



World Justice
Project

Global Insights on Access to Justice

Findings from the World Justice Project
General Population Poll in 101 Countries

2019

Acknowledgements

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Table of Contents

I ABOUT THIS REPORT

- 04** Introduction
- 05** Study Design
- 06** Global Insights

II COUNTRY PROFILES

- 11** How to Read the Country Profiles

III PROJECT DESIGN

- 114** General Population Poll & Access to Justice Module
- 116** Country Coverage & Polling Methodology

IV APPENDIX

- 120** WJP General Population Poll Access to Justice Module
- 120** WJP Legal Needs & Access to Justice Summary Statistics
- 120** Measuring the Justice Gap
- 121** Categorization of Legal Problems from the Access to Justice Module

- 122** ABOUT THE WORLD JUSTICE PROJECT

section

I

About this Report



Introduction

Around the world, people face a variety of everyday justice problems related to employment, housing, education, health, and family life, among many others. In addition to having a legal dimension, these justice issues go to the heart of people's social, economic, and physical well-being. Better understanding people's civil legal needs and their experiences accessing justice is therefore vital 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 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 as a main driver of inclusive development and growth.

The United Nations has also endorsed the view that justice matters for the global development agenda and its commitment to leave no one behind. The inclusion of target 16.3 in the UN's Sustainable Development Goals (SDGs) commits all member states to "promote the rule of law at the national and international levels, and ensure equal access to justice for all." However, as demonstrated by a recent assessment conducted by the World Justice Project (WJP) to estimate the number of people in the world who have at least one unmet justice need – i.e., the global "justice gap" – that draws on the findings from this report, much work remains to be done. More than 5.1 billion people – or approximately two thirds of the world's population – are not getting the justice they need for both everyday problems and severe injustices, and approximately 1.4 billion people have unmet civil or administrative justice needs.³

In order to deepen the evidence base for inclusive measures of access to justice in national development plans, the SDGs, and in other policy and research areas, the WJP developed and administered a survey module on legal needs and access to justice as part of its General Population Poll (GPP), conducted in 101 countries and jurisdictions in 2017 and 2018. The survey module was designed to capture data on how ordinary people deal with their legal problems, highlighting the most common legal problems, respondents' assessment of their legal capability, and sources of help. In addition, the access to justice module gathers information on the status of people's problems, the resolution process, and the impact of their justice problems on their life.

The WJP's study is the first-ever effort to capture comparable data on legal needs and access to civil justice on a global scale, representing the voices of more than 100,000 people in 101 countries.

The WJP's study is the first-ever effort to capture comparable data on legal needs and access to civil justice on a global scale, representing the voices of more than 100,000 people in 101 countries. While the majority of previous legal needs surveys varied greatly from country to country and focused primarily on developed nations, the access to justice 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 and adoption of robust legal needs survey-based indicators for measuring progress on access to justice as part of SDG target 16.3.⁴

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

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

3. World Justice Project. *Measuring the Justice Gap: A People-Centered Assessment of Unmet Justice Needs Around the World*. 2019. <https://worldjusticeproject.org/our-work/research-and-data/access-justice/measuring-justice-gap>.

4. When it comes to measuring progress towards closing the global justice gap and meeting target 16.3, governments have not yet agreed on how to measure these critical issues. The two indicators endorsed by the UN Inter-Agency and Expert Group (IAEG) to monitor progress toward target 16.3 focus exclusively on state-reported aspects of the criminal justice system despite legal needs studies showing that a majority of people's legal issues are civil rather than criminal problems. To advance the goal of delivering justice for all, the data presented in this report provide a basis for developing indicators to measure critical dimensions of access to justice under SDG target 16.3 that go beyond the criminal justice system.

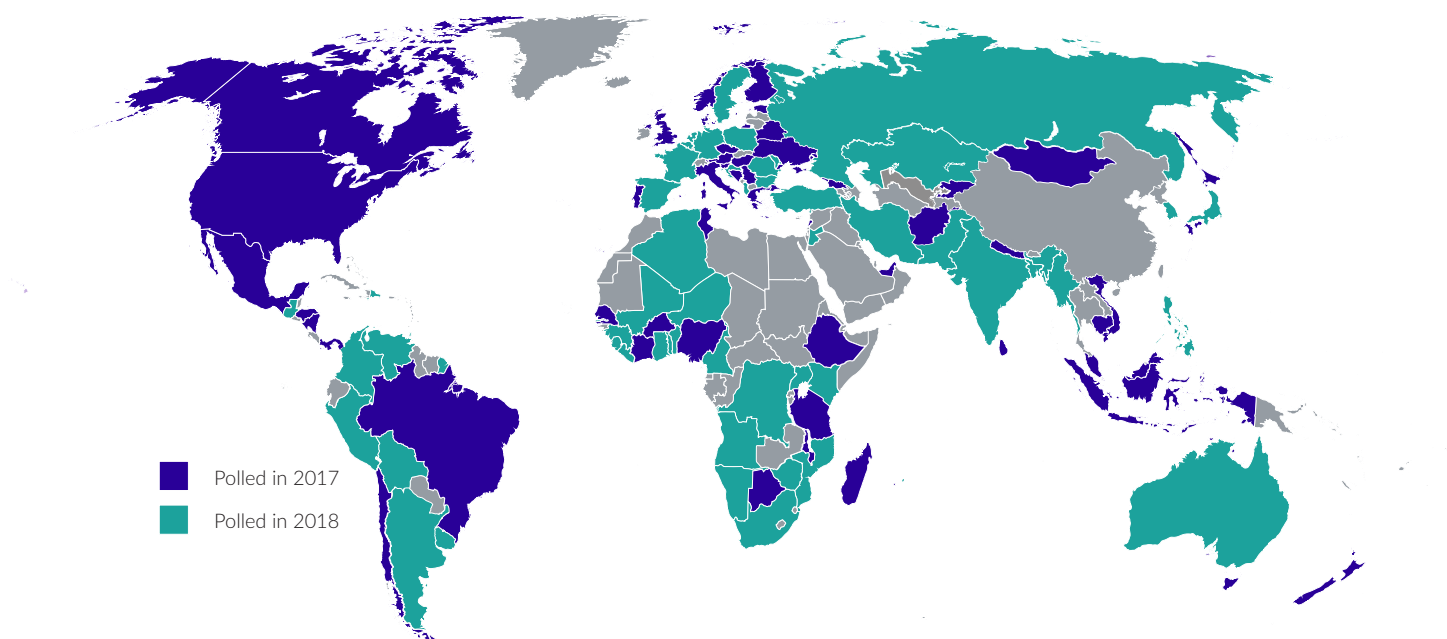
Study Design

ABOUT THE 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 calculate the scores and rankings for the *WJP's annual Rule of Law Index*⁵. The data presented in this report are derived from the access to justice module of the GPP, administered in 101 countries and jurisdictions in 2017 and 2018 using a probability sample of 1,000 respondents in each country.⁶ The access to justice module comprises 128 of the 340 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

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



The full access to justice 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>.

6. Exact sample sizes vary. The access to justice module of the GPP was administered to 1,000 respondents in the three largest cities of the 45 countries polled in 2017. The module was administered to nationally representative samples in 45 of the 56 countries polled in 2018. Please see the “Country Coverage & Polling Methodology” table on page 116 of this report for more information on the sample size and polling methodology in each country.

BACKGROUND & DEVELOPMENT

The WJP's global study on access to justice and the data presented in this report were collected following 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 access to justice 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.⁷

Throughout the development of the survey module, 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,⁸ 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.⁹

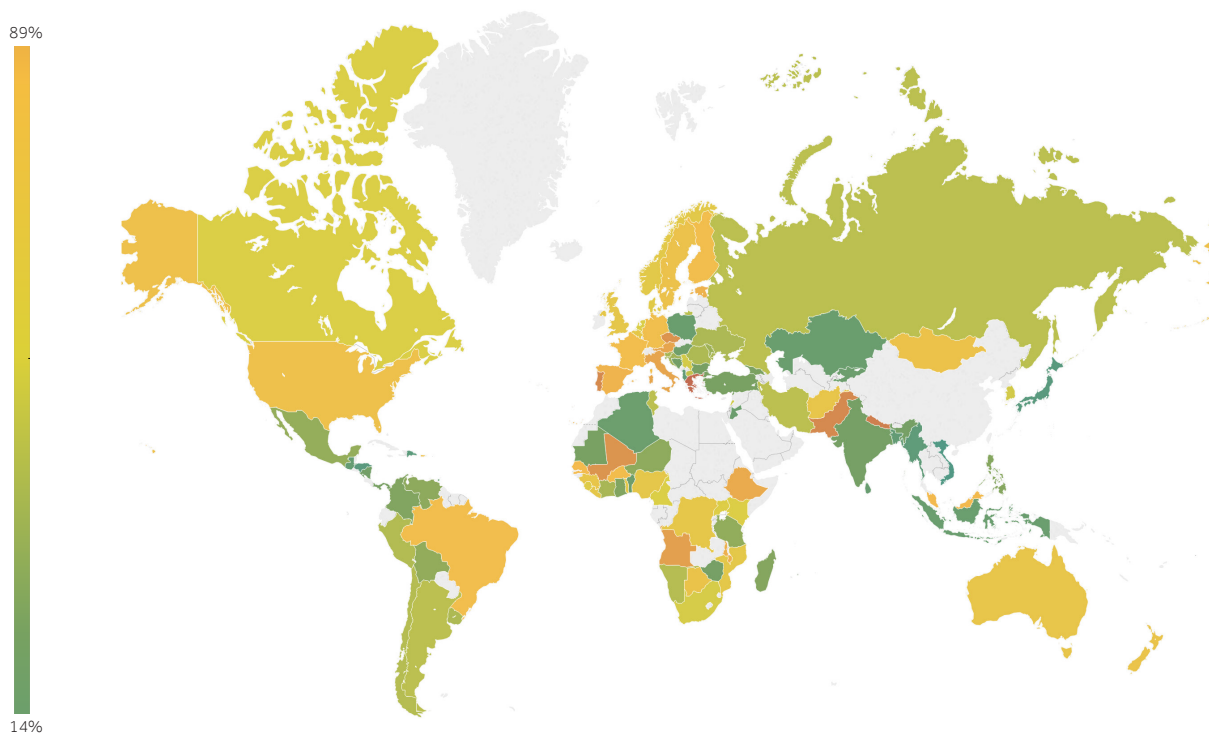
With the input of the advisory stream, the WJP developed a pilot dispute resolution module, which was administered in 61 countries in the summer of 2016. Throughout 2016 and 2017, the WJP continued its engagement with the OSJI and OECD advisory stream and, in addition, participated in a series of in-country and virtual meetings with justice measurement specialists and local experts. These consultations provided an opportunity to discuss the WJP's methodology and pilot survey module, assess the validity of the pilot data, and receive feedback for consideration while refining the survey module for administration in 2017 and 2018.

Global Insights

While results vary by country, this study nonetheless reveals that:

Justice problems are ubiquitous. Approximately half (49%) of people surveyed experienced a legal problem in the last two years. While the prevalence and severity of problems varies by country, the most common problems relate to consumer issues, housing, and money and debt (see Figures 2a and 2b).

Figure 2a. Proportion who Experienced Legal Problems in the Last Two Years



7. The "Paths to Justice" legal needs survey tradition is one that "recognises that law does not always provide the best context for problem solving, and sees the adoption of a neutral stance towards citizen experience and behaviour. The tradition is characterised by a focus on issues that may have a legal solution, but are not restricted to those familiar to lawyers or discussed in tribunals or civil courts. The aspiration is to observe the entire dispute pyramid, from everyday problems (whether or not they are understood as legal) to formal proceedings." Pleasence, Pascoe, Nigel J. Balmer and Rebecca L. Sandefur. "Paths to Justice: A Past, Present and Future Roadmap." London: UCL Centre for Empirical Legal Studies, 2013.

8. In the context of legal needs surveys, the OECD and OSJI methodological guidance defines "justiciable problems" as "problems raising legal issues, whether or not these are recognised as such by individuals facing them, and whether or not action taken to deal with them involves lawyers or legal process."

9. See: OECD & Open Society Justice Initiative. *Legal Needs Surveys and Access to Justice*. Paris: Organisation for Economic Co-operation and Development, 2019.

Most people do not turn to lawyers and courts. Less than a third (29%) of people who experience a legal problem sought any form of advice to help them better understand or resolve their problem, and those who did seek assistance preferred to turn to family members or friends. Even fewer (17%) took their problem to an authority or third party to mediate or adjudicate their problem, with most preferring to negotiate directly with the other party.

People face a variety of obstacles to meeting their justice needs, beginning with their ability to recognize their problems as having a legal remedy. Indeed, fewer than 1 in 3 people (29%) understood their problem to be legal in nature as opposed to “bad luck” or a community matter. As mentioned above, less than a third of those surveyed obtained advice from a person or organization that could help them better understand or resolve their problem, and 1 in 6 (16%) reported that it was difficult or nearly impossible to find the money required to resolve their problem. About the same proportion (17%) reported that their justice problem persists but they have given up any action to try to resolve it further, with another 39% reporting that their problem is still ongoing.

Justice problems impact people’s lives. 43% of those surveyed reported that their justice problem adversely impacted their life. With more than 1 in 4 people (29%) reporting that they experienced physical or stress-related ill health as a result of their legal problem and more than 1 in 5 people (23%) reporting that they lost their job or had to relocate, this study reinforces the impact of justice issues on people’s lives.

With more than 1 in 4 people reporting that they experienced physical or stress-related ill health as a result of their legal problem and more than 1 in 5 people reporting that they lost their job or had to relocate, this study reinforces the impact of justice issues on people’s lives.

1.4 billion people have unmet civil and administrative justice needs. As part of the justice gap assessment to estimate the number of people who have at least one unmet justice need globally, the WJP developed a multidimensional survey-based indicator to measure unmet civil and administrative justice needs in particular. This measure uses seven questions from the access to justice module of the GPP presented in this report to assess the legal capability, access to appropriate help, resolution process, and outcome for people with civil justice problems. Of the estimated 36% of people in the world who have experienced a non-trivial legal problem in the last two years, more than half (51%) are not able to meet their civil justice needs.¹⁰

More people-centered data is needed to meaningfully measure access to civil justice. More and better data is needed for countries seeking to measure their progress on delivering justice for all in the context of the 2030 development agenda and their own national development plans. Many governments have attempted to understand and address civil justice issues by relying on administrative data from courts, but this adopts a narrow view of justice and does not capture the experiences of people who seek justice from informal mechanisms, or from those who do not take their justice issues to any authority for adjudication or mediation. Legal needs surveys, on the other hand, are designed to understand civil justice issues from the perspective of ordinary people rather than institutions, and can capture data on the diverse ways in which people navigate their legal problems. Approximately 60 legal needs surveys have been conducted over the course of the last 25 years, with many using non-comparable methodologies and focusing on high-income countries.¹¹ It is the WJP’s intention that the globally comparable methodology and data presented in this report will provide a reliable, people-centered approach to understanding and monitoring the state of access to civil justice at the national and global levels.

10. For more information on the justice gap assessment and estimates of unmet civil and administrative justice need, please see *Measuring the Justice Gap: A People-Centered Assessment of Unmet Justice Needs Around the World*, available online at: <https://worldjusticeproject.org/our-work/research-and-data/access-justice/measuring-justice-gap>.

11. OECD & Open Society Justice Initiative, 2019.

Figure 2b. Incidence by Category of Legal Problems

	Accidental Illness & Injury	Community & Natural Resources	Consumer	Education	Employment	Family	Housing	Land	Law Enforcement	Money & Debt	Public Services
Afghanistan	8%	11%	21%	6%	9%	22%	24%	27%	2%	10%	13%
Albania	0%	3%	9%	0%	2%	0%	3%	5%	0%	3%	4%
Algeria	3%	7%	9%	5%	9%	12%	20%	13%	1%	10%	5%
Angola	14%	40%	35%	21%	25%	33%	30%	25%	9%	31%	32%
Argentina	4%	5%	29%	5%	7%	8%	13%	8%	1%	13%	8%
Australia	12%	13%	38%	12%	19%	18%	32%	16%	4%	27%	19%
Austria	16%	23%	36%	10%	14%	18%	43%	10%	2%	29%	31%
Bangladesh	1%	3%	5%	0%	1%	4%	3%	12%	0%	4%	4%
Belgium	10%	10%	29%	7%	13%	17%	31%	11%	2%	23%	16%
Benin	1%	3%	13%	1%	3%	3%	4%	3%	0%	7%	1%
Bolivia	3%	4%	18%	4%	4%	7%	10%	9%	0%	7%	6%
Bosnia and Herzegovina	4%	7%	20%	3%	5%	5%	12%	8%	1%	7%	8%
Botswana	1%	6%	24%	3%	8%	10%	17%	7%	0%	19%	4%
Brazil	5%	11%	32%	10%	9%	14%	20%	4%	1%	32%	23%
Bulgaria	4%	3%	15%	3%	3%	3%	9%	4%	0%	9%	5%
Burkina Faso	10%	27%	36%	16%	9%	10%	16%	11%	2%	33%	17%
Cameroon	2%	17%	24%	3%	5%	9%	11%	7%	1%	10%	6%
Canada	9%	8%	19%	8%	12%	12%	26%	8%	3%	25%	17%
Chile	5%	4%	23%	5%	6%	9%	15%	7%	1%	7%	7%
Colombia	2%	2%	13%	3%	4%	6%	11%	4%	0%	7%	3%
Congo, Dem. Rep.	3%	11%	31%	2%	7%	11%	11%	14%	1%	10%	2%
Cote d'Ivoire	2%	8%	23%	1%	2%	2%	8%	4%	0%	6%	3%
Croatia	6%	2%	22%	3%	6%	6%	12%	10%	1%	10%	7%
Czech Republic	18%	20%	44%	14%	24%	23%	42%	15%	2%	35%	21%
Denmark	13%	10%	19%	6%	13%	7%	28%	6%	1%	16%	11%
Dominican Republic	1%	1%	10%	2%	1%	4%	3%	3%	0%	3%	1%
Estonia	17%	11%	33%	9%	16%	15%	36%	15%	1%	26%	23%
Ethiopia	2%	14%	51%	2%	2%	6%	10%	15%	0%	4%	4%
Finland	18%	16%	25%	9%	17%	14%	32%	8%	2%	28%	30%
France	13%	9%	31%	10%	15%	16%	40%	12%	3%	31%	24%
Georgia	2%	6%	15%	2%	3%	2%	4%	6%	0%	5%	5%
Germany	16%	14%	31%	11%	12%	16%	40%	11%	3%	22%	25%
Ghana	2%	5%	12%	1%	2%	7%	12%	8%	0%	10%	2%
Greece	19%	14%	45%	12%	29%	20%	51%	19%	2%	70%	44%
Guatemala	2%	2%	9%	3%	3%	4%	8%	5%	0%	4%	4%
Guinea	4%	25%	38%	3%	6%	9%	13%	11%	3%	8%	6%
Honduras	1%	1%	10%	0%	1%	2%	4%	3%	0%	2%	1%
Hong Kong SAR, China	0%	1%	6%	0%	1%	0%	3%	0%	0%	5%	1%
Hungary	3%	3%	14%	1%	3%	5%	7%	3%	0%	6%	6%
India	4%	5%	9%	2%	4%	7%	8%	11%	1%	4%	5%
Indonesia	1%	6%	9%	1%	2%	1%	7%	2%	0%	9%	5%
Iran	4%	4%	21%	4%	9%	9%	22%	9%	2%	10%	7%
Italy	9%	20%	37%	10%	18%	15%	39%	12%	2%	42%	37%
Japan	2%	2%	4%	2%	5%	4%	6%	2%	1%	5%	2%
Jordan	3%	6%	10%	3%	5%	8%	16%	11%	1%	8%	7%
Kazakhstan	5%	4%	12%	3%	6%	5%	6%	6%	2%	8%	8%
Kenya	3%	9%	21%	3%	7%	8%	12%	13%	1%	6%	5%
Kyrgyzstan	5%	4%	16%	3%	5%	4%	6%	7%	1%	5%	9%
Lebanon	13%	18%	21%	8%	12%	16%	24%	17%	4%	18%	14%
Liberia	0%	2%	46%	0%	1%	2%	6%	12%	0%	1%	0%
Macedonia, FYR	8%	8%	23%	6%	8%	6%	12%	16%	1%	18%	10%

	Accidental Illness & Injury	Community & Natural Resources	Consumer	Education	Employment	Family	Housing	Land	Law Enforcement	Money & Debt	Public Services
Madagascar	5%	8%	9%	4%	7%	6%	16%	13%	1%	6%	4%
Malawi	1%	6%	39%	2%	4%	13%	9%	11%	1%	3%	4%
Malaysia	7%	17%	41%	5%	15%	10%	38%	10%	2%	22%	10%
Mali	27%	46%	46%	26%	27%	33%	37%	39%	16%	44%	36%
Mauritania	0%	3%	8%	1%	1%	5%	4%	2%	0%	8%	3%
Mauritius	2%	5%	12%	2%	4%	5%	11%	8%	0%	7%	5%
Mexico	3%	10%	19%	3%	4%	7%	13%	8%	1%	8%	5%
Moldova	7%	7%	18%	3%	7%	8%	15%	6%	2%	13%	11%
Mongolia	13%	17%	27%	14%	19%	11%	19%	21%	1%	31%	23%
Mozambique	0%	4%	38%	2%	2%	5%	7%	11%	0%	6%	1%
Myanmar	2%	2%	7%	1%	3%	1%	7%	4%	0%	3%	1%
Namibia	1%	5%	22%	2%	3%	7%	9%	8%	0%	7%	2%
Nepal	12%	30%	44%	4%	4%	5%	25%	16%	0%	20%	17%
Netherlands	10%	9%	20%	8%	11%	11%	26%	8%	2%	18%	16%
New Zealand	11%	11%	37%	9%	13%	13%	28%	13%	2%	24%	15%
Nicaragua	2%	4%	17%	2%	2%	5%	9%	7%	1%	4%	2%
Niger	1%	3%	18%	1%	2%	4%	7%	7%	0%	4%	2%
Nigeria	2%	7%	36%	3%	5%	9%	14%	14%	0%	7%	3%
Norway	13%	7%	20%	7%	12%	11%	27%	9%	1%	21%	15%
Pakistan	6%	51%	39%	6%	3%	5%	22%	5%	2%	6%	28%
Panama	2%	2%	13%	2%	4%	5%	10%	7%	1%	5%	4%
Peru	3%	5%	24%	3%	3%	7%	11%	11%	0%	6%	5%
Philippines	2%	7%	5%	5%	5%	5%	13%	6%	2%	11%	7%
Poland	1%	4%	13%	1%	2%	4%	6%	1%	0%	5%	11%
Portugal	16%	13%	45%	16%	24%	16%	45%	14%	2%	45%	31%
Republic of Korea	10%	4%	20%	5%	13%	12%	26%	9%	1%	20%	9%
Romania	6%	7%	20%	4%	5%	10%	18%	10%	1%	15%	11%
Russia	8%	4%	30%	4%	6%	7%	16%	9%	1%	13%	13%
Senegal	7%	19%	31%	6%	11%	8%	20%	6%	1%	28%	10%
Serbia	9%	7%	21%	4%	12%	5%	20%	8%	1%	22%	13%
Sierra Leone	1%	10%	28%	1%	2%	5%	7%	10%	0%	4%	4%
Singapore	10%	4%	18%	10%	14%	9%	20%	7%	2%	26%	11%
Slovenia	7%	2%	15%	4%	9%	6%	13%	7%	0%	17%	7%
South Africa	1%	9%	25%	2%	3%	7%	9%	10%	0%	6%	2%
Spain	15%	10%	37%	10%	19%	17%	39%	12%	3%	30%	28%
Sri Lanka	1%	5%	7%	2%	1%	1%	7%	3%	1%	3%	3%
Sweden	20%	17%	27%	9%	14%	11%	28%	9%	2%	25%	27%
Tanzania	1%	4%	17%	1%	2%	5%	8%	7%	0%	2%	2%
Togo	11%	29%	33%	9%	10%	17%	18%	20%	7%	23%	25%
Trinidad and Tobago	1%	3%	13%	1%	3%	3%	7%	6%	0%	2%	2%
Tunisia	4%	12%	29%	1%	4%	5%	14%	9%	1%	6%	10%
Turkey	10%	15%	23%	11%	13%	14%	18%	14%	5%	20%	21%
Uganda	4%	8%	23%	3%	12%	13%	17%	18%	2%	13%	8%
Ukraine	3%	7%	23%	4%	5%	4%	9%	4%	0%	11%	10%
United Kingdom	7%	11%	29%	5%	9%	8%	28%	9%	1%	17%	18%
United States	10%	11%	30%	9%	12%	15%	31%	11%	2%	36%	14%
Uruguay	2%	3%	25%	5%	6%	10%	15%	10%	0%	10%	3%
Venezuela	2%	8%	18%	3%	4%	4%	8%	8%	1%	3%	6%
Vietnam	2%	2%	4%	1%	2%	2%	5%	3%	0%	4%	2%
Zimbabwe	0%	10%	11%	1%	1%	4%	8%	4%	0%	4%	1%

section

II

Country Profiles



How to Read the Country Profiles

This section presents profiles for the 101 countries and jurisdictions included in the *Global Insights on Access to Justice 2019* report. Each profile presents the paths followed by people in each country to navigate their everyday justice problems. The profiles consist of the six parts outlined below.

Part 1: Legal Problems. Shows the percentage of those surveyed who experienced any legal problem in the last two years. For the purposes of the profile, the 38 legal problems listed in the survey instrument are grouped into 12 categories. Please see Table 2 in the Appendix for a full list of legal problems and how they are categorized.

Part 2: Legal Capability. Of those who experienced a legal problem in the last two years, the percentage who knew where to get advice and information, could obtain all the expert help they wanted, and were confident they could achieve a fair outcome.

Part 3: Sources of Help. Of those who experienced a legal problem in the last two years, the percentage who reported obtaining information, advice, or representation to help them better understand or resolve their problem, and the type of advisor contacted.

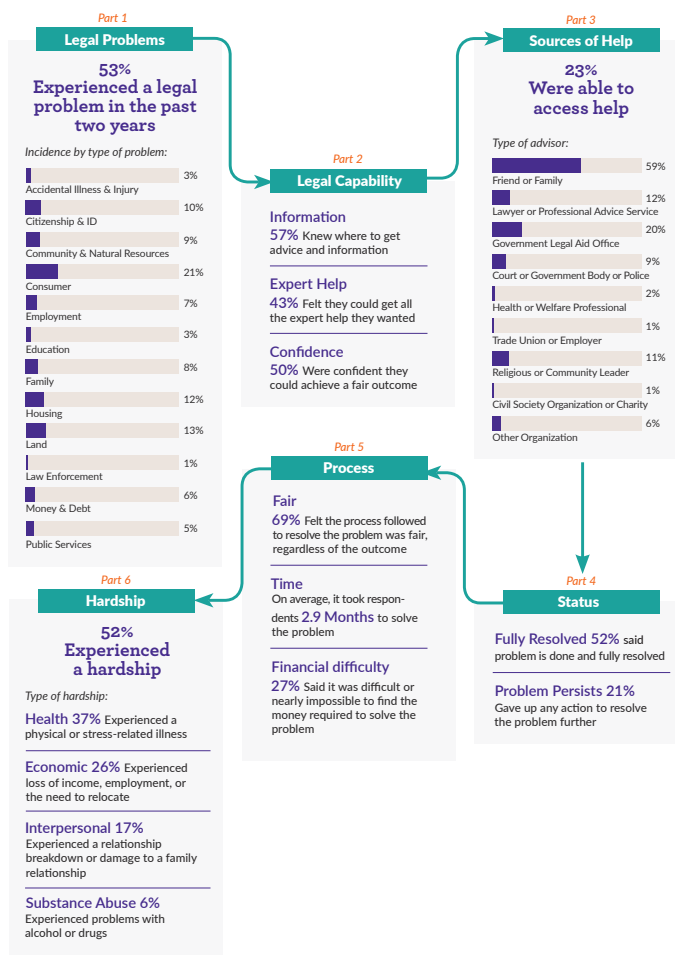
Part 4: Problem Status. Of those who experienced a legal problem in the last two years, the percentage of respondents whose legal problem is done and fully resolved, or whose problem persists but they have given up any action to resolve it further. The percentage of respondents whose problem is ongoing or who are still in the early stages of dealing with their problem is not shown.

Part 5: Process. Assessment of the resolution process for respondents whose problem is done, either because it is fully resolved or because the respondent has given up any action to resolve it further. Shows the percentage who felt that the process followed to resolve the problem was fair, 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 nearly impossible to find the money needed to pay these costs.

Part 6: Hardship. Of those who experienced a legal problem in the last two years, the percentage who reported that they experienced any kind of hardship as a result. This figure is further broken down into specific difficulties experienced, including physical or stress-related ill health, the breakdown of a relationship, loss of employment or the need to relocate, and problems with alcohol or drugs.

Kenya

Paths followed by people in Kenya to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

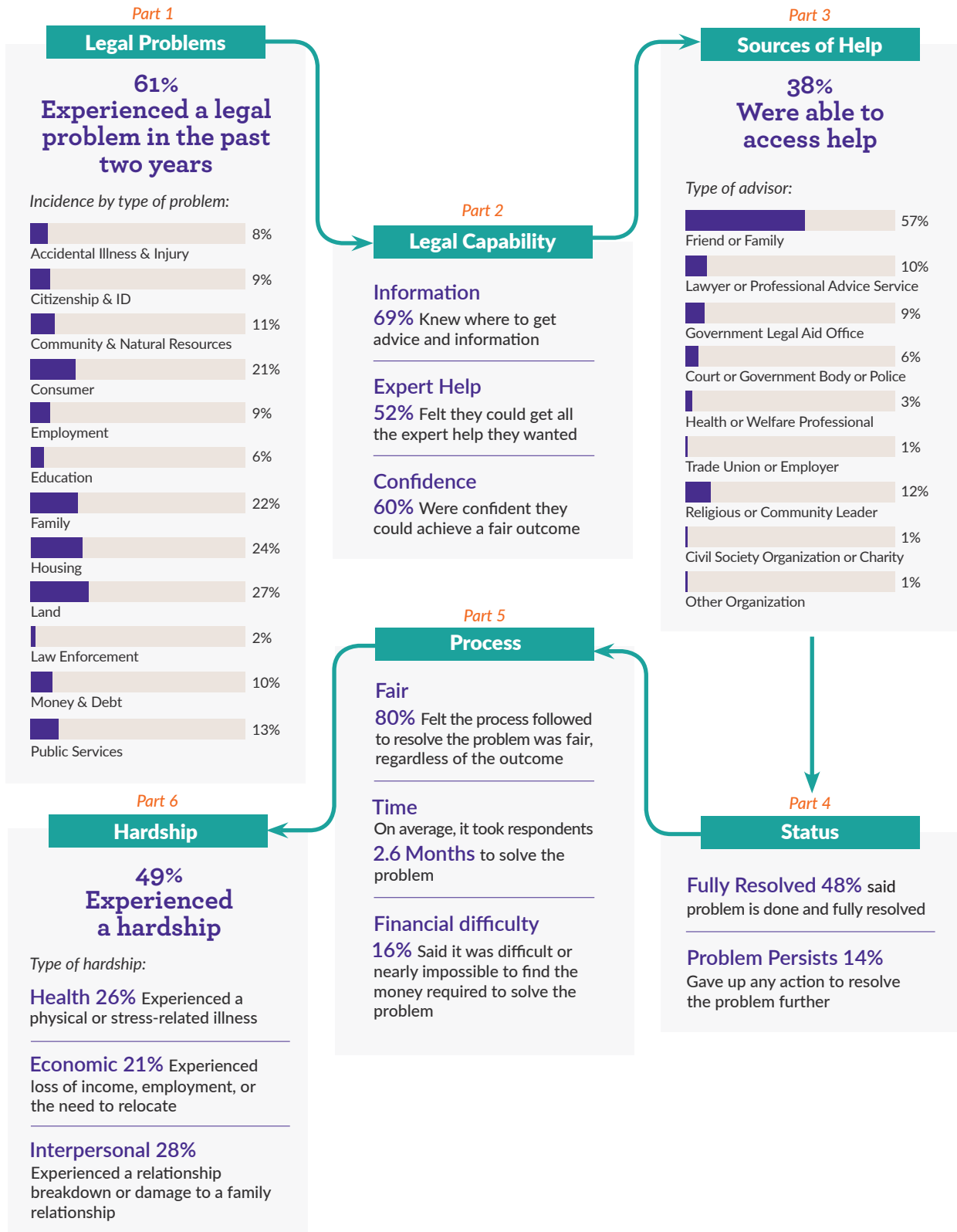


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a nationally representative probability sample of 1099 respondents in the country.



Afghanistan

Paths followed by people in Afghanistan to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

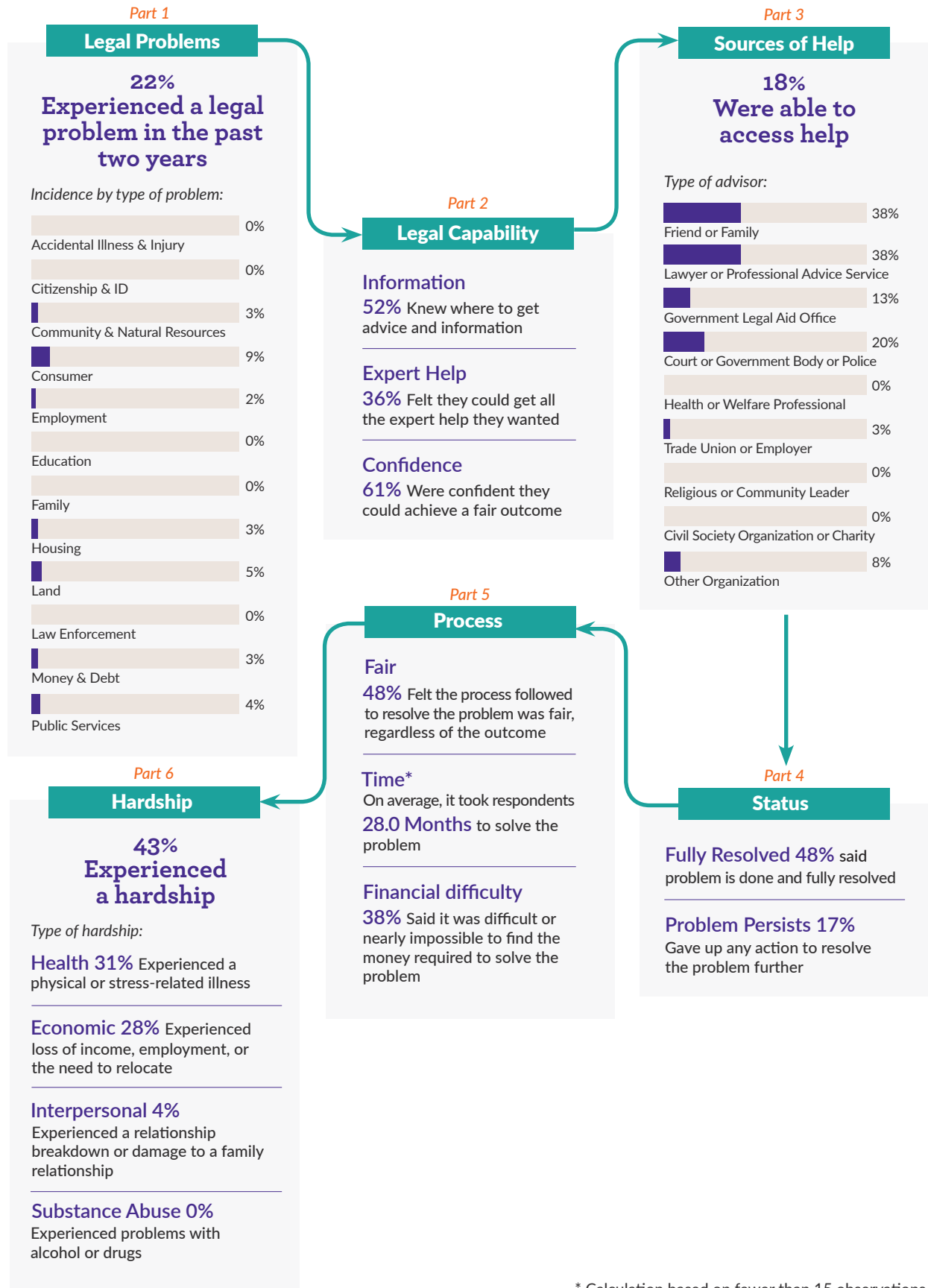


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by D3 Systems & ACSOR Surveys using a nationally representative probability sample of 3006 respondents in the country.



Albania

Paths followed by people in Albania to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

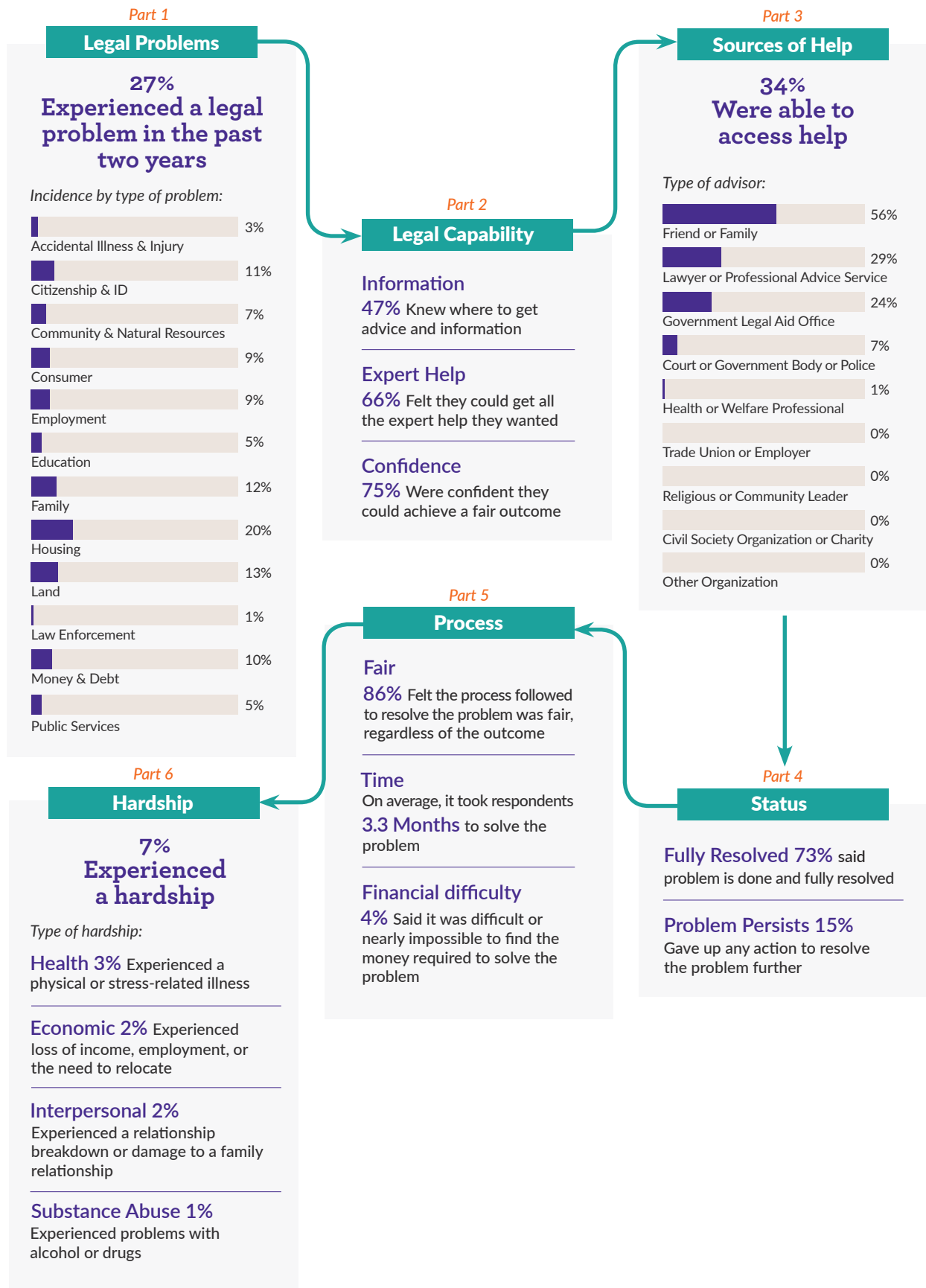


* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by IDRA Research & Consulting using a nationally representative probability sample of 1000 respondents in the country.

Algeria

Paths followed by people in Algeria to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

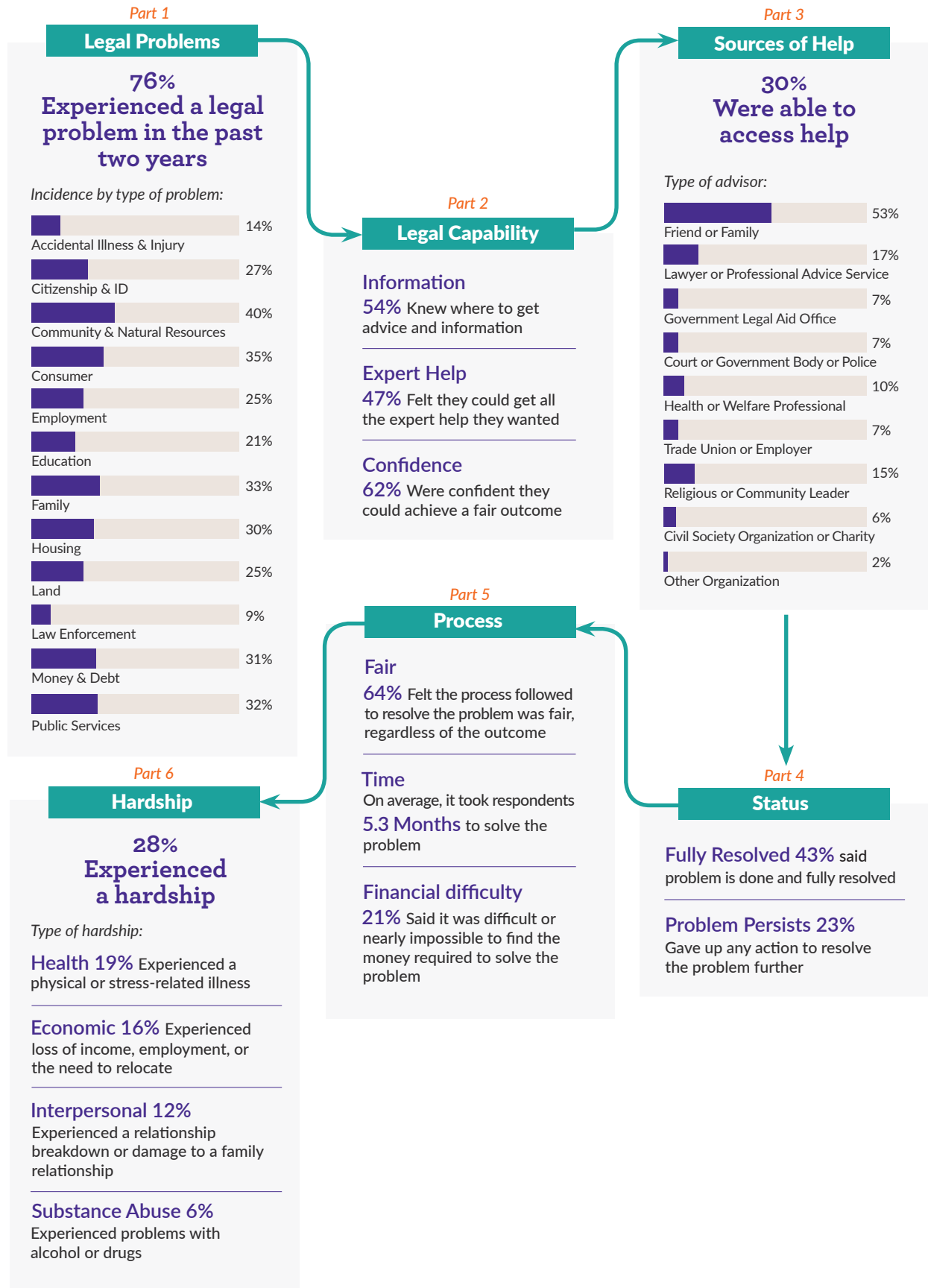


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by WJP in collaboration with local partners using a nationally representative probability sample of 1000 respondents in the country.



Angola

Paths followed by people in Angola to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

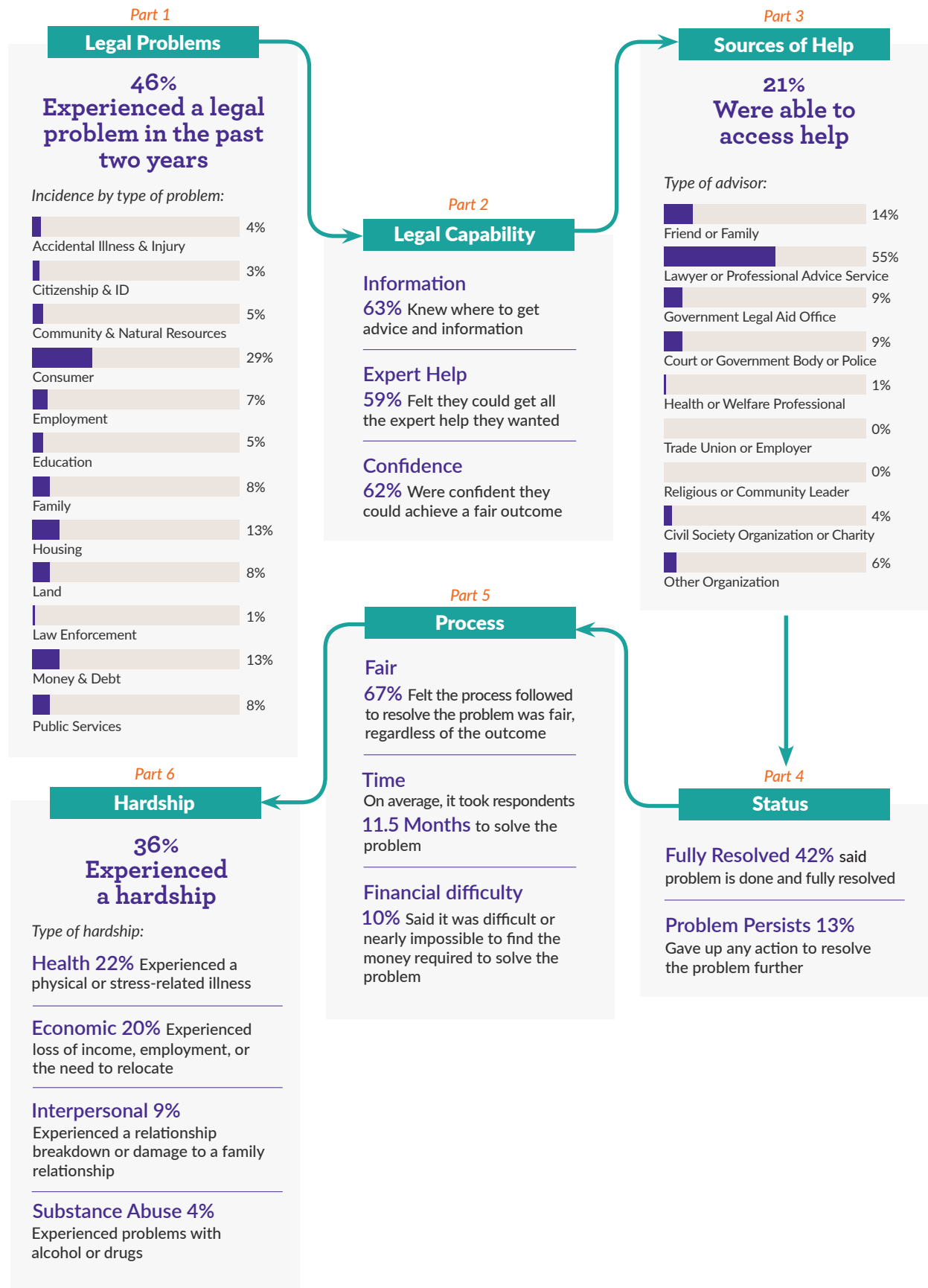


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Marketing Support Consultancy using a nationally representative probability sample of 1010 respondents in the country.



Argentina

Paths followed by people in Argentina to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

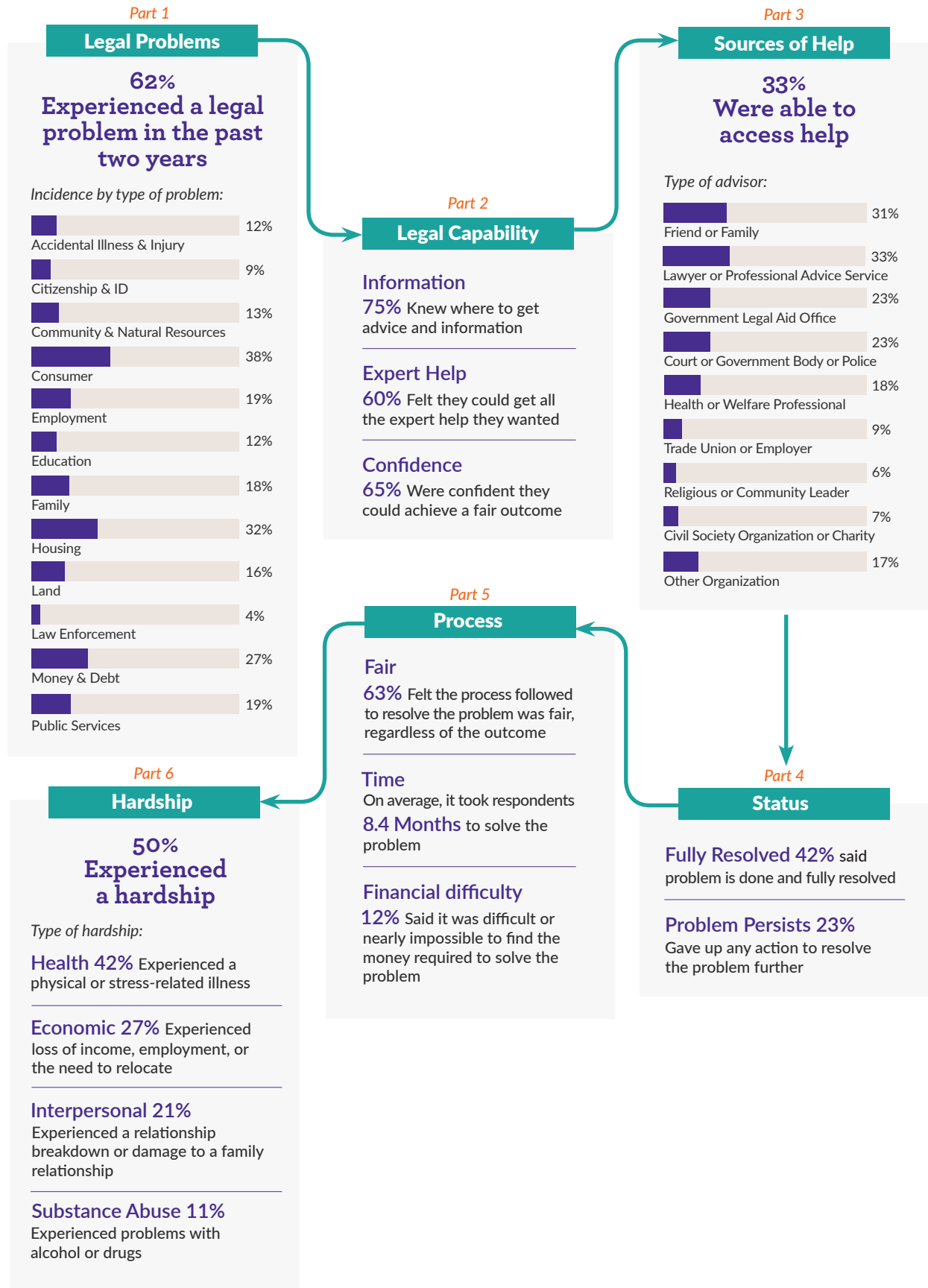


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by StatMark using a nationally representative probability sample of 1010 respondents in the country.



Australia

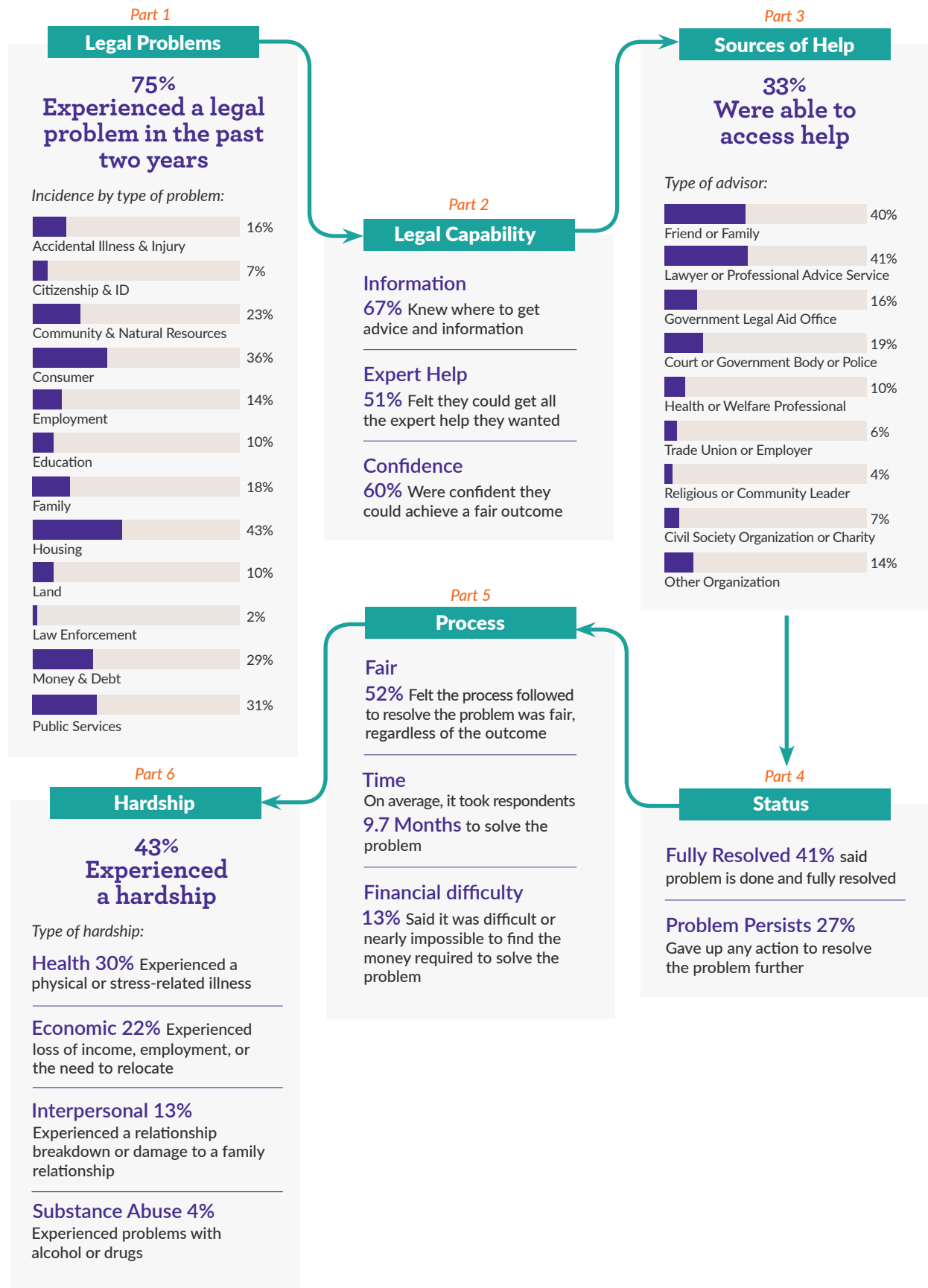
Paths followed by people in Australia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Big Picture Marketing Strategy & Research using a nationally representative probability sample of 1067 respondents in the country.

