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
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.”1 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,2 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 system3 despite legal needs studies showing that a majority of people’s legal issues are civil rather than criminal problems.4

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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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.

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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®.5 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 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</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>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

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: 15%
- Give 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

Manner in which the problem was resolved:

- Experienced a hardship as a result of their legal problem: 42%
- Type of hardship:
  - Stress related illness: 41%
  - Relationship breakdown: 26%
  - Relocated or lost employment: 19%
  - Problems with alcohol or drugs: 5%

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
  - 76% Male
  - 75% Female

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Incidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer</td>
<td>54%</td>
</tr>
<tr>
<td>Debt</td>
<td>54%</td>
</tr>
<tr>
<td>Employment</td>
<td>31%</td>
</tr>
<tr>
<td>Education</td>
<td>16%</td>
</tr>
<tr>
<td>Family</td>
<td>15%</td>
</tr>
<tr>
<td>Housing</td>
<td>12%</td>
</tr>
<tr>
<td>Land</td>
<td>2%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>1%</td>
</tr>
<tr>
<td>Money</td>
<td>12%</td>
</tr>
<tr>
<td>Public services</td>
<td>31%</td>
</tr>
</tbody>
</table>

#### 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%** Had fully resolved or are done with the problem
  - **42%** Problem sorted itself out
  - **1%** Decision by third party or authority
  - **50%** Gave up or moved away
  - **3%** Other

#### 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%** Satisfied with the outcome
- **69%** Satisfied with the process so far

#### Legal Capability

- **63%** Confident they could achieve a fair outcome
- **54%** Got all the expert help they wanted

#### Violence

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

#### Ongoing

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

#### Hardship

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

<table>
<thead>
<tr>
<th>Type of Hardship</th>
<th>Incidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress related illness</td>
<td>36%</td>
</tr>
<tr>
<td>Relationship breakdown</td>
<td>36%</td>
</tr>
<tr>
<td>Relocated or lost employment</td>
<td>2%</td>
</tr>
<tr>
<td>Problems with alcohol or drugs</td>
<td>4%</td>
</tr>
</tbody>
</table>

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
Bosnia & Herzegovina

Incidence of Legal Problems

31% Experienced a legal problem in the last two years

- 29% Male
- 32% Female

Incidence by type of problem:
- 4% Accidental illness & injury
- 3% Citizenship & ID
- 3% Community & natural resources
- 20% Consumer
- 14% Debt
- 8% Employment
- 8% Education
- 8% Family
- 12% Housing
- 8% 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
- 27% 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

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

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

World Justice Project
Global Insights on Access to Justice
## 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
- 20% Debt
- 3% Education
- 10% Family
- 20% Housing
- 2% Land
- 1% Law enforcement
- 5% Money
- 2% 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

Manner in which the problem was resolved:
- 70% Problem sorted itself out
- 4% Decision by third party or authority
- 30% Gave up or moved away
- 1% Other

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

### 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

- **60%** Know where to get advice
- **68%** Were confident they could achieve a fair outcome
- **54%** Got all the expert help they wanted

- **78%** Knew where to get advice
- **52%** Got all the expert help they wanted
- **68%** Were confident they could achieve a fair outcome

### Hardship
- **28%** Experienced a hardship as a result of their legal problem
- **32%** Male

Type of hardship:
- 20% Stress related illness
- 7% Relationship breakdown
- 12% Relocated or lost employment
- 2% 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 1,049 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

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**World Justice Project**

**Global Insights on Access to Justice**

**II: Country Profiles**
Burkina Faso

Incidence of Legal Problems

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

Incidence by type of problem:
- 10% Consumer
- 9% Civil
- 14% Employment
- 16% Education
- 10% Family
- 7% Housing
- 11% Land
- 3% Law enforcement
- 3% 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
- 1% Decision by third party or authority
- 7% Gave up or moved away
- 4% Other

Done

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

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

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

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

Incidence by type of problem:
- 7% Accidental illness & injury
- 7% Citizenship & ID
- 6% Community & Natural Resources
- 6% Consumer
- 6% Child
- 6% Employment
- 6% Education
- 5% Family
- 5% Housing
- 6% Land
- 3% Law enforcement
- 1% Money
- 7% 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

Manner in which the problem was resolved:
- 55% Problem sorted itself out
- 15% Decision by third party or authority
- 12% Gave up or moved away
- 6% Other

Ongoing
36% Have not resolved the problem

Violence
8% Reported that one party resorted to physical violence

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

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

73%
Knew where to get advice

63%
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

44% Experienced a legal problem in the last two years

Incidence by type of problem:

- 15% Accidental illness & injury
- 15% Citizenship & ID
- 6% Community & natural resources
- 6% Consumer
- 4% Debt
- 4% Employment
- 4% Education
- 4% Family
- 4% Housing
- 4% Land
- 4% Law enforcement
- 4% Money
- 7% 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

79% Have fully resolved or are done with the problem

Manner in which the problem was resolved:

- 80% Problem sorted itself out
- 4% Decision by third party or authority
- 7% Gave up or moved away
- 7% Other

Ongoing

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

Legal Capability

76%

Were confident they could achieve a fair outcome

69%

Got all the expert help they wanted

Failure

21%

Experienced a hardship as a result of their legal problem

Type of hardship:

- 15% Stress related illness
- 7% Relationship breakdown
- 4% Relocated or lost employment
- 1% Problems with alcohol or drugs

Violence

6% Reported that one party resorted to physical violence

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
Incidence of Legal Problems

42% Experienced a legal problem in the last two years

- 39% Female
- 45% Male

Incidence by type of problem:
- 1% Accidental illness & injury
- 9% Citizenship & ID
- 6% Community & natural resources
- 23% Consumer
- 2% Debt
- 2% Employment
- 1% Education
- 2% Family
- 4% Housing
- 4% Land
- 0% Law enforcement
- 6% Money
- 7% Public services

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
38% Have not resolved the problem

Manner in which the problem was resolved:
- 76% Problem sorted itself out
- 4% 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
60%
Got all the expert help they wanted

Legal Capability

71%
Were confident they could achieve a fair outcome

Manner in which the problem was resolved:
- 40%
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 1,011 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

Cote d’Ivoire

World Justice Project
Global Insights on Access to Justice
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

Manner in which the problem was resolved:
- Problem sorted itself out: 56%
- Decision by third party or authority: 18%
- Gave up or moved away: 12%
- Other: 13%

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

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

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% Know where to get advice
70% 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

Type of hardship:
- 26% Stress related illness
- 24% Relationship breakdown
- 27% Relocated or lost employment
- 8% Problems with alcohol or drugs

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

- **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

Incidence by type of problem:
- **12%** Accidental illness & injury
- **6%** Citizenship & ID
- **10%** Community & natural resources
- **14%** Consumer
- **7%** Debt
- **12%** Employment
- **6%** Education
- **7%** Family
- **20%** Housing
- **4%** Land
- **11%** Law enforcement
- **11%** Money
- **11%** Public services

Action or Inaction

- **2%** Reported that one party resorted to physical violence

Done

- **61%** Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- **44%** Problem sorted itself out
- **2%** Decision by third party or authority
- **15%** Gave up or moved away
- **17%** Other

Ongoing

- **39%** Have not resolved the problem

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

Legal Capability

- **75%** Were confident they could achieve a fair outcome
- **56%** Got all the expert help they wanted

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:
- Consumer: 17%
- Child: 14%
- Employment: 16%
- Education: 6%
- Family: 11%
- Housing: 61%
- Land: 11%
- Law enforcement: 36%
- Money: 17%
- Public services: 22%

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

#### Manner in which the problem was resolved:
- Problem sorted itself out: 42%
- Decision by third party or authority: 15%
- Gave up or moved away: 12%
- Other: 12%

### Ongoing
- **5%** Reported that one party resorted to physical violence
- **33%** Have not resolved the problem

### 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
- **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
- **63%** Got all the expert help they wanted

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

#### Type of hardship:
- Stress related illness: 16%
- Relationship breakdown: 27%
- 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 1,010 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

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

Manner in which the problem was resolved:

- 72% Problem sorted itself out
- 19% Decision by third party or authority
- 4% Gave up or moved away
- 3% 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

Legal Capability

- 39% Were confident they could achieve a fair outcome
- 36% Got all the expert help they wanted

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
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

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

Manner in which the problem was resolved:
- Problem sorted itself out: 57%
- Decision by third party or authority: 11%
- Gave up or moved away: 22%
- Other: 11%

Ongoing

5% Reported that one party resorted to physical violence

32% Have not resolved the problem

Violence

69% Experienced a legal problem in the last two years

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

Manner in which the problem was resolved:
- Decision by third party or authority: 23%
- Gave up or moved away: 14%
- Other: 52%

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: 10%
- Problems with alcohol or drugs: 10%

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%.

Incidence of Legal Problems

33% Experienced a legal problem in the last two years

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:

Problem sorted itself out: 60%
Decision by third party or authority: 12%
Gave up or moved away: 3%
Other: 7%

Violence

4% Reported that one party resorted to physical violence

Ongoing

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

Got all the expert help they wanted: 63%

Satisfaction

15% Are satisfied with the process so far

Legal Capability

50% Were confident they could achieve a fair outcome

Got all the expert help they wanted: 44%

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
- Gender: Male 89%, Female 88%

Incidence by type of problem:
- Consumer: 11%
- Debt: 4%
- Citizenship & ID: 14%
- Community & natural resources: 16%
- Employment: 12%
- Education: 12%
- Family: 20%
- Housing: 14%
- Land: 2%
- Law enforcement: 7%
- Money: 26%
- Public services: 44%

Action or Inaction

- 21% Turned to an authority or third party to help resolve the problem
- Gender: Male 21%, Female 20%

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
- Gender: Male 51%, Female 50%

Manner in which the problem was resolved:
- Problem sorted itself out: 64%
- Decision by third party or authority: 4%
- Gave up or moved away: 15%
- Other: 20%

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
- Gender: Male 35%, Female 34%

Satisfaction

- 71% Are satisfied with the outcome
- Gender: Male 71%, Female 73%

Legal Capability

- 77% Were confident they could achieve a fair outcome
- Gender: Male 77%, Female 75%

Manner in which the problem was resolved:
- Gay up or moved away: 19%
- Other: 21%

