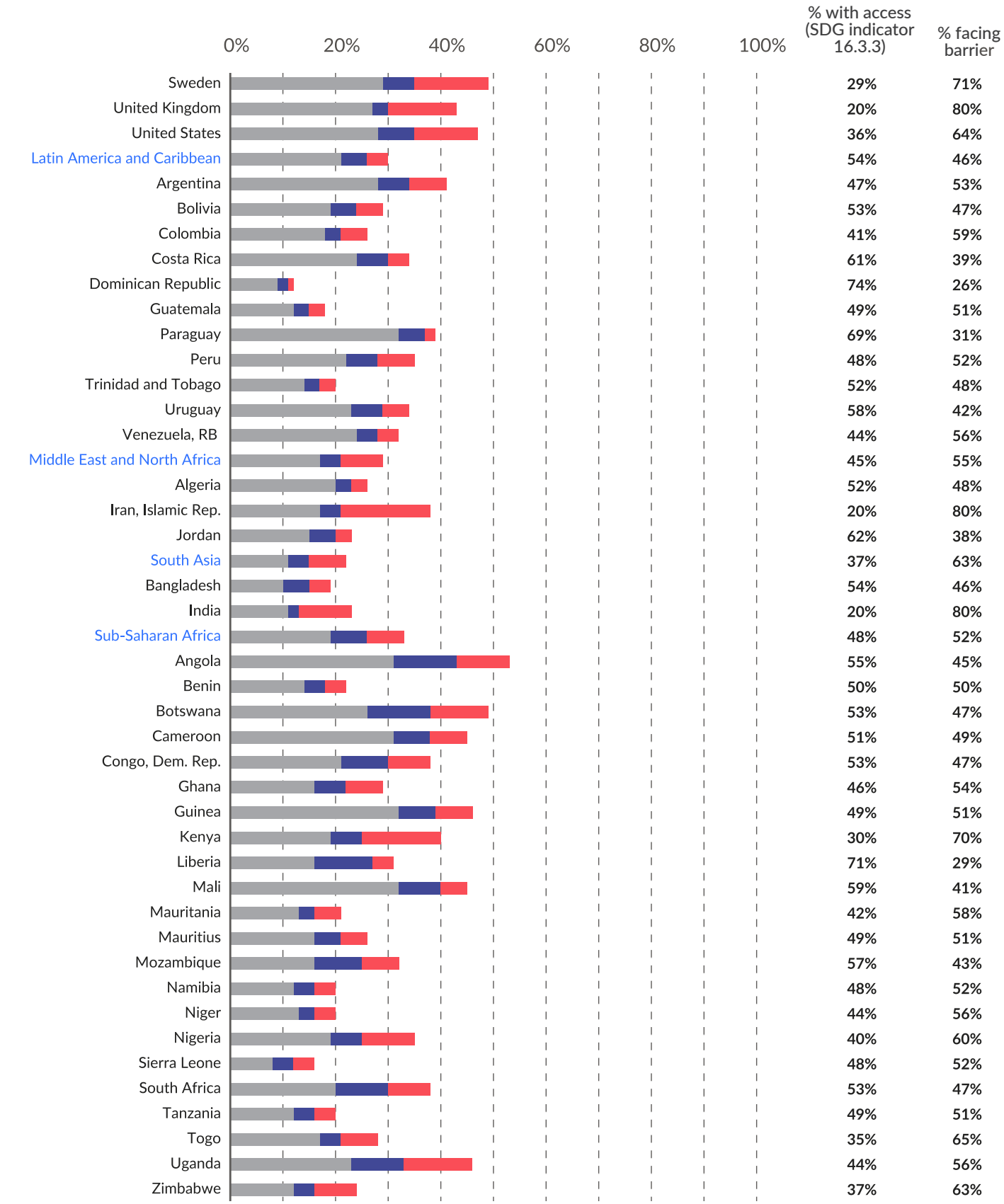
* The Indicator of the Sustainable Development Goals 16.3.3 measures the proportion of the population who has experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism. Based on the Global Needs Survey data, we estimate, out of those who had a legal problem and needed access to this sort of help, the proportion of those who, directly or with someone else's help, had access to a court or any other third-party individual or organization to adjudicate, mediate, or intervene to help resolve their legal problem. See Appendix Note A1 for more details.

** The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† Percentages in the left-hand column refer to the proportion of people who had access to a formal or informal mechanism of dispute resolution out of those who needed it.

‡ Percentages in the right-hand column refer to the proportion of people who faced a barrier to accessing a formal or informal dispute resolution mechanism out of those who needed access.

§ Estimates are only available for countries that have been surveyed since 2018, as the relevant question was not yet introduced at the time of data collection in 2017.


Percentage of people who...
Needed and had access to a dispute resolution mechanism
Needed access to a dispute resolution mechanism but did not have it
Did not need a dispute resolution mechanism or unknown
0%
20%
40%
60%
80%
100%
% with access (SDG indicator 16.3.3)
% facing barrier
Sweden 29% 71%
United Kingdom 20% 80%
United States 36% 64%
Latin America and Caribbean 54% 46%
Argentina 47% 53%
Bolivia 53% 47%
Colombia 41% 59%
Costa Rica 61% 39%
Dominican Republic 74% 26%
Guatemala 49% 51%
Paraguay 69% 31%
Peru 48% 52%
Trinidad and Tobago 52% 48%
Uruguay 58% 42%
Venezuela, RB 44% 56%
Middle East and North Africa 45% 55%
Algeria 52% 48%
Iran, Islamic Rep. 20% 80%
Jordan 62% 38%
South Asia 37% 63%
Bangladesh 54% 46%
India 20% 80%
Sub-Saharan Africa 48% 52%
Angola 55% 45%
Benin 50% 50%
Botswana 53% 47%
Cameroon 51% 49%
Congo, Dem. Rep. 53% 47%
Ghana 46% 54%
Guinea 49% 51%
Kenya 30% 70%
Liberia 71% 29%
Mali 59% 41%
Mauritania 42% 58%
Mauritius 49% 51%
Mozambique 57% 43%
Namibia 48% 52%
Niger 44% 56%
Nigeria 40% 60%
Sierra Leone 48% 52%
South Africa 53% 47%
Tanzania 49% 51%
Togo 35% 65%
Uganda 44% 56%
Zimbabwe 37% 63%

SECTION III

PEOPLE'S JOURNEYS TO JUSTICE

In nearly half of the countries, at least 35% of the population with legal problems could not find adequate information to solve them, and 50% did not have access to appropriate assistance and representation. As we learned in *Global Insights to Access to Justice*,[7] most people do not turn to lawyers and courts when they experience legal problems. The following pages zoom out from the focus on courts and present a country-level diagnosis of people's access to crucial justice services, which may not necessarily be formal or official and may be provided by communities, auxiliary agencies, or civil society organizations. Services including information, assistance, and representation may open paths to solutions throughout people's journeys to find justice, regardless of whether these journeys involve formal mechanisms for dispute resolution or not.[8] Of those who experienced legal problems and needed access to a given justice service, what proportion could obtain that service? What percentage of those with legal problems encountered procedural barriers because their justice journeys were time-consuming, costly, or unfair?

In summary...

In half of the countries, out of those people with legal problems:

- **35% or more could not find adequate information to solve them; and**
- **50% or more did not have access to appropriate assistance and representation.**

In half of the countries, out of those people whose problem's resolution process has concluded:

- **37% or more found the process unfair;**
- **17% or more struggled to afford the costs they incurred to solve their problem; and**
- **10% or more took more than a year to complete the process.**

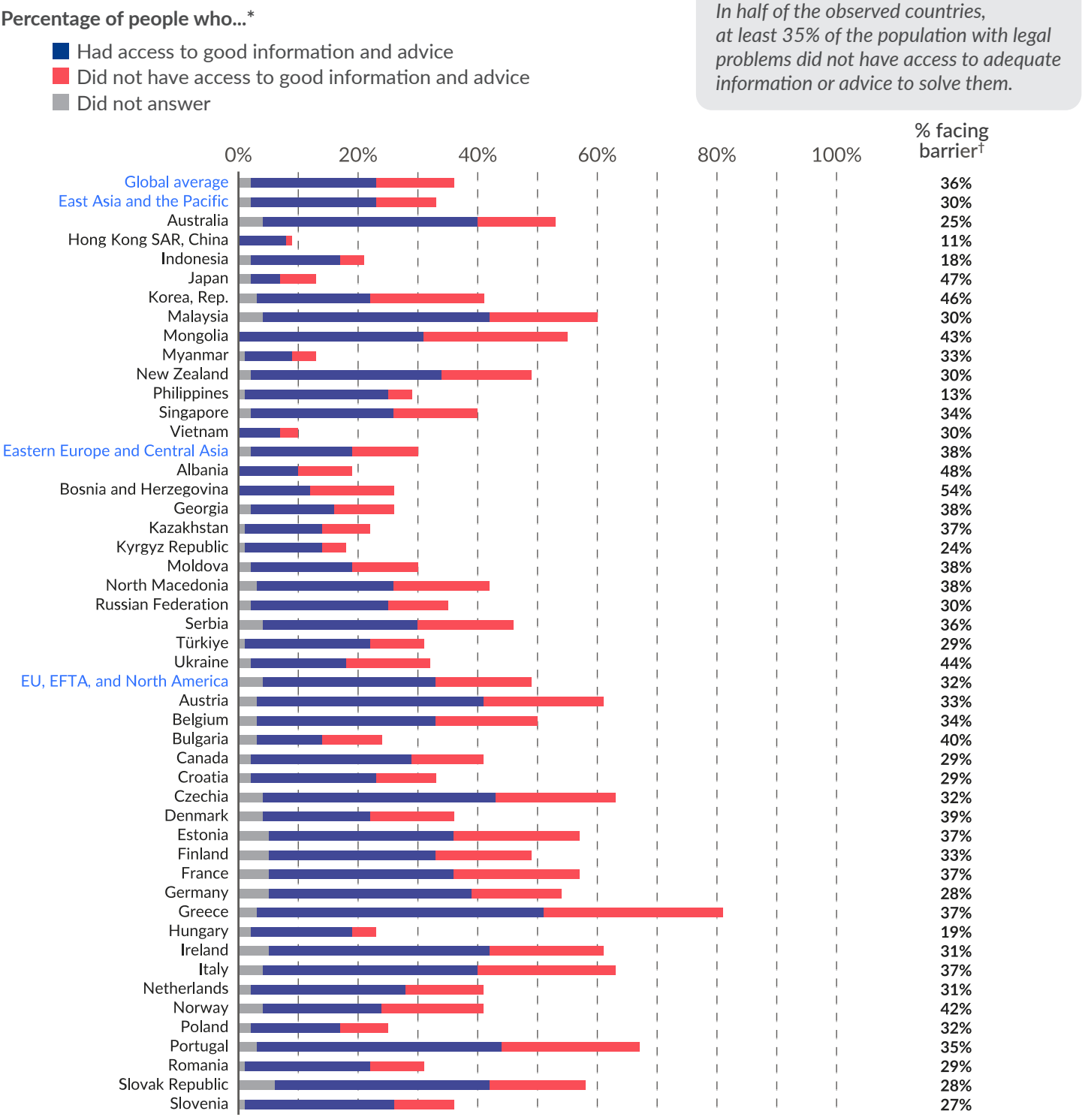
In terms of the effectiveness of the resolution process, in half of the countries, legal problems persist for 31% or more out of those people whose problem's resolution process has concluded.

ACCESS TO APPROPRIATE INFORMATION, ASSISTANCE, AND REPRESENTATION

CHART 4.1

Access to Appropriate Information and Advice

In half of the observed countries, at least 35% of the population with legal problems did not have access to adequate information or advice to solve them.



* The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† Percentages in the column on the right of the figure refer to the proportion of people who encountered a barrier to accessing good information and advice out of those who experienced a non-trivial legal problem.

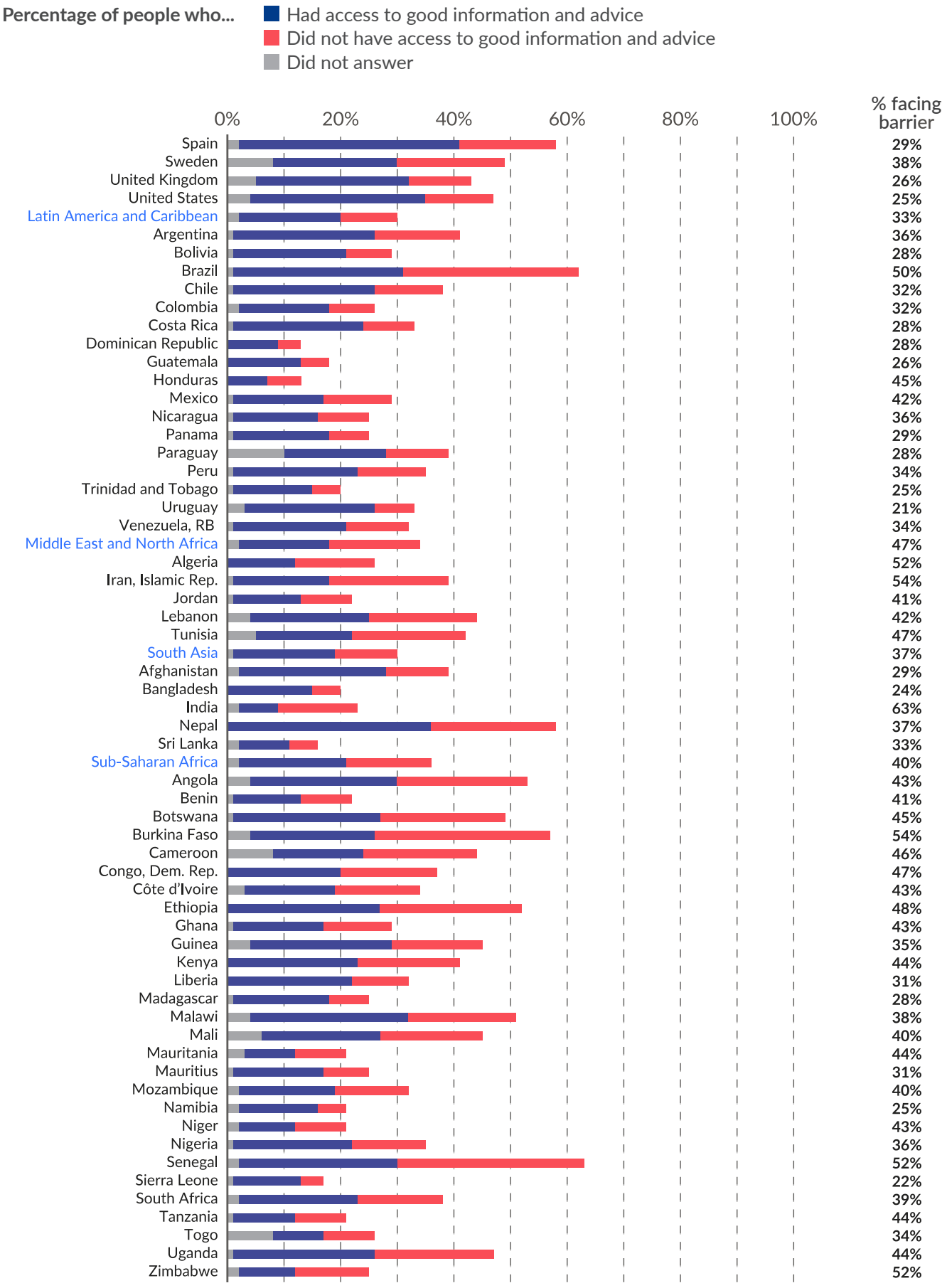

Percentage of people who...
Had access to good information and advice
Did not have access to good information and advice
Did not answer
0%
20%
40%
60%
80%
100%
% facing barrier
Spain 29%
Sweden 38%
United Kingdom 26%
United States 25%
Latin America and Caribbean 33%
Argentina 36%
Bolivia 28%
Brazil 50%
Chile 32%
Colombia 32%
Costa Rica 28%
Dominican Republic 28%
Guatemala 26%
Honduras 45%
Mexico 42%
Nicaragua 36%
Panama 29%
Paraguay 28%
Peru 34%
Trinidad and Tobago 25%
Uruguay 21%
Venezuela, RB 34%
Middle East and North Africa 47%
Algeria 52%
Iran, Islamic Rep. 54%
Jordan 41%
Lebanon 42%
Tunisia 47%
South Asia 37%
Afghanistan 29%
Bangladesh 24%
India 63%
Nepal 37%
Sri Lanka 33%
Sub-Saharan Africa 40%
Angola 43%
Benin 41%
Botswana 45%
Burkina Faso 54%
Cameroon 46%
Congo, Dem. Rep. 47%
Côte d'Ivoire 43%
Ethiopia 48%
Ghana 43%
Guinea 35%
Kenya 44%
Liberia 31%
Madagascar 28%
Malawi 38%
Mali 40%
Mauritania 44%
Mauritius 31%
Mozambique 40%
Namibia 25%
Niger 43%
Nigeria 36%
Senegal 52%
Sierra Leone 22%
South Africa 39%
Tanzania 44%
Togo 34%
Uganda 44%
Zimbabwe 52%

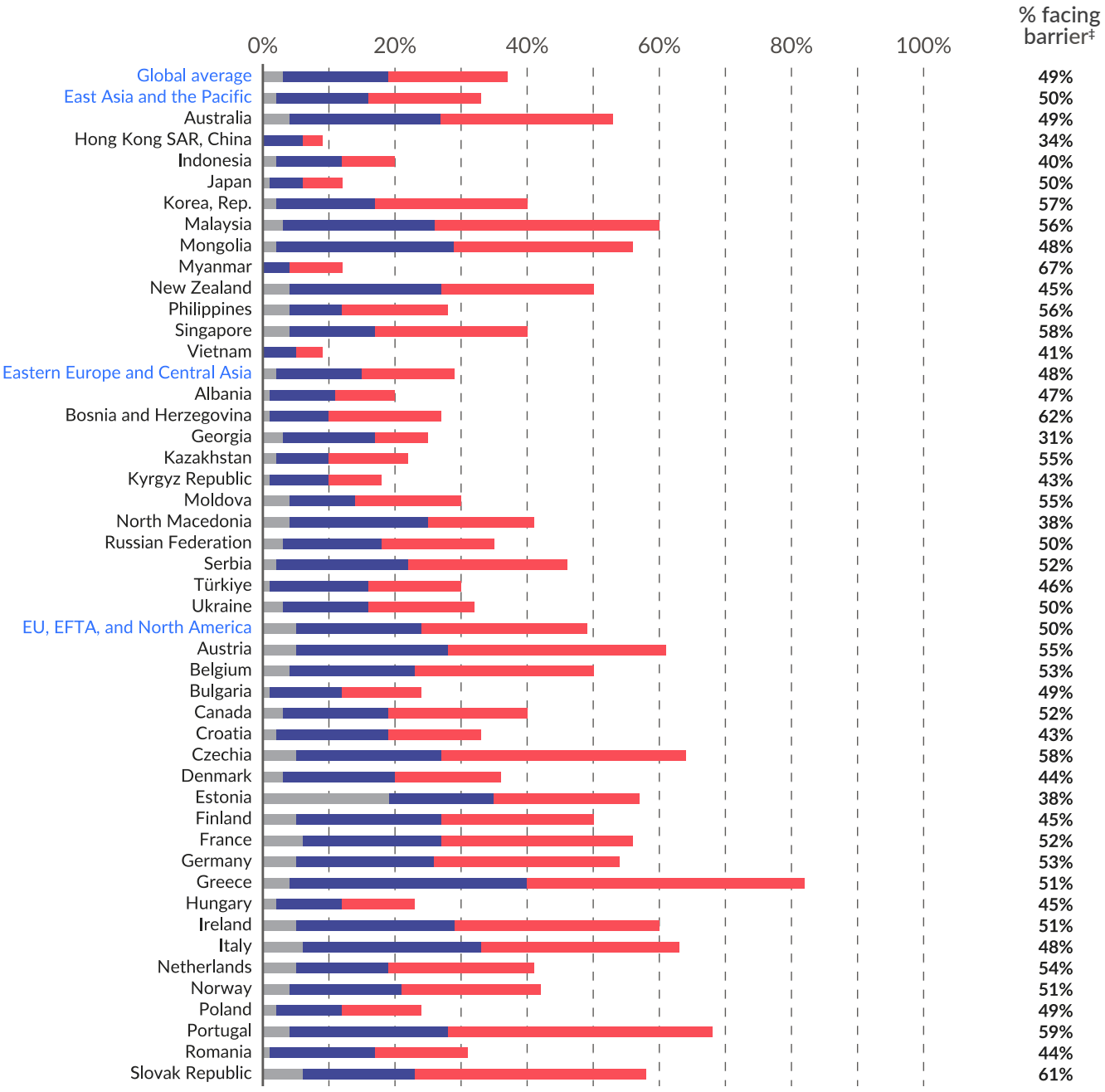
CHART 4.2

Access to Adequate Assistance and Representation*

Percentage of people who... †

- Had access to good information and advice
- Did not have access to appropriate assistance and representation
- Did not answer