Austria

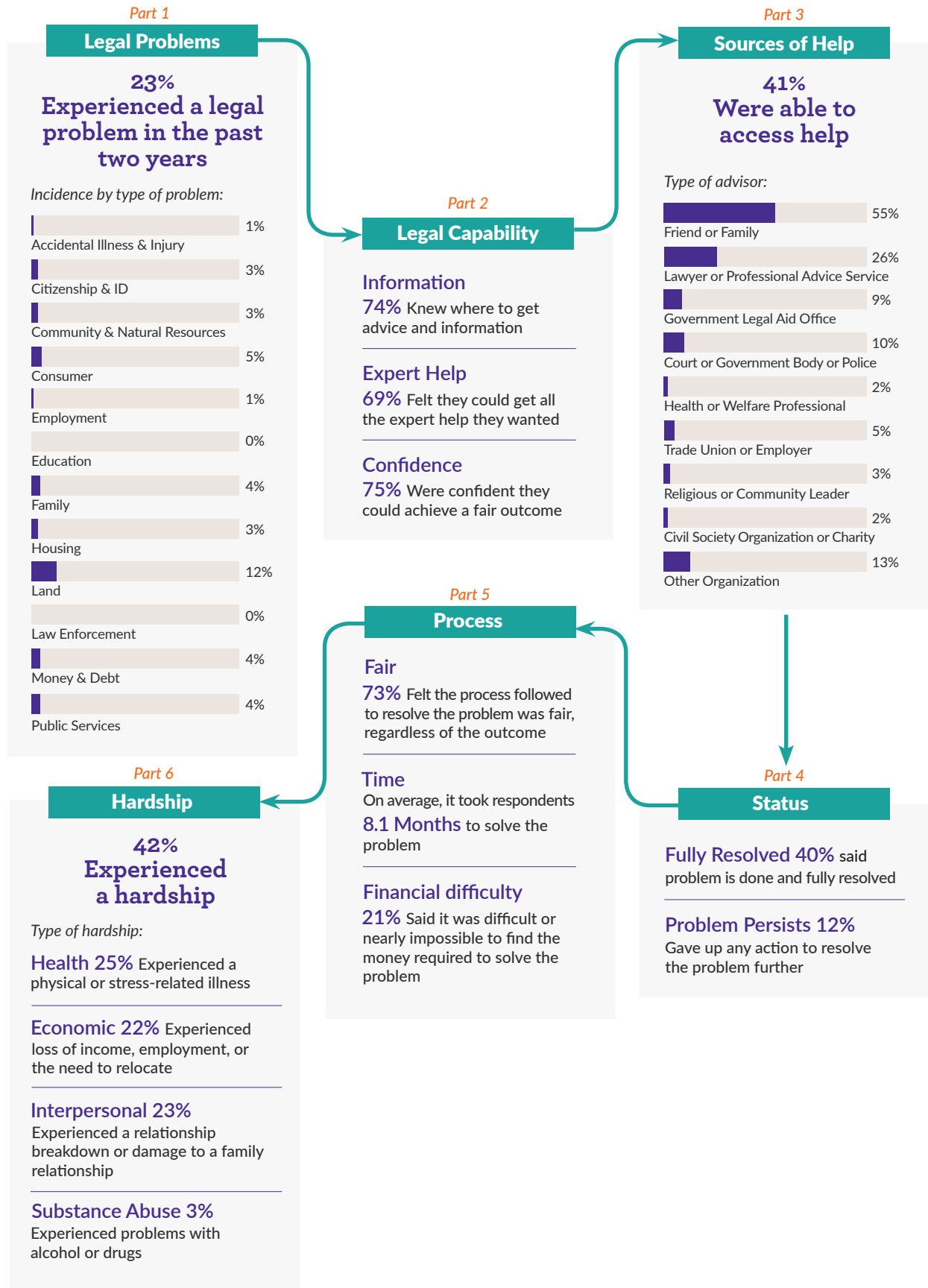
Paths followed by people in Austria to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1008 respondents in the three largest cities of the country.

Bangladesh

Paths followed by people in Bangladesh to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

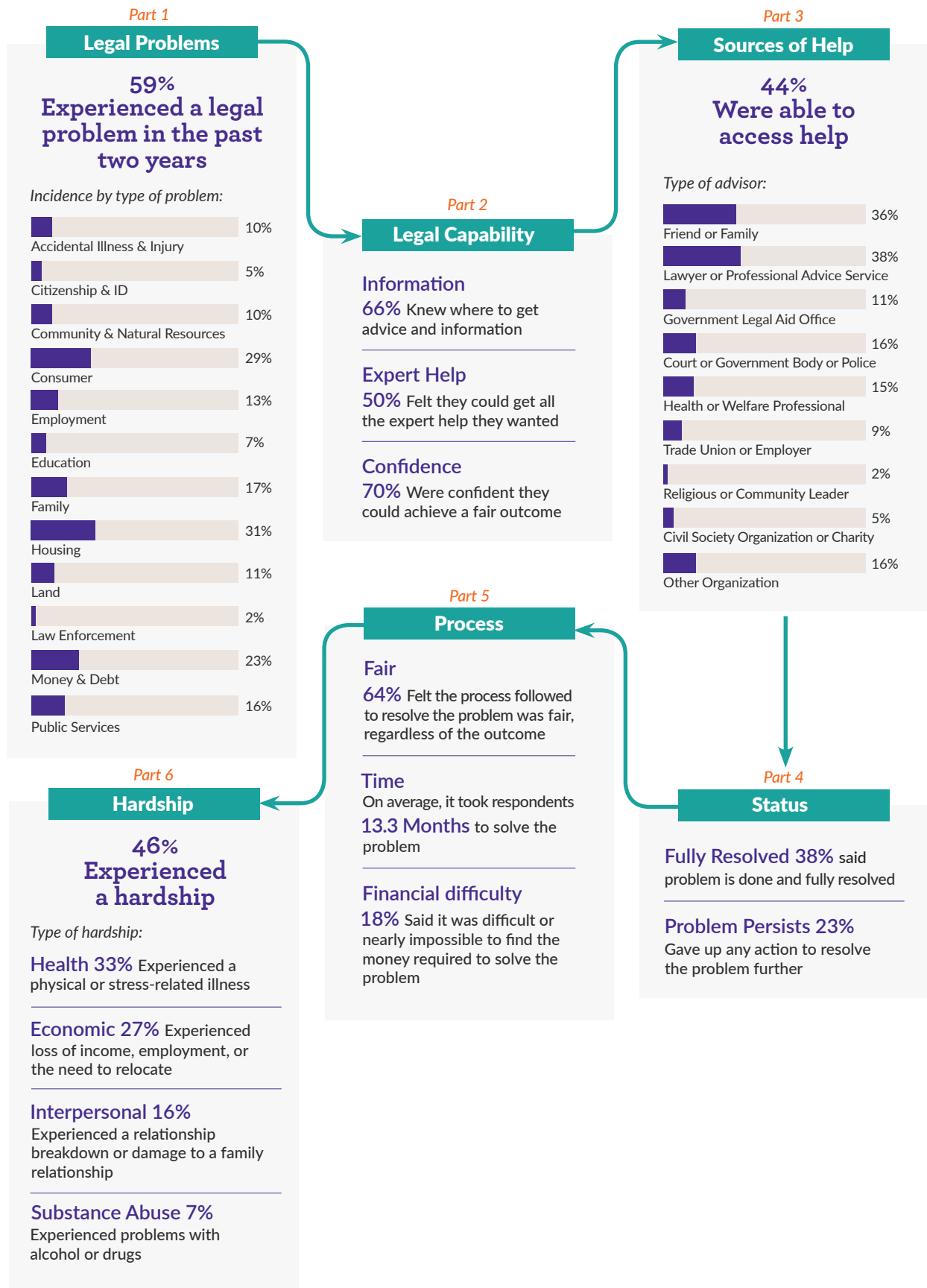


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Org-Quest Research Ltd. using a nationally representative probability sample of 1000 respondents in the country.



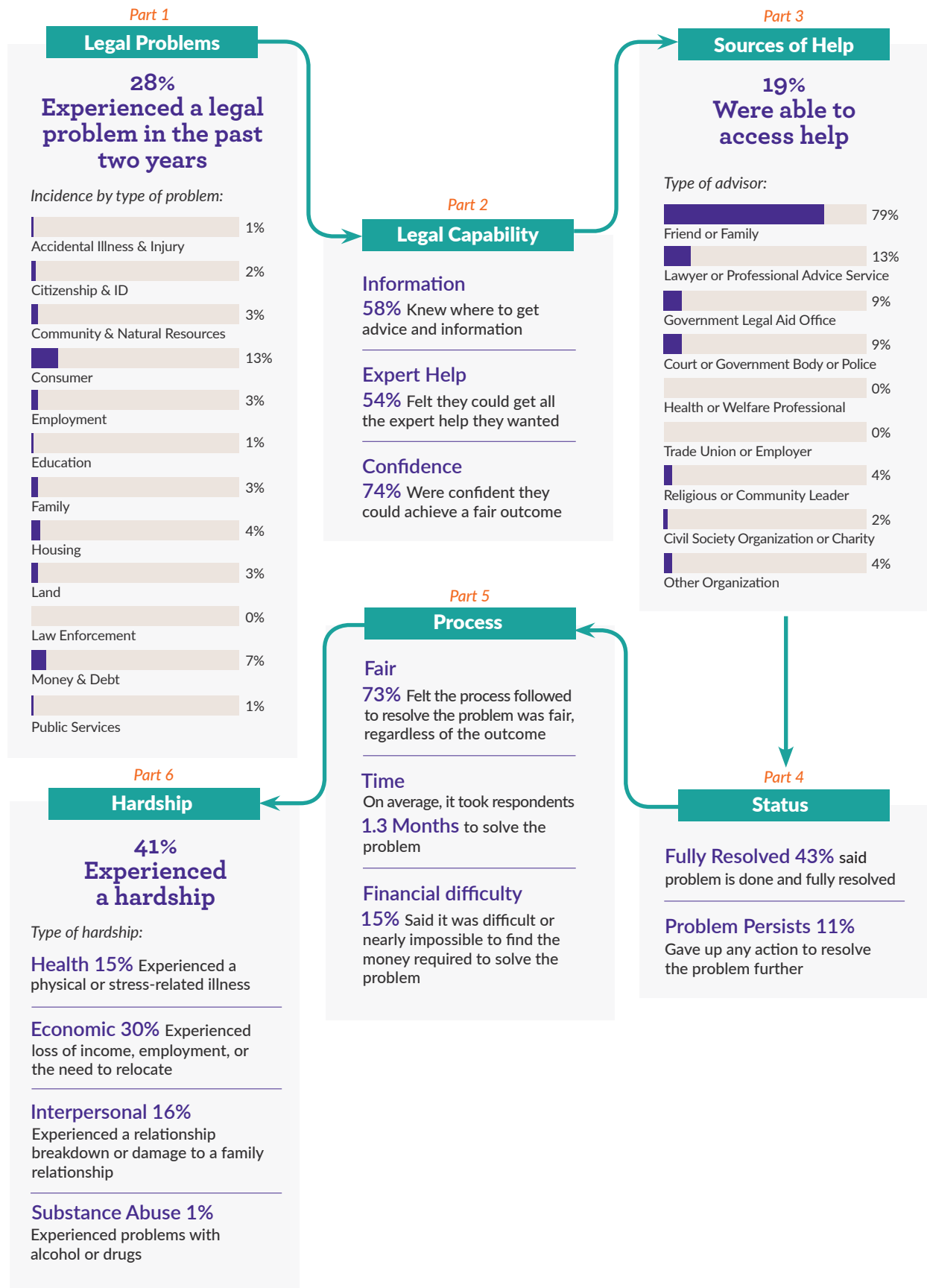
Belgium

Paths followed by people in Belgium to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1007 respondents in the country.

Paths followed by people in Benin to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

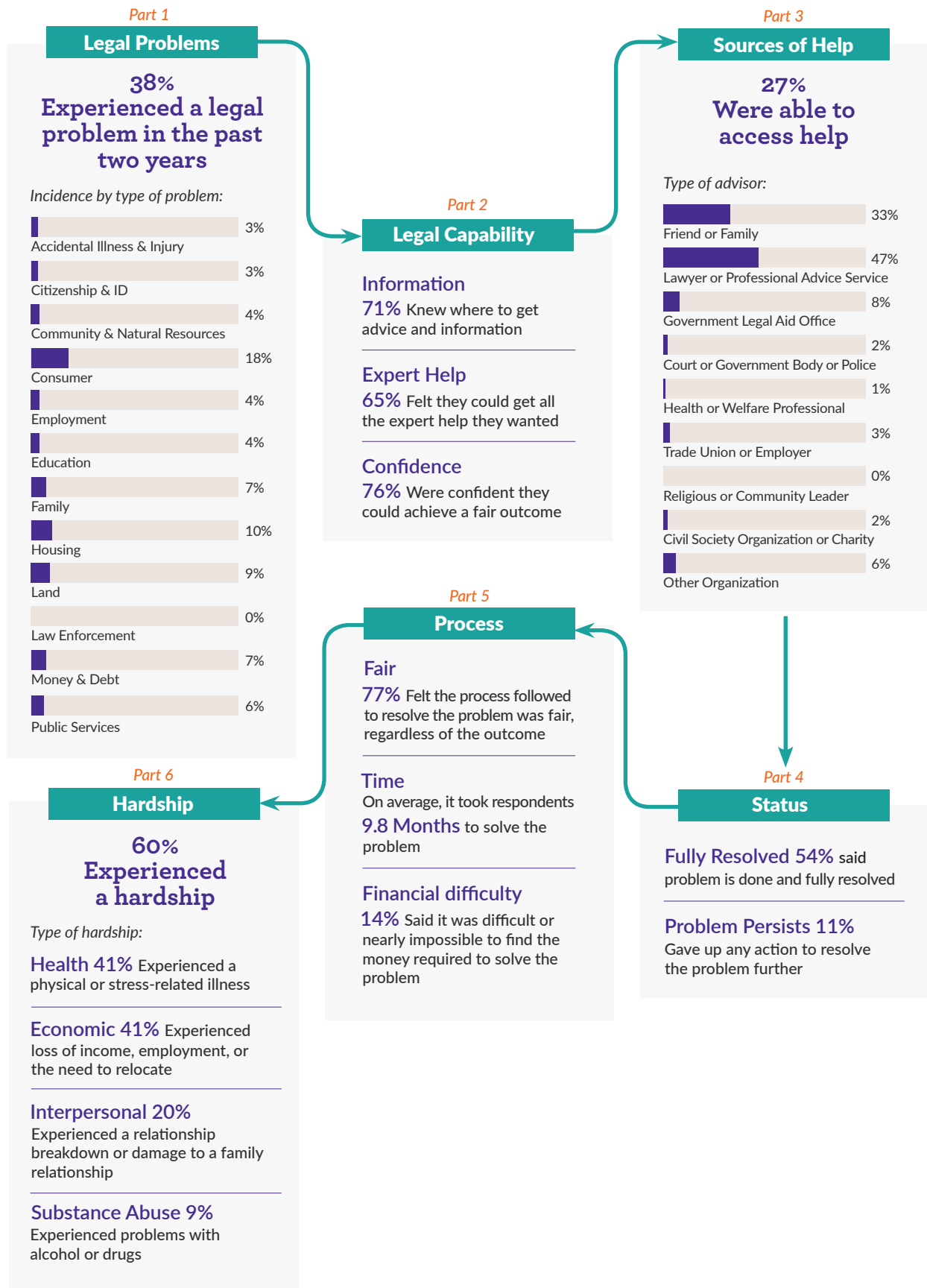


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Liaison Marketing using a nationally representative probability sample of 1010 respondents in the country.



Bolivia

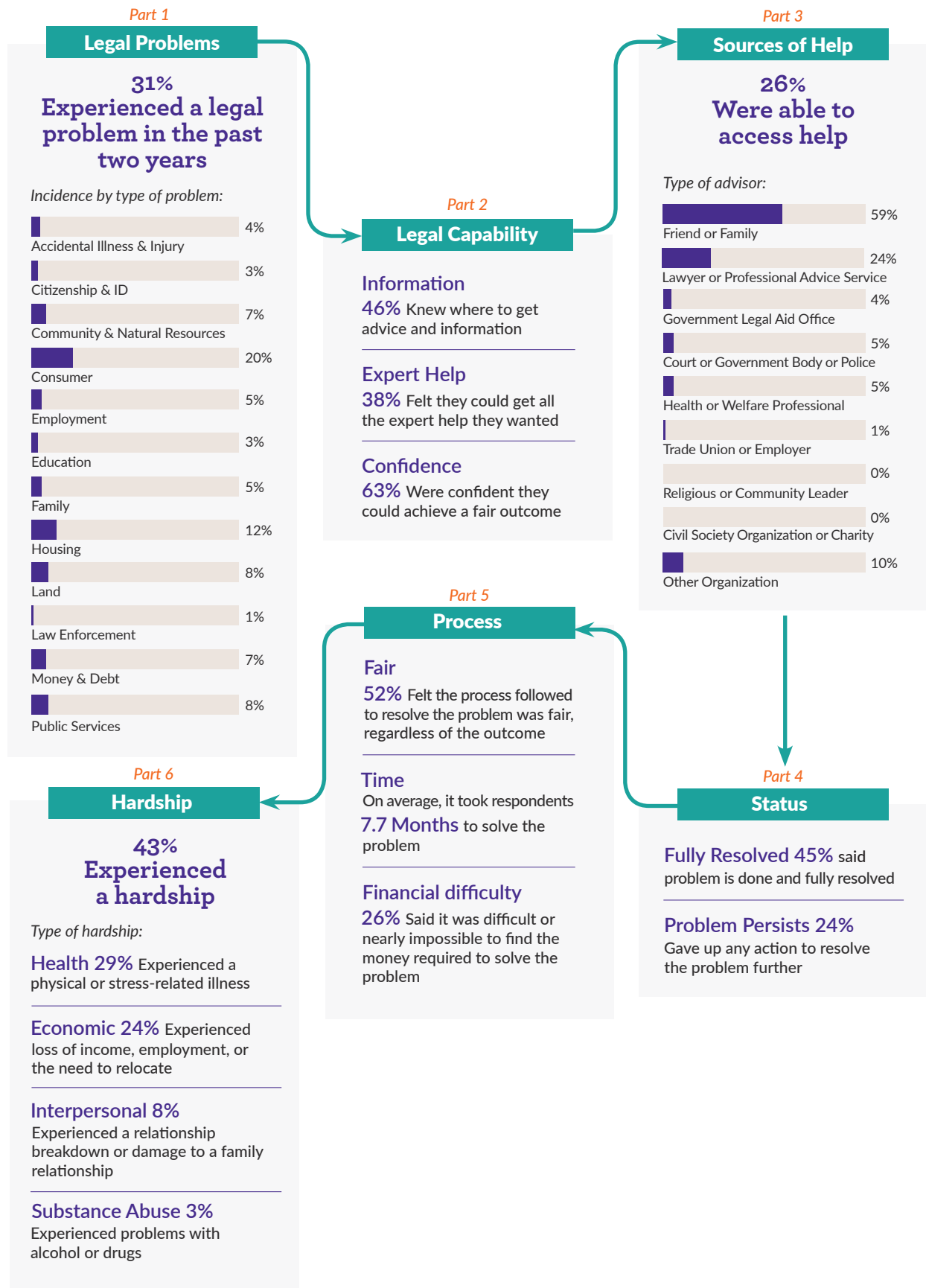
Paths followed by people in Bolivia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Captura Consulting using a nationally representative probability sample of 1000 respondents in the country.

Bosnia and Herzegovina

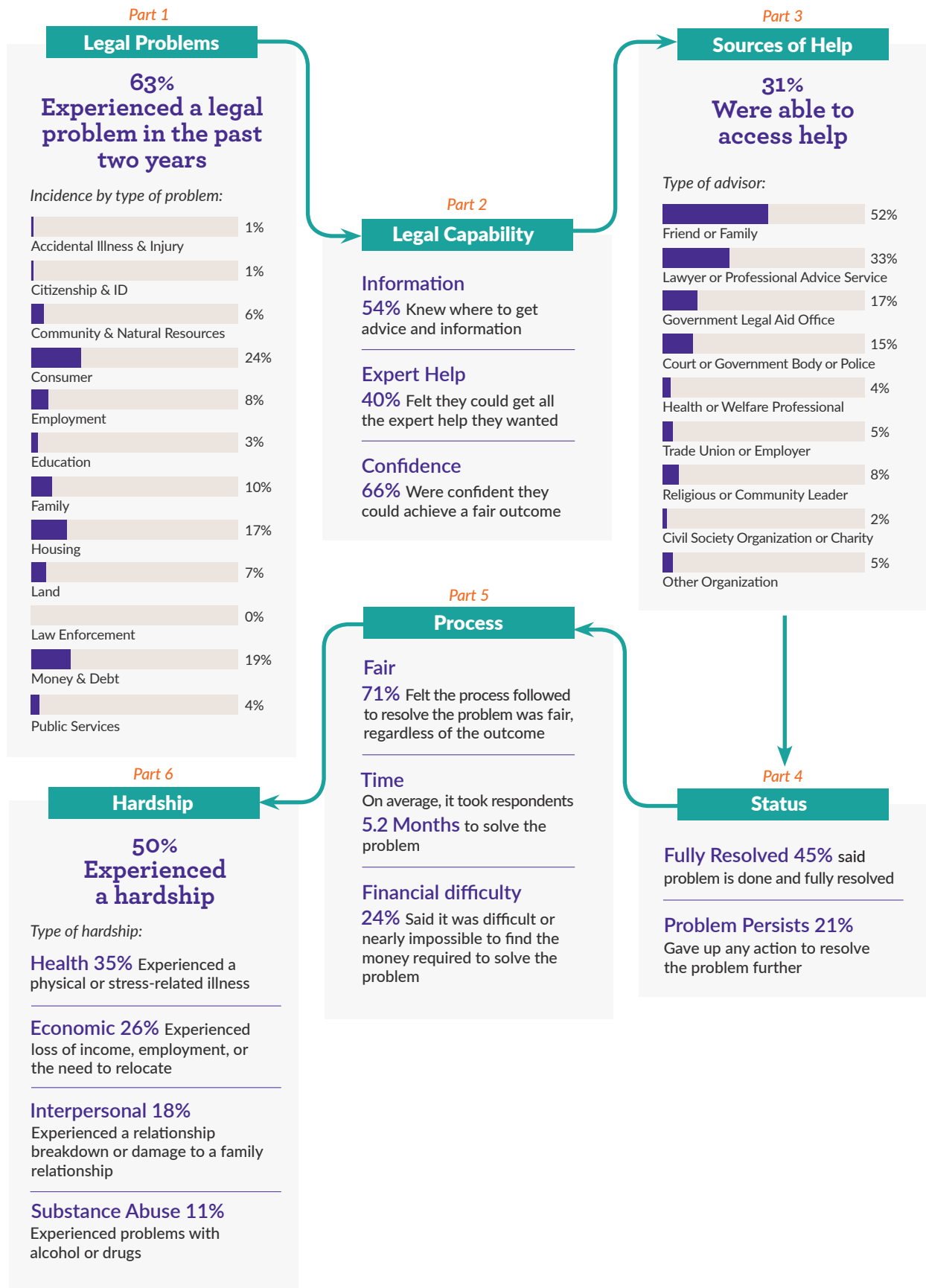
Paths followed by people in Bosnia and Herzegovina to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar TNS MIB using a probability sample of 1000 respondents in the three largest cities of the country.

Botswana

Paths followed by people in Botswana to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

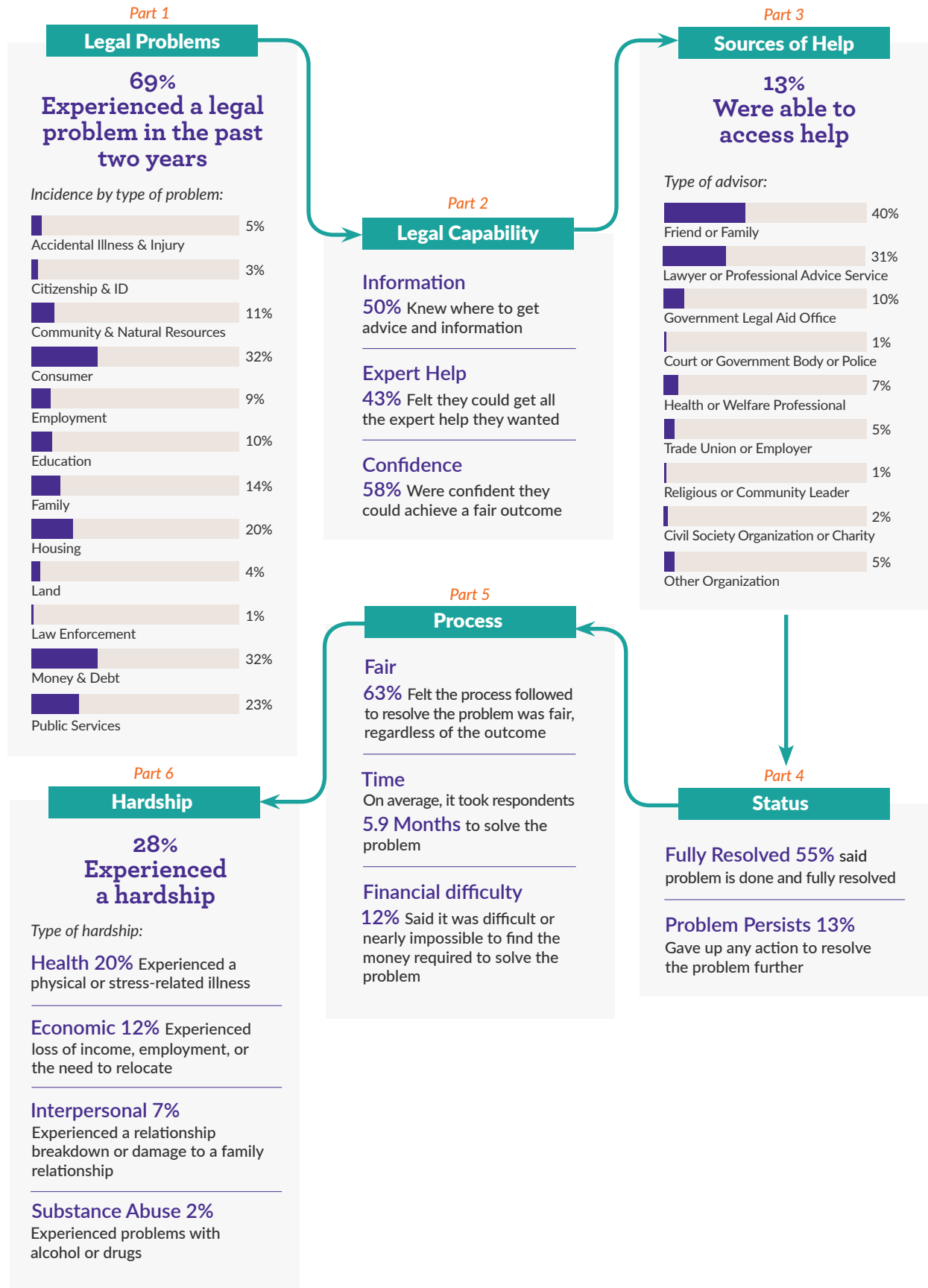


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by BJKA Consulting using a nationally representative probability sample of 1000 respondents in the country.



Brazil

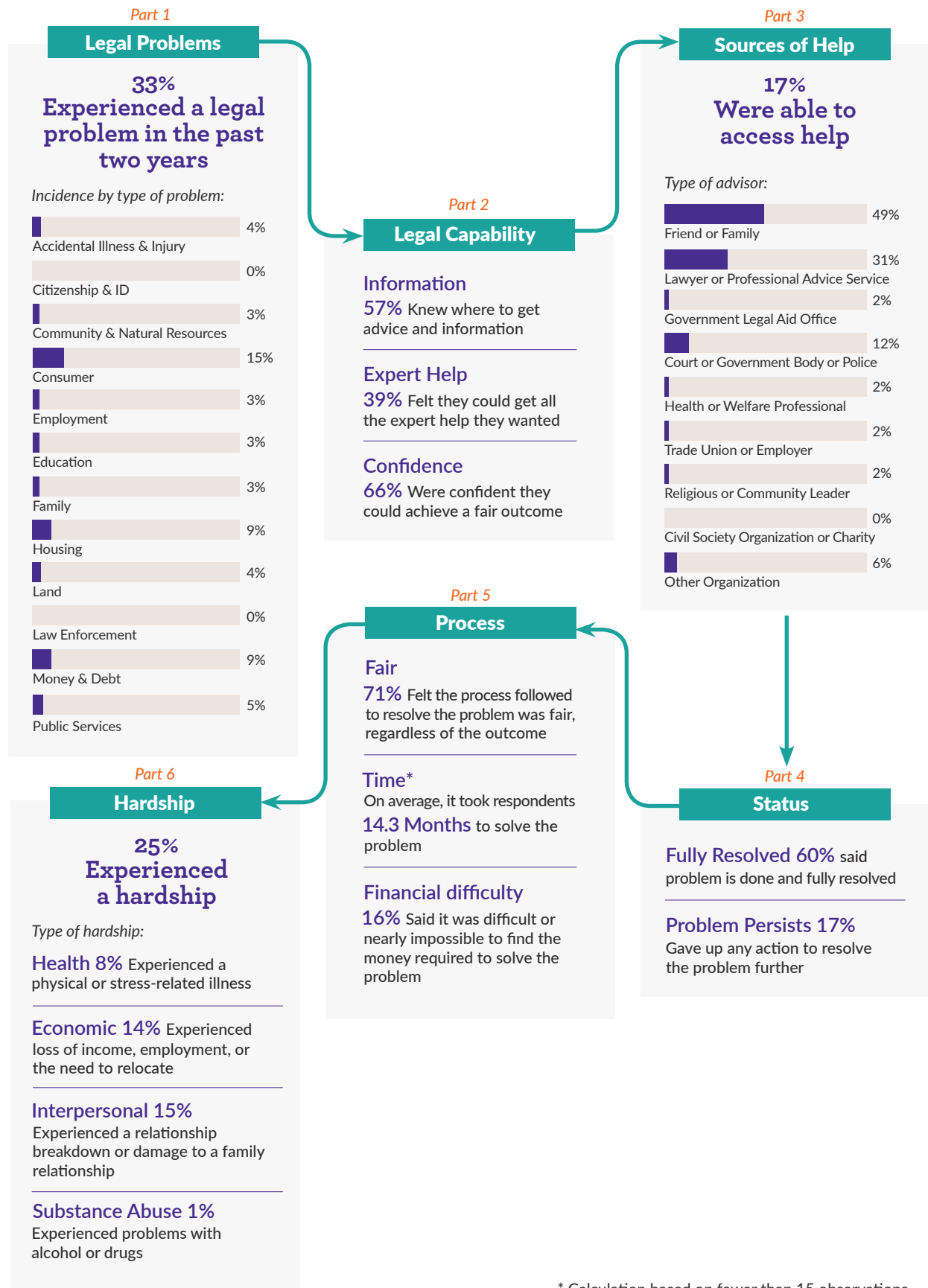
Paths followed by people in Brazil to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Datum Internacional/About Brazil Market Research using a probability sample of 1049 respondents in the three largest cities of the country.

Bulgaria

Paths followed by people in Bulgaria to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



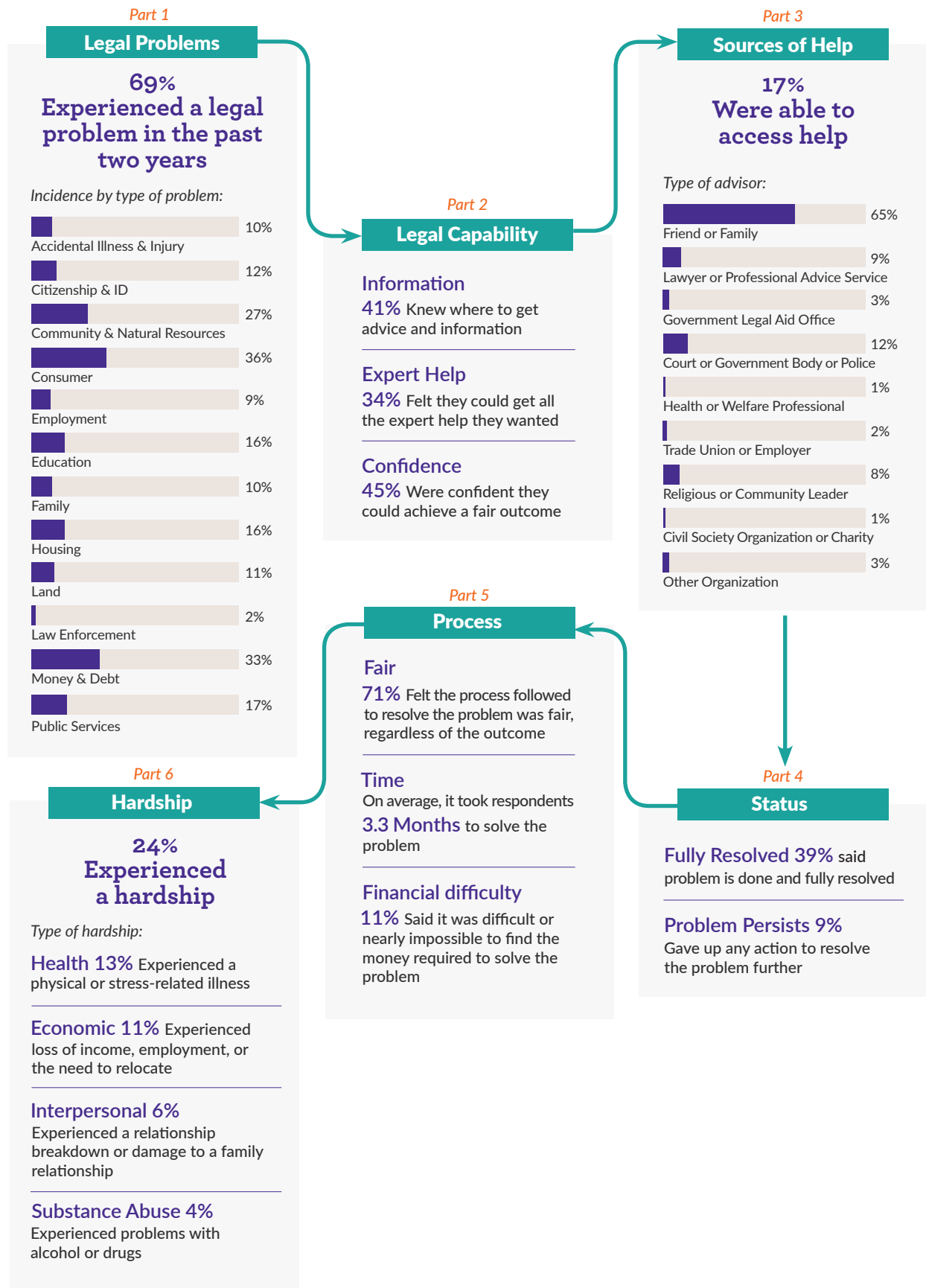
* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Alpha Research Ltd. using a probability sample of 1001 respondents in the three largest cities of the country.



Burkina Faso

Paths followed by people in Burkina Faso to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

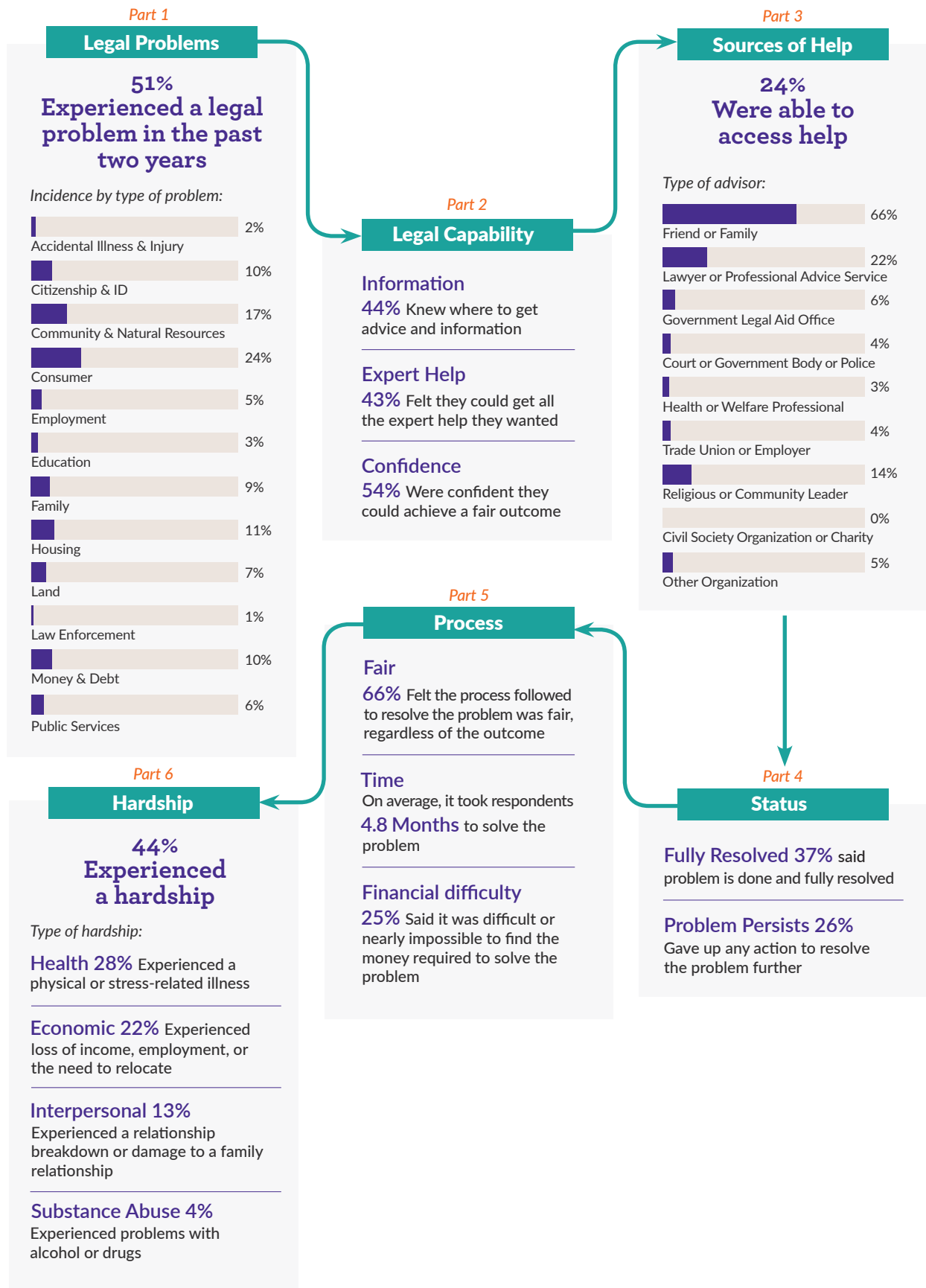


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar TNS using a probability sample of 1029 respondents in the three largest cities of the country.



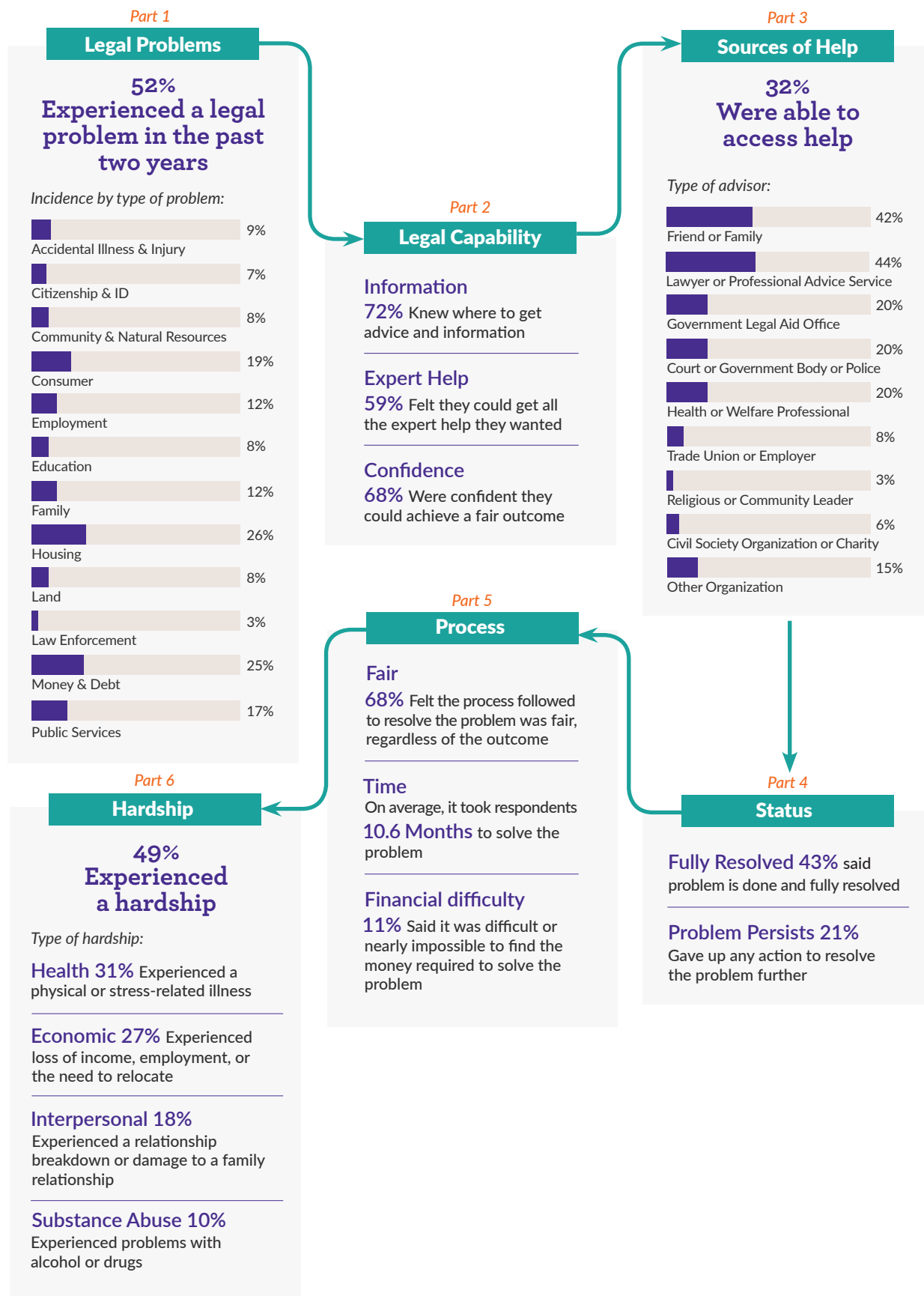
Cameroon

Paths followed by people in Cameroon to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



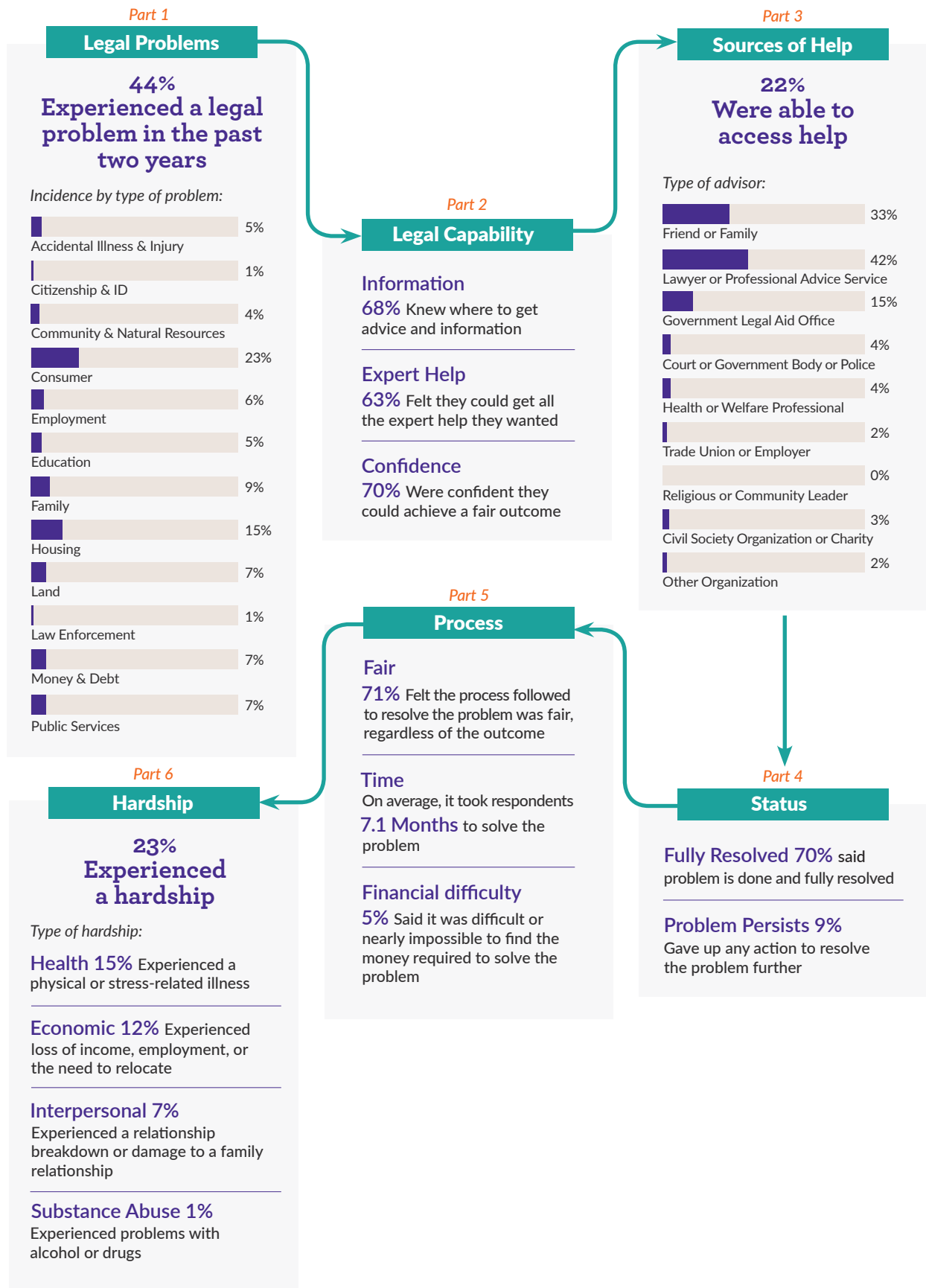
Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Liaison Marketing using a nationally representative probability sample of 1006 respondents in the country.

Paths followed by people in Canada to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1000 respondents in the three largest cities of the country.

Paths followed by people in Chile to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

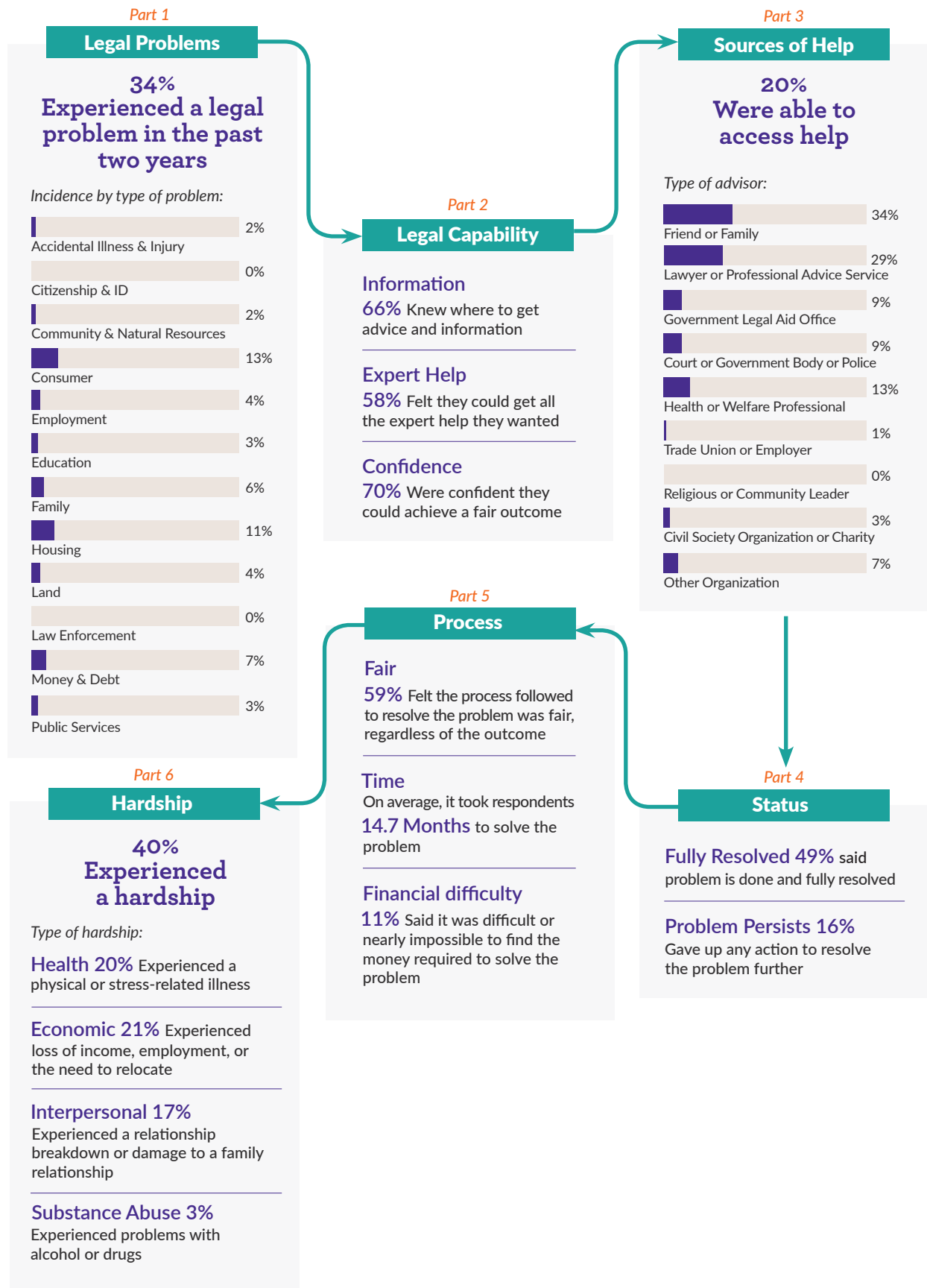


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Datum Internacional S.A./Cadem S.A. using a probability sample of 1011 respondents in the three largest cities of the country.



Colombia

Paths followed by people in Colombia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

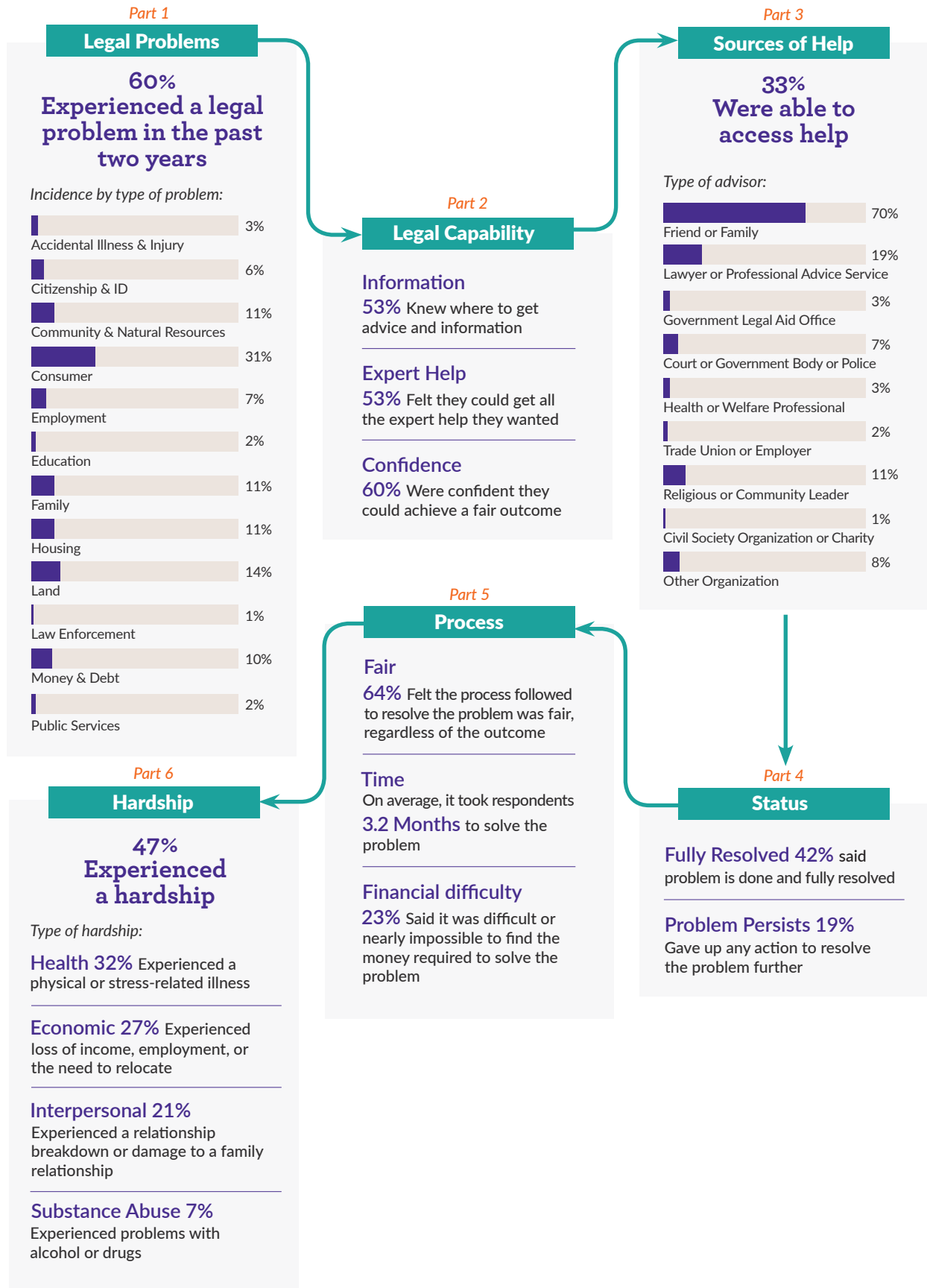


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Tempo Group using a nationally representative probability sample of 1000 respondents in the country.



