Global Insights on Access to Justice

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

2018
Acknowledgements

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

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

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


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

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

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

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

About this Survey

Every year, the World Justice Project administers the General Population Poll to collect data from representative samples of the general public, which are used to compute the scores and rankings for the WJP’s annual Rule of Law Index®. The data presented in this report are derived from the dispute resolution module of the GPP, administered in 45 countries and jurisdictions in the fall of 2017 using a probability sample of 1,000 respondents in the three largest cities of each country. In 2018, the WJP is scheduled to administer the GPP and collect data on access to civil justice for an additional 60 countries (see Figure 1). The dispute resolution module comprises 117 of the 344 questions in the GPP survey instrument, and can be broken into 11 themes or sub-sections that allow the interviewer to follow respondents through their experience dealing with everyday legal problems:

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

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

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

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

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

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

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

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

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

Country Profiles

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

1. Incidence of Legal Problems: Shows the percentage of those surveyed who experienced any legal problem in the last two years, both overall and disaggregated by gender. For the purposes of the profile, the 38 disputes listed in the survey instrument are grouped into 13 categories. Please see Table 1 for a full list of legal problems and how they are categorized.

2. Violence: Shows the percentage of those who experienced a legal problem and reported that one of the parties resorted to physical violence during or in the process of settling the dispute.

3. Action or Inaction: Shows the percentage of those who experienced a legal problem and whether they or somebody acting on their behalf turned to any institution or actor to adjudicate, mediate, or resolve the problem. This includes taking the legal problem to a court or tribunal, the police, a government office or authority, a religious or community leader, a third party mediator, or a formal complaints or appeal process.

4. Status of Legal Problems: Shows whether the respondents’ legal problem is done or ongoing. “Done” refers to respondents who either fully resolved their problem or who have given up all actions to resolve it further. For those whose legal problem is done, the profile shows a breakdown of how the problem was concluded. “Ongoing” refers to respondents who reported that their problem is still ongoing or who are still in the early stages of dealing with their dispute.
5. **Process, Perceptions & Legal Capability:** Breaks down a number of data points on respondents’ experiences and perceptions depending on whether their legal problem is done or ongoing.

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

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

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

More detailed summary statistics for each country and jurisdiction can be downloaded from the “Appendix” section of this report.
### Table 1: Categorization of Legal Problems from the GPP Dispute Resolution Module

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

**Incidence of Legal Problems**
- 58% Experienced a legal problem in the last two years

- Incidence by type of problem:
  - Citizenship & ID
  - Community & natural resources
  - Consumer
  - Debt
  - Education
  - Family
  - Housing
  - Land
  - Law enforcement
  - Money
  - Public services
  - Professional services
  - Public administration & services
  - Revenue & tax
  - Transportation
  - Utilities
  - Miscellaneous

**Action or Inaction**
- 37% Turned to an authority or third party to help resolve the problem
- 63% Did NOT turn to an authority or third party to help resolve the problem

**Done**
- 72% Have fully resolved or are done with the problem

- Manner in which the problem was resolved:
  - Problem sorted itself out: 70%
  - Decision by third party or authority: 14%
  - Gave up or moved away: 5%
  - Other: 1%

**Duration**
- 2.62 Months
  - Average time to solve the problem

**Financial Difficulty**
- 12% Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- 75%
  - Are satisfied with the outcome
- 47%
  - Are satisfied with the process so far

**Legal Capability**
- 59%
  - Were confident they could achieve a fair outcome
- 49%
  - Got all the expert help they wanted

**Violence**
- 32%
  - Reported that one party resorted to physical violence

**Ongoing**
- 28%
  - Have not resolved the problem

**Hardship**
- 42%
  - Experienced a hardship as a result of their legal problem

- Type of hardship:
  - Stress related illness
  - Relationship breakdown
  - Relocated or lost employment
  - N/A
  - Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Austria

Incidence of Legal Problems

- **75%** Experienced a legal problem in the last two years

  - **66%** Consumer
  - **16%** Debt
  - **10%** Education
  - **16%** Family
  - **15%** Housing
  - **13%** Land
  - **2%** Law enforcement
  - **20%** Money
  - **36%** Other

Action or Inaction

- **14%** Turned to an authority or third party to help resolve the problem
- **86%** Did NOT turn to an authority or third party to help resolve the problem

Done

- **68%** Have fully resolved or are done with the problem

  - **47%** Problem sorted itself out
  - **9%** Decision by third party or authority
  - **10%** Gave up or moved away
  - **23%** Other

Ongoing

- **5%** Reported that one party resorted to physical violence
- **95%** Have not resolved the problem

Duration

- **9.68 Months**

  - Average time to solve the problem

Financial Difficulty

- **13%**

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

Satisfaction

- **64%**

  - Are satisfied with the outcome

  - **63%** Were confident they could achieve a fair outcome

  - **54%** Got all the expert help they wanted

Legal Capability

- **63%**

  - Knew where to get advice

  - **45%** Got all the expert help they wanted

Violence

- **5%**

  - Report that one party resorted to physical violence

Hardship

- **43%**

  - Experienced a hardship as a result of their legal problem

  - **42%** Male

  - **43%** Female

  - Type of hardship:
    - **30%** Stress related illness
    - **12%** Relationship breakdown
    - **22%** Relocated or lost employment
    - **4%** Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
**Incidence of Legal Problems**

31% Experienced a legal problem in the last two years

Incidence by type of problem:
- 4% Accidental illness & injury
- 7% Citizenship & ID
- 7% Community & natural resources
- 12% Consumer
- 14% Debt
- 5% Employment
- 1% Education
- 3% Family
- 12% Housing
- 3% Land
- 1% Law enforcement
- 2% Money
- 6% Public services

**Action or Inaction**

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

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

**Done**

69% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 52% Problem sorted itself out
- 4% Decision by third party or authority
- 20% Gave up or moved away
- 21% Other

**Duration**

7.74 Months

Average time to solve the problem

**Financial Difficulty**

26%

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

**Satisfaction**

61%

Are satisfied with the outcome

**Legal Capability**

71%

Were confident they could achieve a fair outcome

43%

Got all the expert help they wanted

**Manner in which the problem was resolved:**
- 43% Experienced a hardship as a result of their legal problem
- 8% Reported that one party resorted to physical violence
- 3% Decision by third party or authority
- 42% Gave up or moved away
- 5% Other

**Violence**

5%

Reported that one party resorted to physical violence

**Ongoing**

31%

Have not resolved the problem

**Satisfaction**

9%

Are satisfied with the process so far

**Legal Capability**

37%

Know where to get advice

45%

Were confident they could achieve a fair outcome

27%

Got all the expert help they wanted

**Hardship**

43%

Experienced a hardship as a result of their legal problem

Type of hardship:
- 25% Stress related illness
- 8% Relationship breakdown
- 24% Relocated or lost employment
- 2% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Brazil

Incidence of Legal Problems

- **69%** Experienced a legal problem in the last two years

Incidence by type of problem:
- 5% Accidental illness & injury
- 3% Citizenship & ID
- 11% Community & natural resources
- 22% Consumer
- 24% Debt
- 3% Employment
- 10% Education
- 14% Family
- 20% Housing
- 2% Land
- 1% Law enforcement
- 12% Money
- 22% Public services

Action or Inaction

- **13%** Turned to an authority or third party to help resolve the problem
- **87%** Did NOT turn to an authority or third party to help resolve the problem

Done

- **68%** Have fully resolved or are done with the problem
- **32%** Have not resolved the problem

Manner in which the problem was resolved:
- Problem sorted itself out: 70%
- Decision by third party or authority: 30%
- Gave up or moved away: 2%
- Other: 8%

Duration

- **5.85 Months** Average time to solve the problem

Financial Difficulty

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

Satisfaction

- **77%** Are satisfied with the outcome
- **22%** Are satisfied with the process so far

Legal Capability

- **68%** Were confident they could achieve a fair outcome
- **54%** Got all the expert help they wanted

Manner in which the problem was resolved:
- **28%** Experienced a hardship as a result of their legal problem

Type of hardship:
- 20% Stress related illness
- 7% Relationship breakdown
- 32% Relocated or lost employment
- 2% Problems with alcohol or drugs

Violence

- **4%** Reported that one party resorted to physical violence

Ongoing

- **32%** Have not resolved the problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

Source: WJP General Population Poll 2017, Dispute Resolution Module
Burkina Faso

World Justice Project
Global Insights on Access to Justice

Incidence of Legal Problems
69%
 Experienced a legal problem in the last two years

66%
 MALE

73%
 FEMALE

Incidence by type of problem:
10% Accidental illness & injury
12% Citizenship & ID
21% Community & natural resources
56% Consumer
10% Debt
9% Employment
14% Education
10% Family
16% Housing
11% Land
2% Law enforcement
27% Money
17% Public services

Action or Inaction
9%
 Turned to an authority or third party to help resolve the problem

91%
 Did NOT turn to an authority or third party to help resolve the problem

Done
48%
 Have fully resolved or are done with the problem

Manner in which the problem was resolved:
77% Problem sorted itself out
5% Decision by third party or authority
3% Gave up or moved away
1% Other