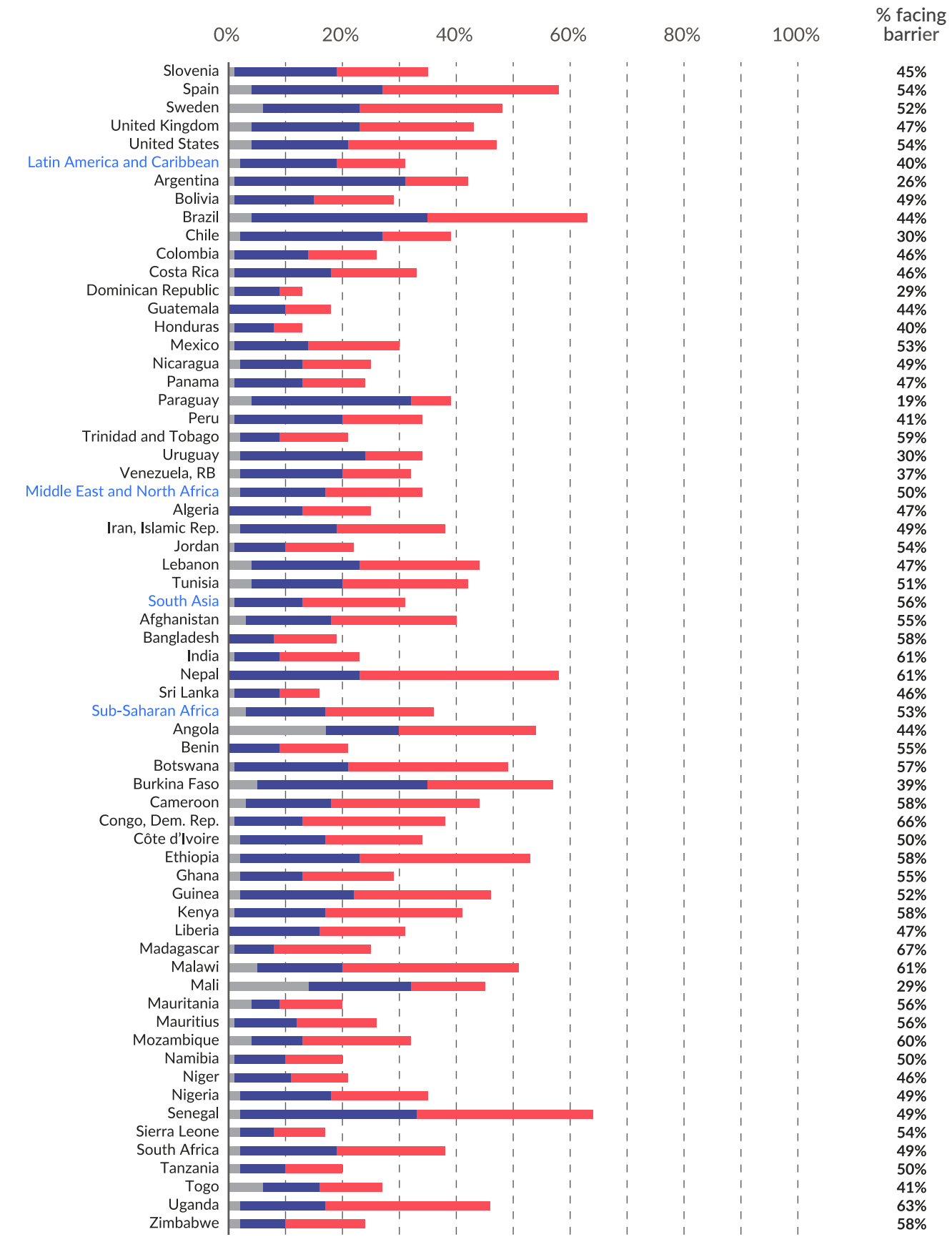
In half of the observed countries, 50% or more of the population with legal problems did not have access to appropriate assistance and representation.



* Adequate assistance and representation includes those obtained from any of the following entities: a lawyer, a professional advisor, an advice service, a government legal aid office, a court or government body, the police, a health or welfare professional, a trade union or employer, a civil society organization, or a charity.

† The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

‡ Percentages in the column on the right refer to the proportion of people who encountered a barrier to accessing adequate assistance and representation out of those who experienced a non-trivial legal dispute.


Percentage of people who...
Had access to good information and advice
Did not have access to good information and advice
Did not answer
0%
20%
40%
60%
80%
100%
% facing barrier
Slovenia 45%
Spain 54%
Sweden 52%
United Kingdom 47%
United States 54%
Latin America and Caribbean 40%
Argentina 26%
Bolivia 49%
Brazil 44%
Chile 30%
Colombia 46%
Costa Rica 46%
Dominican Republic 29%
Guatemala 44%
Honduras 40%
Mexico 53%
Nicaragua 49%
Panama 47%
Paraguay 19%
Peru 41%
Trinidad and Tobago 59%
Uruguay 30%
Venezuela, RB 37%
Middle East and North Africa 50%
Algeria 47%
Iran, Islamic Rep. 49%
Jordan 54%
Lebanon 47%
Tunisia 51%
South Asia 56%
Afghanistan 55%
Bangladesh 58%
India 61%
Nepal 61%
Sri Lanka 46%
Sub-Saharan Africa 53%
Angola 44%
Benin 55%
Botswana 57%
Burkina Faso 39%
Cameroon 58%
Congo, Dem. Rep. 66%
Côte d'Ivoire 50%
Ethiopia 58%
Ghana 55%
Guinea 52%
Kenya 58%
Liberia 47%
Madagascar 67%
Malawi 61%
Mali 29%
Mauritania 56%
Mauritius 56%
Mozambique 60%
Namibia 50%
Niger 46%
Nigeria 49%
Senegal 49%
Sierra Leone 54%
South Africa 49%
Tanzania 50%
Togo 41%
Uganda 63%
Zimbabwe 58%

PROCESS BARRIERS TO JUSTICE

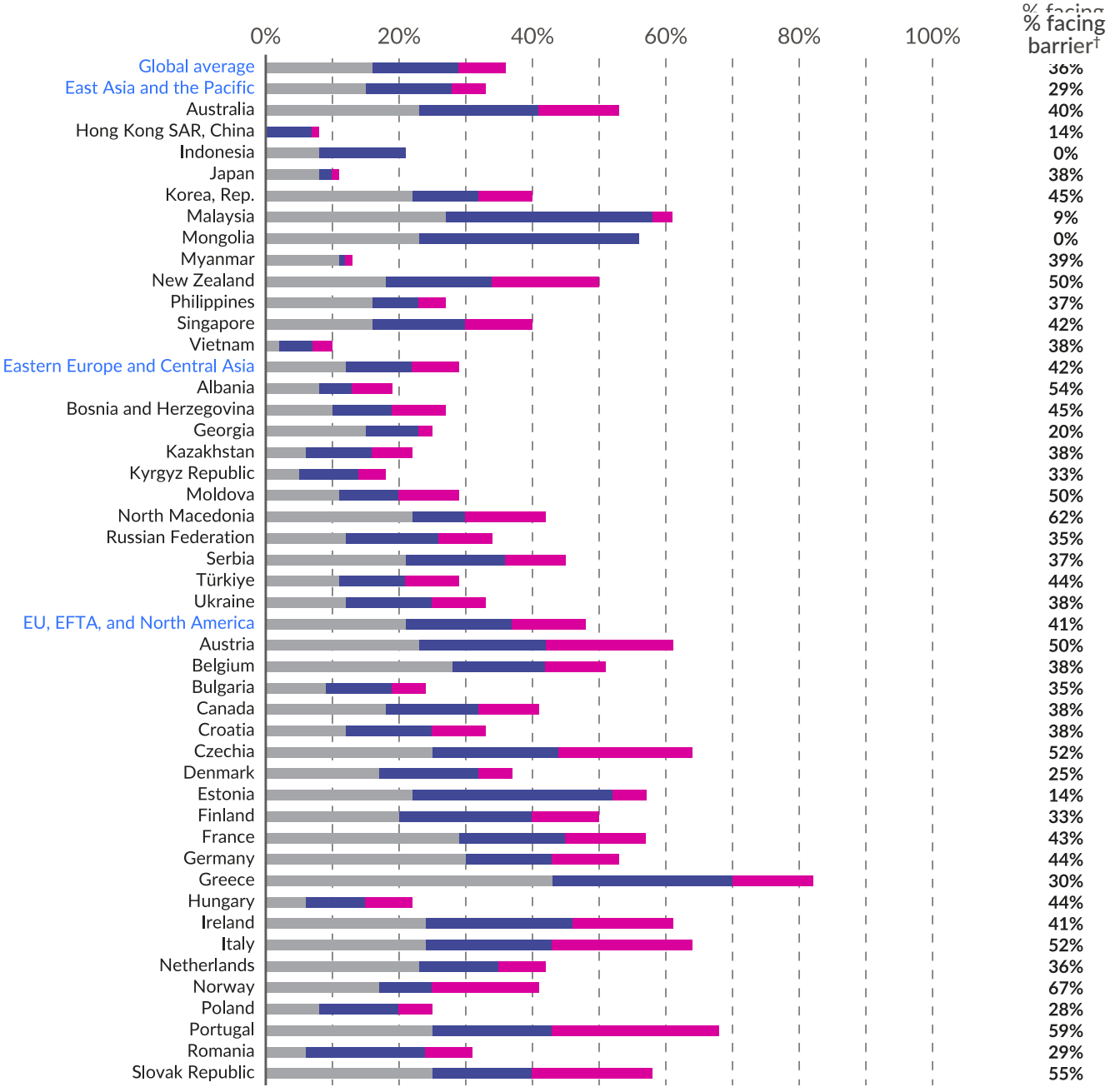
CHART 5.1

Fairness of the Resolution Process

In half of the observed countries, out of those people whose problem's resolution process has concluded, 37% or more found the process unfair.

Percentage of people...*

- Who thought the resolution process was fair
- Who thought the resolution process was unfair
- Whose legal problem status is ongoing or unknown



* The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† Percentages in the column refer to the proportion of people who found the process unfair out of those whose process has concluded.

‡ Percentages facing barriers for Myanmar are estimated based on a subsample smaller than 30. Additionally, due to the routing of the 2017 questionnaire, values for respondents not using a dispute resolution mechanism were imputed considering the answers to the fairness question by respondents in that same country who did access a dispute resolution mechanism.

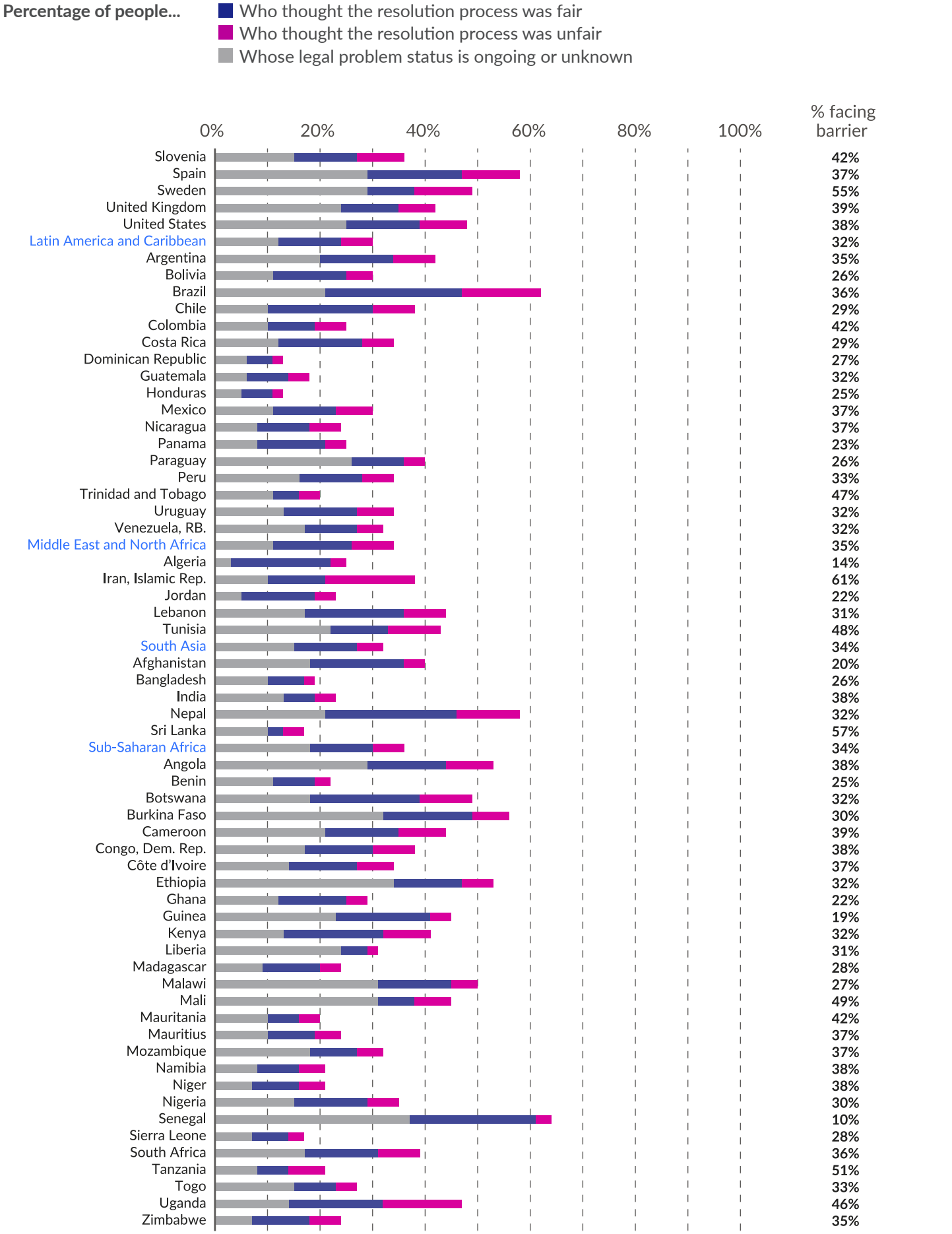
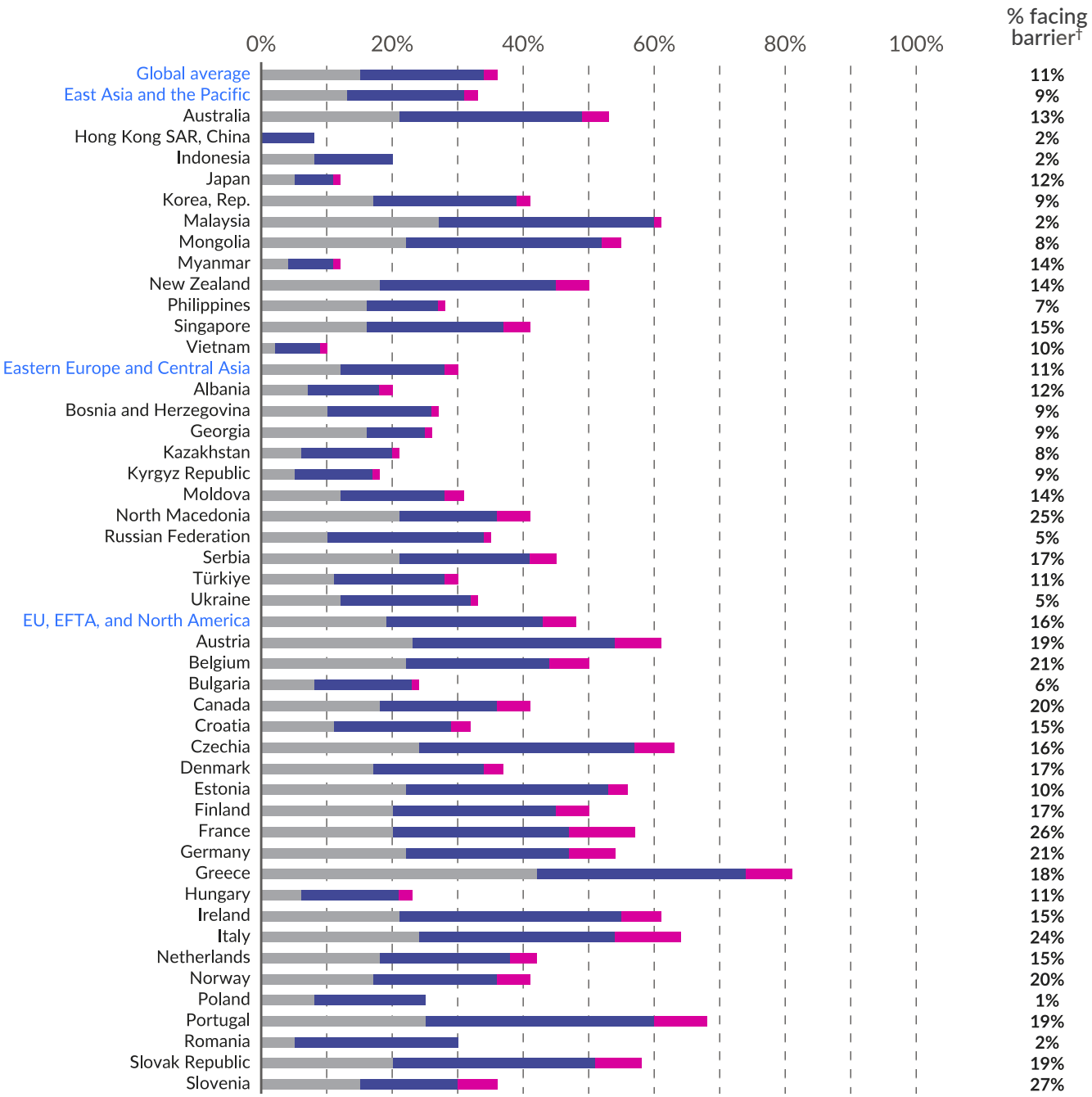

Percentage of people...
Who thought the resolution process was fair
Who thought the resolution process was unfair
Whose legal problem status is ongoing or unknown
0%
20%
40%
60%
80%
100%
% facing barrier
Slovenia 42%
Spain 37%
Sweden 55%
United Kingdom 39%
United States 38%
Latin America and Caribbean 32%
Argentina 35%
Bolivia 26%
Brazil 36%
Chile 29%
Colombia 42%
Costa Rica 29%
Dominican Republic 27%
Guatemala 32%
Honduras 25%
Mexico 37%
Nicaragua 37%
Panama 23%
Paraguay 26%
Peru 33%
Trinidad and Tobago 47%
Uruguay 32%
Venezuela, RB. 32%
Middle East and North Africa 35%
Algeria 14%
Iran, Islamic Rep. 61%
Jordan 22%
Lebanon 31%
Tunisia 48%
South Asia 34%
Afghanistan 20%
Bangladesh 26%
India 38%
Nepal 32%
Sri Lanka 57%
Sub-Saharan Africa 34%
Angola 38%
Benin 25%
Botswana 32%
Burkina Faso 30%
Cameroon 39%
Congo, Dem. Rep. 38%
Côte d'Ivoire 37%
Ethiopia 32%
Ghana 22%
Guinea 19%
Kenya 32%
Liberia 31%
Madagascar 28%
Malawi 27%
Mali 49%
Mauritania 42%
Mauritius 37%
Mozambique 37%
Namibia 38%
Niger 38%
Nigeria 30%
Senegal 10%
Sierra Leone 28%
South Africa 36%
Tanzania 51%
Togo 33%
Uganda 46%
Zimbabwe 35%

CHART 5.2

Timeliness of the Resolution Process

In half of the observed countries, out of those people whose problem's resolution process has concluded, at least 10% took more than a year to go through their process.