Congo, Democratic Republic

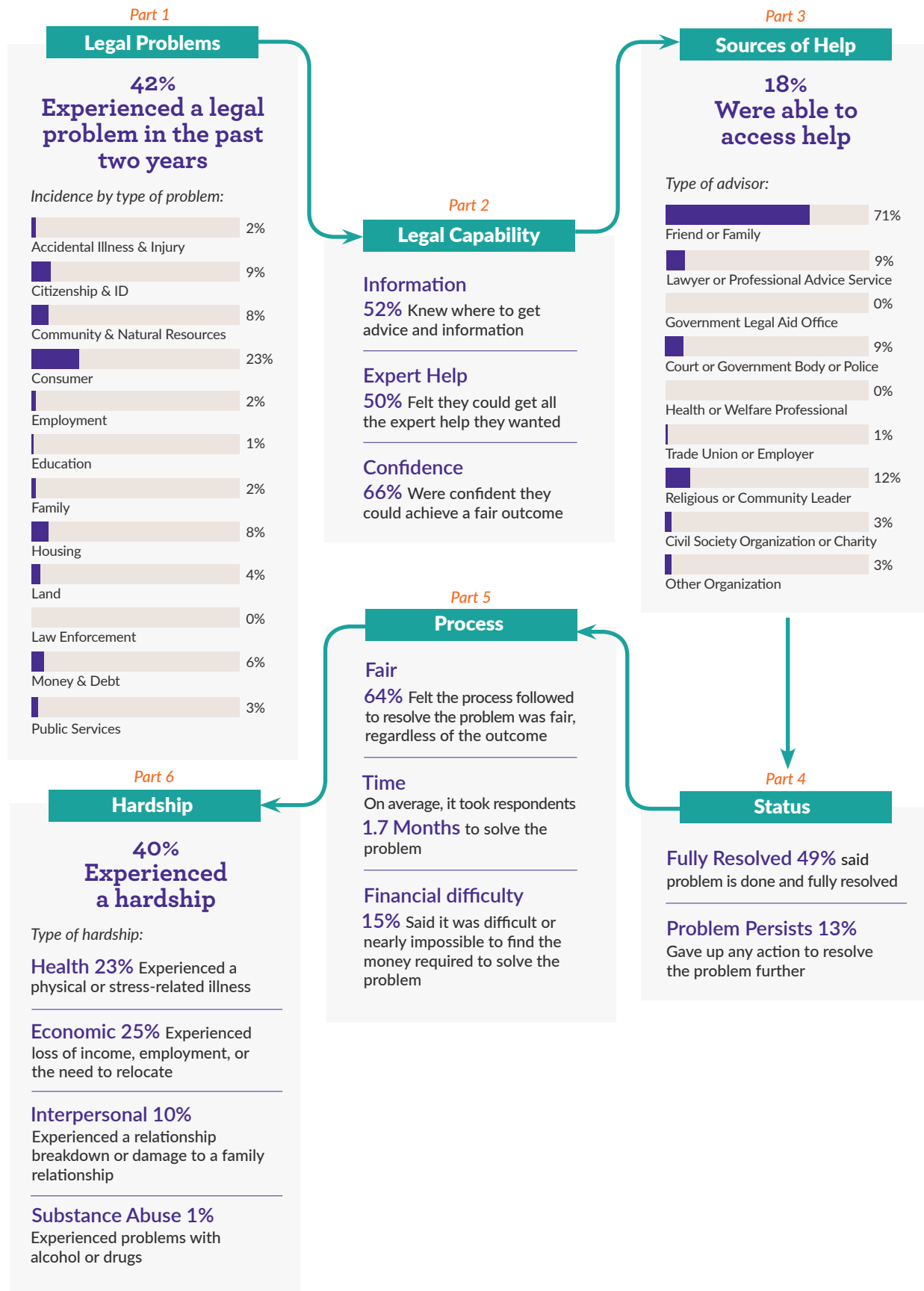
Paths followed by people in the Democratic Republic of the Congo to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar Public Senegal using a probability sample of 1083 respondents in the three largest cities of the country.

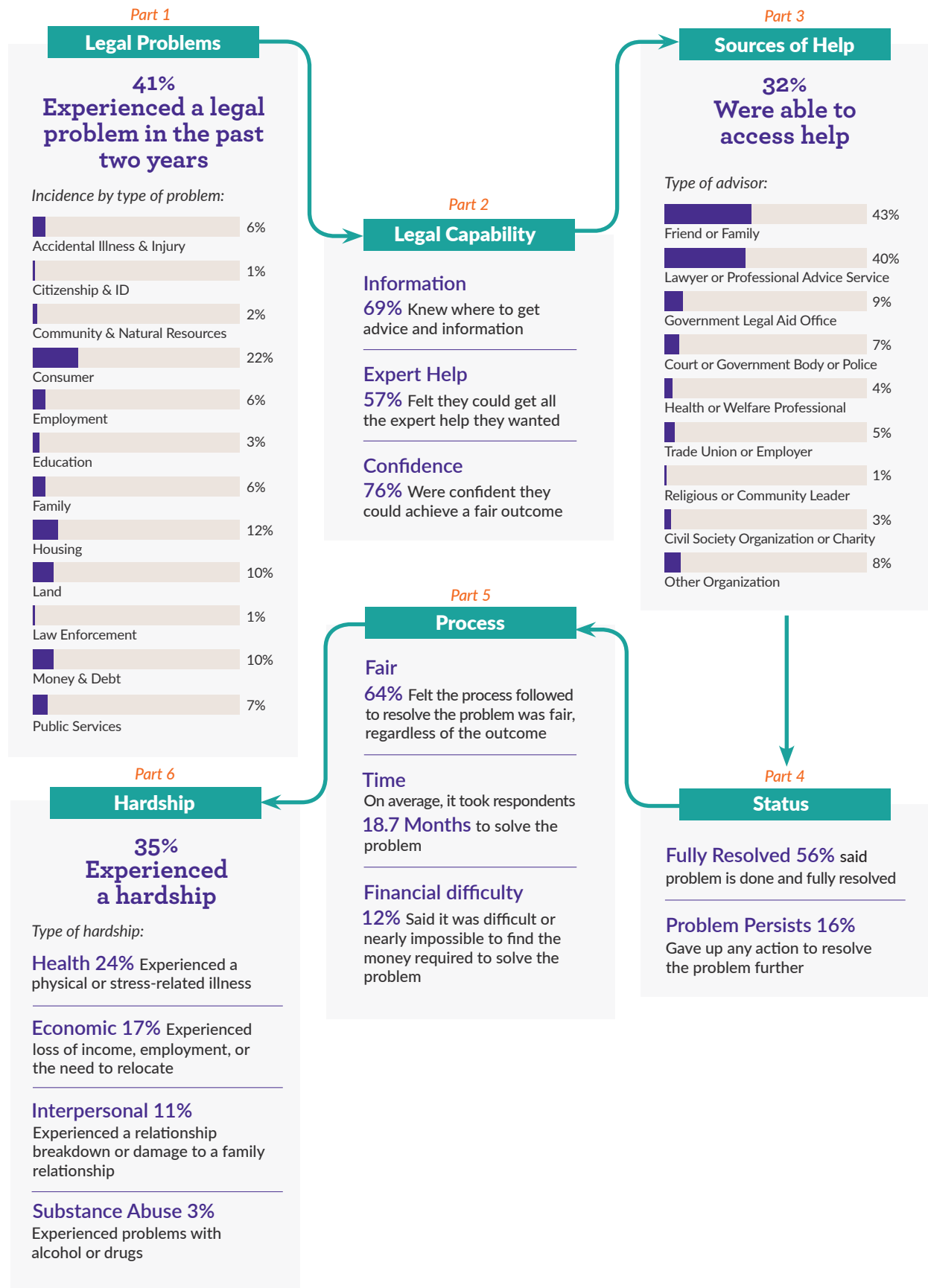
Cote d'Ivoire

Paths followed by people in Cote d'Ivoire to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Liaison Marketing using a probability sample of 1011 respondents in the three largest cities of the country.

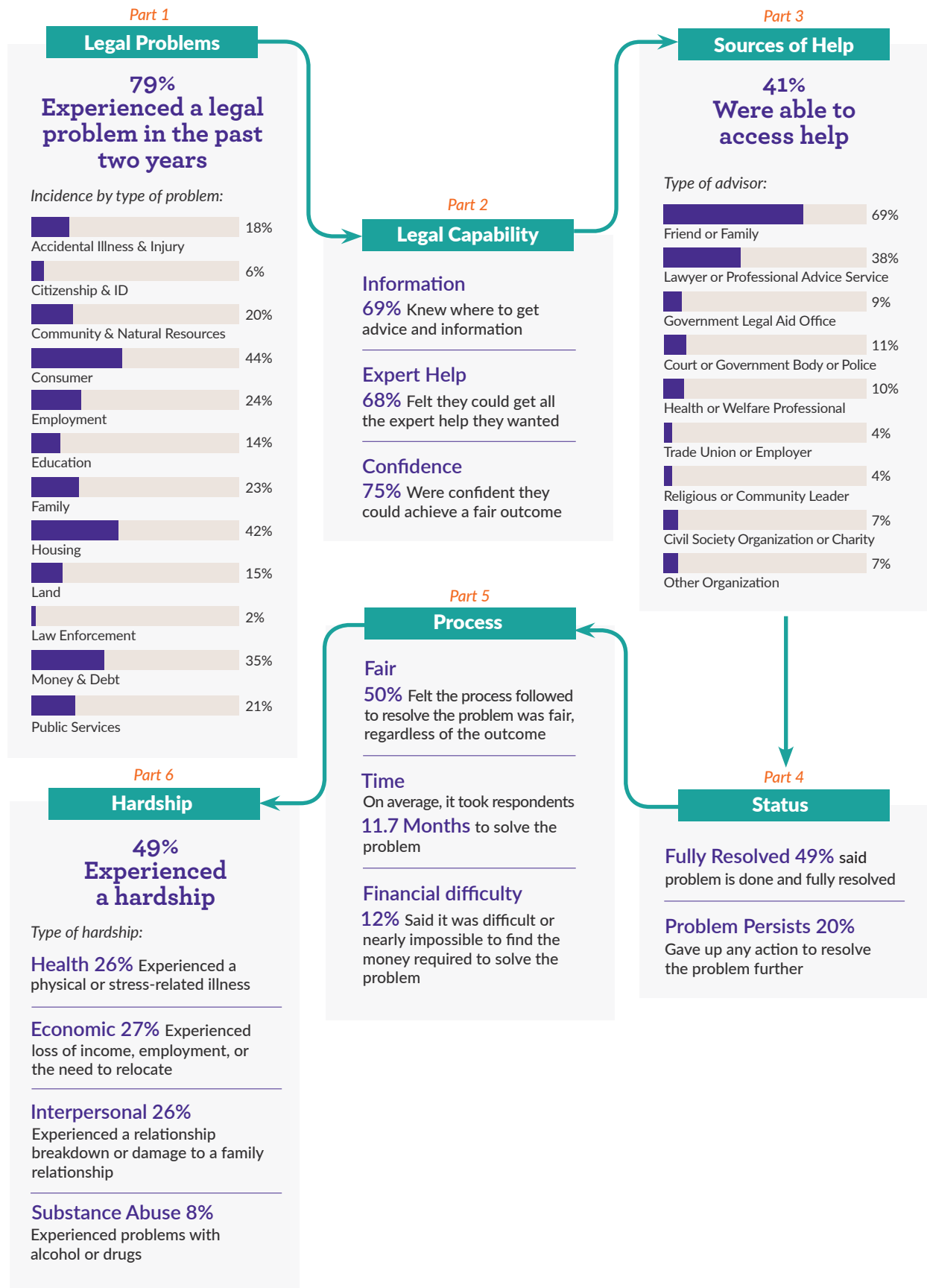
Paths followed by people in Croatia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Ipsos d.o.o. using a nationally representative probability sample of 1010 respondents in the country.

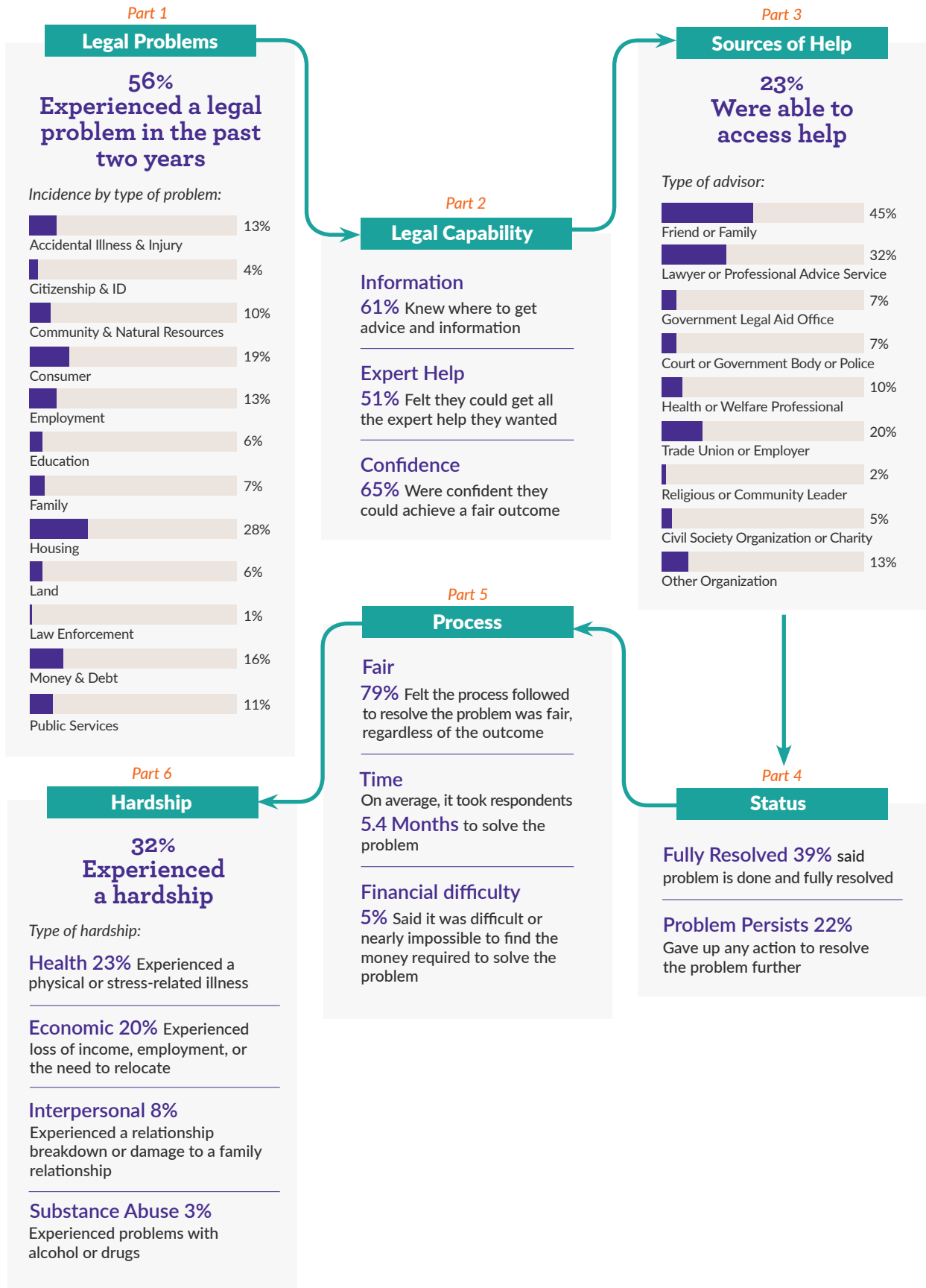
Czech Republic

Paths followed by people in the Czech Republic to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1013 respondents in the three largest cities of the country.

Paths followed by people in Denmark to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

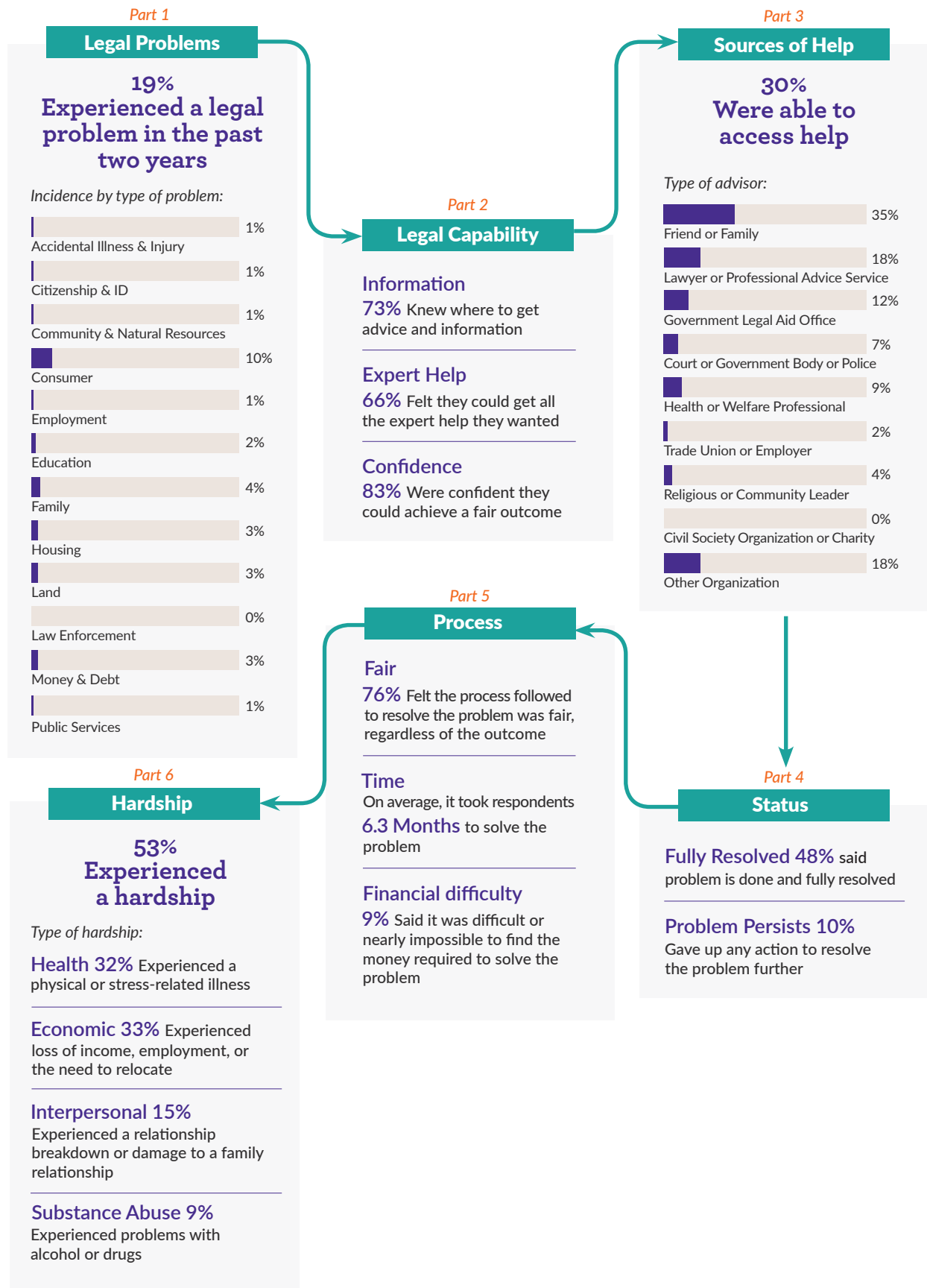


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1017 respondents in the three largest cities of the country.



Dominican Republic

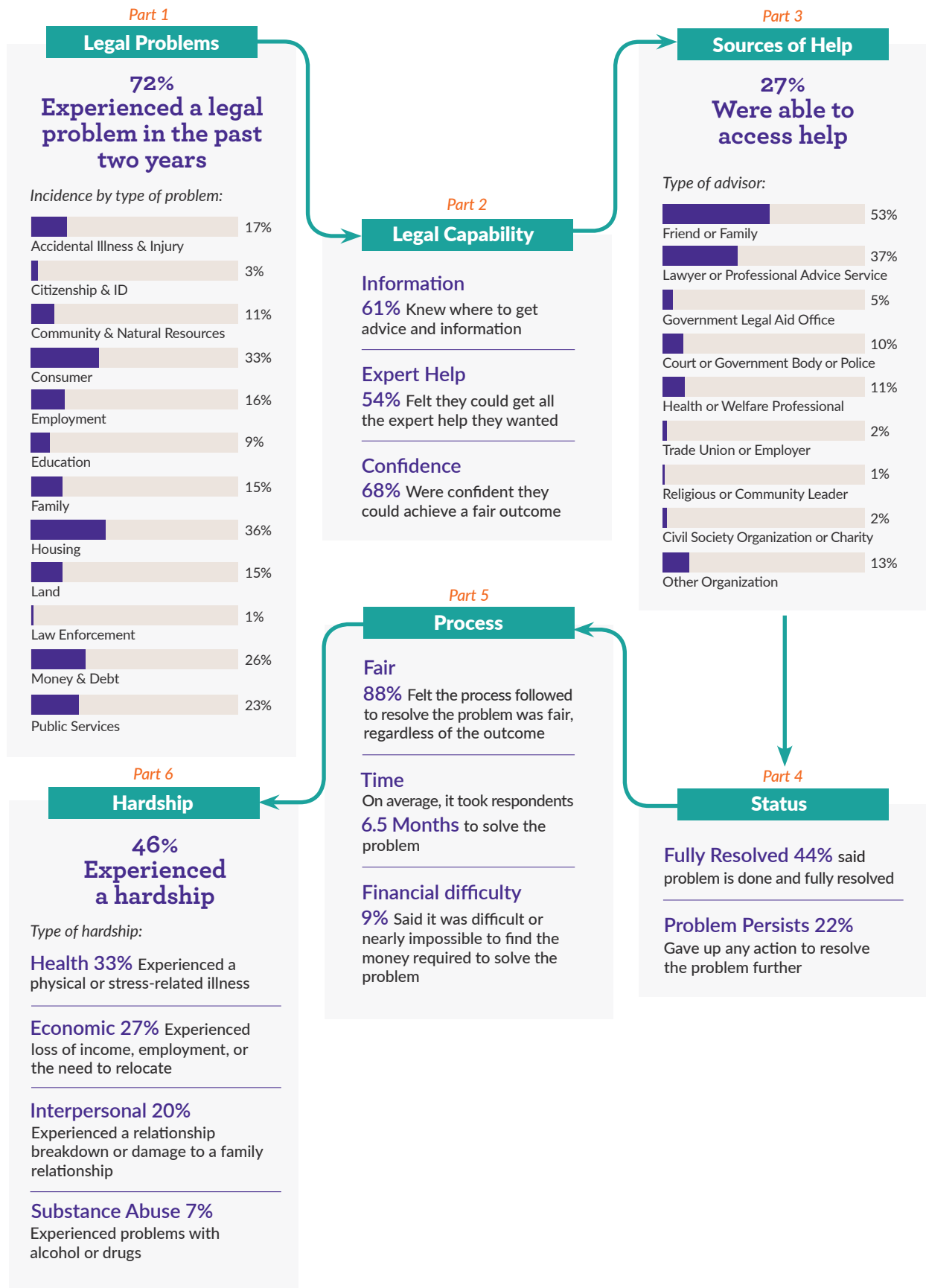
Paths followed by people in the Dominican Republic to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by CID Latin America using a nationally representative probability sample of 1014 respondents in the country.

Estonia

Paths followed by people in Estonia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

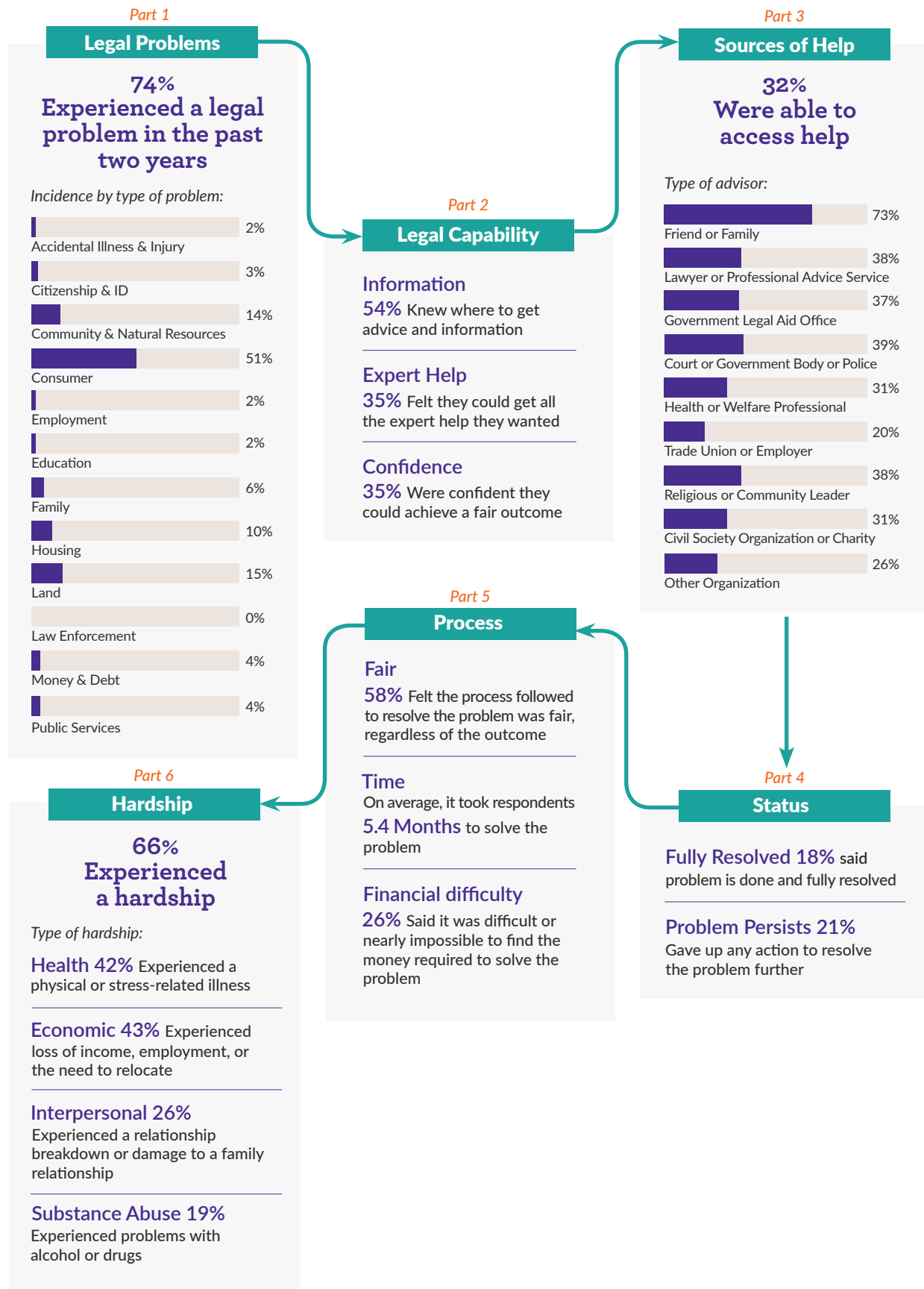


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Norstat Eesti using a probability sample of 1010 respondents in the three largest cities of the country.



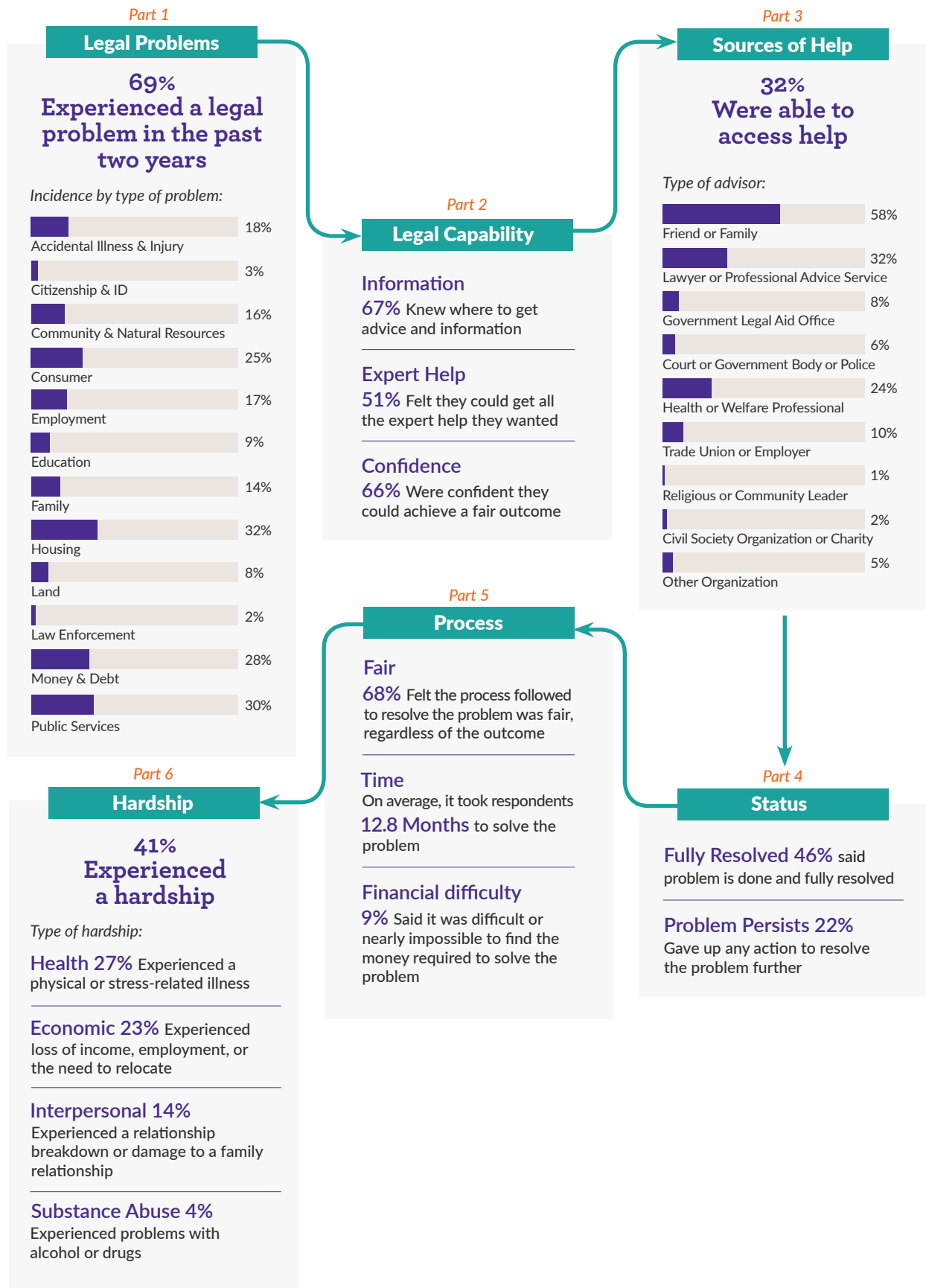
Ethiopia

Paths followed by people in Ethiopia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a probability sample of 1037 respondents in the three largest cities of the country.

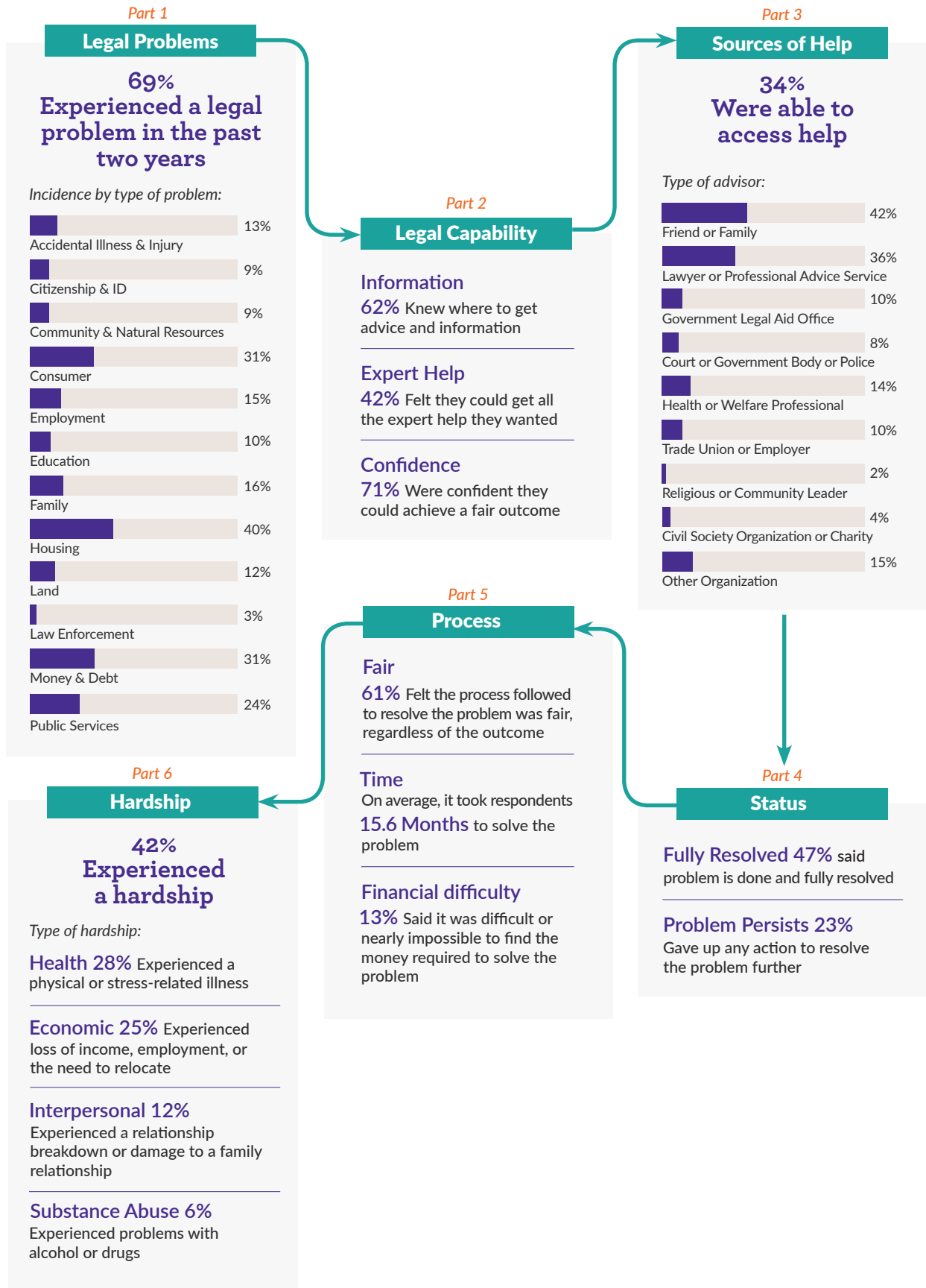
Paths followed by people in Finland to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1014 respondents in the three largest cities of the country.

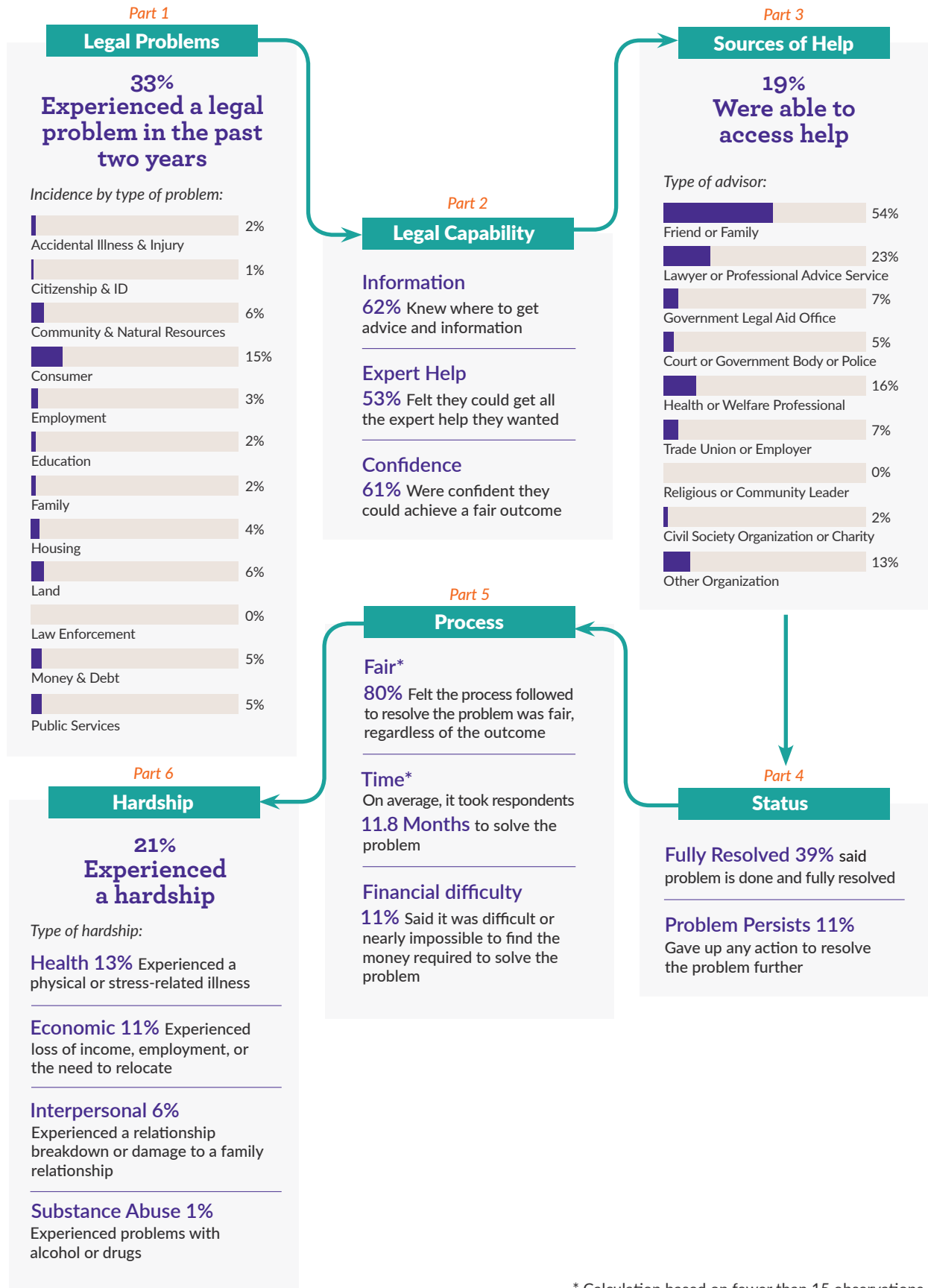
France

Paths followed by people in France to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1040 respondents in the country.

Paths followed by people in Georgia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

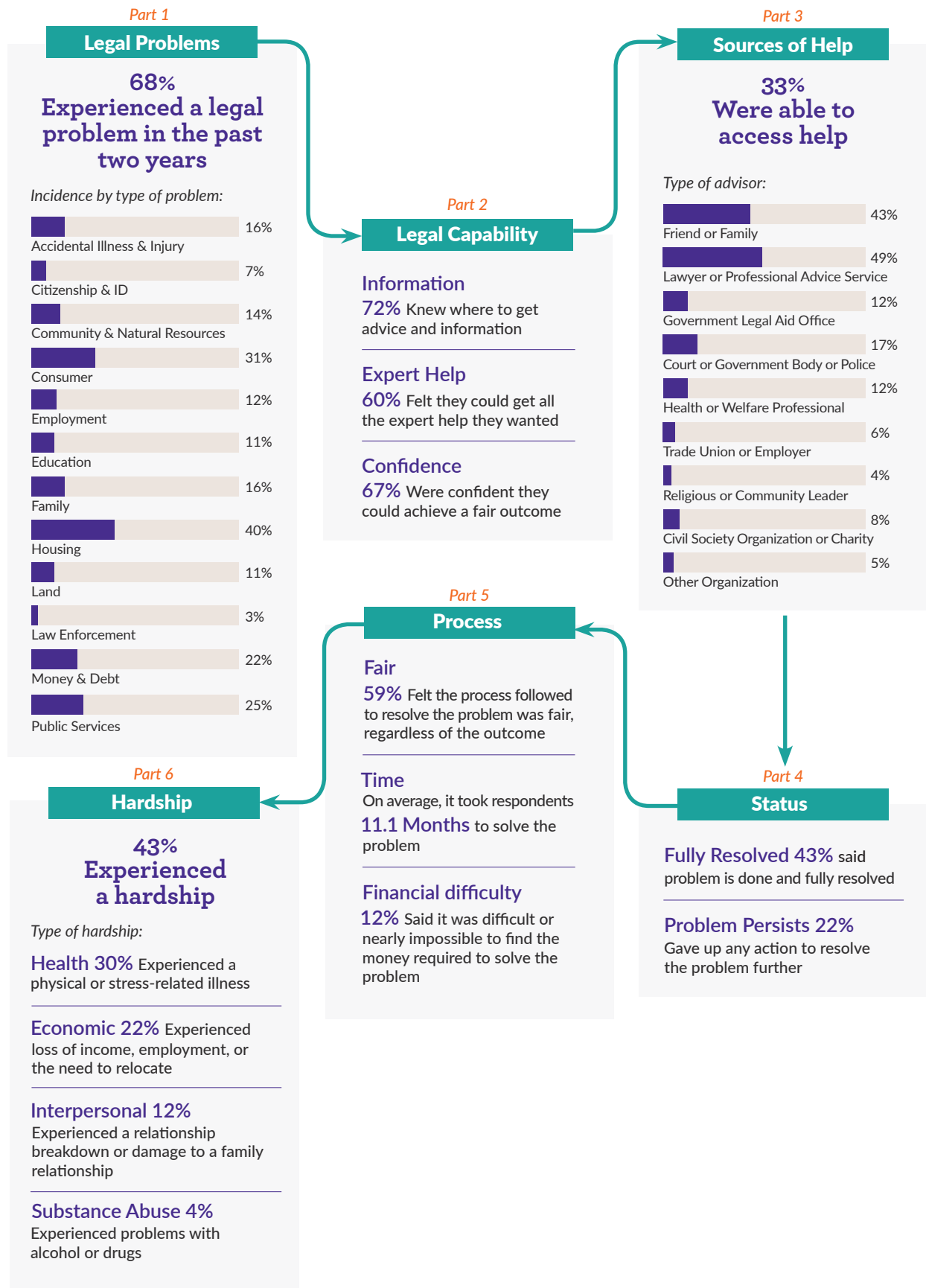


* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by ACT Market Research and Consulting Company using a probability sample of 1000 respondents in the three largest cities of the country.

Germany

Paths followed by people in Germany to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

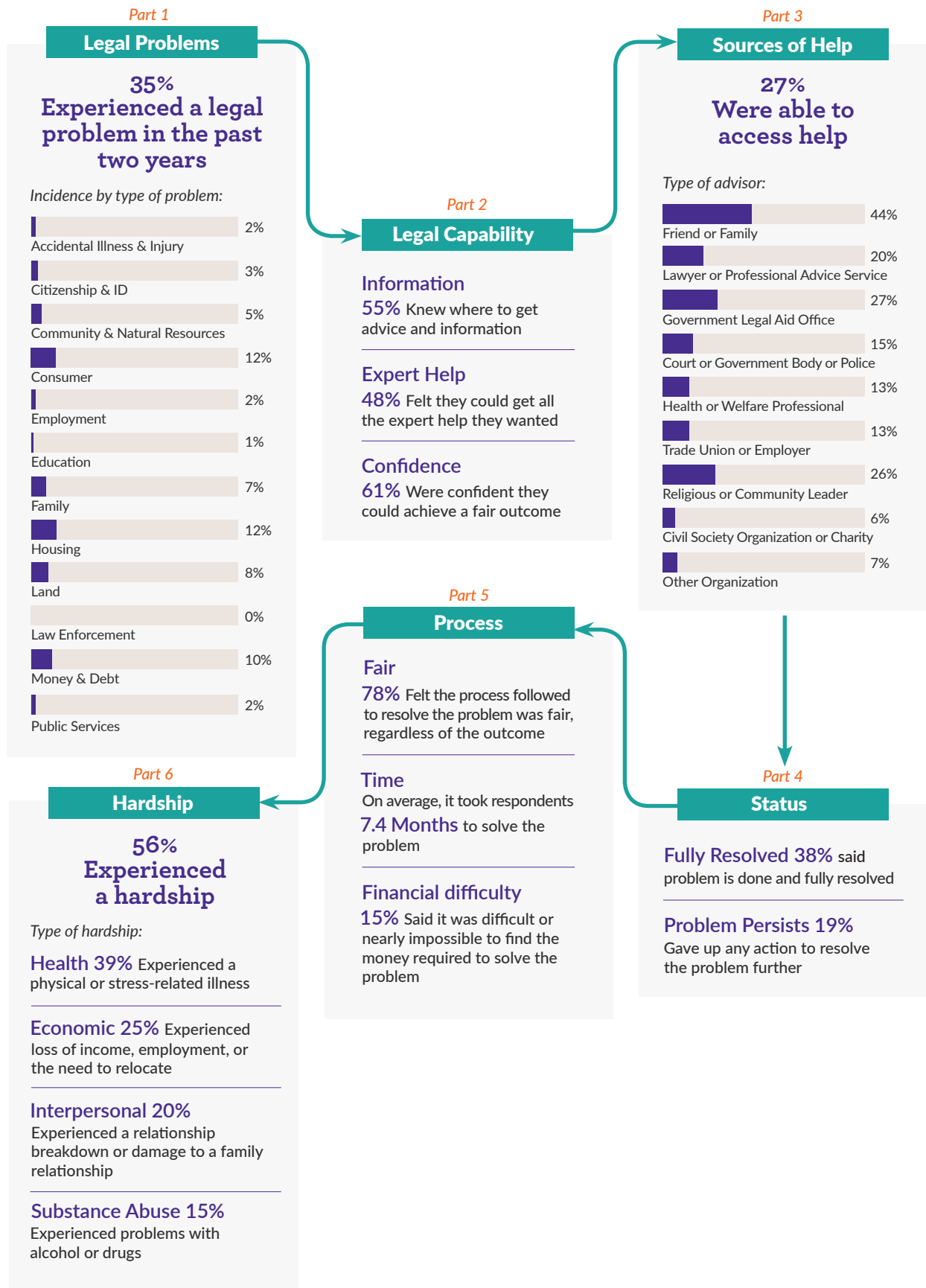


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1048 respondents in the country.



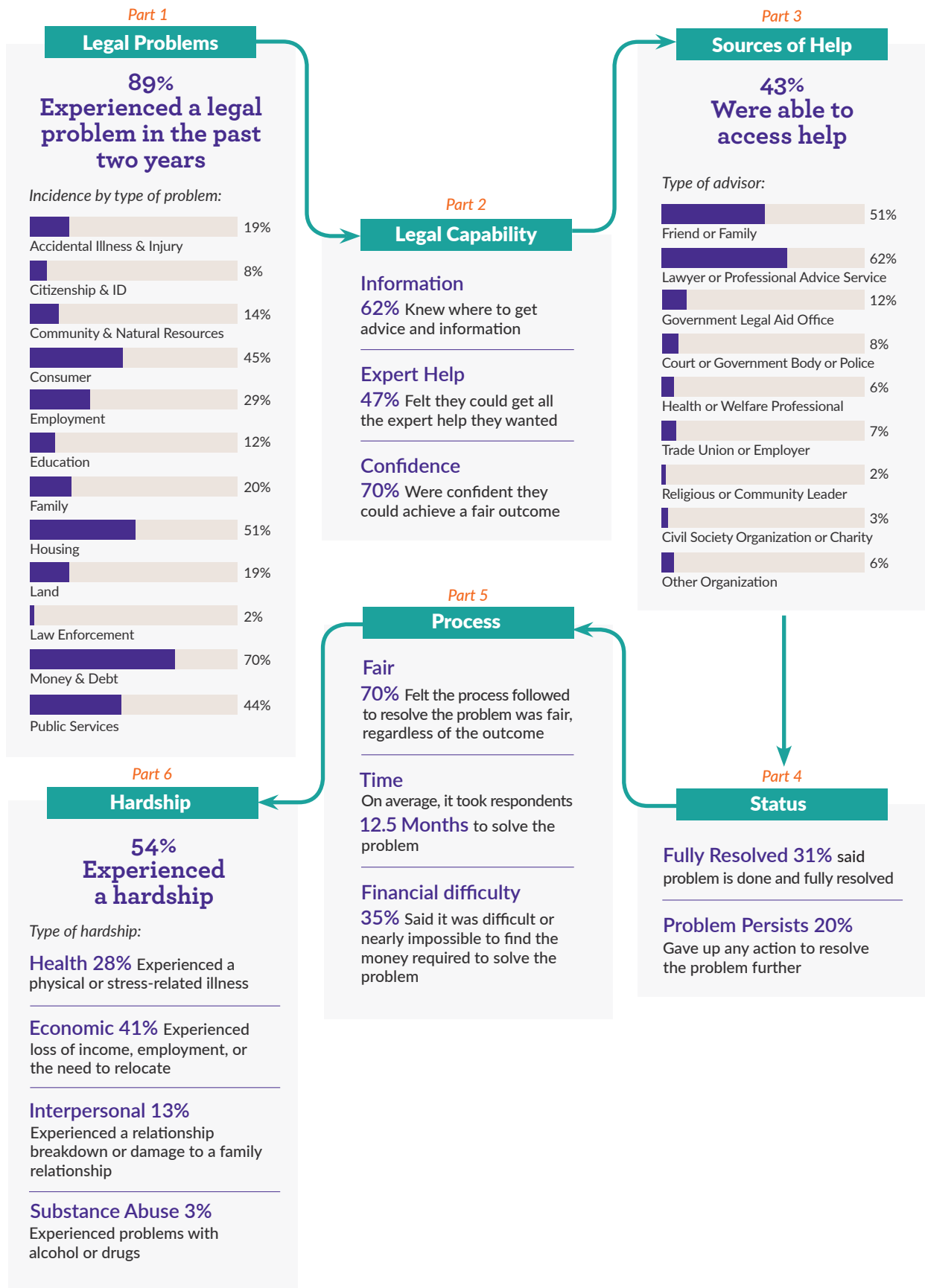
Ghana

Paths followed by people in Ghana to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a nationally representative probability sample of 1103 respondents in the country.

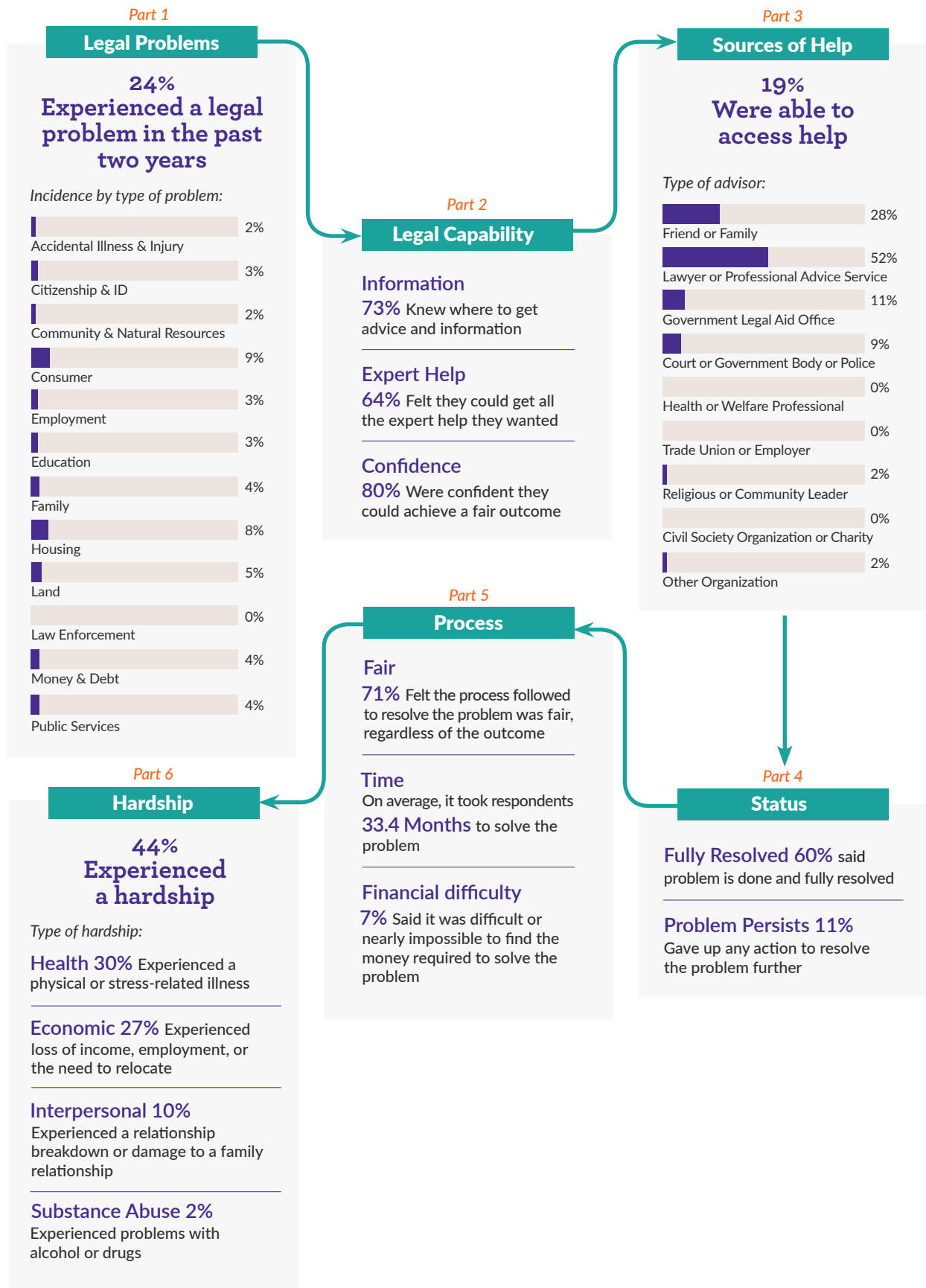
Paths followed by people in Greece to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1015 respondents in the three largest cities of the country.