Violence

- 3% Reported that one party resorted to physical violence
- Gender: Male 8%, Female 2%

Ongoing

- 49% Have not resolved the problem
- Gender: Male 49%, Female 47%

Satisfaction

- 27% Are satisfied with the process so far
- Gender: Male 28%, Female 26%

Legal Capability

- 57% Know where to get advice
- Gender: Male 57%, Female 55%

Manner in which the problem was resolved:
- Government help: 23%
- Other: 28%

Hardship

- 54% Experienced a hardship as a result of their legal problem
- Gender: Male 54%, Female 55%

Type of hardship:
- Stress related illness: 20%
- Employment: 41%
- 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 1,015 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
Incidence of Legal Problems

- 18% Experienced a legal problem in the last two years
  - Male: 17%
  - Female: 19%

Incidence by type of problem:
1% Accidental illness & injury
1% Citizenship & ID
1% Community & natural resources
10% Consumer
1% Debt
1% Employment
0% Education
5% Family
4% Housing
3% 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
- 26% Have not resolved the problem

Manner in which the problem was resolved:
- 67% Problem sorted itself out
- 7% Decision by third party or authority
- 9% Gave up or moved away
- 1% Other

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

Manner in which the problem was resolved:
- 45% Experienced a hardship as a result of their legal problem

Type of hardship:
- 26% Stress related illness
- 12% Relationship breakdown
- 11% Relocated or lost employment
- 5% Problems with alcohol or drugs

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

- 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
Incidence of Legal Problems

14% Experienced a legal problem in the last two years

Incidence by type of problem:
- 0% Accidental illness & injury
- 0% Citizenship & ID
- 11% Community & natural resources
- 2% Consumer
- 4% Debt
- 11% Employment
- 0% Education
- 0% Family
- 8% Housing
- 0% Land
- 0% Law enforcement
- 0% Money
- 1% Public services

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
- 3% Gave up or moved away
- 1% Other

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

Satisfaction

50% Are satisfied with the process so far

Legal Capability

83% Know where to get advice

Hardship

6% Experienced a hardship as a result of their legal problem

Type of hardship:
- 4% Stress related illness
- 2% Relationship breakdown
- 2% Relocated or lost employment
- 0% Problems with alcohol or drugs

Violence

1% Reported that one party resorted to physical violence

Ongoing

4% Have not resolved the problem

Hong Kong SAR, China

World Justice Project
Global Insights on Access to Justice

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 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

Incidence by type of problem:
- 7% Accidental illness & injury
- 5% Citizenship & ID
- 5% Consumer
- 3% Debt
- 3% Employment
- 3% Education
- 3% Family
- 3% Housing
- 3% Land
- 0% Law enforcement
- 0% Money
- 1% 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

79% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 74% Problem sorted itself out
- 13% Decision by third party or authority
- 13% Gave up or moved away
- 7% Other

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

Got all the expert help they wanted

Manner in which the problem was resolved:

Violence

2%
Reported that one party resorted to physical violence

Ongoing

21%
Have not resolved the problem

Satisfaction

21%
Are satisfied with the process so far

Legal Capability

56%
Were confident they could achieve a fair outcome

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 (Budapest, Debrecen, and Szeged).

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

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

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

Incidence by type of problem:
- 1% Accidental illness & injury
- 8% Citizenship & ID
- 4% Community & natural resources
- 9% Consumer
- 4% Credit
- 2% Debt
- 1% Employment
- 1% Education
- 5% Family
- 7% Housing
- 2% Land
- 0% Law enforcement
- 5% Money
- 3% Public services

Action or Inaction

Done

79% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 12% Problem sorted itself out
- 11% Decision by third party or authority
- 8% Gave up or moved away
- 1% Other

Violence

2% Reported that one party resorted to physical violence

Ongoing

21% Have not resolved the problem

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

Legal Capability

93% Were confident they could achieve a fair outcome

Satisfaction

18% Are satisfied with the process so far

Legal Capability

67% Know where to get advice

Type of hardship:
- 5% Stress related illness
- 2% Relationship breakdown
- 2% Relocated or lost employment
- 0% Problems with alcohol or drugs

Source: WJP General Population Poll 2017, Dispute Resolution Module

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,004 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
  - 76% Female
  - 74% Male

Incidence by type of problem:
- 1% Accidental illness & injury
- 11% Citizenship & ID
- 10% Community & natural resources
- 17% Consumer
- 21% Debt
- 18% Employment
- 15% Education
- 15% Family
- 29% Housing
- 12% Land
- 1% Law enforcement
- 27% Money
- 27% 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

- 68% Have fully resolved or are done with the problem
  - 64% Problem sorted itself out
  - 4% Decision by third party or authority
  - 10% Gave up or moved away
  - 12% Other

Done

- 32% Have not resolved the problem

Violence

- 4% Reported that one party resorted to physical violence

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
  - 65% Know where to get advice
  - 63% Were confident they could achieve a fair outcome
  - 55% Got all the expert help they wanted

Satisfaction

- 21% Are satisfied with the process so far
  - 25% Know where to get advice
  - 46% Were confident they could achieve a fair outcome
  - 40% Got all the expert help they wanted

Legal Capability

- 68% Have fully resolved or are done with the problem
  - 44% Problem sorted itself out
  - 4% Decision by third party or authority
  - 10% Gave up or moved away
  - 12% Other

