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 covered, 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.

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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

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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.

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

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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	İstanbul, 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