Guatemala

Paths followed by people in Guatemala to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

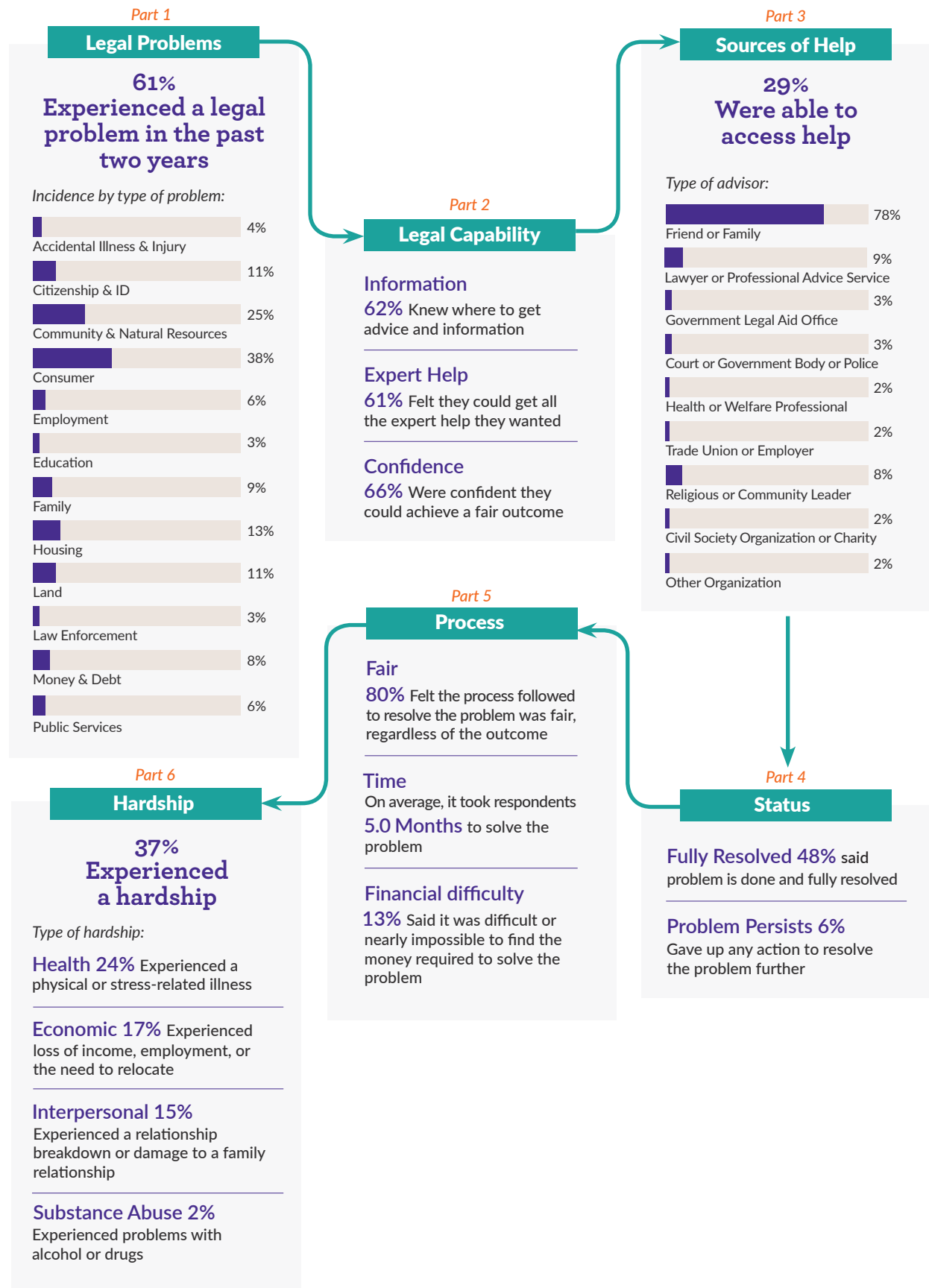


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Mercaplan Central America & Caribbean using a nationally representative probability sample of 1008 respondents in the country.



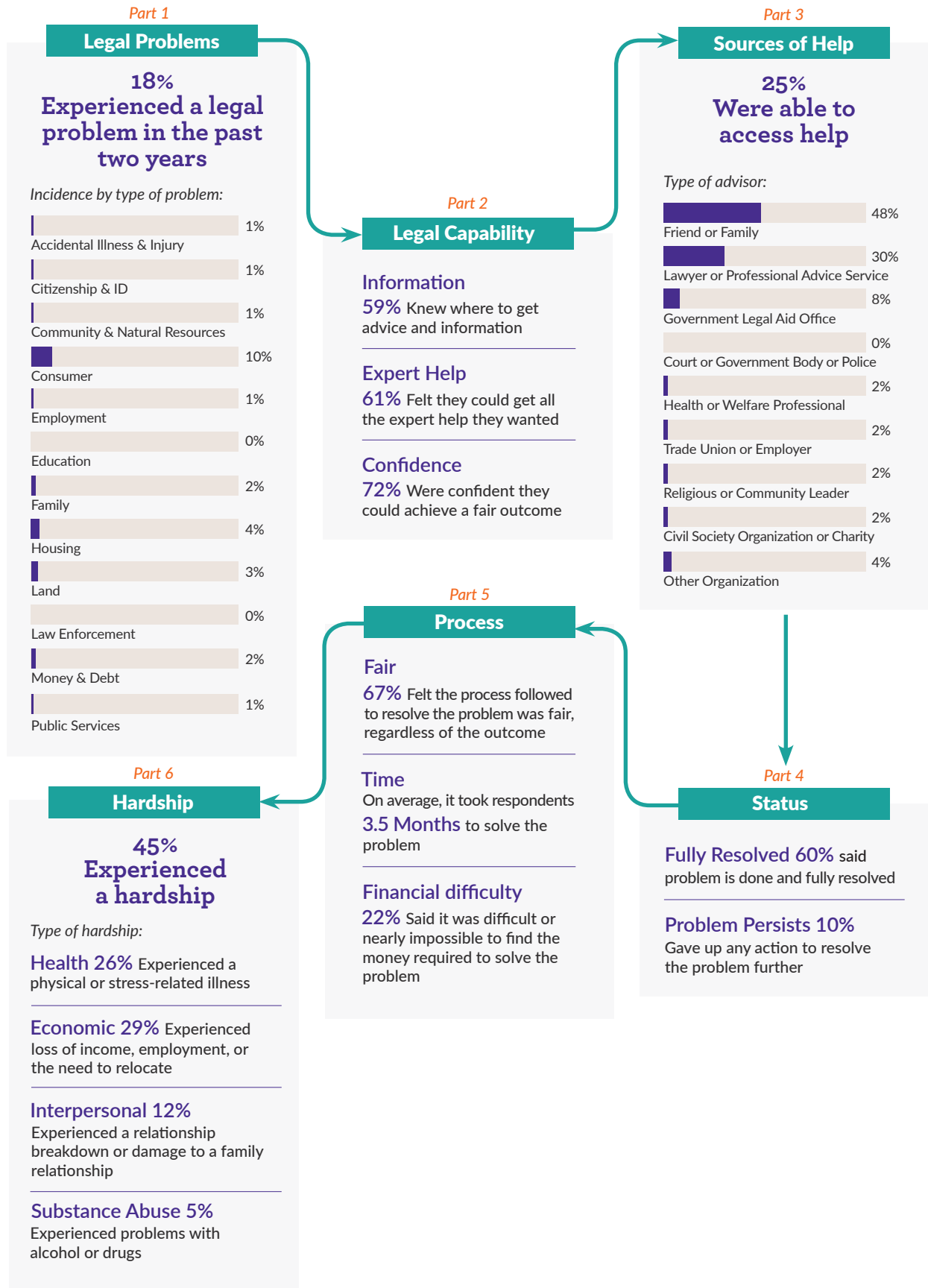
Guinea

Paths followed by people in Guinea to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar Public Senegal using a probability sample of 1065 respondents in the three largest cities of the country.

Paths followed by people in Honduras to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

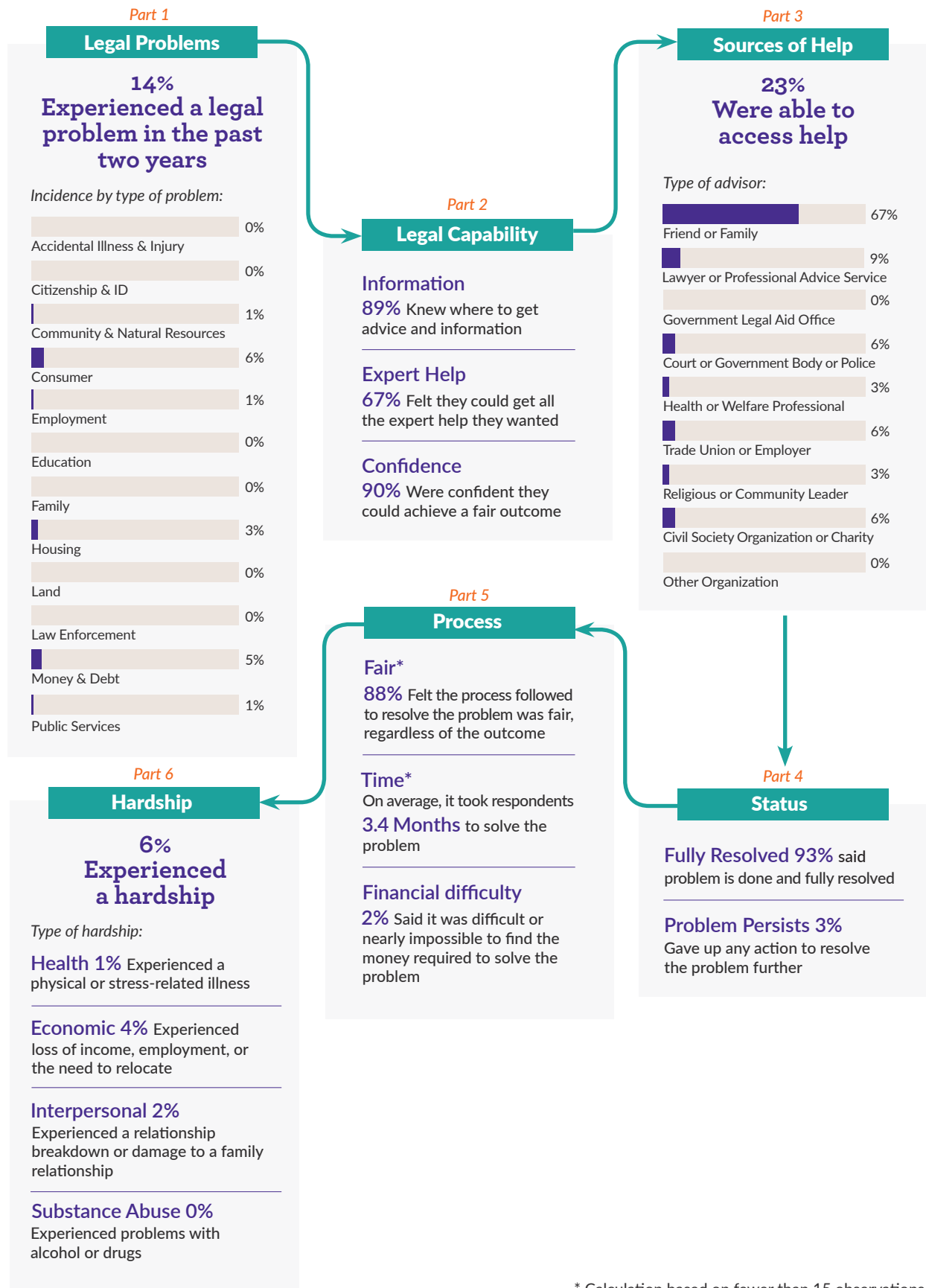


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by CID-Gallup using a probability sample of 1100 respondents in the three largest cities of the country.



Hong Kong SAR, China

Paths followed by people in Hong Kong to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

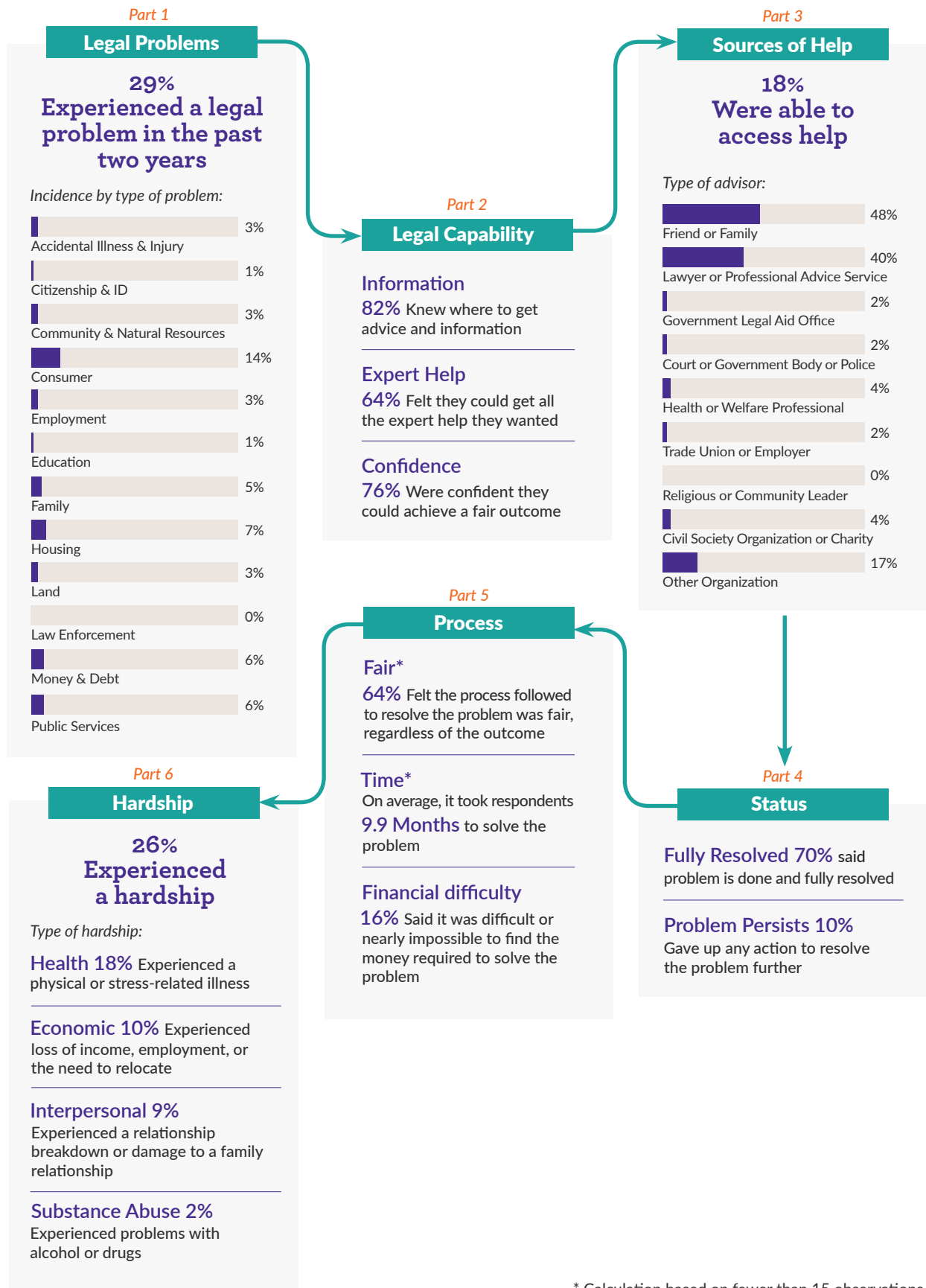


* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by WJP in collaboration with local partners using a probability sample of 1004 respondents in the three largest cities of the country.

Hungary

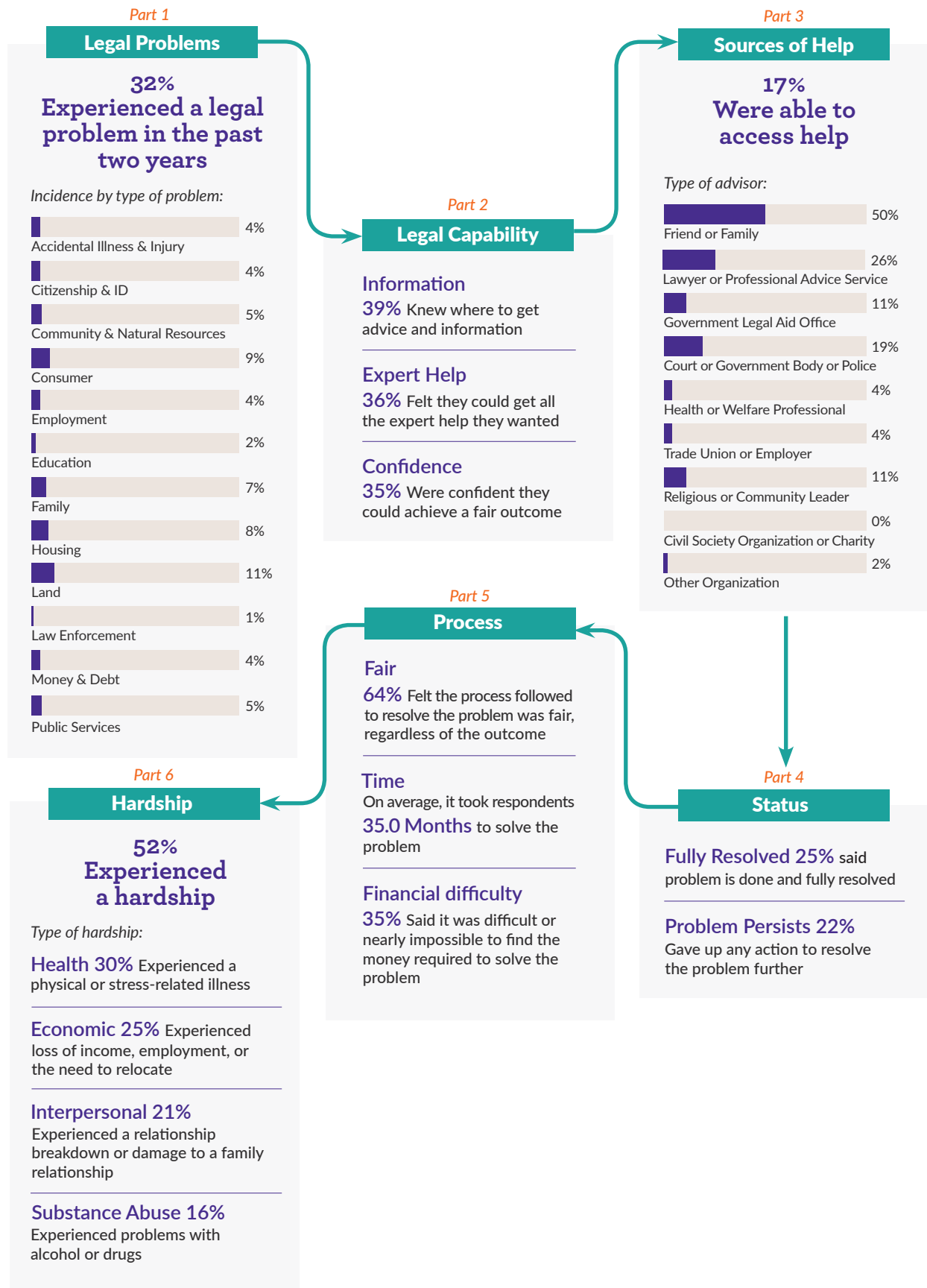
Paths followed by people in Hungary to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Ipsos Hungary using a probability sample of 1000 respondents in the three largest cities of the country.

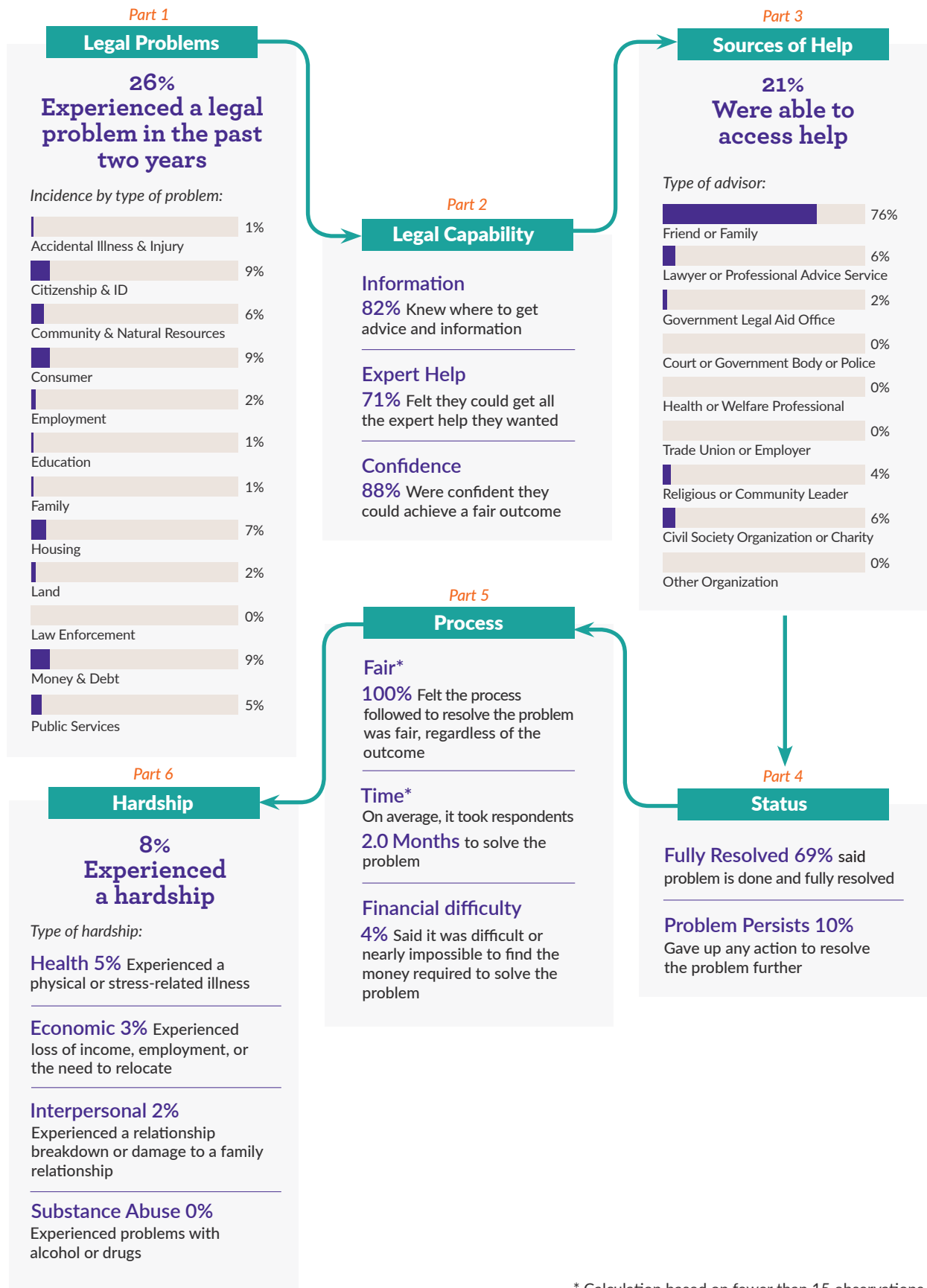
Paths followed by people in India to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Market Xcel using a nationally representative probability sample of 1059 respondents in the country.

Indonesia

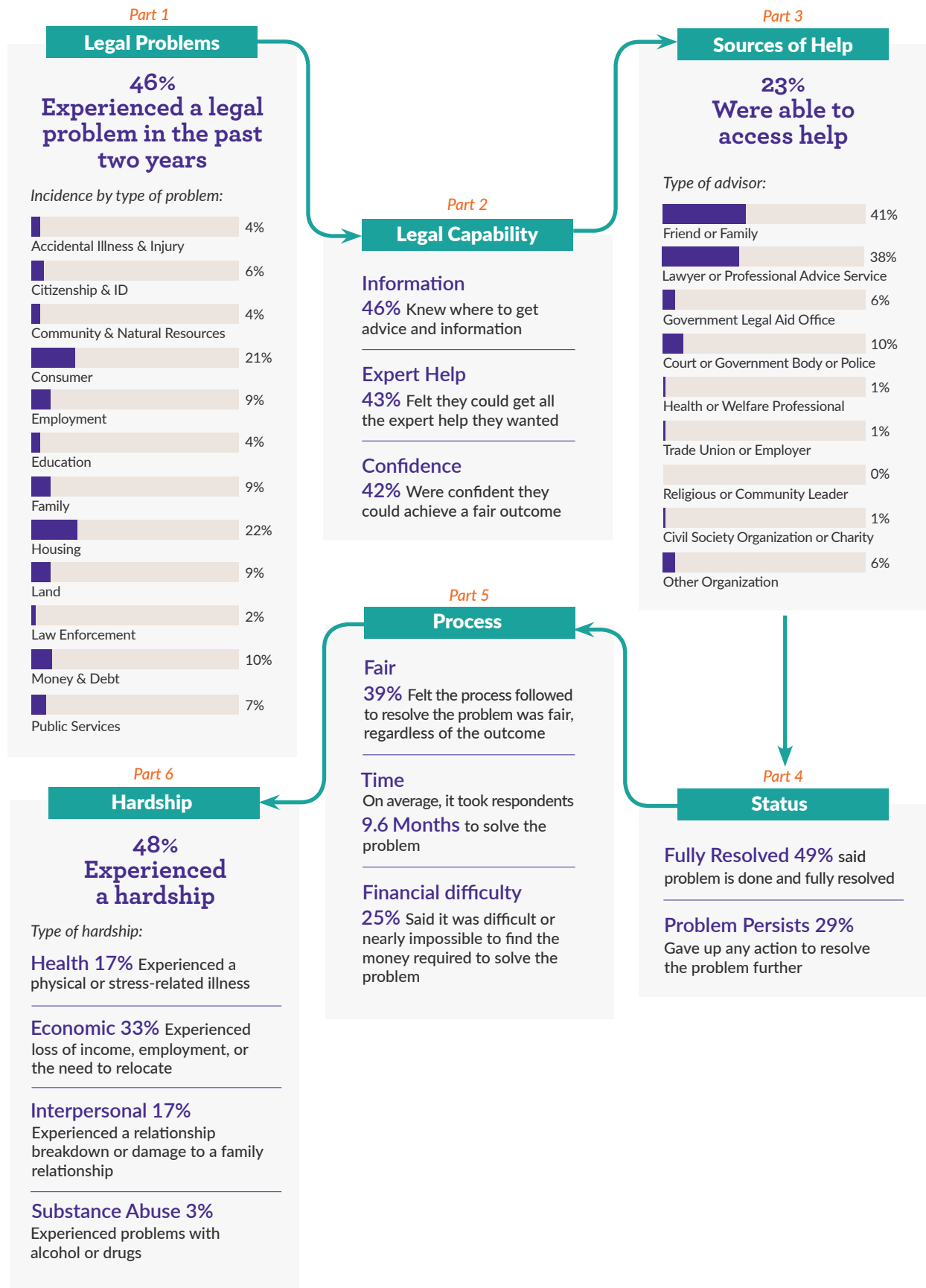
Paths followed by people in Indonesia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by MRI (Marketing Research Indonesia) using a probability sample of 1004 respondents in the three largest cities of the country.

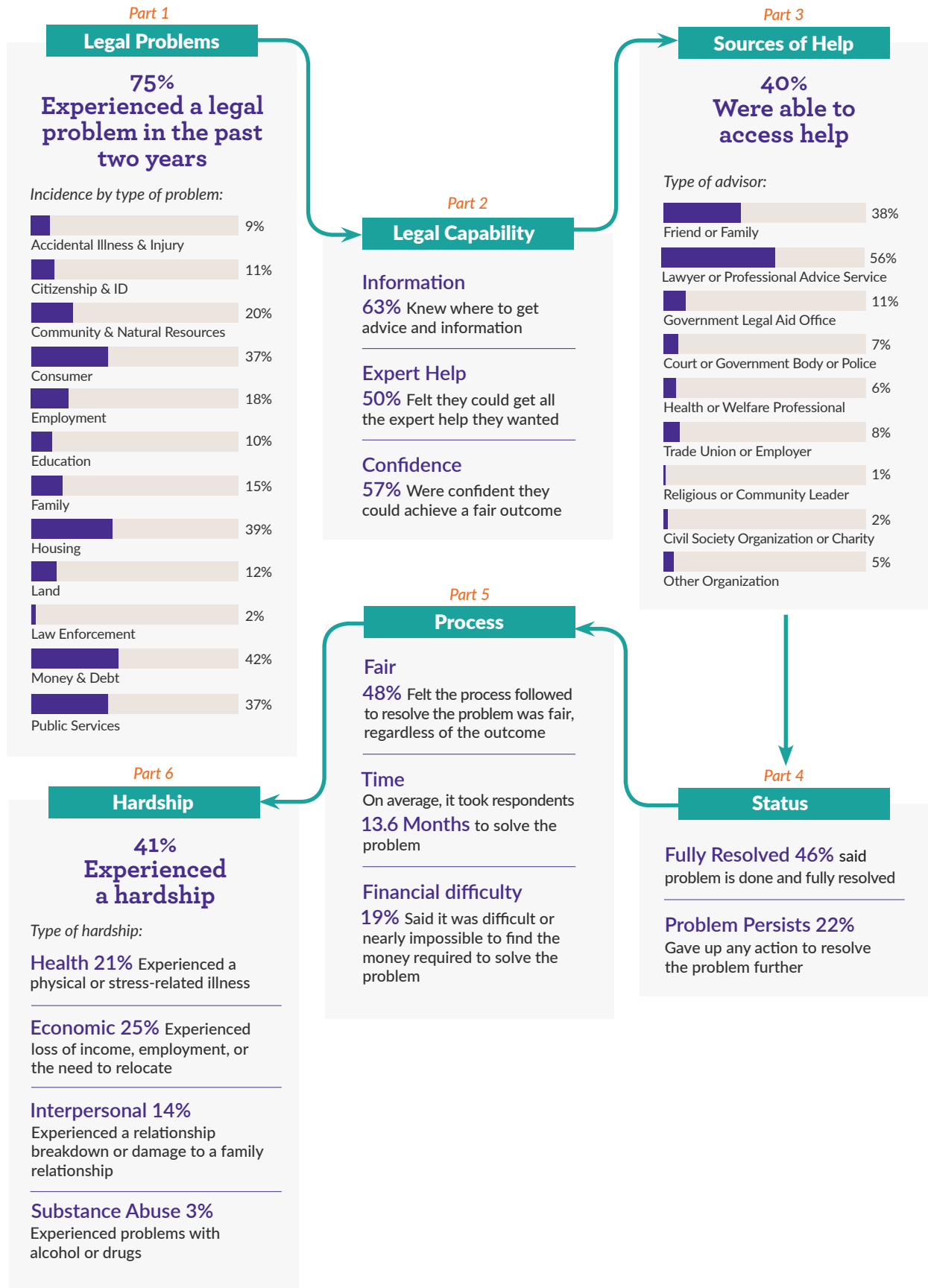
Paths followed by people in Iran to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by BJKA consulting with local partner MHA Research [using a probability sample of 1010 respondents in the three largest cities of the country.]

Italy

Paths followed by people in Italy to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

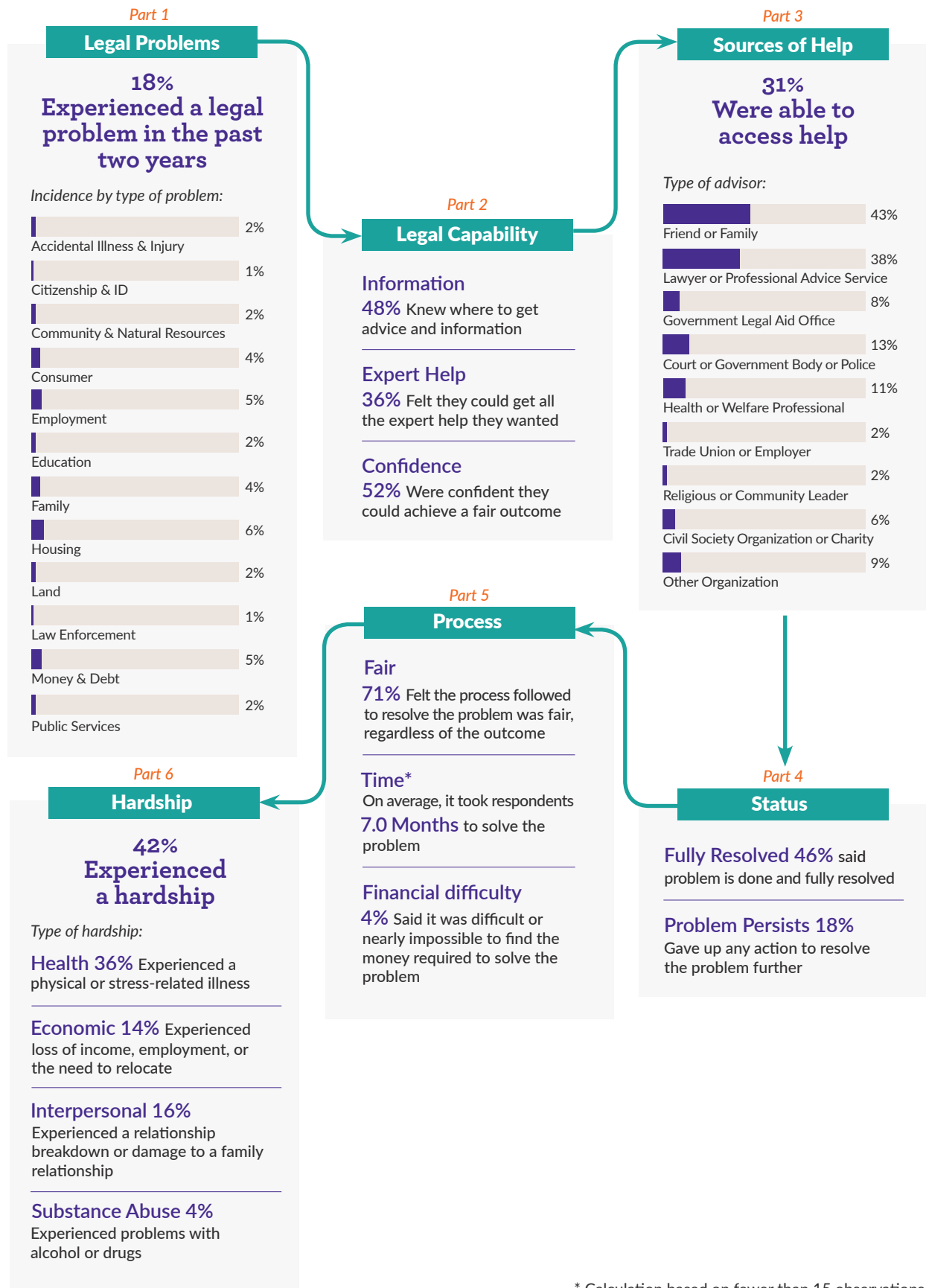


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1004 respondents in the three largest cities of the country.



Japan

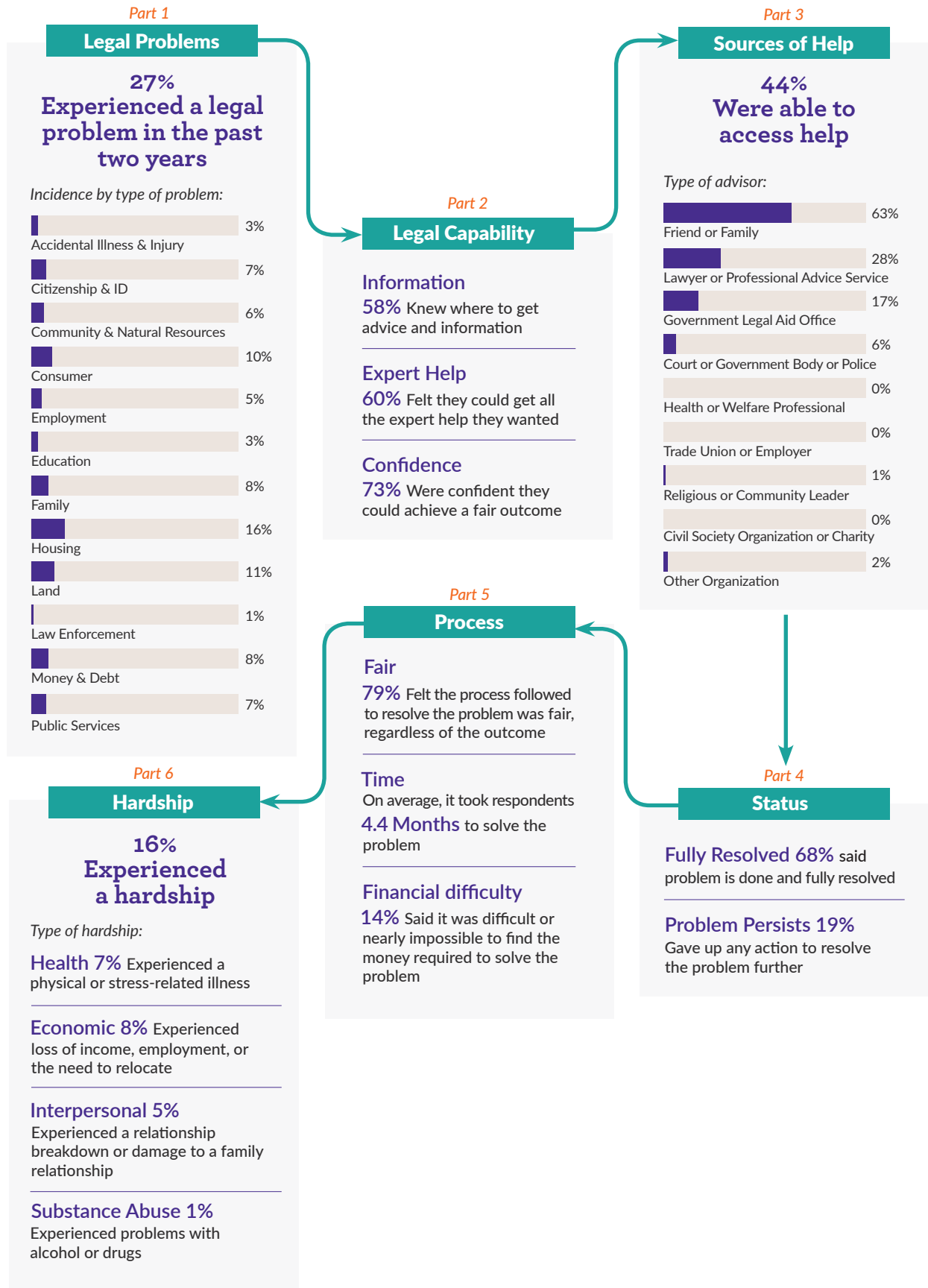
Paths followed by people in Japan to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Acorn Marketing & Research Consultant (M) Sdn Bhd using a nationally representative probability sample of 1000 respondents in the country.

Paths followed by people in Jordan to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

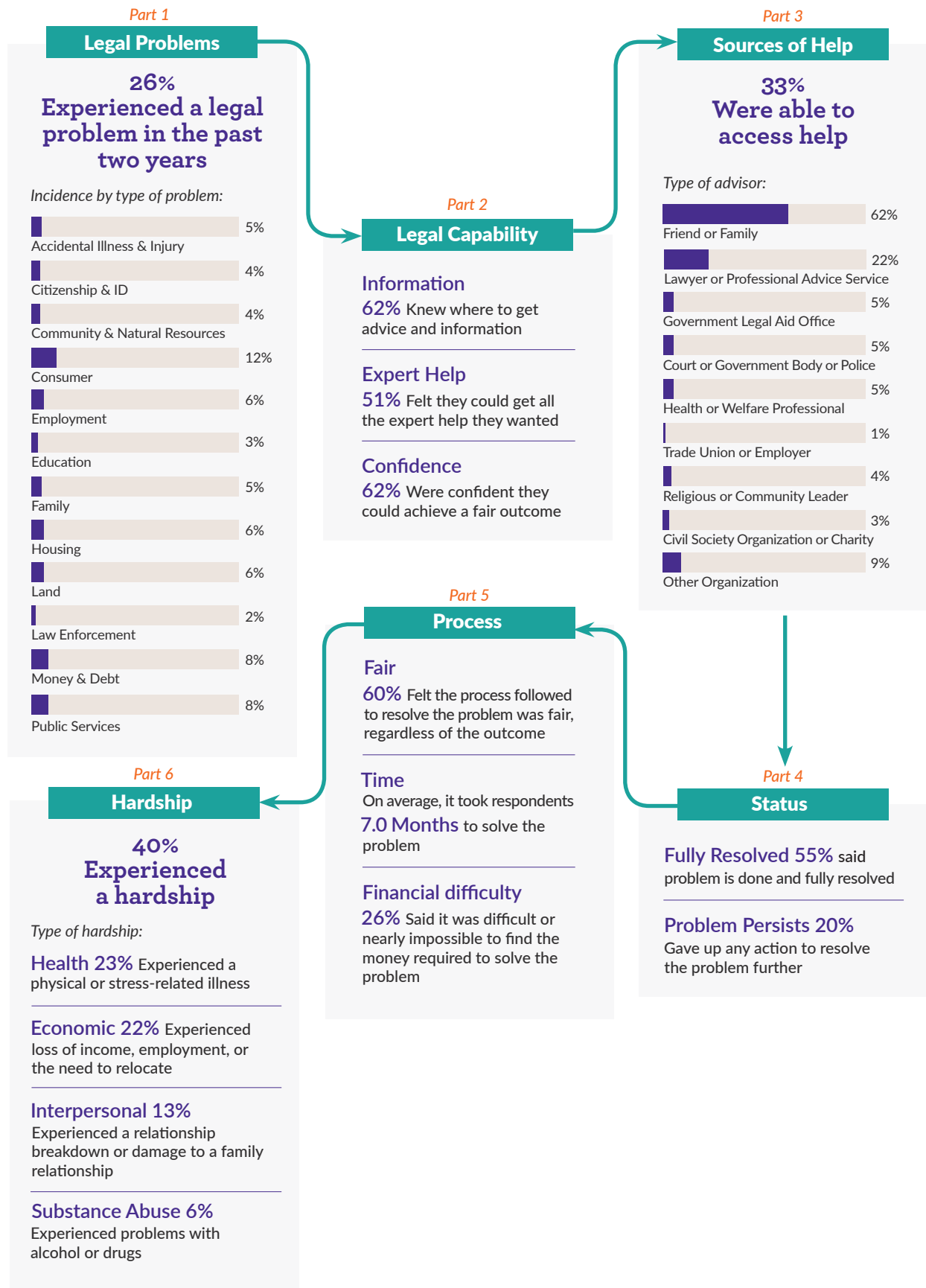


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by WJP in collaboration with local partners using a nationally representative probability sample of 1000 respondents in the country.



Kazakhstan

Paths followed by people in Kazakhstan to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

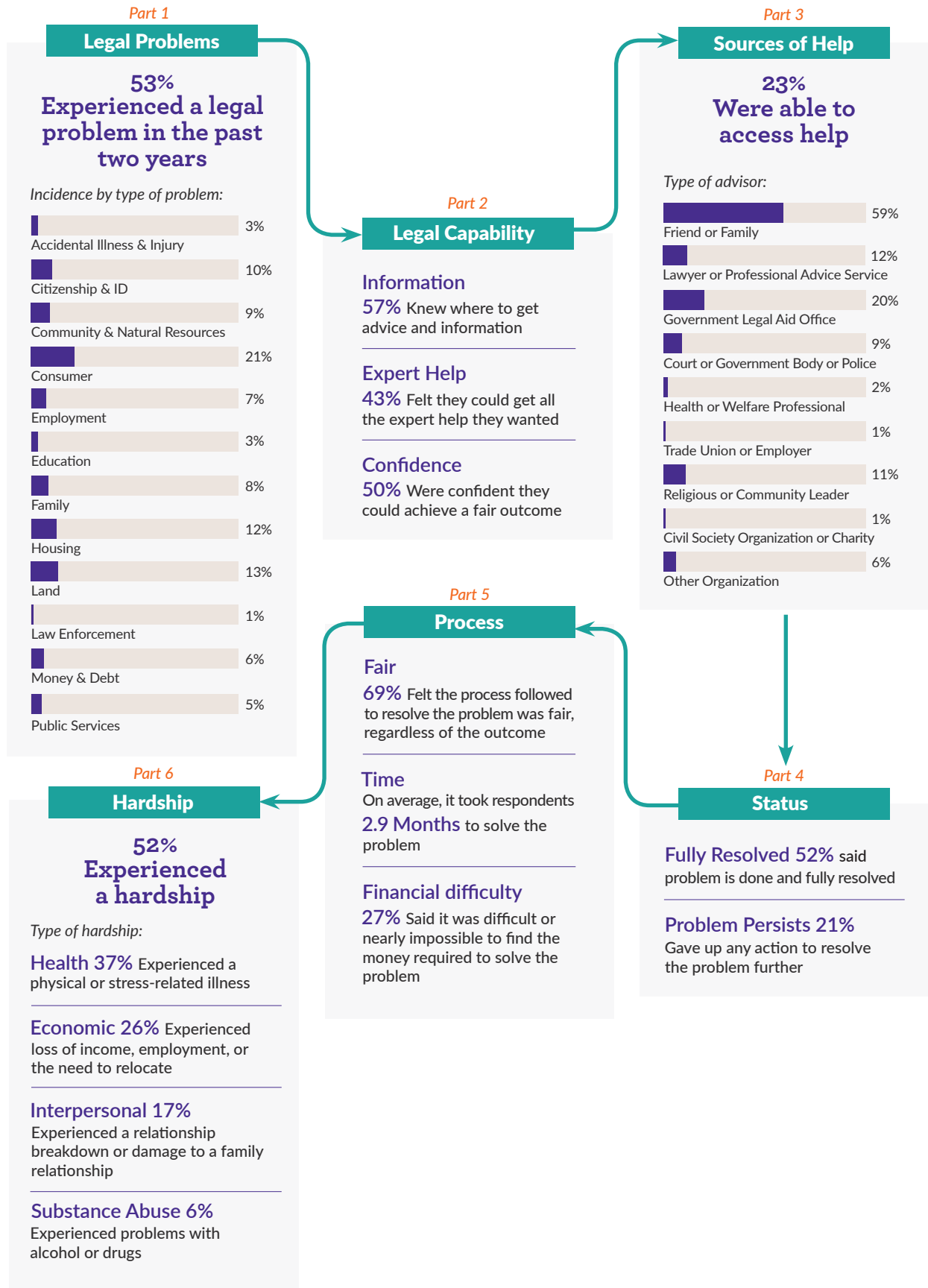


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by WJP in collaboration with local partner using a probability sample of 1000 respondents in the three largest cities of the country.



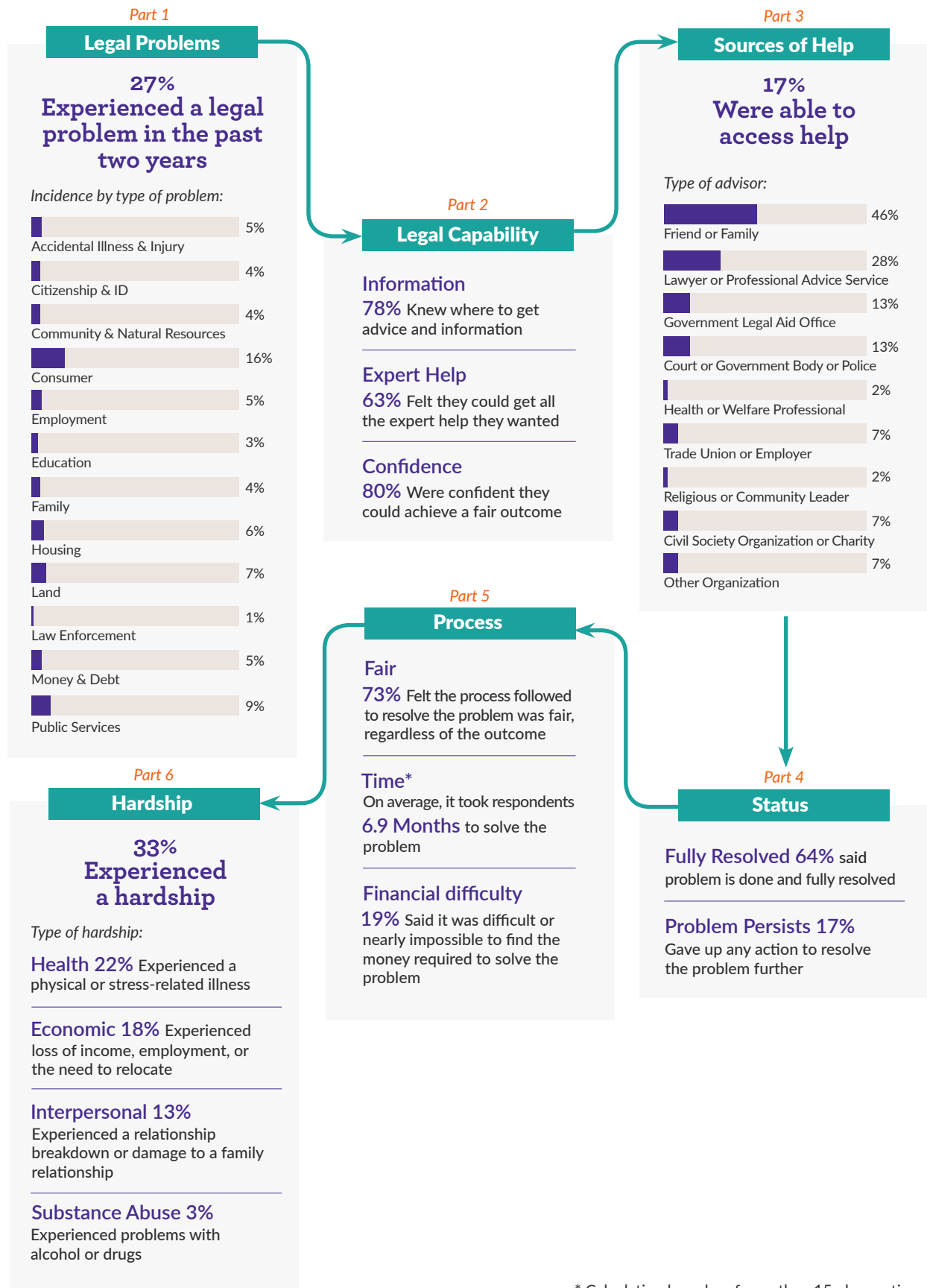
Kenya

Paths followed by people in Kenya to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a nationally representative probability sample of 1099 respondents in the country.

Paths followed by people in Kyrgyzstan to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



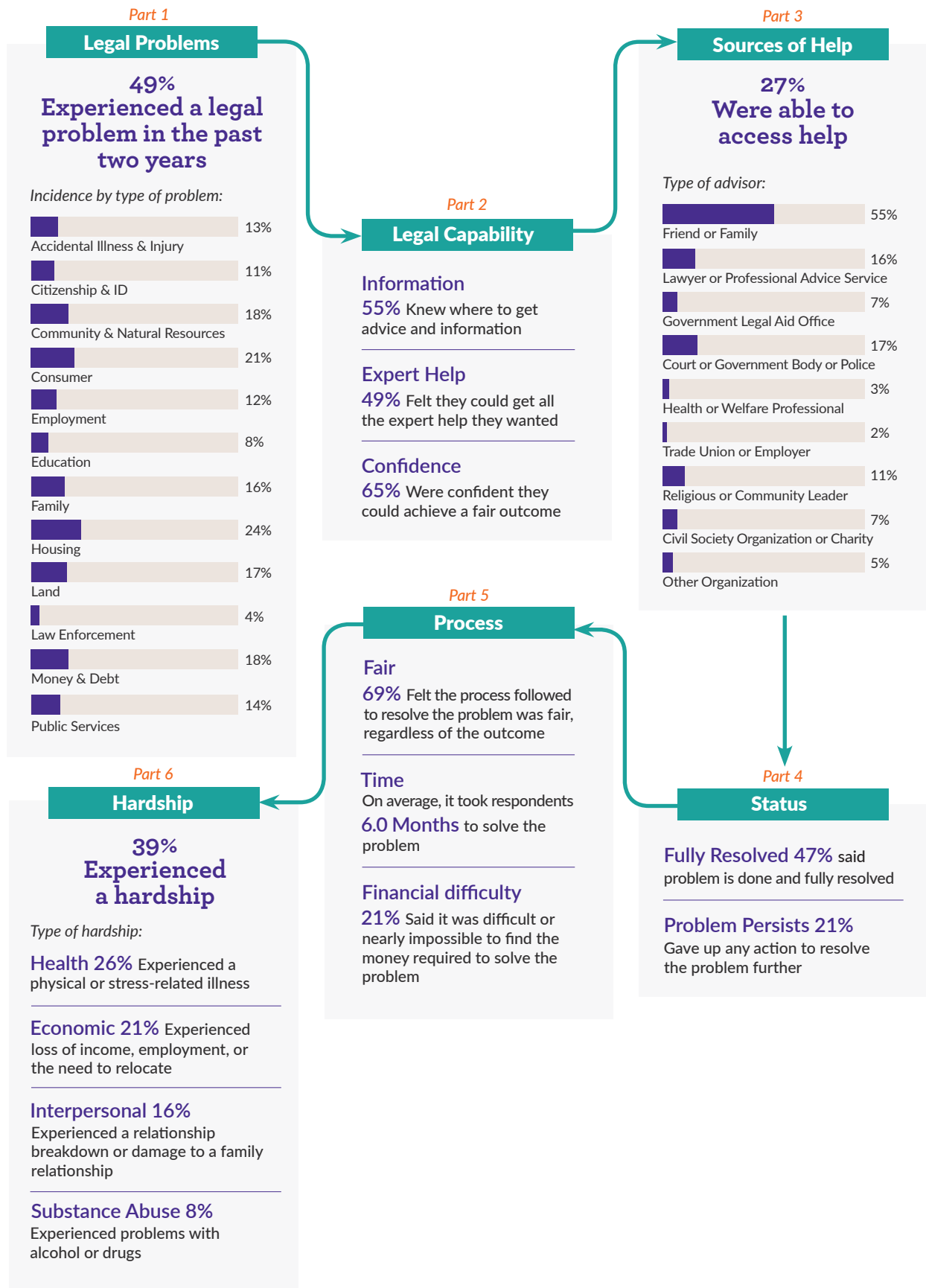
* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Ipsos using a nationally representative probability sample of 1000 respondents in the country.



