



World Justice  
Project

# Global Insights on Access to Justice

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

2018



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# Acknowledgements

*Global Insights on Access to Justice: Findings from the World Justice Project General Population Poll in 45 Countries* was prepared by Kate Adams, Juan Carlos Botero, Alicia Evangelides, Amy Gryskiewicz, Camilo Gutiérrez Patiño, Matthew Harman, Alexa Hopkins, Sarah Chamness Long, Rachel Martin, Alejandro Ponce, and Leslie Solís Saravia, with the assistance of Erin Campbell, Ben Carleton, and Jessica Sawadogo.

Graphic design of this report was provided by Priya Khosla and Bryce de Flamand.

The conceptual framework and methodology of this study were developed by Camilo Gutiérrez Patiño, Sarah Chamness Long, and Alejandro Ponce, with assistance from Amy Gryskiewicz and Leslie Solís Saravia.

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

convened by the Open Society Justice Initiative (OSJI) and the Organisation for Economic Co-operation and Development (OECD), and included representatives of The Hague Institute for the Internationalisation of Law (HiiL); Instituto Nacional de Estadística y Geografía, México; Law and Justice Foundation of New South Wales, Australia; The National Institute of Statistics, Cabo Verde; Statistics South Africa; The United Nations Development Programme (UNDP); The United States Department of Justice; University College London; University of Illinois College of Law; and The World Bank. This study has benefited in particular from the input and guidance of Peter Chapman and Pascoe Pleasance. The pilot process that served as the basis for developing this study was made possible by the generous support of the Open Society Justice Initiative (OSJI).

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# About this Report

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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."<sup>1</sup> 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,<sup>2</sup> 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<sup>3</sup> despite legal needs studies showing that a majority of people's legal issues are civil rather than criminal problems.<sup>4</sup>

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.

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

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

<sup>3</sup> 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>.

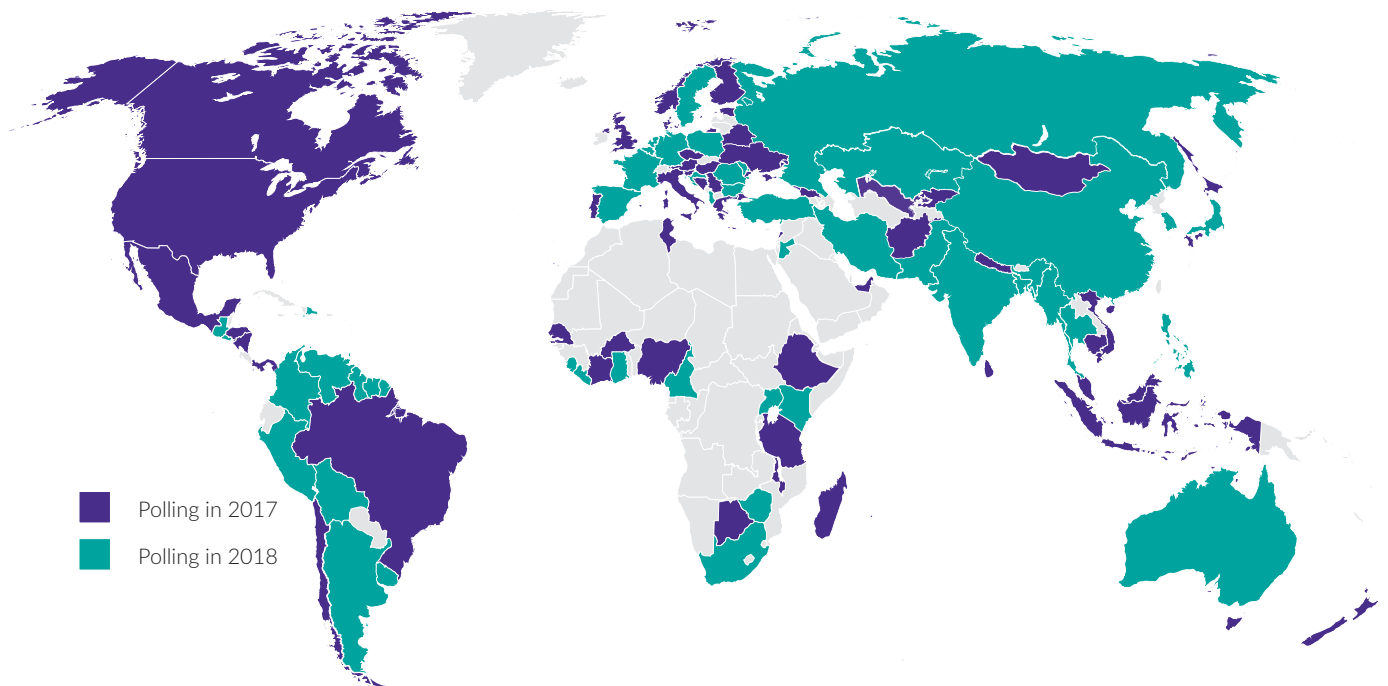
<sup>4</sup> Pleasence, Pascoe, Nigel J. Balmer and Rebecca L. Sandefur. "Paths to Justice: A Past, Present and Future Roadmap." London: UCL Centre for Empirical Legal Studies, 2013.

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

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

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



# Study Design and Insights

## About this Survey

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

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.

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<sup>5</sup>The General Population Poll (GPP) is one of two original data sources collected by the WJP to compute Rule of Law Index scores and rankings. The second data source is derived from Qualified 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 nearly half 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 nearly half of those surveyed (47%) 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.

## 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**

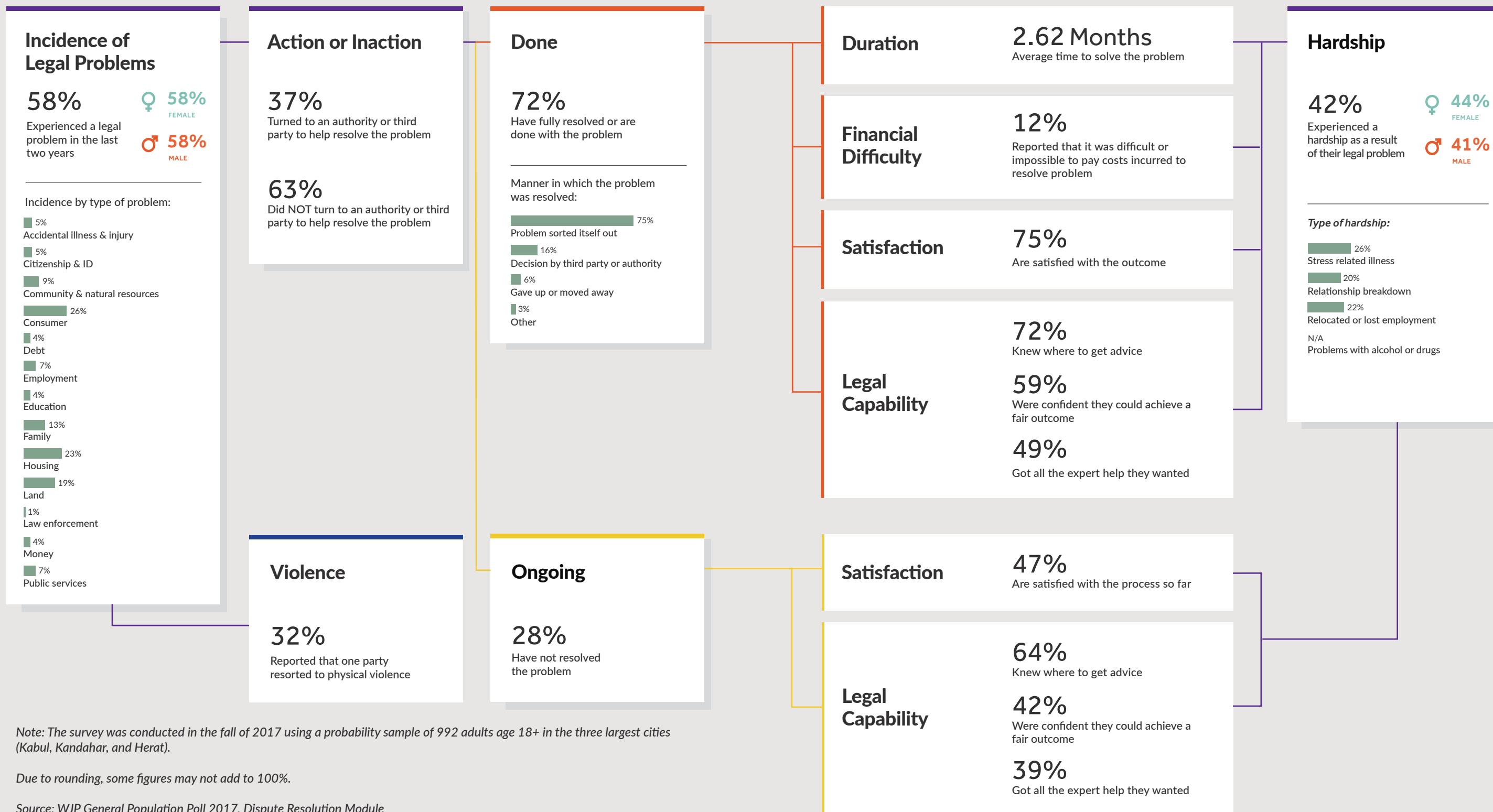
<b>Accidental illness &amp; injury</b>	
Injuries or health problems sustained as a result of an accident or due to poor working conditions	
Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment	
<b>Citizenship &amp; ID</b>	
Difficulties obtaining birth certificates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

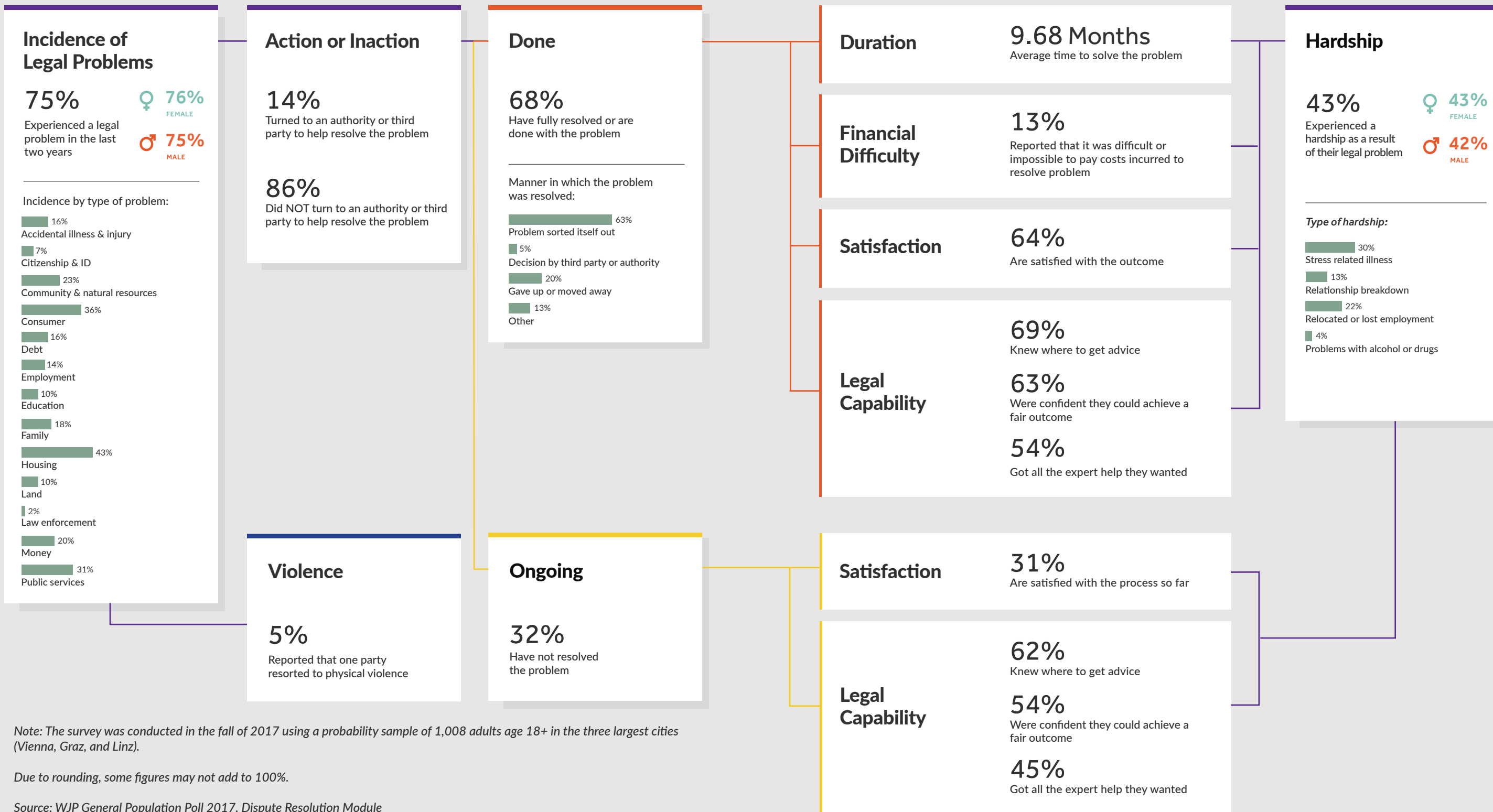
section

## II

# Country Profiles

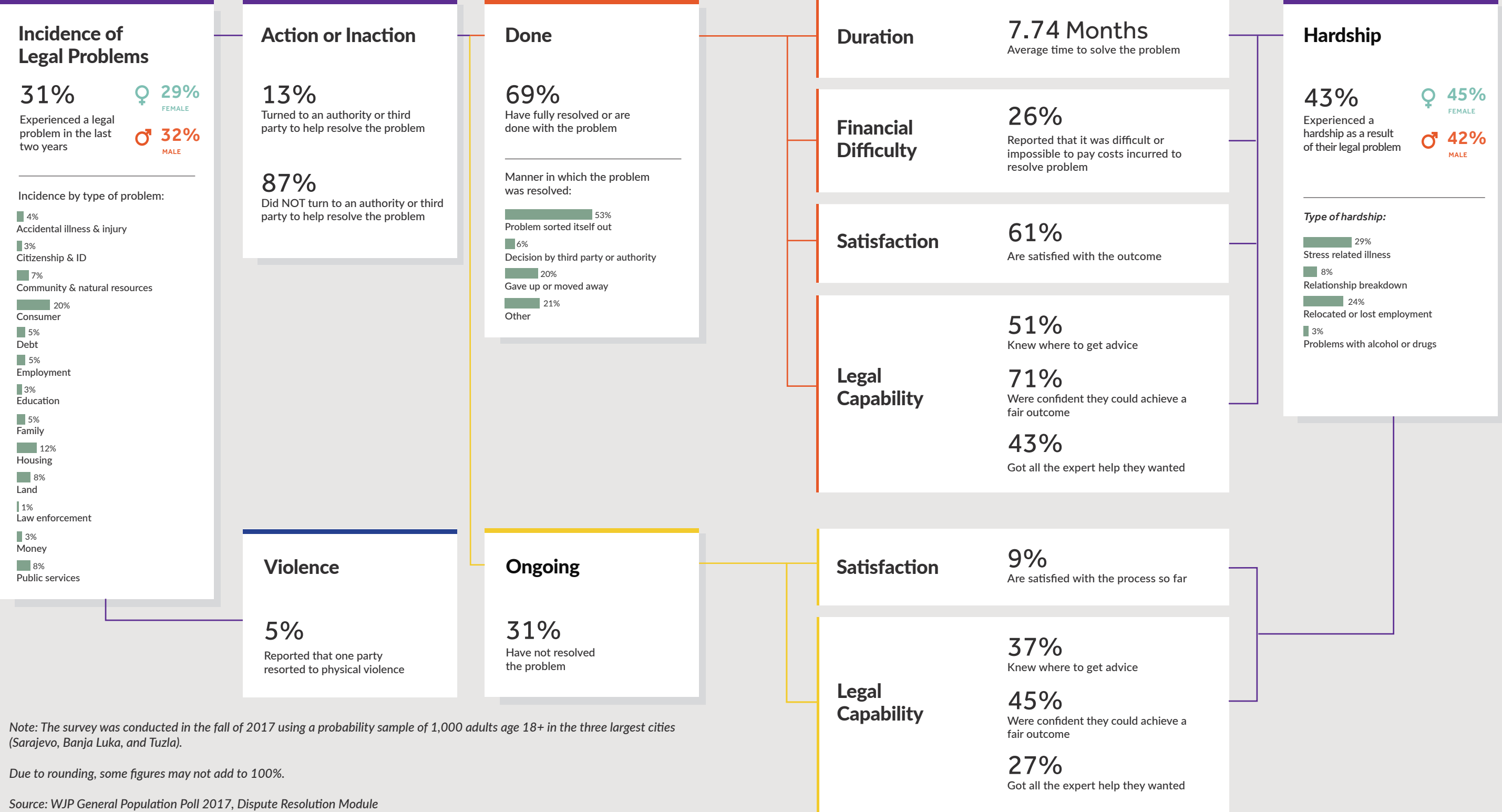


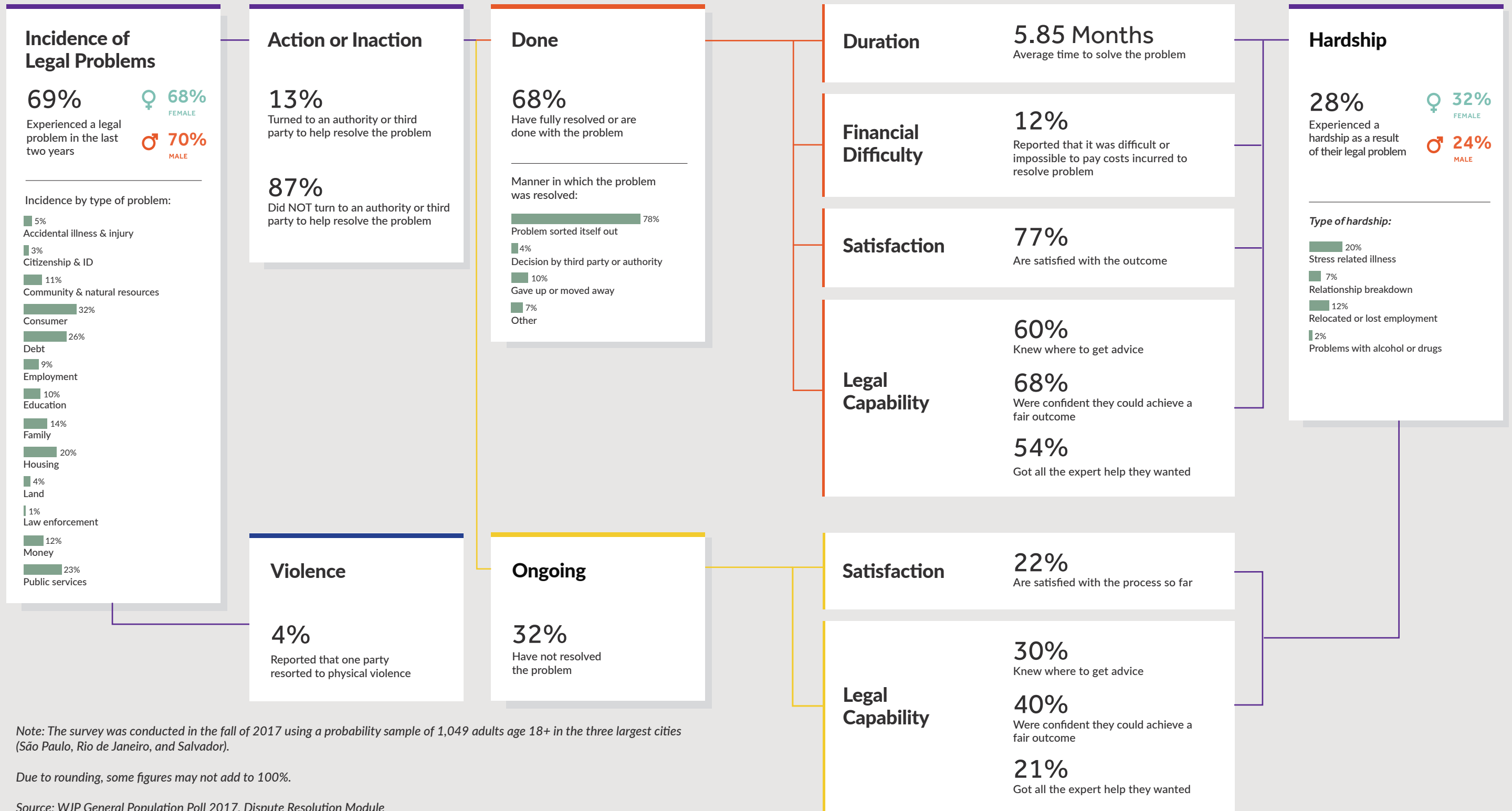






# Bosnia & Herzegovina







# Burkina Faso

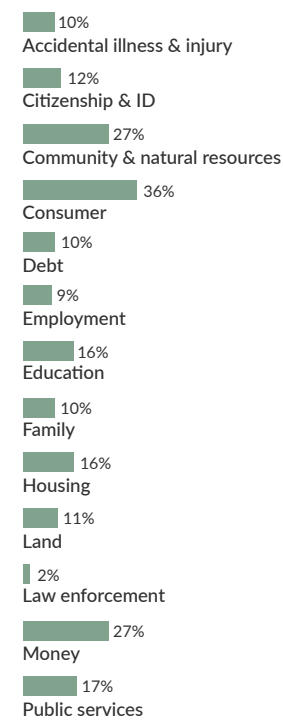
## Incidence of Legal Problems

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

♀ **66%**  
FEMALE

♂ **73%**  
MALE

Incidence by type of problem:



## Action or Inaction

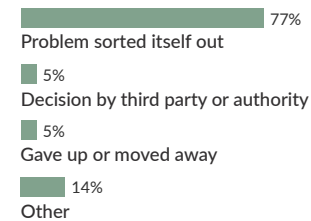
**9%**  
Turned to an authority or third party to help resolve the problem

**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:



## 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%**  
Knew where to get advice

**60%**  
Were confident they could achieve a fair outcome

**43%**  
Got all the expert help they wanted

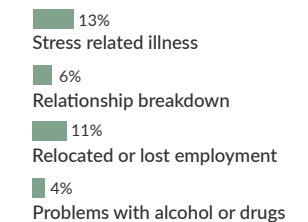
## Hardship

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

♀ **24%**  
FEMALE

♂ **23%**  
MALE

Type of hardship:



## Violence

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

## Ongoing

**52%**  
Have not resolved the problem

## Satisfaction

**22%**  
Are satisfied with the process so far

## Legal Capability

**29%**  
Knew where to get advice

**31%**  
Were confident they could achieve a fair outcome

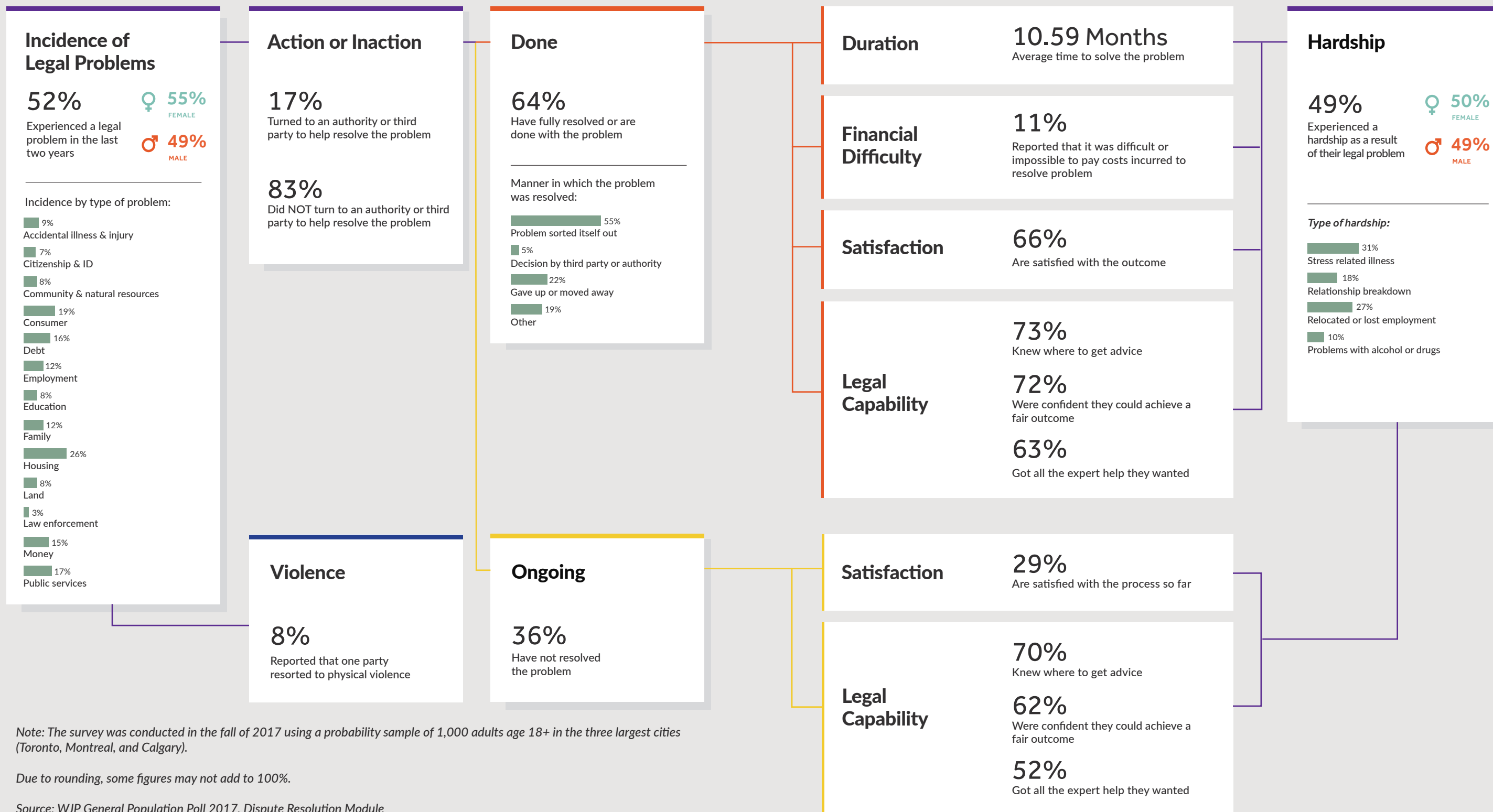
**26%**  
Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module





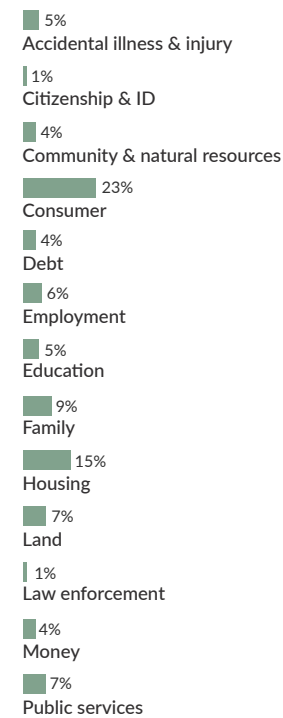


# Chile

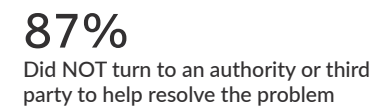
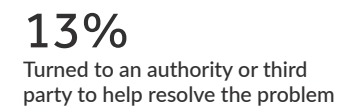
## Incidence of Legal Problems



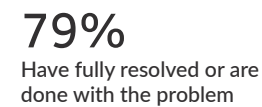
### Incidence by type of problem:



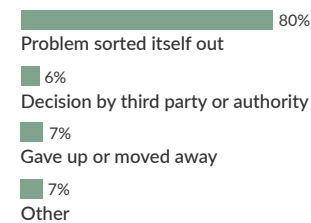
## Action or Inaction



## Done



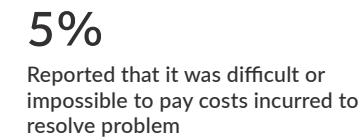
### Manner in which the problem was resolved:



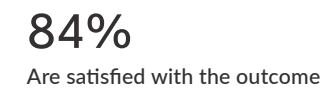
## Duration



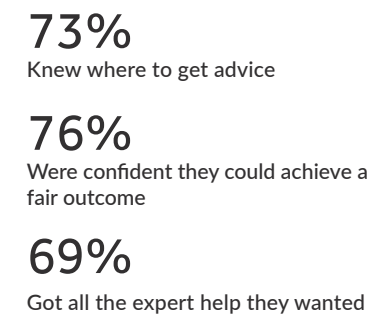
## Financial Difficulty



## Satisfaction



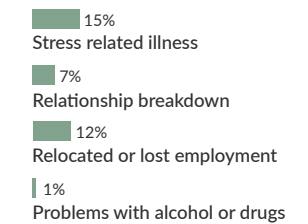
## Legal Capability



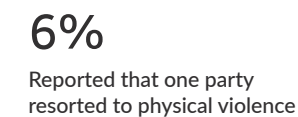
## Hardship



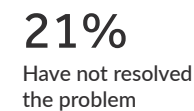
### Type of hardship:



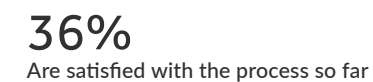
## Violence



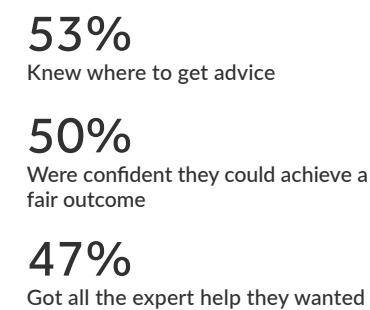
## Ongoing



## Satisfaction



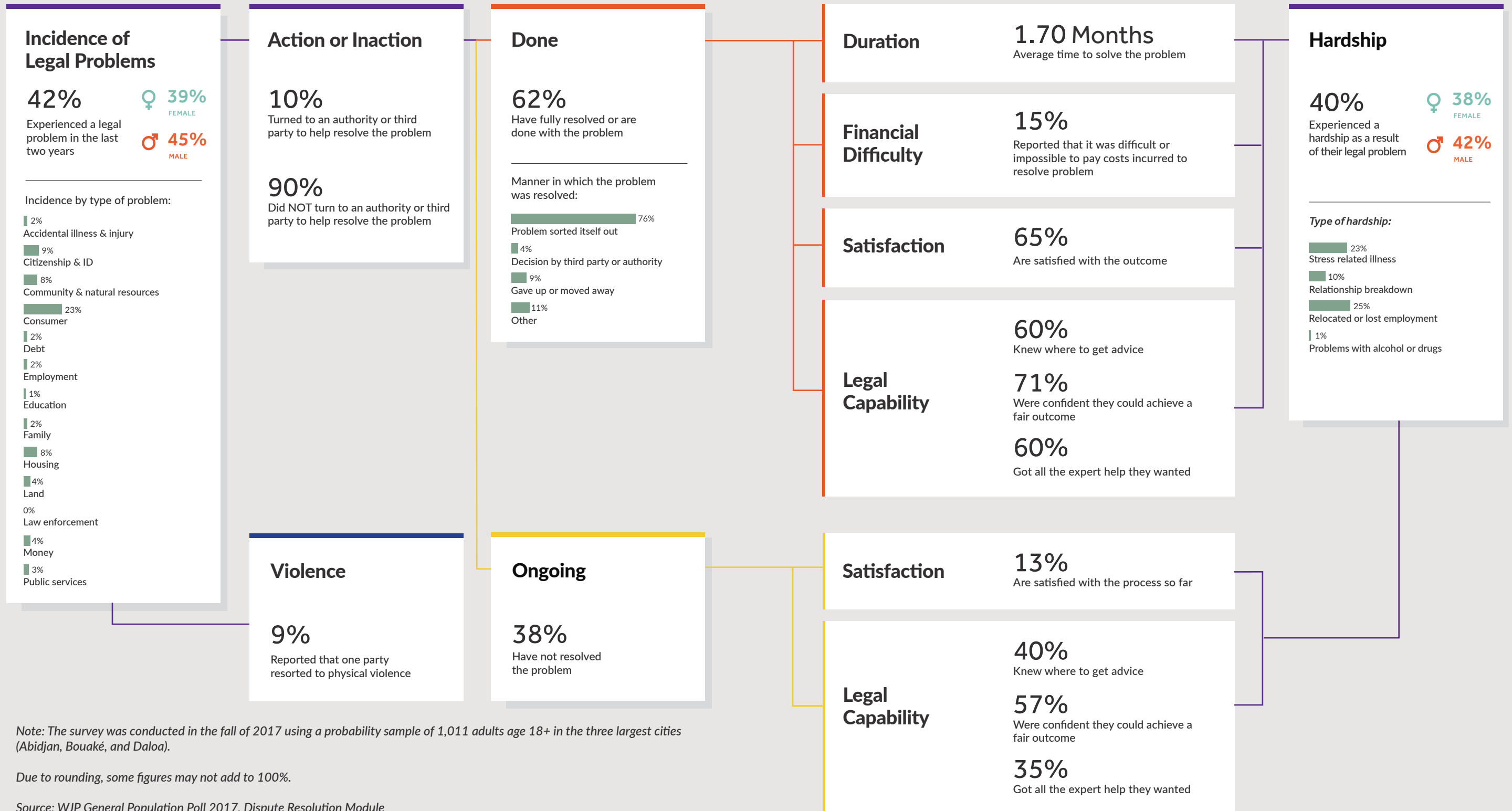
## Legal Capability



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

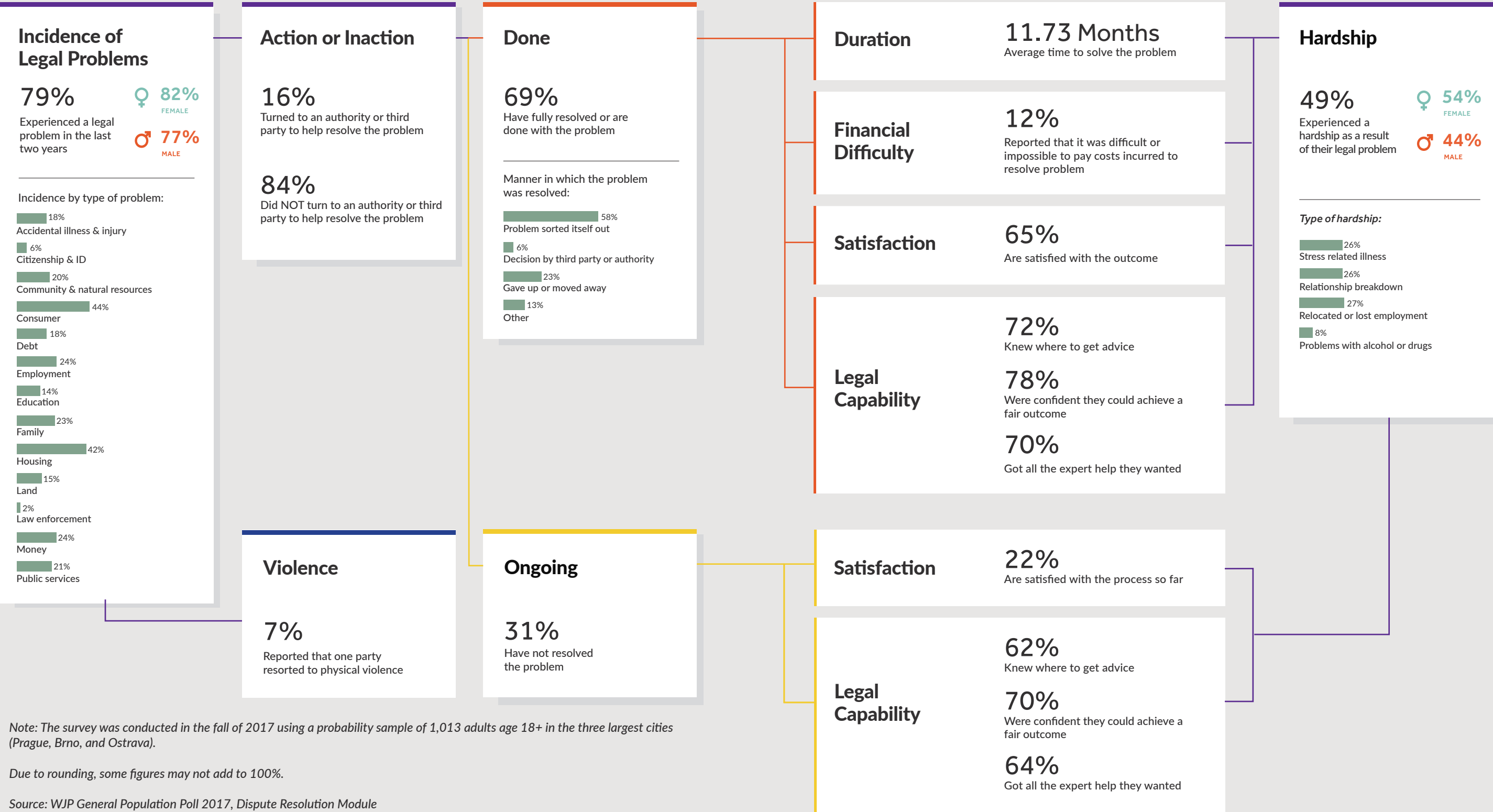
Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module





# Czech Republic



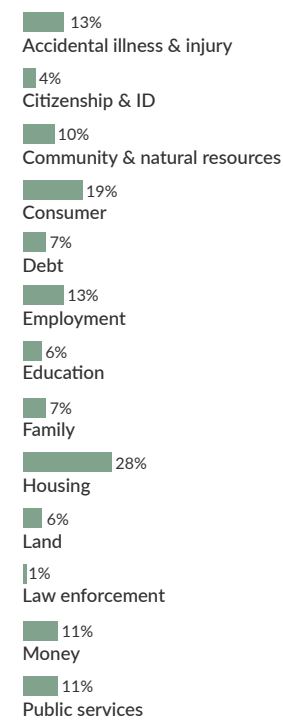


# Denmark

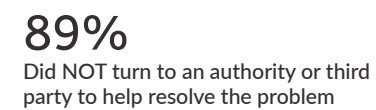
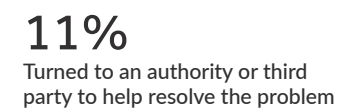
## Incidence of Legal Problems



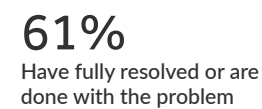
### Incidence by type of problem:



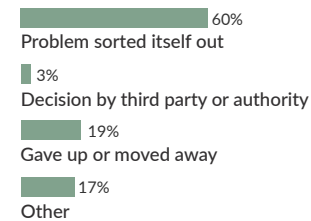
## Action or Inaction



## Done



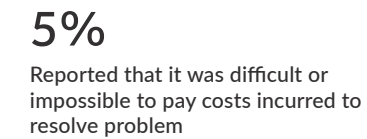
### Manner in which the problem was resolved:



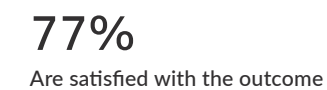
## Duration



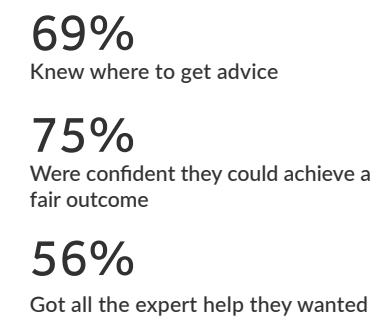
## Financial Difficulty



## Satisfaction



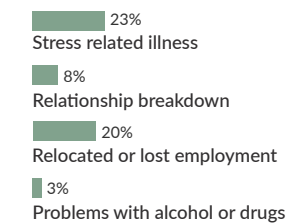
## Legal Capability



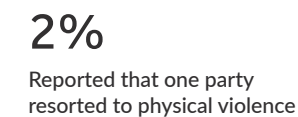
## Hardship



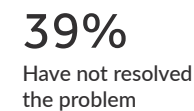
### Type of hardship:



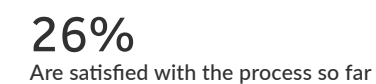
## Violence



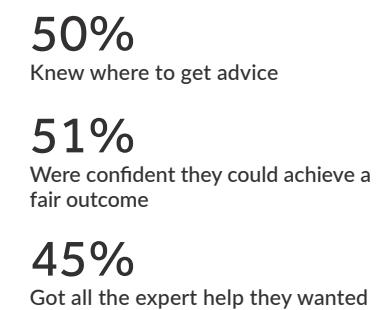
## Ongoing



## Satisfaction



## Legal Capability

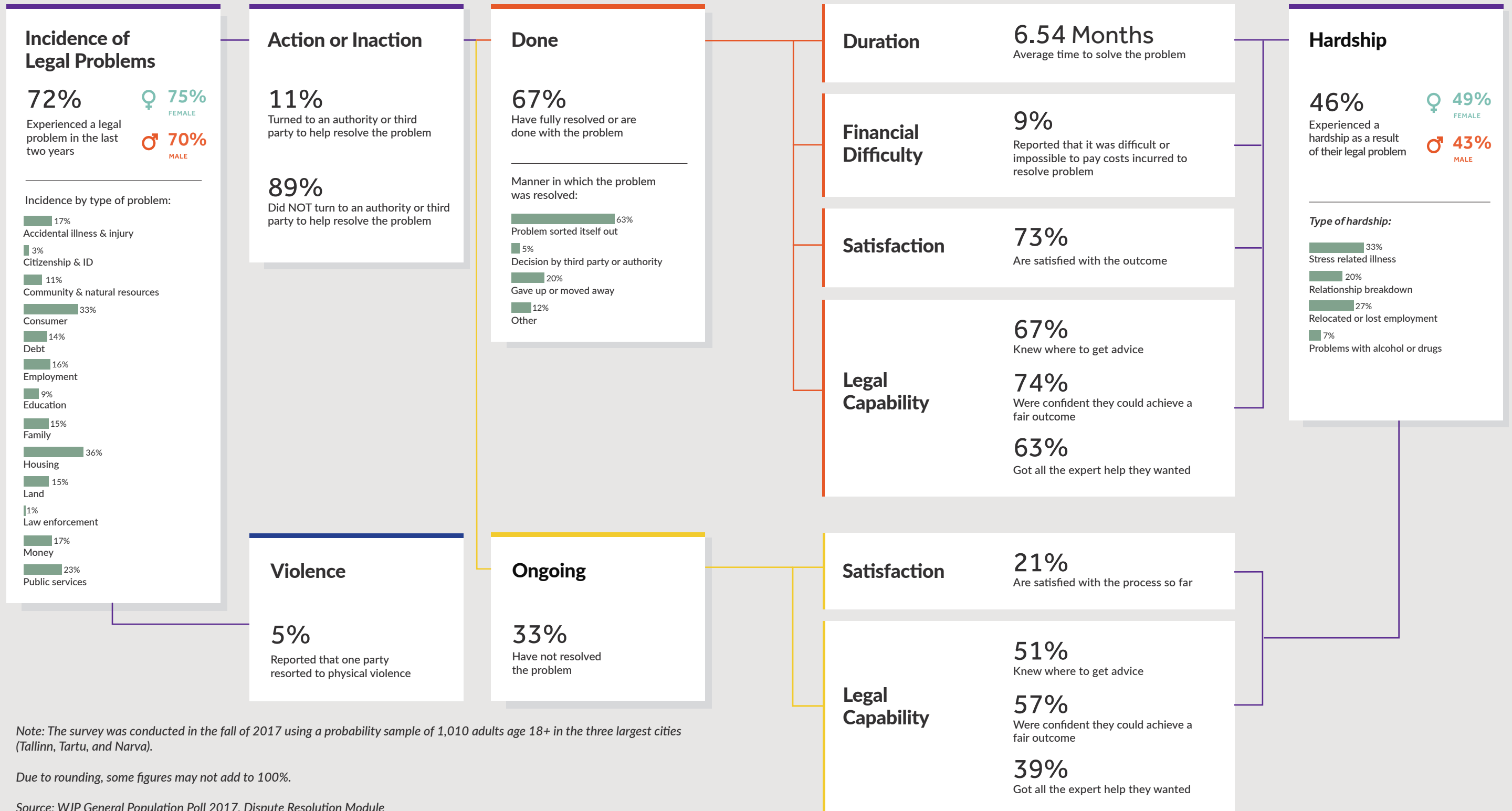


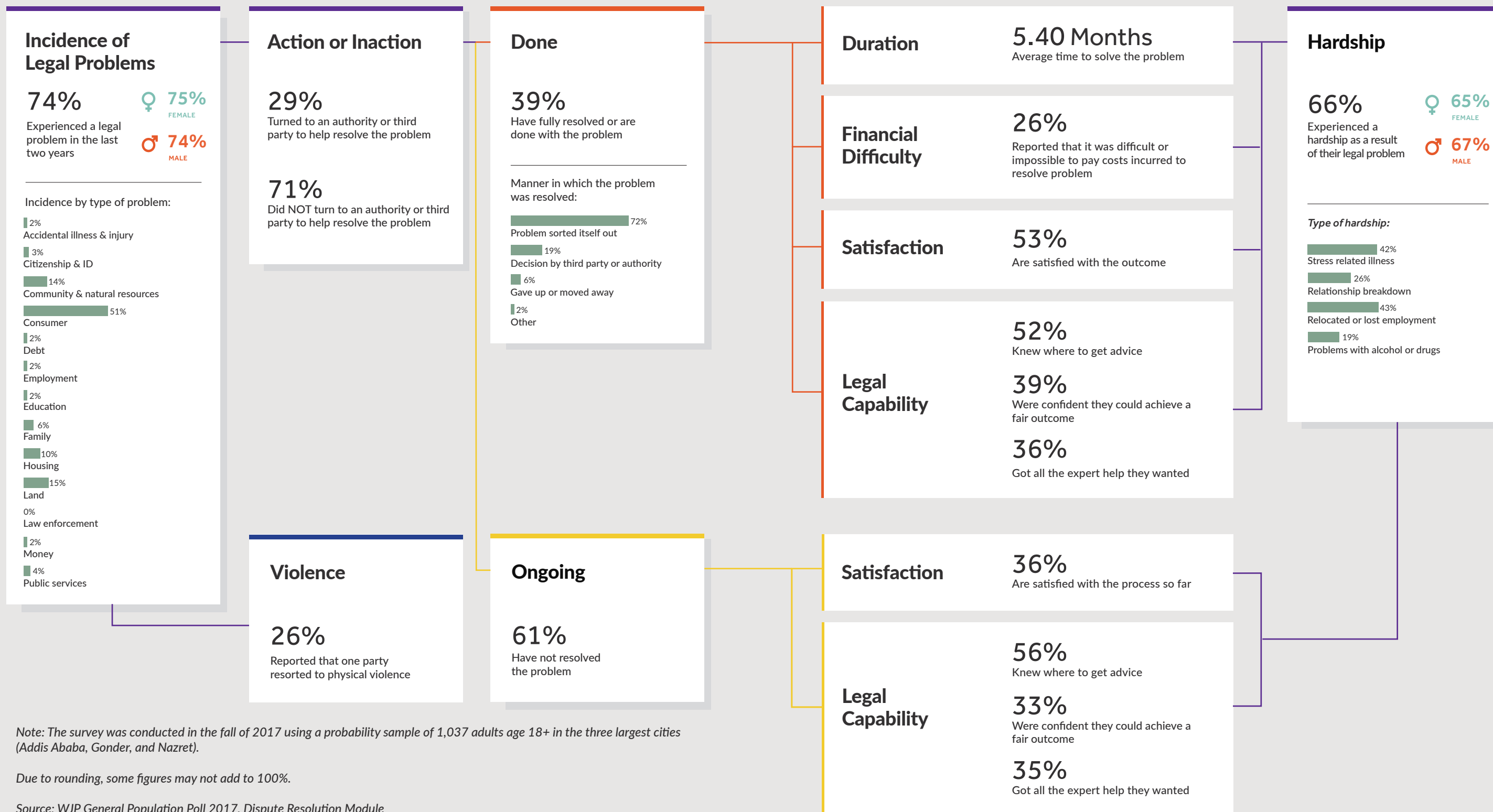
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,016 adults age 18+ in the three largest cities (Copenhagen, Aarhus, and Aalborg).

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

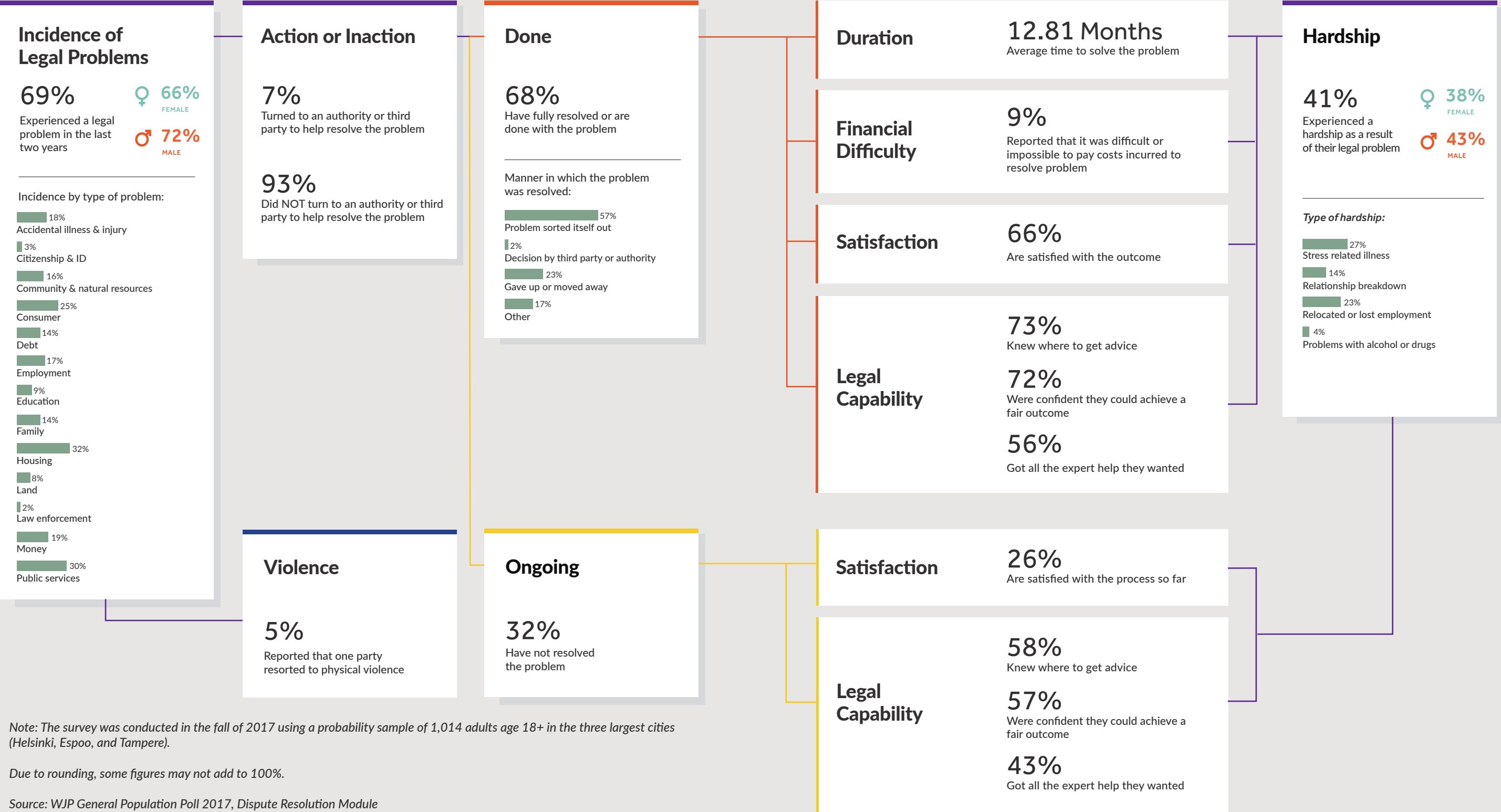


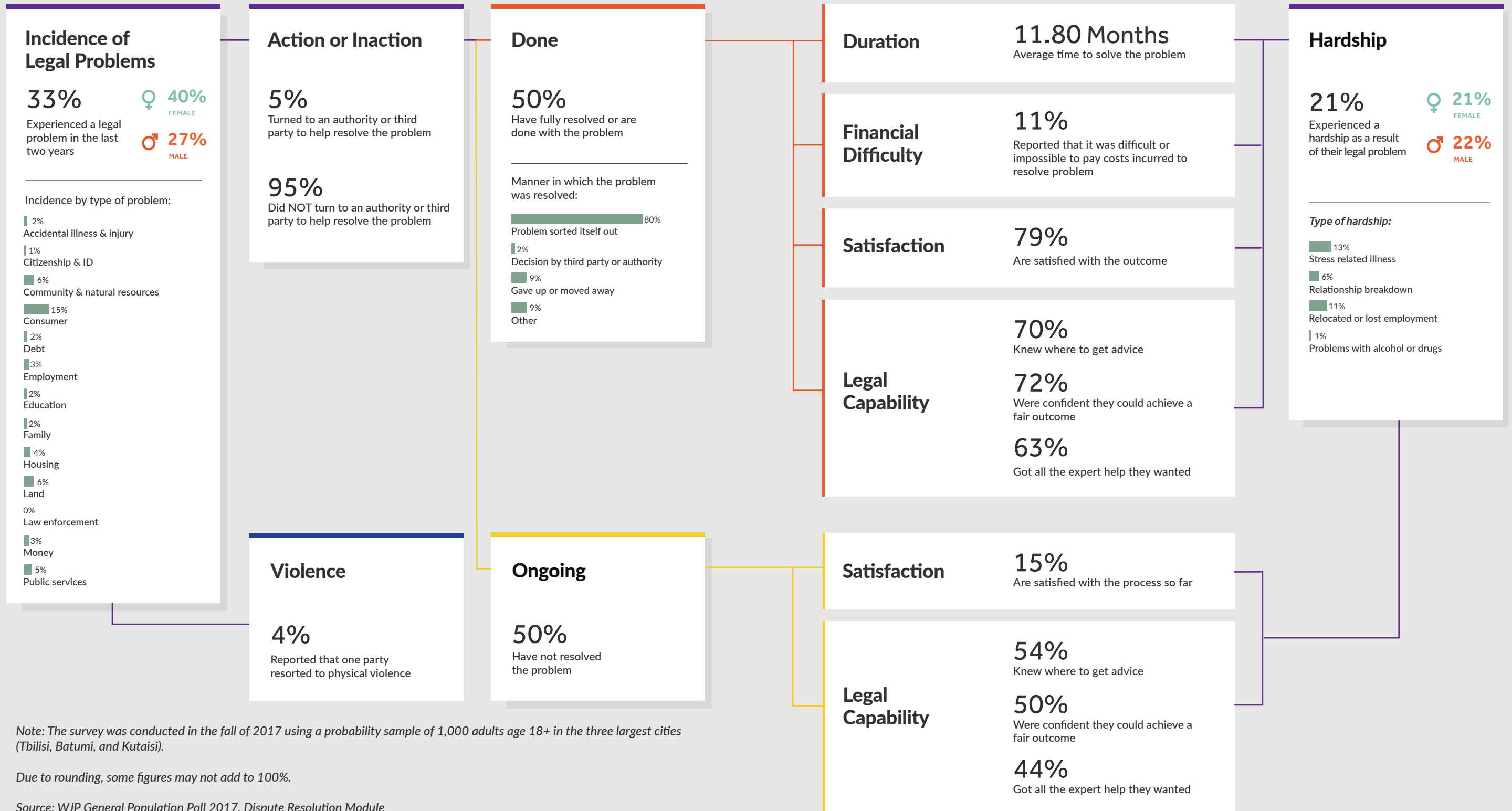






# Finland







# Greece

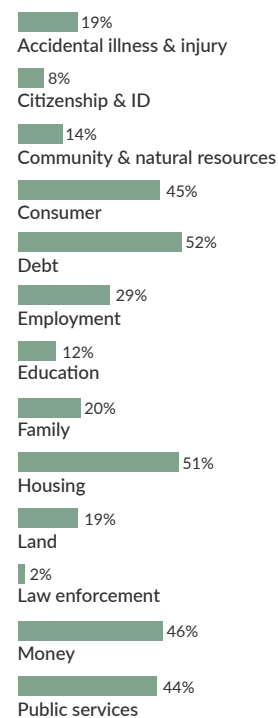
## Incidence of Legal Problems

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

♀ **89%**  
FEMALE

♂ **88%**  
MALE

### Incidence by type of problem:



## Action or Inaction

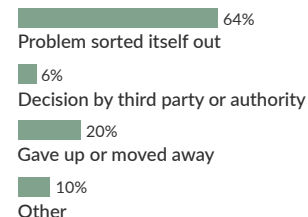
**21%**  
Turned to an authority or third party to help resolve the problem

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

## Done

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

### Manner in which the problem was resolved:



## Duration

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

## Financial Difficulty

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

## Satisfaction

**71%**  
Are satisfied with the outcome

## Legal Capability

**67%**  
Knew where to get advice

**77%**  
Were confident they could achieve a fair outcome

**53%**  
Got all the expert help they wanted

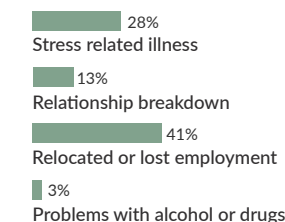
## Hardship

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

♀ **55%**  
FEMALE

♂ **52%**  
MALE

### Type of hardship:



## Violence

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

## Ongoing

**49%**  
Have not resolved the problem

## Satisfaction

**27%**  
Are satisfied with the process so far

## Legal Capability

**57%**  
Knew where to get advice

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

**42%**  
Got all the expert help they wanted

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

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

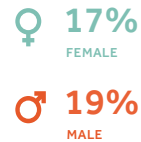


# Honduras

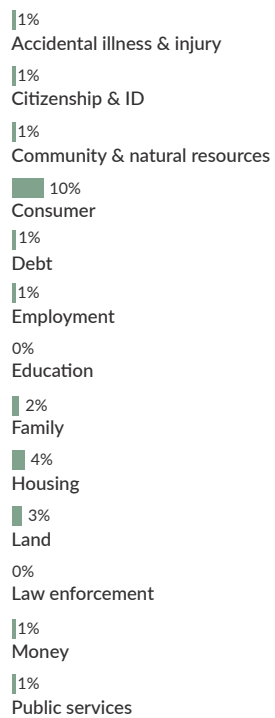
## Incidence of Legal Problems

18%

Experienced a legal problem in the last two years



Incidence by type of problem:



## Action or Inaction

14%

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

86%

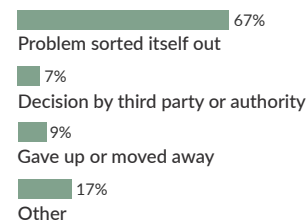
Did NOT turn to an authority or third party to help resolve the problem

## Done

70%

Have fully resolved or are done with the problem

Manner in which the problem was resolved:



## 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

65%

Knew where to get advice

73%

Were confident they could achieve a fair outcome

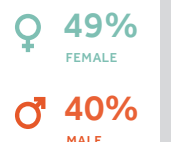
65%

Got all the expert help they wanted

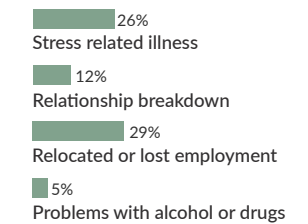
## Hardship

45%

Experienced a hardship as a result of their legal problem



Type of hardship:



## Violence

9%

Reported that one party resorted to physical violence

## Ongoing

30%

Have not resolved the problem

## Satisfaction

30%

Are satisfied with the process so far

## Legal Capability

46%

Knew where to get advice

70%

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 probability sample of 1,100 adults age 18+ in the three largest cities (Tegucigalpa, San Pedro Sula, and Choloma).

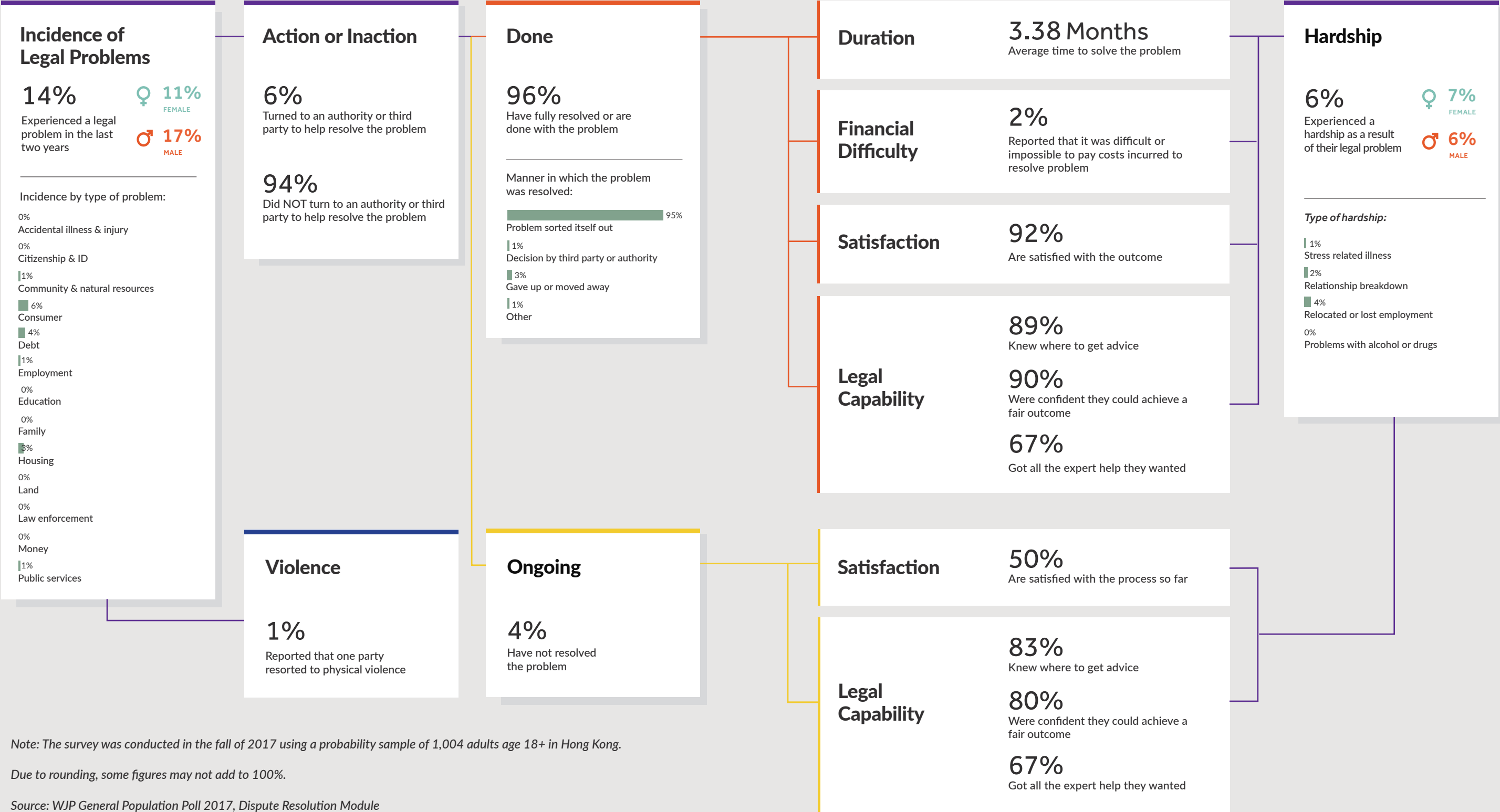
Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module