Duration
3.25
 Average time to solve the problem

Financial Difficulty
11%
 Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction
77%
 Are satisfied with the outcome

Legal Capability
54%
 Know where to get advice

60%
 Were confident they could achieve a fair outcome

43%
 Got all the expert help they wanted

Violence
6%
 Reported that one party resorted to physical violence

Ongoing
52%
 Have not resolved the problem

Manner in which the problem was resolved:
7%
 Problem sorted itself out
52% Decision by third party or authority
5% Gave up or moved away
26% Other

Satisfaction
22%
 Are satisfied with the process so far

Legal Capability
29%
 Know where to get advice

31%
 Were confident they could achieve a fair outcome

26%
 Got all the expert help they wanted

Hardship
24%
 Experienced a hardship as a result of their legal problem

23%
 MALE

24%
 FEMALE

Type of hardship:
13% Stress related illness
6% Relationship breakdown
14% Relocated or lost employment
4% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Canada

Incidence of Legal Problems

52% Experienced a legal problem in the last two years

- 55% Male
- 49% Female

Incidence by type of problem:
- 5% Accidental illness & injury
- 7% Citizenship & ID
- 6% Community & natural resources
- 6% Consumer
- 6% Child
- 5% Employment
- 5% Education
- 2% Family
- 2% Housing
- 6% Land
- 2% Law enforcement
- 1% Money
- 1% Public services

Action or Inaction

17% Turned to an authority or third party to help resolve the problem

83% Did NOT turn to an authority or third party to help resolve the problem

Done

64% Have fully resolved or are done with the problem

- 55% Male
- 49% Female

Manner in which the problem was resolved:
- 55% Problem sorted itself out
- 18% Decision by third party or authority
- 22% Gave up or moved away
- 17% Other

Duration

10.59 Months
Average time to solve the problem

Financial Difficulty

11% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

66% Are satisfied with the outcome

73% Know where to get advice

72% Were confident they could achieve a fair outcome

63% Got all the expert help they wanted

Legal Capability

49% Experienced a hardship as a result of their legal problem

- 50% Male
- 49% Female

Type of hardship:
- 31% Stress related illness
- 14% Relationship breakdown
- 27% Relocated or lost employment
- 15% Problems with alcohol or drugs

Violence

8% Reported that one party resorted to physical violence

Ongoing

36% Have not resolved the problem

Satisfaction

29% Are satisfied with the process so far

Legal Capability

70% Know where to get advice

62% Were confident they could achieve a fair outcome

52% Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
### Chile

#### Incidence of Legal Problems

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident &amp; Injury</td>
<td>5%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>1%</td>
</tr>
<tr>
<td>Community &amp; Natural Resources</td>
<td>22%</td>
</tr>
<tr>
<td>Consumer</td>
<td>4%</td>
</tr>
<tr>
<td>Debt</td>
<td>4%</td>
</tr>
<tr>
<td>Employment</td>
<td>1%</td>
</tr>
<tr>
<td>Education</td>
<td>7%</td>
</tr>
<tr>
<td>Family</td>
<td>5%</td>
</tr>
<tr>
<td>Health</td>
<td>15%</td>
</tr>
<tr>
<td>Housing</td>
<td>7%</td>
</tr>
<tr>
<td>Land</td>
<td>3%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>1%</td>
</tr>
<tr>
<td>Money</td>
<td>7%</td>
</tr>
<tr>
<td>Public services</td>
<td>7%</td>
</tr>
</tbody>
</table>

#### Action or Inaction

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Inaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>13%</td>
<td>87%</td>
</tr>
</tbody>
</table>

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

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

#### Done

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>79%</td>
<td>21%</td>
</tr>
</tbody>
</table>

79% Have fully resolved or are done with the problem

21% Have not resolved the problem

#### Duration

- **7.15 Months**
  - Average time to solve the problem

#### Financial Difficulty

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

#### Satisfaction

- **84%**
  - Are satisfied with the outcome

- **73%**
  - Know where to get advice

- **76%**
  - Were confident they could achieve a fair outcome

- **69%**
  - Got all the expert help they wanted

#### Legal Capability

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

#### Hardship

- 21% Male

#### Violence

- **6%**
  - Reported that one party resorted to physical violence

#### Ongoing

- **21%**
  - Have not resolved the problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

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**World Justice Project**

**Global Insights on Access to Justice**
Cote d’Ivoire

Incidence of Legal Problems

42% Experienced a legal problem in the last two years

Incidence by type of problem:
- 2% Accidental illness & injury
- 5% Citizenship & ID
- 6% Community & natural resources
- 22% Consumer
- 2% Debt
- 2% Employment
- 1% Education
- 2% Family
- 6% Housing
- 6% Land
- 0% Law enforcement
- 6% Money
- 7% Public services

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

Action or Inaction

10% Turned to an authority or third party to help resolve the problem
90% Did NOT turn to an authority or third party to help resolve the problem

Done

62% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 76% Problem sorted itself out
- 6% Decision by third party or authority
- 9% Gave up or moved away
- 11% Other

Duration

1.70 Months Average time to solve the problem

Financial Difficulty

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

Satisfaction

65% Are satisfied with the outcome

Legal Capability

71% Were confident they could achieve a fair outcome
60% Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
### Czech Republic

#### Incidence of Legal Problems
- **79%** Experienced a legal problem in the last two years

#### Action or Inaction
- **16%** Turned to an authority or third party to help resolve the problem
- **84%** Did NOT turn to an authority or third party to help resolve the problem

#### Done
- **69%** Have fully resolved or are done with the problem
- **41%** Have not resolved the problem

#### Duration
- **11.73 Months** Average time to solve the problem

#### Financial Difficulty
- **12%** Reported that it was difficult or impossible to pay costs incurred to resolve problem

#### Satisfaction
- **65%** Are satisfied with the outcome
- **22%** Are satisfied with the process so far

#### Legal Capability
- **78%** Were confident they could achieve a fair outcome
- **70%** Got all the expert help they wanted

#### Hardship
- **49%** Experienced a hardship as a result of their legal problem

#### Violence
- **7%** Reported that one party resorted to physical violence

#### Ongoing
- **31%** Have not resolved the problem

#### Satisfaction
- **22%** Are satisfied with the process so far

#### Legal Capability
- **62%** Knew where to get advice
- **70%** Were confident they could achieve a fair outcome

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
## Incidence of Legal Problems

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>12%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>11%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Consumer</td>
<td>7%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Debt</td>
<td>5%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Employment</td>
<td>6%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Education</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Family</td>
<td>7%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Housing</td>
<td>28%</td>
<td>13%</td>
<td>21%</td>
</tr>
<tr>
<td>Land</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>11%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Money</td>
<td>11%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Public services</td>
<td>11%</td>
<td>6%</td>
<td>8%</td>
</tr>
</tbody>
</table>

56% Experienced a legal problem in the last two years

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

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

### Action or Inaction

<table>
<thead>
<tr>
<th>Action</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Done Hardship</td>
<td>58%</td>
<td>54%</td>
<td>56%</td>
</tr>
<tr>
<td>Action</td>
<td>12%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>Inaction</td>
<td>88%</td>
<td>93%</td>
<td>91%</td>
</tr>
</tbody>
</table>

### Done

61% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- Problem sorted itself out: 41%
- Decision by third party or authority: 23%
- Gave up or moved away: 17%
- Other: 7%

56% Have not resolved the problem

Manner in which the problem was resolved:

- Problem sorted itself out: 41%
- Decision by third party or authority: 23%
- Gave up or moved away: 17%
- Other: 7%

### Duration

5.45 Months Average time to solve the problem

### Financial Difficulty

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

### Satisfaction

77% Are satisfied with the outcome

69% Know where to get advice

75% Were confident they could achieve a fair outcome

56% Got all the expert help they wanted

### Legal Capability

57% Knew where to get advice

52% Got all the expert help they wanted

51% Were confident they could achieve a fair outcome

### Violence

2% Reported that one party resorted to physical violence

### Ongoing

39% Have not resolved the problem

### Hardship

32% Experienced a hardship as a result of their legal problem

### Type of Hardship:

- Stress related illness: 23%
- Relationship breakdown: 8%
- Relocated or lost employment: 10%
- Problems with alcohol or drugs: 2%

### Note:

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

- 72% Experienced a legal problem in the last two years

Incidence by type of problem:
- 17% Accidental illness & injury
- 11% Citizenship & ID
- 13% Community & natural resources
- 11% Consumer
- 11% Debt
- 16% Employment
- 15% Education
- 15% Family
- 11% Housing
- 11% Land
- 15% Law enforcement
- 12% Money
- 12% Public services
- 11% Other

Action or Inaction

- 89% Did NOT turn to an authority or third party to help resolve the problem
- 11% Turned to an authority or third party to help resolve the problem

Done

- 67% Have fully resolved or are done with the problem
- 33% Have not resolved the problem

