



Data Along the Justice Journey

Justice data and evidence are essential to strengthening the rule of law and promoting people-centered justice. User-friendly and problem-solving justice interventions require information about people's legal problems, justice journeys, and outcomes. The figure below provides an illustration of the justice journey, key questions that can inform program and service design at each step, and appropriate sources of data for answering these questions.

COMMON JUSTICE DATA SOURCES

- Population Survey
- Focus Group Discussion
- User Survey
- Practitioner Survey
- Key Informant Interview
- Document/Case Review
- Administrative Data Observational Data



- How many people have legal problems? Who are they?
- What is their level of legal capability?
- What is their perception of the justice system/service providers?





- Where do people turn for help? Why?
- Are people aware of available sources of information, advice, and representation?
- · Is this information, advice, and representation accessible?

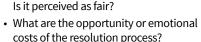






- · What are the economic impacts of the friendly (accessible, affordable, timely)?
 - legal problem/journey?
 - What are the social impacts of the legal problem/journey?
 - Have users' perceptions of justice systems, services, or providers changed?





• Can users easily understand the process?













LEGAL PROBLEMS

- · How prevalent are different types of legal problems?
- What is the severity of these legal problems?
- Does the prevalence and severity of problems vary by gender, geography, ethnicity, etc.?









RESOLUTION PROCESS

- What formal and informal resolution mechanisms are available? Are they accessible?
- What is their capacity to provide services (i.e., no. of institutions/providers, level of funding, caseload, etc.)?
- How timely is service provision?











PROBLEM OUTCOME

- Are people's legal problems being solved? Are they likely to recur?
- Is the outcome perceived as fair by all
- Are any decisions made by authorities complied with? Are they well understood?