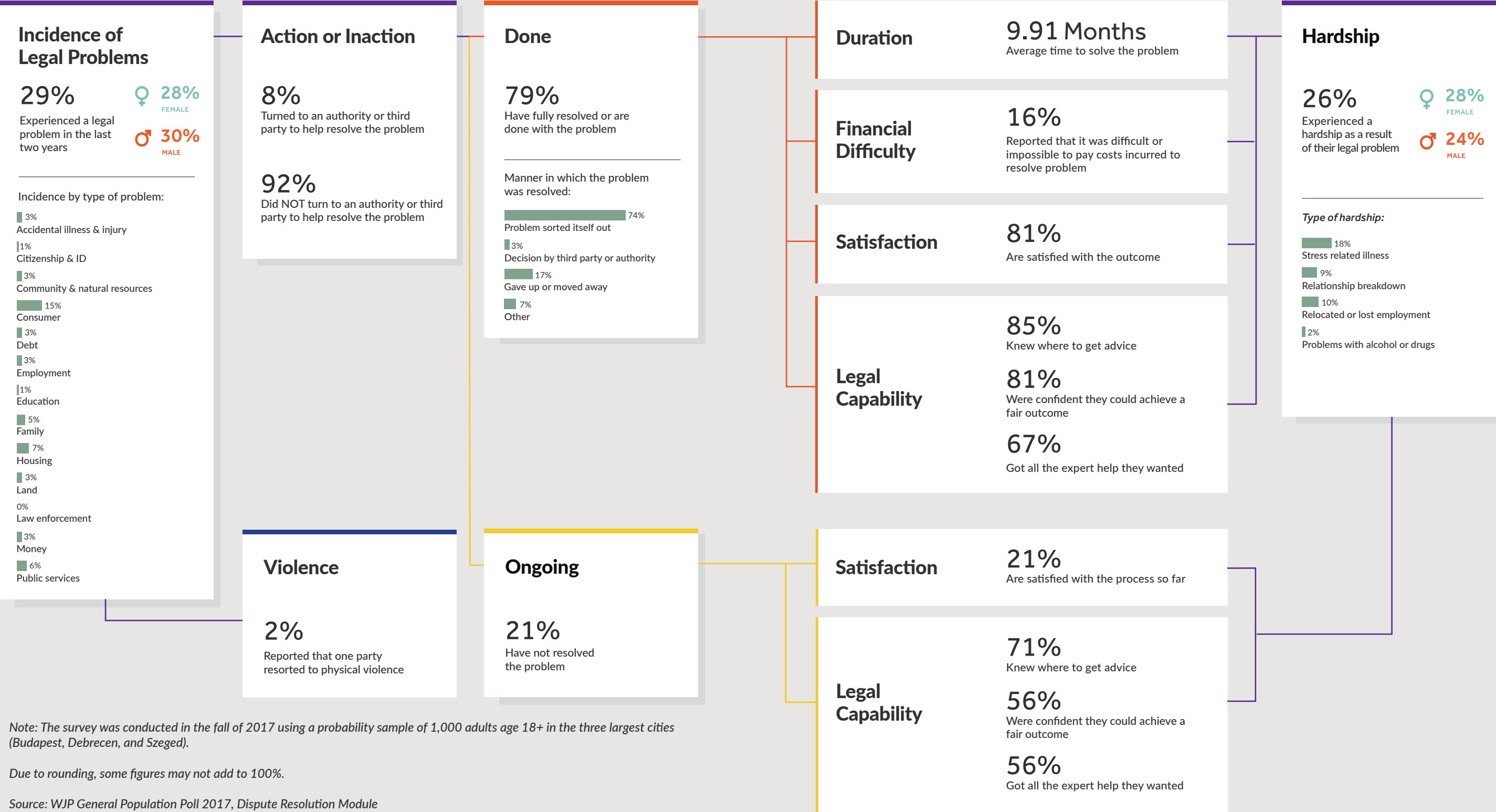


# Hong Kong SAR, China



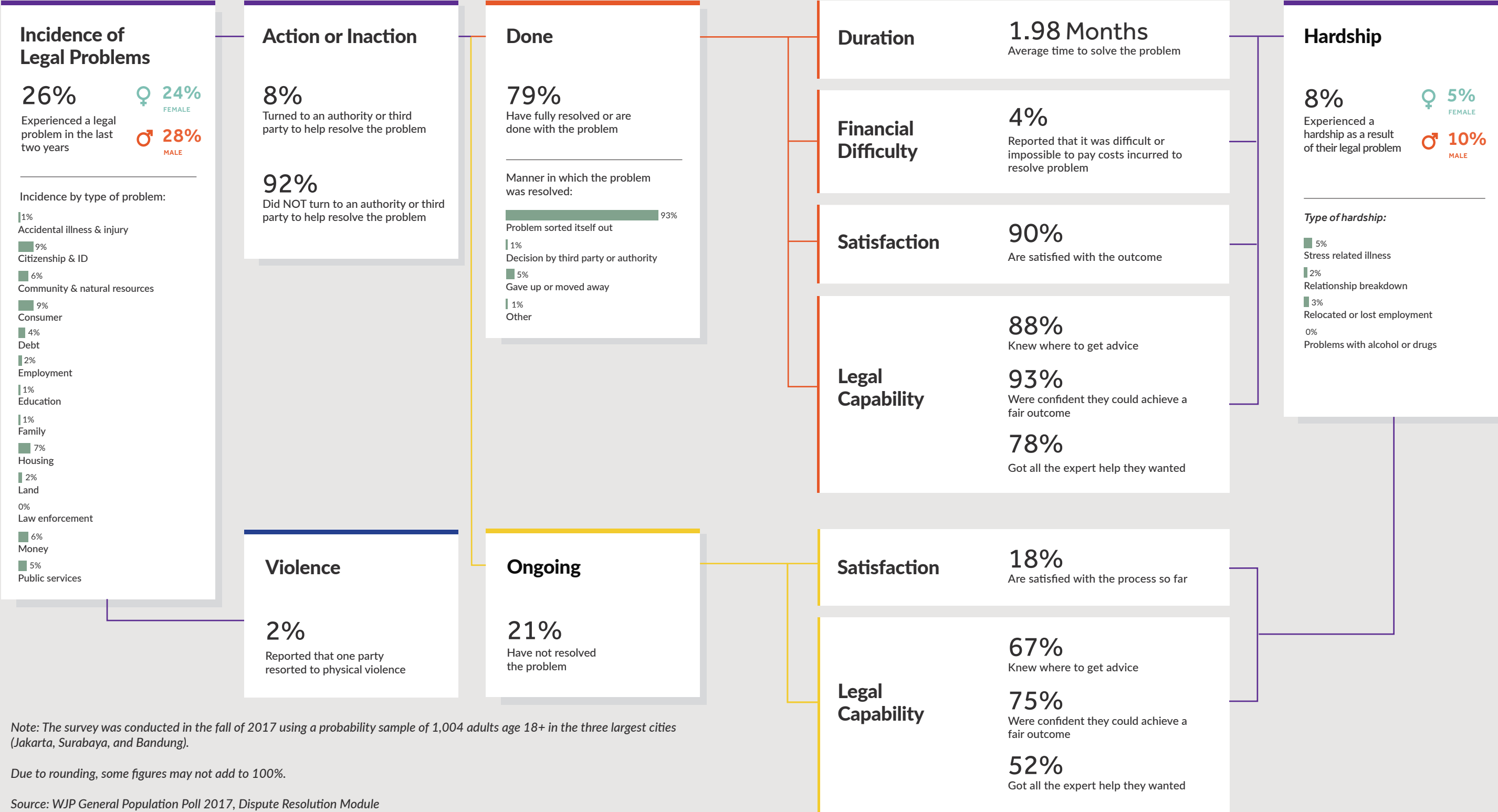


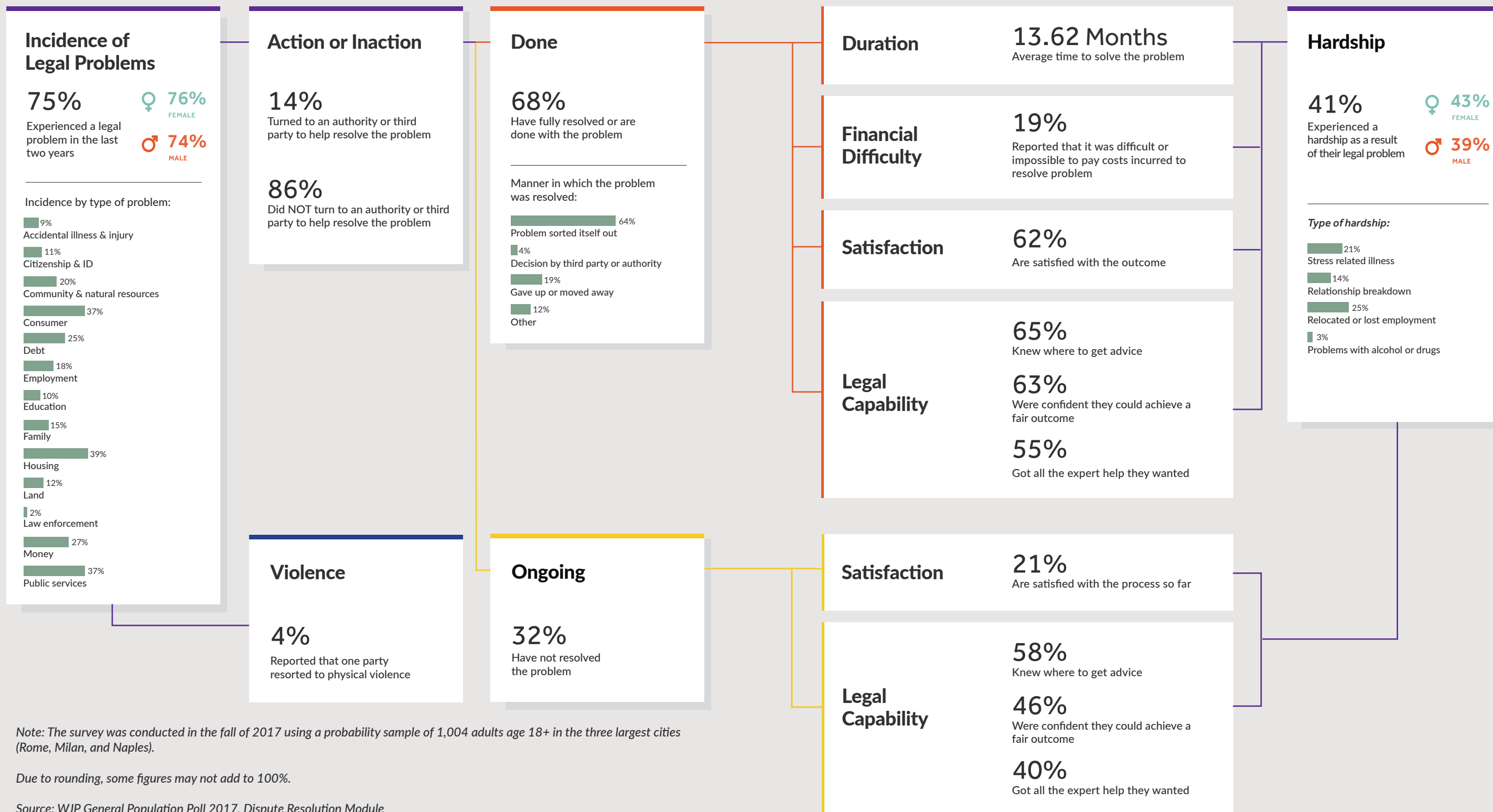
# Hungary

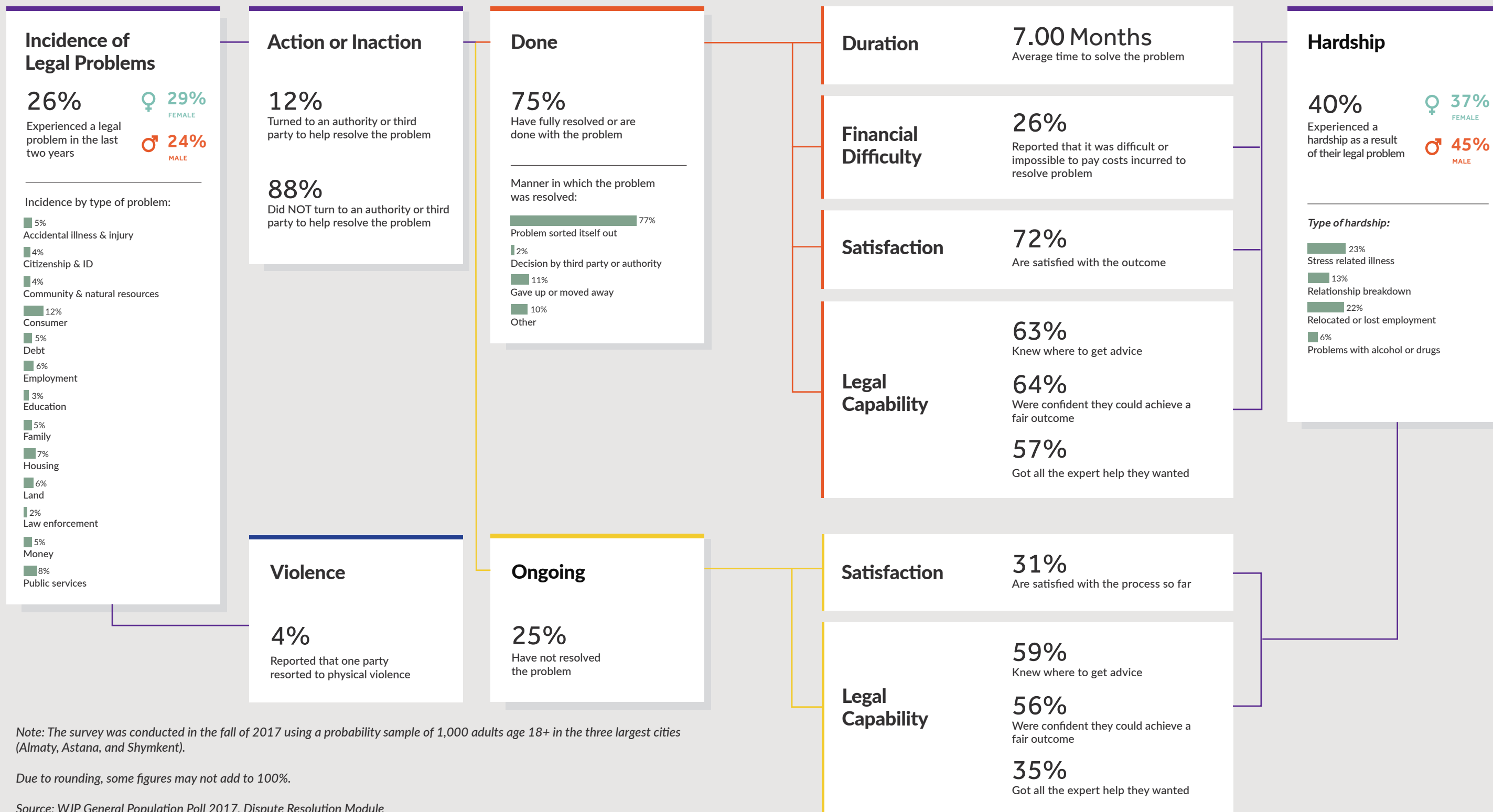


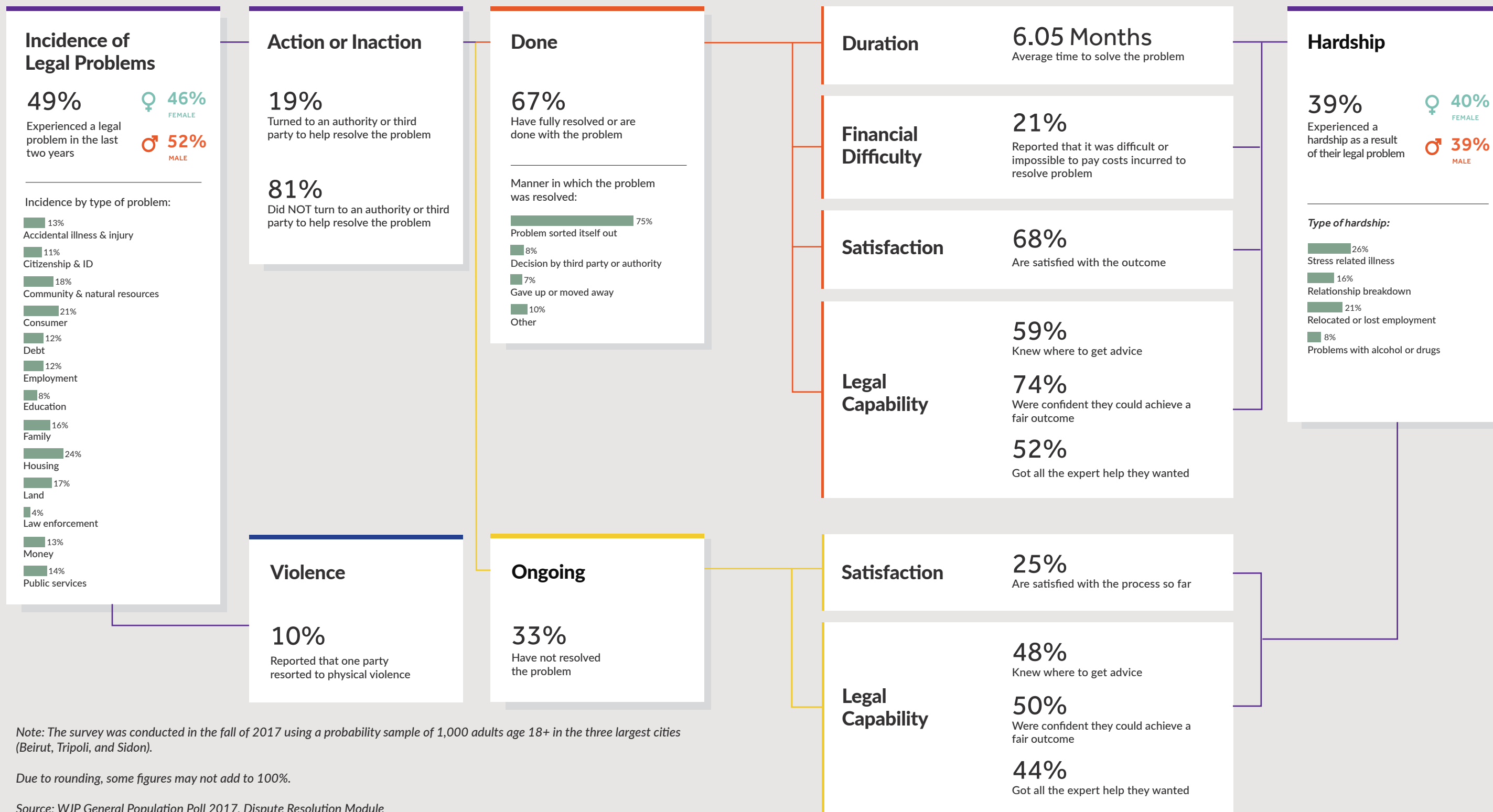


# Indonesia

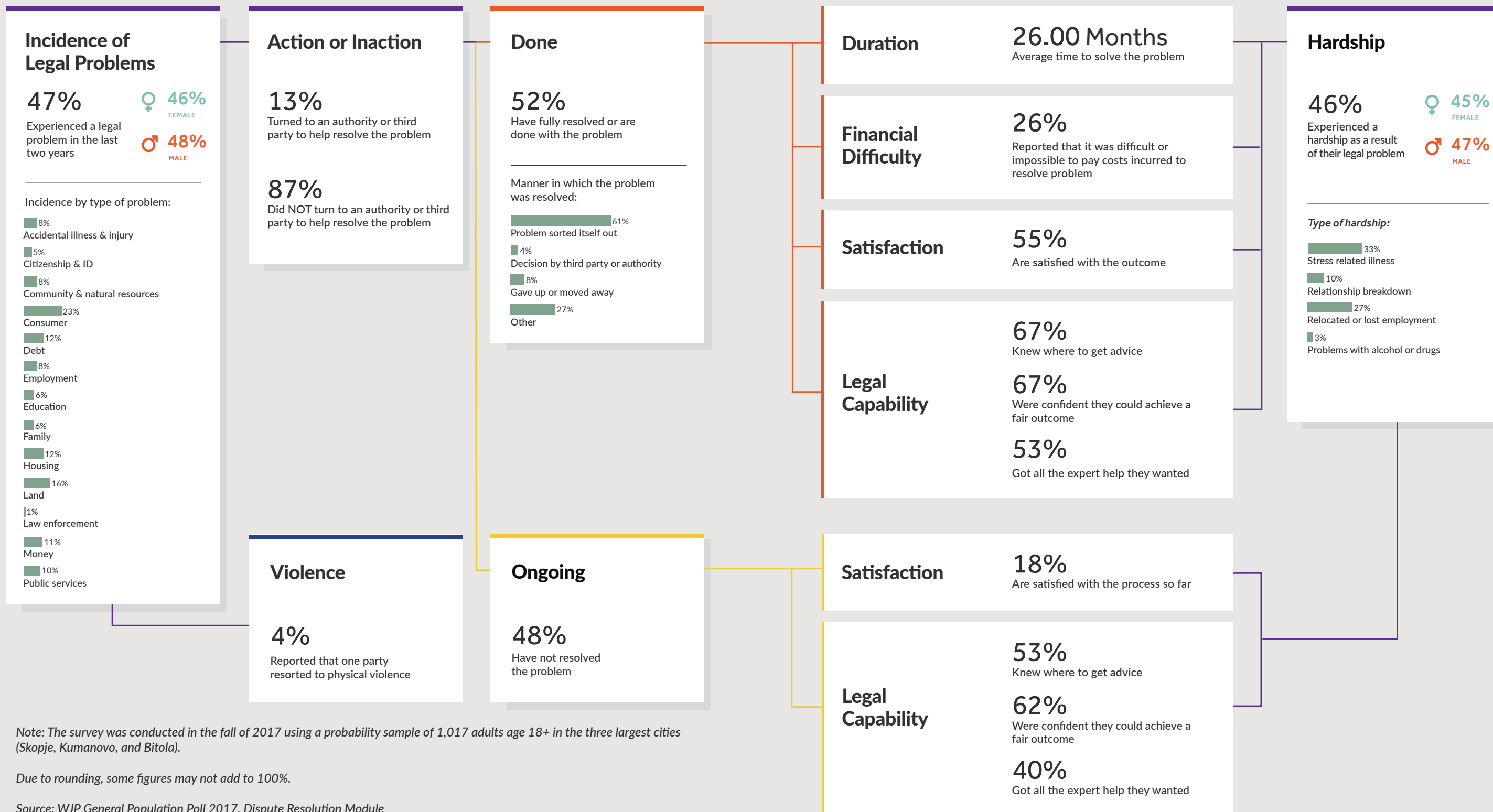


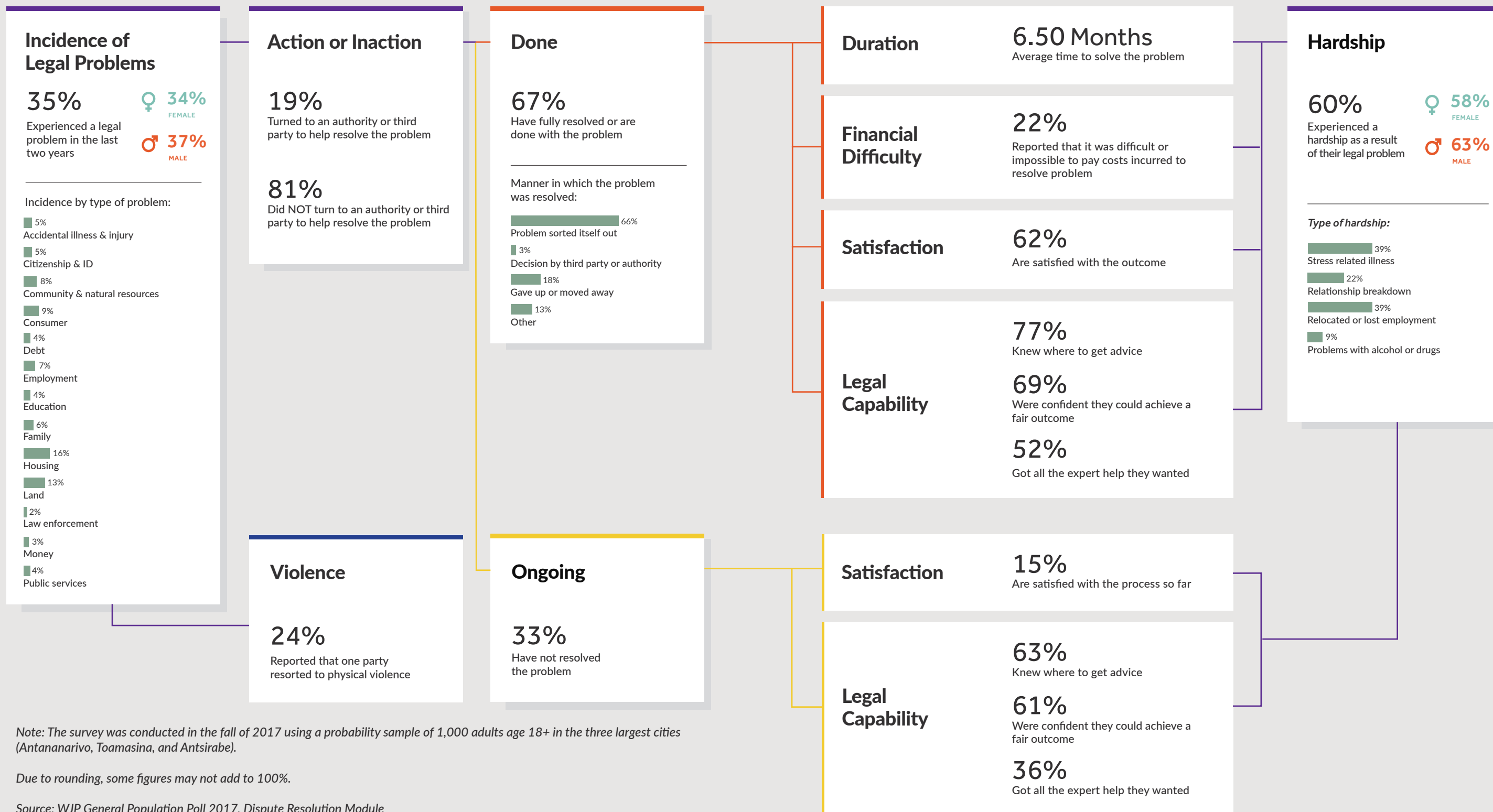


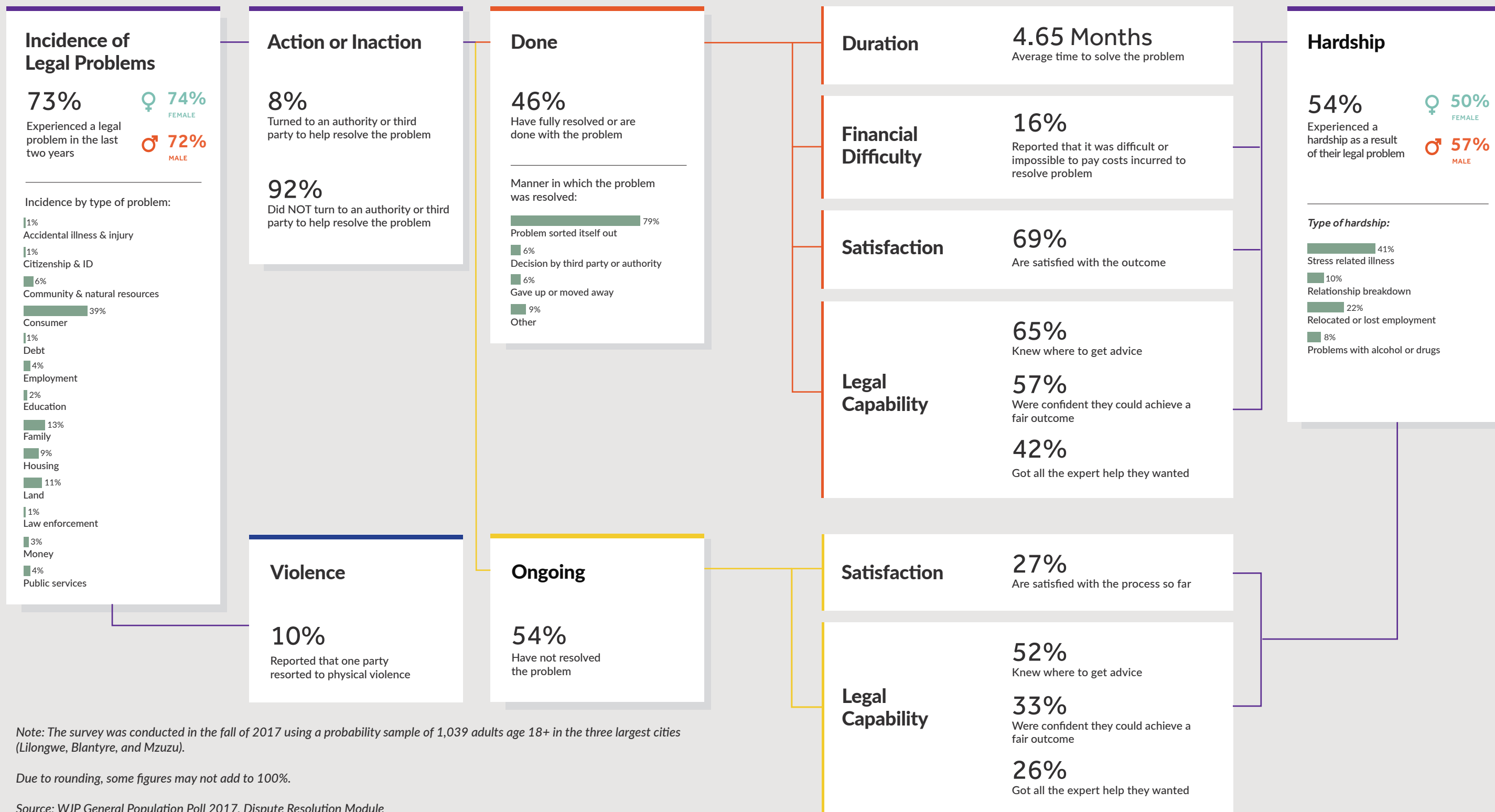


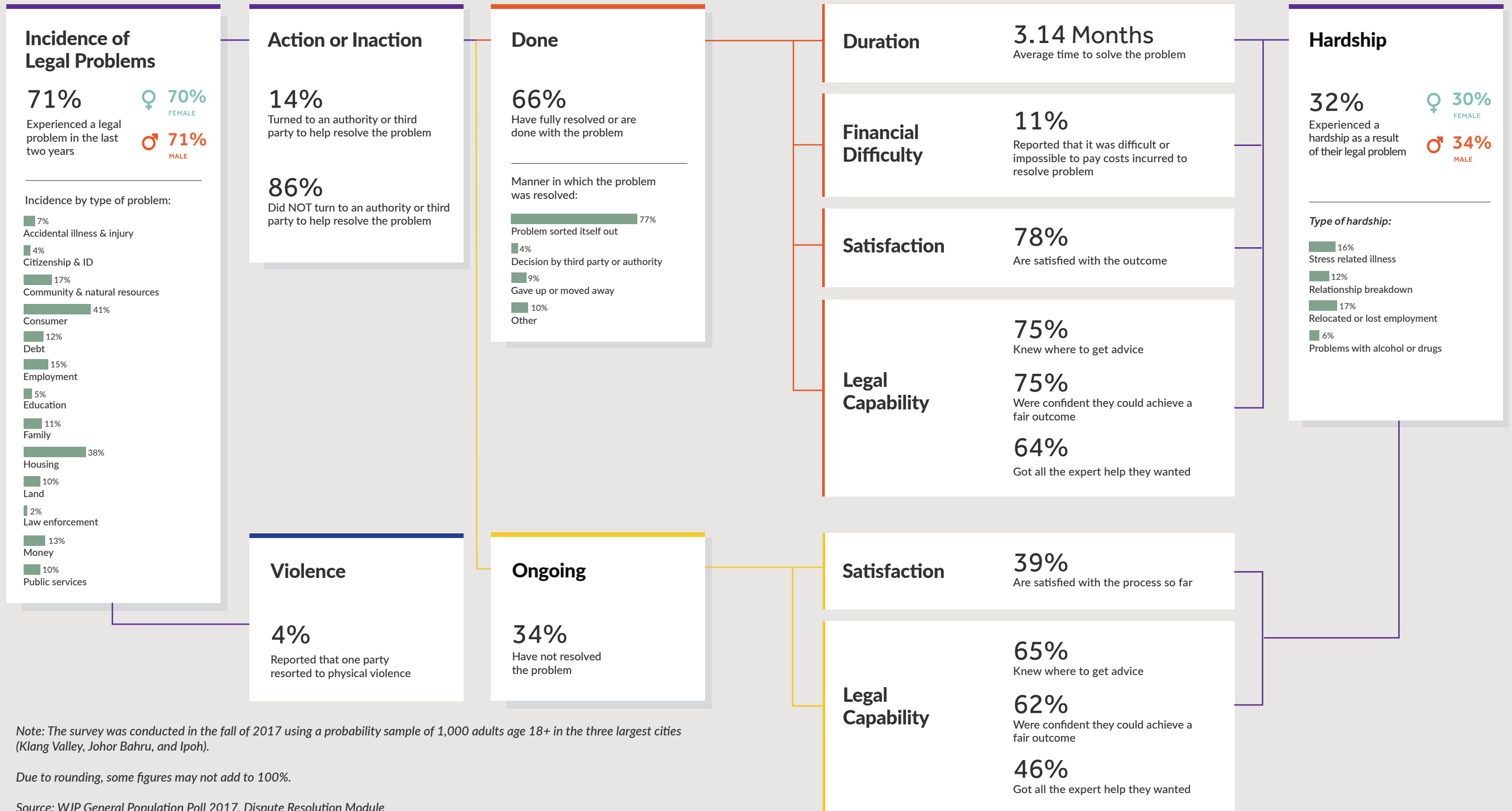


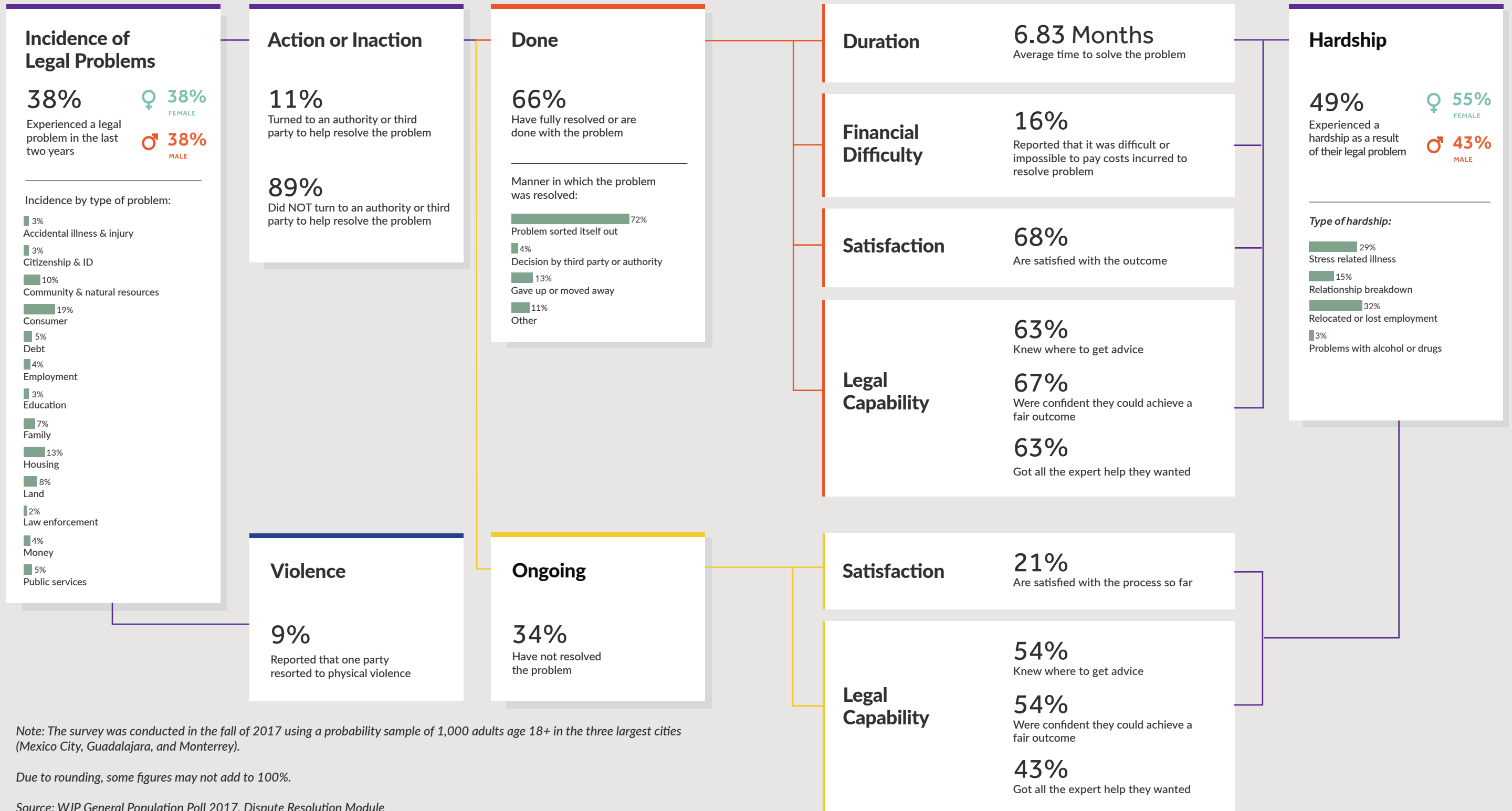














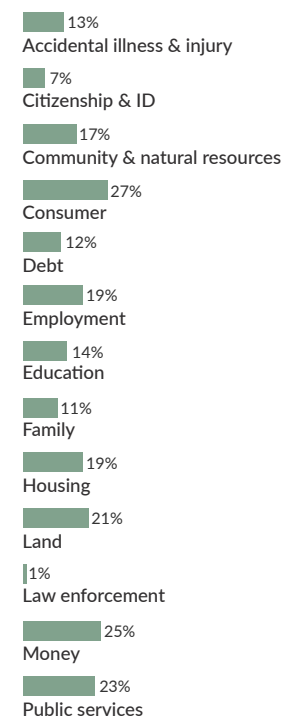
# Mongolia

## Incidence of Legal Problems

**64%**  
Experienced a legal problem in the last two years

♀ **64%** FEMALE  
♂ **64%** MALE

### Incidence by type of problem:



## Action or Inaction

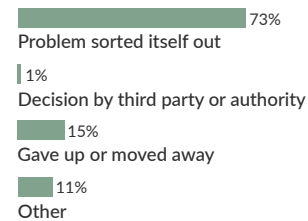
**4%**  
Turned to an authority or third party to help resolve the problem

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

## Done

**62%**  
Have fully resolved or are done with the problem

### Manner in which the problem was resolved:



## Duration

**4.45 Months**  
Average time to solve the problem

## Financial Difficulty

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

## Satisfaction

**71%**  
Are satisfied with the outcome

## Legal Capability

**66%**  
Knew where to get advice

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

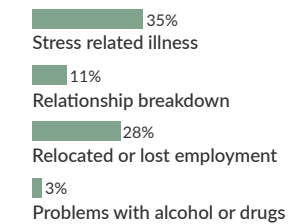
**60%**  
Got all the expert help they wanted