Legal Capability

- 32% Have not resolved the problem

Hardship

- 41% Experienced a hardship as a result of their legal problem
  - 43% Female
  - 39% Male

Type of hardship:
- 21% Stress related illness
- 14% Relationship breakdown
- 21% Relocated or lost employment
- 2% Problems with alcohol or drugs

Source: WJP General Population Poll 2017, Dispute Resolution Module

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

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

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

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>29%</td>
<td>24%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>45%</td>
<td>40%</td>
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**Done**
- 75% Have fully resolved or are done with the problem

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

**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

**Gave up or moved away**
- 5%

**Manner in which the problem was resolved:**
- Problem sorted itself out: 77%
- Decision by third party or authority: 12%
- Gave up or moved away: 11%
- Other: 10%

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

<table>
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<tr>
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<th>Female</th>
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<tbody>
<tr>
<td></td>
<td>29%</td>
<td>24%</td>
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</tbody>
</table>

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

<table>
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<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>37%</td>
<td>34%</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>59%</td>
<td>56%</td>
</tr>
</tbody>
</table>

**Legal Capability**
- 56%
  - Were confident they could achieve a fair outcome
- 35%
  - 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 (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

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

Manner in which the problem was resolved:

- Problem sorted itself out: 76%
- Decision by third party or authority: 17%
- Gave up or moved away: 5%
- Other: 2%

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

Legal Capability

59% Know where to get advice

- Were confident they could achieve a fair outcome: 74%
- Got all the expert help they wanted: 52%

Violence

10% Reported that one party resorted to physical violence

Ongoing

33% Have not resolved the problem

Manner in which the problem was resolved:

- Stress related illness: 24%
- Relationship breakdown: 14%
- Relocated or lost employment: 21%
- Problems with alcohol or drugs: 8%

Hardship

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

Type of hardship:

- Stress related illness: 24%
- Relationship breakdown: 14%
- Relocated or lost employment: 21%
- Problems with alcohol or drugs: 8%

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

Incidence by type of problem:
- 6% Accidental illness & injury
- 6% Citizenship & ID
- 6% Community & natural resources
- 12% Consumer
- 12% Debt
- 6% Employment
- 4% Education
- 4% Family
- 12% Housing
- 16% 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
  - Male: 51%
  - Female: 53%

Manner in which the problem was resolved:
- 41% Problem sorted itself out
- 4% Decision by third party or authority
- 6% Gave up or moved away
- 27% Other

### 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
- **18%** Are satisfied with the process so far

### Legal Capability
- **53%** Got all the expert help they wanted
- **67%** Knew where to get advice
- **67%** Were confident they could achieve a fair outcome

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

### Ongoing
- **48%** Have not resolved the problem

### Hardship
- **46%** Experienced a hardship as a result of their legal problem
  - Male: 45%
  - Female: 47%

Type of hardship:
- 33% Stress related illness
- 27% Relationship breakdown
- 11% Relocated or lost employment
- 10% Problems with alcohol or drugs

### Incidence by type of problem:
- **48%** Accidental illness & injury
- **4%** Citizenship & ID
- **4%** Community & natural resources
- **12%** Consumer
- **12%** Debt
- **6%** Employment
- **4%** Education
- **4%** Family
- **12%** Housing
- **16%** Land
- **11%** Law enforcement
- **11%** Money
- **10%** Public services

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
**Madagascar**

**Incidence of Legal Problems**
- **35%** Experienced a legal problem in the last two years
  - Male: 34%
  - Female: 37%

**Incidence by type of problem:**
- 15% Accidental illness & injury
- 15% Citizenship & ID
- 14% Community & natural resources
- 7% Consumer
- 6% Debt
- 6% Employment
- 6% Education
- 5% Family
- 14% Housing
- 13% Land
- 4% Law enforcement
- 3% Money
- 3% Public services

**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
- **33%** Have not resolved the problem

Manner in which the problem was resolved:
- **66%** Problem sorted itself out
- **3%** Decision by third party or authority
- **14%** Gave up or moved away
- **13%** Other

**Violence**
- **24%** Reported that one party resorted to physical violence

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

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

**Satisfaction**
- **62%** Are satisfied with the outcome
- **77%** Know where to get advice
- **69%** Were confident they could achieve a fair outcome
- **52%** Got all the expert help they wanted

**Satisfaction**
- **15%** Are satisfied with the process so far
- **63%** Know where to get advice

**Legal Capability**
- **61%** Were confident they could achieve a fair outcome
- **36%** 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 (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% Male**
  - **72% Female**

### 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
  - **79%** Problem sorted itself out
  - **4%** Decision by third party or authority
  - **4%** Gave up or moved away
  - **9%** Other

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

### Legal Capability
- **79%** Knew where to get advice
- **6%** Got all the expert help they wanted
- **57%** Were confident they could achieve a fair outcome

### Hardship
- **54%** Experienced a hardship as a result of their legal problem
  - **74% Male**
  - **50% Female**

### Violence
- **10%** Reported that one party resorted to physical violence

### Ongoing
- **54%** Have not resolved the problem

### 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
Malaysia

Incidence of Legal Problems
71% Experienced a legal problem in the last two years