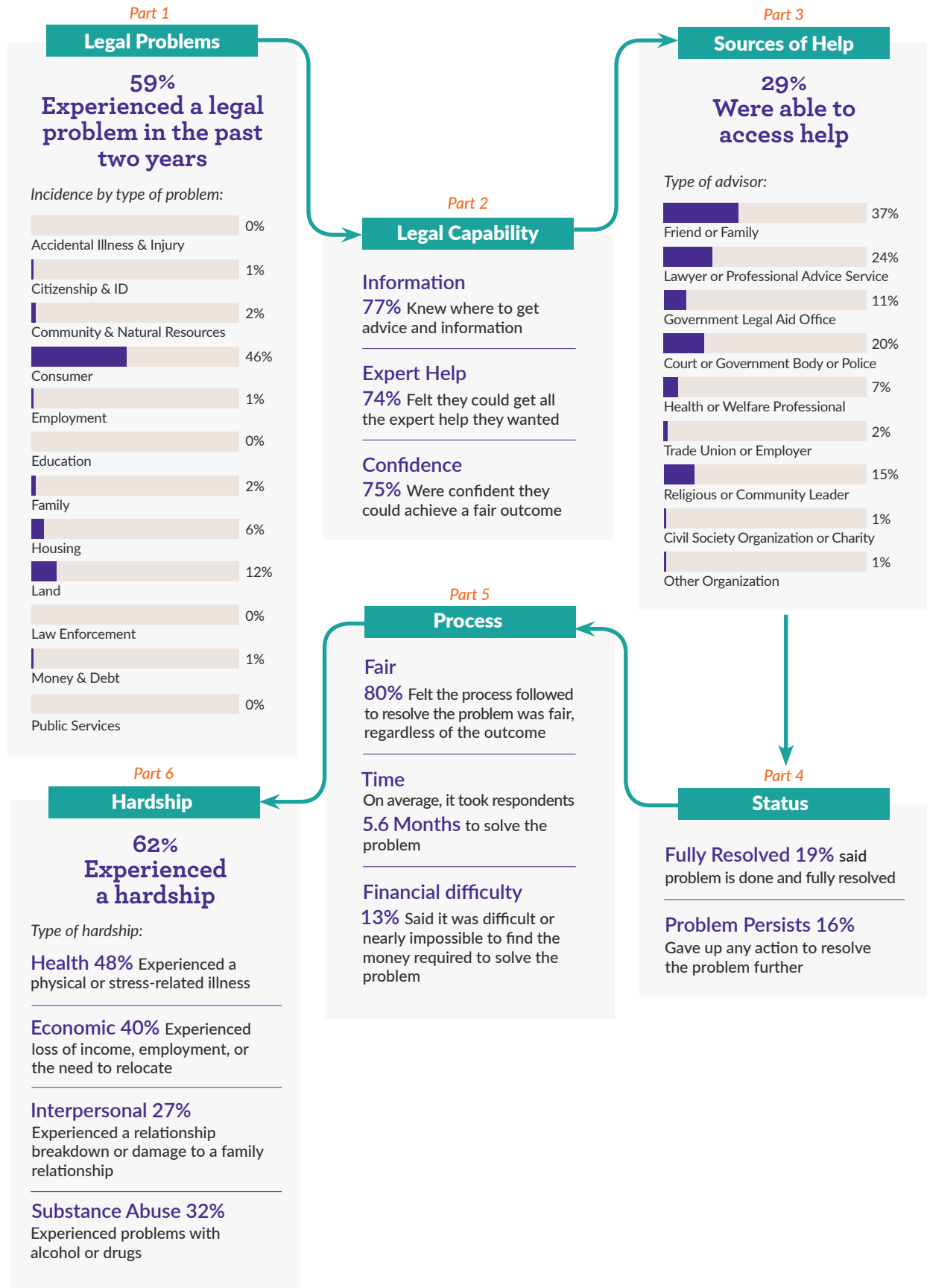
Lebanon

Paths followed by people in Lebanon to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by REACH SAL using a probability sample of 1000 respondents in the three largest cities of the country.

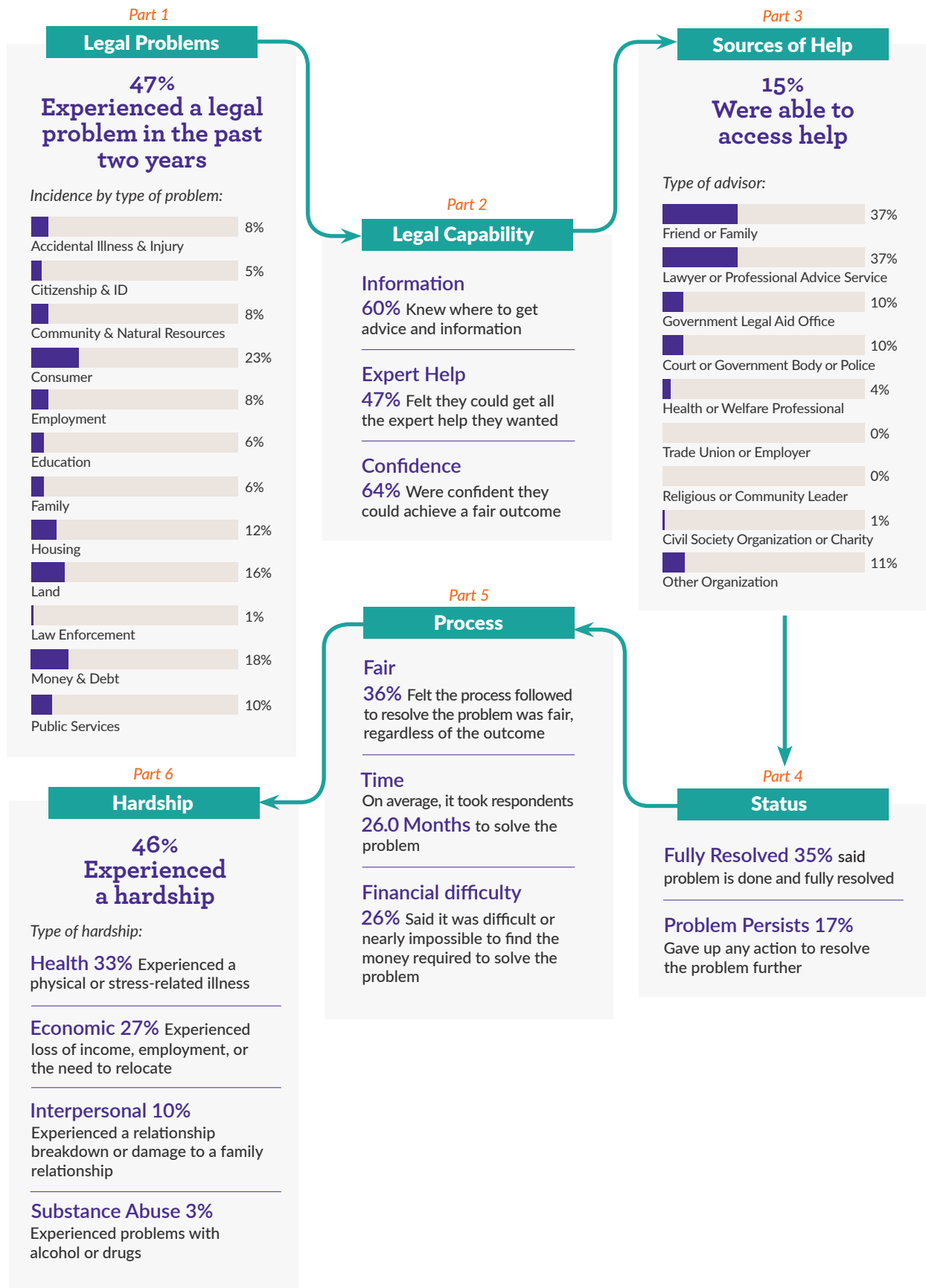
Paths followed by people in Liberia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a probability sample of 1113 respondents in the three largest cities of the country.

Macedonia, FYR

Paths followed by people in Macedonia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

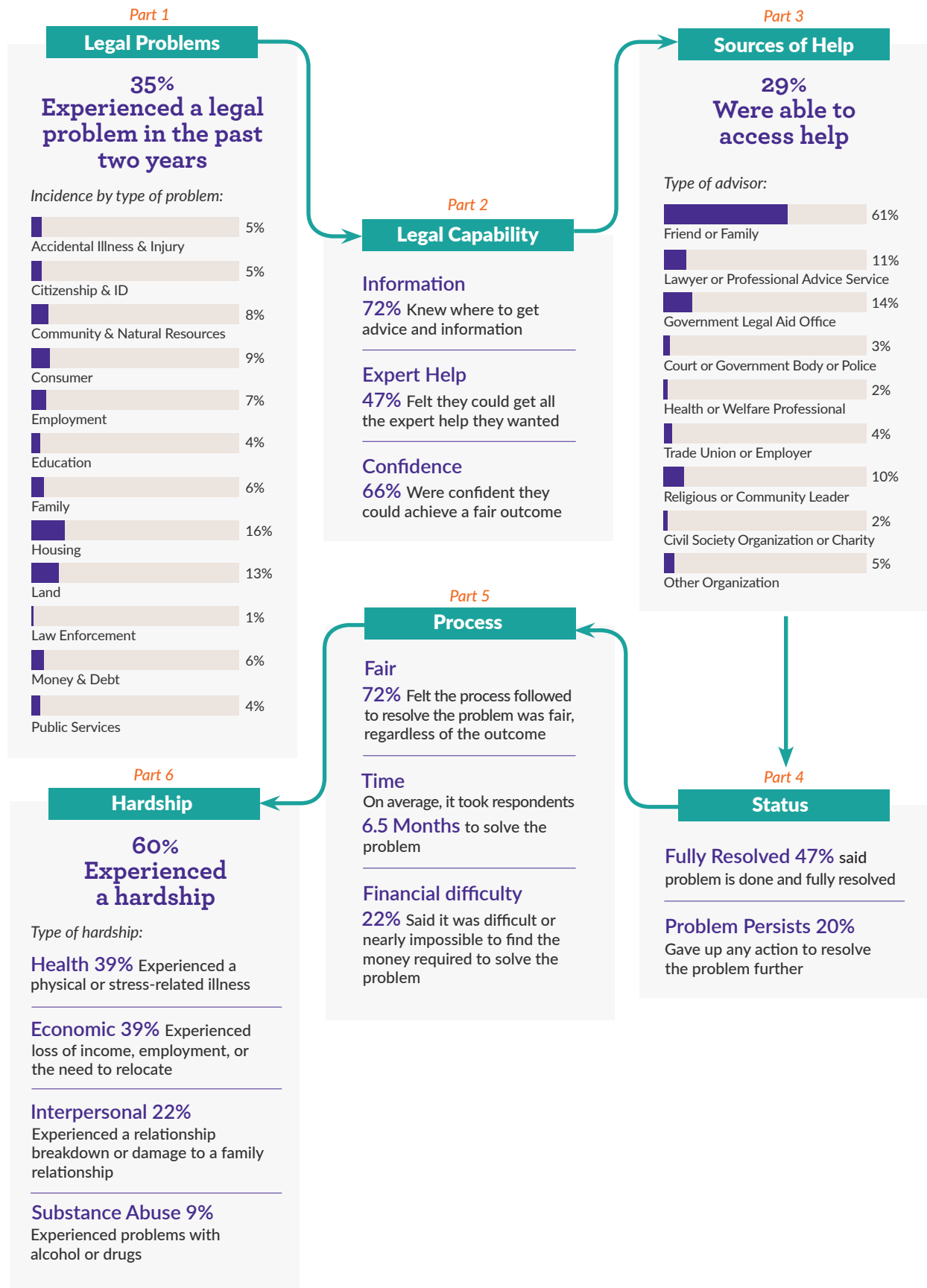


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Ipsos doel Skopje using a probability sample of 1017 respondents in the three largest cities of the country.



Madagascar

Paths followed by people in Madagascar to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

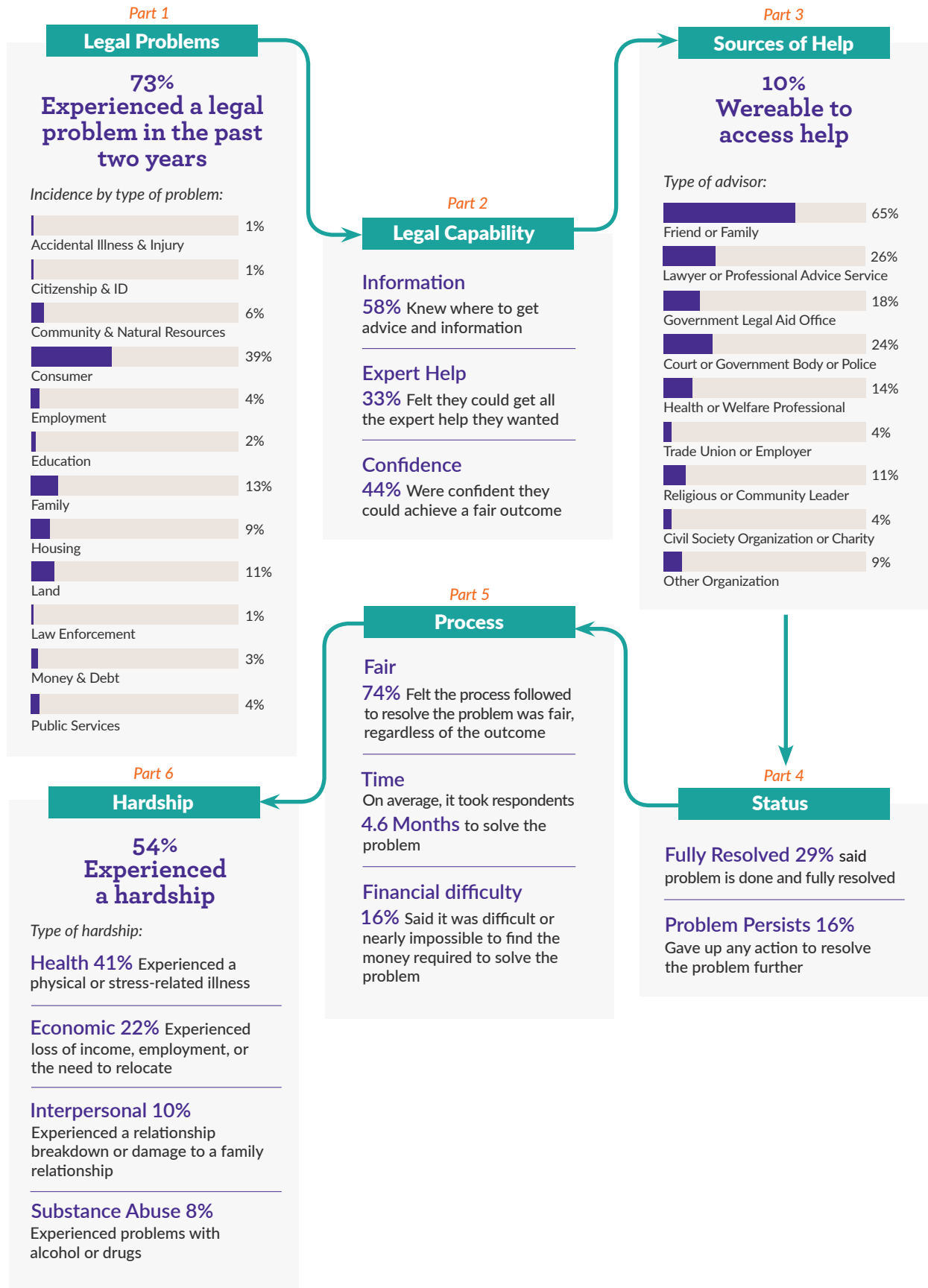


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by DCDM Research using a probability sample of 1000 respondents in the three largest cities of the country.



Malawi

Paths followed by people in Malawi to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

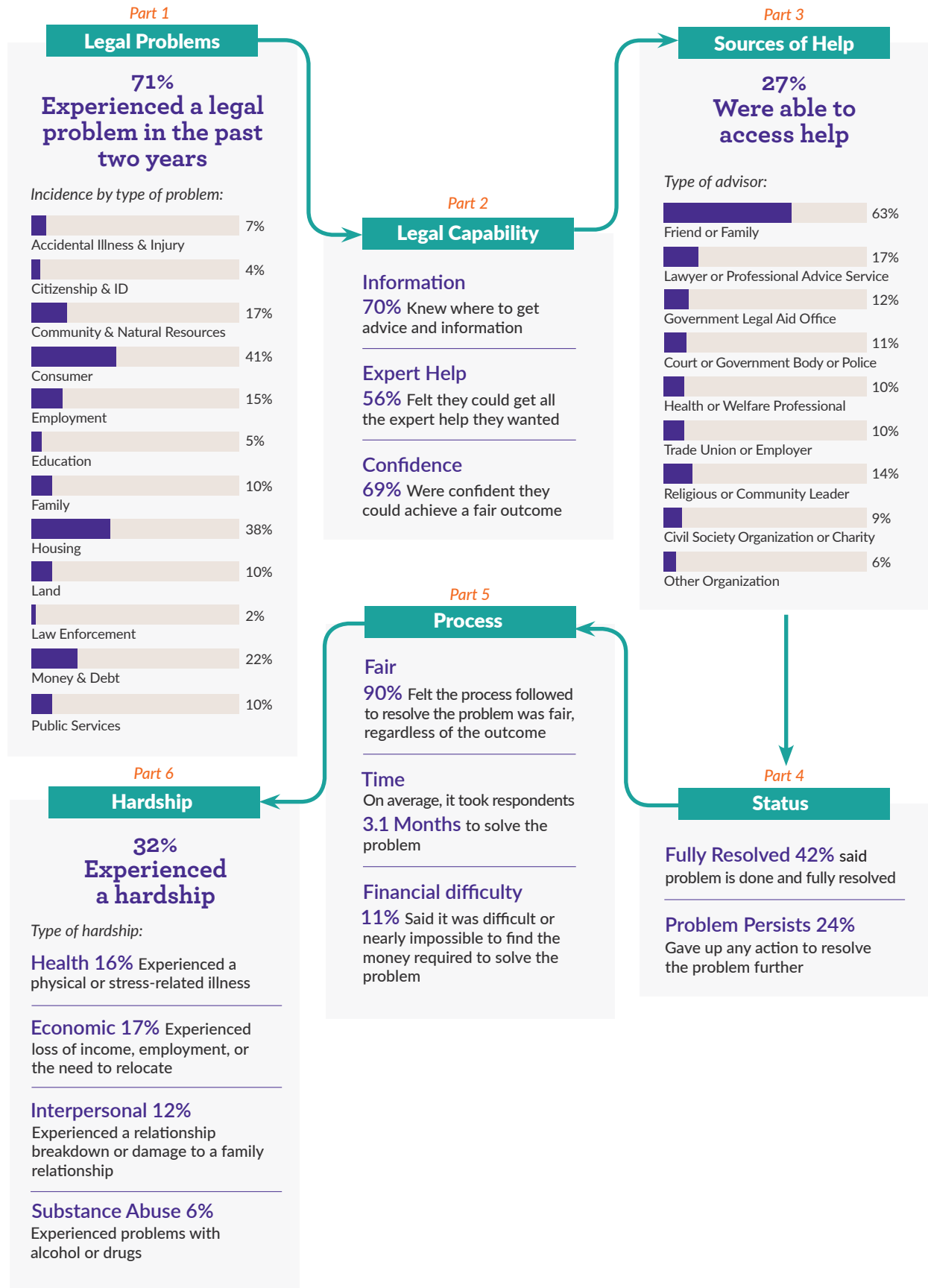


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a probability sample of 1039 respondents in the three largest cities of the country.



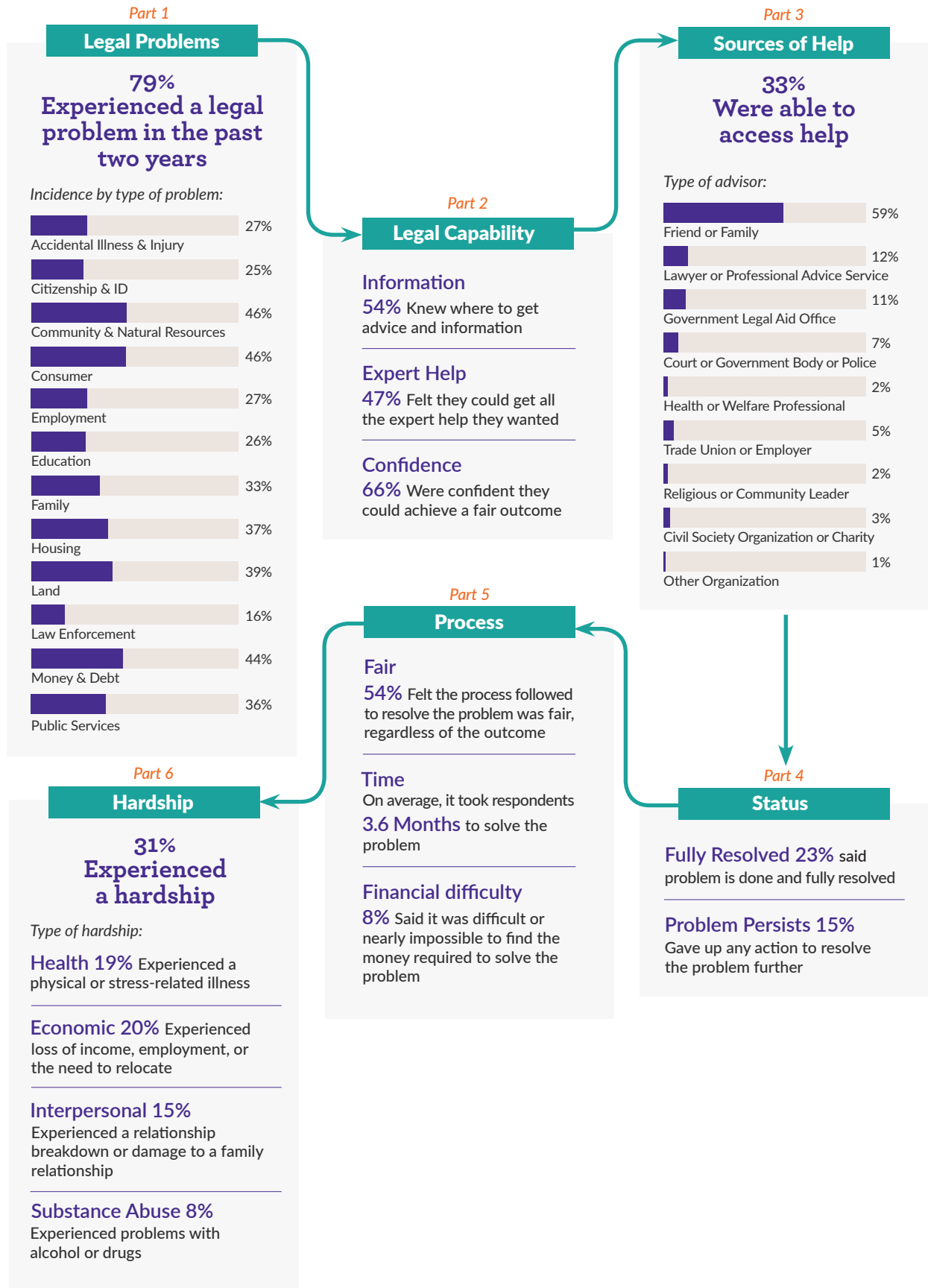
Malaysia

Paths followed by people in Malaysia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Acorn Marketing & Research Consultant (M) Sdn Bhd using a probability sample of 1000 respondents in the three largest cities of the country.

Paths followed by people in Mali to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

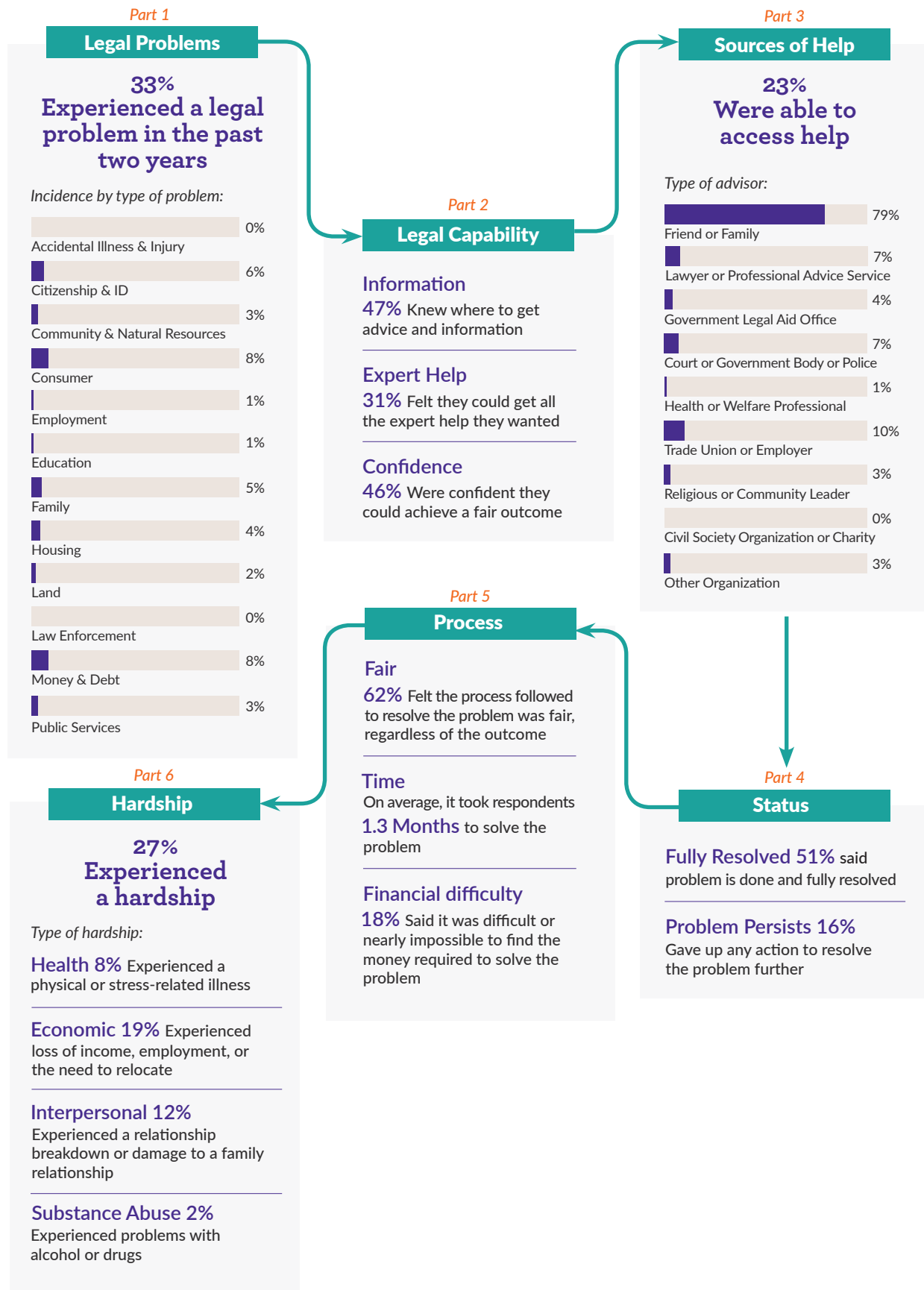


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Marketing Support Consultancy using a nationally representative probability sample of 1012 respondents in the country.



Mauritania

Paths followed by people in Mauritania to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

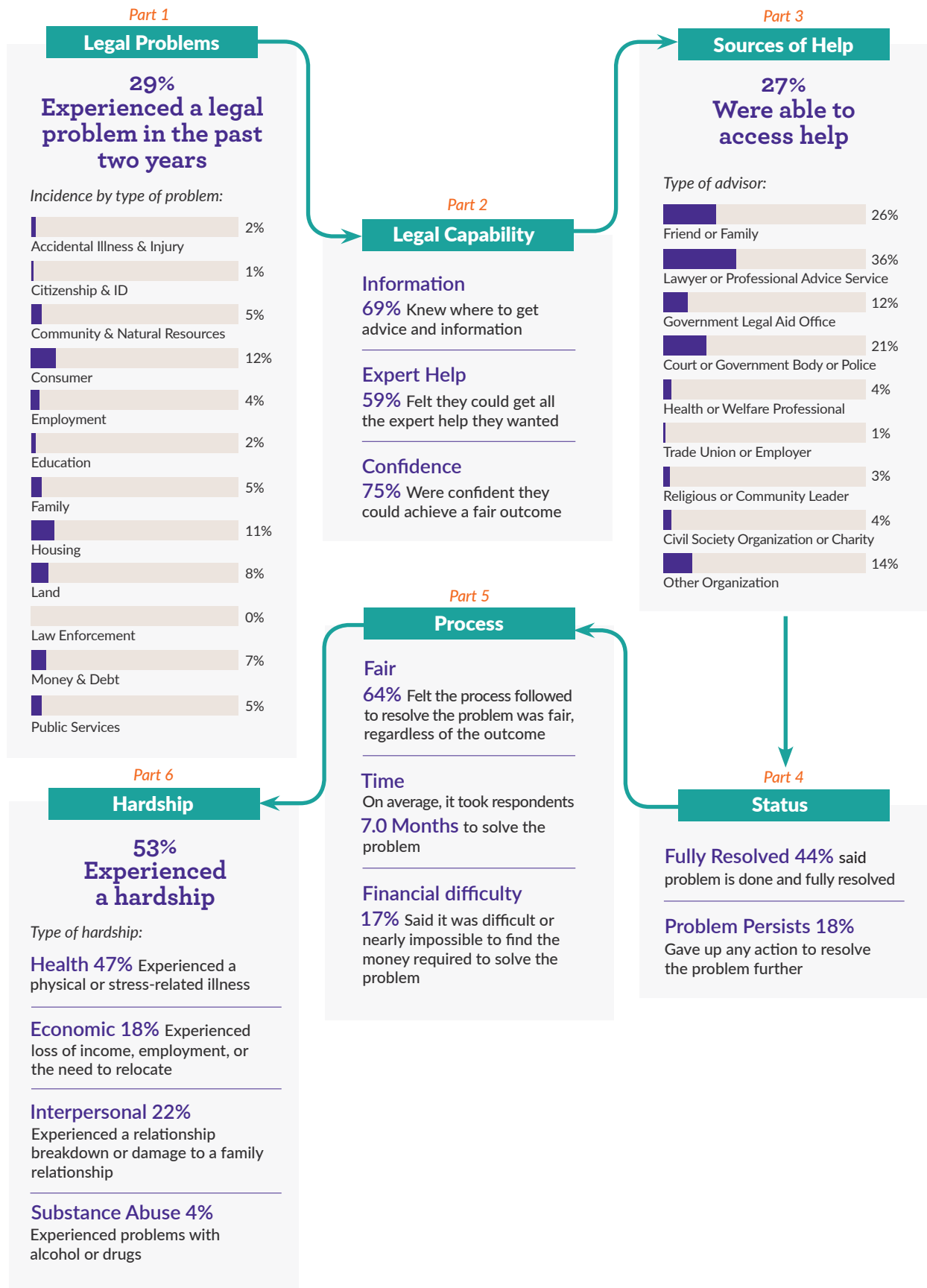


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Liaison Marketing using a nationally representative probability sample of 1000 respondents in the country.



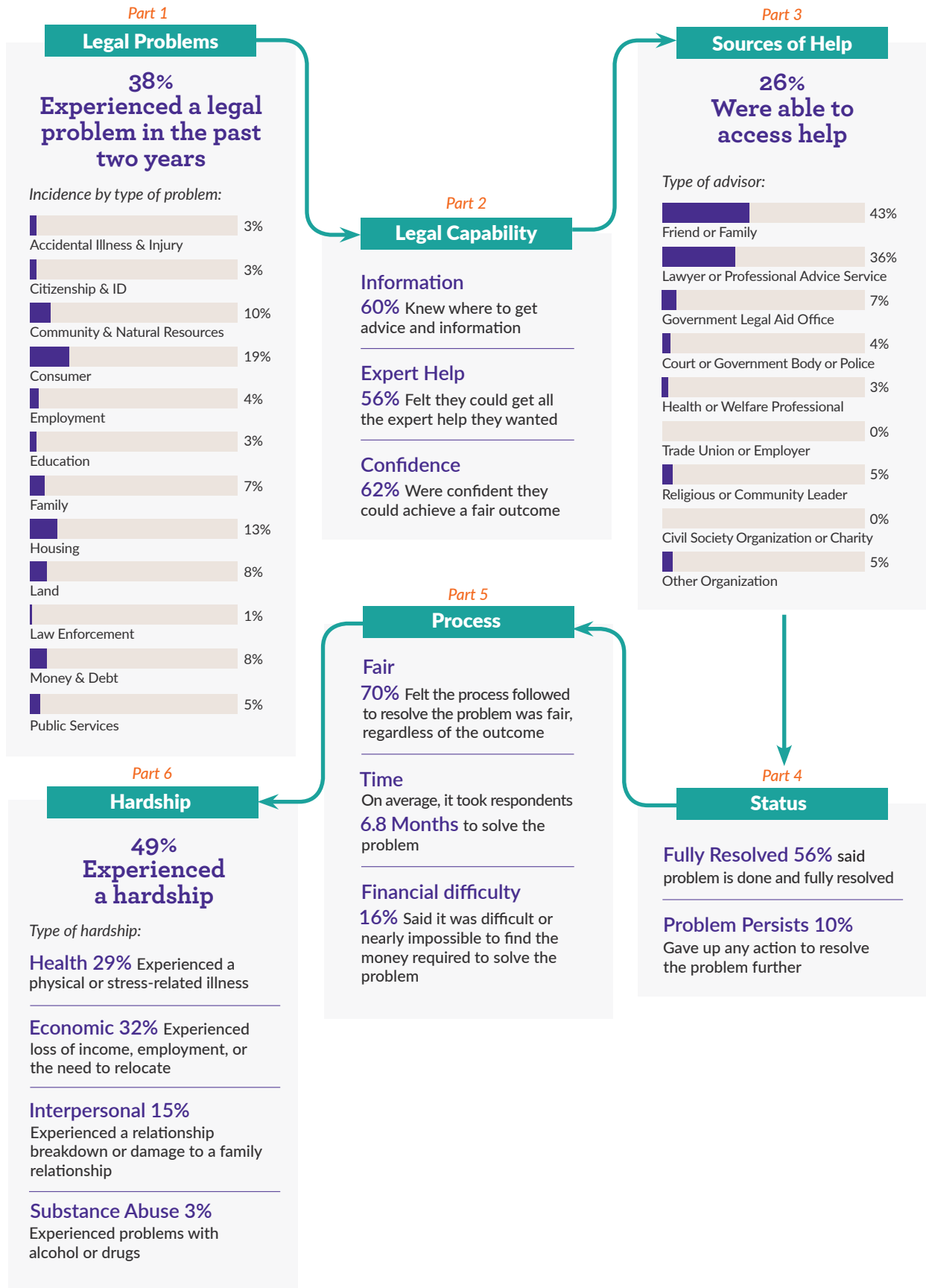
Mauritius

Paths followed by people in Mauritius to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by DCDM Research using a nationally representative probability sample of 1000 respondents in the country.

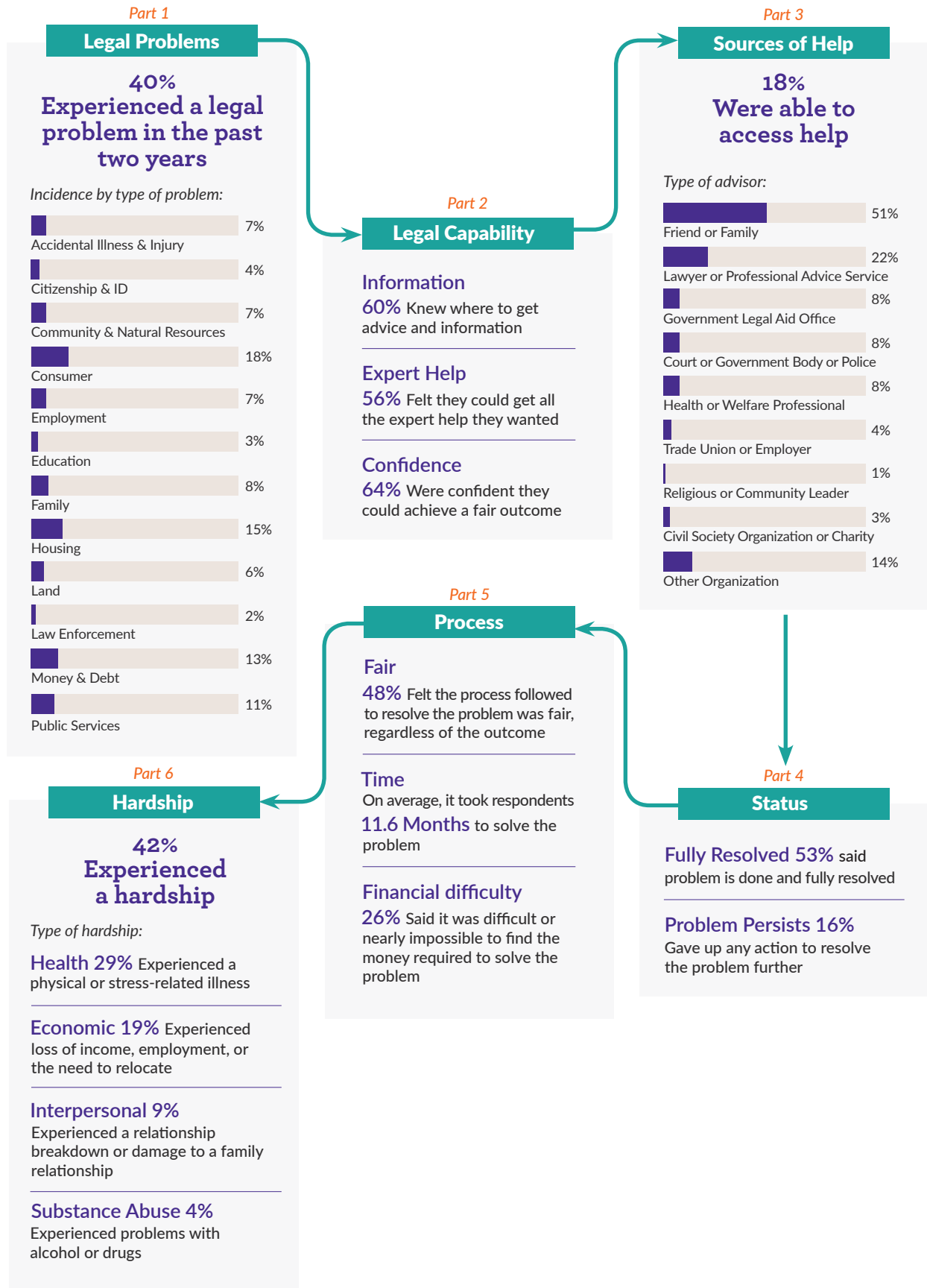
Paths followed by people in Mexico to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Data Opinión Pública y Mercados using a probability sample of 1000 respondents in the three largest cities of the country.

Moldova

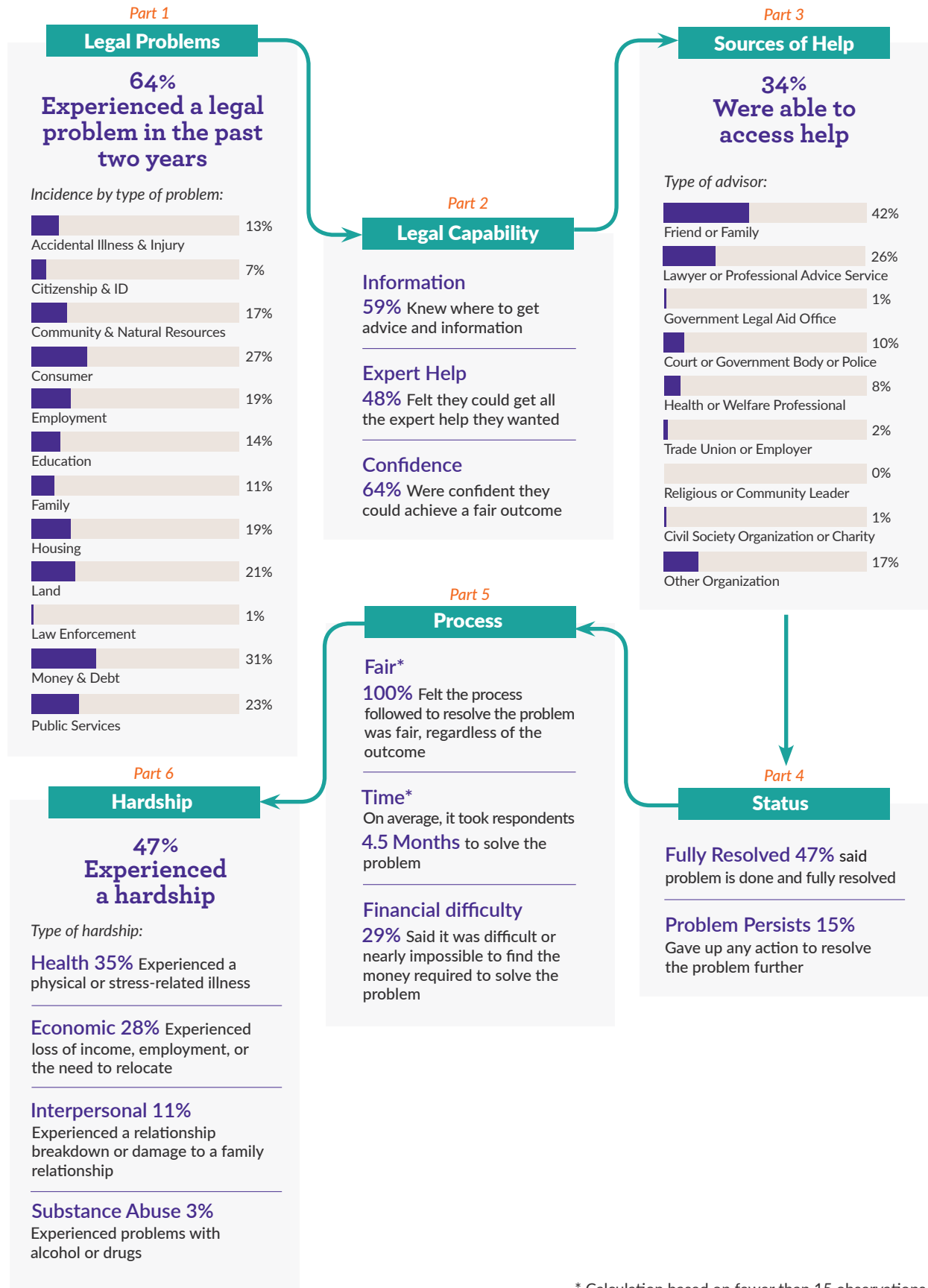
Paths followed by people in Moldova to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Georgian Opinion Research Business International (GORBI) using a probability sample of 1043 respondents in the three largest cities of the country.

Mongolia

Paths followed by people in Mongolia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



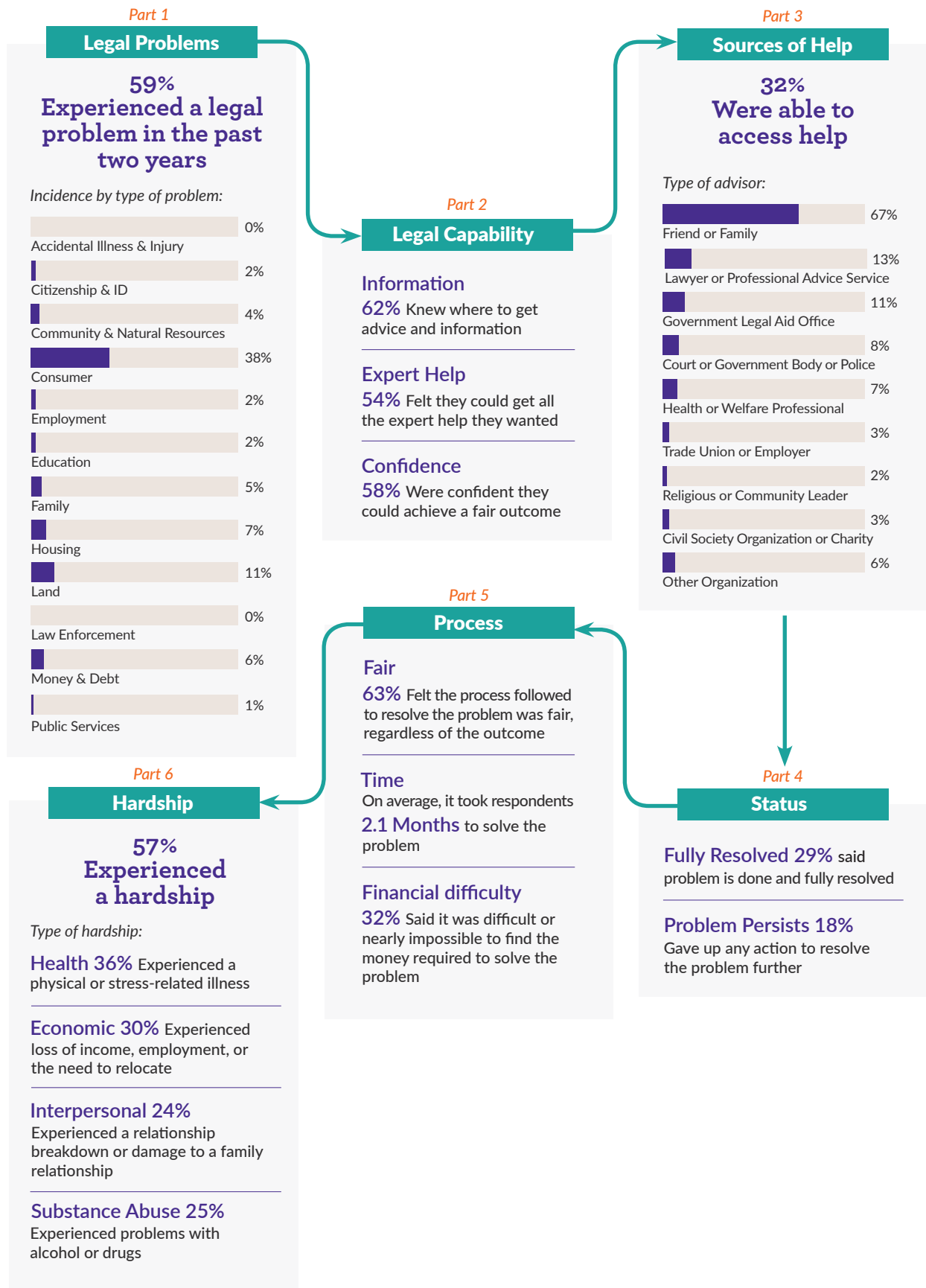
* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Mongolian Marketing Consulting Group LLC using a probability sample of 1000 respondents in the three largest cities of the country.



Mozambique

Paths followed by people in Mozambique to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

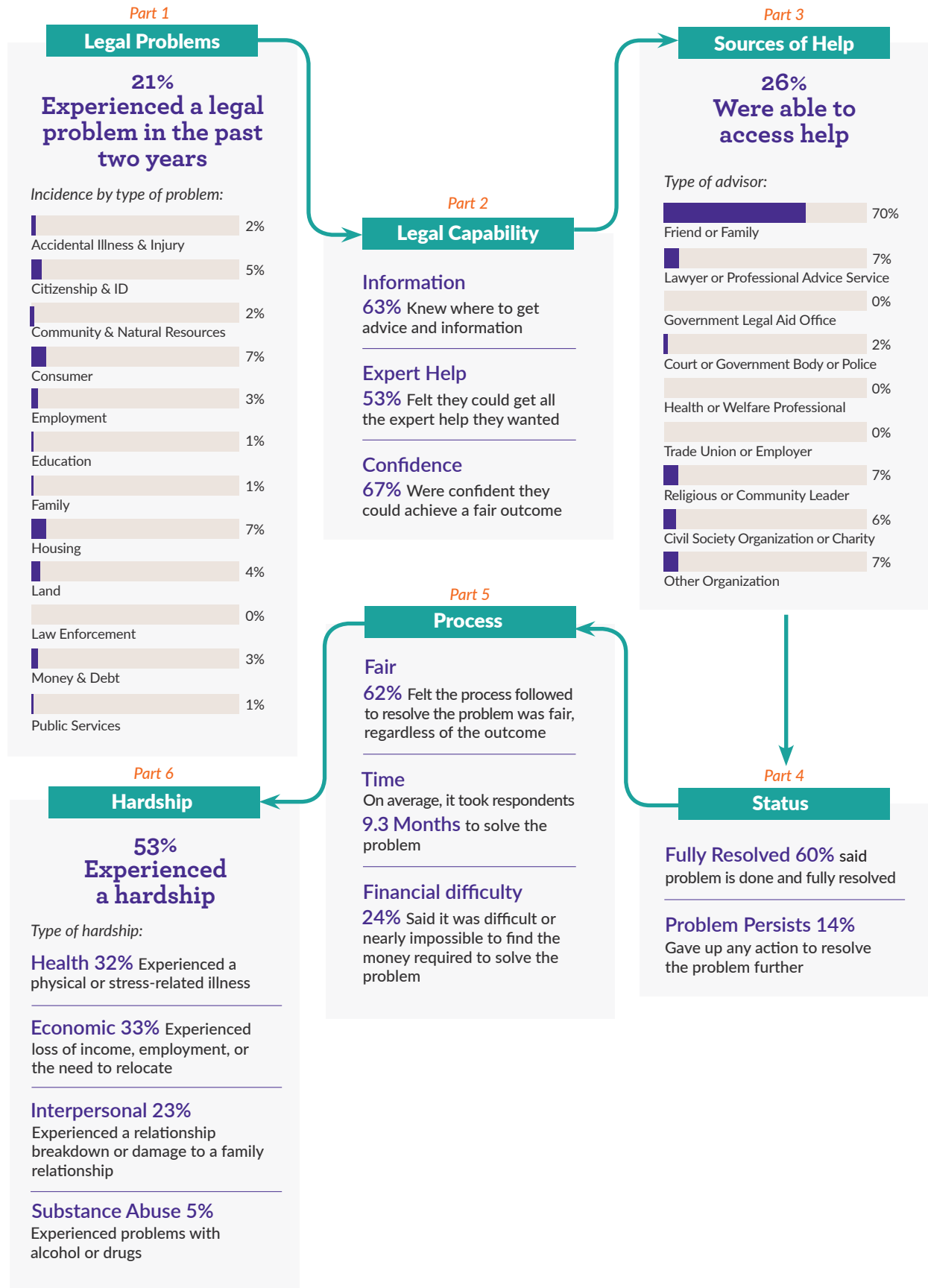


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Quest Research Services using a nationally representative probability sample of 1009 respondents in the country.



Myanmar

Paths followed by people in Myanmar to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

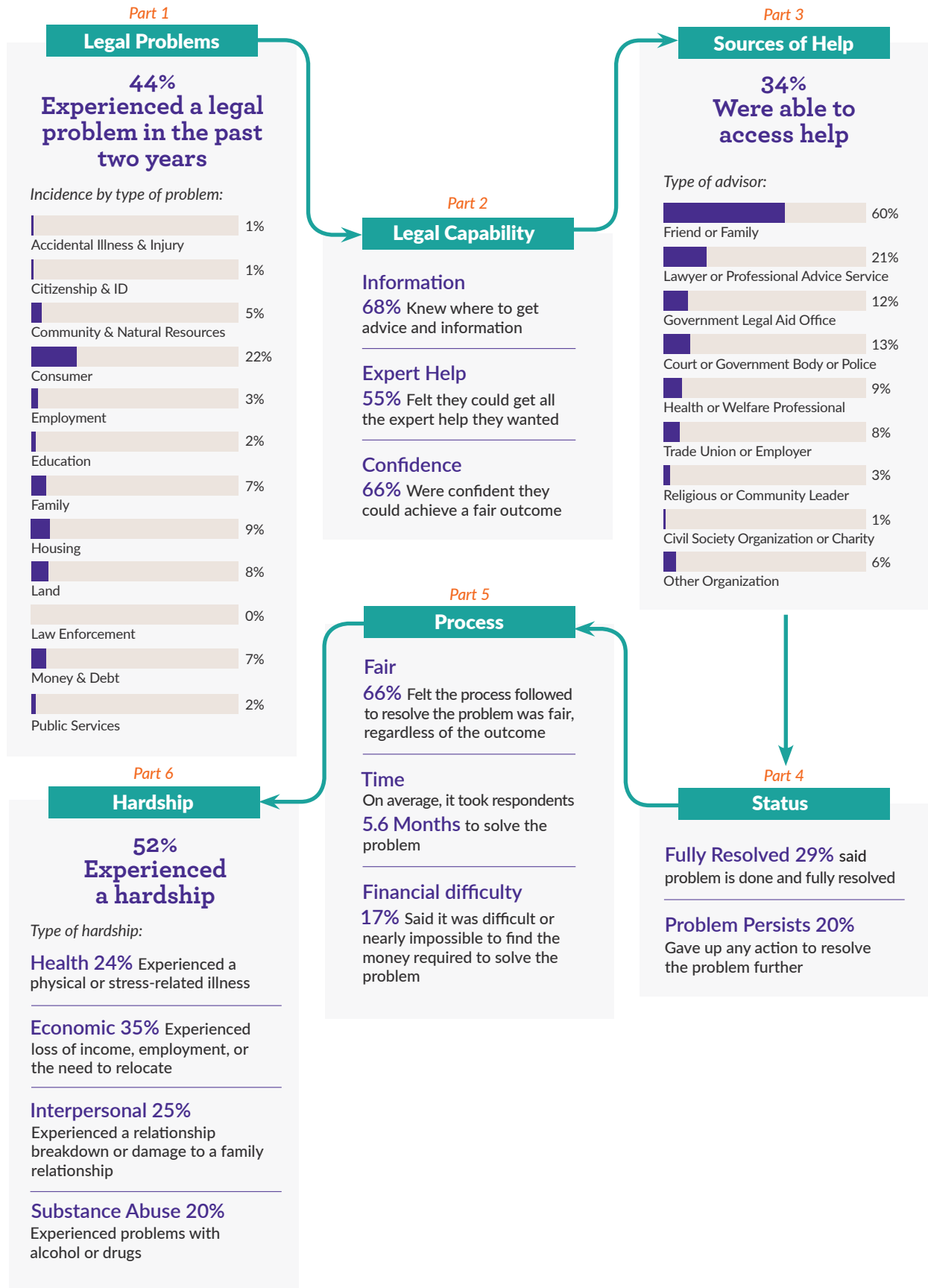


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Myanmar Survey Research Co., Ltd (MSR) using a probability sample of 1000 respondents in the three largest cities of the country.



Namibia

Paths followed by people in Namibia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

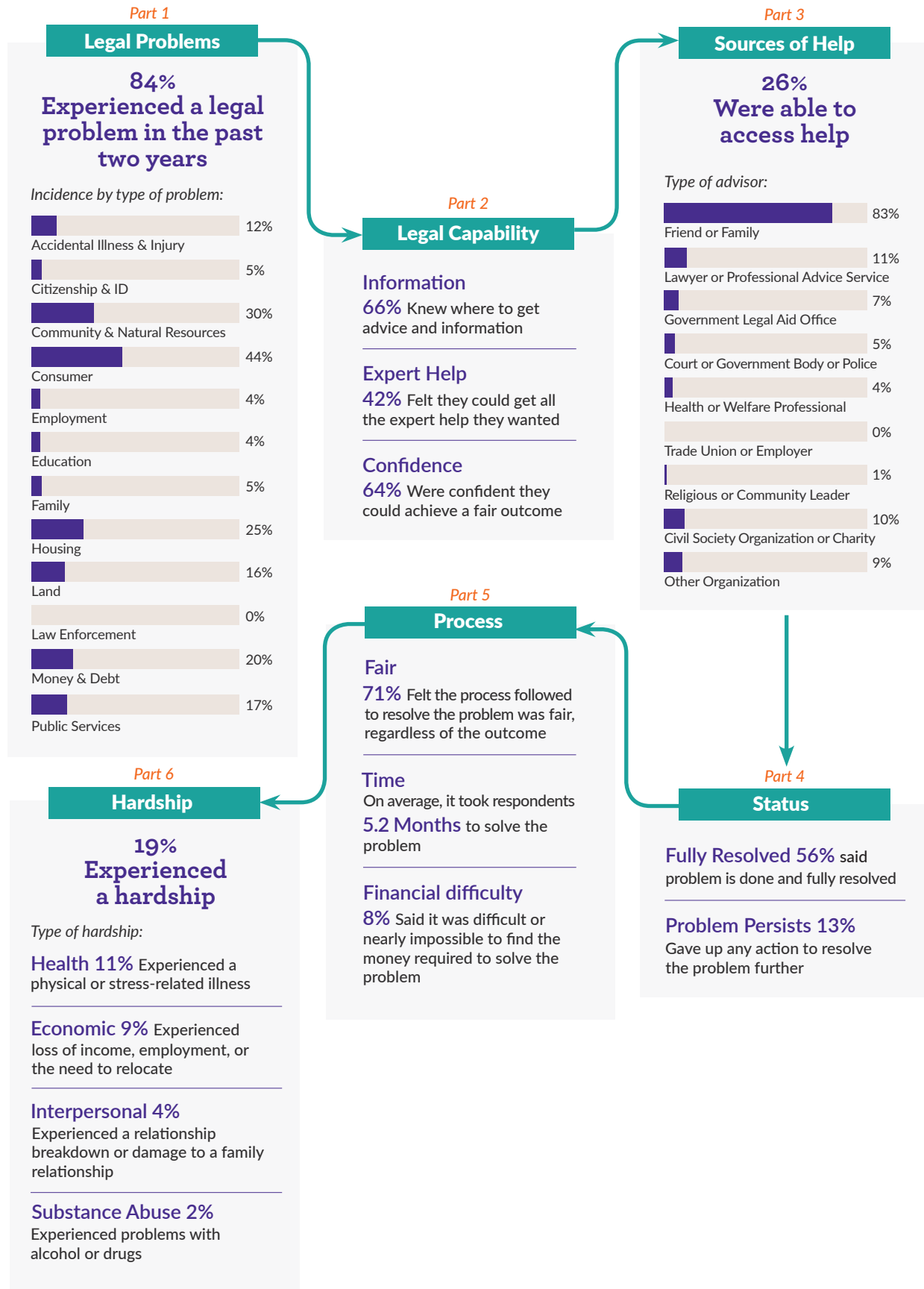


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Quest Research Services using a nationally representative probability sample of 1001 respondents in the country.