## Hardship

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

♀ **50%** FEMALE  
♂ **44%** MALE

### Type of hardship:



## Violence

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

## Ongoing

**38%**  
Have not resolved the problem

## Satisfaction

**15%**  
Are satisfied with the process so far

## Legal Capability

**46%**  
Knew where to get advice

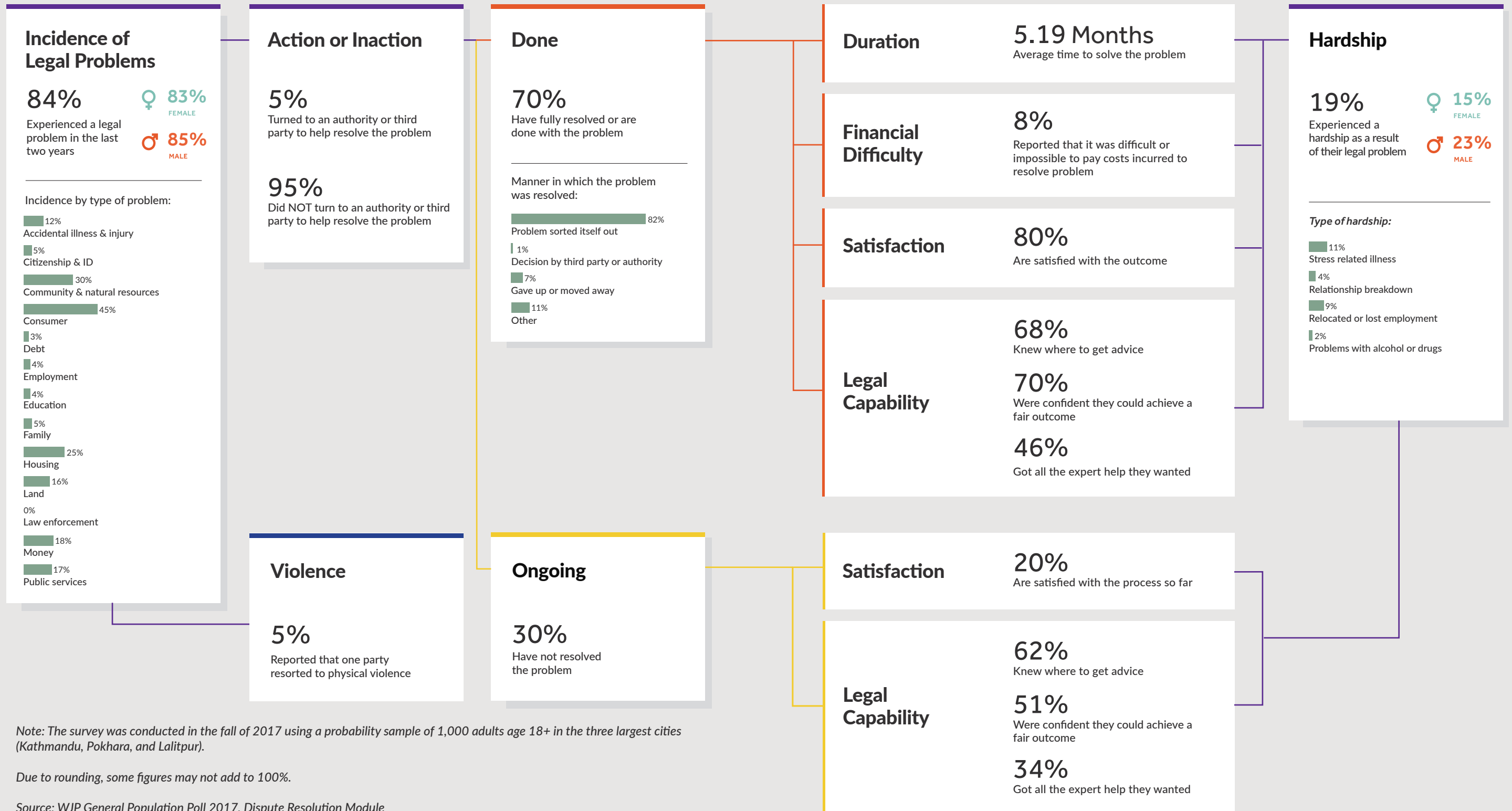
**45%**  
Were confident they could achieve a fair outcome

**29%**  
Got all the expert help they wanted

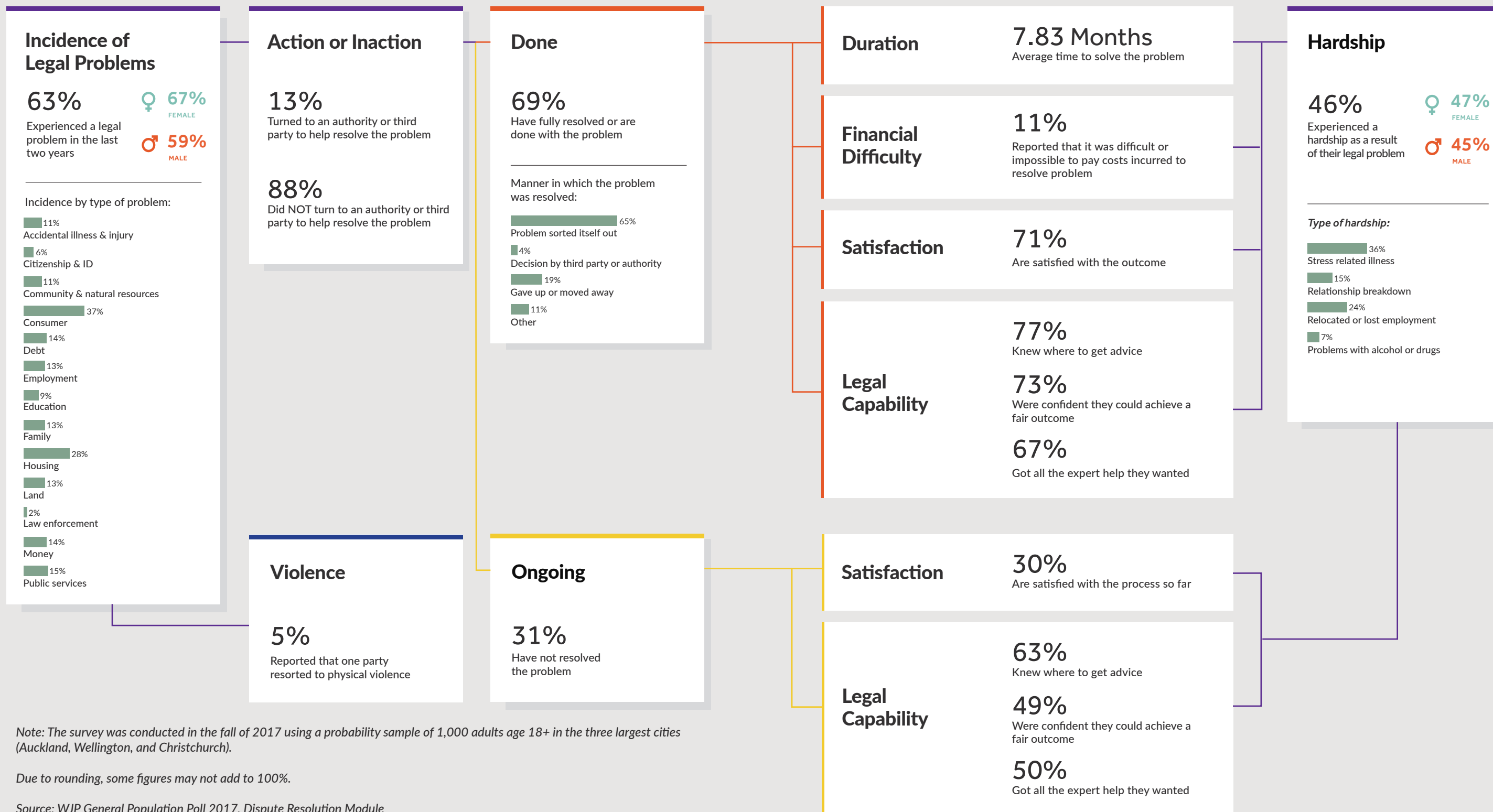
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 adults age 18+ in the three largest cities (Ulaanbaatar, Erdenet, and Darkhan).

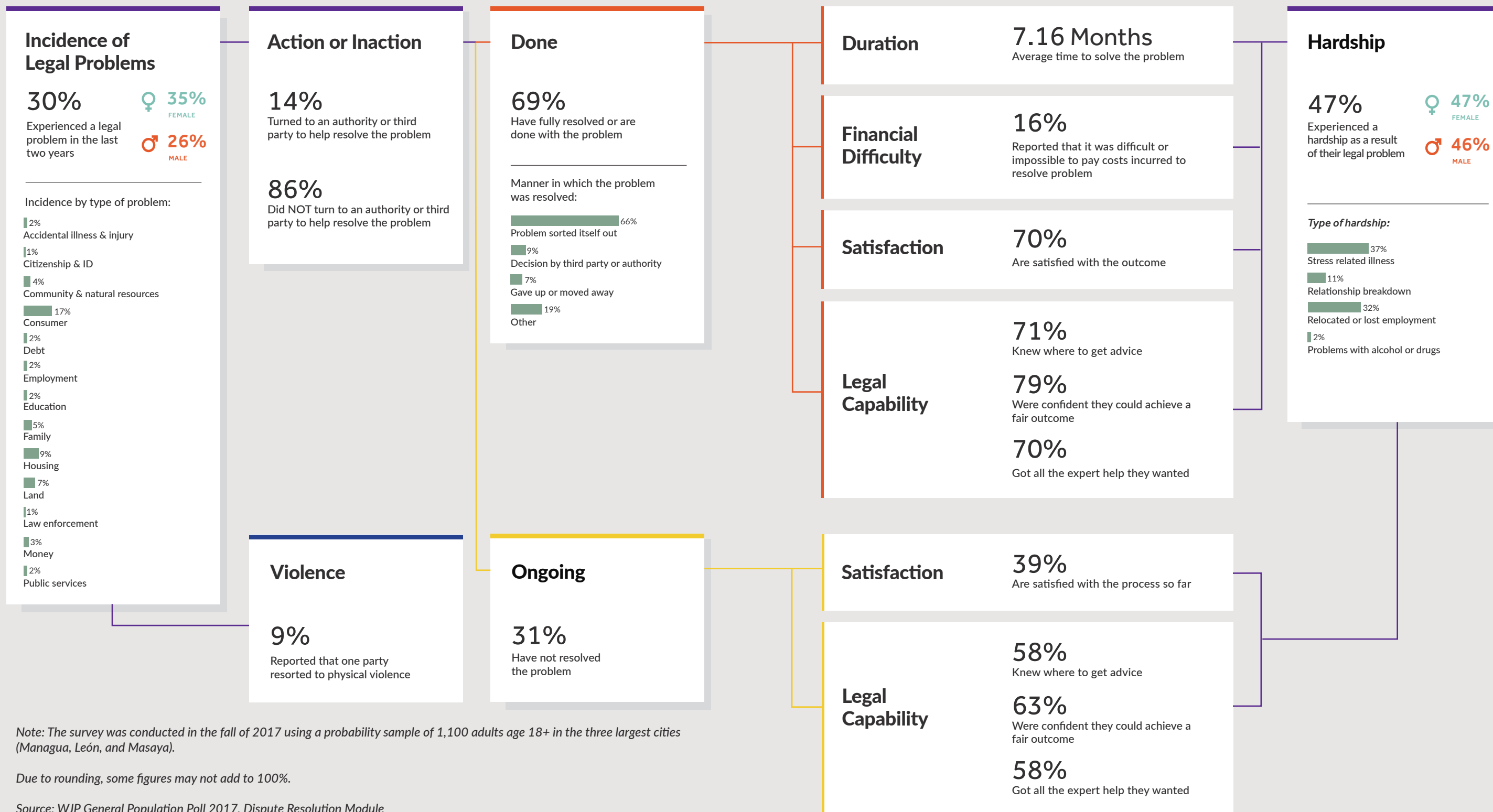
Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module









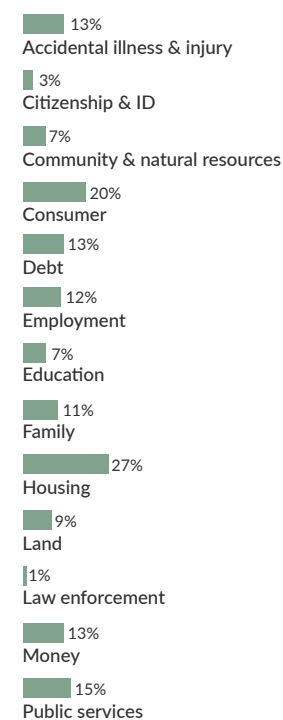
## Incidence of Legal Problems

**57%**  
Experienced a legal problem in the last two years

♀ **52%**  
FEMALE

♂ **63%**  
MALE

### Incidence by type of problem:



## Action or Inaction

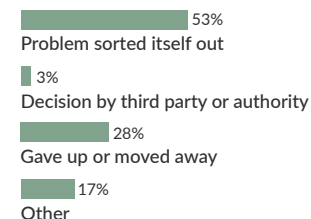
**8%**  
Turned to an authority or third party to help resolve the problem

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

## Done

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

### Manner in which the problem was resolved:



## 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

## Legal Capability

**64%**  
Knew where to get advice

**66%**  
Were confident they could achieve a fair outcome

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

## Hardship

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

♀ **34%**  
FEMALE

♂ **48%**  
MALE

### Type of hardship:



## Violence

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

## Ongoing

**35%**  
Have not resolved the problem

## Satisfaction

**32%**  
Are satisfied with the process so far

## Legal Capability

**53%**  
Knew where to get advice

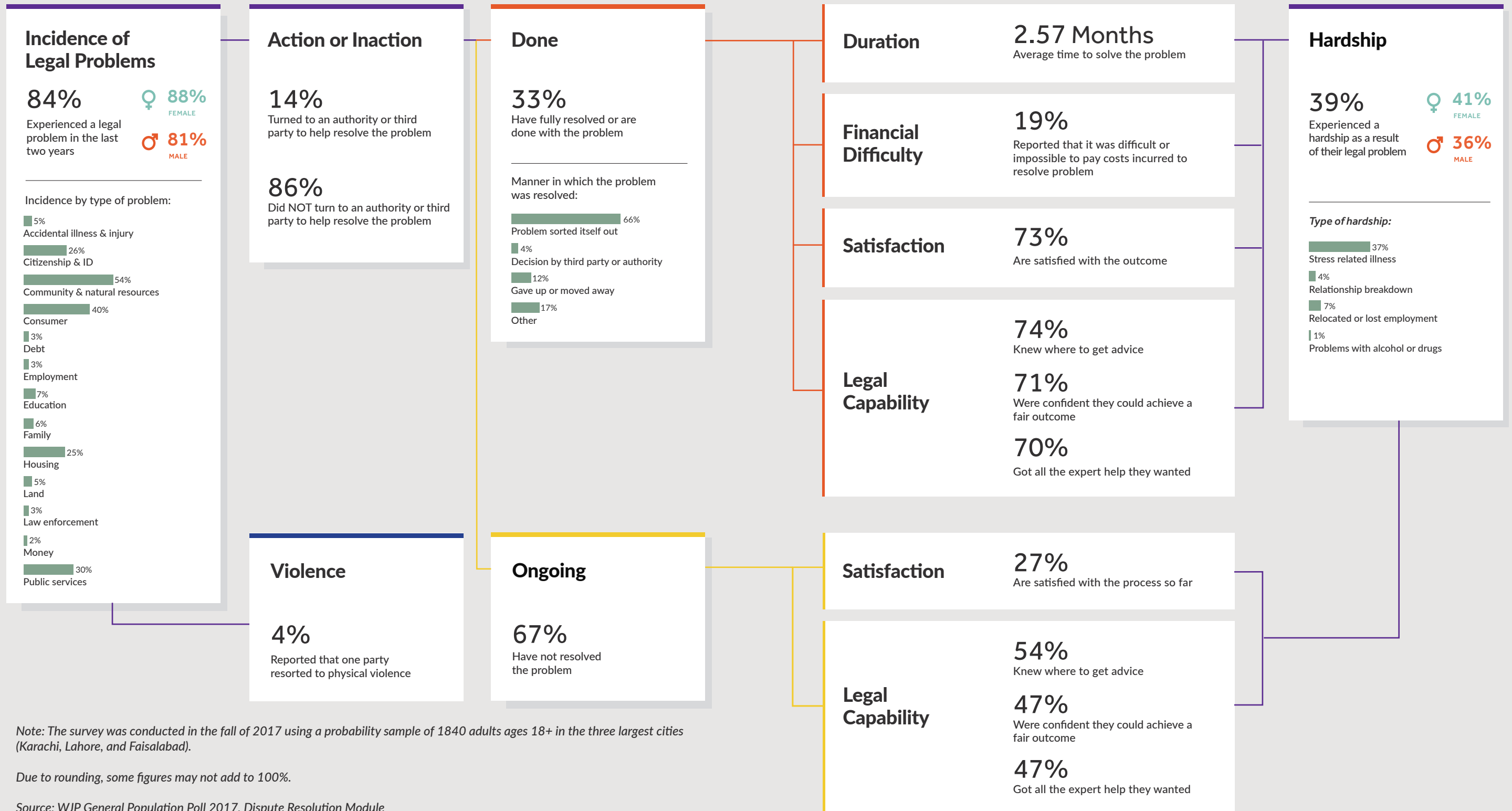
**61%**  
Were confident they could achieve a fair outcome

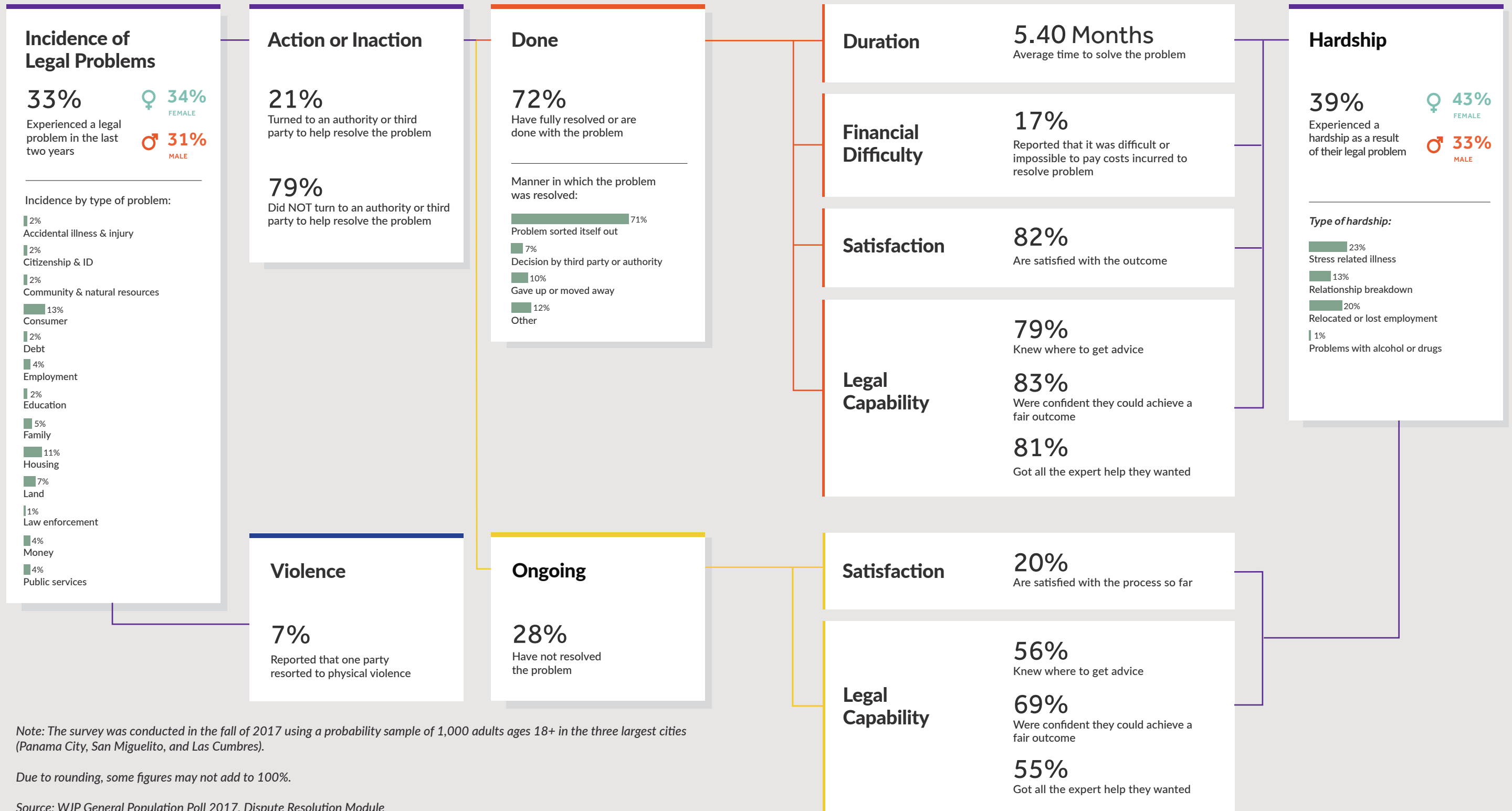
**42%**  
Got all the expert help they wanted

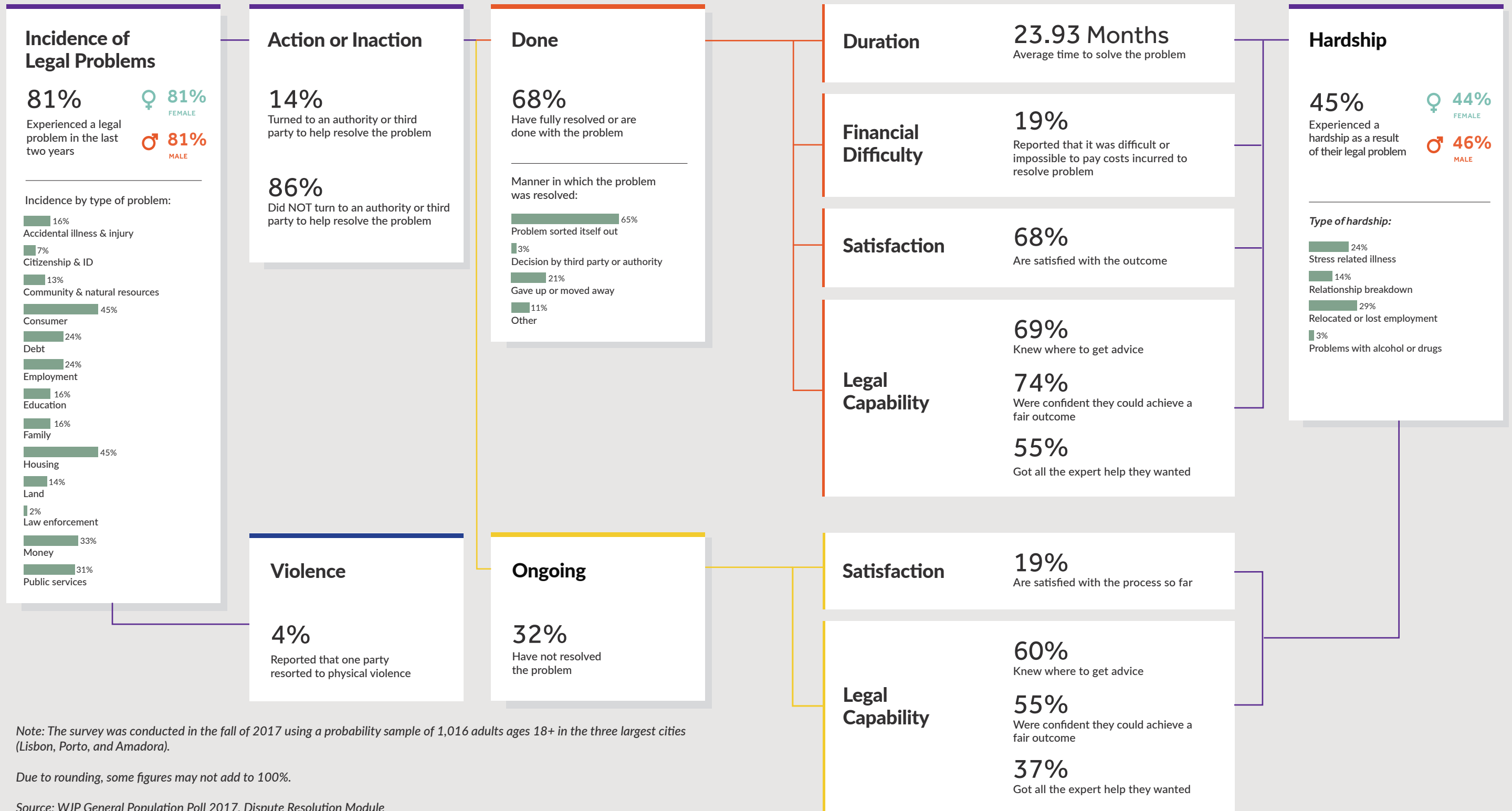
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,007 adults ages 18+ in the three largest cities (Oslo, Bergen, and Trondheim).