* The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† Percentages in the column refer to the proportion of people whose process took longer than a year out of those whose process has concluded.

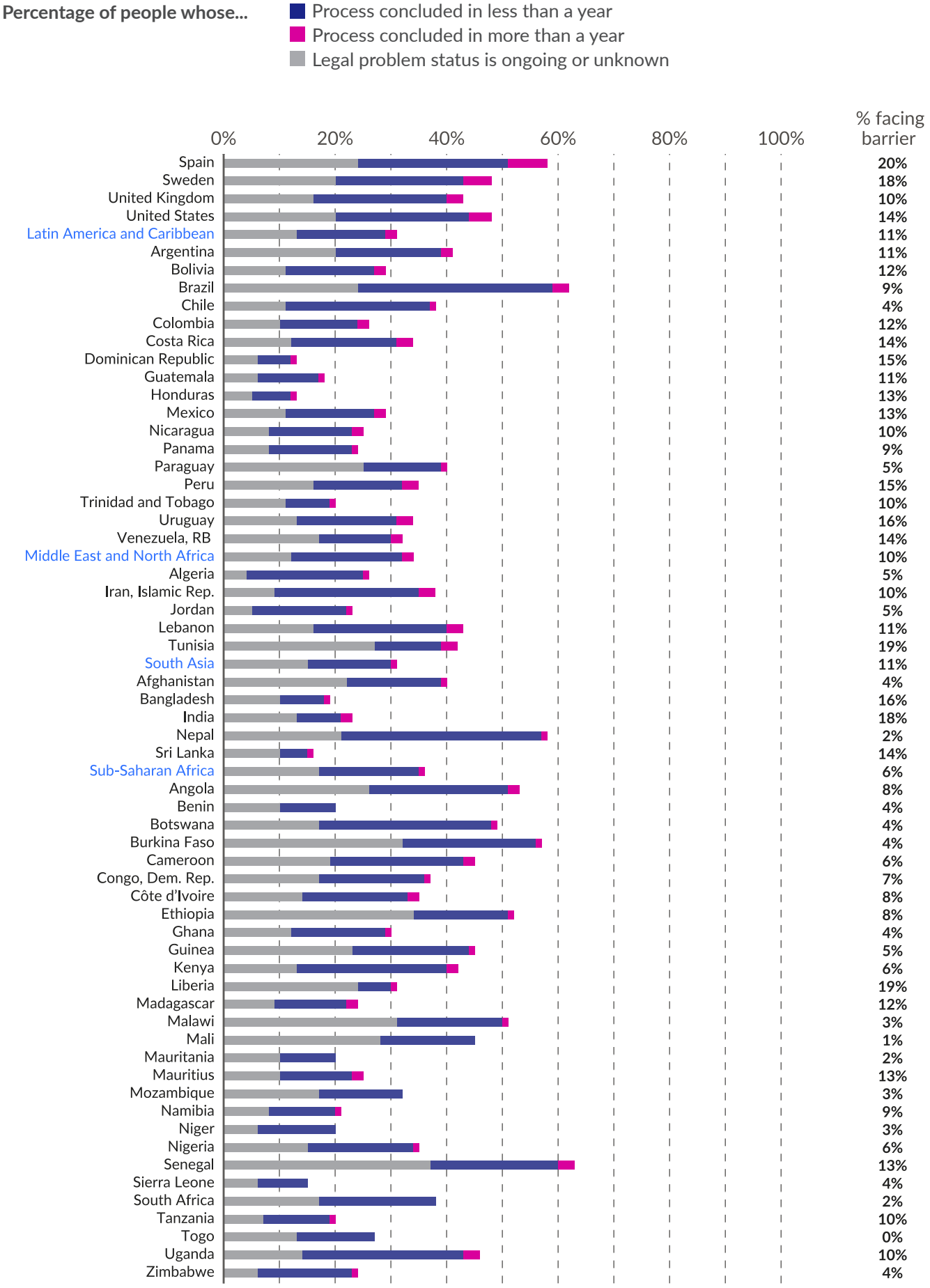

Percentage of people whose...
Process concluded in less than a year
Process concluded in more than a year
Legal problem status is ongoing or unknown
0%
20%
40%
60%
80%
100%
% facing barrier
Spain 20%
Sweden 18%
United Kingdom 10%
United States 14%
Latin America and Caribbean 11%
Argentina 11%
Bolivia 12%
Brazil 9%
Chile 4%
Colombia 12%
Costa Rica 14%
Dominican Republic 15%
Guatemala 11%
Honduras 13%
Mexico 13%
Nicaragua 10%
Panama 9%
Paraguay 5%
Peru 15%
Trinidad and Tobago 10%
Uruguay 16%
Venezuela, RB 14%
Middle East and North Africa 10%
Algeria 5%
Iran, Islamic Rep. 10%
Jordan 5%
Lebanon 11%
Tunisia 19%
South Asia 11%
Afghanistan 4%
Bangladesh 16%
India 18%
Nepal 2%
Sri Lanka 14%
Sub-Saharan Africa 6%
Angola 8%
Benin 4%
Botswana 4%
Burkina Faso 4%
Cameroon 6%
Congo, Dem. Rep. 7%
Côte d'Ivoire 8%
Ethiopia 8%
Ghana 4%
Guinea 5%
Kenya 6%
Liberia 19%
Madagascar 12%
Malawi 3%
Mali 1%
Mauritania 2%
Mauritius 13%
Mozambique 3%
Namibia 9%
Niger 3%
Nigeria 6%
Senegal 13%
Sierra Leone 4%
South Africa 2%
Tanzania 10%
Togo 0%
Uganda 10%
Zimbabwe 4%

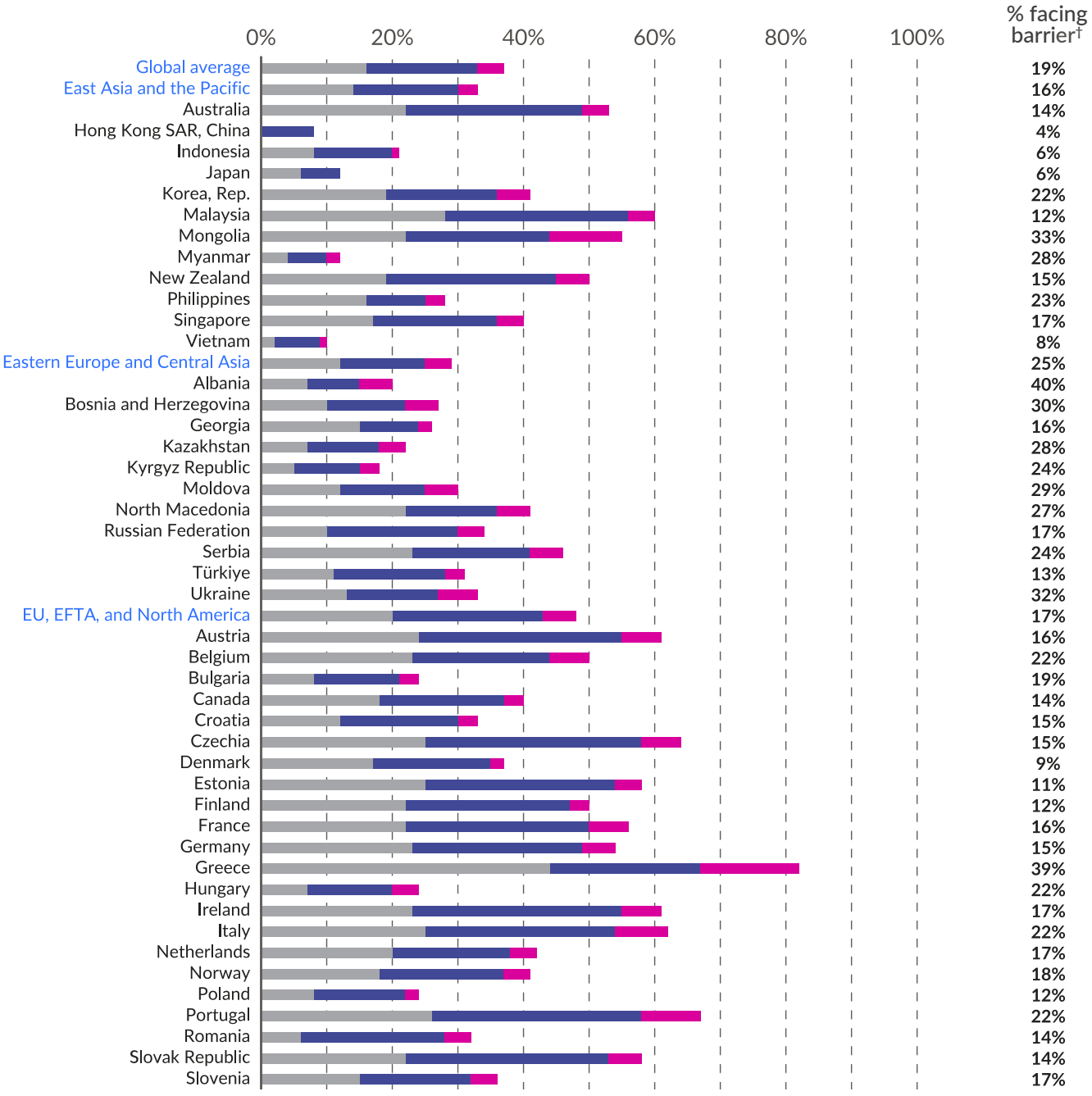
CHART 5.3

Costliness of the Resolution Process

Percentage of people...* ‡

- Who did not incur costs to solve their problem or did and could afford them
- Who struggled to afford the costs they incurred to solve their problem
- Whose legal problem status is ongoing or unknown

In half of the observed countries, out of those people whose problem's resolution process has concluded, 17% or more struggled to afford the costs they incurred to solve their problem.



* The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† Percentages in the column refer to the proportion of people who could not afford the costs they incurred to solve their problem out of those whose process has concluded.

‡ Percentages facing barriers for Bangladesh, Benin, the Dominican Republic, Guatemala, Honduras, Hong Kong, Indonesia, Japan, Liberia, Mali, Paraguay, Sri Lanka, Trinidad and Tobago, and Vietnam are estimated based on a subsample smaller than 30.

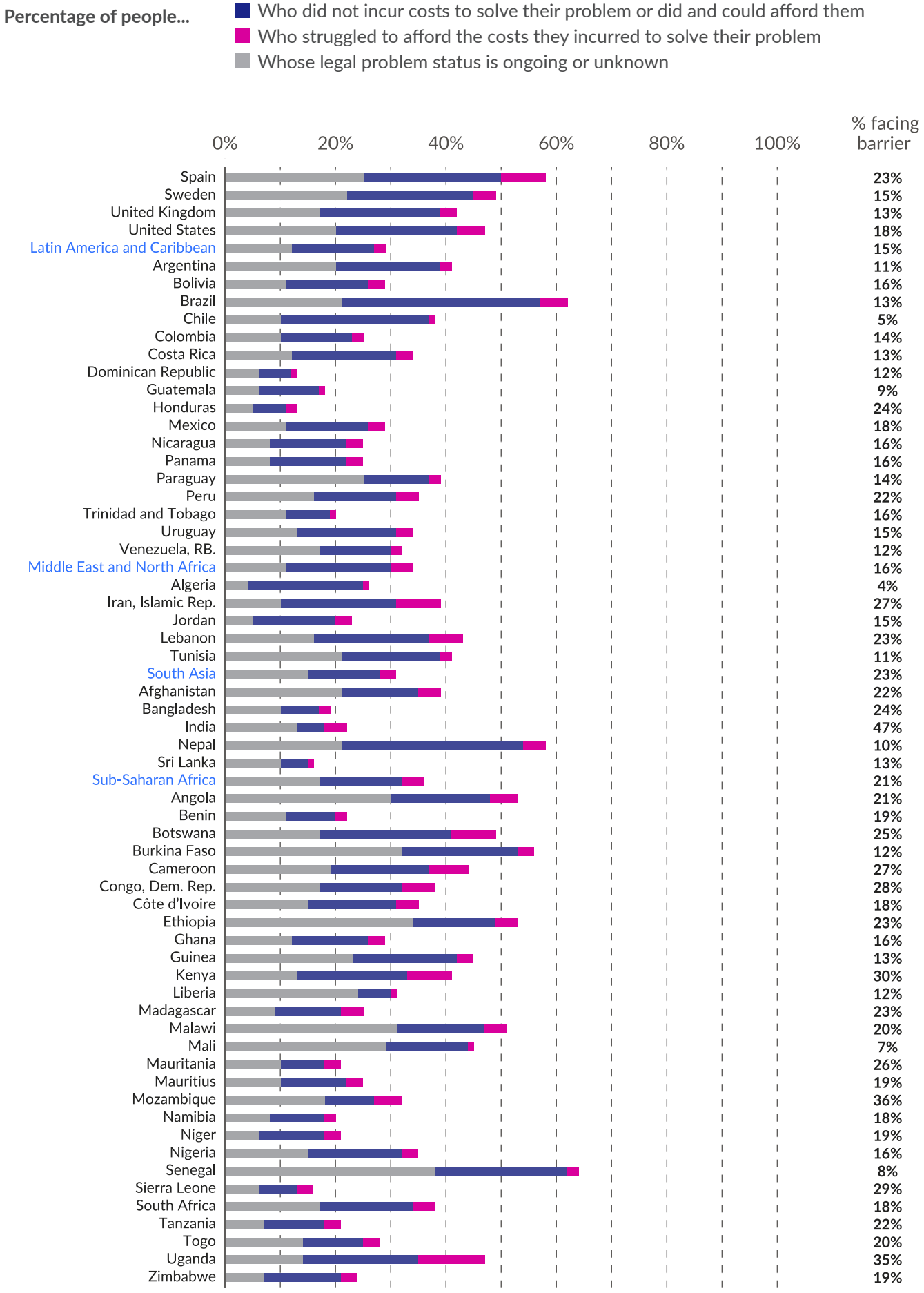

Percentage of people...
Who did not incur costs to solve their problem or did and could afford them
Who struggled to afford the costs they incurred to solve their problem
Whose legal problem status is ongoing or unknown
0%
20%
40%
60%
80%
100%
% facing barrier
Spain 23%
Sweden 15%
United Kingdom 13%
United States 18%
Latin America and Caribbean 15%
Argentina 11%
Bolivia 16%
Brazil 13%
Chile 5%
Colombia 14%
Costa Rica 13%
Dominican Republic 12%
Guatemala 9%
Honduras 24%
Mexico 18%
Nicaragua 16%
Panama 16%
Paraguay 14%
Peru 22%
Trinidad and Tobago 16%
Uruguay 15%
Venezuela, RB. 12%
Middle East and North Africa 16%
Algeria 4%
Iran, Islamic Rep. 27%
Jordan 15%
Lebanon 23%
Tunisia 11%
South Asia 23%
Afghanistan 22%
Bangladesh 24%
India 47%
Nepal 10%
Sri Lanka 13%
Sub-Saharan Africa 21%
Angola 21%
Benin 19%
Botswana 25%
Burkina Faso 12%
Cameroon 27%
Congo, Dem. Rep. 28%
Côte d'Ivoire 18%
Ethiopia 23%
Ghana 16%
Guinea 13%
Kenya 30%
Liberia 12%
Madagascar 23%
Malawi 20%
Mali 7%
Mauritania 26%
Mauritius 19%
Mozambique 36%
Namibia 18%
Niger 19%
Nigeria 16%
Senegal 8%
Sierra Leone 29%
South Africa 18%
Tanzania 22%
Togo 20%
Uganda 35%
Zimbabwe 19%

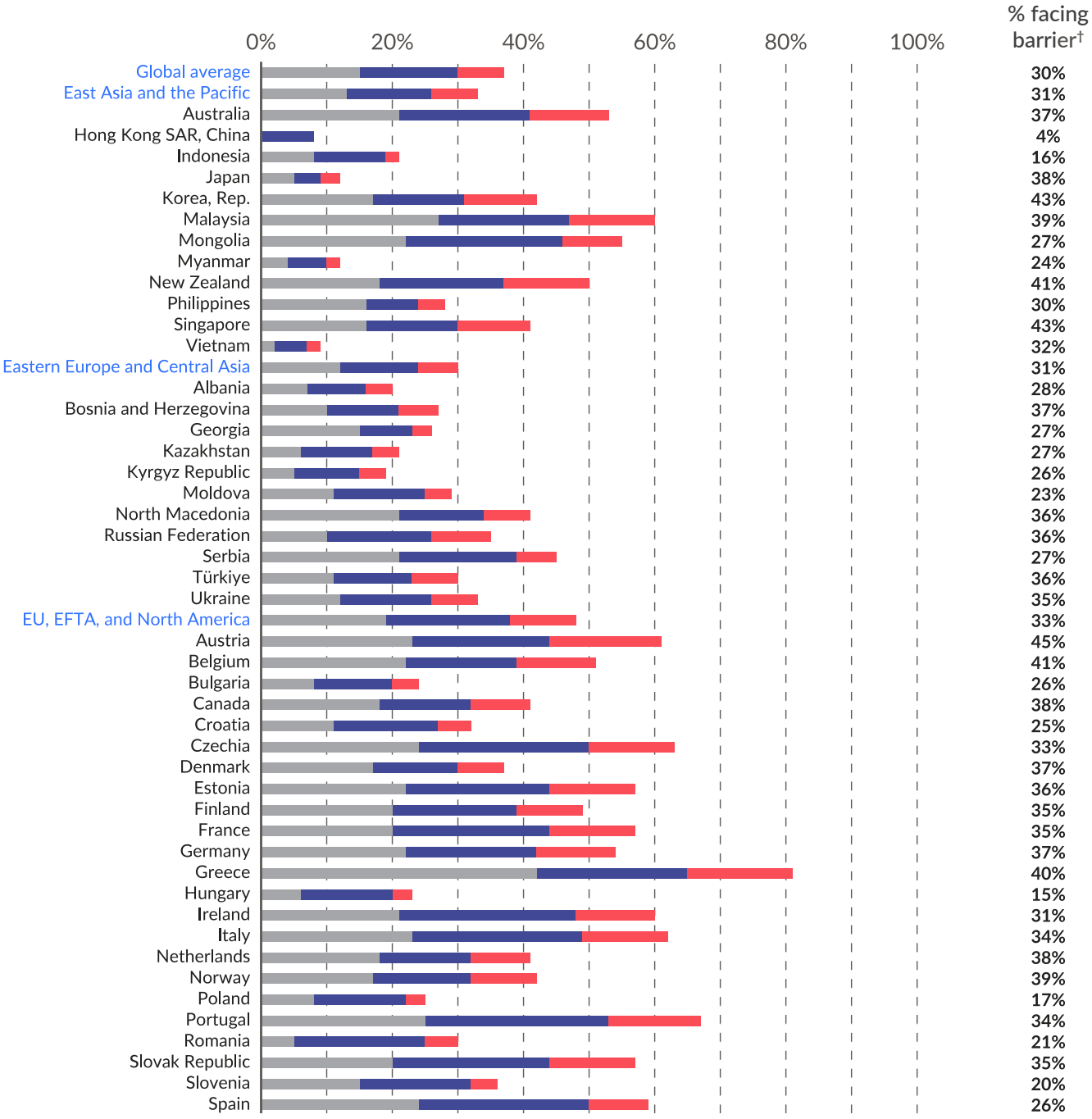
CHART 6.1

Outcome of the Resolution Process

In half of the observed countries, legal problems persist for 31% or more out of those people whose problem's resolution process has concluded.