Manner in which the problem was resolved:
- 22% Problem sorted itself out
- 17% Decision by third party or authority
- 12% Gave up or moved away
- 12% Other

Duration

- 6.54 Months
- Average time to solve the problem

Financial Difficulty

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

Satisfaction

- 73%
- Are satisfied with the outcome

Legal Capability

- 74%
- Know where to get advice
- 67%
- Were confident they could achieve a fair outcome
- 63%
- Got all the expert help they wanted

Violence

- 5%
- Reported that one party resorted to physical violence

Ongoing

- 33%
- Have not resolved the problem

Satisfaction

- 21%
- Are satisfied with the process so far

Legal Capability

- 51%
- Know where to get advice
- 57%
- Were confident they could achieve a fair outcome
- 39%
- Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
**Incidence of Legal Problems**
- 74% Experienced a legal problem in the last two years
  - 75% Female
  - 74% Male

Incidence by type of problem:
- 2% Accidental illness & injury
- 2% Citizenship & ID
- 4% Community & natural resources
- 4% Consumer
- 3% Debt
- 2% Employment
- 2% Education
- 4% Family
- 3% Housing
- 3% Land
- 0% Law enforcement
- 2% Money
- 4% Public services

**Action or Inaction**
- 29% Turned to an authority or third party to help resolve the problem
- 71% Did NOT turn to an authority or third party to help resolve the problem

**Done**
- 39% Have fully resolved or are done with the problem
  - 72% Problem sorted itself out
  - 19% Decision by third party or authority
  - 8% Gave up or moved away
  - 2% Other

**Violence**
- 26% Reported that one party resorted to physical violence

**Ongoing**
- 61% Have not resolved the problem

**Duration**
- 5.40 Months
  - Average time to solve the problem

**Financial Difficulty**
- 26% Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- 53% Are satisfied with the outcome
- 52% Know where to get advice
- 39% Were confident they could achieve a fair outcome
- 36% Got all the expert help they wanted

**Legal Capability**
- 61% Know where to get advice
- 36% Got all the expert help they wanted

**Hardship**
- 66% Experienced a hardship as a result of their legal problem
  - 65% Male
  - 67% Female

Type of hardship:
- 42% Stress related illness
- 16% Relationship breakdown
- 12% Relocated or lost employment
- 15% Problems with alcohol or drugs

**Ethiopia**

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,037 adults age 18+ in the three largest cities (Addis Ababa, Gonder, and Nazret). Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module
Finland

**Incidence of Legal Problems**
69% Experienced a legal problem in the last two years

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

**Done**
68% Have fully resolved or are done with the problem

**Violence**
5% Reported that one party resorted to physical violence

**Duration**
12.81 Months Average time to solve the problem

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

**Satisfaction**
66% Are satisfied with the outcome

**Legal Capability**
72% Were confident they could achieve a fair outcome

**Ongoing**
32% Have not resolved the problem

**Satisfaction**
26% Are satisfied with the process so far

**Legal Capability**
58% Knew where to get advice

**Hardship**
41% Experienced a hardship as a result of their legal problem

Type of hardship:
- Stress related illness: 27%
- Relationship breakdown: 14%
- Relocated or lost employment: 12%
- Problems with alcohol or drugs: 4%

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

33% Experienced a legal problem in the last two years

Incidence by type of problem:
- 2% Accidental illness & injury
- 1% Citizenship & ID
- 9% Community & natural resources
- 15% Consumer
- 3% Debt
- 3% Employment
- 1% Education
- 1% Family
- 4% Housing
- 4% Land
- 0% Law enforcement
- 2% Money
- 5% Public services

Action or Inaction

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

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

Done

50% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 60% Problem worked itself out
- 12% Decision by third party or authority
- 9% Gave up or moved away
- 9% Other

Ongoing

4% Reported that one party resorted to physical violence

50% Have not resolved the problem

Duration

11.80 Months
Average time to solve the problem

Financial Difficulty

11% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

79% Are satisfied with the outcome

Legal Capability

72% Were confident they could achieve a fair outcome

Legal Capability

63% Got all the expert help they wanted

Satisfaction

15% Are satisfied with the process so far

Legal Capability

50% Were confident they could achieve a fair outcome

Legal Capability

44% Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
### Incidence of Legal Problems

- **89%** Experienced a legal problem in the last two years

#### Incidence by type of problem:
- Accidental illness & injury: 11%
- Citizenship & ID: 8%
- Community & natural resources: 4%
- Consumer: 12%
- Debt: 29%
- Education: 12%
- Employment: 7%
- Family: 20%
- Housing: 15%
- Land: 2%
- Law enforcement: 1%
- Money: 14%
- Public services: 14%

### Action or Inaction

- **21%** Turned to an authority or third party to help resolve the problem
- **79%** Did NOT turn to an authority or third party to help resolve the problem

### Done

- **51%** Have fully resolved or are done with the problem

#### Manner in which the problem was resolved:
- Problem sorted itself out: 44%
- Decision by third party or authority: 44%
- Gave up or moved away: 12%
- Other: 10%

### Ongoing

- **9%** Have not resolved the problem

### Duration

- **12.51 Months** Average time to solve the problem

### Financial Difficulty

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

### Satisfaction

- **71%** Are satisfied with the outcome
- **77%** Know where to get advice
- **53%** Were confident they could achieve a fair outcome
- **42%** Got all the expert help they wanted

### Legal Capability

- **64%** Knew where to get advice
- **42%** Got all the expert help they wanted

### Hardship

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

#### Type of hardship:
- Stress related illness: 26%
- Relationship breakdown: 12%
- Relocated or lost employment: 14%
- Problems with alcohol or drugs: 10%

### Violence

- **3%** Reported that one party resorted to physical violence

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Honduras

Incidence of Legal Problems
- 18% Experienced a legal problem in the last two years (17% male, 19% female)

Incidence by type of problem:
- 11% Accidental illness & injury
- 11% Citizenship & ID
- 11% Community & natural resources
- 10% Consumer
- 10% Debt
- 10% Employment
- 0% Education
- 4% Family
- 4% Housing
- 4% Land
- 0% Law enforcement
- 1% Money
- 1% Public services

Action or Inaction
- 14% Turned to an authority or third party to help resolve the problem
- 86% Did NOT turn to an authority or third party to help resolve the problem

Done
- 70% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 57% Problem sorted itself out
- 17% Decision by third party or authority
- 13% Gave up or moved away
- 7% Other

Ongoing
- 9% Reported that one party resorted to physical violence
- 30% Have not resolved the problem

Violence
- 19% Males, 17% Females

Duration
- 3.50 Months
- Average time to solve the problem

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

Satisfaction
- 77% Are satisfied with the outcome

Legal Capability
- 73% Were confident they could achieve a fair outcome
- 65% Got all the expert help they wanted
- 65% Knew where to get advice
- 70% Males, 49% Females

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

Honduras

World Justice Project
Global Insights on Access to Justice

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

14% Experienced a legal problem in the last two years

Action or Inaction

6% Turned to an authority or third party to help resolve the problem

94% Did NOT turn to an authority or third party to help resolve the problem

Done

96% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 95% Problem sorted itself out
- 1% Decision by third party or authority
- 1% Gave up or moved away
- 1% Other

Violence

1% Reported that one party resorted to physical violence

Ongoing

4% Have not resolved the problem

Duration

3.38 Months

Average time to solve the problem

Financial Difficulty

2% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

92% Are satisfied with the outcome

Legal Capability

90% Were confident they could achieve a fair outcome

67% Got all the expert help they wanted

Satisfaction

50% Are satisfied with the process so far

Type of hardship:

- 6% Exposed to stress related illness
- 7% Relationship breakdown
- 6% Relocated or lost employment
- 6% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 adults age 18+ in Hong Kong. Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

29% Experienced a legal problem in the last two years

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>24%</td>
<td>28%</td>
<td>18%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>28%</td>
<td>30%</td>
<td>29%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Consumer</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Debt</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Employment</td>
<td>11%</td>
<td>11%</td>
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</tr>
<tr>
<td>Education</td>
<td>5%</td>
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<tr>
<td>Family</td>
<td>7%</td>
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<tr>
<td>Housing</td>
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<tr>
<td>Land</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>3%</td>
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</tr>
<tr>
<td>Money</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Public services</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Action or Inaction

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

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

Done

79% Have fully resolved or are done with the problem

21% Have not resolved the problem

<table>
<thead>
<tr>
<th>Manner in which the problem was resolved</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem sorted itself out</td>
<td>76%</td>
<td>74%</td>
<td>75%</td>
</tr>
<tr>
<td>Decision by third party or authority</td>
<td>3%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>Gave up or moved away</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
<td>9%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Duration

9.91 Months Average time to solve the problem

Financial Difficulty

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

Satisfaction

81% Are satisfied with the outcome

Legal Capability

81% Were confident they could achieve a fair outcome

21% Got all the expert help they wanted

Violence

2% Reported that one party resorted to physical violence

Ongoing

21% Have not resolved the problem

<table>
<thead>
<tr>
<th>Type of hardship</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress related illness</td>
<td>18%</td>
<td>16%</td>
<td>17%</td>
</tr>
<tr>
<td>Relationship breakdown</td>
<td>9%</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>Relocated or lost employment</td>
<td>6%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Problems with alcohol or drugs</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Hardship