Incidence by type of problem:
- 7% Accidental illness & injury
- 6% Citizenship & ID
- 5% Community & natural resources
- 5% Consumer
- 4% Debt
- 3% Employment
- 3% Education
- 3% Family
- 3% Housing
- 2% Land
- 2% 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
66% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 77% Problem sorted itself out
- 4% Decision by third party or authority
- 3% Gave up or moved away
- 3% Other

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

Type of hardship:
- 16% Stress related illness
- 10% Relationship breakdown
- 8% Relocated or lost employment
- 4% Problems with alcohol or drugs

Satisfaction
78% Are satisfied with the outcome

Knew where to get advice
- 75% MALE
- 65% FEMALE

Got all the expert help they wanted
- 64% MALE
- 46% FEMALE

Legal Capability
75% Were confident they could achieve a fair outcome

Knew where to get advice
- 41% MALE
- 38% FEMALE

Got all the expert help they wanted
- 17% MALE
- 13% FEMALE

Violence
4% Reported that one party resorted to physical violence

Ongoing
34% Have not resolved the problem

Satisfaction
39% Are satisfied with the process so far

Legal Capability
65% Knew where to get advice

62% Were confident they could achieve a fair outcome

46% 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 (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
**Incidence of Legal Problems**

- **38%** Experienced a legal problem in the last two years

Incidence by type of problem:
- 2% Accidental illness & injury
- 3% Citizenship & ID
- 11% Community & natural resources
- 14% Consumer
- 1% Debt
- 6% Employment
- 1% Education
- 7% Family
- 12% Housing
- 4% Land
- 2% Law enforcement
- 1% Money
- 5% Public services

**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:
- 2% Problem sorted itself out
- 4% Decision by third party or authority
- 13% Gave up or moved away
- 11% Other

**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**

- **63%** Know where to get advice
- **67%** Were confident they could achieve a fair outcome
- **68%** Are satisfied with the outcome
- **21%** Are satisfied with the process so far

**Legal Capability**

- **54%** Knew where to get advice
- **54%** Were confident they could achieve a fair outcome
- **43%** Got all the expert help they wanted

**Violence**

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

**Ongoing**

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

**Hardship**

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

Type of hardship:
- 20% Stress related illness
- 13% Relationship breakdown
- 12% 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 (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

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

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

96% Have not resolved the problem

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

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

66% Know where to get advice

Legal Capability

76% Were confident they could achieve a fair outcome

60% Got all the expert help they wanted

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% 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

World Justice Project
Global Insights on Access to Justice
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
- 11% Citizenship & ID
- 10% Community & natural resources
- 9% Consumer
- 7% Debt
- 6% Employment
- 6% Education
- 5% Family
- 4% Housing
- 3% Law enforcement
- 3% Land
- 3% Money
- 2% Other

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

Duration
- 5.19 Months
- Average time to solve the problem

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

Satisfaction
- 80%
- Are satisfied with the outcome

Legal Capability
- 70%
- Were confident they could achieve a fair outcome
- 46%
- Got all the expert help they wanted

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

Ongoing
- 30%
- Have not resolved the problem

Satisfaction
- 20%
- Are satisfied with the process so far

Legal Capability
- 62%
- Know where to get advice
- 51%
- Were confident they could achieve a fair outcome
- 34%
- 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 (Kathmandu, Pokhara, and Lalitpur).

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
New Zealand

### Incidence of Legal Problems
- **63%** experienced a legal problem in the last two years.

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Incidence (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident &amp; injury</td>
<td>11%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>6%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>5%</td>
</tr>
<tr>
<td>Consumer</td>
<td>14%</td>
</tr>
<tr>
<td>Child</td>
<td>13%</td>
</tr>
<tr>
<td>Employment</td>
<td>13%</td>
</tr>
<tr>
<td>Education</td>
<td>15%</td>
</tr>
<tr>
<td>Family</td>
<td>12%</td>
</tr>
<tr>
<td>Housing</td>
<td>28%</td>
</tr>
<tr>
<td>Land</td>
<td>13%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>2%</td>
</tr>
<tr>
<td>Money</td>
<td>14%</td>
</tr>
<tr>
<td>Public services</td>
<td>15%</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Manner of Problem Resolution</th>
<th>Incidence (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem sorted itself out</td>
<td>15%</td>
</tr>
<tr>
<td>Decision by third party or authority</td>
<td>4%</td>
</tr>
<tr>
<td>Gave up or moved away</td>
<td>16%</td>
</tr>
<tr>
<td>Other</td>
<td>11%</td>
</tr>
</tbody>
</table>

### Ongoing
- **5%** reported that one party resorted to physical violence.
- **31%** have not resolved the problem.

### Duration
- **7.83 Months**

### Financial Difficulty
- **11%** reported that it was difficult or impossible to pay costs incurred to resolve problem.

### Hardship
- **46%** experienced a hardship as a result of their legal problem.

### Satisfaction
- **71%** are satisfied with the outcome.
- **73%** knew where to get advice.
- **67%** are satisfied with the process so far.

### Legal Capability
- **63%** got all the expert help they wanted.
- **49%** were confident they could achieve a fair outcome.