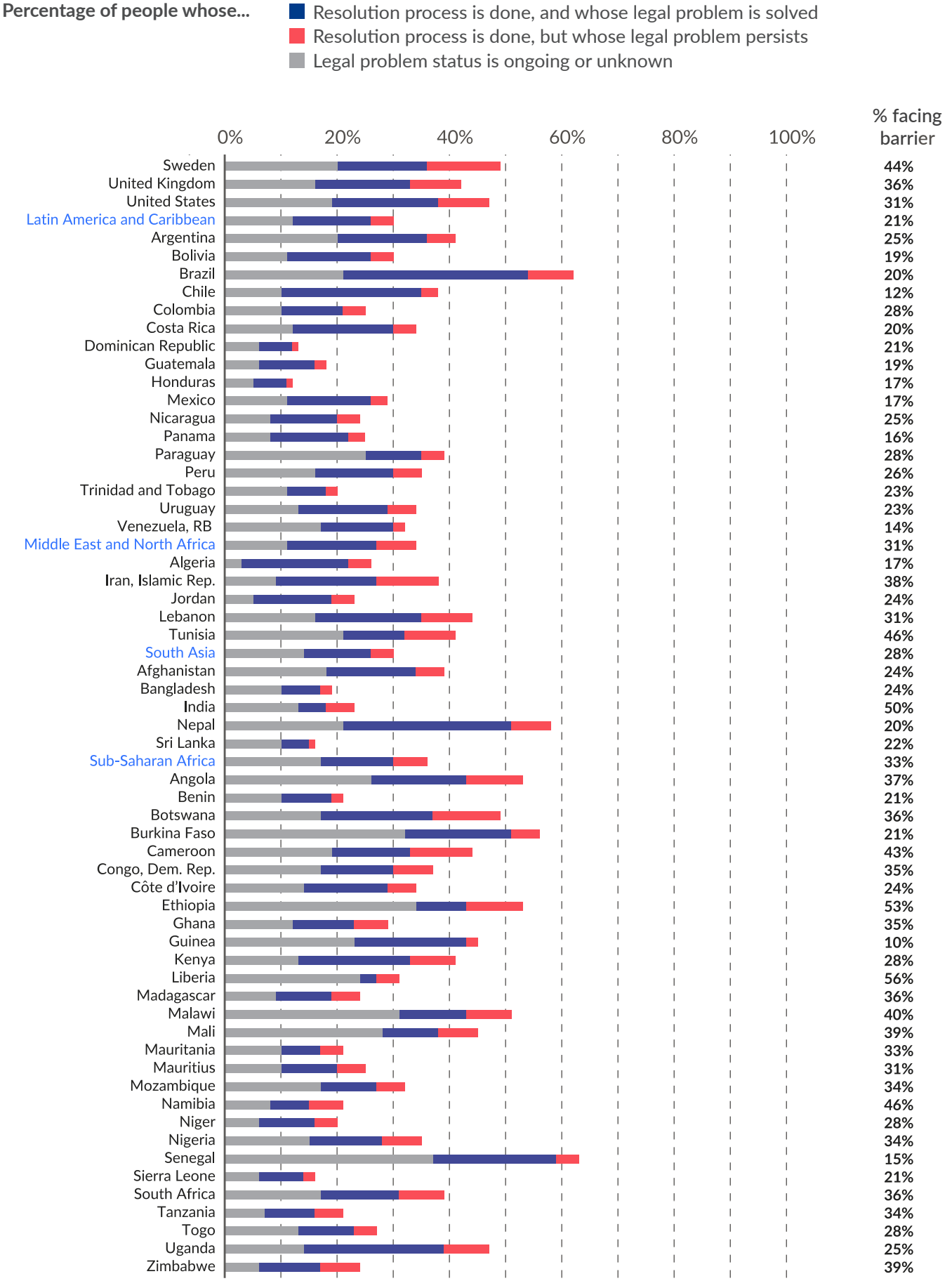
Percentage of people* whose...

- Resolution process is done, and whose legal problem is solved
- Resolution process is done, but whose legal problem persists
- Legal problem status is ongoing or unknown



* The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† Percentages in the column refer to the proportion of people whose problem persists out of those whose process has concluded.


Percentage of people whose...
Resolution process is done, and whose legal problem is solved
Resolution process is done, but whose legal problem persists
Legal problem status is ongoing or unknown
0%
20%
40%
60%
80%
100%
% facing barrier
Sweden 44%
United Kingdom 36%
United States 31%
Latin America and Caribbean 21%
Argentina 25%
Bolivia 19%
Brazil 20%
Chile 12%
Colombia 28%
Costa Rica 20%
Dominican Republic 21%
Guatemala 19%
Honduras 17%
Mexico 17%
Nicaragua 25%
Panama 16%
Paraguay 28%
Peru 26%
Trinidad and Tobago 23%
Uruguay 23%
Venezuela, RB 14%
Middle East and North Africa 31%
Algeria 17%
Iran, Islamic Rep. 38%
Jordan 24%
Lebanon 31%
Tunisia 46%
South Asia 28%
Afghanistan 24%
Bangladesh 24%
India 50%
Nepal 20%
Sri Lanka 22%
Sub-Saharan Africa 33%
Angola 37%
Benin 21%
Botswana 36%
Burkina Faso 21%
Cameroon 43%
Congo, Dem. Rep. 35%
Côte d'Ivoire 24%
Ethiopia 53%
Ghana 35%
Guinea 10%
Kenya 28%
Liberia 56%
Madagascar 36%
Malawi 40%
Mali 39%
Mauritania 33%
Mauritius 31%
Mozambique 34%
Namibia 46%
Niger 28%
Nigeria 34%
Senegal 15%
Sierra Leone 21%
South Africa 36%
Tanzania 34%
Togo 28%
Uganda 25%
Zimbabwe 39%

SECTION IV

THE JUSTICE GAP

In 2019, the WJP estimated that 5.1 billion people are in the justice gap, or face justice problems and are unable to resolve them.[9] The assessment of the justice gap draws from people's standpoints and experiences rather than what institutions report, and adopts a comprehensive view of justice. The justice gap estimation considers the unmet justice needs that arise when people cannot defend or enforce their rights or obtain a just resolution for their problems. While a person may confront multiple of the following injustices, they are considered to be in the justice gap if they face at least one of the following unmet justice needs:

a. they cannot obtain justice for everyday civil, administrative, or criminal problems;

b. they are excluded from the opportunities the law provides; or

c. they live in extreme conditions of injustice.

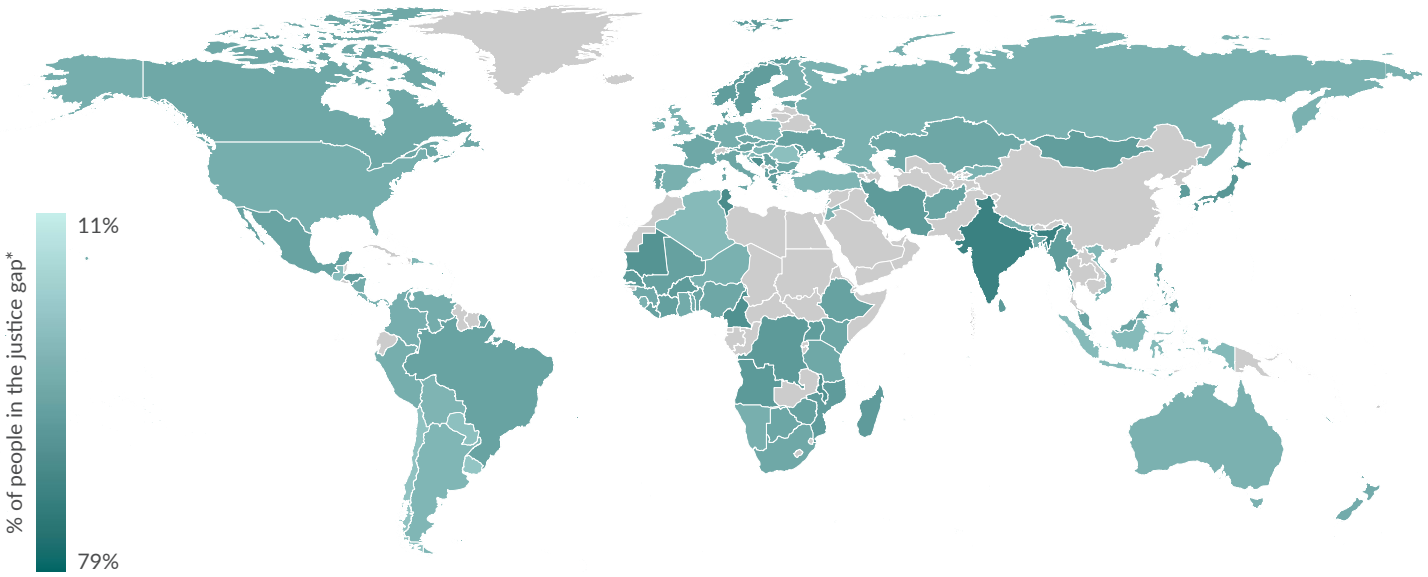
Concerning civil, administrative, and criminal justice (a. above), 1.5 billion people cannot obtain justice for civil, administrative, or criminal justice problems. Criminal, administrative, and civil justice needs may overlap, or a single person may face these needs simultaneously.[10] Considering this and looking only at unmet civil and administrative justice, 1.4 billion people are in the justice gap because of this type of unmet justice need. In other words, 1.4 billion people face barriers to obtaining just remedies for their everyday problems due to low levels of legal capability, problems accessing appropriate help, poor dispute resolution processes that do not allow people to solve their legal problems, or the low quality of justice processes.

Based on the country-level data from the WJP Global Legal Needs Survey, in half of the countries surveyed, at least 50% of people facing a dispute are in the justice gap because of their unmet civil and administrative legal needs.

THE JUSTICE GAP:
CIVIL AND ADMINISTRATIVE UNMET JUSTICE NEEDS

CHART 7.1
Global View of the Justice Gap

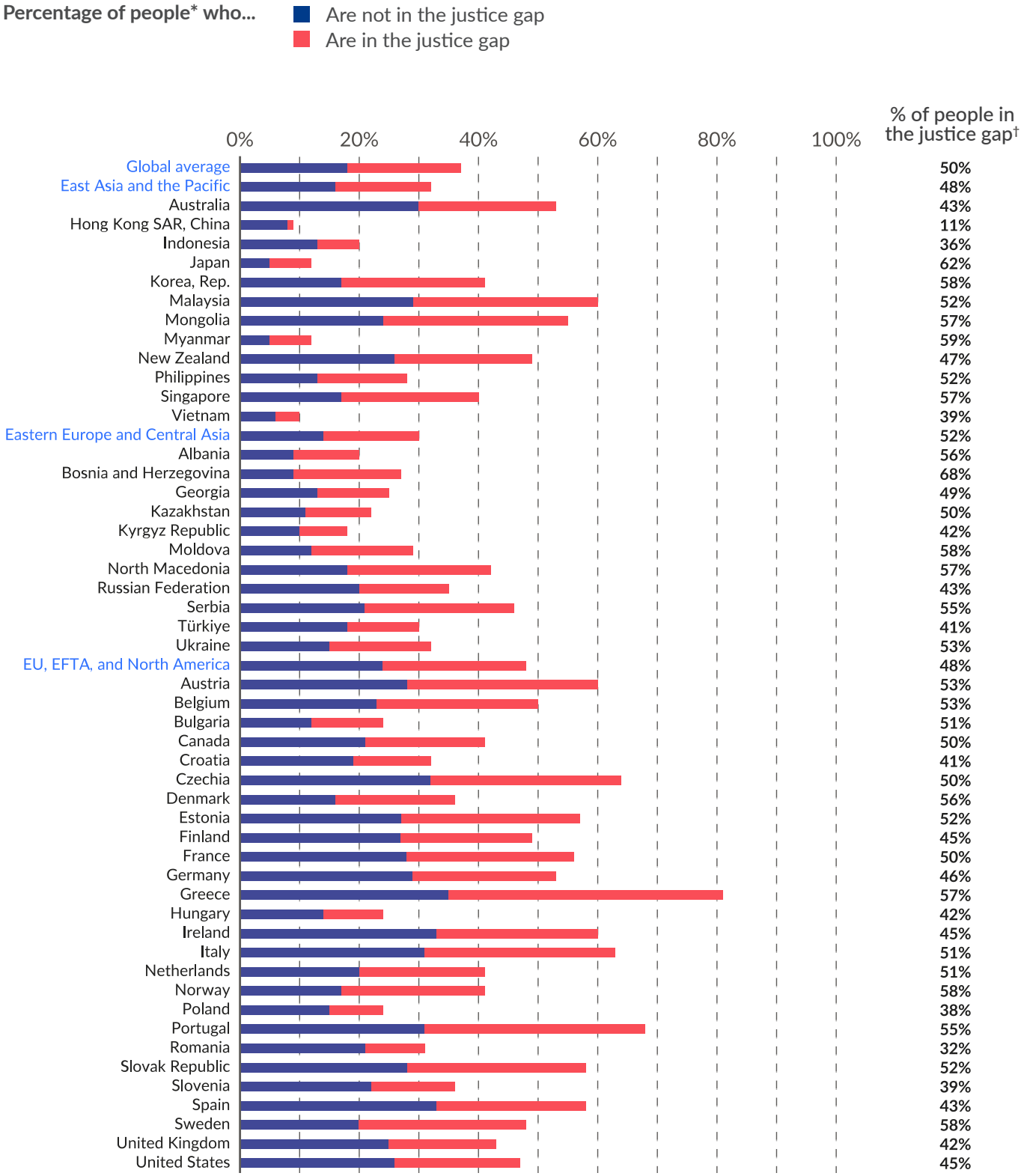
In half of the observed countries, at least 50% of people are in the justice gap because of their unmet civil and administrative legal needs.



* These estimates present the proportion of those in the justice gap because of their unmet civil and administrative justice needs. These proportions correspond to those facing a significant number of barriers to justice out of those with non-trivial legal problems.

CHART 7.2

Country-Level Estimations of the Justice Gap



* The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

† From the different dimensions considered in the justice gap, these estimates present the proportion of those with unmet civil and administrative justice needs.administrative justice needs.

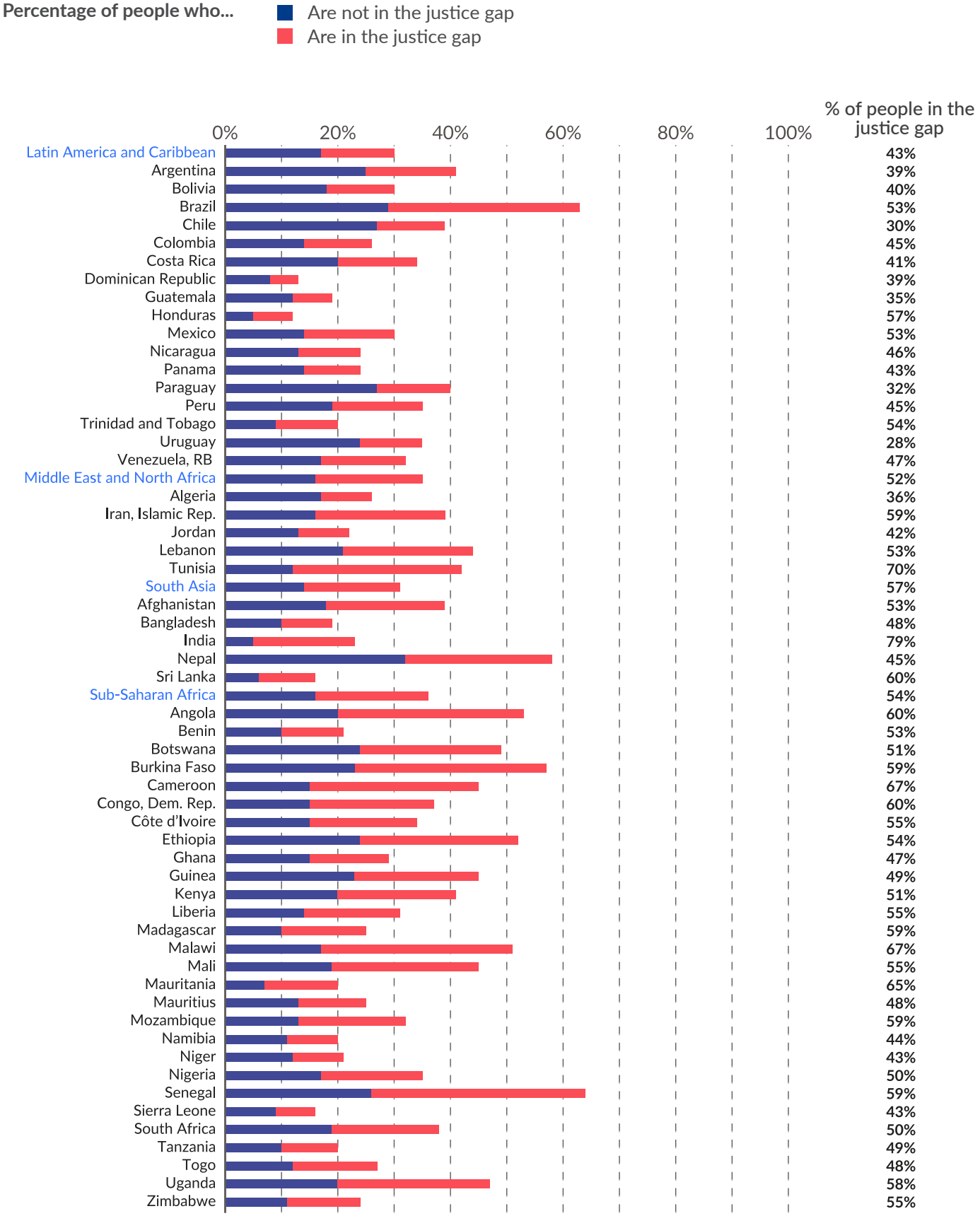
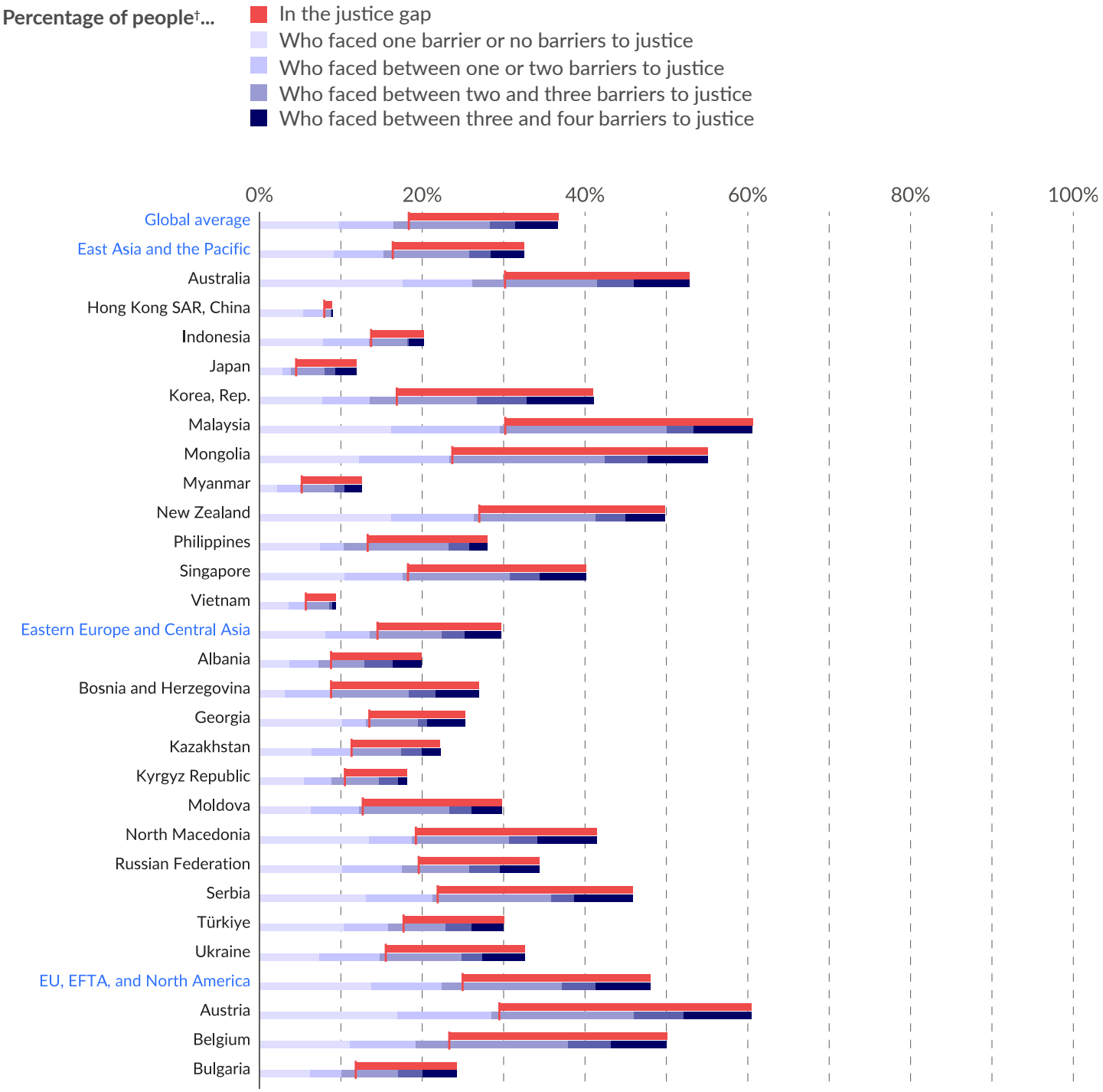