26% Experienced a hardship as a result of their legal problem

Satisfaction

21% Are satisfied with the process so far

Legal Capability

56% Were confident they could achieve a fair outcome

Source: WJP General Population Poll 2017, Dispute Resolution Module

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

- 26% Experienced a legal problem in the last two years
- 8% Turned to an authority or third party to help resolve the problem
- 92% Did NOT turn to an authority or third party to help resolve the problem

Action or Inaction

- 8% Turned to an authority or third party to help resolve the problem
- 92% Did NOT turn to an authority or third party to help resolve the problem

Done

- 79% Have fully resolved or are done with the problem
- 21% Have not resolved the problem

Manner in which the problem was resolved:

- 92% Problem sorted itself out
- 15% Decision by third party or authority
  - 2% Gave up or moved away
  - 1% Other

Duration

- 1.98 Months Average time to solve the problem

Financial Difficulty

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

Satisfaction

- 90% Are satisfied with the outcome
- 18% Are satisfied with the process so far

Legal Capability

- 93% Were confident they could achieve a fair outcome
- 78% Got all the expert help they wanted

Violence

- 2% Reported that one party resorted to physical violence

Ongoing

- 21% Have not resolved the problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

- 75% Experienced a legal problem in the last two years

Action or Inaction

- 14% Turned to an authority or third party to help resolve the problem
- 86% Did NOT turn to an authority or third party to help resolve the problem

Done

- 68% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 4% Problem sorted itself out
- 4% Decision by third party or authority
- 1% Gave up or moved away
- 12% Other

Duration

- 13.62 Months Average time to solve the problem

Financial Difficulty

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

Satisfaction

- 62% Are satisfied with the outcome

Legal Capability

- 63% Were confident they could achieve a fair outcome
- 55% Got all the expert help they wanted

Violence

- 4% Reported that one party resorted to physical violence

Ongoing

- 32% Have not resolved the problem

Satisfaction

- 21% Are satisfied with the process so far

Legal Capability

- 46% Were confident they could achieve a fair outcome
- 40% Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Kazakhstan

Incidence of Legal Problems

- **26%** Experienced a legal problem in the last two years
  - **29%** Female
  - **24%** Male

Incidence by type of problem:
- 5% Accidental illness & injury
- 6% Citizenship & ID
- 9% Community & natural resources
- 12% Consumer
- 5% Debt
- 6% Employment
- 8% Education
- 5% Family
- 7% Housing
- 6% Land
- 2% Law enforcement
- 3% Money
- 6% Public services

Action or Inaction

- **12%** Turned to an authority or third party to help resolve the problem
- **88%** Did NOT turn to an authority or third party to help resolve the problem

Done

- **75%** Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 77% Problem sorted itself out
- 11% Decision by third party or authority
- 11% Gave up or moved away
- 10% Other

Ongoing

- **25%** Have not resolved the problem

Duration

- **7.00 Months** Average time to solve the problem

Financial Difficulty

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

Satisfaction

- **72%** Are satisfied with the outcome

Legal Capability

- **64%** Were confident they could achieve a fair outcome
- **57%** Got all the expert help they wanted

Satisfaction

- **31%** Are satisfied with the process so far

Legal Capability

- **59%** Knew where to get advice
- **56%** Were confident they could achieve a fair outcome
- **35%** Got all the expert help they wanted

Harassment

- **40%** Experienced a hardship as a result of their legal problem
  - **37%** Female
  - **45%** Male

Type of hardship:
- 23% Stress related illness
- 12% Relationship breakdown
- 25% Relocated or lost employment
- 4% Problems with alcohol or drugs

Violence

- **4%** Reported that one party resorted to physical violence

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
**Incidence of Legal Problems**

49% Experienced a legal problem in the last two years

- 12% Accidental illness & injury
- 11% Citizenship & ID
- 11% Community & natural resources
- 10% Consumer
- 10% Debt
- 10% Employment
- 9% Education
- 6% Family
- 5% Housing
- 5% Land
- 4% Law enforcement
- 4% Money
- 4% Public services

Incidence by type of problem:

<table>
<thead>
<tr>
<th>Type of Problem</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>12%</td>
<td>10%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Consumer</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Debt</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Employment</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Education</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Family</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Housing</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Land</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Money</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Public services</td>
<td>4%</td>
<td>4%</td>
</tr>
</tbody>
</table>

**Action or Inaction**

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

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

**Done**

67% Have fully resolved or are done with the problem

- 76% Problem sorted itself out
- 3% Decision by third party or authority
- 1% Gave up or moved away
- 10% Other

**Duration**

6.05 Months Average time to solve the problem

**Financial Difficulty**

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

**Satisfaction**

68% Are satisfied with the outcome

- 74% Were confident they could achieve a fair outcome
- 59% Know where to get advice
- 52% Got all the expert help they wanted

**Legal Capability**

52% Were confident they could achieve a fair outcome

- 48% Know where to get advice
- 50% Got all the expert help they wanted

**Violence**

10% Reported that one party resorted to physical violence

**Ongoing**

33% Have not resolved the problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

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**Lebanon**

**World Justice Project**

Global Insights on Access to Justice

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Macedonia, FYR

Incidence of Legal Problems
47% Experienced a legal problem in the last two years
Female: 46% Male: 48%

Incidence by type of problem:
- 6% Accidental illness & injury
- 5% Citizenship & ID
- 4% Community & natural resources
- 13% Consumer
- 12% Debt
- 4% Education
- 6% Family
- 12% Housing
- 11% Land
- 11% Law enforcement
- 11% Money
- 10% Public services

Action or Inaction
13% Turned to an authority or third party to help resolve the problem
87% Did NOT turn to an authority or third party to help resolve the problem

Done
52% Have fully resolved or are done with the problem
Manner in which the problem was resolved:
- 41% Problem sorted itself out
- 12% Decision by third party or authority
- 8% Gave up or moved away
- 27% Other

48%4%
87%

Duration
26.00 Months
Average time to solve the problem

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

Satisfaction
55%
Are satisfied with the outcome

Legal Capability
46%
Were confident they could achieve a fair outcome
53%
Got all the expert help they wanted

Violence
4%
Reported that one party resorted to physical violence

Ongoing
48%
Have not resolved the problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

- 35% Experienced a legal problem in the last two years
- 19% Turned to an authority or third party to help resolve the problem
- 81% Did NOT turn to an authority or third party to help resolve the problem

Action or Inaction

- 67% Have fully resolved or are done with the problem
- 6% Problem sorted itself out
- 3% Decision by third party or authority
- 1% Gave up or moved away
- 13% Other

Done

- 67% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 66% Problem sorted itself out
- 3% Decision by third party or authority
- 1% Gave up or moved away
- 13% Other

Duration

- 6.50 Months Average time to solve the problem

Financial Difficulty

- 20% Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

- 62% Are satisfied with the outcome
- 52% Got all the expert help they wanted

Legal Capability

- 69% Were confident they could achieve a fair outcome

Hardship

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

Incidence of Legal Problems by type of problem:

- 11% Accidental illness & injury
- 11% Citizenship & ID
- 9% Community & natural resources
- 7% Consumer
- 7% Debt
- 7% Employment
- 9% Education
- 9% Family
- 9% Housing
- 9% Land
- 9% Law enforcement
- 9% Money
- 9% Public services

Violence

- 24% Reported that one party resorted to physical violence

Stress related illness
- 37%

Relationship breakdown
- 9%

Relocated or lost employment
- 3%

Problems with alcohol or drugs
- 4%

Problem sorted itself out
- 22%

Accidental illness & injury
- 9%

Debt
- 9%

Family
- 9%

Public services
- 9%

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Malawi

Incidence of Legal Problems

- 73% Experienced a legal problem in the last two years
  - 74% Female
  - 72% Male

Incidence by type of problem:
- 11% Accidental illness & injury
- 11% Citizenship & ID
- 14% Community & natural resources
- 33% Consumer
- 11% Debt
- 4% Employment
- 7% Education
- 12% Family
- 9% Housing
- 13% Land
- 1% Law enforcement
- 3% Money
- 4% Public services

Action or Inaction

- 8% Turned to an authority or third party to help resolve the problem
- 92% Did NOT turn to an authority or third party to help resolve the problem

Done

- 46% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- Problem sorted itself out: 79%
- Decision by third party or authority: 6%
- Gave up or moved away: 4%
- Other: 3%

Duration

- 4.65 Months
  - Average time to solve the problem

Financial Difficulty

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

Satisfaction

- 69%
  - Are satisfied with the outcome

Legal Capability

- 57%
  - Were confident they could achieve a fair outcome
- 42%
  - Got all the expert help they wanted