### World Justice Project
Global Insights on Access to Justice

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,000 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% Male, 26% Female

#### 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

#### 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%
- Knew where to get advice
- 70%
- Got all the expert help they wanted
- 70%
- Were confident they could achieve a fair outcome
- 63%
- Were confident they could achieve a fair outcome
- 58%
- Got all the expert help they wanted

#### Manner in which the problem was resolved:
- 44% 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

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

#### Type of hardship:
- Stress related illness: 17%
- Relationship breakdown: 11%
- Relocated or lost employment: 12%
- Problems with alcohol or drugs: 2%
- Accidental illness & injury: 37%
- Relationship breakdown: 32%
- Relocated or lost employment: 2%
- Problems with alcohol or drugs: 9%
- Consumer: 4%
- Money: 2%
- Public services: 2%
- Education: 9%
- Employment: 5%
- Family: 3%
- Law enforcement: 2%
- Land: 2%
- Housing: 1%
- Money: 2%
- Public services: 1%
- Other: 2%
- Education: 17%
- Employment: 11%
- Family: 1%
- Law enforcement: 2%
- Land: 11%
- Money: 2%
- Public services: 1%

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

- 52% Male
- 63% Female

Incidence by type of problem:
- 12% Accidental illness & injury
- 3% Citizenship & ID
- 1% Community & natural resources
- 20% Consumer
- 13% Debt
- 12% Employment
- 7% Education
- 11% Family
- 27% Housing
- 5% Land
- 11% Law enforcement
- 12% Money
- 55% 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

65% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 52% Problem sorted itself out
- 20% Decision by third party or authority
- 24% Gave up or moved away
- 17% Other

Ongoing

3% Reported that one party resorted to physical violence

35% Have not resolved 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

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

Satisfaction

32% Are satisfied with the process so far

Legal Capability

61% Were confident they could achieve a fair outcome

53% Know where to get advice

3% Got all the expert help they wanted

Manner in which the problem was resolved:
- 41% Experienced a hardship as a result of their legal problem
- 34% Male

Type of hardship:
- 12% Stress related illness
- 6% Relationship breakdown
- 12% Relocated or lost employment
- 5% Problems with alcohol or drugs

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
Pakistan

Incidence of Legal Problems

- **84%** Experienced a legal problem in the last two years

- Manner in which the problem was resolved:
  - **44%** Problem sorted itself out
  - **4%** Decision by third party or authority
  - **12%** Gave up or moved away
  - **13%** 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

- **33%** Have fully resolved or are done with the problem

Duration

- **2.57 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

- **73%** Are satisfied with the outcome
- **74%** Knew where to get advice
- **71%** Were confident they could achieve a fair outcome
- **70%** Got all the expert help they wanted

Legal Capability

- **54%** Knew where to get advice
- **47%** Were confident they could achieve a fair outcome
- **47%** Got all the expert help they wanted

Violence

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

Ongoing

- **67%** Have not resolved the problem

Hardship

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

Type of hardship:

- **27%** Stress related illness
- **4%** Relationship breakdown
- **4%** 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 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
### Incidence of Legal Problems

- **33%** Experienced a legal problem in the last two years

#### Incidence by type of problem:
- 2% Accidental illness & injury
- 3% Citizenship & ID
- 3% Community & natural resources
- 12% Consumer
- 2% Debt
- 8% Employment
- 2% Education
- 1% Family
- 11% Housing
- 1% Land
- 11% Law enforcement
- 8% Money
- 4% Public services

### 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

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

#### 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

- **7%** Reported that one party resorted to physical violence
- **28%** Have not resolved the problem

### 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

- **79%** Are satisfied with the process so far
- **69%** Knew where to get advice
- **56%** 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

#### Type of hardship:
- 22% Stress related illness
- 12% Relationship breakdown
- 10% Relocated or lost employment
- 1% Problems with alcohol or drugs

### Violence

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

### Panama

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
Portugal

World Justice Project
Global Insights on Access to Justice

Incidence of Legal Problems
81% 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:
  - Problem sorted itself out: 60%
  - 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
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
19% Are satisfied with the process so far

Legal Capability
55% Were confident they could achieve a fair outcome

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

Type of hardship:
- 24% Financial difficulty
- 14% Relationship breakdown
- 13% Relocated or lost employment
- 7% Problems with alcohol or drugs

Incidence by type of problem:
- Consumer: 24%
- Debt: 24%
- Education: 16%
- Employment: 14%
- Family: 14%
- Housing: 14%
- Land: 3%
- Law enforcement: 2%
- Money: 33%
- Public services: 31%
- Other: 45%

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

70% of adults in Senegal experienced a legal problem in the last two years. The incidence by type of problem includes:

- 3% Accidental illness & injury
- 1% Citizenship & ID
- 1% Community & natural resources
- 3% Consumer
- 1% Debt
- 11% Education
- 5% Family
- 32% Housing
- 5% Land
- 2% 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

## 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

44% have fully resolved or are done with the problem. Manner in which the problem was resolved:

- 10% Problem sorted itself out
- 18% Decision by third party or authority
- 7% Gave up or moved away
- 22% Other

## Duration

6.00 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

67% are satisfied with the outcome. 8% are satisfied with the process so far.

## Legal Capability

64% 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

56% have not resolved the problem.