Percentage of people who...
Are not in the justice gap
Are in the justice gap
0%
20%
40%
60%
80%
100%
% of people in the justice gap
Latin America and Caribbean 43%
Argentina 39%
Bolivia 40%
Brazil 53%
Chile 30%
Colombia 45%
Costa Rica 41%
Dominican Republic 39%
Guatemala 35%
Honduras 57%
Mexico 53%
Nicaragua 46%
Panama 43%
Paraguay 32%
Peru 45%
Trinidad and Tobago 54%
Uruguay 28%
Venezuela, RB 47%
Middle East and North Africa 52%
Algeria 36%
Iran, Islamic Rep. 59%
Jordan 42%
Lebanon 53%
Tunisia 70%
South Asia 57%
Afghanistan 53%
Bangladesh 48%
India 79%
Nepal 45%
Sri Lanka 60%
Sub-Saharan Africa 54%
Angola 60%
Benin 53%
Botswana 51%
Burkina Faso 59%
Cameroon 67%
Congo, Dem. Rep. 60%
Côte d'Ivoire 55%
Ethiopia 54%
Ghana 47%
Guinea 49%
Kenya 51%
Liberia 55%
Madagascar 59%
Malawi 67%
Mali 55%
Mauritania 65%
Mauritius 48%
Mozambique 59%
Namibia 44%
Niger 43%
Nigeria 50%
Senegal 59%
Sierra Leone 43%
South Africa 50%
Tanzania 49%
Togo 48%
Uganda 58%
Zimbabwe 55%

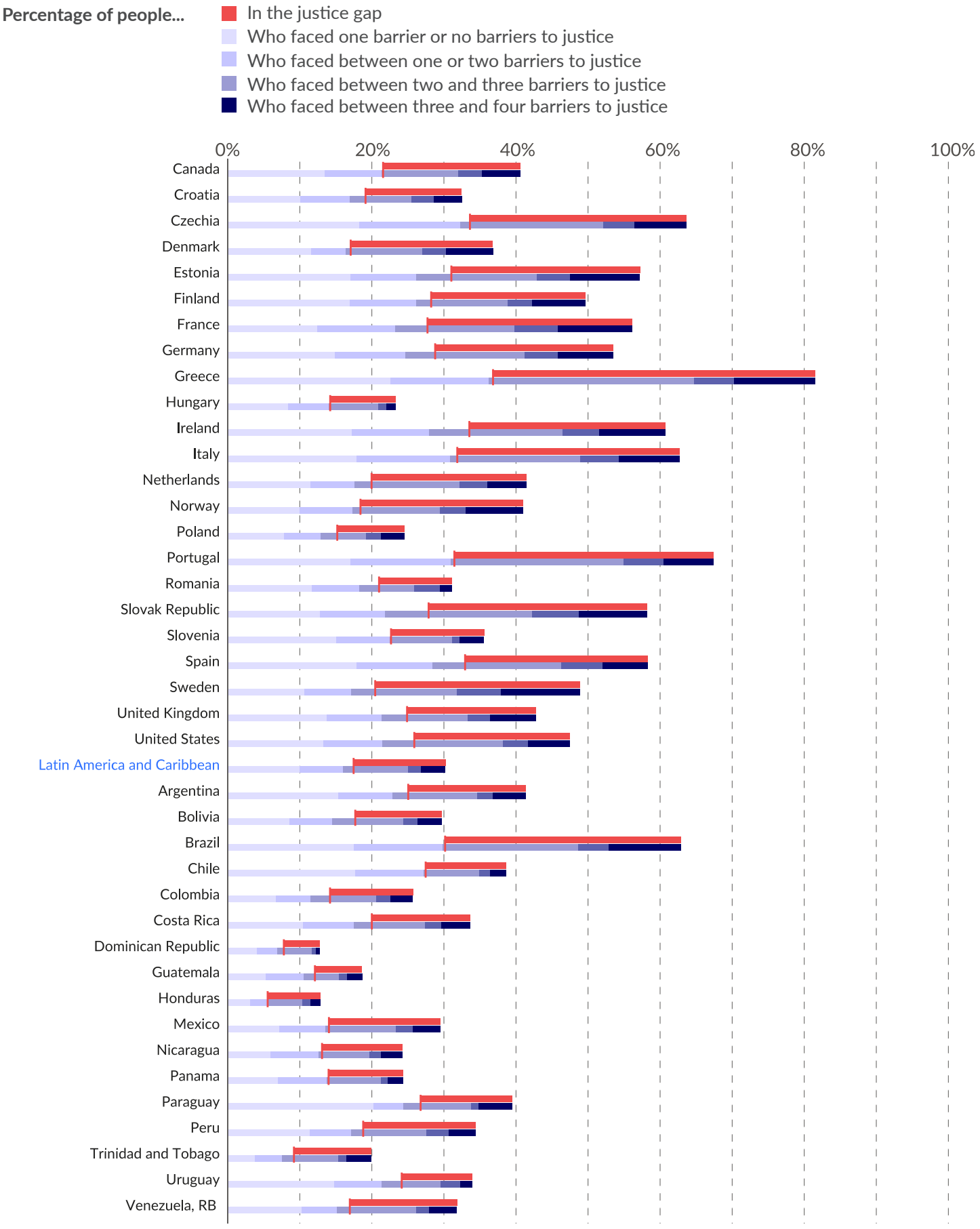
CHART 7.3

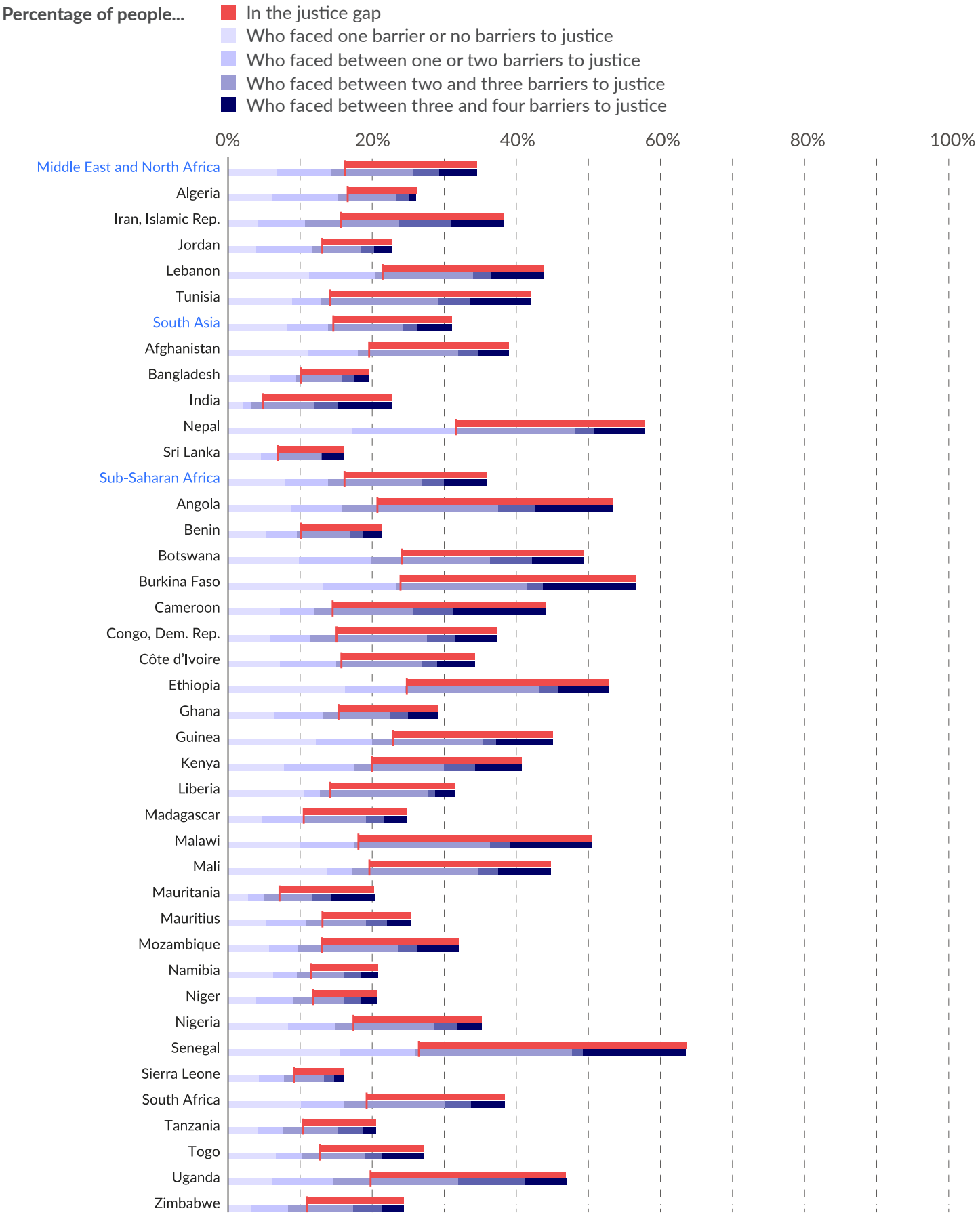
The Justice Gap as an Accumulation of Barriers to Justice*



* The approach the WJP followed to estimate whether someone had unmet administrative and civil justice needs was to build an indicator considering the most relevant obstacles to justice—namely, barriers accessing: a) Appropriate information and advice (legal capability); b) Adequate assistance and representation; c) A resolution process that was timely, affordable, and fair; and d) A solution to their legal problem (outcome).
Based on these dimensions, a total score is produced for each respondent on a scale of 0 to 1, where a score equal to 1 is assigned to respondents who could access all four dimensions of justice. Those respondents who scored lower than .65 on the scale are considered to be in the justice gap, given their unmet civil and administrative justice needs.

† The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.


Percentage of people...
In the justice gap
Who faced one barrier or no barriers to justice
Who faced between one or two barriers to justice
Who faced between two and three barriers to justice
Who faced between three and four barriers to justice
0%
20%
40%
60%
80%
100%
Canada
Croatia
Czechia
Denmark
Estonia
Finland
France
Germany
Greece
Hungary
Ireland
Italy
Netherlands
Norway
Poland
Portugal
Romania
Slovak Republic
Slovenia
Spain
Sweden
United Kingdom
United States
Latin America and Caribbean
Argentina
Bolivia
Brazil
Chile
Colombia
Costa Rica
Dominican Republic
Guatemala
Honduras
Mexico
Nicaragua
Panama
Paraguay
Peru
Trinidad and Tobago
Uruguay
Venezuela, RB


Percentage of people...
In the justice gap
Who faced one barrier or no barriers to justice
Who faced between one or two barriers to justice
Who faced between two and three barriers to justice
Who faced between three and four barriers to justice
0%
20%
40%
60%
80%
100%
Middle East and North Africa
Algeria
Iran, Islamic Rep.
Jordan
Lebanon
Tunisia
South Asia
Afghanistan
Bangladesh
India
Nepal
Sri Lanka
Sub-Saharan Africa
Angola
Benin
Botswana
Burkina Faso
Cameroon
Congo, Dem. Rep.
Côte d'Ivoire
Ethiopia
Ghana
Guinea
Kenya
Liberia
Madagascar
Malawi
Mali
Mauritania
Mauritius
Mozambique
Namibia
Niger
Nigeria
Senegal
Sierra Leone
South Africa
Tanzania
Togo
Uganda
Zimbabwe

SECTION V

HARDSHIPS AND COSTS FACED AS A CONSEQUENCE OF LEGAL PROBLEMS

Legal problems have negative impacts on several dimensions of people's well-being.[11] **Based on the WJP Global Legal Needs Survey, in one out of every two countries, 48% or more people personally experienced negative consequences as a result of their legal problems. This figure amounts to 33% or more in eight out of every ten countries.**

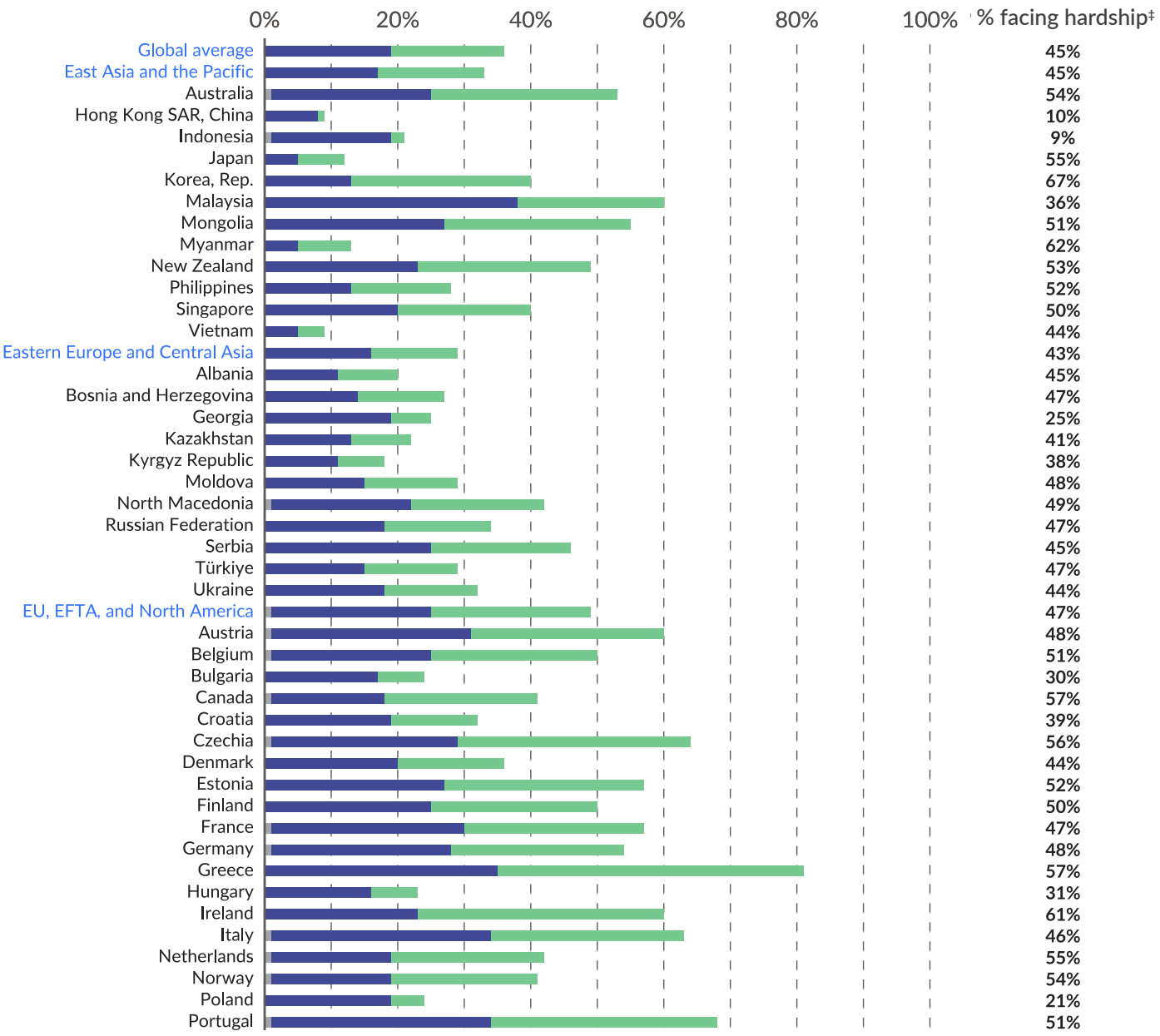
Moreover, legal problems impose a financial burden that extends to the whole economy. This section expands on previous analysis of the total direct costs—expressed as a percentage of the gross domestic product (GDP)—associated with the heavy financial burden, health impacts, and loss of income or employment that people may experience as a consequence of their legal problems. **On average, the economic costs of legal problems for individuals arising from lost income, health issues, or the resolution of such problems amount to 1.7% of the GDP.** Similarly, because of its implications for broader economic growth, access to justice by economic actors, such as firms facing disputes, is a topic that has started to be explored but needs further study.

INDIVIDUAL HARDSHIPS FACED AND BROADER ECONOMIC IMPLICATIONS OF LEGAL PROBLEMS

CHART 8.1

Overview of Hardships* Faced

In half of the observed countries, out of those with legal problems, at least 48% personally experienced one or more hardships as a result of these problems.



* Hardships include health-related difficulties (experiencing a physical or stress-related illness); economic difficulties (experiencing loss of income, employment, or the need to relocate); interpersonal difficulties (going through a relationship breakdown or damage to a family relationship); and difficulties with substance abuse (experiencing problems with drugs and alcohol).