Satisfaction

- 27%
  - Are satisfied with the process so far

Legal Capability

- 52%
  - Know where to get advice
- 33%
  - Were confident they could achieve a fair outcome
- 26%
  - Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
### Incidence of Legal Problems

<table>
<thead>
<tr>
<th>Incidence by type of problem:</th>
</tr>
</thead>
<tbody>
<tr>
<td>7% Accidental illness &amp; injury</td>
</tr>
<tr>
<td>6% Citizenship &amp; ID</td>
</tr>
<tr>
<td>1% Community &amp; natural resources</td>
</tr>
<tr>
<td>Consumer</td>
</tr>
<tr>
<td>12% Debt</td>
</tr>
<tr>
<td>1% Education</td>
</tr>
<tr>
<td>1% Family</td>
</tr>
<tr>
<td>Housing</td>
</tr>
<tr>
<td>10% Land</td>
</tr>
<tr>
<td>1% Law enforcement</td>
</tr>
<tr>
<td>1% Money</td>
</tr>
<tr>
<td>10% Public services</td>
</tr>
</tbody>
</table>

- **71%** Experienced a legal problem in the last two years
- **70%** Female
- **71%** Male

### Action or Inaction

- **14%** Turned to an authority or third party to help resolve the problem
- **86%** Did NOT turn to an authority or third party to help resolve the problem

### Done

- **66%** Have fully resolved or are done with the problem

<table>
<thead>
<tr>
<th>Manner in which the problem was resolved:</th>
</tr>
</thead>
<tbody>
<tr>
<td>77% Problem sorted itself out</td>
</tr>
<tr>
<td>4% Decision by third party or authority</td>
</tr>
<tr>
<td>2% Gave up or moved away</td>
</tr>
<tr>
<td>10% Other</td>
</tr>
</tbody>
</table>

### Duration

- **3.14 Months** Average time to solve the problem

### Financial Difficulty

- **11%** Reported that it was difficult or impossible to pay costs incurred to resolve problem

### Satisfaction

- **78%** Are satisfied with the outcome
- **75%** Know where to get advice
- **75%** Were confident they could achieve a fair outcome
- **64%** Got all the expert help they wanted
- **39%** Are satisfied with the process so far

### Legal Capability

- **65%** Know where to get advice
- **62%** Were confident they could achieve a fair outcome
- **46%** Got all the expert help they wanted

### Hardship

- **32%** Experienced a hardship as a result of their legal problem
- **30%** Male
- **34%** Female

<table>
<thead>
<tr>
<th>Type of hardship:</th>
</tr>
</thead>
<tbody>
<tr>
<td>16% Stress related illness</td>
</tr>
<tr>
<td>1% Relationship breakdown</td>
</tr>
<tr>
<td>1% Relocated or lost employment</td>
</tr>
<tr>
<td>4% Problems with alcohol or drugs</td>
</tr>
</tbody>
</table>

### Incidence by type of problem:

<table>
<thead>
<tr>
<th>Problem sorted itself out</th>
</tr>
</thead>
<tbody>
<tr>
<td>77% Debt</td>
</tr>
<tr>
<td>4% Gave up or moved away</td>
</tr>
</tbody>
</table>

- **71%** MALE
- **70%** FEMALE

### Violence

- **4%** Reported that one party resorted to physical violence

### Ongoing

- **34%** Have not resolved the problem

### Note:
The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Klang Valley, Johor Bahru, and Ipoh). Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module
Mexico

**Incidence of Legal Problems**
- 38% Experienced a legal problem in the last two years

**Action or Inaction**
- 11% Turned to an authority or third party to help resolve the problem
- 89% Did NOT turn to an authority or third party to help resolve the problem

**Done**
- 66% Have fully resolved or are done with the problem

- Manner in which the problem was resolved:
  - 72% Problem sorted itself out
  - 4% Decision by third party or authority
  - 12% Gave up or moved away
  - 11% Other

**Violence**
- 9% Reported that one party resorted to physical violence

**Ongoing**
- 34% Have not resolved the problem

**Duration**
- 6.83 Months
- Average time to solve the problem

**Financial Difficulty**
- 16%
- Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- 68%
- Are satisfied with the outcome

- Manner in which the problem was resolved:
  - 63% Know where to get advice
  - 67% Were confident they could achieve a fair outcome
  - 63% Got all the expert help they wanted

**Hardship**
- 49%
- Experienced a hardship as a result of their legal problem

- Type of hardship:
  - Stress related illness: 29%
  - Relationship breakdown: 12%
  - Relocated or lost employment: 12%
  - Problems with alcohol or drugs: 2%

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Mongolia

Incidence of Legal Problems
- 64% Experienced a legal problem in the last two years
  - Men: 64%
  - Women: 64%
  - Type of problem:
    - Accidental injury & illness: 12%
    - Citizenship & ID: 7%
    - Community & natural resources: 11%
    - Consumer: 15%
    - Debt: 12%
    - Education: 14%
    - Employment: 11%
    - Family: 11%
    - Housing: 11%
    - Land: 12%
    - Law enforcement: 14%
    - Money: 22%
    - Public services: 20%

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

Done
- 62%
  - Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 75%
  - Problem sorted itself out
- 11%
  - Decision by third party or authority
- 15%
  - Gave up or moved away
- 1%
  - Other

Incidence by type of problem:
- 11%
  - Accidental injury & illness
- 7%
  - Citizenship & ID
- 11%
  - Community & natural resources
- 15%
  - Consumer
- 12%
  - Debt
- 14%
  - Education
- 11%
  - Employment
- 11%
  - Family
- 11%
  - Housing
- 12%
  - Land
- 13%
  - Law enforcement
- 25%
  - Money
- 22%
  - Public services

Violence
- 5%
  - Reported that one party resorted to physical violence

Ongoing
- 38%
  - Have not resolved the problem

Duration
- 4.45 Months
  - Average time to solve the problem

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

Satisfaction
- 71%
  - Are satisfied with the outcome

Legal Capability
- 76%
  - Were confident they could achieve a fair outcome
- 60%
  - Got all the expert help they wanted

Satisfaction
- 15%
  - Are satisfied with the process so far

Legal Capability
- 46%
  - Know where to get advice
- 45%
  - Were confident they could achieve a fair outcome
- 29%
  - Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
**Nepal**

**Incidence of Legal Problems**
- 84% Experienced a legal problem in the last two years
- 83% Male
- 85% Female

Incidence by type of problem:
- 12% Accidental illness & injury
- 5% Citizenship & ID
- 2% Community & natural resources
- 2% Consumer
- 2% Debt
- 6% Employment
- 2% Education
- 4% Family
- 25% Housing
- 16% Land
- 0% Law enforcement
- 14% Money
- 17% Public services

**Action or Inaction**
- 5% Turned to an authority or third party to help resolve the problem
- 95% Did NOT turn to an authority or third party to help resolve the problem

**Done**
- 70% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 62% Problem sorted itself out
- 18% Decision by third party or authority
- 7% Gave up or moved away
- 11% Other

**Duration**
- 5.19 Months
- Average time to solve the problem

**Ongoing**
- 5% Have not resolved the problem

**Violence**
- 5% Reported that one party resorted to physical violence

**Financial Difficulty**
- 8% Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- 80% Are satisfied with the outcome
- 20% Are satisfied with the process so far

**Legal Capability**
- 70% Were confident they could achieve a fair outcome
- 46% Got all the expert help they wanted
- 62% Knew where to get advice
- 51% Knew where to get advice
- 34% Got all the expert help they wanted
- 44% Were confident they could achieve a fair outcome
- 28% Got all the expert help they wanted

**Hardship**
- 19% Experienced a hardship as a result of their legal problem
- 15% Male
- 23% Female

Type of hardship:
- 11% Stress related illness
- 4% Relationship breakdown
- 3% Relocated or lost employment
- 2% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
New Zealand

Incidence of Legal Problems

- 63% Experienced a legal problem in the last two years

Incidence by type of problem:
- 11% Accidental illness & injury
- 6% Citizenship & ID
- 4% Community & natural resources
- 2% Consumer
- 1% Child
- 1% Employment
- 1% Education
- 1% Family
- 1% Housing
- 1% Land
- 1% Law enforcement
- 1% Money
- 1% Public services

Action or Inaction

- 13% Turned to an authority or third party to help resolve the problem
- 88% Did NOT turn to an authority or third party to help resolve the problem

Done

- 69% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 45% Problem sorted itself out
- 4% Decision by third party or authority
- 16% Gave up or moved away
- 11% Other

Ongoing Violence

- 5% Reported that one party resorted to physical violence

Duration

- 7.83 Months
  Average time to solve the problem

Financial Difficulty

- 11%
  Reported that it was difficult or impossible to pay costs incurred to resolve problem

Satisfaction

- 71%
  Are satisfied with the outcome
- 77%
  Knew where to get advice
- 73%
  Were confident they could achieve a fair outcome

Legal Capability

- 67%
  Got all the expert help they wanted
- 63%
  Know where to get advice
- 49%
  Were confident they could achieve a fair outcome
- 50%
  Got all the expert help they wanted