Nepal

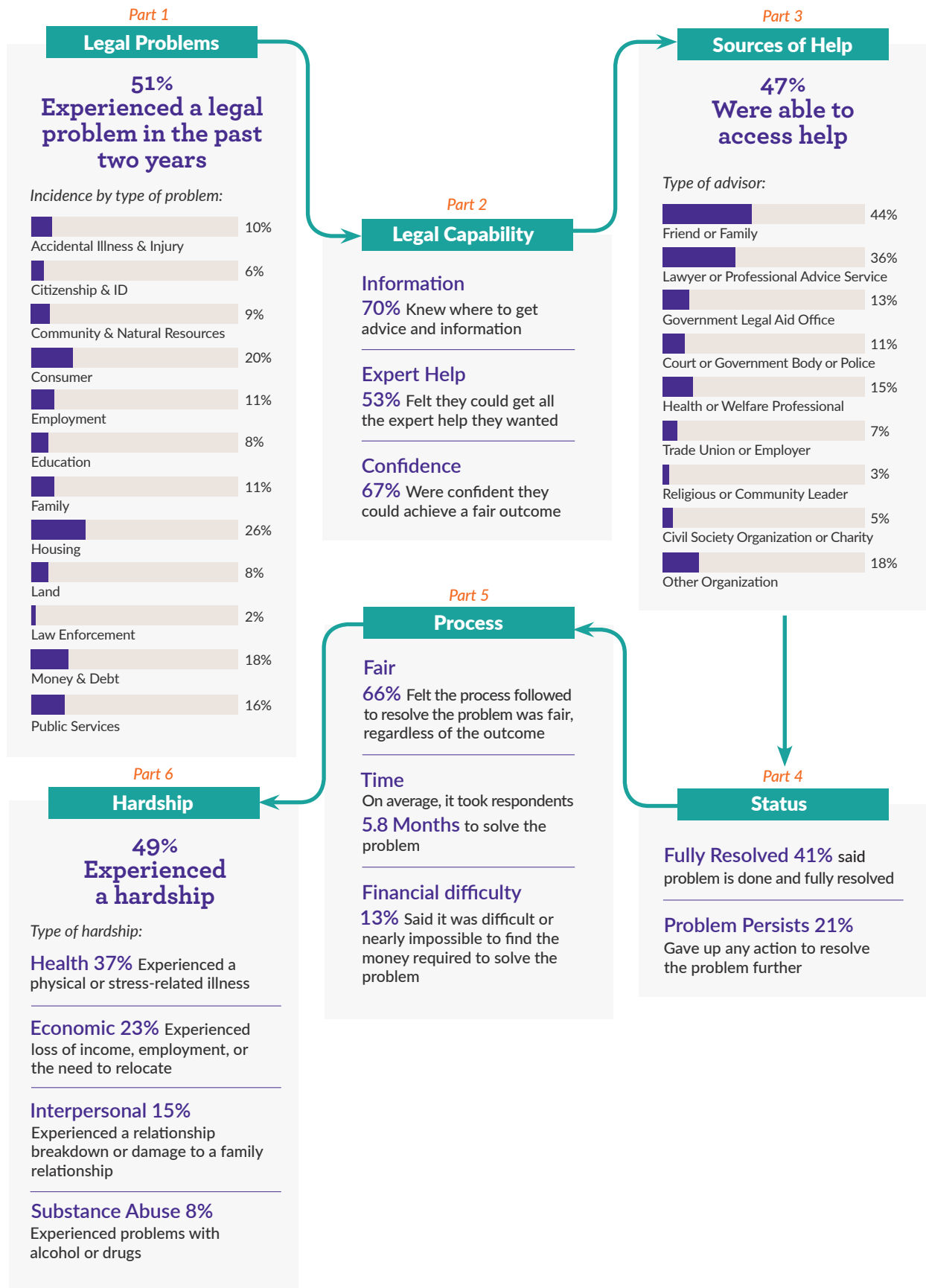
Paths followed by people in Nepal to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Solutions Consultant using a probability sample of 1000 respondents in the three largest cities of the country.

Netherlands

Paths followed by people in the Netherlands to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

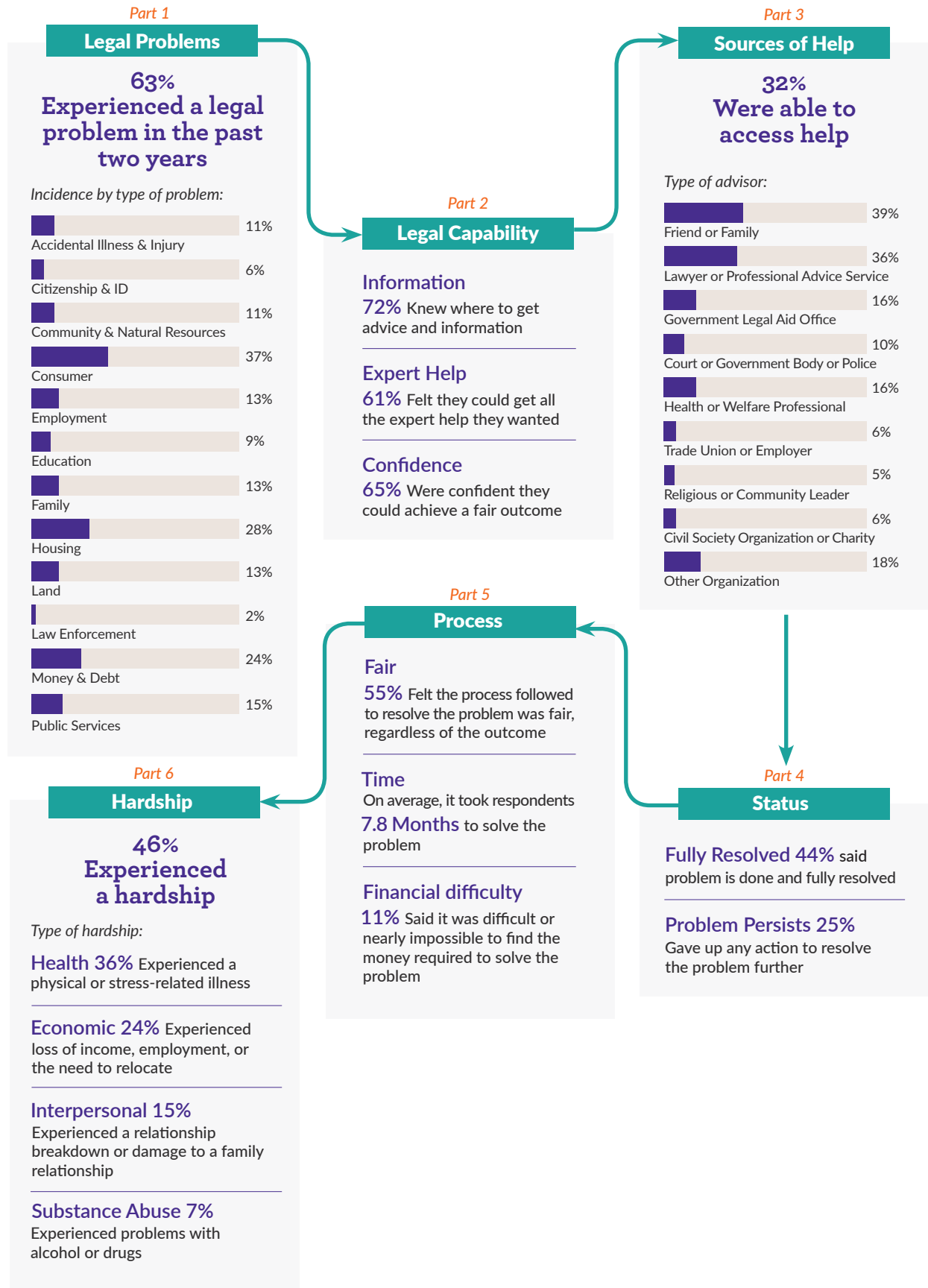


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1113 respondents in the country.



New Zealand

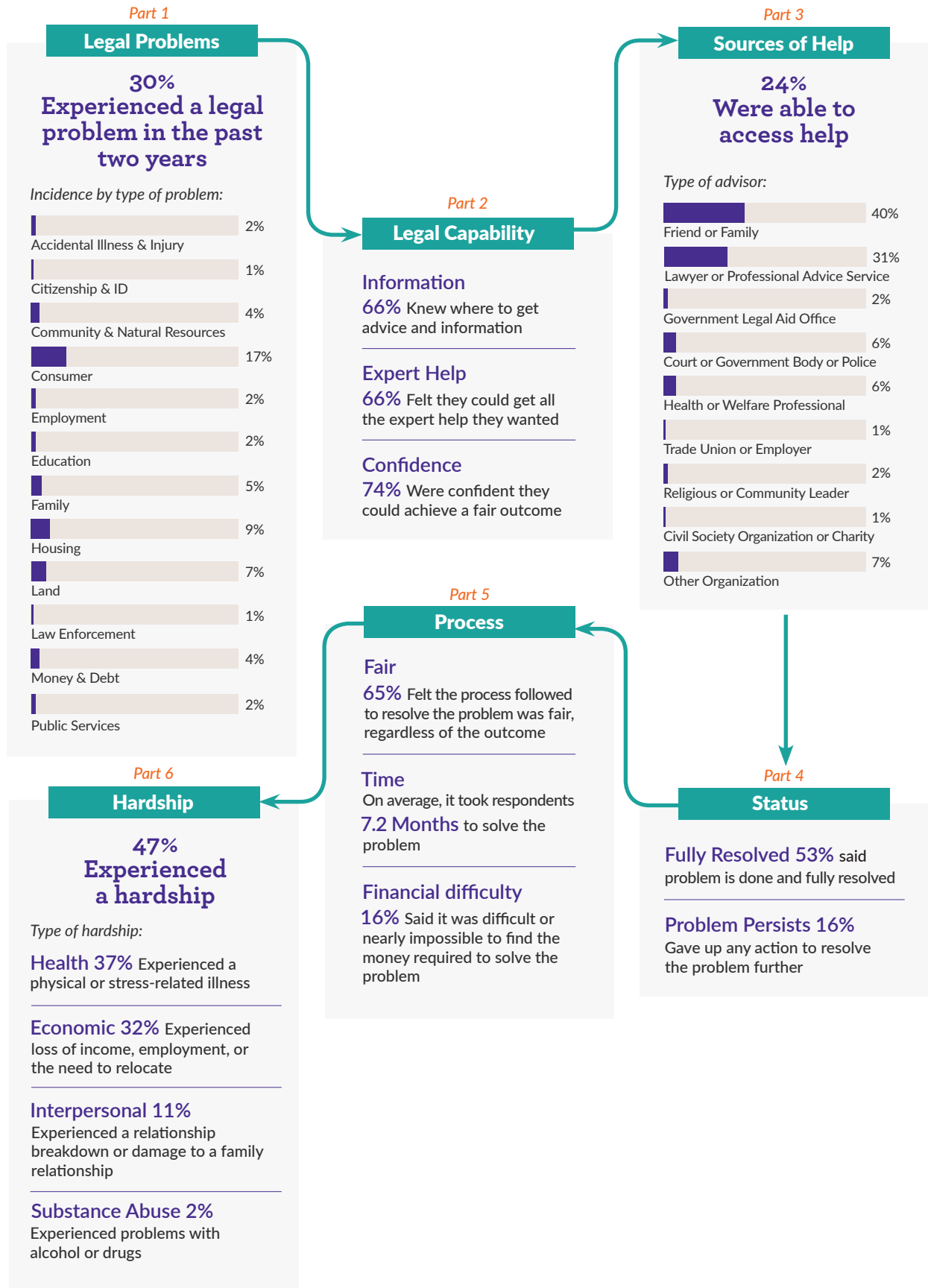
Paths followed by people in New Zealand to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Big Picture Marketing Strategy & Research using a probability sample of 1000 respondents in the three largest cities of the country.

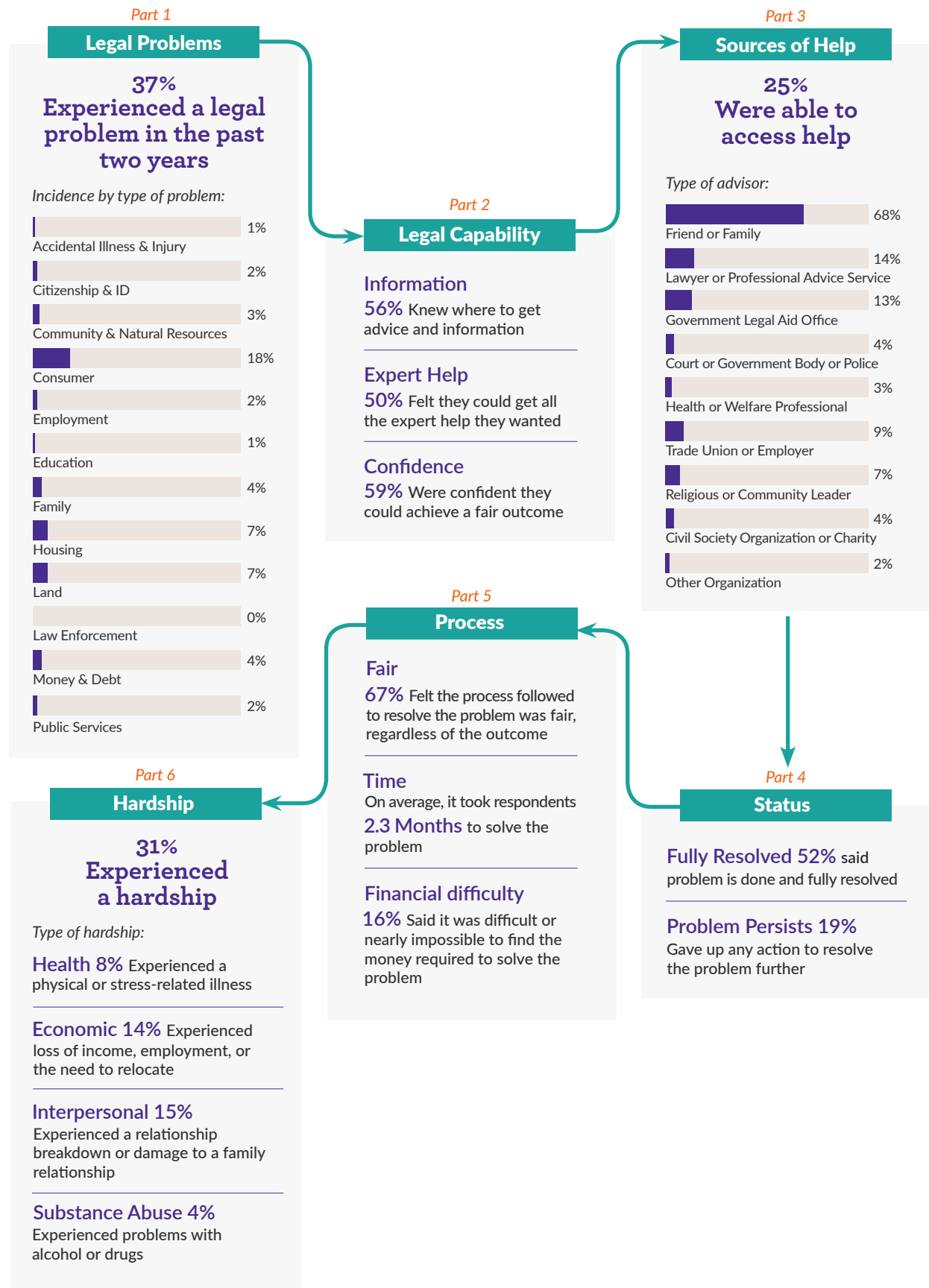
Nicaragua

Paths followed by people in Nicaragua to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by CID-Gallup using a probability sample of 1100 respondents in the three largest cities of the country.

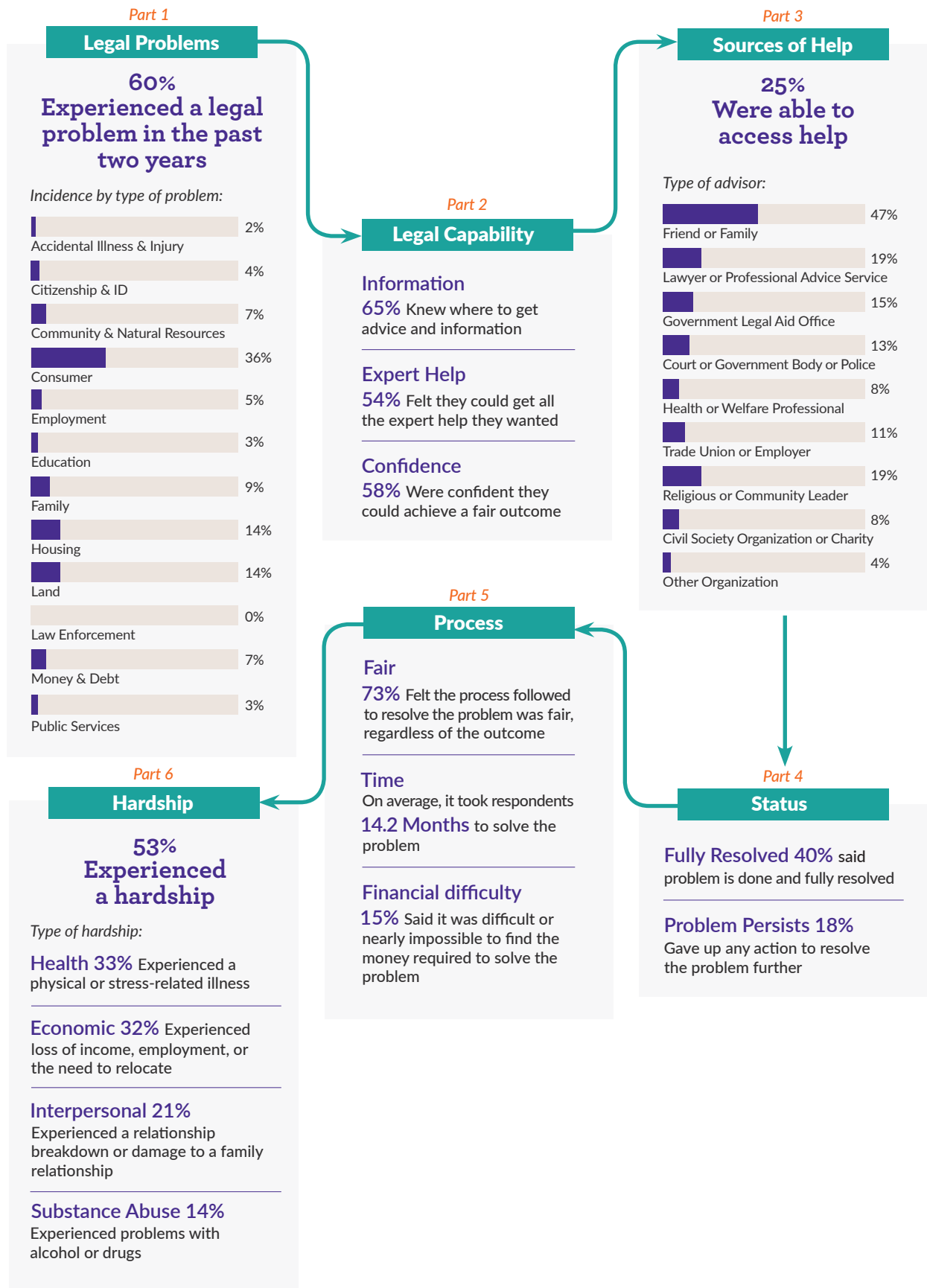
Paths followed by people in Niger to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Liaison Marketing using a probability sample of 1011 respondents in the three largest cities of the country.

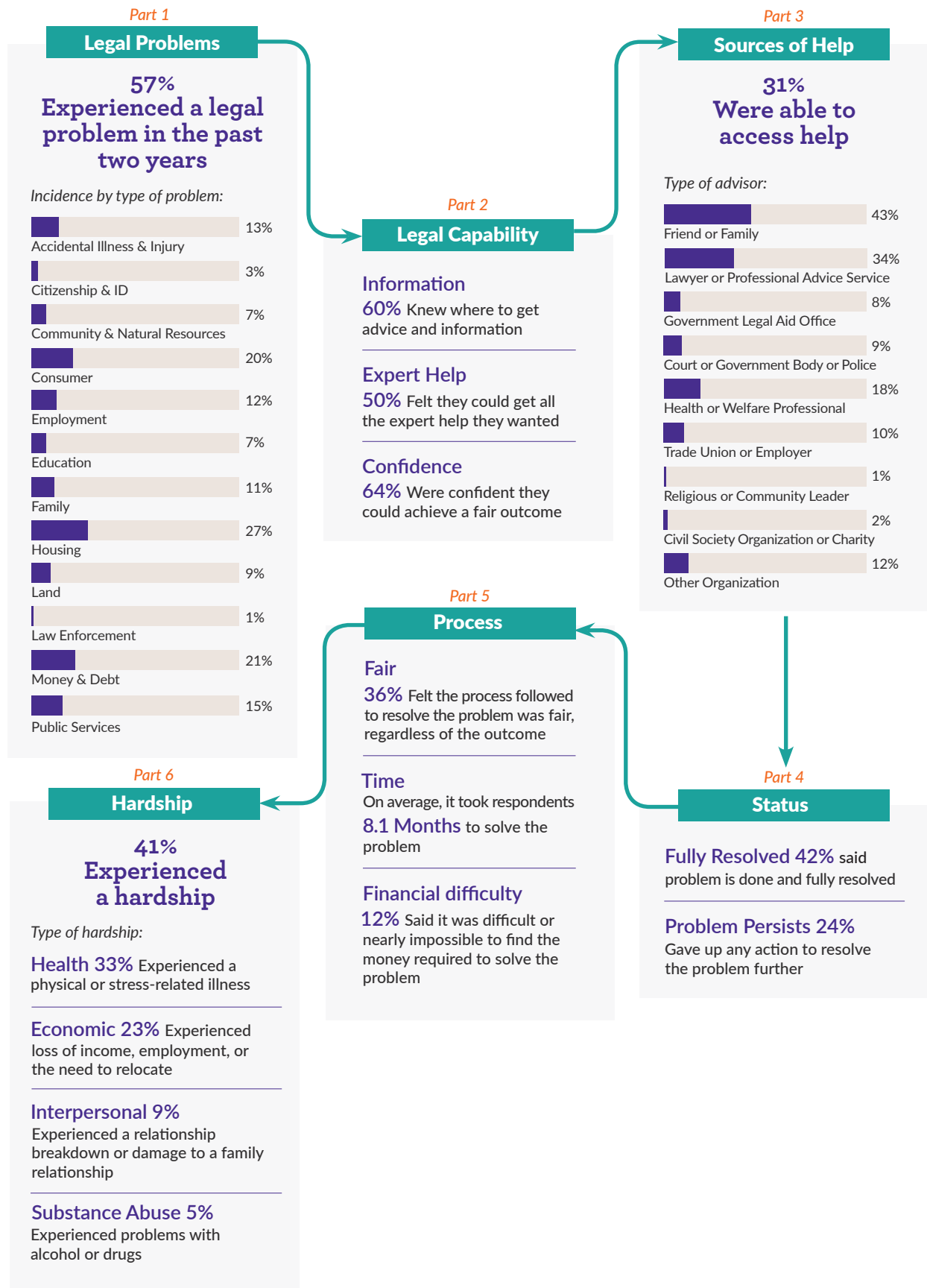
Nigeria

Paths followed by people in Nigeria to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



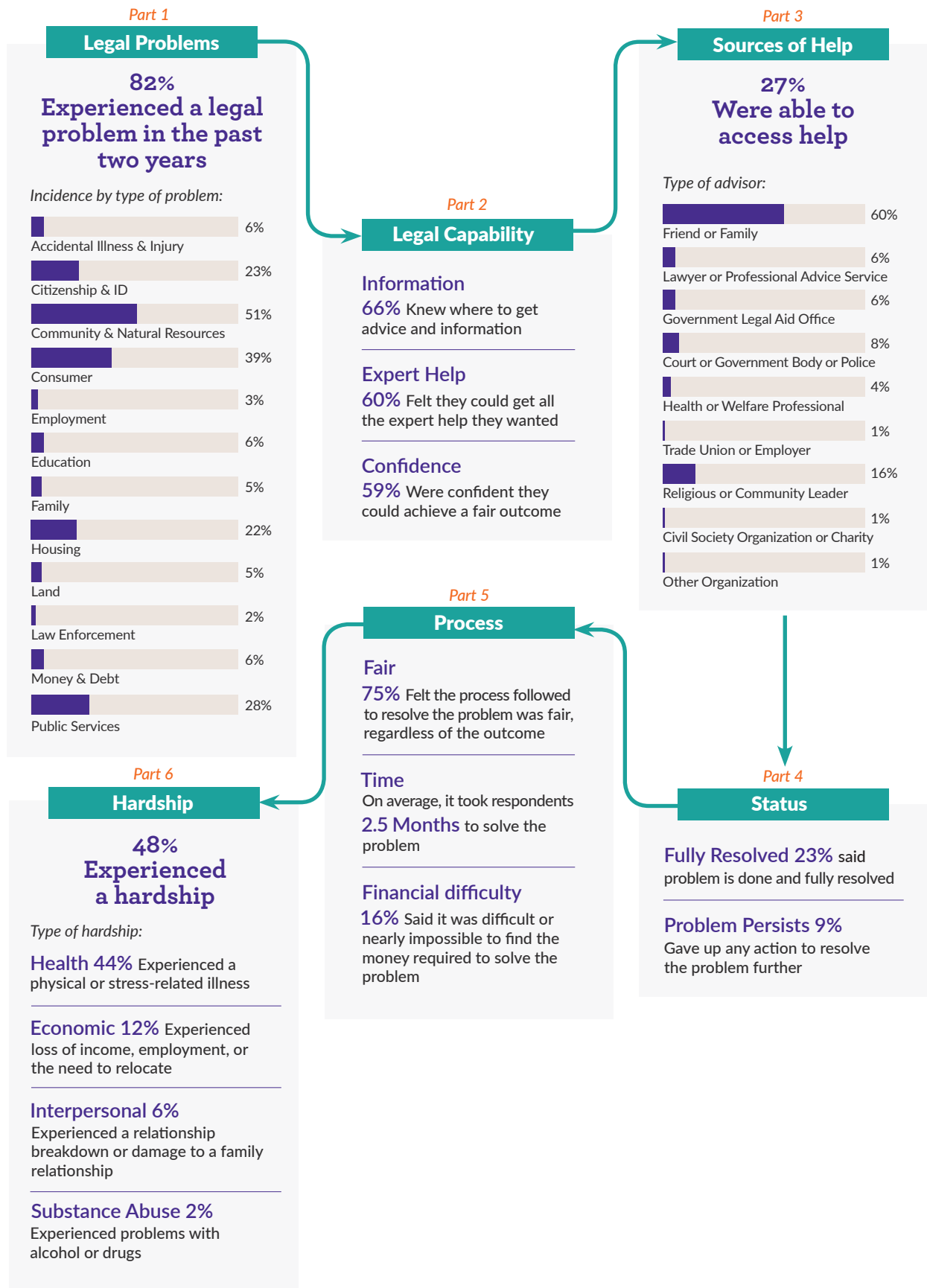
Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a nationally representative probability sample of 1083 respondents in the country.

Paths followed by people in Norway to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



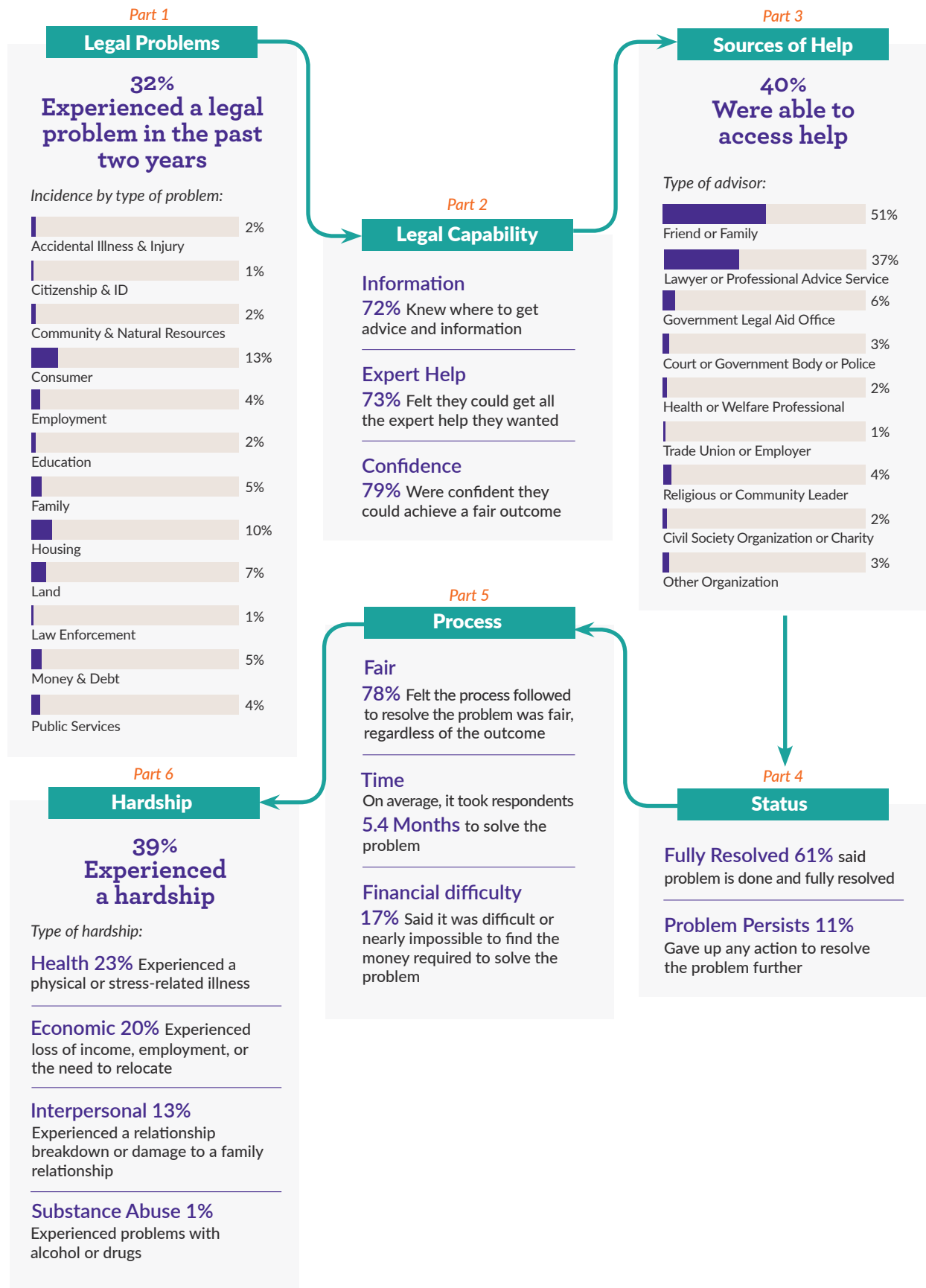
Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1007 respondents in the three largest cities of the country.

Paths followed by people in Pakistan to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Gallup Pakistan (affiliated with Gallup International) using a probability sample of 1840 respondents in the three largest cities of the country.

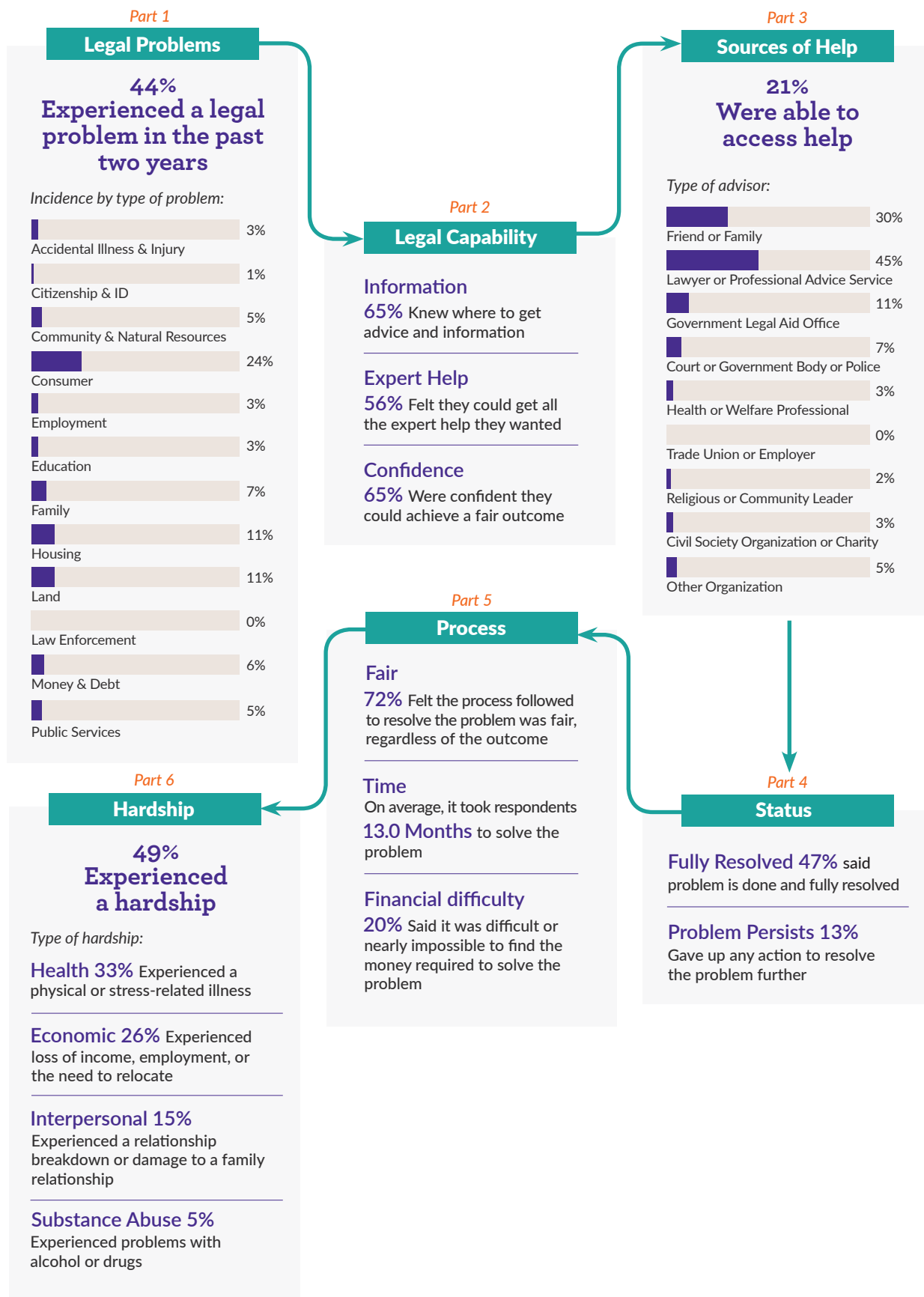
Paths followed by people in Panama to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Gallup Panamá using a probability sample of 1000 respondents in the three largest cities of the country.

Peru

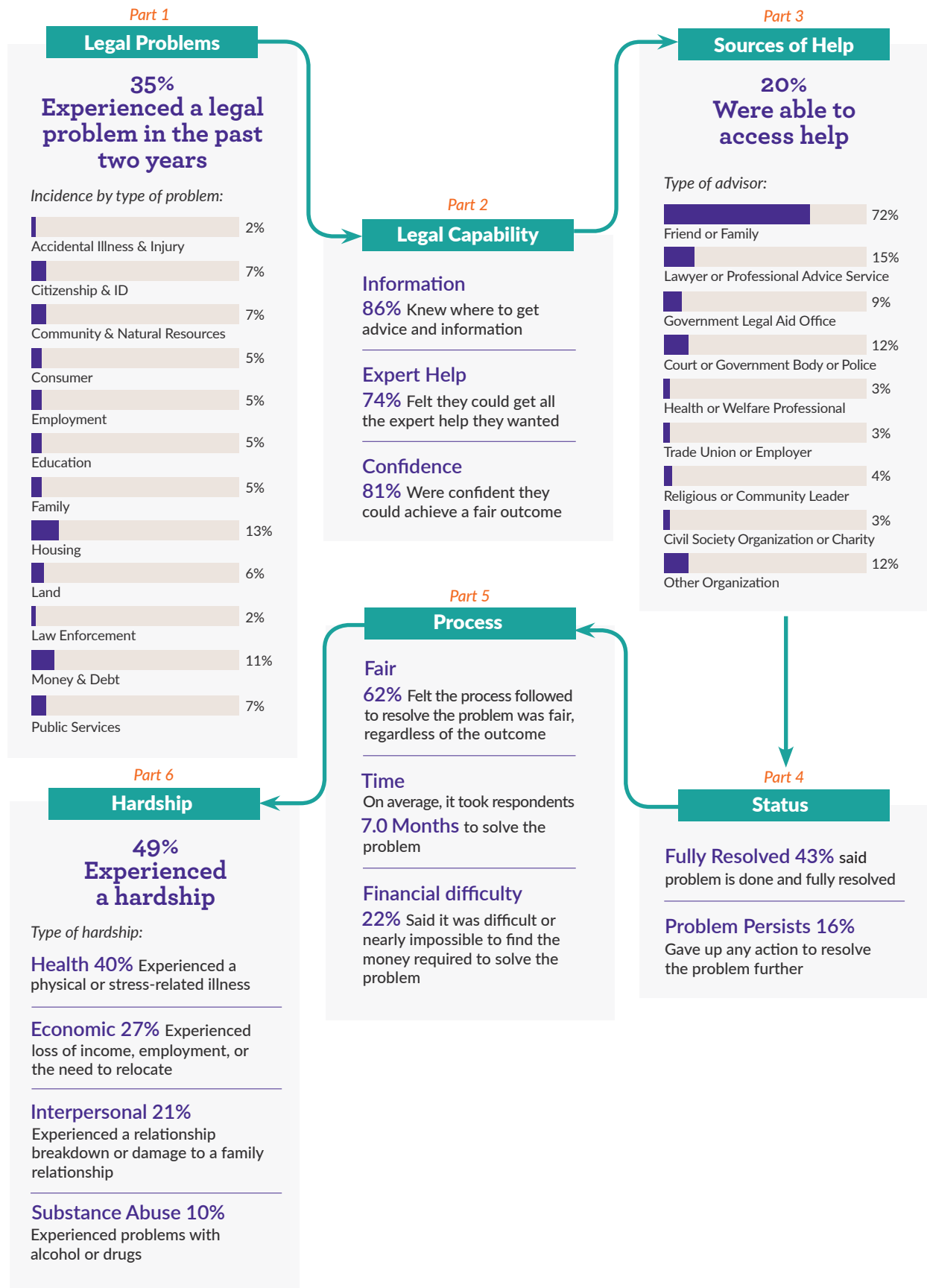
Paths followed by people in Peru to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Datum Internacional S.A. using a nationally representative probability sample of 1000 respondents in the country.

Philippines

Paths followed by people in the Philippines to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

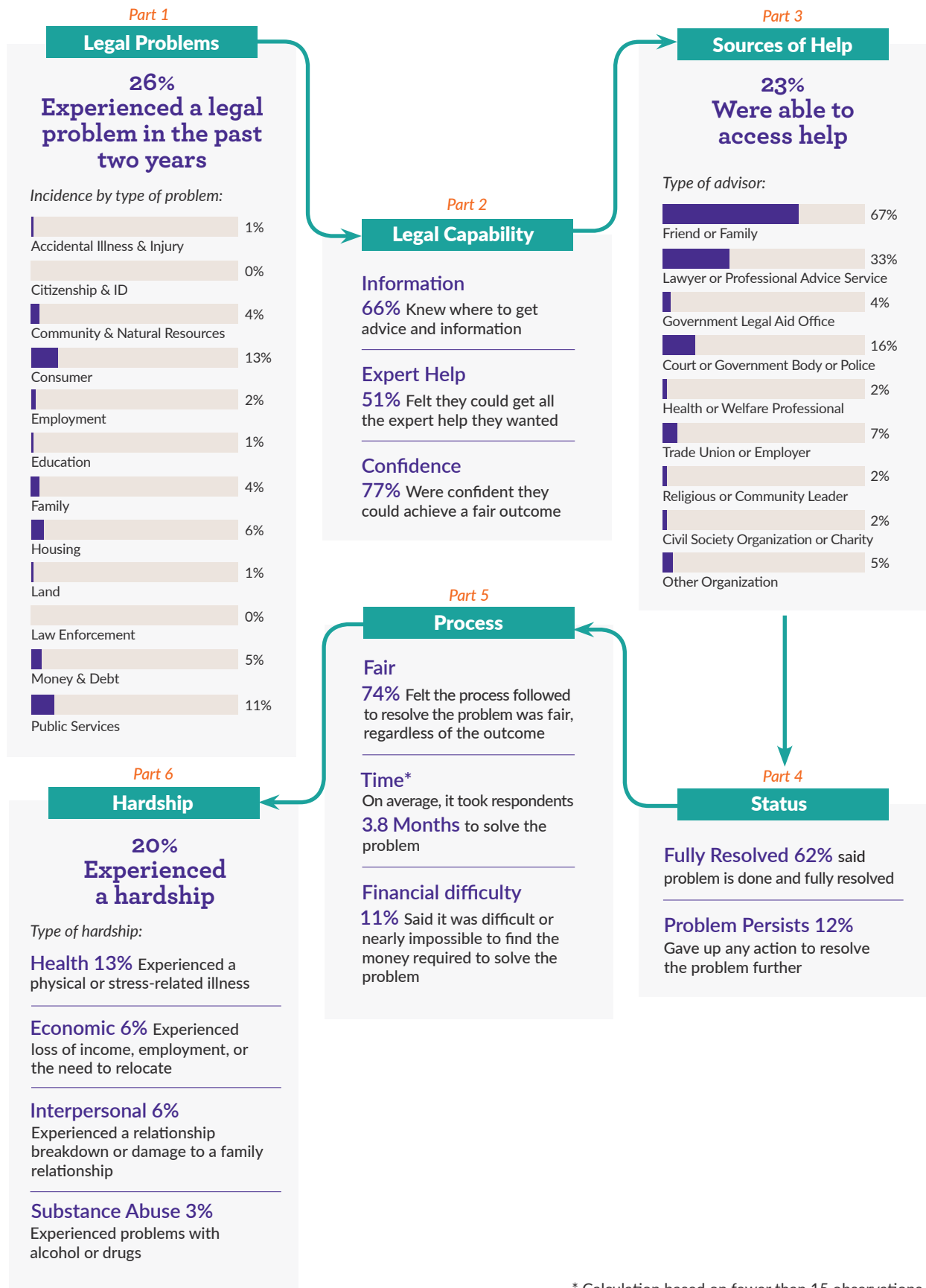


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Philippine Survey and Research Center using a nationally representative probability sample of 1000 respondents in the country.



Poland

Paths followed by people in Poland to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



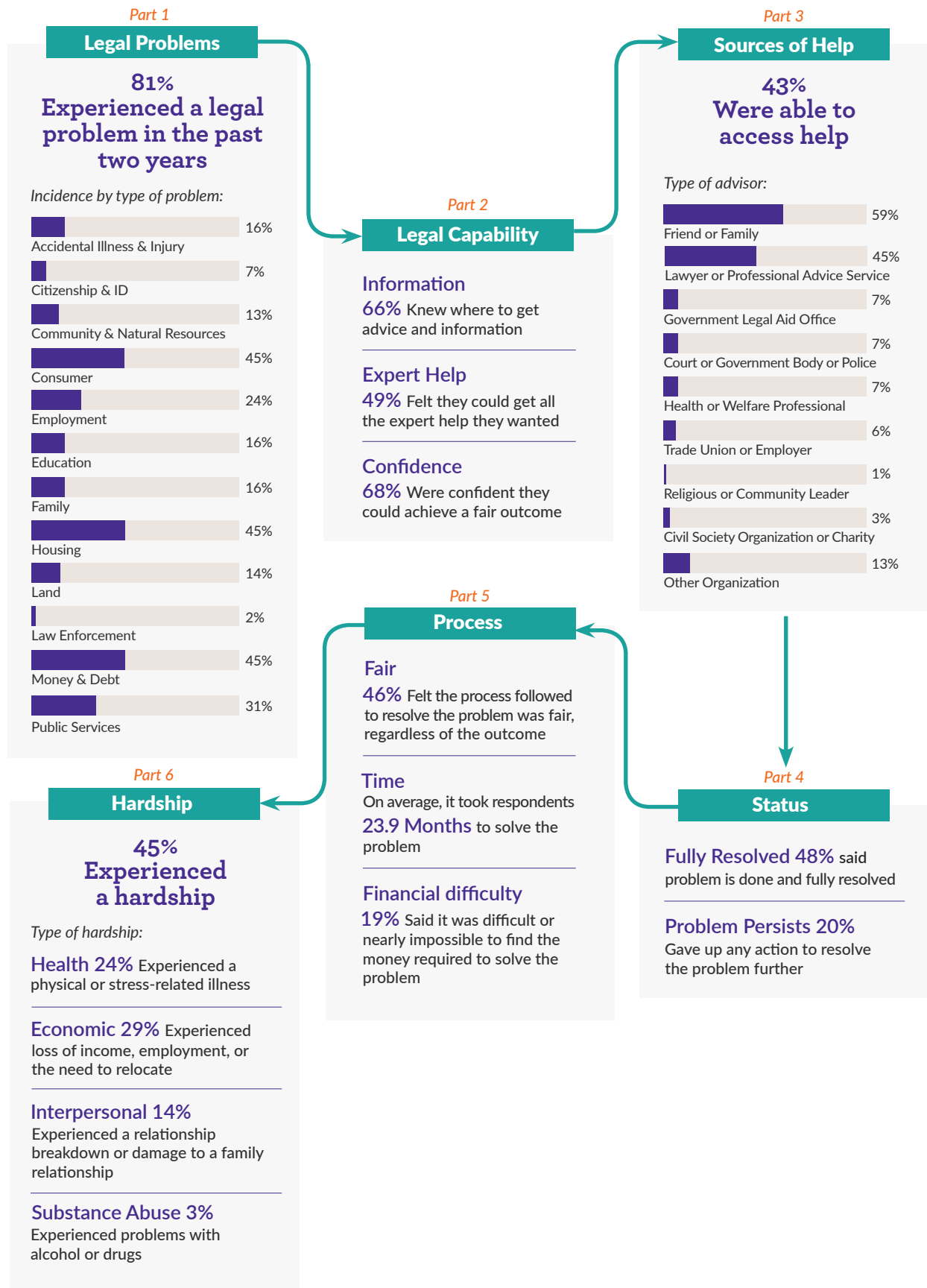
* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Grupa IQS using a probability sample of 1000 respondents in the three largest cities of the country.



Portugal

Paths followed by people in Portugal to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

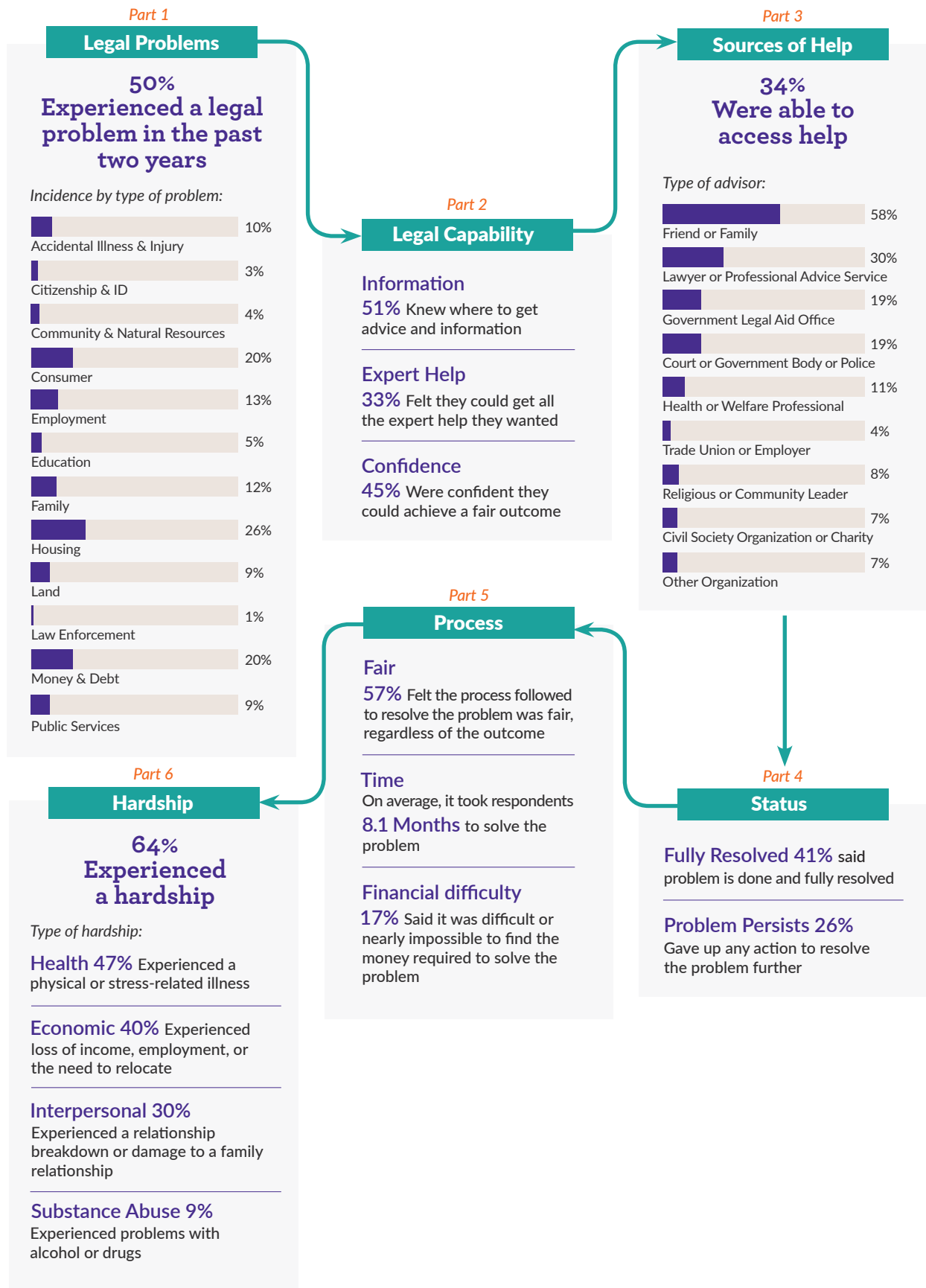


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a probability sample of 1016 respondents in the three largest cities of the country.



Republic of Korea

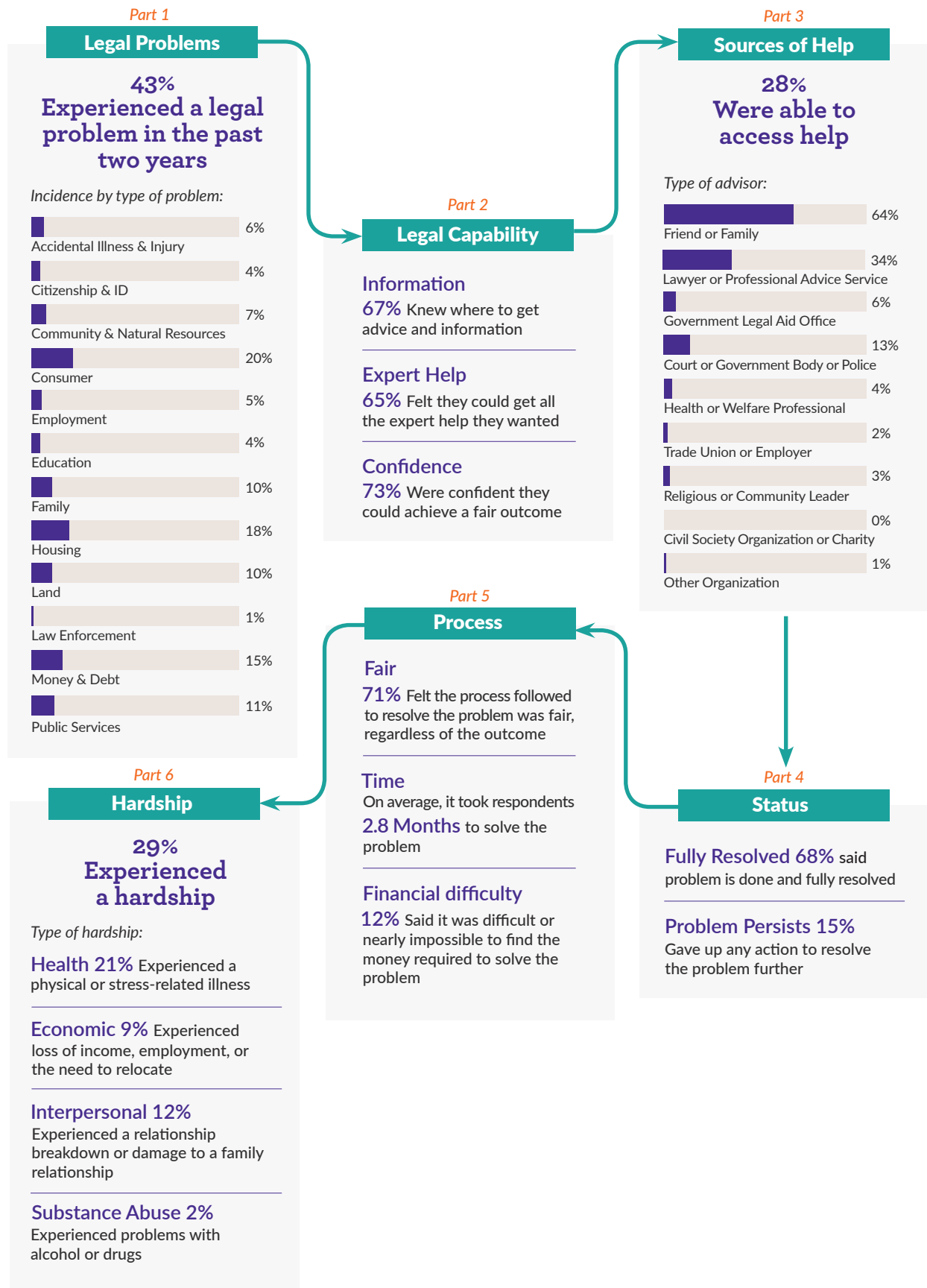
Paths followed by people in the Republic of Korea to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Acorn Marketing & Research Consultant (M) Sdn Bhd using a nationally representative probability sample of 1000 respondents in the country.