† The population subgroups plotted here add up to the total number of people who experienced a non-trivial legal problem over the previous two years. We understand non-trivial legal problems as those that respondents label with a severity larger than or equal to 4 out of 10.

‡ Percentages in the column refer to the proportion of people who faced one or more hardships out of those who experienced a legal problem.

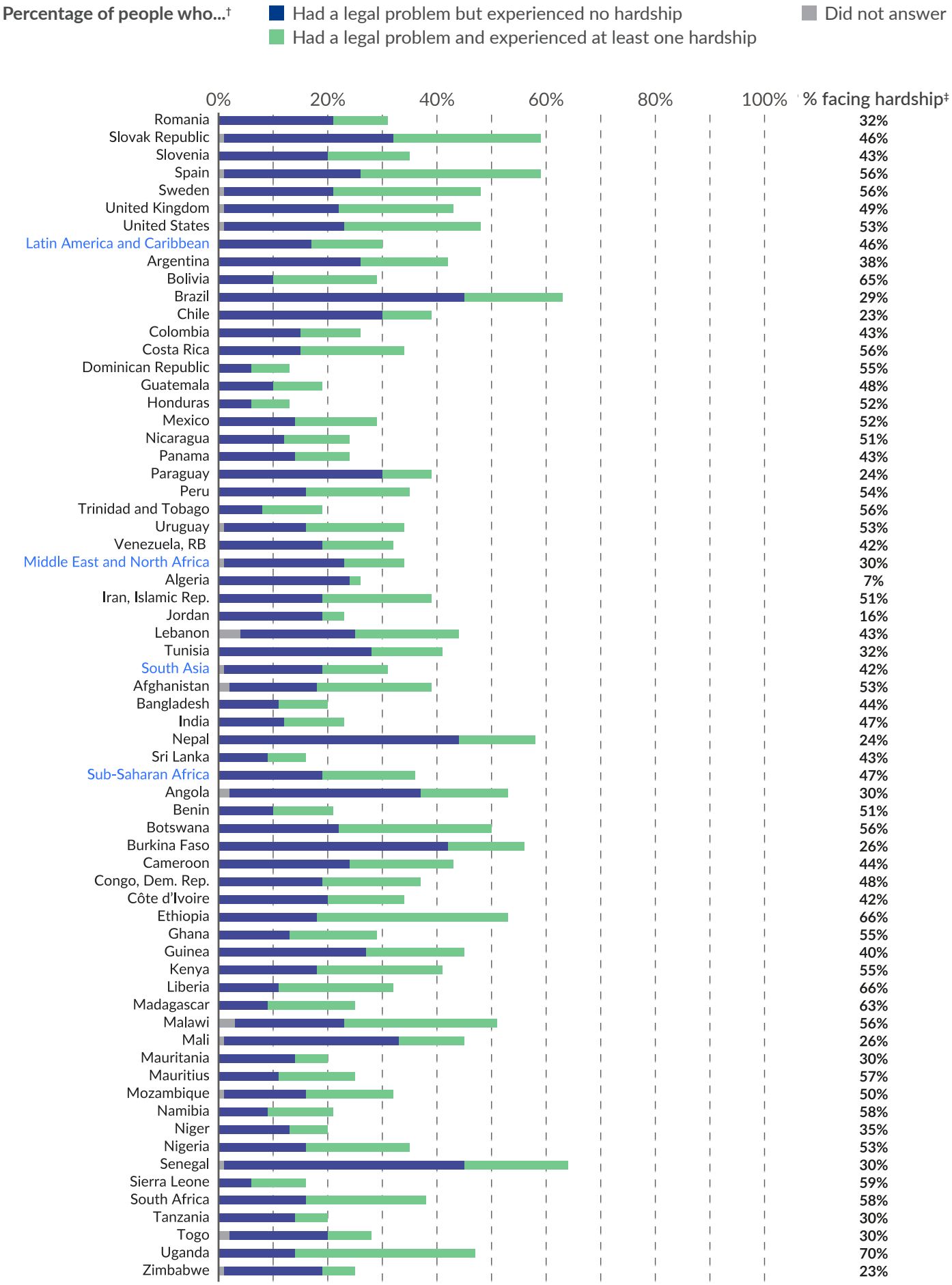
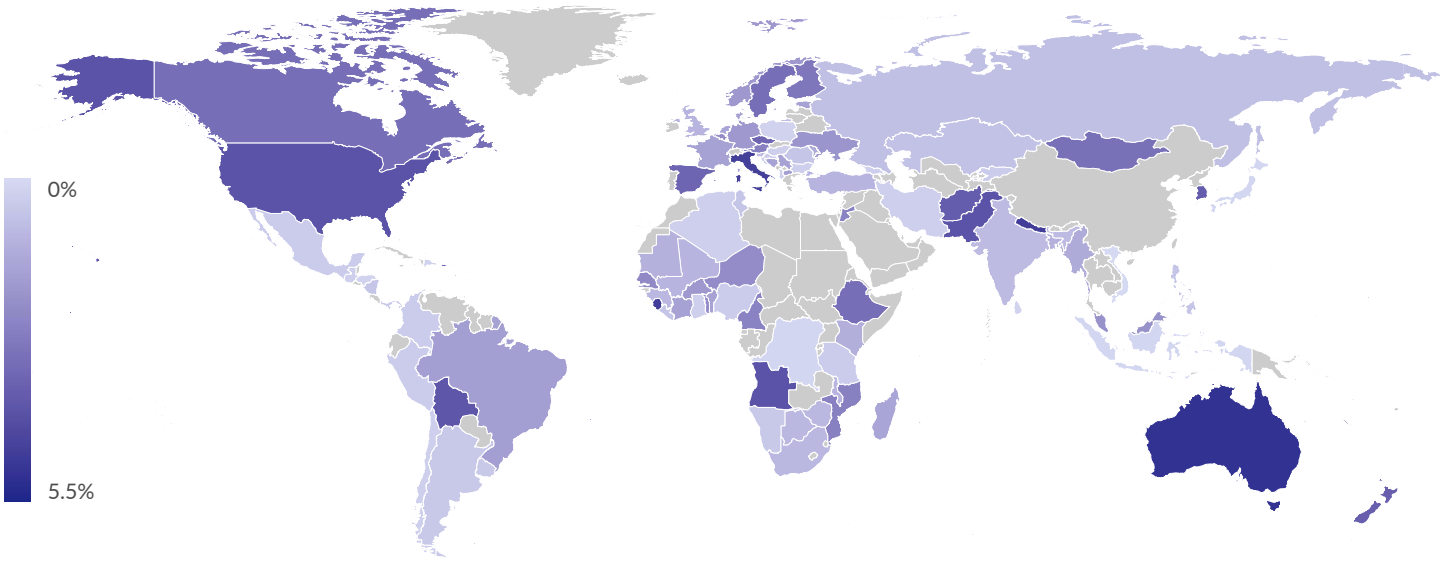

Percentage of people who...†
Had a legal problem but experienced no hardship
Had a legal problem and experienced at least one hardship
Did not answer
0%
20%
40%
60%
80%
100%
% facing hardship‡
Romania 32%
Slovak Republic 46%
Slovenia 43%
Spain 56%
Sweden 56%
United Kingdom 49%
United States 53%
Latin America and Caribbean 46%
Argentina 38%
Bolivia 65%
Brazil 29%
Chile 23%
Colombia 43%
Costa Rica 56%
Dominican Republic 55%
Guatemala 48%
Honduras 52%
Mexico 52%
Nicaragua 51%
Panama 43%
Paraguay 24%
Peru 54%
Trinidad and Tobago 56%
Uruguay 53%
Venezuela, RB 42%
Middle East and North Africa 30%
Algeria 7%
Iran, Islamic Rep. 51%
Jordan 16%
Lebanon 43%
Tunisia 32%
South Asia 42%
Afghanistan 53%
Bangladesh 44%
India 47%
Nepal 24%
Sri Lanka 43%
Sub-Saharan Africa 47%
Angola 30%
Benin 51%
Botswana 56%
Burkina Faso 26%
Cameroon 44%
Congo, Dem. Rep. 48%
Côte d'Ivoire 42%
Ethiopia 66%
Ghana 55%
Guinea 40%
Kenya 55%
Liberia 66%
Madagascar 63%
Malawi 56%
Mali 26%
Mauritania 30%
Mauritius 57%
Mozambique 50%
Namibia 58%
Niger 35%
Nigeria 53%
Senegal 30%
Sierra Leone 59%
South Africa 58%
Tanzania 30%
Togo 30%
Uganda 70%
Zimbabwe 23%

CHART 8.2

Economic Costs* of Legal Problems

Total costs of problems as a percentage of the GDP [12]

Legal problems are costly. On average, the economic costs of legal problems for individuals arising from lost income, health issues, or the resolution of such problems amount to 1.7% of the GDP. Estimates range from 0.1% to over 5%.



* Disaggregated costs (resolution, income, and health) included in Appendix Table A5.

CHART 8.3

Justice for Businesses[13]

Firms also experience multiple legal problems and do not always obtain a satisfactory resolution or process. Unfortunately, there is little information on this situation, although some countries have started to collect it.

	Experience	Use of dispute resolution mechanisms			Satisfaction with dispute resolution mechanisms					
Country	Experienced at least one B2B dispute	Used court system	Used at least one ADR mechanism (binding or amicable)	None of the above	Satisfied with duration (Court)	Satisfied with cost (Court)	Satisfied with ease (Court)	Satisfied with duration (ADR)	Satisfied with cost (ADR)	Satisfied with ease (ADR)
Austria	35%	47%	17%	45%	21%	33%	36%	59%	62%	76%
Belgium	24%	48%	20%	39%	41%	25%	42%	33%	63%	64%
Bulgaria	47%	21%	23%	59%	43%	67%	33%	68%	64%	58%
Cyprus	32%	44%	12%	50%	10%	20%	30%	69%	67%	31%
Czechia	37%	63%	20%	30%	15%	27%	34%	27%	15%	41%
Denmark	52%	40%	36%	43%	21%	27%	39%	62%	73%	75%
Estonia	19%	49%	36%	20%	13%	5%	31%	48%	59%	56%
Finland	37%	16%	25%	63%	30%	32%	64%	82%	62%	51%
France	26%	31%	29%	52%	17%	20%	28%	77%	71%	78%
Germany	32%	47%	24%	41%	38%	44%	45%	72%	72%	76%
Greece	64%	55%	16%	41%	16%	20%	19%	41%	43%	51%
Hungary	42%	51%	33%	33%	9%	23%	13%	39%	48%	53%
Ireland	31%	31%	18%	59%	54%	61%	77%	57%	73%	66%
Italy	51%	64%	48%	14%	13%	10%	24%	36%	34%	48%
Latvia	36%	23%	15%	71%	28%	43%	58%	52%	45%	67%
Lithuania	33%	40%	23%	49%	44%	46%	45%	68%	69%	65%
Luxembourg	27%	41%	20%	48%	46%	8%	53%	57%	60%	49%
Malta	29%	35%	6%	65%	1%	17%	33%	81%	83%	81%
Netherlands	64%	45%	23%	48%	51%	42%	48%	57%	49%	62%
Poland	39%	52%	26%	31%	27%	24%	35%	49%	40%	45%
Portugal	22%	56%	40%	30%	7%	15%	11%	30%	29%	35%
Romania	16%	67%	42%	24%	19%	55%	44%	67%	73%	69%
Slovak Republic	60%	52%	24%	36%	17%	24%	33%	55%	52%	58%
Slovenia	62%	63%	31%	24%	17%	24%	37%	33%	22%	58%
Spain	43%	40%	9%	57%	7%	21%	11%	49%	59%	36%
Sweden	26%	17%	20%	61%	66%	92%	65%	73%	61%	66%
United Kingdom	16%	23%	9%	69%	89%	41%	81%	99%	62%	99%

PROJECT DESIGN

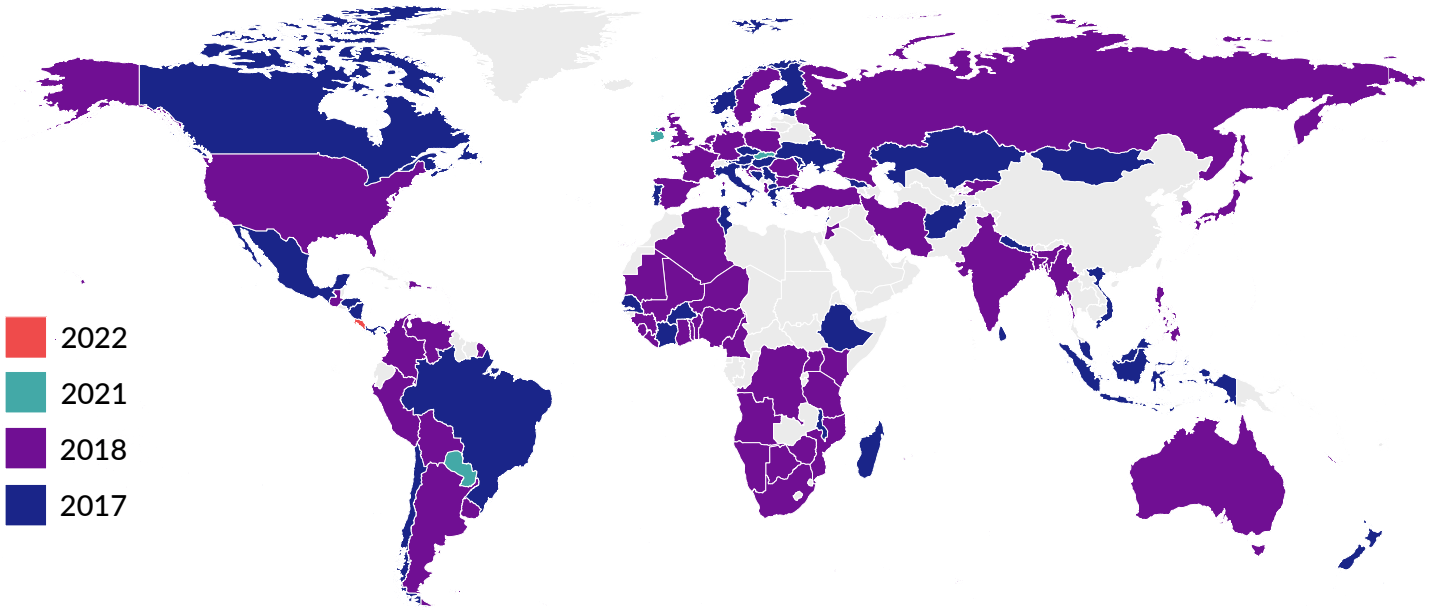
47 Methodology

METHODOLOGY

GENERAL POPULATION POLL & THE *WJP GLOBAL LEGAL NEEDS SURVEY*

The data presented in this report is derived from the *WJP Global Legal Needs Survey*, a module that has been administered as part of the WJP's General Population Poll (GPP). The data that informs this report was collected between 2017 and 2022: 43 countries were surveyed in 2017, 57 countries were surveyed in 2018, three countries were surveyed in 2021, and one country was surveyed in 2022. (See Figure M1).

FIGURE M1.
Polling Schedule for WJP Justice Data Graphical Report I



The *WJP Global Legal Needs Survey* includes 78 experience-based questions and 50 perception-based questions. The survey module is designed to capture data on how ordinary people deal with their legal problems, highlighting the most common legal conflicts, respondents' experience with and assessment of both formal and informal dispute resolution processes, and the experiences of people who did not seek legal assistance or who were unable to resolve their problem. The module 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 severity
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 questionnaire is translated into local languages, adapted to include common expressions or adapted for colloquial use, and administered by leading local polling companies using a representative probability sample of approximately 1,000 respondents in each country.

Polls are conducted either face-to-face or online, depending on the country's context. Detailed information regarding the polling methodology is presented in Table M1 at the end of this section.

DATA VALIDATION

The data and analysis presented in this report have undergone four layers of validation.

1. First, the development of the *WJP Global Legal Needs Survey* involved extensive research, consultation, and vetting. The *WJP Global Legal Needs Survey* was developed through consultation with organizations including the Open Society Justice Initiative (OSJI) and the Organisation for Economic Co-operation and Development (OECD), as well as government, multilateral, civil society, and academic actors from various countries. Data collected in 2017 and 2018 went through a multi-step validation protocol prior to publication. For further detail regarding both the development and implementation of the Global Legal Needs Survey and the data validation process conducted, kindly refer to *Global Insights on Access to Justice: Project Design and Methodology*.[14]

2. The second layer of the data validation process focuses on four countries that were added to the data set following the publication of the *Global Insights on Access to Justice* report in 2019. Building off of the existing database of countries referenced in that report, this report includes Paraguay, Ireland, the Slovak Republic, and Costa Rica, all countries that were surveyed on the *WJP Global Legal Needs Survey* in 2021 and 2022. In order to ensure the validity and quality of this data, the country-level estimates were compared to those of regional and economic peer countries, as well as to the country's performance on relevant factors from the *WJP Rule of Law Index*®. This process had two complementary reviews: one internal and one external. The internal review considered the duration of the survey interview (maximum, minimum, and average duration) and a comparison of data between new countries and countries previously included, selected according to their geographical proximity, their overall Index scores, and their scores in Factor 7 and Factor 8 of the Index. The external validation process utilized sources including news and independent reports about the rule of law and access to justice situation in each country.

3. Third, data has been validated through a rigorous data cleaning process. The raw survey data has been reviewed for abnormalities. For example, responses have been dropped if the respondent indicated that they had experienced more than 25 disputes (with a severity greater than or equal to 4) in the two years prior to being surveyed. This threshold was identified after considering multiple approaches, including the use of standard deviation-based thresholds, and is intended to strike a balance between validity and authenticity.

4. Lastly, the statistical analysis has been vetted by colleagues at the WJP who have independently reviewed and replicated the programming needed for this analysis. This step is meant to ensure accuracy in the analytical approach and minimize the margin for human error.

STRENGTHS AND LIMITATIONS

The *WJP Global Legal Needs Survey* is the first to capture comparable data on legal needs and access to justice 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, this standardized survey allows for cross-country comparisons, therefore providing general benchmarks for understanding legal needs and access to justice as well as additional indicators for measuring access to justice at the global level.

The *WJP Global Legal Needs Survey* sample sizes are relatively large, with approximately 1,000 respondents per country. Furthermore, the module is comprehensive and detailed, consisting of 128 questions that strike a careful balance between inclusion of key components of a legal needs survey while ensuring quality data collection and minimizing the risk of survey fatigue. Finally, the variety of questions included in a single questionnaire allows for disaggregation and analysis of the data across relevant socioeconomic characteristics to identify the disproportionate experience of justice needs by vulnerable groups. That said, as with any survey, the sample sizes are subject to attrition when conducting hyper-disaggregated analysis. For that reason, any estimates based on sample sizes that are less than 30 respondents are noted in the footnotes of the corresponding graphics.

Furthermore, the WJP has engaged in a deliberate survey development and implementation process that includes careful consideration of the sample frame to ensure representativeness. For 55 countries, data was collected in three major urban areas in each country. To ensure that this sampling strategy does not erode the representativeness of the survey, the WJP undertook a validation exercise. Comparing data collected from 1,000 households in the three largest cities of Romania and Afghanistan against nationally representative studies of more than 3,000 households, the WJP found consistent patterns in the data collected from the urban and nationally representative samples. This included consistency in the incidence of problem types, sources of help, courses of action to resolve problems, and preferred resolution mechanisms. The other 49 countries were polled using a nationally representative sample stratification method.