## Hardship

28% experienced a hardship as a result of their legal problem. Type of hardship:

- 20% Stress related illness
- 2% Relationship breakdown
- 14% Relocated or lost employment
- 0% Problems with alcohol or drugs

## Incidence by type of problem:

- 28% Debt
- 19% Education
- 18% Employment
- 13% Family
- 10% Housing
- 7% Land
- 6% Law enforcement
- 5% Money
- 4% Public services

Senegal

World Justice Project

Global Insights on Access to Justice

II: Country Profiles
Incidence of Legal Problems

- **50%** Experienced a legal problem in the last two years

<table>
<thead>
<tr>
<th>Problem Type</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Consumer</td>
<td>51%</td>
<td>49%</td>
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<tr>
<td>Debt</td>
<td>4%</td>
<td>4%</td>
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<tr>
<td>Employment</td>
<td>12%</td>
<td>8%</td>
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<tr>
<td>Education</td>
<td>3%</td>
<td>3%</td>
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<tr>
<td>Family</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Housing</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Land</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Money</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Public services</td>
<td>12%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Incidence by type of problem:

- **9%** experienced due to stress related illness
- **9%** experienced due to relationship breakdown
- **28%** experienced due to relocation or lost employment
- **28%** experienced due to problems with alcohol or drugs

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

- **60%** Have fully resolved or are done with the problem

Manner in which the problem was resolved:

<table>
<thead>
<tr>
<th>Resolution Method</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem sorted itself out</td>
<td>41%</td>
<td>41%</td>
</tr>
<tr>
<td>Decision by third party or authority</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Gave up or moved away</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

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

- **74%** Were confident they could achieve a fair outcome
- **61%** Got all the expert help they wanted

Violence

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

Ongoing

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

Manner in which the problem was resolved:

<table>
<thead>
<tr>
<th>Resolution Method</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gave up or moved away</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Hardship

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

Type of hardship:

<table>
<thead>
<tr>
<th>Hardship Type</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress related illness</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>Relationship breakdown</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Relocated or lost employment</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Problems with alcohol or drugs</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

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
Singapore

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

Manner in which the problem was resolved:

- 77% Problem sorted itself out
- 4% Decision by third party or authority
- 2% Gave up or moved away
- 1% Other

Ongoing

33% Have not resolved 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

Legal Capability

65% Were confident they could achieve a fair outcome

59% Got all the expert help they wanted

Hardship

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

Type of hardship:

- 35% Stress related illness
- 20% Relationship breakdown
- 19% Relocated or lost employment
- 14% Problems with alcohol or drugs

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
Incidence of Legal Problems

42% Experienced a legal problem in the last two years

41% MALE 42% FEMALE

Incidence by type of problem:
- 7% Accidental illness & injury
- 11% Citizenship & ID
- 11% Community & natural resources
- 15% Consumer
- 10% Debt
- 3% Employment
- 6% Education
- 4% Family
- 12% Housing
- 7% Land
- 0% Law enforcement
- 11% Money
- 7% Public services

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

62% MALE 63% FEMALE

Manner in which the problem was resolved:
- 72% Problem sorted itself out
- 15% Decision by third party or authority
- 15% Gave up or moved away
- 3% Other

Ongoing

5% Reported that one party resorted to physical violence

38% Have not resolved the problem

38% MALE 37% FEMALE

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

78% MALE 66% FEMALE

Legal Capability

78% Were confident they could achieve a fair outcome

67% Got all the expert help they wanted

Violence

5% Reported that one party resorted to physical violence

Legal Capability

66% Were confident they could achieve a fair outcome

52% Got all the expert help they wanted

Satisfaction

20% Are satisfied with the process so far

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

Incidence by type of problem:
- 5% Accidental illness & injury
- 5% Marriage
- 5% Consumer
- 5% Debt
- 5% Employment
- 5% Education
- 5% Family
- 5% Housing
- 5% Land
- 5% Law enforcement
- 5% Money
- 5% Public services
- 5% Wealth

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
- 10% Decision by third party or authority
- 10% Gave up or moved away
- 10% Other

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

Violence

7% Reported that one party resorted to physical violence

Ongoing

55% Have not resolved the problem

Satisfaction

33% Are satisfied with the process so far

Legal Capability

54% Knew where to get advice

50% Were confident they could achieve a fair outcome

58% Got all the expert help they wanted

Hardship

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

Type of hardship:
- 22% Stress related illness
- 6% Relationship breakdown
- 5% Transferred or lost employment
- 4% Problems with alcohol or drugs

Note: The survey was conducted in the fall of 2017 using a probability sample of 1,010 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
- 49% Female
- 42% Male

Incidence by type of problem:
- 6% Accidental illness & injury
- 3% Citizenship & ID
- 11% Community & natural resources
- 29% Consumer
- 3% Debt
- 4% Employment
- 11% Education
- 11% Family
- 14% Housing
- 3% 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
- 36% 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:
- 12% Problem sorted itself out
- 8% Decision by third party or authority
- 15% Gave up or moved away
- Other

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% Are satisfied with the outcome

Legal Capability

- 51% Know where to get advice
- 47% Were confident they could achieve a fair outcome
- 44% Got all the expert help they wanted