Hardship

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

Type of hardship:
- 36% Stress related illness
- 24% Relationship breakdown
- 14% Relocated or lost employment
- 7% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Nicaragua

**Incidence of Legal Problems**
- **30%** Experienced a legal problem in the last two years
  - **35%** Female
  - **26%** Male

Incidence by type of problem:
- 2% Accidental illness & injury
- 1% Citizenship & ID
- 1% Community & natural resources
- 1% Consumer
- 1% Debt
- 1% Employment
- 1% Education
- 1% Family
- 1% Housing
- 1% Land
- 1% Law enforcement
- 1% Money
- 1% Public services

**Action or Inaction**
- **14%** Turned to an authority or third party to help resolve the problem
- **86%** Did NOT turn to an authority or third party to help resolve the problem

**Done**
- **69%** Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- **66%** Problem sorted itself out
- **3%** Decision by third party or authority
- **7%** Gave up or moved away
- **19%** Other

**Violence**
- **9%** Reported that one party resorted to physical violence

**Ongoing**
- **31%** Have not resolved the problem

**Duration**
- **7.16 Months** Average time to solve the problem

**Financial Difficulty**
- **16%** Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- **70%** Are satisfied with the outcome
- **39%** Are satisfied with the process so far

**Legal Capability**
- **79%** Were confident they could achieve a fair outcome
- **58%** Got all the expert help they wanted

**Hardship**
- **47%** Experienced a hardship as a result of their legal problem
  - **47%** Female
  - **46%** Male

Type of hardship:
- **37%** Stress related illness
- **26%** Relationship breakdown
- **17%** Relocated or lost employment
- **9%** Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Norway

**Incidence of Legal Problems**
- 57% Experienced a legal problem in the last two years
  - Female 52%, Male 63%

**Action or Inaction**
- 8% Turned to an authority or third party to help resolve the problem
- 92% Did NOT turn to an authority or third party to help resolve the problem

**Done**
- 65% Have fully resolved or are done with the problem

**Duration**
- 8.09 Months
  - Average time to solve the problem

**Financial Difficulty**
- 12% Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- 61%
  - Are satisfied with the outcome
- 32%
  - Are satisfied with the process so far

**Legal Capability**
- 66%
  - Were confident they could achieve a fair outcome
- 54%
  - Got all the expert help they wanted

**Violence**
- 3%
  - Reported that one party resorted to physical violence

**Ongoing**
- 35%
  - Have not resolved the problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

World Justice Project
Global Insights on Access to Justice
### Incidence of Legal Problems

<table>
<thead>
<tr>
<th>Legal Problem</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Consumer</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Debt</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Employment</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Education</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Family</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>Housing</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Land</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Money</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Public services</td>
<td>30%</td>
<td>30%</td>
</tr>
</tbody>
</table>

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

### Action or Inaction

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>84%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

#### Done

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>33%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Manner in which the problem was resolved:
- Problem sorted itself out: 44%
- Decision by third party or authority: 12%
- Gave up or moved away: 13%
- Other: 5%

### Duration

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.57 months</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

### Financial Difficulty

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>19%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

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

### Satisfaction

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>73%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Are satisfied with the outcome

### Legal Capability

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>71%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Were confident they could achieve a fair outcome

### Hardship

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>39%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Reported a hardship as a result of their legal problem

#### Type of hardship:
- Stress related illness: 37%
- Relationship breakdown: 7%
- Relocated or lost employment: 5%
- Problems with alcohol or drugs: 5%

### Violence

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Reported that one party resorted to physical violence

### Ongoing

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>67%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Have not resolved the problem

### Satisfied

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>27%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Are satisfied with the process so far

### Legal Capability

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>47%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Were confident they could achieve a fair outcome

### Satisfaction

<table>
<thead>
<tr>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>47%</td>
<td>88%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Got all the expert help they wanted

### Note

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

Incidence of Legal Problems

- 33% Experienced a legal problem in the last two years
  - Male: 34%
  - Female: 31%

Incidence by type of problem:
- 2% Accidental illness & injury
- 2% Citizenship & ID
- 2% Community & natural resources
- 12% Consumer
- 2% Debt
- 4% Employment
- 2% Education
- 3% Family
- 11% Housing
- 7% Land
- 11% Law enforcement
- 8% Money
- 5% Public services

Action or Inaction

- 79% Did NOT turn to an authority or third party to help resolve the problem
- 21% Turned to an authority or third party to help resolve the problem

Done

- 72% Have fully resolved or are done with the problem
  - Male: 71%
  - Female: 73%

Manner in which the problem was resolved:
- 71% Problem sorted itself out
- 7% Decision by third party or authority
- 10% Gave up or moved away
- 12% Other

Ongoing Violence

- 7% Reported that one party resorted to physical violence

Duration

- 5.40 Months
  - Average time to solve the problem

Financial Difficulty

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

Satisfaction

- 82% Are satisfied with the outcome
- 79% Knew where to get advice
- 83% Were confident they could achieve a fair outcome
- 81% Got all the expert help they wanted

Legal Capability

- 82% Are satisfied with the process so far
- 69% Knew where to get advice
- 67% Were confident they could achieve a fair outcome
- 55% Got all the expert help they wanted

Hardship

- 39% Experienced a hardship as a result of their legal problem
  - Male: 43%
  - Female: 33%

Type of hardship:
- 22% Stress related illness
- 12% Relationship breakdown
- 12% Relocated or lost employment
- 1% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
III: Country Profiles

Portugal

Incidence of Legal Problems

81% Experienced a legal problem in the last two years

Incidence by type of problem:
- Consumer: 24%
- Debt: 24%
- Employment: 14%
- Education: 14%
- Family: 4%
- Housing: 14%
- Land: 3%
- Law enforcement: 3%
- Money: 33%
- Public services: 3%

Action or Inaction

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

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

Done

68% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- Problem sorted itself out: 40%
- Decision by third party or authority: 8%
- Gave up or moved away: 11%
- Other: 11%

Duration

23.93 Months Average time to solve the problem

Financial Difficulty

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

Satisfaction

68% Are satisfied with the outcome

Legal Capability

74% Were confident they could achieve a fair outcome

35% Got all the expert help they wanted

Violence

4% Reported that one party resorted to physical violence

Ongoing

32% Have not resolved the problem

Satisfaction

19% Are satisfied with the process so far

Legal Capability

55% Were confident they could achieve a fair outcome

37% Got all the expert help they wanted

Hardship

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

Type of hardship:
- 24% Stress related illness
- 14% Relationship breakdown
- 9% Relocated or lost employment
- 3% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
### Incidence of Legal Problems

<table>
<thead>
<tr>
<th>Gender</th>
<th>Experienced a legal problem in the last two years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>70%</td>
</tr>
<tr>
<td>Female</td>
<td>71%</td>
</tr>
</tbody>
</table>

#### Incidence by type of problem:
- 7% Accidental illness & injury
- 13% Citizenship & ID
- 14% Community & natural resources
- 12% Consumer
- 6% Debt
- 11% Employment
- 5% Education
- 1% Family
- 22% Housing
- 4% Land
- 11% Law enforcement
- 22% Money
- 10% Public services

### Action or Inaction

<table>
<thead>
<tr>
<th>Gender</th>
<th>Turned to an authority or third party to help resolve the problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>5%</td>
</tr>
<tr>
<td>Female</td>
<td>7%</td>
</tr>
</tbody>
</table>

#### Manner in which the problem was resolved:
- 12% Problem sorted itself out
- 8% Decision by third party or authority
- 7% Gave up or moved away
- Other 12%

### Done

<table>
<thead>
<tr>
<th>Gender</th>
<th>Have fully resolved or are done with the problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>44%</td>
</tr>
<tr>
<td>Female</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Ongoing

<table>
<thead>
<tr>
<th>Gender</th>
<th>Have not resolved the problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>56%</td>
</tr>
<tr>
<td>Female</td>
<td>59%</td>
</tr>
</tbody>
</table>

### Duration

<table>
<thead>
<tr>
<th>Gender</th>
<th>Average time to solve the problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>6.00 Months</td>
</tr>
</tbody>
</table>

### Financial Difficulty

<table>
<thead>
<tr>
<th>Gender</th>
<th>Reported that it was difficult or impossible to pay costs incurred to resolve problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>7%</td>
</tr>
<tr>
<td>Female</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Satisfaction

<table>
<thead>
<tr>
<th>Gender</th>
<th>Are satisfied with the outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>67%</td>
</tr>
<tr>
<td>Female</td>
<td>64%</td>
</tr>
</tbody>
</table>

### Legal Capability

<table>
<thead>
<tr>
<th>Gender</th>
<th>Were confident they could achieve a fair outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>35%</td>
</tr>
<tr>
<td>Female</td>
<td>37%</td>
</tr>
</tbody>
</table>

### Hardship

<table>
<thead>
<tr>
<th>Gender</th>
<th>Experienced a hardship as a result of their legal problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>28%</td>
</tr>
<tr>
<td>Female</td>
<td>28%</td>
</tr>
</tbody>
</table>