TABLE M1.
Country Coverage and Polling Methodology

Country/Jurisdicton	Coverage	Polling Company	Methodology	Sample	Year
Afghanistan	Kabul, Herat, Kandahar	D3 Systems & ACSOR Surveys	Face-to-face	3,733	2017
Albania	Nationally Representative	IDRA Research & Consulting	Face-to-face	1,000	2018
Algeria	Nationally representative	WJP in collaboration with local partner	Face-to-face	1,000	2018
Angola	Nationally representative	Marketing Support Consultancy	Face-to-face	1,010	2018
Argentina	Nationally representative	Statmark Group	Face-to-face	1,000	2018
Australia	Nationally representative	Big Picture Marketing Strategy and Research	Online	1,067	2018
Austria	Vienna, Graz, Linz	YouGov	Online	1,008	2017
Bangladesh	Nationally representative	Org-Quest Research Limited	Face-to-face	1,000	2018
Belgium	Nationally representative	YouGov	Online	1,007	2018
Benin	Nationally representative	Liaison Marketing	Face-to-face	1,010	2018
Bolivia	Nationally representative	Captura Consulting	Face-to-face	1,000	2018
Bosnia and Herzegovina	Sarajevo, Banja Luka, Tuzla	Kantar TNS MIB	Face-to-face	1,000	2017
Botswana	Nationally representative	BJKA Consulting	Face-to-face	1,000	2018
Brazil	Fortaleza, Ceará, Brazil	About Brazil Market Research	Face-to-face	1,049	2017
Bulgaria	Sofia, Plovdiv, Varna	Alpha Research Ltd.	Face-to-face	1,001	2018
Burkina Faso	Ouagadougou, Bobo Dioulasso, Koudougou	Kantar TNS	Face-to-face	1,029	2017
Cameroon	Nationally representative	Liaison Marketing	Face-to-face	1,006	2018
Canada	Toronto, Montreal, Calgary	YouGov	Online	1,000	2017
Chile	Santiago, Valparaíso/Viña del Mar, Antofagasta	Datum Internacional S.A./ Cadem S.A.	Face-to-face	1,011	2017
Colombia	Nationally representative	Tempo Group	Face-to-face	1,000	2018
Congo, Dem. Rep.	Kinshasa, Lubumbashi, Mbuji-Mayi	Kantar Public at TNS RMS Senegal	Face-to-face	1,083	2018
Costa Rica	Nationally representative	CID Gallup	Face-to-face	1,005	2022
Côte d'Ivoire	Abidjan, Bouaké, Daloa	Liaison Marketing	Face-to-face	1,011	2017
Croatia	Nationally representative	Ipsos	Face-to-face	1,010	2018
Czechia	Prague, Brno, Ostrava	YouGov	Online	1,013	2017
Denmark	Copenhagen, Aarhus, Aalborg	YouGov	Online	1,016	2017
Dominican Republic	Nationally representative	CID Gallup	Face-to-face	1,002	2018
Estonia	Tallinn, Tartu, Narva	Norstat Eest	Online	1,010	2017
Ethiopia	Addis Ababa, Gondar, Nazret	Infinite Insight Ltd.	Face-to-face	1,037	2017
Finland	Helsinki, Espoo, Tampere	YouGov	Online	1,014	2017
France	Nationally representative	YouGov	Online	1,040	2018
Georgia	Tbilisi, Batumi, Kutaisi	ACT Market Research and Consulting Company	Face-to-face	1,000	2017
Germany	Nationally representative	YouGov	Online	1,048	2018
Ghana	Nationally representative	Infinite Insight Ltd.	Face-to-face	1,103	2018
Greece	Athens, Thessaloniki, Patras	YouGov	Online	1,015	2017
Guatemala	Nationally Representative	Mercaplan	Face-to-face	1,008	2018

Country/Jurisdicton	Coverage	Polling Company	Methodology	Sample	Year
Guinea	Conakry, Nzerekore, Kankan	Kantar Public at TNS RMS Senegal	Face-to-face	1,065	2018
Honduras	Tegucigalpa, San Pedro Sula, Choloma	CID-Gallup Latin America	Face-to-face	1,000	2017
Hong Kong	Hong Kong	WJP in collaboration with local partner	Face-to-face	1,004	2017
Hungary	Budapest, Debrecen, Szeged	Ipsos Hungary	Face-to-face	1,000	2017
India	Nationally representative	Market Xcel Data Matrix Pvt. Ltd	Face-to-face	1,059	2018
Indonesia	Jakarta, Surabaya, Bandung	MRI (Marketing Research Indonesia)	Face-to-face	1,004	2017
Iran	Tehran, Mashhad, Isfahan	BJKA consulting with local partner MHA Research	Face-to-face	1,010	2018
Ireland	Nationally representative	Dynata	Online	1,027	2021
Italy	Rome, Milan, Naples	YouGov	Online	1,004	2017
Japan	Nationally representative	Acorn Marketing & Research Consultant (M) Sdn Bhd	Online	1,000	2018
Jordan	Nationally representative	WJP in collaboration with local partner	Face-to-face	1,000	2018
Kazakhstan	Almaty, Nur-Sultan (formerly Astana), Shymkent	WJP in collaboration with local partner	Face-to-face	1,000	2017
Kenya	Nationally representative	Infinite Insight Ltd.	Face-to-face	1,099	2018
Korea, Rep.	Nationally representative	Acorn Marketing & Research Consultant (M) Sdn Bhd	Online	1,000	2018
Kyrgyz Republic	Nationally representative	Ipsos	Face-to-face	1,000	2018
Lebanon	Beirut, Tripoli, Sidon	REACH SAL	Face-to-face	1,000	2017
Liberia	Monrovia, Gbarnga and Buchanan	Infinite Insight Ltd.	Face-to-face	1,113	2018
Madagascar	Antananarivo, Toamasina, Antsirabe	DCDM Research	Face-to-face	1,000	2017
Malawi	Lilongwe, Blantyre, Mzuzu	Infinite Insight Ltd.	Face-to-face	1,039	2017
Malaysia	Klang Valley, Johor Bahru, Ipoh	Acorn Marketing & Research Consultant (M) Sdn Bhd	Face-to-face	1,000	2017
Mali	Nationally representative	Marketing Support Consultancy	Face-to-face	1,012	2018
Mauritania	Nationally representative	Liaison Marketing	Face-to-face	1,000	2018
Mauritius	Nationally representative	DCDM Research	Face-to-face	1,000	2018
Mexico	Mexico City, Guadalajara, Monterrey	Data Opinión Pública y Mercados	Face-to-face	1,000	2017
Moldova	Chisinau, Balti, Cahul	Georgian Opinion Research Business International (GORBI) in collaboration with local partner	Face-to-face	1,043	2017
Mongolia	Ulaanbaatar, Erdenet, Darkhan	Mongolian Marketing Consulting Group LLC	Face-to-face	1,000	2017
Mozambique	Nationally representative	Quest Research Services	Face-to-face	1,009	2018
Myanmar	Yangon, Mandalay, Nay Pyi Taw	Myanmar Survey Research Co., Ltd (MSR)	Face-to-face	1,000	2018
Namibia	Nationally representative	Quest Research Services	Face-to-face	1,001	2018
Nepal	Kathmandu, Pokhara, Lalitpur	Solutions Consultant	Face-to-face	1,000	2017
Netherlands	Nationally representative	YouGov	Online	1,113	2018
New Zealand	Auckland, Wellington, Christchurch	Big Picture Marketing Strategy & Research	Online	1,000	2017

Country/Jurisdicton	Coverage	Polling Company	Methodology	Sample	Year
Nicaragua	Managua, Masaya, Leon	CID-Gallup Latin America	Face-to-face	1,000	2017
Niger	Niamey, Zinder, Maradi	Liaison Marketing	Face-to-face	1,011	2018
Nigeria	Nationally representative	Infinite Insight Ltd.	Face-to-face	1,083	2018
North Macedonia	Skopje, Kumanovo, Bitola	Ipsos dooel Skopje	Face-to-face	1,017	2017
Norway	Oslo, Bergen, Trondheim	YouGov	Online	1,007	2017
Panama	Panama, San Miguelito, Las Cumbres	Gallup Panamá	Face-to-face	1,000	2017
Paraguay	Nationally representative	Datum Internacional/BM Business Partners	Face-to-face	1,000	2021
Peru	Nationally representative	Datum Interacional S.A.	Face-to-face	1,000	2018
Philippines	Metro Manila, Cebu, Davao	Philippine Survey and Research Center (PSRC)	Face-to-face	1,000	2018
Poland	Warsaw, Krakow, Lodz	IQS Sp. z o.o	Face-to-face	1,000	2018
Portugal	Lisbon, Porto, Amadora	YouGov	Online	1,016	2017
Romania	Nationally representative	Alpha Research Ltd. in collaboration with local partner	Face-to-face	1,000	2018
Russian Federation	Nationally representative	WJP in collaboration with local partner	Face-to-face	1,000	2018
Senegal	Pikine, Dakar, Thiès	Kantar TNS	Face-to-face	1,012	2017
Serbia	Belgrade, Novi Sad, Niš	Ipsos Strategic Marketing d.o.o.	Face-to-face	1,002	2017
Sierra Leone	Nationally representative	Infinite Insight Ltd.	Face-to-face	1,165	2018
Singapore	Singapore	Survey Sampling International	Online	1,000	2017
Slovak Republic	Nationally representative	WJP in collaboration with local partner	Online	1,022	2021
Slovenia	Ljubljana, Maribor, Celje	Ipsos d.o.o.	Face-to-face	1,006	2017
South Africa	Nationally representative	Quest Research Services	Face-to-face	1,014	2018
Spain	Nationally representative	YouGov	Online	1,051	2018
Sri Lanka	Colombo, Kaduwela, Maharagama	Kantar LMRB	Face-to-face	1,010	2017
Sweden	Nationally representative	YouGov	Online	1,049	2018
Tanzania	Dar es Salaam, Mwanza, Arusha	Infinite Insight Ltd.	Face-to-face	1,037	2018
Togo	Nationally representative	Marketing Support Consultancy	Face-to-face	1,005	2018
Trinidad and Tobago	Nationally representative	CID Gallup	Face-to-face	1,006	2018
Tunisia	Big Tunis, Sfax, Sousse	BJKA Consulting	Face-to-face	1,001	2017
Türkiye	İstanbul, Ankara, İzmir	Kantar Insights	Face-to-face	1,039	2018
Uganda	Kampala, Nansana, Kira	Kantar Public East Africa	Face-to-face	1,062	2018
Ukraine	Kyiv, Kharkiv, Odessa	GfK Ukraine	Face-to-face	1,079	2017
United Kingdom	Nationally representative	YouGov	Online	1,056	2018
United States	Nationally representative	YouGov Nordic	Online	1,086	2018
Uruguay	Nationally representative	BM Business Partners	Face-to-face	1,000	2018
Venezuela, RB	Nationally representative	StatMark Group	Face-to-face	1,015	2018
Vietnam	Ho Chi Minh City, Hanoi, Hai Phong	Indochina Research (Vietnam) Ltd.	Face-to-face	1,000	2017
Zimbabwe	Nationally representative	Quest Research Services	Face-to-face	1,001	2018

APPENDIX

54 Appendix

65 About the WJP

66 Related Publications

APPENDIX

WJP Global Legal Needs Survey

The *WJP Global Legal Needs Survey* within 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, highlighting the most common legal problems, respondents' assessment of their legal capability, and sources of help. In addition, the *WJP Global Legal Needs Survey* also gathers information on the status of people's problems, the resolution process, and the impact of their justice problems on their life. The *WJP Global Legal Needs Survey* was developed in consultation with an advisory team of expert stakeholders and comprises 128 of the 340 questions of the standard GPP survey instrument.

WJP Global Legal Needs Survey

TABLE A1.

Categorization of Legal Problems from the WJP *Global Legal Needs Survey*

This table lists the individual variables from the WJP *Global Legal Needs Survey* within the General Population Poll, used to create the problem grouping labels that feed into the analysis of this report.

Problem Grouping Label	Problem Type
Accidental Illness and Injury	F1: Injuries or health problems sustained as a result of an accident or due to poor working conditions F2: Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment
Citizenship and ID	J1: Difficulties obtaining birth certificates for you or your children J2: Difficulties obtaining a government-issued ID card J3: Problems with you or your children's citizenship, residency, or immigration status
Community	E3: Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets C3: Problems with your neighbors over noise, litter, parking spots, or pets
Consumer	A1: Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.) A2: Problems related to obtaining a refund for faulty or damaged goods A3: Major disruptions in the supply of utilities (e.g. water, electricity, phone) or incorrect billing
Employment	G1: Being dismissed from a job unfairly G2: Difficulties obtaining wages or employment benefits that were agreed on in advance G3: Harassment at work
Education	E1: Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend E2: You or your children being bullied or harassed at school or another educational institution
Family	D1: Divorce or separation D2: Difficulties obtaining child support payments D3: Difficulties paying child support D4: Dispute over child custody or visitation arrangements D5: Threats or physical violence from a current partner, ex-partner or other household member D6: Disagreement over the content of a will or the division of property after the death of a family member
Housing	C1: Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction C2: Problems with a tenant about rental agreements or property damage C4: Becoming homeless
Land and Property	B1: Problems obtaining land titles, property titles, or permission for building projects for your own home B2: Problems related to squatting and land grabbing B3: Problems with your neighbors over boundaries or the right to pass through property, fences, or trees B4: Problems with co-owners or community members over selling property
Law Enforcement	I1: Being beaten up or arrested without justification by a member of the police or the military
Money and Debt	L1: Difficulties collecting money owed to you L2: Insurance claims being denied K1: Being behind on and unable to pay credit cards, utility bills (e.g. water, electricity, gas), or a loan K2: Being threatened by debt collectors over unpaid loans or bills K3: Being threatened, harassed, or extorted by a mob, a gang or another criminal organization.
Public Services	H1: Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits H2: Difficulties accessing care in public clinics or hospitals H3: Lack of access to water, sanitation, and/or electricity J4: Tax disputes or disputes with other government bodies

TABLE A2.

World Bank Country Income Classification

This table provides information on how each of the countries explored in this report are sorted into the 4 income classifications of the World Bank: Low-Income, Lower-Middle Income, Upper-Middle Income, and High-Income.

Country	Year of Classification*	World Bank Income Group Classification
Afghanistan	2017	Low-Income
Albania	2018	Upper-Middle Income
Algeria	2018	Upper-Middle Income
Angola	2018	Lower-Middle Income
Argentina	2018	Upper-Middle Income
Australia	2018	High-Income
Austria	2017	High-Income
Bangladesh	2018	Lower-Middle Income
Belgium	2018	High-Income
Benin	2018	Low-Income
Bolivia	2018	Lower-Middle Income
Bosnia and Herzegovina	2017	Upper-Middle Income
Botswana	2018	Upper-Middle Income
Brazil	2017	Upper-Middle Income
Bulgaria	2018	Upper-Middle Income
Burkina Faso	2017	Low-Income
Cameroon	2018	Lower-Middle Income
Canada	2017	High-Income
Chile	2017	High-Income
Colombia	2018	Upper-Middle Income
Congo, Dem. Rep.	2018	Low-Income
Costa Rica	2022	Upper-Middle Income
Côte d'Ivoire	2017	Lower-Middle Income
Croatia	2018	Upper-Middle Income
Czechia	2017	High-Income
Denmark	2017	High-Income
Dominican Republic	2018	Upper-Middle Income
Estonia	2017	High-Income
Ethiopia	2017	Low-Income
Finland	2017	High-Income
France	2018	High-Income
Georgia	2017	Upper-Middle Income
Germany	2018	High-Income
Ghana	2018	Lower-Middle Income
Greece	2017	High-Income
Guatemala	2018	Lower-Middle Income
Guinea	2018	Low-Income
Honduras	2017	Lower-Middle Income
Hong Kong SAR, China	2017	High-Income
Hungary	2017	High-Income
India	2018	Lower-Middle Income
Indonesia	2017	Lower-Middle Income
Iran, Islamic Rep.	2018	Upper-Middle Income
Ireland	2021	High-Income
Italy	2017	High-Income
Japan	2018	High-Income
Jordan	2018	Lower-Middle Income
Kazakhstan	2017	Upper-Middle Income

* Income categories were constructed based on the World Bank classification of country economies. Countries were placed in the category they belonged to during the year when the Legal Needs Survey was conducted, or the closest year available for that country. .

Country	Year of Classification	World Bank Income Group Classification
Kenya	2018	Lower-Middle Income
Korea, Rep.	2018	High-Income
Kyrgyz Republic	2018	Lower-Middle Income
Lebanon	2017	Upper-Middle Income
Liberia	2018	Low-Income
Madagascar	2017	Low-Income
Malawi	2017	Low-Income
Malaysia	2017	Upper-Middle Income
Mali	2018	Low-Income
Mauritania	2018	Lower-Middle Income
Mauritius	2018	Upper-Middle Income
Mexico	2017	Upper-Middle Income
Moldova	2017	Lower-Middle Income
Mongolia	2017	Lower-Middle Income
Mozambique	2018	Low-Income
Myanmar	2018	Lower-Middle Income
Namibia	2018	Upper-Middle Income
Nepal	2017	Low-Income
Netherlands	2018	High-Income
New Zealand	2017	High-Income
Nicaragua	2017	Lower-Middle Income
Niger	2018	Low-Income
Nigeria	2018	Lower-Middle Income
North Macedonia	2017	Upper-Middle Income
Norway	2017	High-Income
Panama	2017	Upper-Middle Income
Paraguay	2021	Upper-Middle Income
Peru	2018	Upper-Middle Income
Philippines	2018	Lower-Middle Income
Poland	2018	High-Income
Portugal	2017	High-Income
Romania	2018	Upper-Middle Income
Russian Federation	2018	Upper-Middle Income
Senegal	2017	Low-Income
Serbia	2017	Upper-Middle Income
Sierra Leone	2018	Low-Income
Singapore	2017	High-Income
Slovak Republic	2021	High-Income
Slovenia	2017	High-Income
South Africa	2018	Upper-Middle Income
Spain	2018	High-Income
Sri Lanka	2017	Lower-Middle Income
Sweden	2018	High-Income
Tanzania	2018	Low-Income
Togo	2018	Low-Income
Trinidad and Tobago	2018	High-Income
Tunisia	2017	Lower-Middle Income
Türkiye	2018	Upper-Middle Income
Uganda	2018	Low-Income
Ukraine	2017	Lower-Middle Income
United Kingdom	2018	High-Income
United States	2018	High-Income
Uruguay	2018	High-Income
Venezuela, RB	2018	Upper-Middle Income
Vietnam	2017	Lower-Middle Income
Zimbabwe	2018	Low-Income

TABLE A3.

Frequency and Severity of Problems by Country Income Level

This table provides information on the average frequency and severity of different proble types, by World Bank income grouping.