Romania

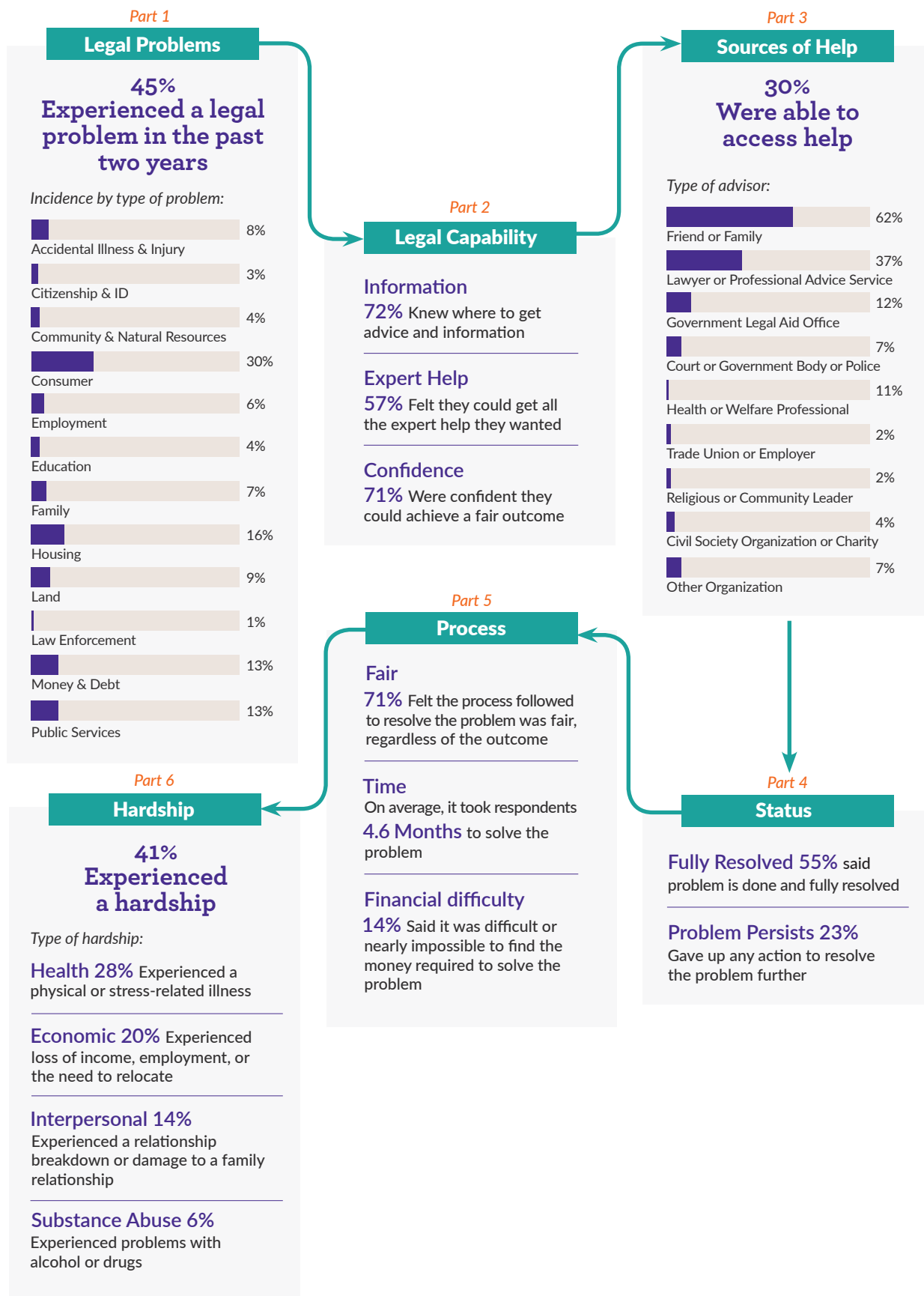
Paths followed by people in Romania to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Alpha Research Ltd. in collaboration with local partner using a nationally representative probability sample of 1000 respondents in the country.

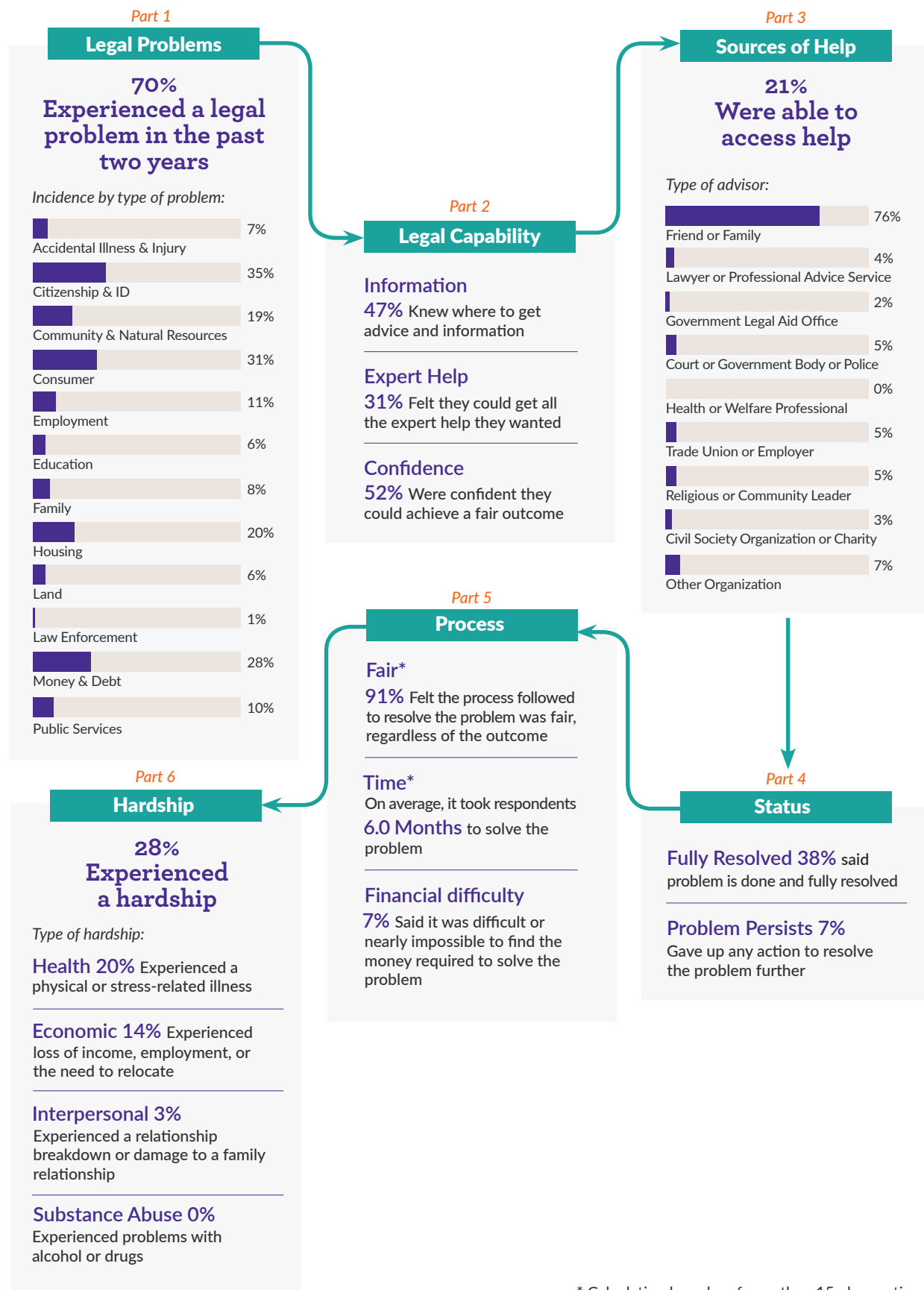
Russia

Paths followed by people in Russia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by WJP in collaboration with local partners using a nationally representative probability sample of 1000 respondents in the country.

Paths followed by people in Senegal to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



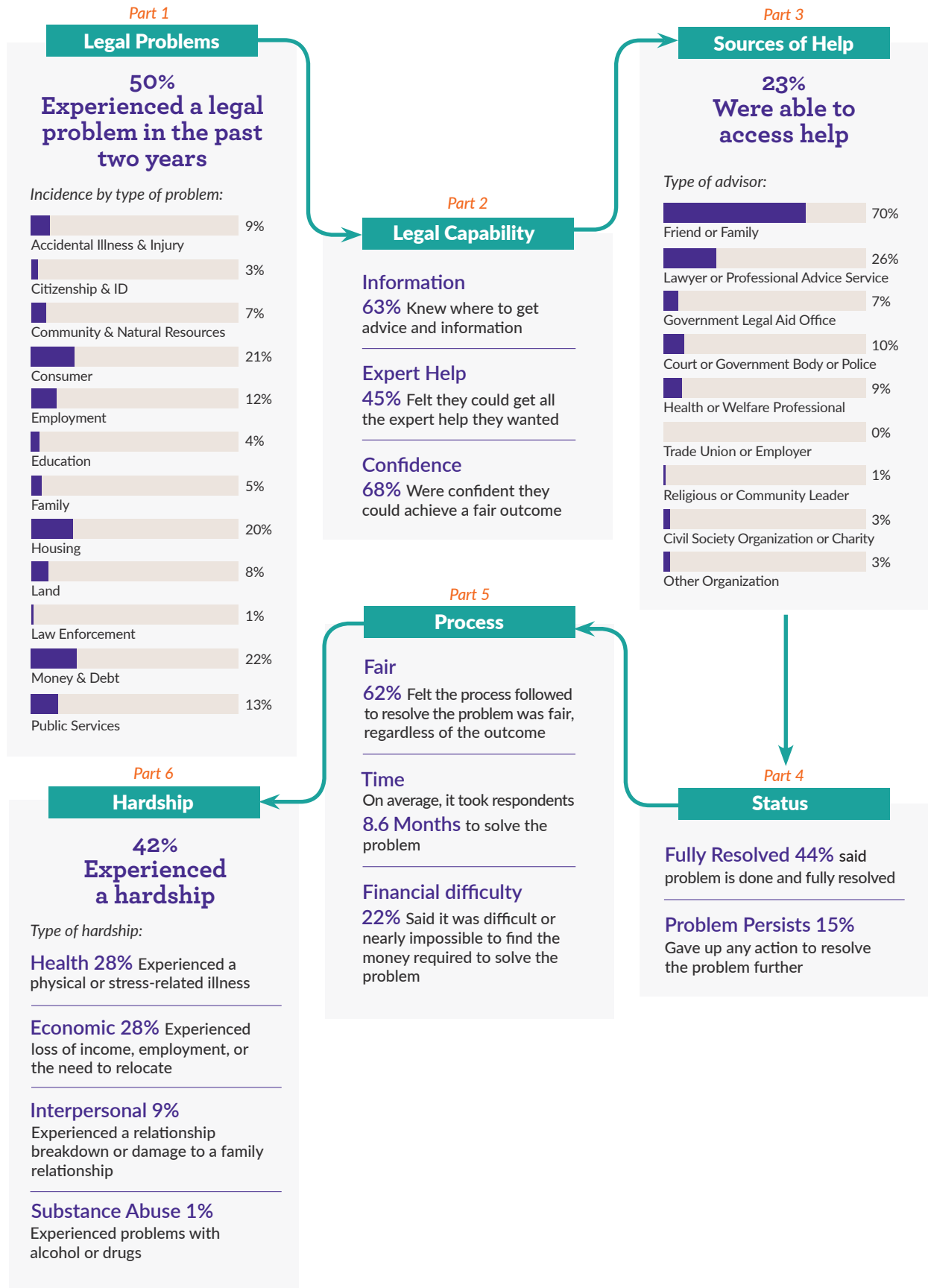
* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar TNS using a probability sample of 1012 respondents in the three largest cities of the country.



Serbia

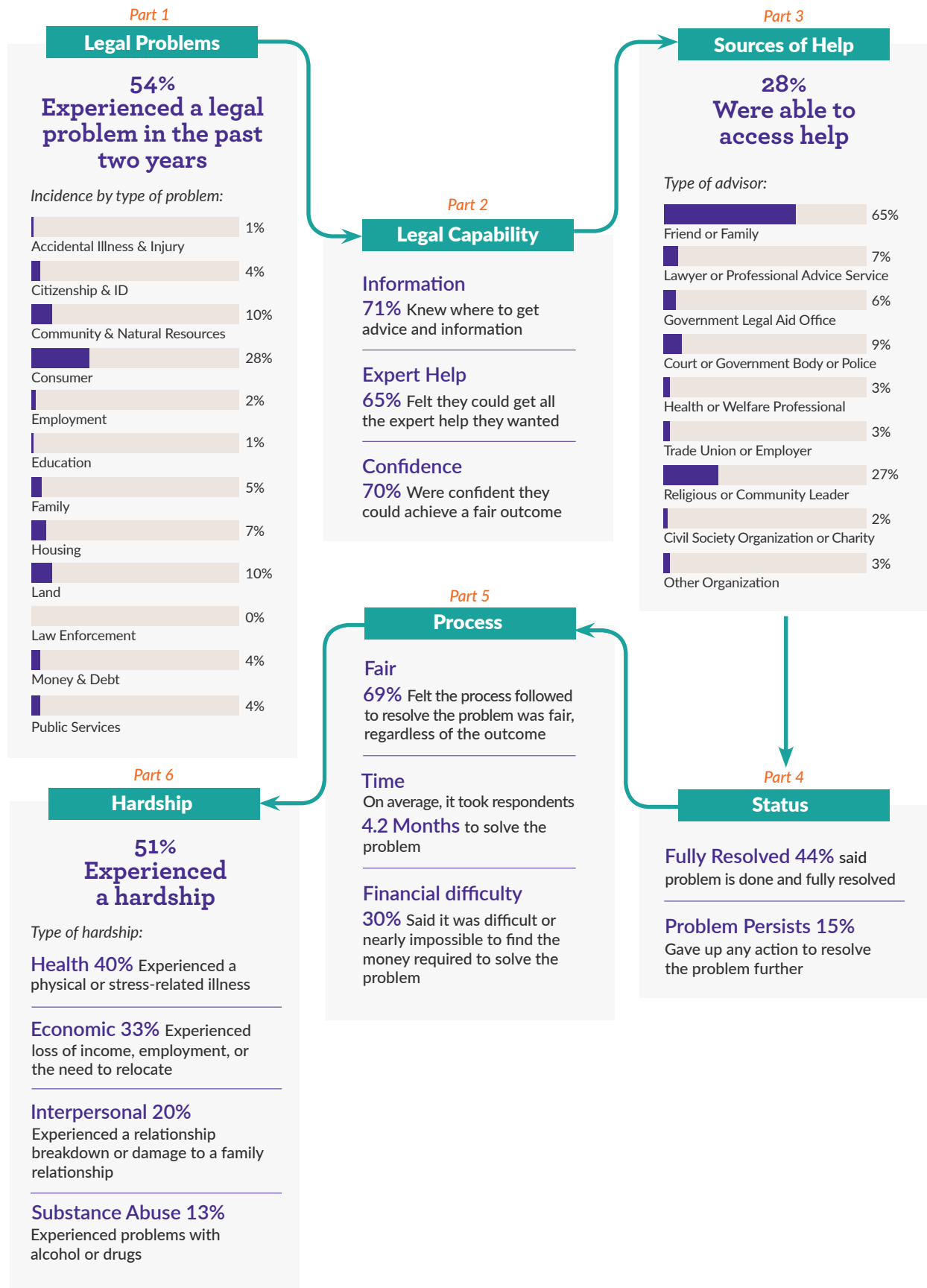
Paths followed by people in Serbia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Ipsos Strategic Marketing d.o.o. using a probability sample of 1002 respondents in the three largest cities of the country.

Sierra Leone

Paths followed by people in Sierra Leone to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

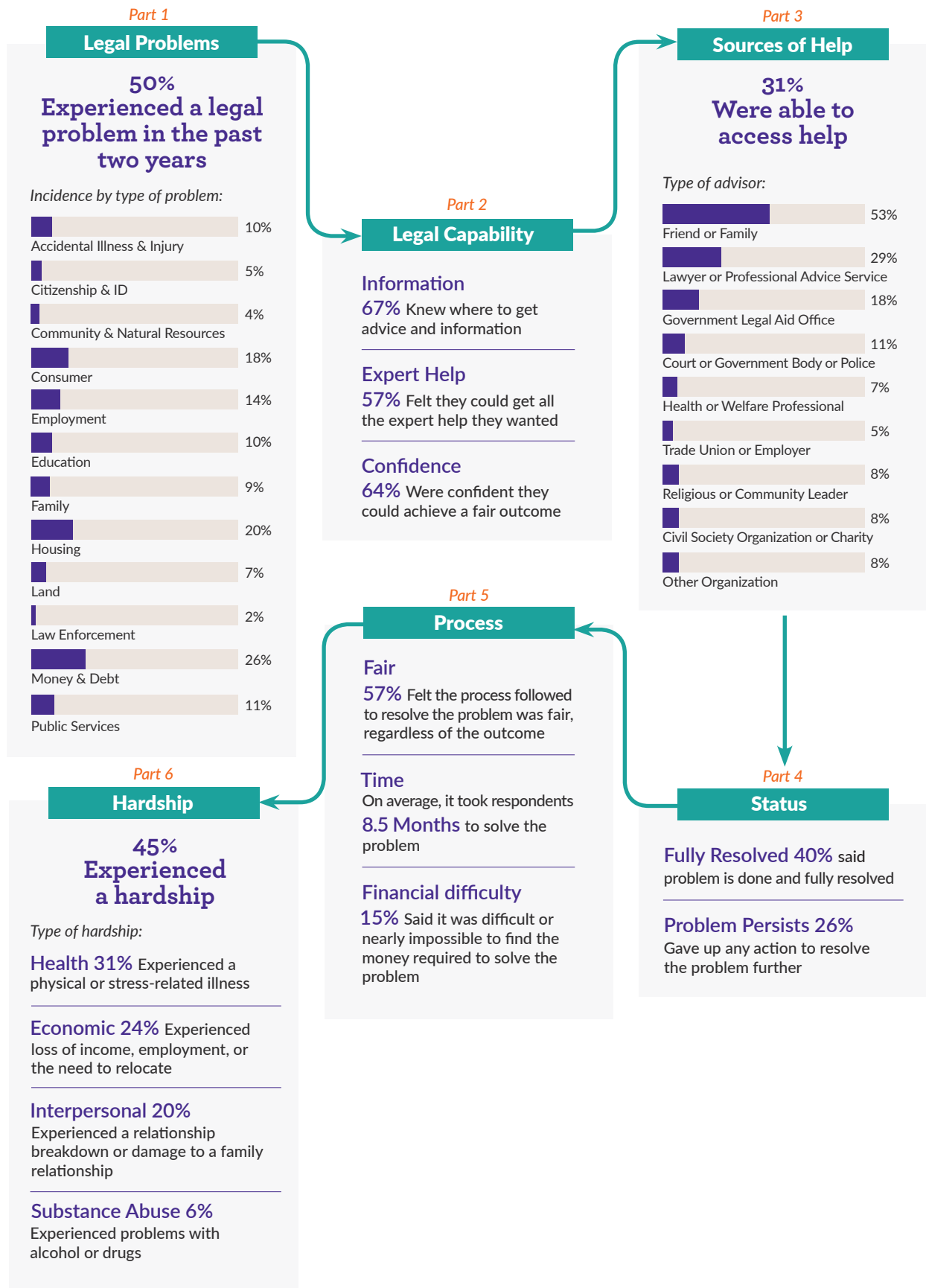


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a nationally representative probability sample of 1165 respondents in the country.



Singapore

Paths followed by people in Singapore to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

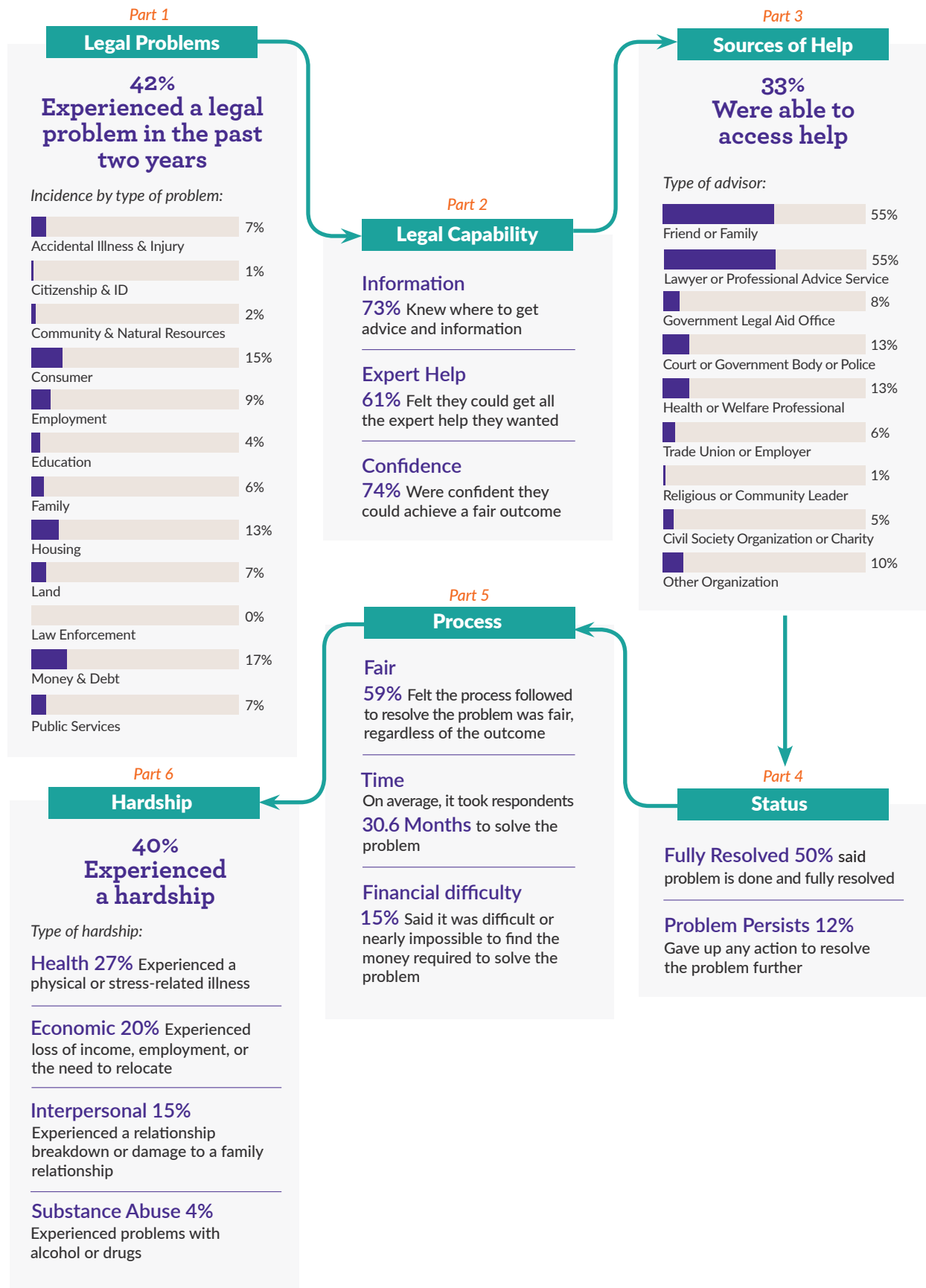


Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Survey Sampling International using a probability sample of 1000 respondents in Singapore.



Slovenia

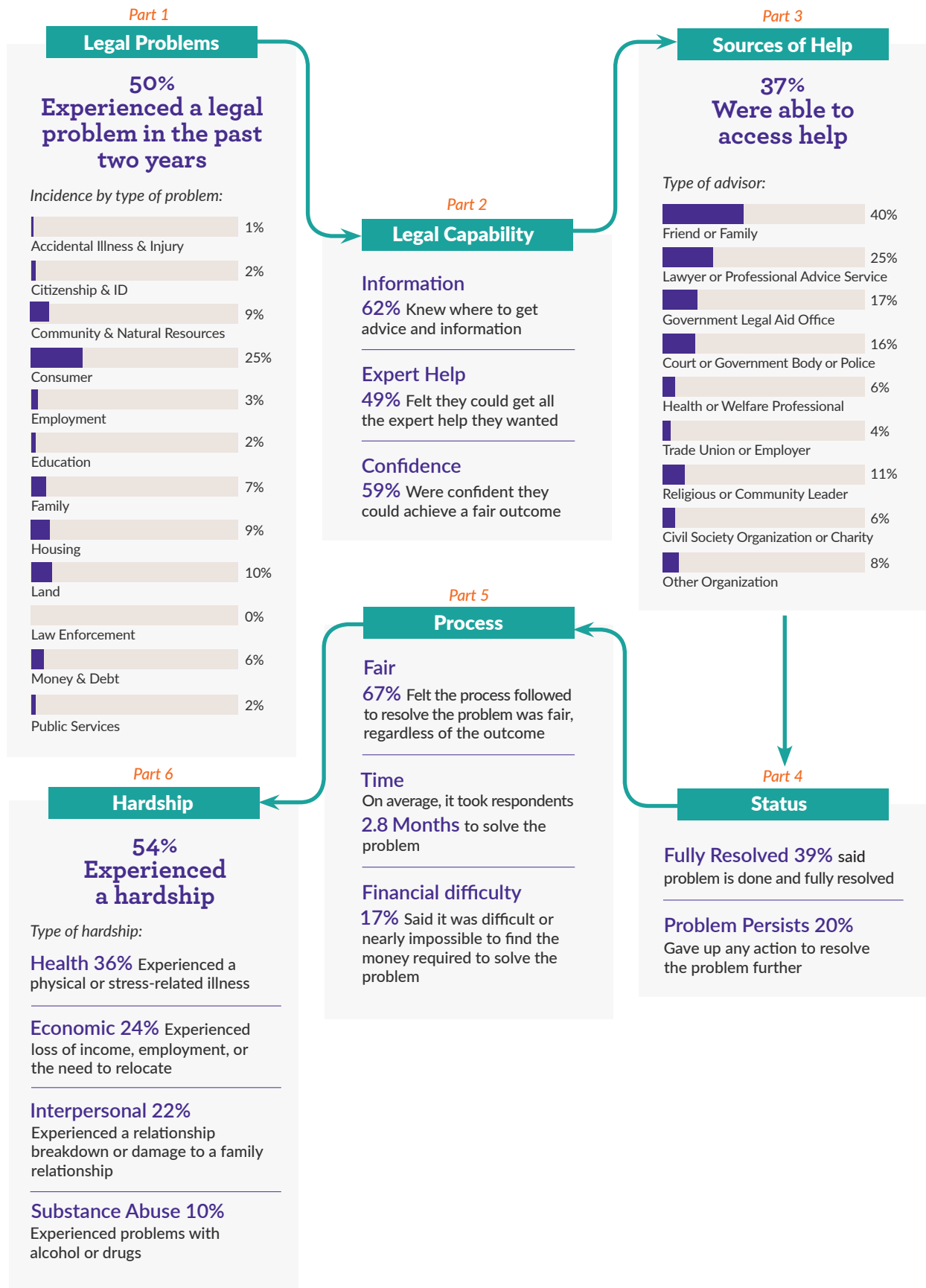
Paths followed by people in Slovenia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Ipsos d.o.o. using a probability sample of 1006 respondents in the three largest cities of the country.

South Africa

Paths followed by people in South Africa to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

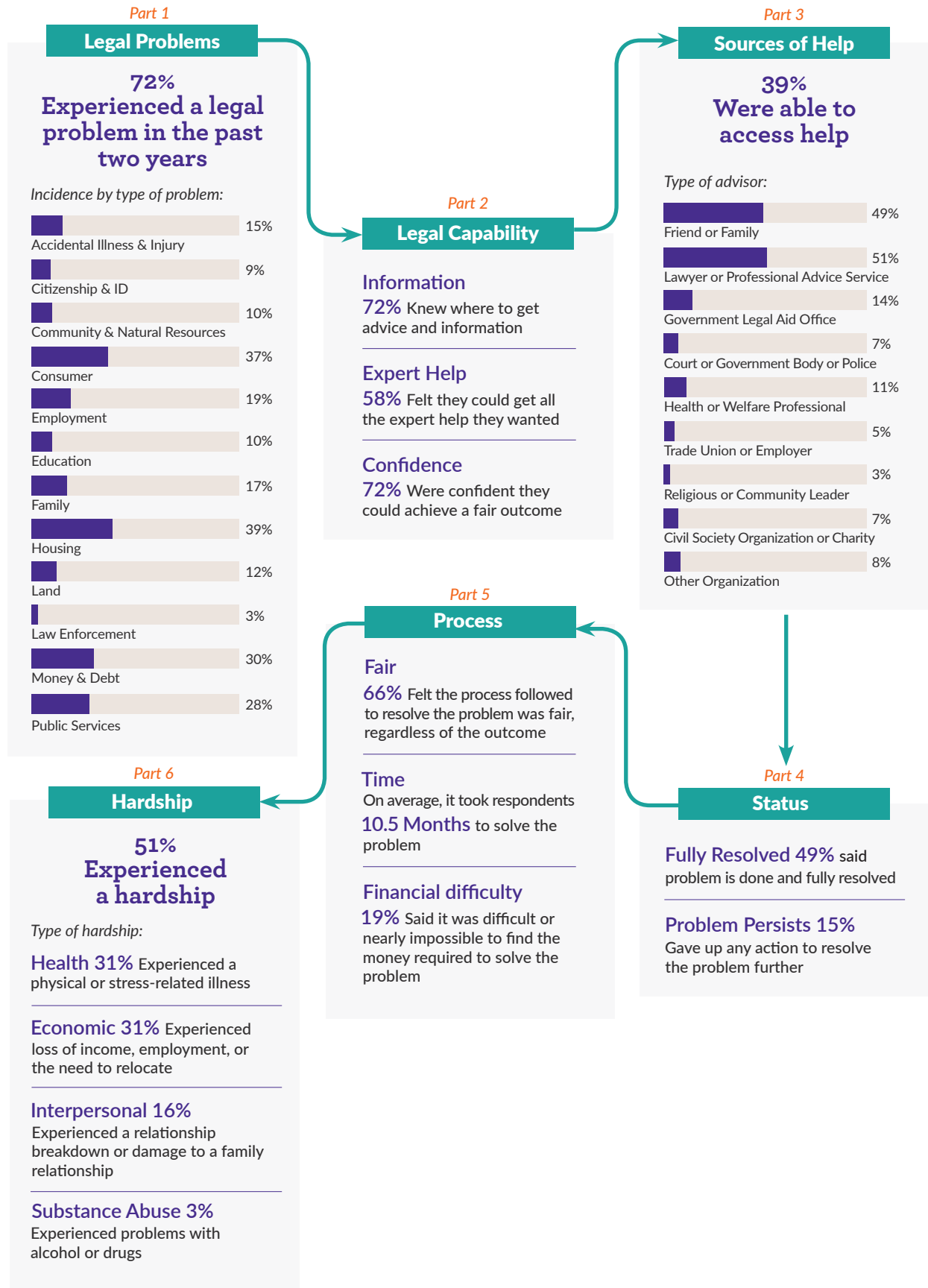


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Quest Research Services using a nationally representative probability sample of 1014 respondents in the country.



Spain

Paths followed by people in Spain to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

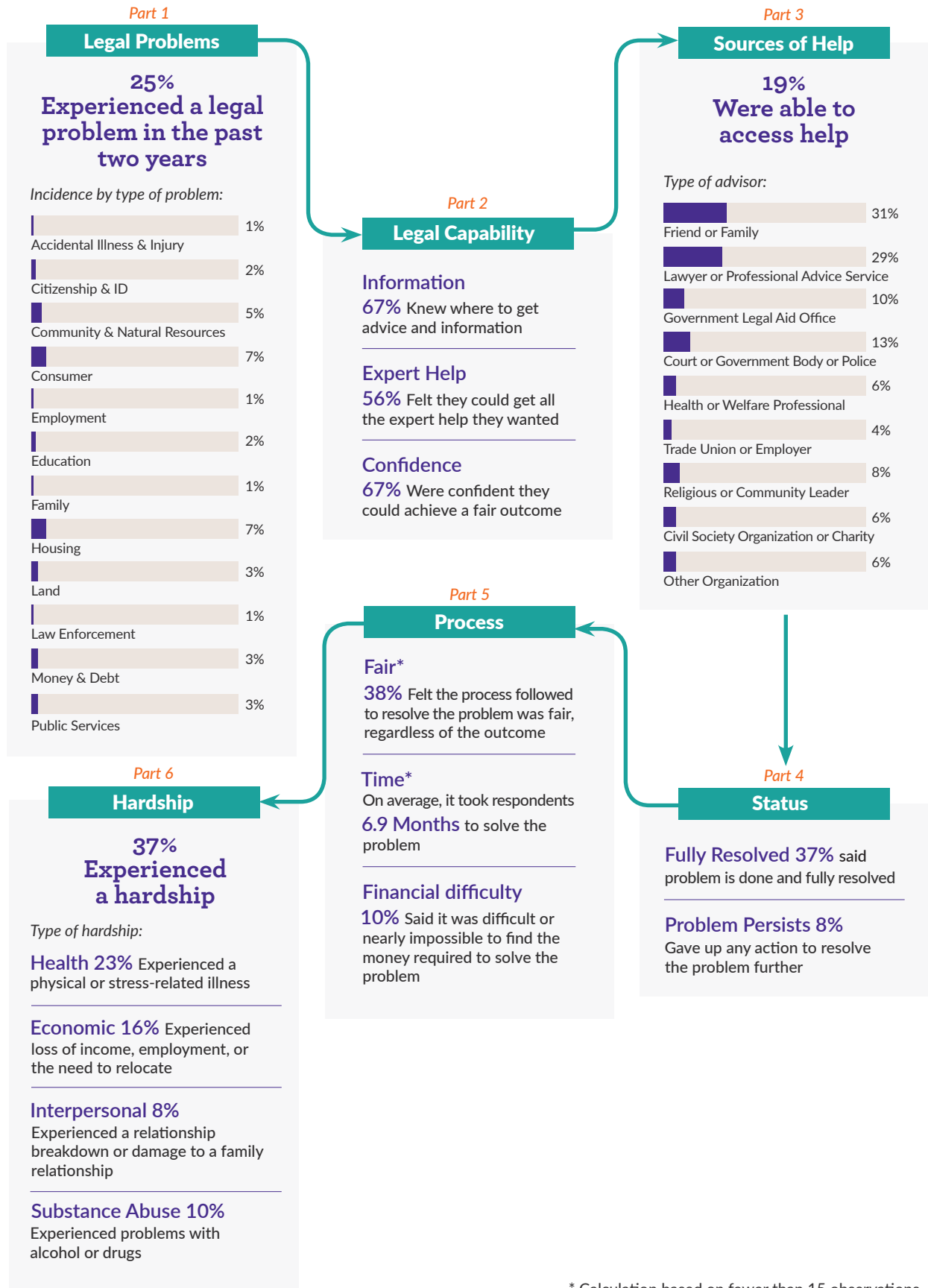


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1051 respondents in the country.



Sri Lanka

Paths followed by people in Sri Lanka to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

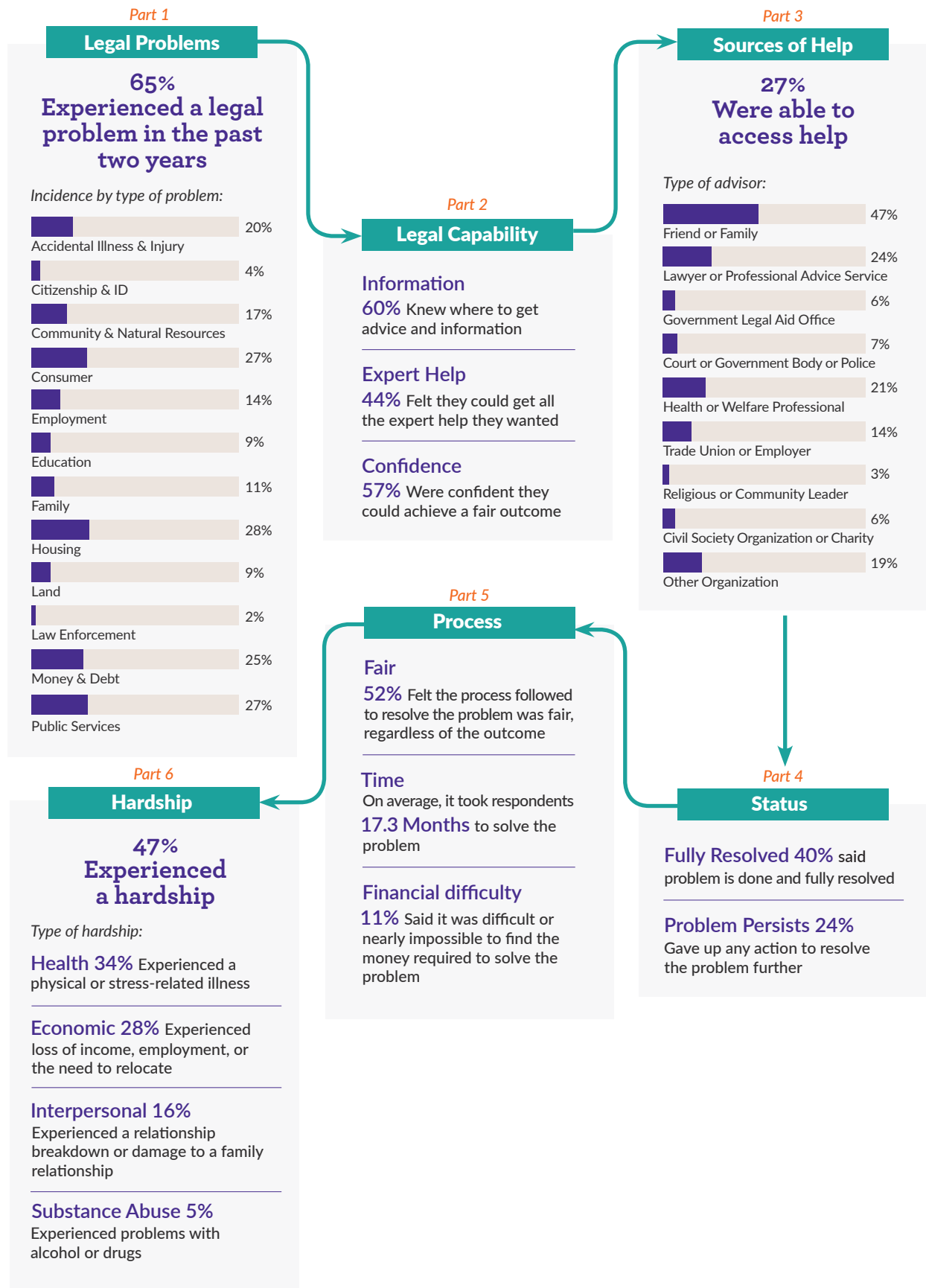


* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar LMRB using a probability sample of 1010 respondents in the three largest cities of the country.

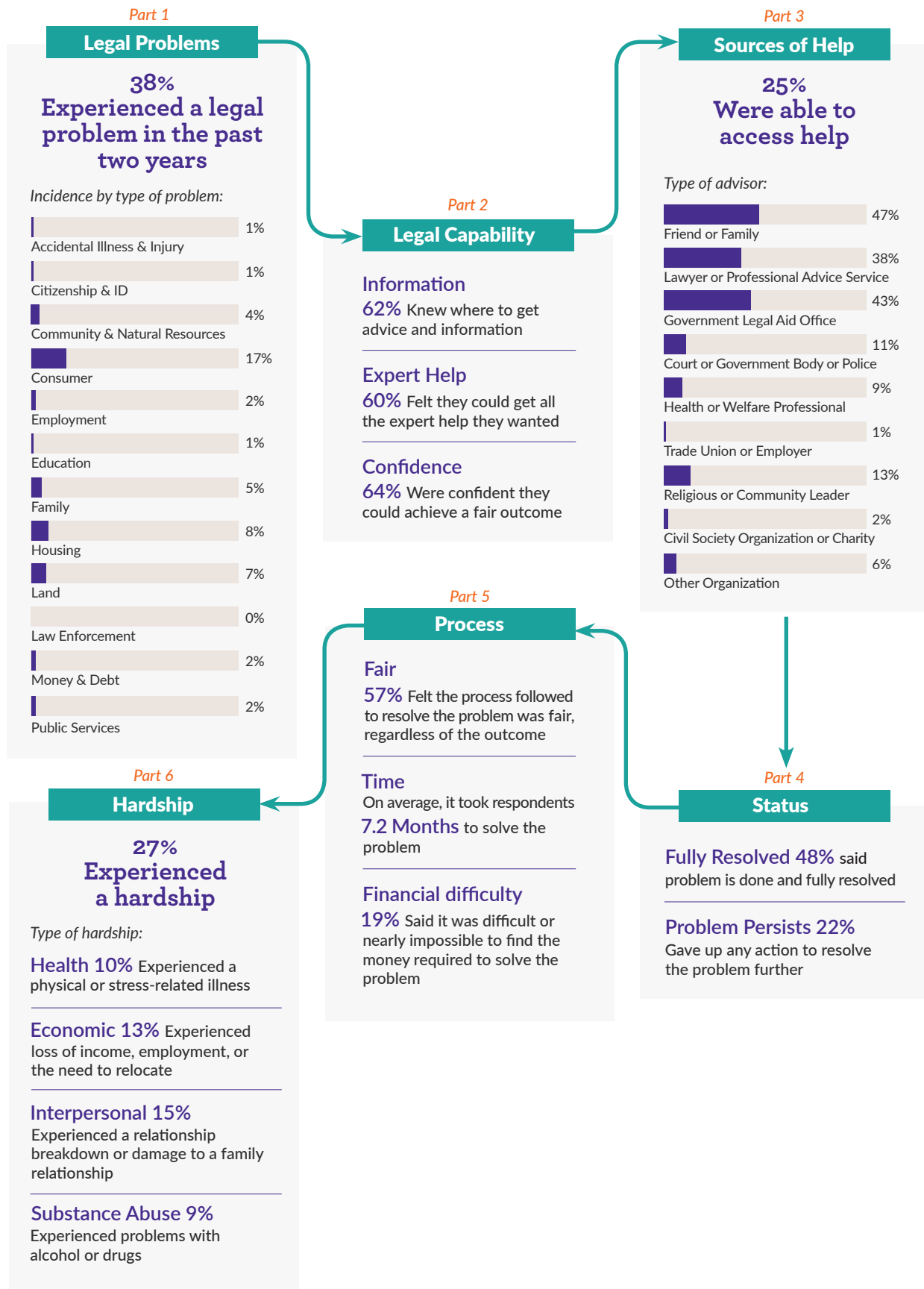
Sweden

Paths followed by people in Sweden to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



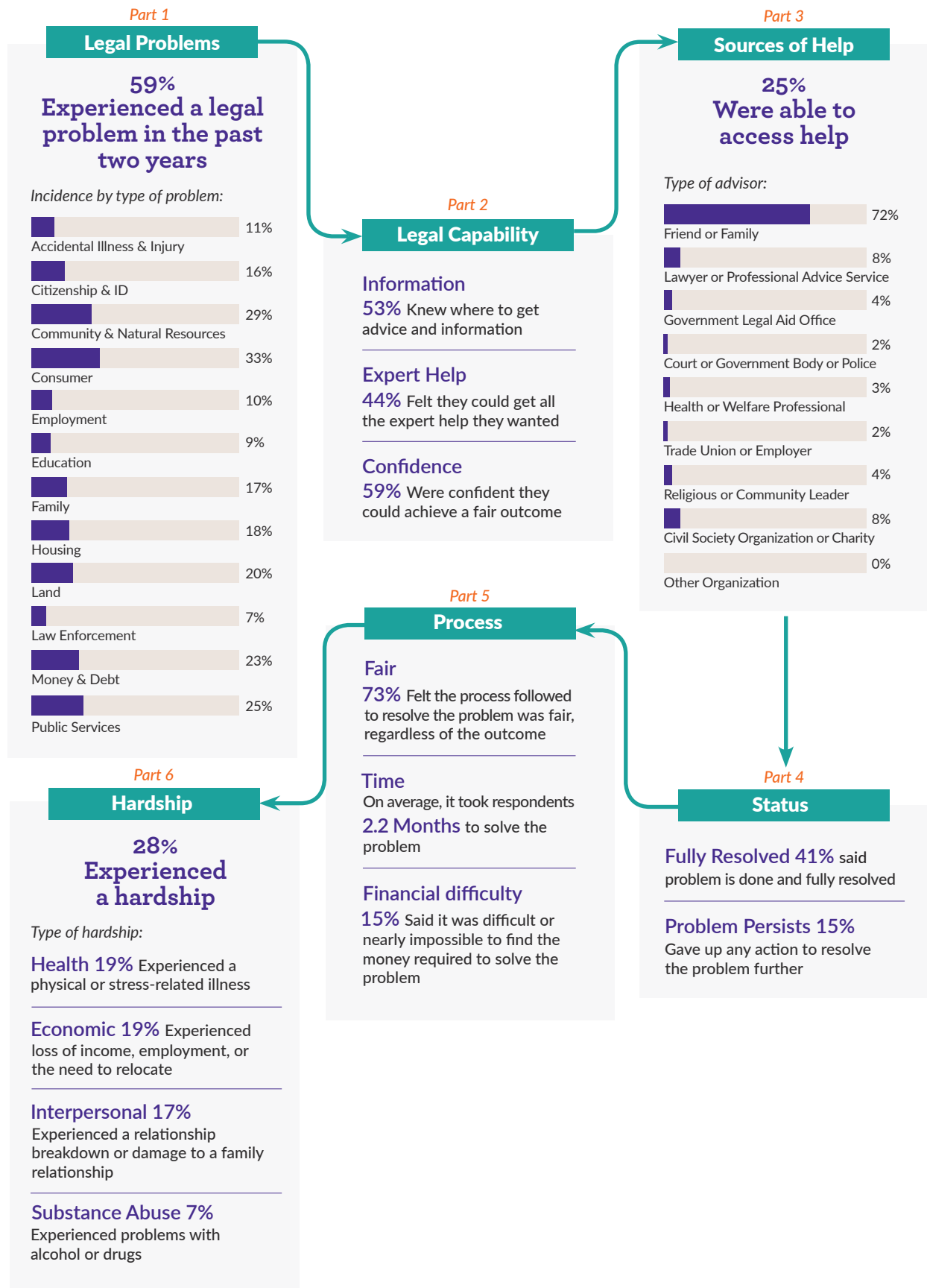
Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1049 respondents in the country.

Paths followed by people in Tanzania to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Infinite Insight Ltd. using a probability sample of 1037 respondents in the three largest cities of the country.

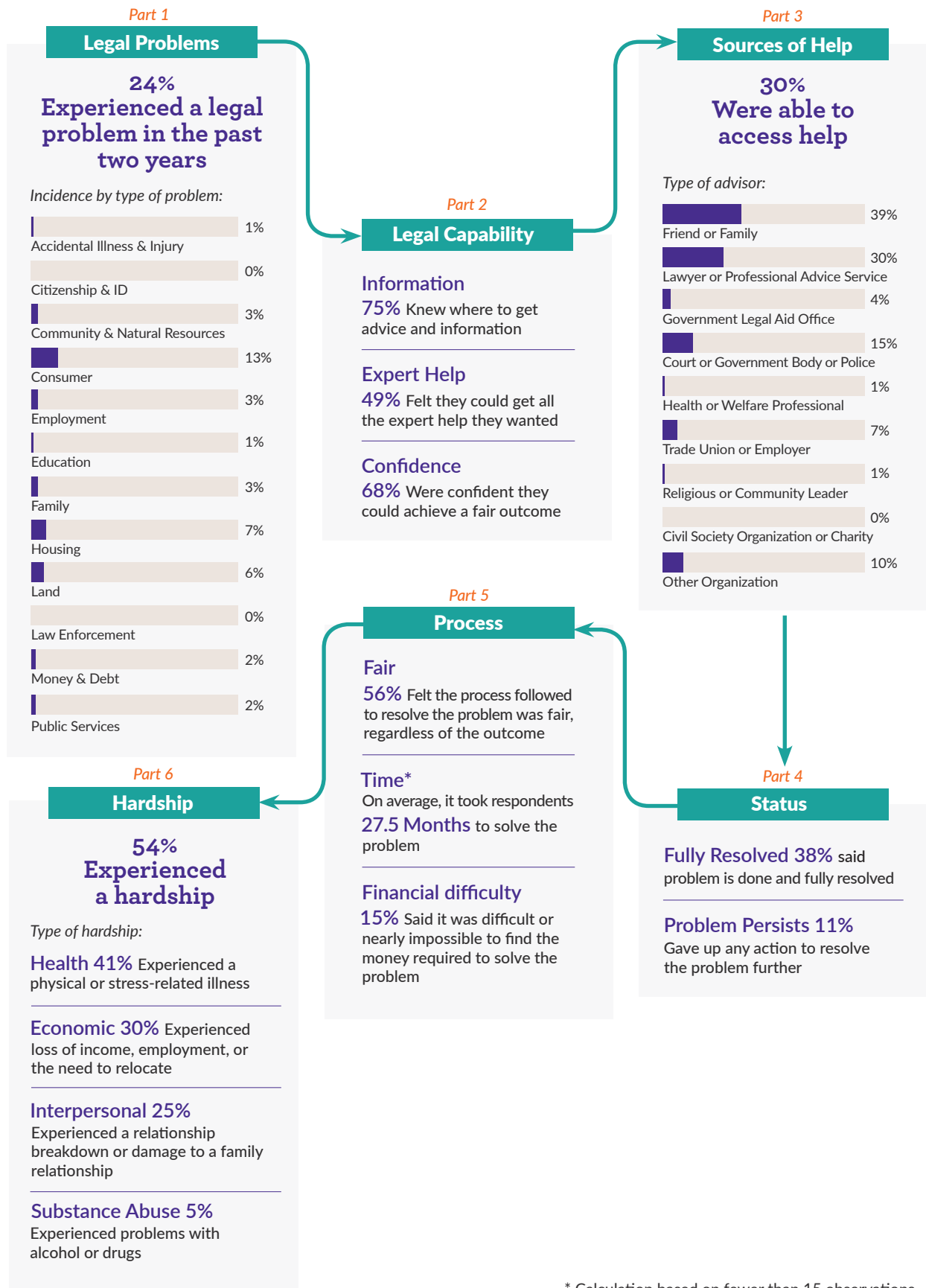
Paths followed by people in Togo to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Marketing Support Consultancy using a nationally representative probability sample of 1005 respondents in the country.

Trinidad and Tobago

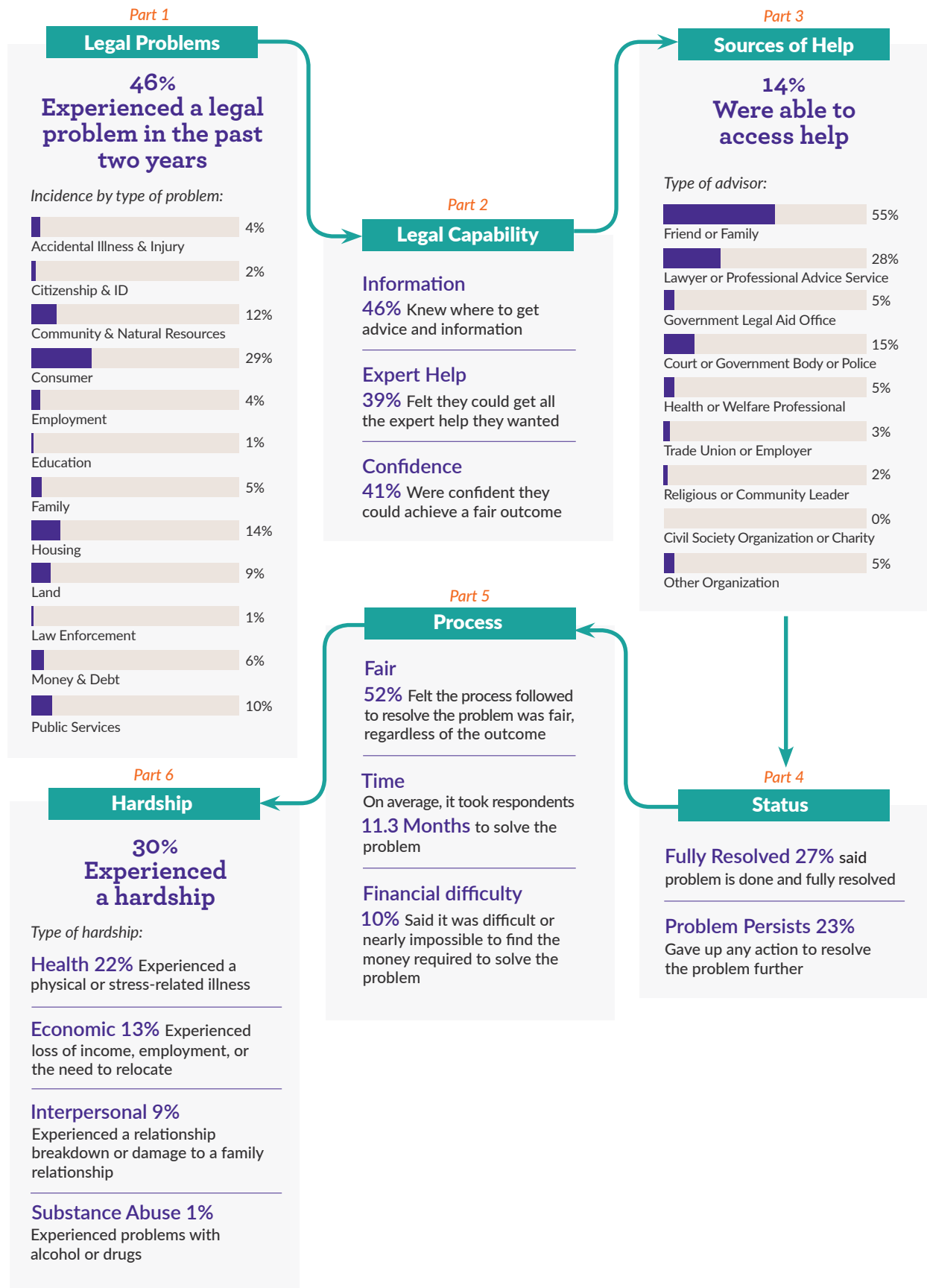
Paths followed by people in Trinidad and Tobago to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by CID-Galup Latin America using a nationally representative probability sample of 1006 respondents in the country.