#### Type of hardship:
- 50% Stress related illness
- 14% Relationship breakdown
- 10% Relocated or lost employment
- 10% Problems with alcohol or drugs

### Violence

<table>
<thead>
<tr>
<th>Gender</th>
<th>Reported that one party resorted to physical violence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>4%</td>
</tr>
<tr>
<td>Female</td>
<td>6%</td>
</tr>
</tbody>
</table>

### Ongoing Violence

<table>
<thead>
<tr>
<th>Gender</th>
<th>Experienced a hardship as a result of their legal problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>28%</td>
</tr>
<tr>
<td>Female</td>
<td>28%</td>
</tr>
</tbody>
</table>

#### Type of hardship:
- 50% Stress related illness
- 14% Relationship breakdown
- 10% Relocated or lost employment
- 10% Problems with alcohol or drugs

#### Incidence by type of problem:
- 7% Accidental illness & injury
- 13% Citizenship & ID
- 14% Community & natural resources
- 12% Consumer
- 6% Debt
- 11% Employment
- 5% Education
- 1% Family
- 22% Housing
- 4% Land
- 11% Law enforcement
- 22% Money
- 10% Public services

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,012 adults ages 18+ in the three largest cities (Pikine, Dakar, and Thies). Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module
### Incidence of Legal Problems

- **50%** Experienced a legal problem in the last two years
- **49%** Female
- **51%** Male

Incidence by type of problem:
- 3% Accidental illness & injury
- 3% Citizenship & ID
- 2% Community & natural resources
- 1% Consumer
- 1% Debt
- 1% Employment
- 1% Education
- 1% Family
- 2% Housing
- 1% Land
- 1% Law enforcement
- 1% Money
- 1% Other
- 11% Public services

### Action or Inaction

- **14%** Turned to an authority or third party to help resolve the problem
- **86%** Did NOT turn to an authority or third party to help resolve the problem

### Done

- **86%** Have fully resolved or are done with the problem
- **14%** Have not resolved the problem

Manner in which the problem was resolved:
- **41%** Problem sorted itself out
- **14%** Decision by third party or authority
- **12%** Gave up or moved away
- **9%** Other

### Duration

- **8.58 Months** Average time to solve the problem

### Financial Difficulty

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

### Satisfaction

- **63%** Are satisfied with the outcome
- **20%** Are satisfied with the process so far

### Legal Capability

- **67%** Know where to get advice
- **74%** Were confident they could achieve a fair outcome
- **51%** Got all the expert help they wanted

### Manner in which the problem was resolved:

- **42%** Experienced a hardship as a result of their legal problem
- **41%** Male
- **43%** Female

Type of hardship:
- 26% Stress related illness
- 9% Relationship breakdown
- 5% Relocated or lost employment
- 3% Problems with alcohol or drugs

### Violence

- **4%** Reported that one party resorted to physical violence

### Ongoing

- **40%** Have not resolved the problem

### Hardship

- **9%** Stress related illness
- **5%** Relationship breakdown
- **2%** Relocated or lost employment
- **1%** Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Incidence of Legal Problems

50% Experienced a legal problem in the last two years

Action or Inaction

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

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

Done

67% Have fully resolved or are done with the problem

6% Problem sorted itself out
4% Decision by third party or authority
2% Gave up or moved away
1% Other

Done

67% Have fully resolved or are done with the problem

Duration

8.53 Months

Average time to solve the problem

Financial Difficulty

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

Satisfaction

65% Are satisfied with the outcome

68% Know where to get advice

Legal Capability

65% Were confident they could achieve a fair outcome

59% Got all the expert help they wanted

Violence

7% Reported that one party resorted to physical violence

Ongoing

33% Have not resolved the problem

Satisfaction

47% Are satisfied with the process so far

Legal Capability

65% Know where to get advice

63% Were confident they could achieve a fair outcome

53% Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

World Justice Project
Global Insights on Access to Justice
Incidence of Legal Problems

42% Experienced a legal problem in the last two years

Action or Inaction

20% Turned to an authority or third party to help resolve the problem

80% Did NOT turn to an authority or third party to help resolve the problem

Done

62% Have fully resolved or are done with the problem

38% Have not resolved the problem

Manner in which the problem was resolved:

- 72% Problem sorted itself out
- 5% Decision by third party or authority
- 15% Gave up or moved away
- 2% Other

Duration

30.60 Months
Average time to solve the problem

Financial Difficulty

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

Satisfaction

68% Are satisfied with the outcome

Legal Capability

78% Were confident they could achieve a fair outcome

67% Got all the expert help they wanted

Hardship

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

Type of hardship:

- 27% Stress related illness
- 11% Relationship breakdown
- 20% Relocated or lost employment
- 4% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
**Incidence of Legal Problems**

25% Experienced a legal problem in the last two years

**Action or Inaction**

15% Turned to an authority or third party to help resolve the problem

85% Did NOT turn to an authority or third party to help resolve the problem

**Done**

45% Have fully resolved or are done with the problem

**Manner in which the problem was resolved:**
- 70% Problem sorted itself out
- 15% Decision by third party or authority
- 5% Gave up or moved away
- 10% Other

**Violence**

7% Reported that one party resorted to physical violence

**Ongoing**

55% Have not resolved the problem

**Incidence by type of problem:**
- 23% Accidental illness & injury
- 23% Citizenship & ID
- 16% Community & natural resources
- 14% Consumer
- 14% Debt
- 14% Employment
- 14% Education
- 13% Family
- 7% Housing
- 7% Land
- 7% Law enforcement
- 3% Money
- 3% Public services

**Duration**

6.88 Months

**Average time to solve the problem**

**Financial Difficulty**

10% Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**

61% Are satisfied with the outcome

78% Knew where to get advice

63% Got all the expert help they wanted

**Legal Capability**

83% Were confident they could achieve a fair outcome

**Manner in which the problem was resolved:**
- 10% Relocated or lost employment
- 23% Problems with alcohol or drugs
- 5% Stress related illness
- 10% Relationship breakdown
- 38% Other

**Hardship**

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

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
Tunisia

**Incidence of Legal Problems**

- **46%** experienced a legal problem in the last two years

Incidence by type of problem:
- 3% Accidental illness & injury
- 2% Citizenship & ID
- 1% Community & natural resources
- 23% Consumer
- 3% Debt
- 6% Employment
- 11% Education
- 13% Family
- 14% Housing
- 9% Land
- 11% Law enforcement
- 8% Money
- 10% Public services

**Action or Inaction**

- **14%** turned to an authority or third party to help resolve the problem
- **86%** did not turn to an authority or third party to help resolve the problem

**Done**

- **51%** have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 52% Problem sorted itself out
- 6% Decision by third party or authority
- 15% Gave up or moved away
- 11% Other

**Ongoing**

- **5%** reported that one party resorted to physical violence
- **49%** have not resolved the problem

**Duration**

- **11.35 Months** average time to solve the problem

**Financial Difficulty**

- **10%** reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**

- **50%** satisfied with the outcome
- **26%** satisfied with the process so far

Legal Capability

- **51%** knew where to get advice
- **44%** got all the expert help they wanted
- **47%** were confident they could achieve a fair outcome

**Hardship**

- **30%** experienced a hardship as a result of their legal problem

Type of hardship:
- 22% Stress related illness
- 13% Relationship breakdown
- 12% Relocated or lost employment
- 1% Problems with alcohol or drugs

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
**Incidence of Legal Problems**

- **43%** Experienced a legal problem in the last two years

**Action or Inaction**

- **7%** Turned to an authority or third party to help resolve the problem
- **93%** Did NOT turn to an authority or third party to help resolve the problem

**Done**

- **68%** Have fully resolved or are done with the problem

**Duration**

- **9.93 Months** Average time to solve the problem

**Financial Difficulty**

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

**Satisfaction**

- **67%** Are satisfied with the outcome

**Legal Capability**

- **53%** Were confident they could achieve a fair outcome
  - **54%** Got all the expert help they wanted
  - **59%** Know where to get advice

**Manner in which the problem was resolved:**

- 72% Problem sorted itself out
- 14% Decision by third party or authority
- 3% Gave up or moved away
- 2% Other

**Violence**

- **5%** Reported that one party resorted to physical violence

**Ongoing**

- **32%** Have not resolved the problem

**Satisfaction**

- **19%** Are satisfied with the process so far

**Legal Capability**

- **44%** Know where to get advice
  - **40%** Were confident they could achieve a fair outcome
  - **40%** Got all the expert help they wanted

---

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
### United Kingdom

#### Incidence of Legal Problems

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>7%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Consumer</td>
<td>22%</td>
<td>21%</td>
<td>23%</td>
</tr>
<tr>
<td>Debt</td>
<td>12%</td>
<td>11%</td>
<td>13%</td>
</tr>
<tr>
<td>Employment</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Education</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Family</td>
<td>20%</td>
<td>19%</td>
<td>21%</td>
</tr>
<tr>
<td>Housing</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Land</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Money</td>
<td>20%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Public services</td>
<td>20%</td>
<td>20%</td>
<td>20%</td>
</tr>
</tbody>
</table>