Problem Type	World Bank Income Group Classification	Average Frequency	Average Severity
Poor professional services	High-Income	14%	5
	Upper-Middle Income	9%	5
	Lower-Middle Income	6%	5
	Low-Income	11%	4
Refund for faulty or damaged goods	High-Income	13%	4
	Upper-Middle Income	7%	5
	Lower-Middle Income	4%	4
	Low-Income	9%	4
Utility disruption	High-Income	12%	5
	Upper-Middle Income	12%	6
	Lower-Middle Income	11%	5
	Low-Income	19%	5
Land or property titles	High-Income	3%	5
	Upper-Middle Income	4%	6
	Lower-Middle Income	4%	5
	Low-Income	5%	4
Squatting or land grabbing	High-Income	2%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	6
	Low-Income	5%	4
Neighbors and land boundaries	High-Income	6%	5
	Upper-Middle Income	4%	5
	Lower-Middle Income	3%	5
	Low-Income	6%	4
Property sale	High-Income	2%	5
	Upper-Middle Income	2%	5
	Lower-Middle Income	1%	4
	Low-Income	3%	4
Landlord dispute	High-Income	7%	5
	Upper-Middle Income	3%	5
	Lower-Middle Income	2%	5
	Low-Income	4%	4
Tenant dispute	High-Income	5%	5
	Upper-Middle Income	2%	5
	Lower-Middle Income	2%	5
	Low-Income	3%	4
Neighbors and nuisance complaints	High-Income	22%	5
	Upper-Middle Income	10%	5
	Lower-Middle Income	7%	5
	Low-Income	8%	4
Becoming homeless	High-Income	2%	7
	Upper-Middle Income	1%	6
	Lower-Middle Income	2%	6
	Low-Income	2%	4
Divorce or separation	High-Income	4%	6
	Upper-Middle Income	3%	6
	Lower-Middle Income	2%	5
	Low-Income	3%	4

Problem Type	World Bank Income Group Classification	Average Frequency	Average Severity
Obtaining child support	High-Income	3%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	5
	Low-Income	3%	4
Paying child support	High-Income	2%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	6
	Low-Income	3%	4
Child custody or visitation dispute	High-Income	2%	6
	Upper-Middle Income	1%	6
	Lower-Middle Income	1%	5
	Low-Income	2%	3
Domestic violence	High-Income	4%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	5
	Low-Income	2%	4
Dispute over will or estate	High-Income	4%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	1%	5
	Low-Income	2%	4
Educational enrollment	High-Income	4%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	5
	Low-Income	4%	4
Bullying or harassment at school	High-Income	5%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	1%	5
	Low-Income	2%	3
Gangs, vandalism, drugs, alcohol	High-Income	8%	5
	Upper-Middle Income	3%	6
	Lower-Middle Income	3%	6
	Low-Income	3%	4
Work accident or injury	High-Income	6%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	5
	Low-Income	3%	4
Medical malpractice	High-Income	6%	6
	Upper-Middle Income	3%	6
	Lower-Middle Income	2%	6
	Low-Income	3%	4
Unfair job dismissal	High-Income	5%	7
	Upper-Middle Income	3%	6
	Lower-Middle Income	2%	6
	Low-Income	2%	5
Witheld pay	High-Income	7%	6
	Upper-Middle Income	3%	6
	Lower-Middle Income	3%	6
	Low-Income	3%	4
Workplace harassment	High-Income	6%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	2%	5
	Low-Income	2%	5
Public benefits	High-Income	8%	6
	Upper-Middle Income	3%	6
	Lower-Middle Income	2%	5
	Low-Income	3%	3

Problem Type	World Bank Income Group Classification	Average Frequency	Average Severity
Healthcare access	High-Income	10%	6
	Upper-Middle Income	5%	6
	Lower-Middle Income	5%	6
	Low-Income	6%	5
Access to utilities	High-Income	3%	5
	Upper-Middle Income	4%	6
	Lower-Middle Income	6%	6
	Low-Income	13%	5
Police or military harassment	High-Income	1%	6
	Upper-Middle Income	1%	6
	Lower-Middle Income	1%	5
	Low-Income	2%	3
Birth certificates	High-Income	2%	5
	Upper-Middle Income	1%	6
	Lower-Middle Income	3%	5
	Low-Income	3%	4
Govt ID	High-Income	3%	5
	Upper-Middle Income	2%	6
	Lower-Middle Income	4%	6
	Low-Income	6%	5
Citizenship, residency, immigration	High-Income	2%	6
	Upper-Middle Income	1%	6
	Lower-Middle Income	1%	5
	Low-Income	2%	3
Tax or govt payment	High-Income	5%	5
	Upper-Middle Income	2%	5
	Lower-Middle Income	1%	5
	Low-Income	1%	3
Behind on payments	High-Income	11%	6
	Upper-Middle Income	5%	6
	Lower-Middle Income	3%	5
	Low-Income	4%	4
Threatened by debt collectors	High-Income	6%	6
	Upper-Middle Income	2%	6
	Lower-Middle Income	1%	5
	Low-Income	2%	3
Threats or harrassment from criminal orgs	High-Income	2%	6
	Upper-Middle Income	1%	6
	Lower-Middle Income	1%	6
	Low-Income	2%	3
Collecting money owed to you	High-Income	12%	6
	Upper-Middle Income	5%	6
	Lower-Middle Income	5%	6
	Low-Income	8%	5
Denial of insurance claims	High-Income	5%	6
	Upper-Middle Income	2%	5
	Lower-Middle Income	1%	5
	Low-Income	2%	4

TABLE A4.

Correlation Between Severity and Frequency

Estimates included in the tables below report the results of the linear regressions plotted on the scatterplots included in **Figure 2.1. Justice Needs and Development.**

Estimates included in **Table 1** show the degree to which the severity of legal problems is correlated with the prevalence of legal problems among the people in a given country-income grouping, over the two years prior to being surveyed. Estimates included in **Table 2** present the same analysis but exclude the observations with prevalence values more than two standard deviations away from the mean. The unit of observation is a problem type by country income grouping.

Incidence is measured by looking at the prevalence of a given problem type over the two years prior to being surveyed.

Severity is measured through the question "Thinking about the problems that you have experienced, and looking at this scale, where 0 represents the least serious and 10 represents the most serious problem you could ever face in your lifetime, please mark where on the scale you would place each of the issues or problems you have experienced. For example, a score of 2 might be a problem with a neighbor over a noisy party and a score of 8 might be being made homeless."

Regressions (1), **(2)**, **(3)**, and **(4)** show the correlation coefficients for High-Income countries, upper-middle income countries, lower-middle income countries, and low-income countries, respectively. Income groupings are defined according to the World Bank's country classification.

Standard errors are shown in parentheses.

▶ TABLE 1. SEVERITY VS INCIDENCE OF LEGAL PROBLEMS

	Dependent variable: Severity			
	(1)	(2)	(3)	(4)
	High-Income	Upper-Middle Income	Lower-Middle Countries	Low
Incidence	-0.065***	-0.044*	0.014	0.073***
	(0.018)	(0.025)	(0.031)	(0.025)
Observations	38	38	38	38
R^2	0.262	0.078	0.006	0.195
Adjusted R^2	0.242	0.053	-0.022	0.172
Residual Standard Error	0.480	0.384	0.397	0.547

*p<0.1; **p<0.05; ***p<0.01

▶ TABLE 2. SEVERITY VS INCIDENCE OF LEGAL PROBLEMS (Robustness Check Excluding Outliers)

	Dependent variable: Severity			
	(1)	(2)	(3)	(4)
	High-Income	Upper-Middle Income	Lower-Middle Countries	Low
Incidence	-0.062**	0.0004*	0.055	0.075*
	(0.023)	(0.048)	(0.048)	(0.040)
Observations	37	35	36	36
R^2	0.169	0.00000	0.038	0.093
Adjusted R^2	0.145	-0.030	0.010	0.067
Residual Standard Error	0.487	0.383	0.401	0.545

*p<0.1; **p<0.05; ***p<0.01

TABLE A5.

Economic Costs of Legal Problems by Type of Cost

This table provides information on the total economic costs of legal problems by type of cost as a percentage of the GDP.

Country	Resolution Costs / GDP	Income Cost / GDP	Health Costs / GDP	Total Costs of Problems / GDP
Australia	1.20%	4.10%	0.20%	5.50%
Sierra Leone	0.40%	4.70%	0.00%	5.10%
Nepal	2.40%	2.60%	0.10%	5.10%
Italy	2.10%	2.80%	0.10%	5.00%
Pakistan	2.30%	1.70%	0.30%	4.30%
Angola	3.80%	0.40%	0.10%	4.30%
United States	1.50%	2.70%	0.10%	4.30%
Bolivia	2.10%	1.80%	0.20%	4.20%
Republic of Korea	1.10%	2.80%	0.10%	4.00%
Afghanistan	1.30%	2.60%	0.10%	4.00%
New Zealand	1.00%	2.70%	0.10%	3.90%
Singapore	1.30%	2.50%	0.10%	3.80%
Spain	1.50%	2.10%	0.10%	3.70%
Czech Republic	1.30%	2.30%	0.10%	3.70%
Ethiopia	1.70%	1.60%	0.10%	3.40%
Canada	0.70%	2.50%	0.10%	3.40%
Sweden	0.80%	2.50%	0.10%	3.40%
Mongolia	1.90%	1.30%	0.10%	3.30%
Finland	0.90%	2.10%	0.10%	3.10%
Austria	1.00%	1.70%	0.10%	2.80%
Mozambique	2.40%	0.20%	0.20%	2.80%
Cameroon	1.40%	1.20%	0.10%	2.70%
Jordan	2.60%	0.10%	0.00%	2.70%
Senegal	0.80%	1.50%	0.20%	2.50%
Togo	0.60%	1.80%	0.00%	2.40%
Niger	1.90%	0.50%	0.00%	2.40%
Belgium	0.90%	1.40%	0.10%	2.40%
Malaysia	0.90%	1.20%	0.10%	2.20%
Ukraine	1.20%	0.90%	0.00%	2.10%
Germany	1.10%	0.80%	0.10%	2.00%
Norway	0.70%	1.30%	0.10%	2.00%
Burkina Faso	1.10%	0.80%	0.10%	2.00%
Brazil	1.20%	0.50%	0.10%	1.80%
Macedonia, FYR	0.80%	0.90%	0.10%	1.80%
France	1.00%	0.70%	0.10%	1.70%
Bosnia and Herzegovina	1.00%	0.70%	0.00%	1.70%
Denmark	0.40%	1.20%	0.00%	1.70%
Benin	0.40%	1.30%	0.00%	1.70%
Serbia	0.80%	0.90%	0.00%	1.70%
Côte d'Ivoire	1.00%	0.60%	0.10%	1.70%
Estonia	0.40%	1.20%	0.10%	1.70%
Madagascar	0.90%	0.70%	0.10%	1.60%
Netherlands	0.60%	0.90%	0.10%	1.60%
Myanmar	0.60%	0.80%	0.00%	1.40%
Moldova	0.50%	0.80%	0.00%	1.40%
Kenya	0.80%	0.50%	0.00%	1.30%
Zimbabwe	1.20%	0.10%	0.00%	1.00%
Mauritania	0.60%	0.60%	0.00%	1.20%
Bangladesh	0.20%	1.00%	0.00%	1.20%

Country	Resolution Costs / GDP	Income Cost / GDP	Health Costs / GDP	Total Costs of Problems / GDP
Turkey	1.00%	0.10%	0.10%	1.10%
United Kingdom	0.50%	0.50%	0.10%	1.10%
Mauritius	0.30%	0.80%	0.00%	1.10%
Malawi	0.40%	0.60%	0.10%	1.10%
Mali	0.30%	0.70%	0.10%	1.10%
Guinea	0.70%	0.30%	0.10%	1.00%
Botswana	0.90%	0.00%	0.10%	1.00%
India	0.60%	0.30%	0.00%	0.90%
Slovenia	0.30%	0.50%	0.00%	0.90%
Russia	0.50%	0.30%	0.00%	0.80%
Kazakhstan	0.40%	0.30%	0.00%	0.70%
Tunisia	0.20%	0.40%	0.00%	0.60%
South Africa	0.40%	0.20%	0.00%	1.00%
Philippines	0.40%	0.10%	0.00%	0.60%
Romania	0.50%	0.10%	0.00%	0.60%
Nicaragua	0.30%	0.30%	0.00%	0.60%
Liberia	0.20%	0.30%	0.10%	0.60%
Argentina	0.20%	0.40%	0.00%	0.50%
Uruguay	0.40%	0.10%	0.00%	0.50%
Namibia	0.30%	0.20%	0.00%	0.50%
Panama	0.30%	0.10%	0.00%	0.50%
Vietnam	0.20%	0.20%	0.00%	0.00%
Peru	0.30%	0.20%	0.00%	0.40%
Croatia	0.30%	0.10%	0.00%	0.40%
Nigeria	0.20%	0.20%	0.00%	0.40%
Colombia	0.20%	0.10%	0.00%	0.40%
Mexico	0.20%	0.20%	0.00%	0.40%
Tanzania	0.30%	0.10%	0.00%	0.40%
Kyrgyzstan	0.20%	0.20%	0.00%	0.40%
Albania	0.20%	0.20%	0.00%	0.30%
Chile	0.20%	0.20%	0.00%	0.30%
Bulgaria	0.20%	0.10%	0.00%	0.30%
Ghana	0.10%	0.20%	0.00%	0.30%
Georgia	0.10%	0.20%	0.00%	0.30%
Hungary	0.20%	0.10%	0.00%	0.30%
Iran	0.20%	0.10%	0.00%	0.30%
Guatemala	0.10%	0.20%	0.00%	0.30%
Algeria	0.30%	0.00%	0.00%	0.30%
Honduras	0.10%	0.10%	0.00%	0.20%
Poland	0.20%	0.10%	0.00%	0.20%
Sri Lanka	0.10%	0.10%	0.00%	0.20%
Dominican Republic	0.10%	0.10%	0.00%	0.20%
Trinidad and Tobago	0.10%	0.10%	0.00%	0.20%
Japan	0.10%	0.10%	0.00%	0.10%
Indonesia	0.10%	0.00%	0.00%	0.10%
Hong Kong SAR, China	0.00%	0.00%	0.00%	0.10%
Congo, Dem. Rep.	0.10%	0.00%	0.00%	0.10%

NOTE A1.

The WJP's Estimation of SDG 16.3.3 Based on the WJP Global Legal Needs Survey

Sustainable Development Goal (SDG) 16 aims to "promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels."[15] There are twelve targets total; Target 16.3 calls on international actors to "promote the rule of law at the national and international levels and ensure equal access to justice for all."[16] In 2020, the Inter-Agency and Expert Group on SDG Indicators (IAEG-SDGs) adopted Indicator 16.3.3 as a standardized measure of Target 16.3. Developed with the input from organizations including the World Justice Project, Indicator 16.3.3 is the "proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism."[17]

While it has been three years since the adoption of Indicator 16.3.3, there remains a lack of publicly available official data. The UN Stats SDG Database is the central, public-facing hub for official data on the SDG Indicators. As of June 2023, only five countries have data available in this database: Canada, Colombia, and the State of Palestine reported data in 2022, and the Gambia and Peru reported data in 2021.[18]

In an effort to advance the global conversation and emphasize access to justice using the comparable data available, this report provides country-level estimates of Indicator 16.3.3 for 62 countries, based on data collected as part of the *WJP Global Legal Needs Survey*.* With the goal of reaching out to key audiences both at the country and global levels, these results are then aggregated to provide a global message on the status of access to formal and informal dispute mechanisms. While not a substitute for official data, unofficial data such as that from the WJP is vitally important for informing understanding of access to justice and holding governments accountable to their SDG commitments.

Question 28 of the *WJP Global Legal Needs Survey* asks respondents, "Did you, somebody acting on your behalf, the other party or anybody else, make a claim to a court or turn to any other third-party individual or organization to adjudicate, mediate or intervene to help resolve the problem?". Respondents who indicate that they did not seek assistance are then asked to specify why.

Using the responses to this question, respondents who had a dispute in the past two years are grouped among three categories: (1) those who did not need a dispute resolution mechanism; (2) those who did need a dispute resolution mechanism and got the help that they sought; and (3) those who did need a dispute resolution mechanism but were unable to get help. At the national level, the estimates were derived by first summing the number of people who needed a dispute resolution mechanism and got the help they sought and those who needed help but were not able to obtain it. This provides the total number of people in a given country who had a dispute in the two years prior to being surveyed and needed a dispute resolution mechanism. The number of people who were able to access the dispute resolution mechanism is then divided by the total number of people who needed access in order to arrive at the proportion of people who accessed a dispute resolution mechanism, relative to those who needed access in the first place.

This methodology is in line with that outlined by the IAEG-SDGs.[19] At present, the WJP is able to estimate this indicator at the national level but is not able to disaggregate further based on demographic variables or the type of dispute resolution mechanism that is used.

* Estimates are only available for countries that have been surveyed since 2018, as the relevant question was not yet introduced at the time of data collection in 2017.

World Justice Project

ABOUT THE WORLD JUSTICE PROJECT

THE WORLD JUSTICE PROJECT (WJP) is an independent, multidisciplinary organization working to create knowledge, build awareness, and stimulate action to advance the rule of law worldwide. Effective rule of law is the foundation for communities of justice, opportunity, and peace—underpinning development, accountable government, and respect for fundamental rights.

WJP builds and supports a global, multi-disciplinary movement for the rule of law through three lines of work: collecting, organizing, and analyzing original, independent rule of law data, including the WJP Rule of Law Index®; supporting research, scholarship, and teaching about the importance of the rule of law, its relationship to development, and effective strategies to strengthen it; and connecting and building an engaged global network of policy-makers and activists to advance the rule of law through strategic partnerships, convenings, coordinated advocacy, and support for locally-led initiatives.

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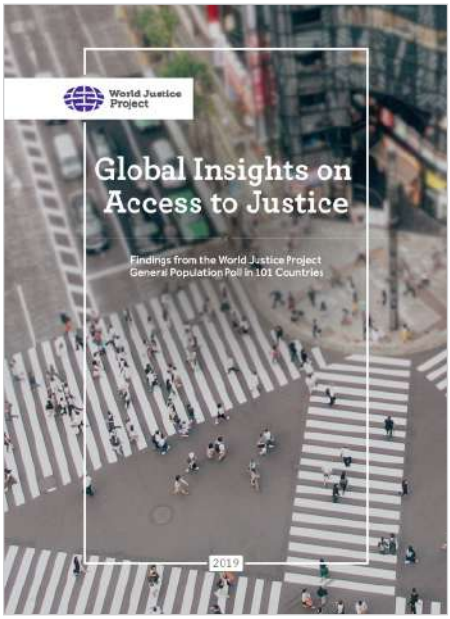

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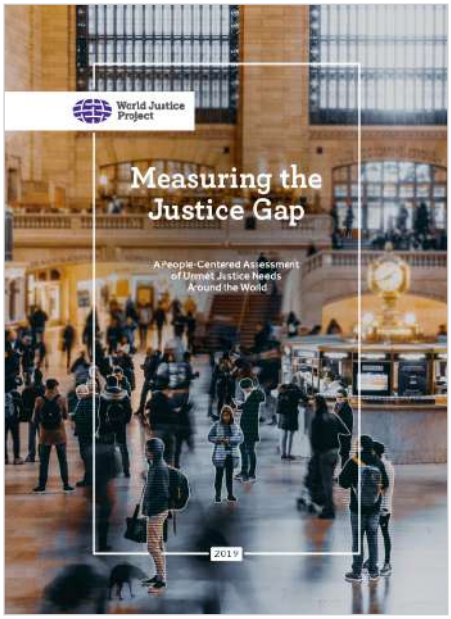

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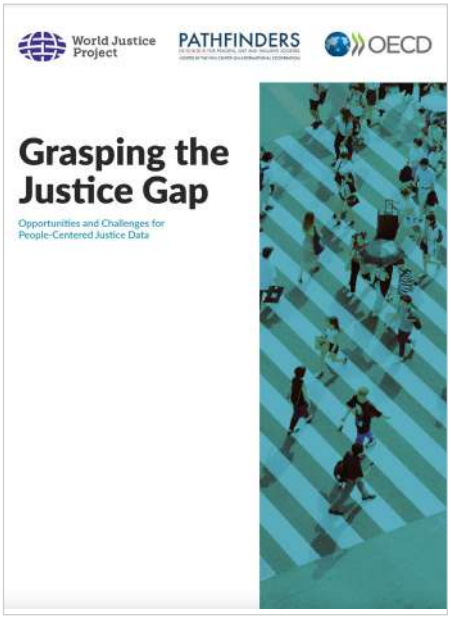

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ENDNOTES

ENDNOTES

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