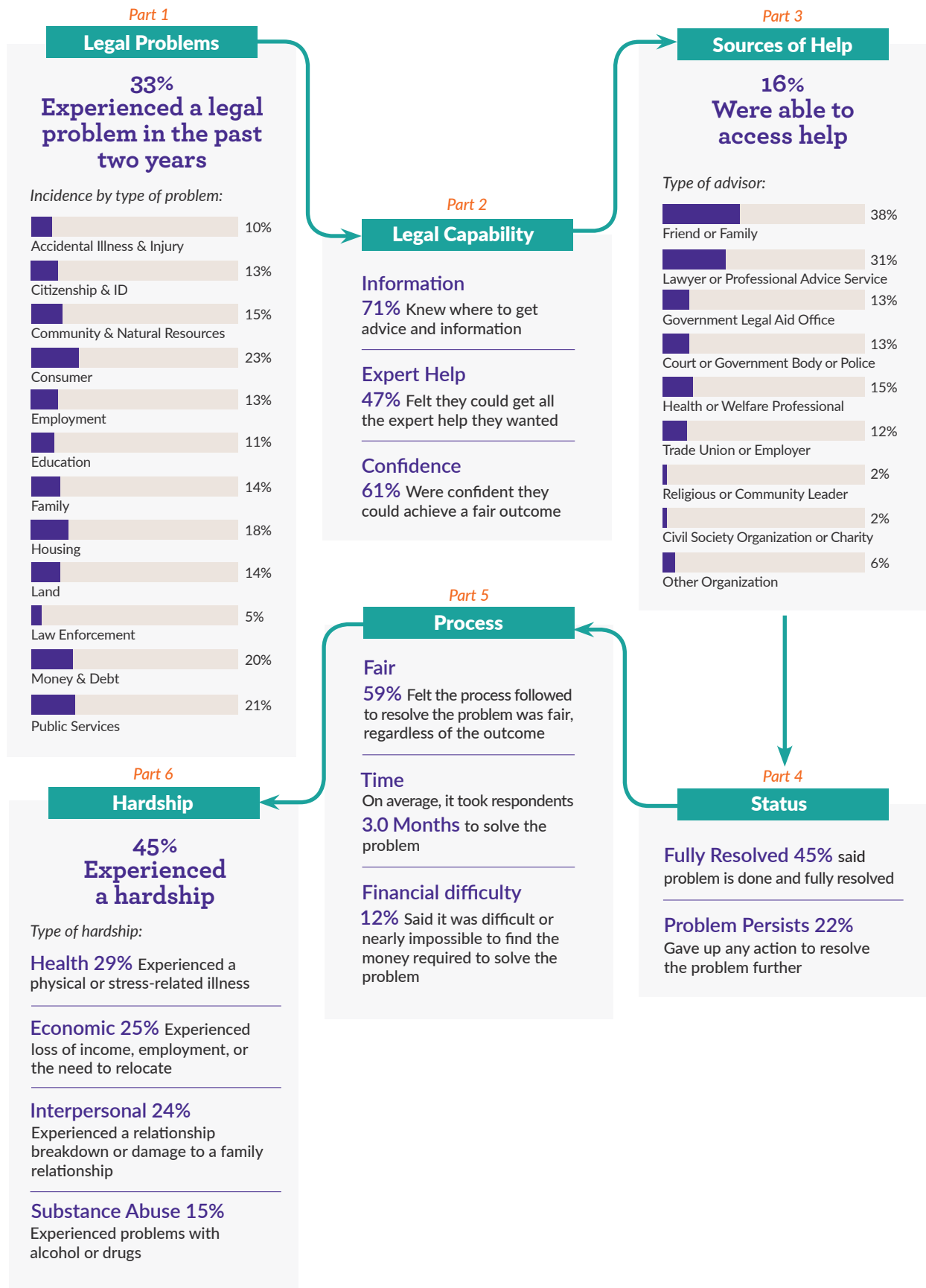
Paths followed by people in Tunisia to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by BJKA Consulting using a probability sample of 1001 respondents in the three largest cities of the country.

Turkey

Paths followed by people in Turkey to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

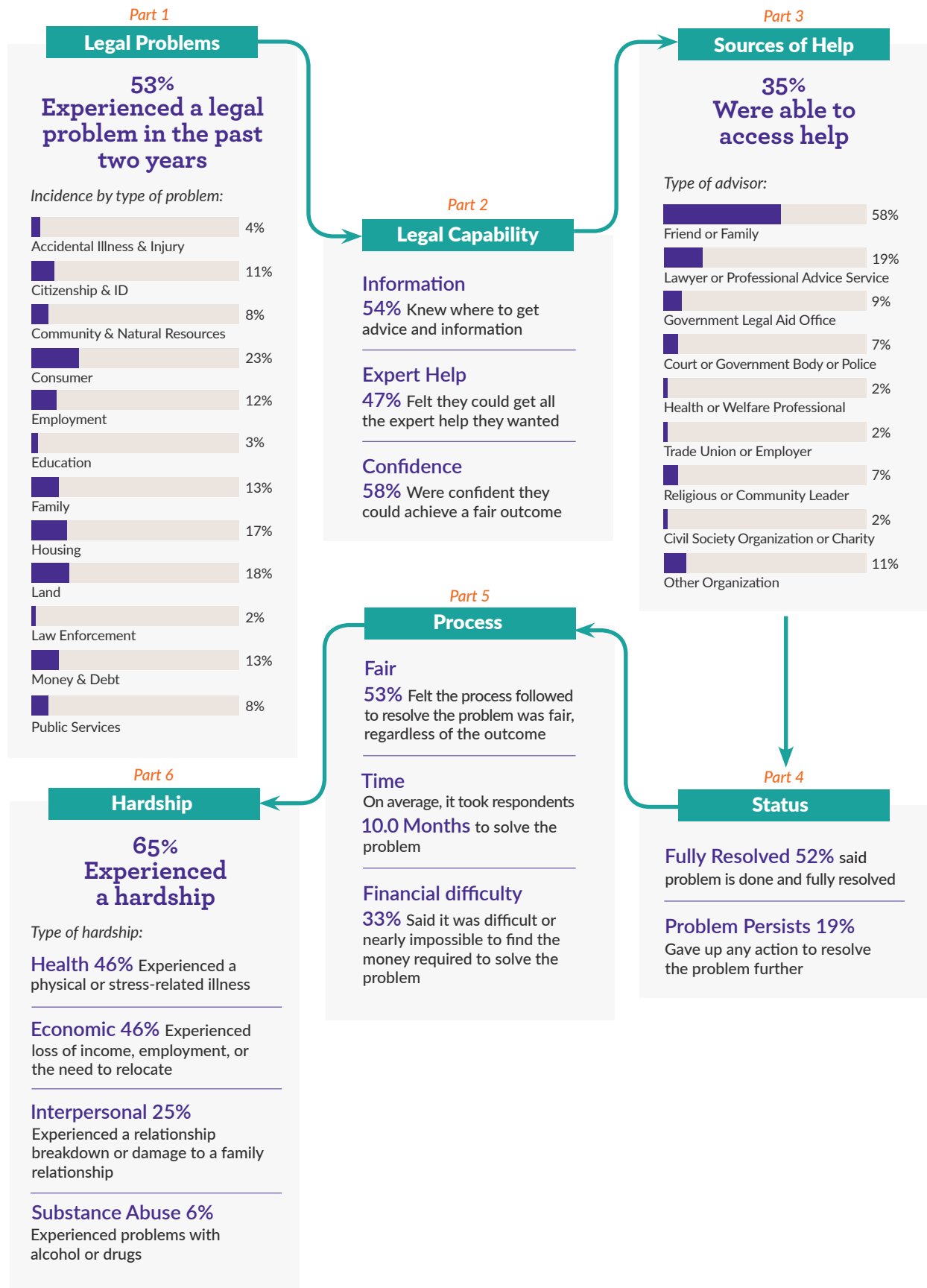


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar Insights using a probability sample of 1039 respondents in the three largest cities of the country.



Uganda

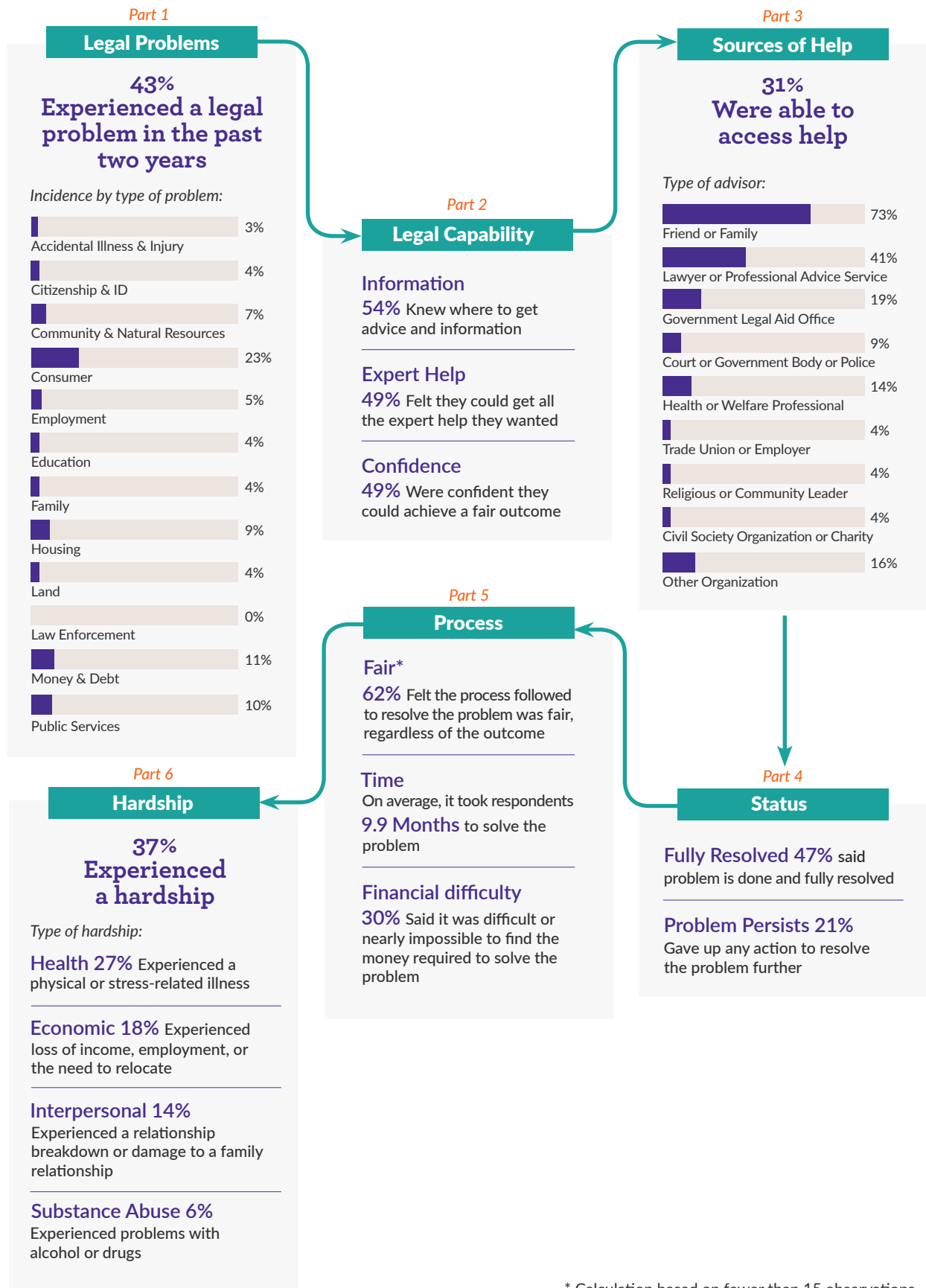
Paths followed by people in Uganda to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Kantar Public East Africa using a probability sample of 1062 respondents in the three largest cities of the country.

Ukraine

Paths followed by people in Ukraine to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

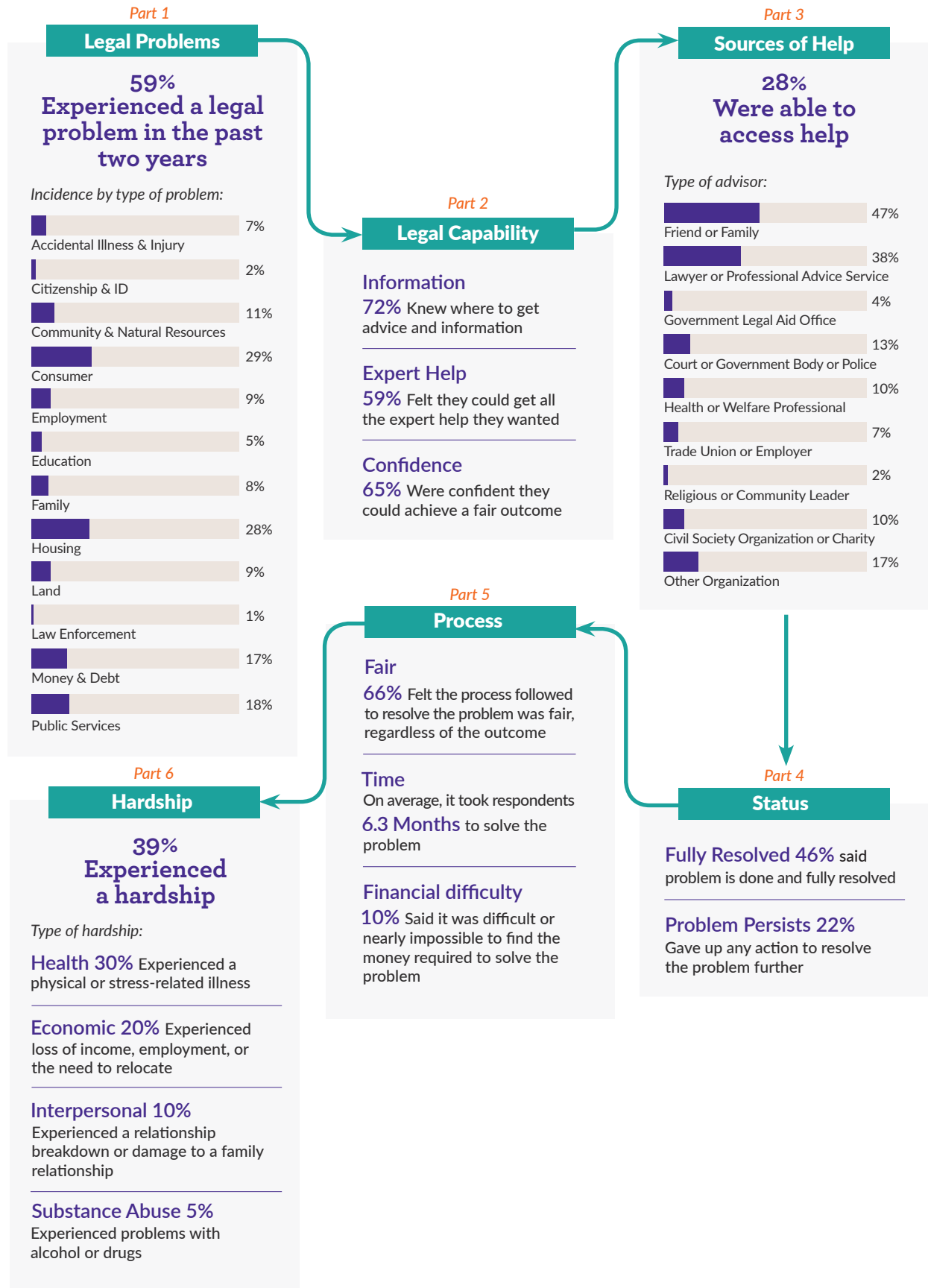


* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by GfK Ukraine using a probability sample of 1079 respondents in the three largest cities of the country.

United Kingdom

Paths followed by people in the United Kingdom to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

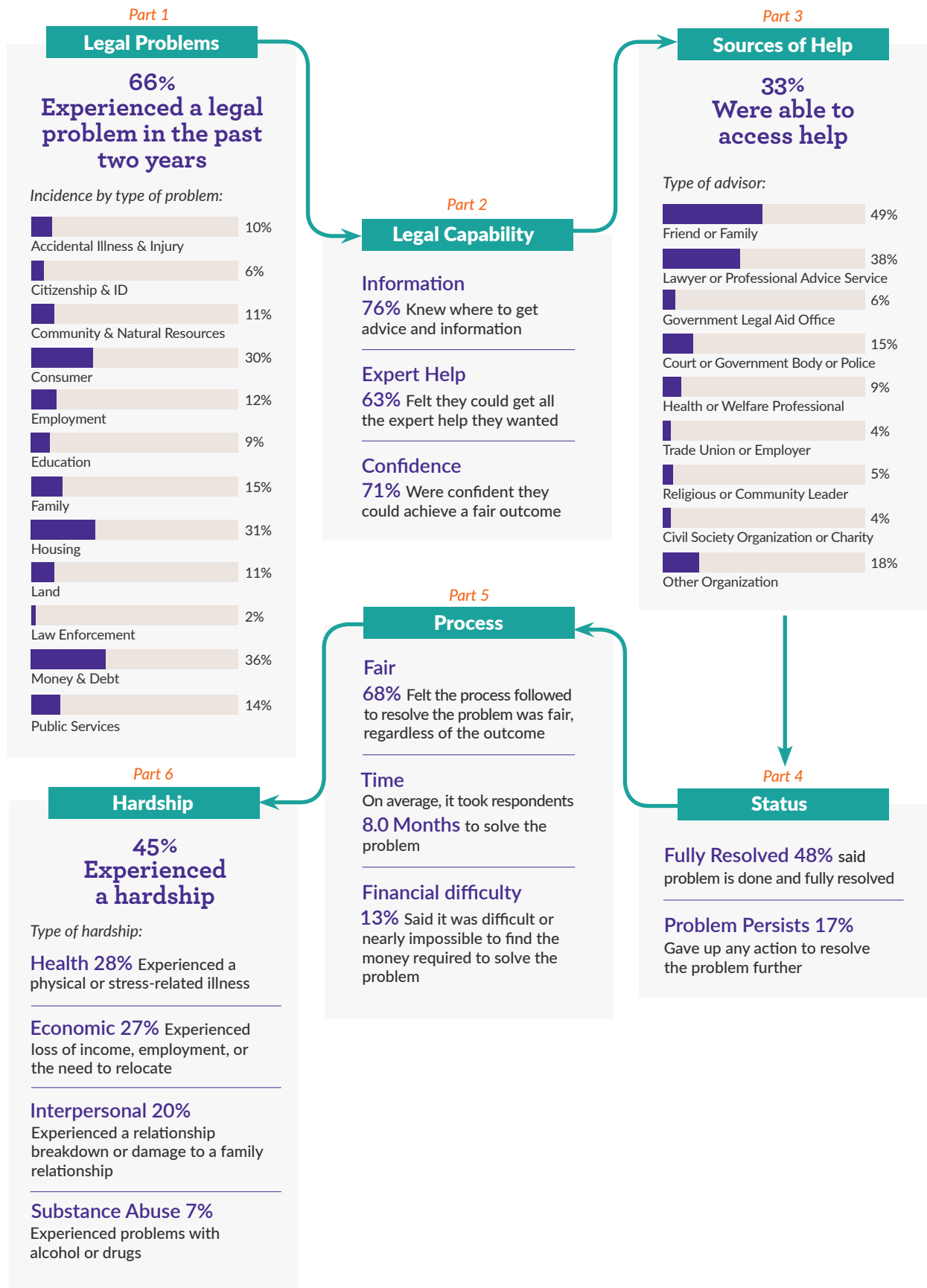


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1056 respondents in the country.



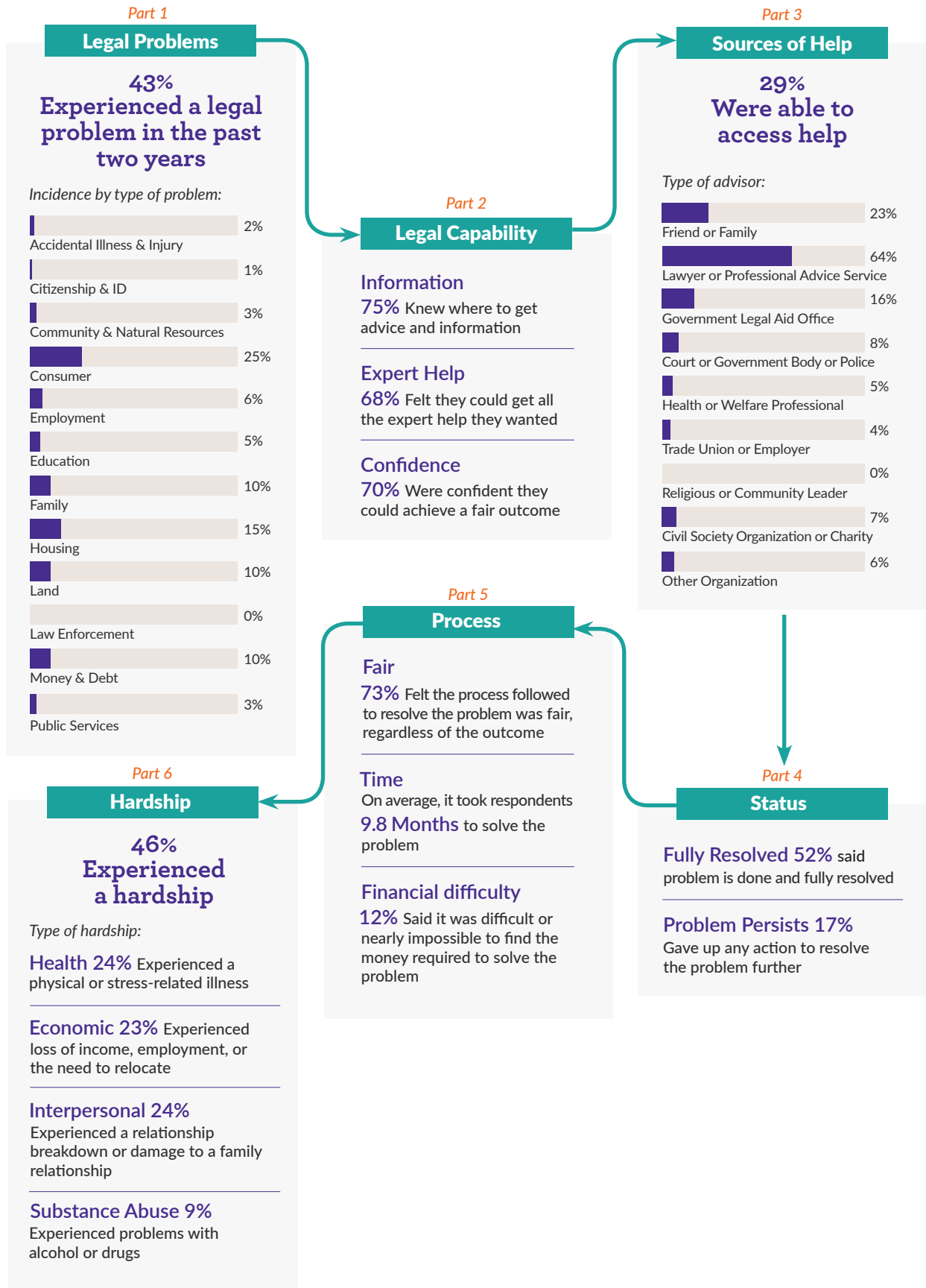
United States

Paths followed by people in the United States to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by YouGov using a nationally representative probability sample of 1086 respondents in the country.

Paths followed by people in Uruguay to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

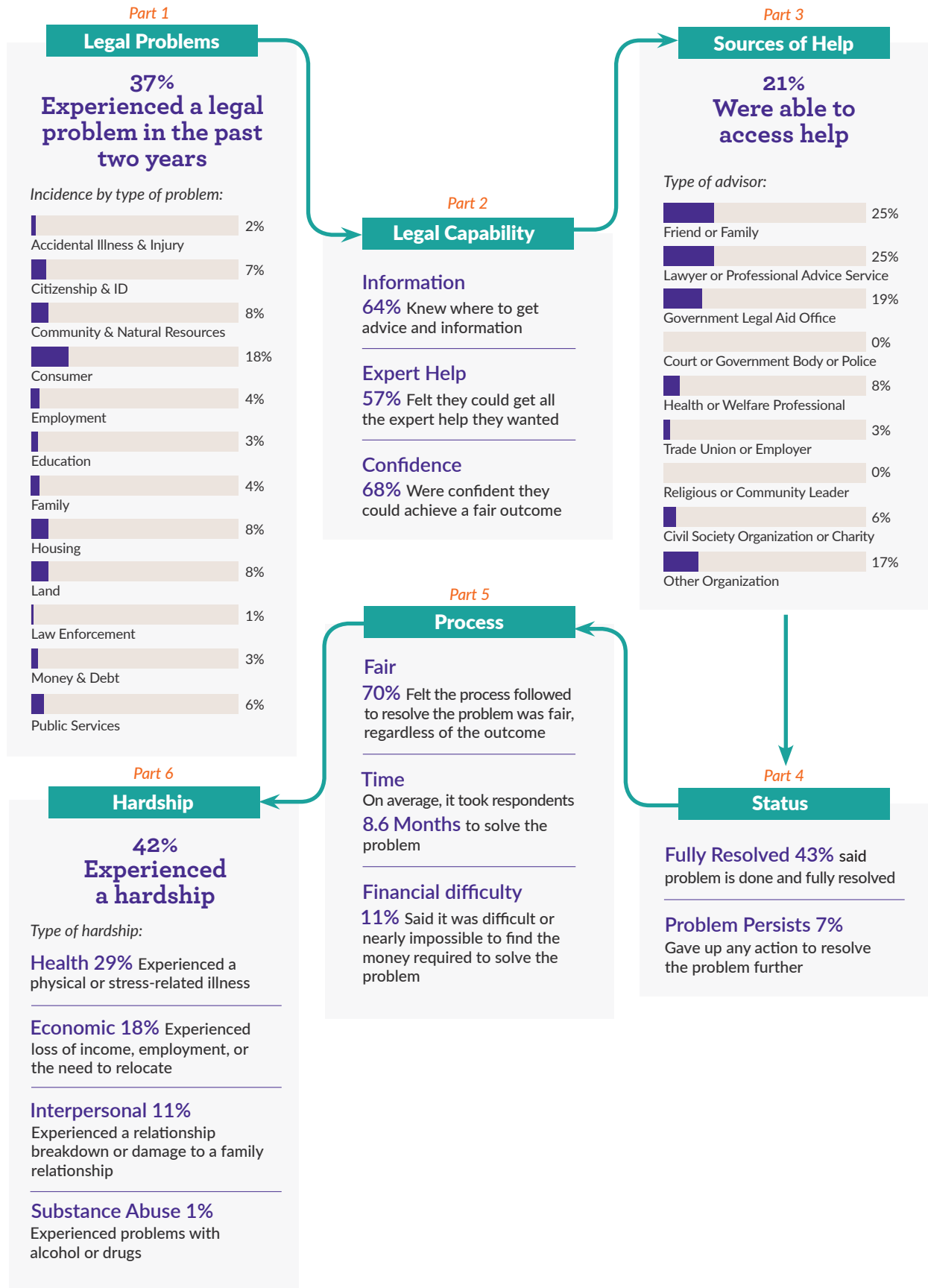


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by BM Business Partners using a nationally representative probability sample of 1000 respondents in the country.



Venezuela

Paths followed by people in Venezuela to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

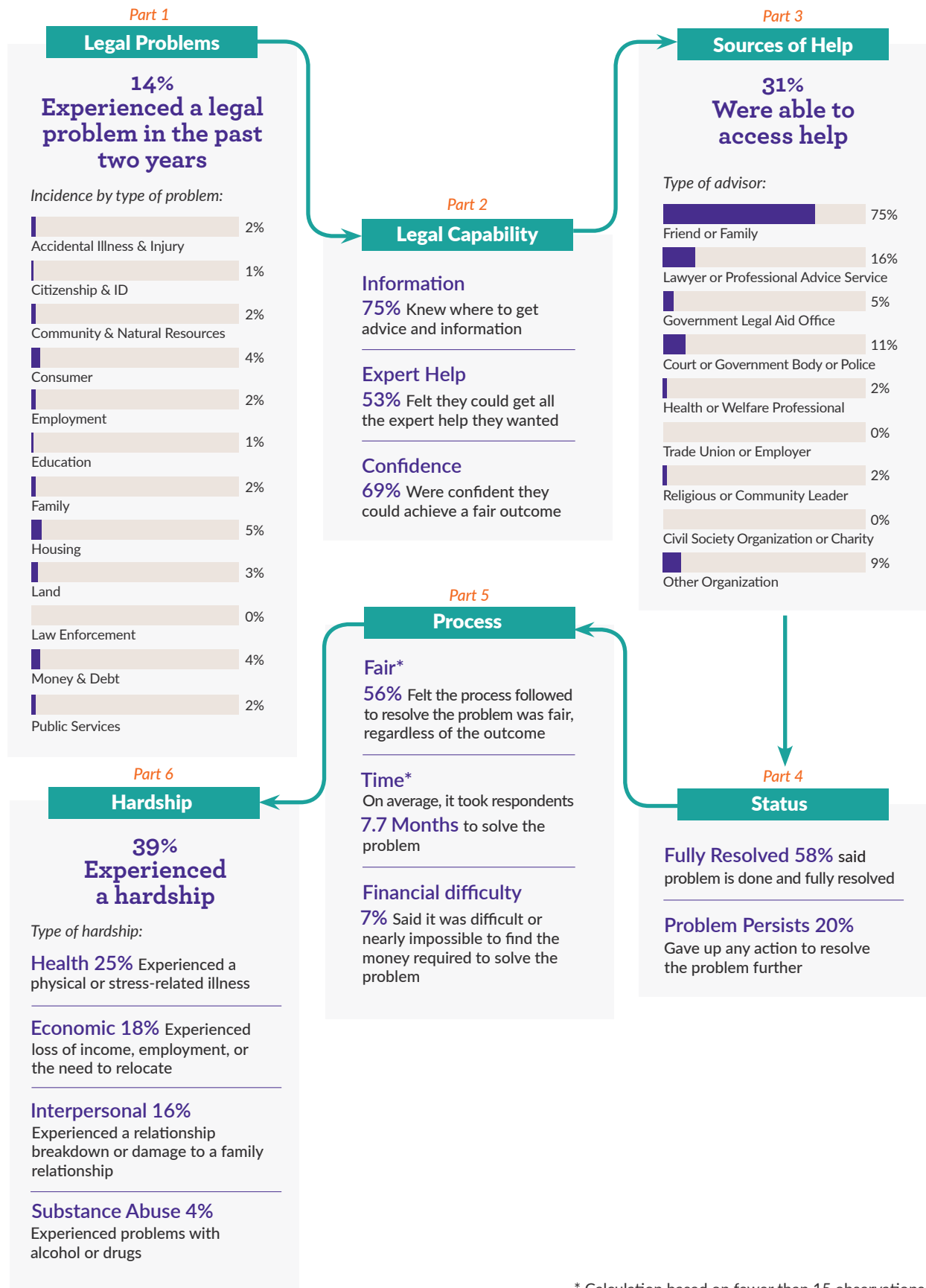


Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by WJP in collaboration with local partner using a probability sample of 1015 respondents in the three largest cities of the country.



Vietnam

Paths followed by people in Vietnam to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.

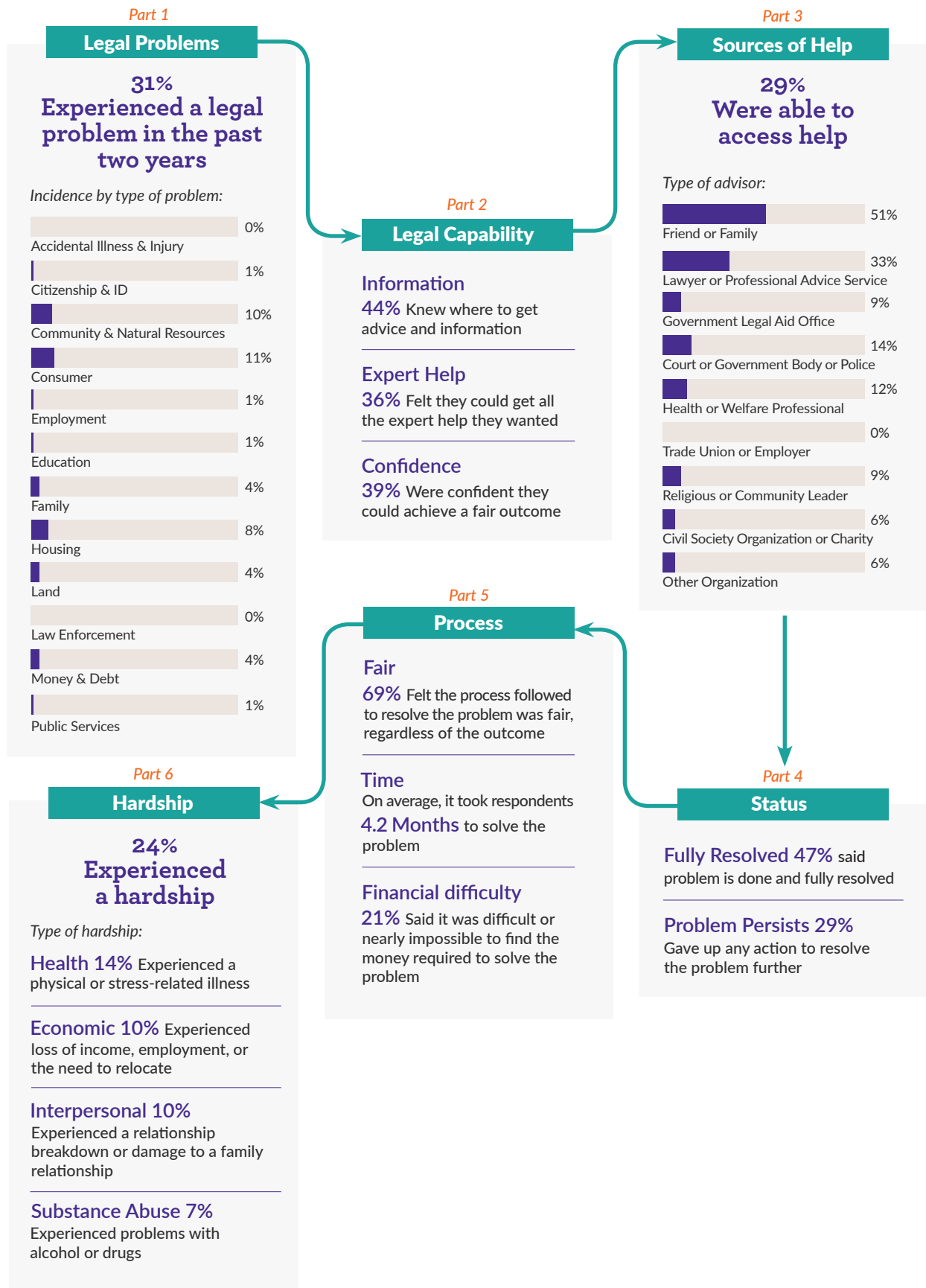


* Calculation based on fewer than 15 observations.

Source: World Justice Project, 2017 General Population Poll survey module on legal needs and access to justice. Data collected by Indochina Research (Vietnam) Ltd. using a probability sample of 1000 respondents in the three largest cities of the country.

Zimbabwe

Paths followed by people in Zimbabwe to deal with their everyday justice problems, summarizing the incidence of legal problems, respondents' legal capability, access to sources of help, problem status, assessment of the resolution process, and problem impact.



Source: World Justice Project, 2018 General Population Poll survey module on legal needs and access to justice. Data collected by Quest Research Services using a nationally representative probability sample of 1001 respondents in the country.

section

III

Project Design



General Population Poll & Access to Justice Module

The data presented in this report are derived from the access to justice module of the World Justice Project General Population Poll (GPP), conducted for the *World Justice Project Rule of Law Index*[®]. The GPP was conducted in 101 countries in 2017 and 2018. The first wave of data collection for this study covered 45 countries, and occurred between July and December 2017. The second wave of data collection covered an additional 56 countries, and occurred between September and December 2018.

Every year, the World Justice Project administers the GPP to collect data from representative samples of the general public, which are used to compute the Index scores and rankings.¹² The data featured in this report are derived from the access to justice module of the GPP, 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 access to justice module of the GPP includes 78 experience-based questions and 50 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 representative probability sample of 1,000 respondents in each country.

Depending on the particular situation of each country, polls are conducted either face-to-face or online. Detailed information regarding the cities coverage, the polling companies contracted to administer the questionnaire, and the polling methodology employed in each of the 101 countries and jurisdictions polled in 2017 and 2018 is presented in Table 1.

CHANGES IN THE 2019 REPORT

This report is designed to serve as an update to the *Global Insights on Access to Justice 2018* report, which featured data gathered during the first wave of data collection in 45 countries in 2017. This report draws on the same data collected for that report in 2017, plus new data for 56 countries gathered in 2018. While the methodology and data presentation remained largely consistent, some updates were made to capture additional data and improve the framing of results.

Methodological Changes

Access to Justice Module

Twelve questions were added to the access to justice module in 2018. These include questions on reasons for not using a resolution mechanism (q29), legal capability (q40 and q41a), and secondary impacts of legal problems (q42e-h). One question on community problems (q37b in the 2017 module) was dropped from the questionnaire in 2018. None of these new questions are featured in the country profile.

The routing to questions on perceptions of process fairness, timeliness, and cost (q36a-c) was modified in 2018 to capture responses from all respondents whose problem was done and fully resolved or whose problem persists but they have given up any action to try to resolve the problem further. In the country profiles for countries polled in 2018, the figures shown for perceptions of fairness in Part 5 were therefore calculated using the responses from all respondents whose problem was done. In 2017, questions on perceptions of process fairness, timeliness, and cost (q36a-c) were only administered to respondents who a) indicated that they had turned to resolution mechanism to adjudicate or mediate their problem; and b) whose problem was done and fully resolved or whose problem persists but they have given up any action to try to resolve the problem further. In the country profiles for countries polled in 2017, the figures shown for perceptions of fairness in Part 5 were therefore calculated using the responses from respondents who both turned to a resolution mechanism and whose problem was done. All other calculations presented in the country profile use the same base for both 2017 and 2018 and are comparable.

Sample Frame

The access to justice module of the GPP was administered to 1,000 respondents in the three largest cities of the 45 countries polled in 2017. In order to capture the experiences of rural populations and improve the representativeness of the sample in each country, the WJP aimed to conduct as many nationally representative polls as possible in 2018, administering the module to nationally representative samples in 45 of the 56 countries polled in 2018.

12. 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>.

Data Presentation

As previously mentioned, this report draws on data collected in 2017 and 2018. For the 45 countries polled in 2017, this report uses the same data, but results are presented differently and should not be interpreted as changes over time. This is the result of two exercises undertaken by the WJP to further refine the framing and presentation of results from this study.

First, over the course of 2018, the WJP tested the validity and reliability of more than 100 measures of access to civil justice using the legal needs and access to justice data gathered in 45 countries in 2017. Indicators were evaluated based on their sample size, ease of replication and communication, and the extent to which they correspond with a clear policy response.

Second, the WJP undertook an extensive review of other justice frameworks to ensure that the presentation of results from this study captures the consensus of the justice community on the key dimensions of access to civil justice.¹³ The WJP mapped the viable survey-based measures identified as part of the indicator testing process to the justice dimensions identified as part of this review. This resulted in a refined conceptual framework focusing on a) legal capability; b) assistance; c) resolution process; and d) outcome as the key dimensions of access to civil justice. These are now the central features of the country profiles presented in this report – along with important contextual data on the incidence of legal problems and problem impact – and are also the key dimensions that were used for estimating the number of people with unmet civil and administrative justice needs for the WJP’s justice gap assessment.¹⁴

DATA VALIDATION

The data presented in this report were collected following 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 produced an updated access to justice module for the GPP, which was administered in two waves to collect the data presented in this report. Data for the first 45 countries were gathered between July and December 2017. Data for an additional 56 countries were gathered between September and December 2018. The WJP has validated and cross-checked the data collected during the 2017 and 2018 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 the WJP’s data against those of nationally representative legal needs surveys conducted in Argentina, Australia, Bangladesh, Bulgaria, Canada, Colombia, Hong Kong, India, Jordan, Japan, Kenya, Kyrgyzstan, Lebanon, Mali, The Netherlands, New Zealand, Macedonia, Tunisia, Uganda, Ukraine, the United Kingdom, and the United States.
2. Crosschecking the WJP’s 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 – that the literature has found to have a statistically significant impact on the incidence of legal problems, the likelihood of taking action to resolve a dispute, and the likelihood of receiving legal assistance.
4. Crosschecking trends in WJP data against Pascoe Pleasence’s 2016 “‘Legal Need’ and Legal Needs Surveys: A Background Paper,” which analyzes legal needs surveys conducted in more than 20 countries over the last 25 years. To the extent that comparisons were possible given the questions and methodology used in these studies as compared to the WJP’s global study, the findings pertaining to the most common courses of action for dealing with legal problems, resolution mechanisms, manner of conclusion, and sources of help were broadly consistent.

STRENGTHS AND LIMITATIONS

The access to justice module of the General Population Poll is the first to capture comparable data on legal needs and access to justice from a large number of countries. While the majority of previous legal needs surveys varied greatly from country to country and focused primarily

13. Frameworks reviewed include the Colombian Departamento Nacional de Planeación’s (DNP) Índice de Acceso Efectivo a la Justicia; Hiil’s Justice Needs and Satisfaction (JNS) reports and dashboard; the WJP’s sub-factors for measuring civil justice as part of its *Rule of Law Index* and *Mexico States Rule of Law Index*; the comprehensive inventory of access to justice dimensions, appropriate data sources, and related legal needs survey questions detailed in chapter 4 of the OECD and OSJI’s *Legal Needs Surveys & Access to Justice* methodological guidance; and the justice framework developed by the Justice Gap Working Group of the Pathfinders Task Force on Justice.

14. See Appendix I of *Measuring the Justice Gap: A People-Centered Assessment of Unmet Justice Needs Around the World*, available online at: <https://worldjusticeproject.org/our-work/research-and-data/access-justice/measuring-justice-gap>.

on developed nations, the access to justice 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 access to justice 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, for the 45 countries polled in 2017, data collection only took place 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 problem types, sources of help, courses of action to resolve problems, and preferred resolution mechanisms. In addition, the access to justice module was administered to nationally representative samples in 45 of the 56 countries polled in 2018.

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 or online at <https://worldjusticeproject.org/our-work/research-and-data/global-insights-access-justice-2019>.

Third, given that the access to justice module is one among many in the GPP – constituting 128 of the 340 questions in the GPP – the WJP's module cannot be as extensive as other legal needs surveys in order to avoid survey fatigue and ensure high quality responses. The access to justice module of the GPP nonetheless includes the core components of legal needs surveys and reflects the consensus of justice measurement experts consulted throughout this study's extensive pilot and validation process.

Table 1. Country Coverage & Polling Methodology

Country/Territory	Coverage	Polling Company	Methodology	Sample	Year
Afghanistan	Kabul City, Kandahar City, Herat	D3 Systems & ACSOR Surveys	Face-to-face	3733	2017
Albania	Nationally representative	IDRA Research & Consulting	Face-to-face	1000	2018
Algeria	Nationally representative	WJP in collaboration with local partner	Face-to-face	1000	2018
Angola	Nationally representative	Marketing Support Consultancy	Face-to-face	1010	2018
Argentina	Nationally representative	StatMark	Face-to-face	1000	2018
Australia	Nationally representative	Big Picture Marketing Strategy & Research	Online	1067	2018
Austria	Vienna, Graz, Linz	YouGov	Online	1008	2017
Bangladesh	Nationally representative	Org-Quest Research Ltd.	Face-to-face	1000	2018
Belgium	Nationally representative	YouGov	Online	1007	2018
Benin	Nationally representative	Liaison Marketing	Face-to-face	1010	2018
Bolivia	Nationally representative	Captura Consulting	Face-to-face	1000	2018
Bosnia & Herzegovina	Sarajevo, Banja Luka, Tuzla	Kantar TNS MIB	Face-to-face	1000	2017
Botswana	Nationally representative	BJKA Consulting	Face-to-face	1000	2018
Brazil	São Paulo, Rio de Janeiro, Salvador	Datum Internacional/About Brazil Market Research	Face-to-face	1049	2017
Bulgaria	Sofia, Plovdiv, Varna	Alpha Research Ltd.	Face-to-face	1001	2018
Burkina Faso	Ouagadougou, Bobo Dioulasso, Koudougou	Kantar TNS	Face-to-face	1029	2017
Cameroon	Nationally representative	Liaison Marketing	Face-to-face	1006	2018
Canada	Toronto, Montreal, Calgary	YouGov	Online	1000	2017
Chile	Santiago, Valparaíso/Viña del Mar, Antofagasta	Datum Internacional S.A./ Cadem S.A.	Face-to-face	1011	2017
Colombia	Nationally representative	Tempo Group	Face-to-face	1000	2018
Cote d'Ivoire	Abidjan, Bouaké, Daloa	Liaison Marketing	Face-to-face	1011	2017
Croatia	Nationally representative	Ipsos d.o.o.	Face-to-face	1010	2018
Czech Republic	Prague, Brno, Ostrava	YouGov	Online	1013	2017
Congo, Dem. Rep.	Kinshasa, Lubumbashi, Mbuji-Mayi	Kantar Public Senegal	Face-to-face	1083	2018
Denmark	Copenhagen, Aarhus, Aalborg	YouGov	Online	1016	2017

Country/Territory	Coverage	Polling Company	Methodology	Sample	Year
Dominican Republic	Nationally representative	CID Latin America	Face-to-face	1006	2018
Estonia	Tallinn, Tartu, Narva	Norstat Eesti	Online	1010	2017
Ethiopia	Addis Ababa, Gondar, Nazret	Infinite Insight Ltd.	Face-to-face	1037	2017
Finland	Helsinki, Espoo, Tampere	YouGov	Online	1014	2017
France	Nationally representative	YouGov	Online	1040	2018
Georgia	Tbilisi, Batumi, Kutaisi	ACT Market Research and Consulting Company	Face-to-face	1000	2017
Germany	Nationally representative	YouGov	Online	1048	2018
Ghana	Nationally representative	Infinite Insight Ltd.	Face-to-face	1103	2018
Greece	Athens, Thessaloniki, Patras	YouGov	Online	1015	2017
Guatemala	Nationally representative	Mercaplan Central America & Caribbean	Face-to-face	1008	2018
Guinea	Conakry, Nzerekore, Kankan	Kantar Public Senegal	Face-to-face	1038	2018
Honduras	Tegucigalpa, San Pedro Sula, Choloma	CID-Gallup	Face-to-face	1100	2017
Hong Kong SAR, China	Hong Kong	WJP in collaboration with local partner	Face-to-face	1004	2017
Hungary	Budapest, Debrecen, Szeged	Ipsos Hungary	Face-to-face	1000	2017
India	Nationally representative	Market Xcel	Face-to-face	1059	2018
Indonesia	Jakarta, Surabaya, Bandung	MRI (Marketing Research Indonesia)	Face-to-face	1004	2017
Iran	Tehran, Mashhad, Isfahan	BJKA consulting with local partner MHA Research	Face-to-face	1011	2018
Italy	Rome, Milan, Naples	YouGov	Online	1004	2017
Japan	Nationally representative	Acorn Marketing & Research Consultant (M) Sdn Bhd	Online	1000	2018
Jordan	Nationally representative	WJP in collaboration with local partner	Face-to-face	1000	2018
Kazakhstan	Almaty, Astana, Shymkent	WJP in collaboration with local partner	Face-to-face	1000	2017
Kenya	Nationally representative	Infinite Insight Ltd.	Face-to-face	1099	2018
Kyrgyzstan	Nationally representative	Ipsos	Face-to-face	1000	2018
Lebanon	Beirut, Tripoli, Sidon	REACH SAL	Face-to-face	1000	2017
Liberia	Monrovia, Gbarnga and Buchanan	Infinite Insight Ltd.	Face-to-face	1113	2018
Macedonia, FYR	Skopje, Kumanovo, Bitola	Ipsos dooel Skopje	Face-to-face	1017	2017
Madagascar	Antananarivo, Toamasina, Antsirabe	DCDM Research	Face-to-face	1000	2017
Malawi	Lilongwe, Blantyre, Mzuzu	Infinite Insight Ltd.	Face-to-face	1039	2017
Malaysia	Klang Valley, Johor Bahru, Ipoh	Acorn Marketing & Research Consultant (M) Sdn Bhd	Face-to-face	1000	2017
Mali	Nationally representative	Marketing Support Consultancy	Face-to-face	1000	2018
Mauritania	Nationally representative	Liaison Marketing	Face-to-face	1000	2018
Mauritius	Nationally representative	DCDM Research	Face-to-face	1000	2018
Mexico	Mexico City, Guadalajara, Monterrey	Data Opinión Pública y Mercados	Face-to-face	1000	2017
Moldova	Chisinau, Balti, Cahul	Georgian Opinion Research Business International (GORBI)	Face-to-face	1043	2017
Mongolia	Ulaanbaatar, Erdenet, Darkhan	Mongolian Marketing Consulting Group LLC	Face-to-face	1000	2017
Mozambique	Nationally representative	Quest Research Services	Face-to-face	1009	2018
Myanmar	Yangon, Mandalay, Nay Pyi Taw	Myanmar Survey Research Co., Ltd (MSR)	Face-to-face	1000	2018
Namibia	Nationally representative	Quest Research Services	Face-to-face	1001	2018
Nepal	Kathmandu, Pokhara, Lalitpur	Solutions Consultant	Face-to-face	1000	2017
Netherlands	Nationally representative	YouGov	Online	1113	2018
New Zealand	Auckland, Wellington, Christchurch	Big Picture Marketing Strategy & Research	Online	1000	2017
Nicaragua	Managua, León, Masaya	CID-Gallup	Face-to-face	1100	2017
Niger	Niamey, Zinder, Maradi	Liaison Marketing	Face-to-face	1011	2018

Country/Territory	Coverage	Polling Company	Methodology	Sample	Year
Nigeria	Nationally representative	Infinite Insight Ltd.	Face-to-face	1083	2018
Norway	Oslo, Bergen, Trondheim	YouGov	Online	1007	2017
Pakistan	Karachi, Lahore, Faisalabad, Peshawar, Quetta	Gallup Pakistan (affiliated with Gallup International)	Face-to-face	4020	2017
Panama	Panama City, San Miguelito, Las Cumbres	Gallup Panamá	Face-to-face	1000	2017
Peru	Nationally representative	Datum Internacional S.A.	Face-to-face	1000	2018
Philippines	Nationally representative	Philippine Survey and Research Center	Face-to-face	1008	2018
Poland	Warsaw, Krakow, Lodz	Grupa IQS	Face-to-face	1000	2018
Portugal	Lisbon, Porto, Amadora	YouGov	Online	1016	2017
Republic of Korea	Nationally representative	Acorn Marketing & Research Consultant (M) Sdn Bhd	Online	1000	2018
Romania	Nationally representative	Alpha Research Ltd. in collaboration with local partner	Face-to-face	1000	2018
Russia	Nationally representative	WJP in collaboration with local partner	Face-to-face	1000	2018
Senegal	Pikine, Dakar, Thiès	Kantar TNS	Face-to-face	1012	2017
Serbia	Belgrade, Novi Sad, Nis	Ipsos Strategic Marketing d.o.o.	Face-to-face	1002	2017
Sierra Leone	Nationally representative	Infinite Insight Ltd.	Face-to-face	1165	2018
Singapore	Singapore	Survey Sampling International	Online	1000	2017
Slovenia	Ljubljana, Maribor, Celje	Ipsos d.o.o.	Face-to-face	1006	2017
South Africa	Nationally representative	Quest Research Services	Face-to-face	1014	2018
Spain	Nationally representative	YouGov	Online	1051	2018
Sri Lanka	Colombo, Kaduwela, Maharagama	Kantar LMRB	Face-to-face	1010	2017
Sweden	Nationally representative	YouGov	Online	1049	2018
Tanzania	Dar es Salaam, Mwanza, Arusha	Infinite Insight Ltd.	Face-to-face	1037	2018
Togo	Nationally representative	Marketing Support Consultancy	Face-to-face	1000	2018
Trinidad & Tobago	Nationally representative	CID-Gallup Latin America	Face-to-face	1006	2018
Tunisia	Big Tunis, Sfax, Sousse	BJKA Consulting	Face-to-face	1001	2017
Turkey	Istanbul, Ankara, İzmir	Kantar Insights	Face-to-face	1039	2018
Uganda	Kampala, Nansana, Kira	Kantar Public East Africa	Face-to-face	1062	2018
Ukraine	Kyiv, Kharkiv, Odessa	GfK Ukraine	Face-to-face	1079	2017
United Kingdom	Nationally representative	YouGov	Online	1056	2018
United States	Nationally representative	YouGov	Online	1084	2018
Uruguay	Nationally representative	BM Business Partners	Face-to-face	1000	2018
Venezuela	Caracas, Maracaibo, Valencia	WJP in collaboration with local partner	Face-to-face	1000	2018
Vietnam	Ho Chi Minh City, Hanoi, Hai Phong	Indochina Research (Vietnam) Ltd.	Face-to-face	1000	2017
Zimbabwe	Nationally representative	Quest Research Services	Face-to-face	1001	2018

section

IV

Appendix



Appendix

WJP GENERAL POPULATION POLL ACCESS TO JUSTICE MODULE

The access to justice 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, highlighting the most common legal problems, respondents’ assessment of their legal capability, and sources of help. In addition, the access to justice module also gathers information on the status of people’s problems, the resolution process, and the impact of their justice problems on their life. The access to justice module was developed in consultation with an advisory stream of expert stakeholders and comprises 128 of the 340 questions in the GPP survey instrument.

[WJP General Population Poll Access to Justice Module](#)

WJP LEGAL NEEDS & ACCESS TO JUSTICE SUMMARY STATISTICS

The *WJP Access to Justice Summary Statistics* summarize the data presented in the country profiles for the 101 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) Legal Capability; 3) Sources of Help; 4) Process; 5) Problem Status; and 6) Problem Impact.

[WJP Legal Needs & Access to Justice Summary Statistics](#)

MEASURING THE JUSTICE GAP

As part of a broader assessment to estimate the number of people in the world who have at least one unmet justice need – i.e., the global “justice gap” – the WJP used the access to justice module of the General Population Poll (GPP) to estimate that 1.4 billion people have unmet civil or administrative justice needs. For more information on the methods used to produce this estimate and for more information about the WJP’s broader justice gap assessment, please see: *Measuring the Justice Gap: A People-Centered Assessment of Unmet Justice Needs Around the World*.

[WJP Legal Needs & Access to Justice Summary Statistics](#)

Table 2. Categorization of Legal Problems from the Access to Justice Module

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



World Justice
Project

About the World Justice Project

THE WORLD JUSTICE PROJECT® (WJP) is an independent, multidisciplinary organization working to advance the rule of law worldwide. Effective rule of law reduces corruption, combats poverty and disease, and protects people from injustices large and small. It is the foundation for communities of justice, opportunity, and peace—underpinning development, accountable government, and respect for fundamental rights.

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

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