#### Action or Inaction

<table>
<thead>
<tr>
<th>Action or Inaction</th>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turned to an authority or third party to help resolve the problem</td>
<td>7%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Did NOT turn to an authority or third party to help resolve the problem</td>
<td>93%</td>
<td>92%</td>
<td>94%</td>
</tr>
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</table>

#### Done

<table>
<thead>
<tr>
<th>Done</th>
<th>Incidence</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have fully resolved or are done with the problem</td>
<td>72%</td>
<td>71%</td>
<td>73%</td>
</tr>
<tr>
<td>Did NOT turn to an authority or third party to help resolve the problem</td>
<td>28%</td>
<td>29%</td>
<td>27%</td>
</tr>
</tbody>
</table>

#### Duration

- **Average time to solve the problem:** 8.96 Months

#### Financial Difficulty

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

#### Satisfaction

- **Are satisfied with the outcome:** 62%
- **Are satisfied with the process so far:** 22%

#### Legal Capability

- **Went to the expert help they wanted:** 54%
- **Were confident they could achieve a fair outcome:** 61%
- **Knew where to get advice:** 66%
- **Got all the expert help they wanted:** 57%

#### Violence

- **Reported that one party resorted to physical violence:** 3%

#### Ongoing

- **Have not resolved the problem:** 28%
- **Have fully resolved or are done with the problem:** 72%

#### Hardship

- **Experienced a hardship as a result of their legal problem:** 40%

#### Type of hardship:

- Stress related illness: 21%
- Relationship breakdown: 10%
- Relocated or lost employment: 7%
- Problems with alcohol or drugs: 3%

---

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module*
United States

**Incidence of Legal Problems**
- 48% Experienced a legal problem in the last two years

**Action or Inaction**
- 23% Turned to an authority or third party to help resolve the problem
- 77% Did NOT turn to an authority or third party to help resolve the problem

**Done**
- 53% Have fully resolved or are done with the problem

**Duration**
- 5.88 Months
  - Average time to solve the problem

**Financial Difficulty**
- 9%
  - Reported that it was difficult or impossible to pay costs incurred to resolve problem

**Satisfaction**
- 70%
  - Are satisfied with the outcome

**Legal Capability**
- 73%
  - Were confident they could achieve a fair outcome

**Ongoing**
- 47%
  - Have not resolved the problem

**Satisfaction**
- 54%
  - Are satisfied with the process so far

**Legal Capability**
- 68%
  - Were confident they could achieve a fair outcome

**Violence**
- 13%
  - Reported that one party resorted to physical violence

**Hardship**
- 49%
  - Experienced a hardship as a result of their legal problem

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module
## Vietnam

### Incidence of Legal Problems

- 14% Experienced a legal problem in the last two years

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Health</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Community &amp; Natural Resources</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Consumer</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Debt</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Employment</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Education</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Family</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Housing</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Land</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Money</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Public Services</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Action or Inaction

- 9% Turned to an authority or third party to help resolve the problem
- 91% Did NOT turn to an authority or third party to help resolve the problem

### Done

- 78% Have fully resolved or are done with the problem

<table>
<thead>
<tr>
<th>Manner in which the problem was resolved</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem sorted itself out</td>
<td>78%</td>
<td>78%</td>
</tr>
<tr>
<td>Decision by third party or authority</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>Gave up or moved away</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Ongoing

- 7% Reported that one party resorted to physical violence
- 22% Have not resolved the problem

### Duration

- 7.67 Months Average time to solve the problem

### Financial Difficulty

- 7% Reported that it was difficult or impossible to pay costs incurred to resolve problem

### Satisfaction

- 69% Are satisfied with the outcome
- 45% Are satisfied with the process so far

### Legal Capability

- 71% Were confident they could achieve a fair outcome
- 54% Got all the expert help they wanted

### Hardship

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

<table>
<thead>
<tr>
<th>Type of hardship</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress related illness</td>
<td>25%</td>
<td>24%</td>
</tr>
<tr>
<td>Relationship breakdown</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Relocated or lost employment</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Problems with alcohol or drugs</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Note:
The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Ho Chi Minh City, Hanoi, and Hai Phong). Due to rounding, some figures may not add to 100%.

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

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

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

Data Validation

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

Following the pilot and vetting process, the WJP refined the dispute resolution survey module of the GPP, which was administered in 45 countries between July and December 2017 to collect the data presented in the report. The WJP has validated and cross-checked the data collected during the 2017 administration.
of the GPP against qualitative and quantitative third-party sources to provide an additional layer of analysis and to identify possible mistakes or inconsistencies within the data. This entailed:

1. Crosschecking WJP data against those of nationally representative legal needs surveys conducted in Australia, Bulgaria, Canada, Hong Kong, Japan, Lebanon, The Netherlands, New Zealand, Macedonia, Tunisia, Ukraine, the United Kingdom, and the United States.

2. Crosschecking our access to justice data collected from 1,000 households in the three largest cities of Afghanistan and Romania against nationally representative studies of more than 3,000 households conducted by the WJP in both countries.

3. Performing multivariate analyses to compare the impact of key variables such as age, income, and education, which the literature has found to have a statistically significant impact on the incidence of disputes, the likelihood of taking action to resolve a dispute, and the likelihood of receiving legal assistance.

4. Crosschecking overall trends in our data against those of Pascoe Pleasence’s 2016 “‘Legal Need’ and Legal Needs Surveys: A Background Paper,” which analyzes legal needs surveys conducted in more than 20 countries over the last 25 years. To the extent that comparisons were possible given the questions and methodology used in these studies as compared to the WJP’s global study, the findings pertaining to the most common courses of action for dealing with legal problems, resolution mechanisms, manner of conclusion, and sources of help were broadly consistent.

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

**Strengths and Limitations**

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

With the aforementioned methodological strengths come a number of limitations. First, data collection has been applied only in three major urban areas in each country. However, the WJP’s exercise to validate the data collected from 1,000 households in the three largest cities of Afghanistan and Romania against nationally representative studies of more than 3,000 households in both countries revealed consistent patterns in the data collected from the urban and nationally...
representative samples of each country. This included consistency in the incidence of dispute types, sources of help, courses of action to resolve disputes, and preferred resolution mechanisms. The WJP will continue to conduct a select number of extended, nationally representative polls each year for data validation purposes.

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

Third, given that the dispute resolution module is one among many in the GPP – constituting 117 of the 344 questions in the GPP – it cannot be as extensive as other surveys focused exclusively on legal needs in order to avoid survey fatigue and ensure high quality responses. However, the dispute resolution module of the GPP nonetheless includes the core components of legal needs surveys and reflects the consensus of justice measurement experts consulted throughout this study’s extensive pilot and validation process.
<table>
<thead>
<tr>
<th>Country/Jurisdiction</th>
<th>Cities Covered</th>
<th>Polling Company</th>
<th>Methodology</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan</td>
<td>Kabul City, Kandahar City, Herat City</td>
<td>ACSOR, a subsidiary of D3 Systems, Inc.</td>
<td>Face-to-face</td>
<td>992</td>
</tr>
<tr>
<td>Austria</td>
<td>Vienna, Graz, Linz</td>
<td>YouGov</td>
<td>Online</td>
<td>1008</td>
</tr>
<tr>
<td>Bosnia &amp; Herzegovina</td>
<td>Sarajevo, Banja Luka, Tuzla</td>
<td>Kantar TNS MIB</td>
<td>Face-to-face</td>
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<tr>
<td>Brazil</td>
<td>São Paulo, Rio de Janeiro, Salvador</td>
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<td>Kantar TNS</td>
<td>Face-to-face</td>
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<td>Toronto, Montreal, Calgary</td>
<td>YouGov</td>
<td>Online</td>
<td>1000</td>
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<td>Chile</td>
<td>Santiago, Valparaíso/Viña del Mar, Antofagasta</td>
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<td>Online</td>
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<td>Online</td>
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<tr>
<td>Hong Kong SAR, China</td>
<td>Hong Kong</td>
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<td>Hungary</td>
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<td>Online</td>
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<td>Kazakhstan</td>
<td>Almaty, Astana, Shymkent</td>
<td>WJP in collaboration with local partner</td>
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<td>Lebanon</td>
<td>Beirut, Tripoli, Sidon</td>
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<td>Macedonia, FYR</td>
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<td>Mexico</td>
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<tr>
<td>New Zealand</td>
<td>Auckland, Wellington, Christchurch</td>
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<td>Online</td>
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<tr>
<td>Nicaragua</td>
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<td>Face-to-face</td>
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<tr>
<td>Norway</td>
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<td>Online</td>
<td>1007</td>
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<tr>
<td>Pakistan</td>
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Appendix
Appendix

Survey Instrument & Summary

General Population Poll Dispute Resolution Module

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

- WJP General Population Poll Dispute Resolution Module

WJP Access to Civil Justice Summary Statistics

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

- WJP Access to Civil Justice Summary Statistics
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