Violence

- 5% Reported that one party resorted to physical violence

Ongoing

- 49% Have not resolved the problem

Satisfaction

- 26% Are satisfied with the process so far

Legal Capability

- 34% Know where to get advice
- 33% Got all the expert help they wanted

Hardship

- 30% Experienced a hardship as a result of their legal problem
- 26% Male

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
Ukraine

Incidence of Legal Problems

43% Experienced a legal problem in the last two years

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

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

Manner in which the problem was resolved:
- 72% Problem sorted itself out
- 16% Decision by third party or authority
- 4% Gave up or moved away
- 8% Other

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

59% Knew where to get advice

53% Were confident they could achieve a fair outcome

54% Got all the expert help they wanted

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% Knew 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

- 63% Experienced a legal problem in the last two years
  - Male: 67%
  - Female: 59%

Incidence by type of problem:
- 7% Accidental illness & injury
- 1% Citizenship & ID
- 1% Community & natural resources
- 26% Consumer
- 12% Debt
- 12% Employment
- 4% Education
- 6% Family
- 20% Housing
- 4% Land
- 0% Law enforcement
- 11% Money
- 20% Public services

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

- 72% Have fully resolved or are done with the problem
  - Manner in which the problem was resolved:
    - 56% Problem sorted itself out
    - 13% Decision by third party or authority
    - 13% Gave up or moved away
    - 14% Other

Ongoing

- 28% Have not resolved the problem

Duration

- 8.96 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

- 62% Are satisfied with the outcome
  - 66% Know where to get advice
  - 61% Were confident they could achieve a fair outcome
  - 54% Got all the expert help they wanted

Satisfaction

- 22% Are satisfied with the process so far
  - 57% Know where to get advice
  - 45% Were confident they could achieve a fair outcome
  - 39% Got all the expert help they wanted

Legal Capability

- 40% Male
- 39% Female

Type of hardship:
- 31% Stress related illness
- 18% Relationship breakdown
- 12% 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 1,020 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
## Incidence of Legal Problems

48% Experienced a legal problem in the last two years

<table>
<thead>
<tr>
<th>Type of Problem</th>
<th>Incidence (F)</th>
<th>Incidence (M)</th>
<th>Incidence (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Community &amp; natural resources</td>
<td>22%</td>
<td>22%</td>
<td>22%</td>
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<tr>
<td>Consumer</td>
<td>17%</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>Debt</td>
<td>14%</td>
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<tr>
<td>Employment</td>
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<tr>
<td>Education</td>
<td>12%</td>
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<tr>
<td>Family</td>
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<td>Housing</td>
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<td>Land</td>
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<td>Law enforcement</td>
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</tr>
<tr>
<td>Money</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Public services</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

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

Source: WJP General Population Poll 2017, Dispute Resolution Module

## 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

<table>
<thead>
<tr>
<th>Type of Problem</th>
<th>Action or Inaction (F)</th>
<th>Action or Inaction (M)</th>
<th>Action or Inaction (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental illness &amp; injury</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Citizenship &amp; ID</td>
<td>15%</td>
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<td>15%</td>
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<tr>
<td>Community &amp; natural resources</td>
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</tr>
<tr>
<td>Consumer</td>
<td>17%</td>
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<tr>
<td>Money</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Public services</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

## Done

53% Have fully resolved or are done with the problem

<table>
<thead>
<tr>
<th>Manner in which the problem was resolved:</th>
<th>Incidence (F)</th>
<th>Incidence (M)</th>
<th>Incidence (Total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem sorted itself out</td>
<td>42%</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Decision by third party or authority</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Gave up or moved away</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

## 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

79% Knew where to get advice

73% Were confident they could achieve a fair outcome

67% Got all the expert help they wanted

## 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

77% Reported that one party resorted to physical violence

12% Experienced a hardship as a result of their legal problem

## Type of Hardship:

- Stress related illness: 30%
- Relationship breakdown: 21%
- Relocated or lost employment: 10%
- Problems with alcohol or drugs: 11%

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).
Vietnam

Incidence of Legal Problems
14% Experienced a legal problem in the last two years

Incidence by type of problem:
- 2% Accidental illness & injury
- 1% Citizenship & ID
- 1% Community & natural resources
- 1% Consumer
- 1% Debt
- 2% Employment
- 1% Education
- 1% Family
- 3% Housing
- 3% Land
- 0% Law enforcement
- 3% Money
- 2% 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
78% Have fully resolved or are done with the problem

Manner in which the problem was resolved:
- 72% Problem sorted itself out
- 11% Decision by third party or authority
- 14% Gave up or moved away
- 2% Other

Ongoing
22% Have not resolved the problem

Incidence of Violence
7% Reported that one party resorted to physical violence

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

65%
Are satisfied with the process so far

Knew where to get advice
75%
Got all the expert help they wanted

Legal Capability
71%
Were confident they could achieve a fair outcome

Legal Capability
54%
Got all the expert help they wanted

Manner in which the problem was resolved:
- 39% Decision by third party or authority
- 21% Gave up or moved away
- 7% Problem sorted itself out
- 0% Other

Violence
7%
Reported that one party resorted to physical violence

Type of hardship:
- 26% Stress related illness
- 14% 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 1,000 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
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 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.
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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](#)
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.