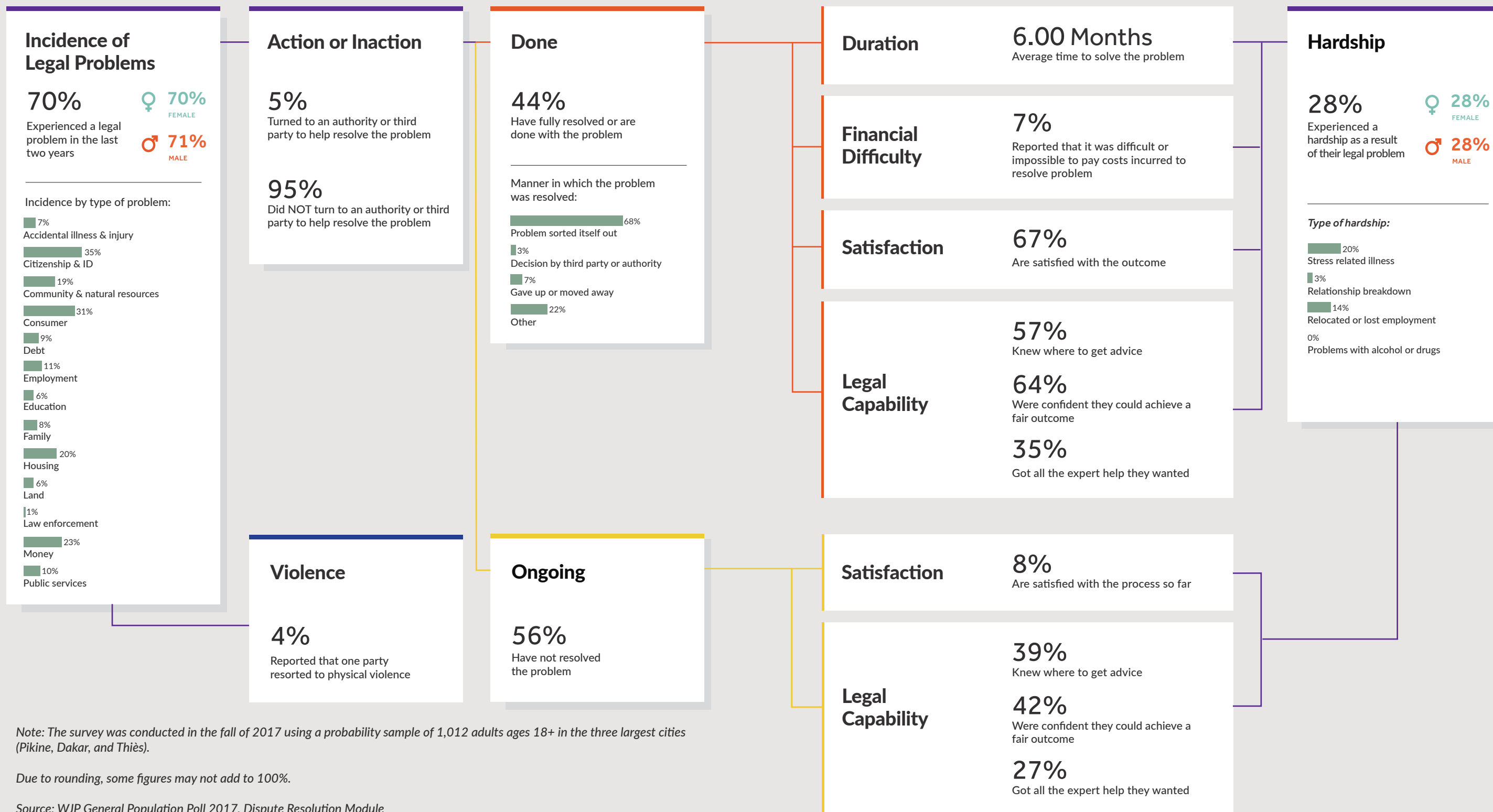
Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module





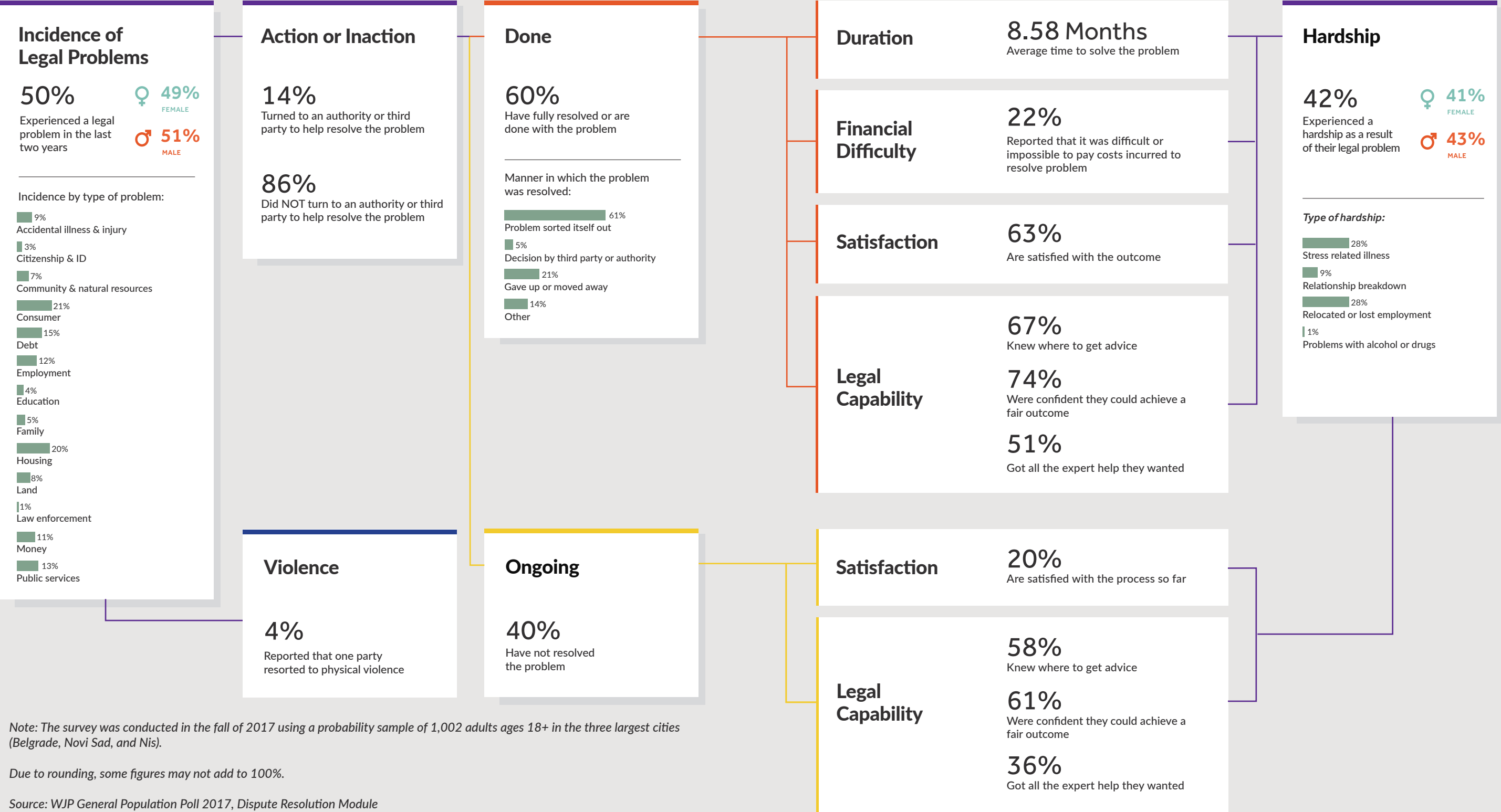


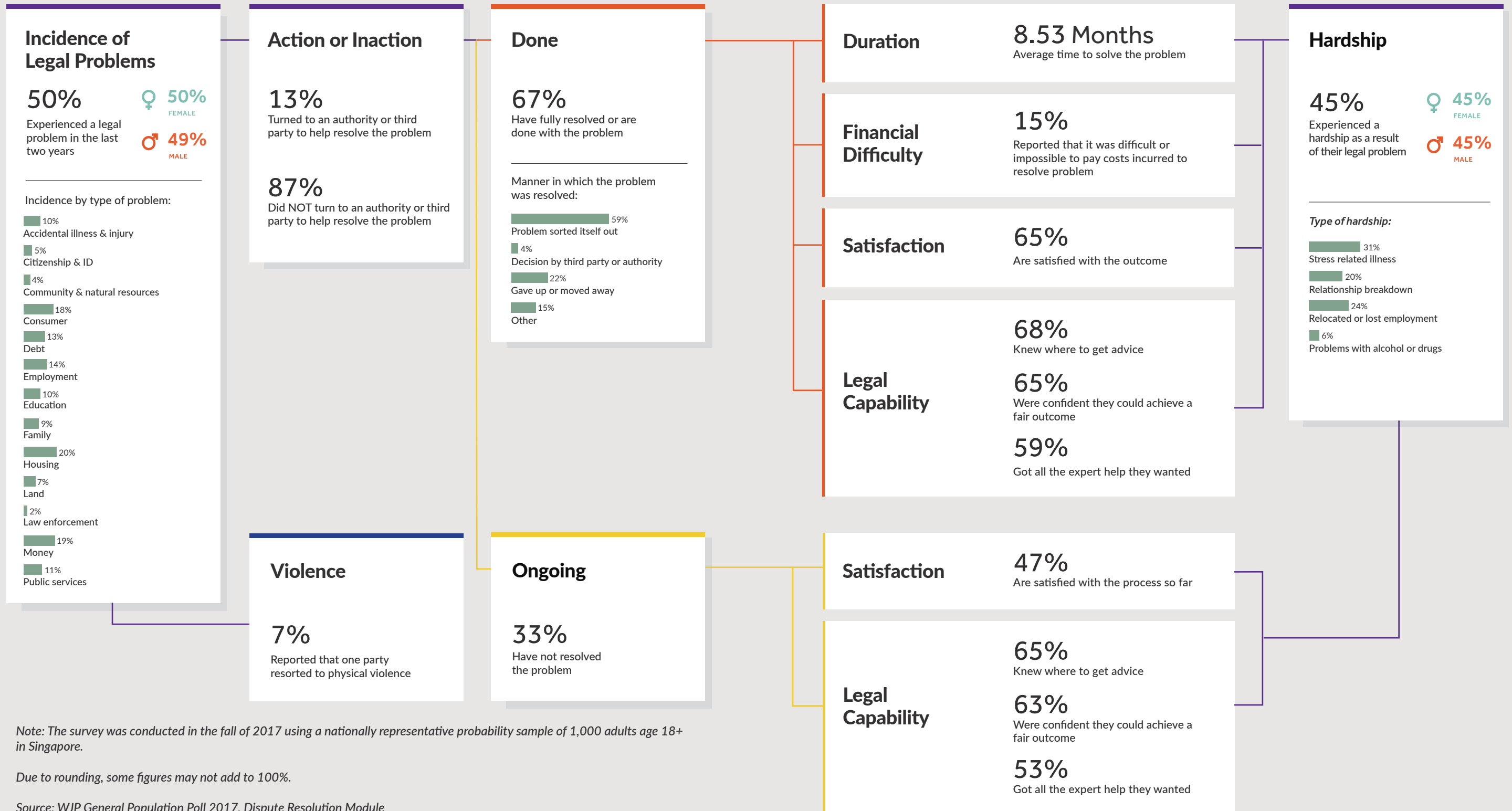


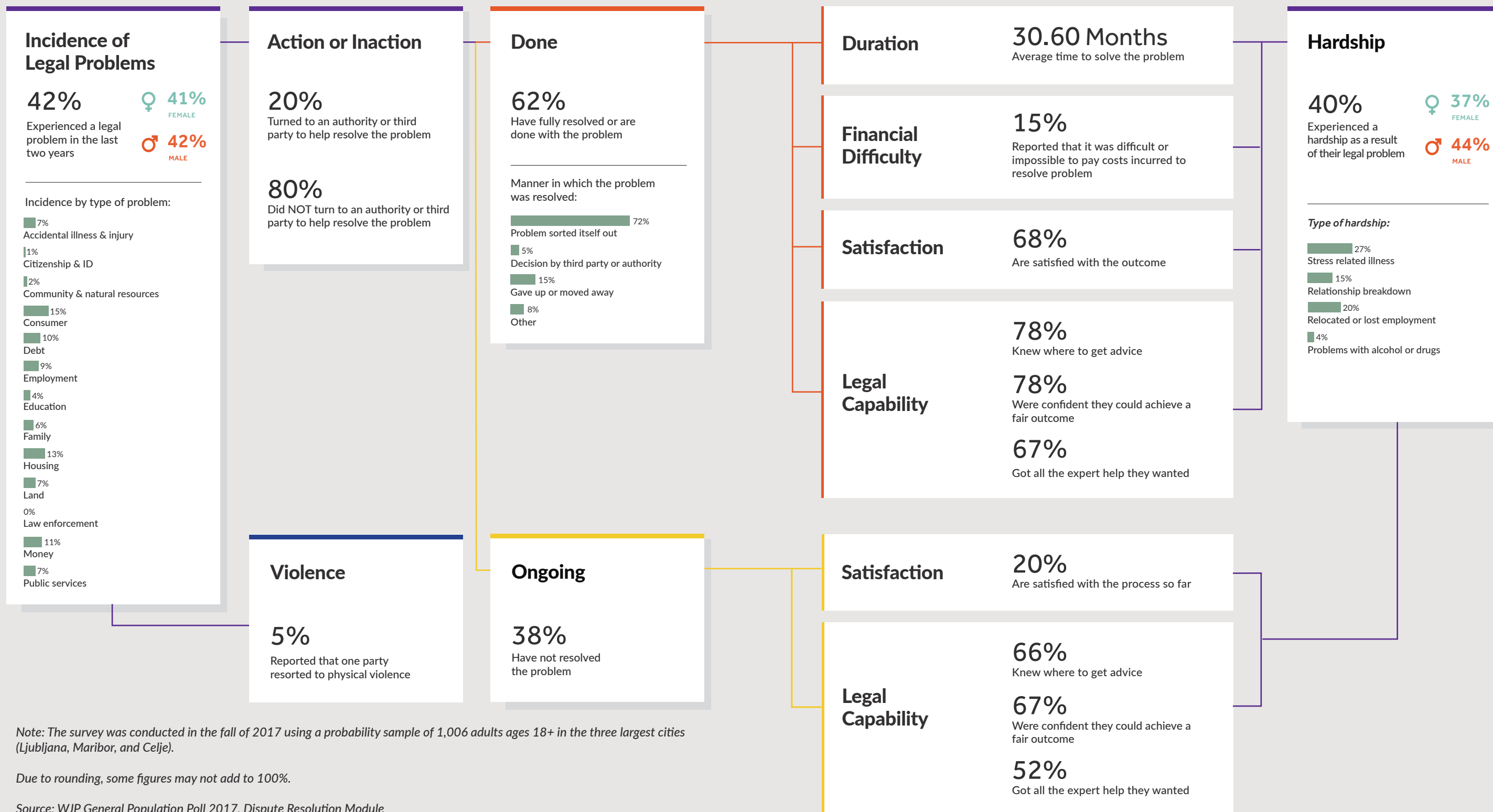


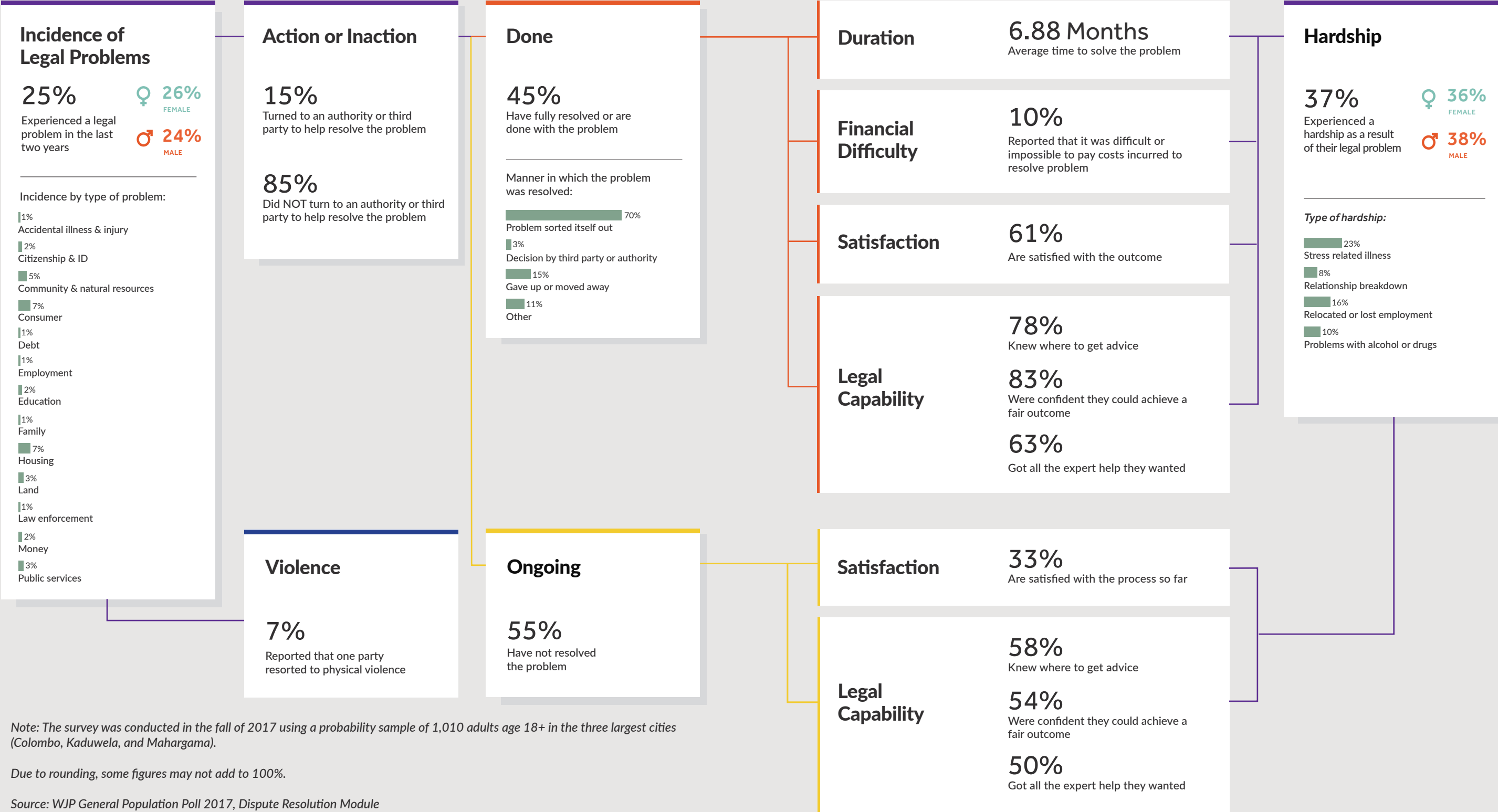


# Serbia









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

Legal Capability

78%

Knew where to get advice

83%

Were confident they could achieve a fair outcome

63%

Got all the expert help they wanted

Satisfaction

33%

Are satisfied with the process so far

Legal Capability

58%

Knew where to get advice

54%

Were confident they could achieve a fair outcome

50%

Got all the expert help they wanted

Hardship

37%

Experienced a hardship as a result of their legal problem

♀ 36%

FEMALE

♂ 38%

MALE

Type of hardship:

23%

Stress related illness

8%

Relationship breakdown

16%

Relocated or lost employment

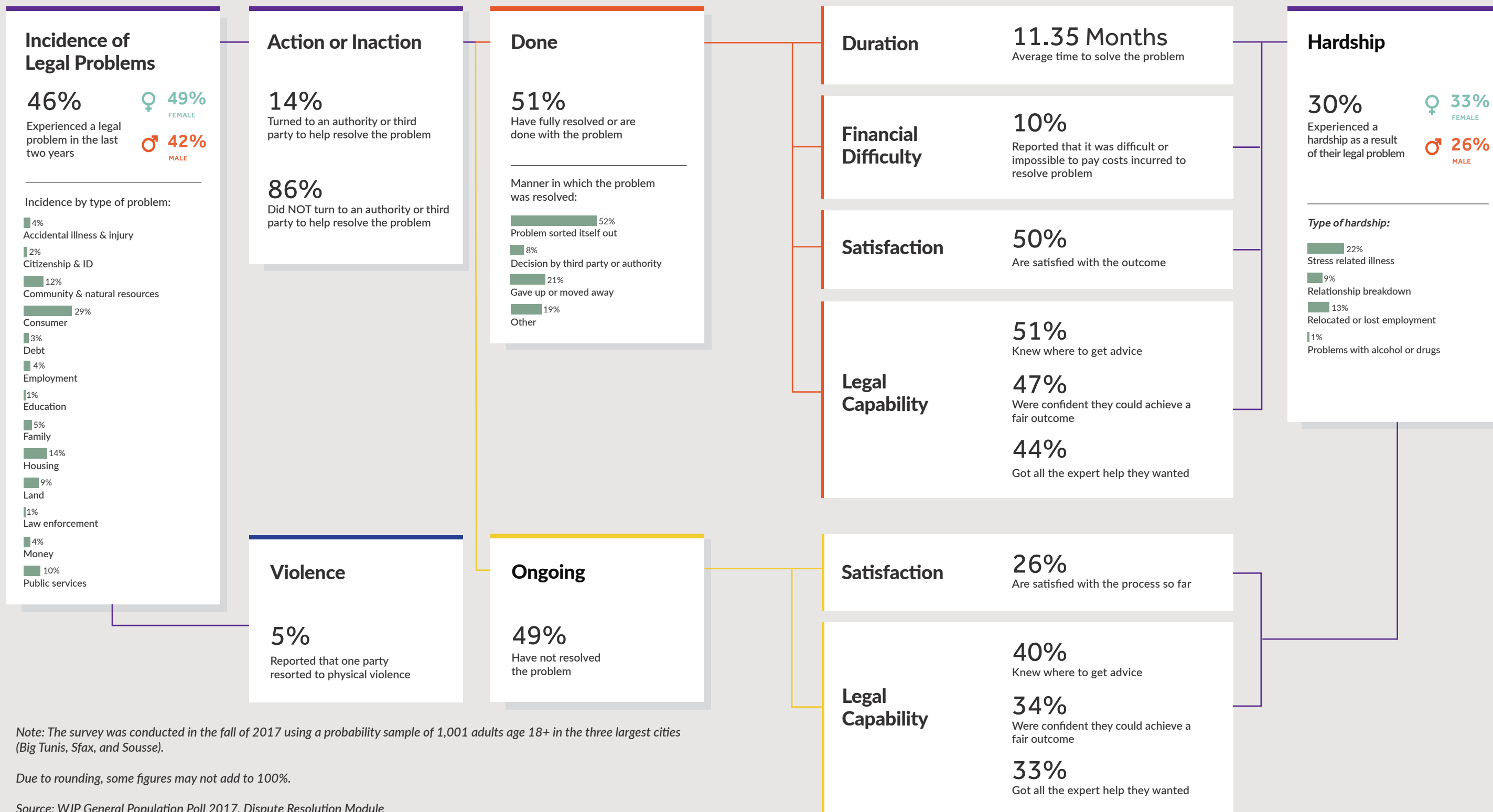
10%

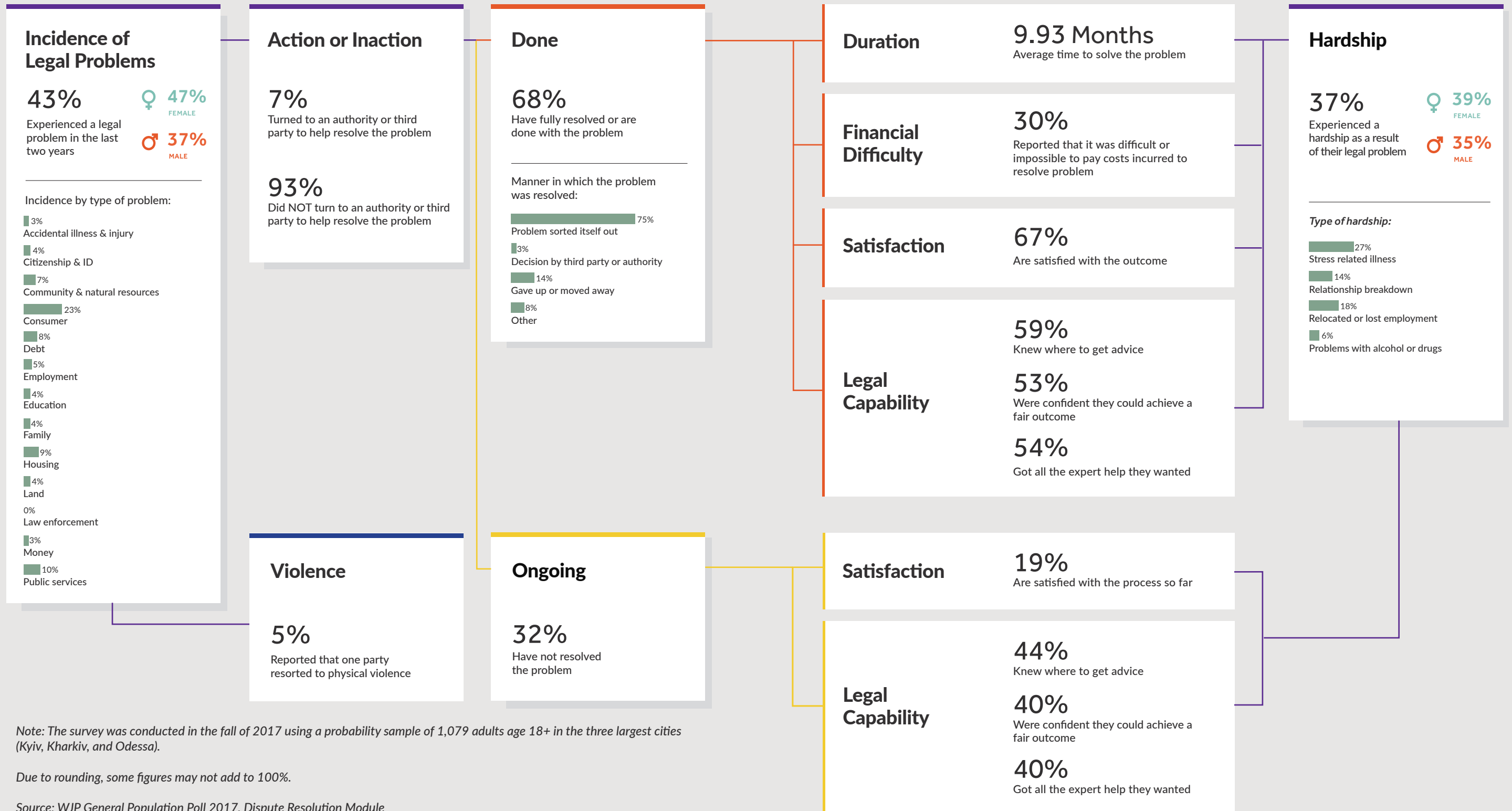
Problems with alcohol or drugs

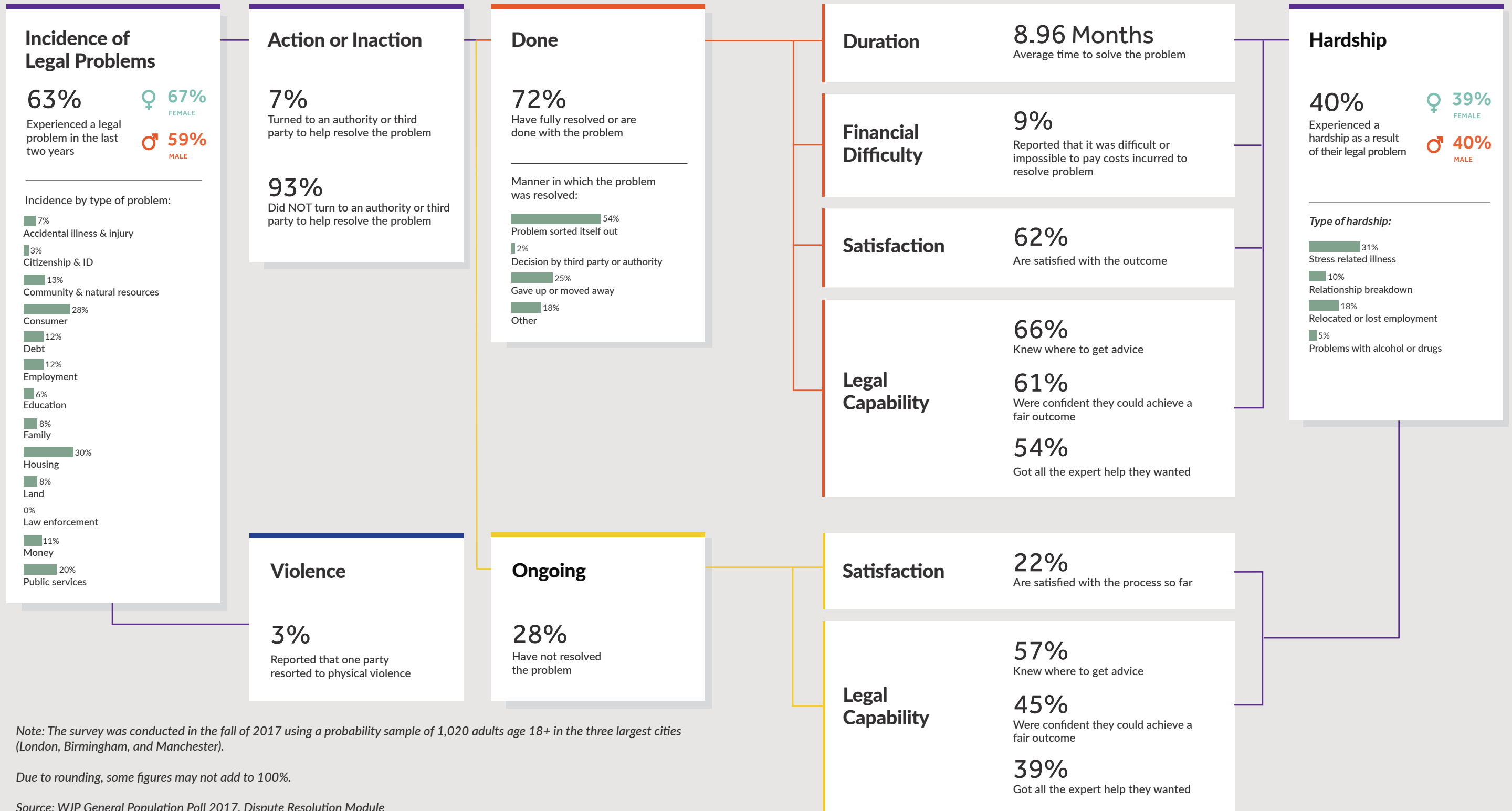
Note: The survey was conducted in the fall of 2017 using a probability sample of 1,010 adults age 18+ in the three largest cities (Colombo, Kaduwela, and Mahargama).

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

Source: WJP General Population Poll 2017, Dispute Resolution Module



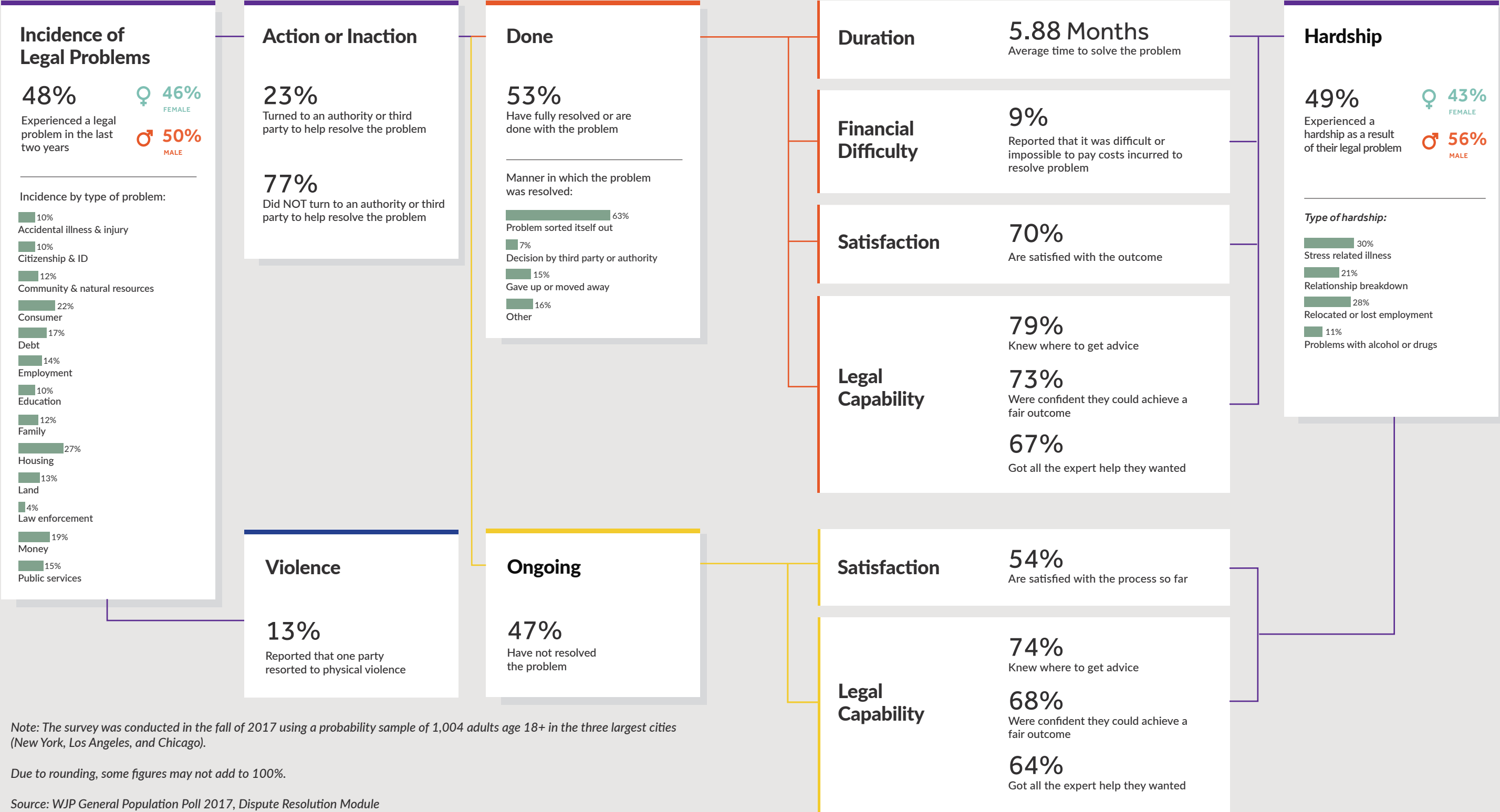








# United States



### 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

### Violence

13%

Reported that one party resorted to physical violence

### Done

53%

Have fully resolved or are done with the problem

Manner in which the problem was resolved:

63%

Problem sorted itself out

7%

Decision by third party or authority

15%

Gave up or moved away

16%

Other

### Ongoing

47%

Have not resolved 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

79%

Knew where to get advice

73%

Were confident they could achieve a fair outcome

67%

Got all the expert help they wanted

### Satisfaction

54%

Are satisfied with the process so far

### Legal Capability

74%

Knew where to get advice

68%

Were confident they could achieve a fair outcome

64%

Got all the expert help they wanted

### Hardship

49%

Experienced a hardship as a result of their legal problem

♀ 43%

FEMALE

♂ 56%

MALE

Type of hardship:

30%

Stress related illness

21%

Relationship breakdown

28%

Relocated or lost employment

11%

Problems with alcohol or drugs

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

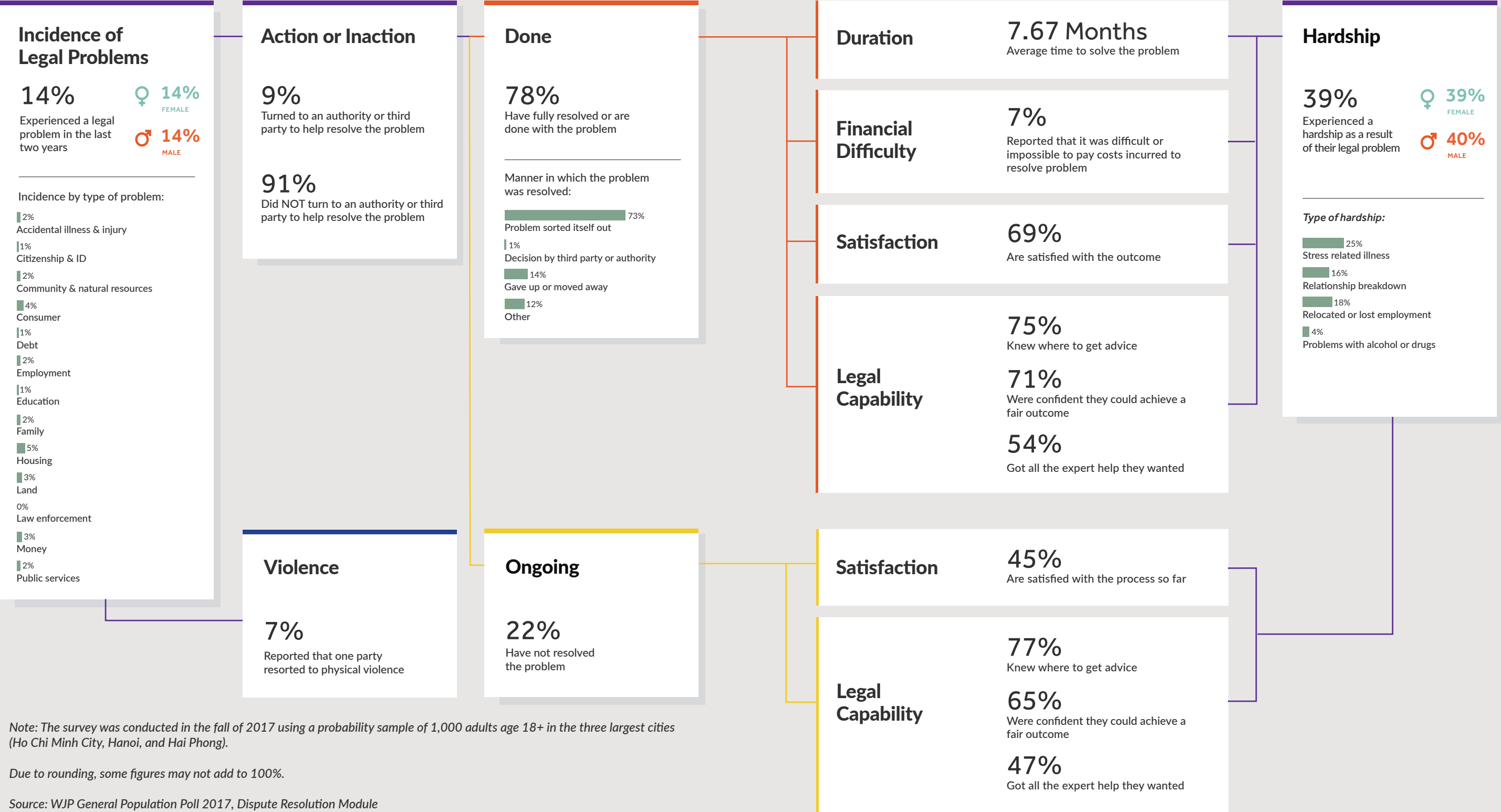
Due to rounding, some figures may not add to 100%.

Source: WJP General Population Poll 2017, Dispute Resolution Module

II: Country Profiles 53



# Vietnam





section

III

# Project Design

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# General Population Poll Methodology

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

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

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

## Data Validation

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

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

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

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

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

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

## Strengths and Limitations

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

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

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

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

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



## City Coverage and Polling Methodology

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

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

section

IV

# Appendix

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# 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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# About the World Justice Project

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