



Justice Needs in **Uganda** 2016

Legal problems in daily life





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Disclaimer

This report is a living document and subject to revision. Whenever the report is revised it will be posted at <http://www.hiil.org/publications/data-reports>. This version of the report was generated on April 22, 2016.

Executive summary

This report contains the analysis of a nation-wide justice needs and satisfaction survey Hiil conducted in Uganda at the end of 2015. We invite you to take the justice journey with us down the, often bumpy and winded, paths that Ugandans take in their quest to obtain fair solutions to their justice needs.

This report has three purposes:

- To bring forward our understanding of citizen-centered access to justice and the justice needs that the citizens in Uganda face on a daily basis.
- To provide an overview of which justice problems the Ugandan citizens face and how they deal with them.
- To give an access to justice strategy for real improvement, always revolving around the needs of the citizens.

The data tells us what kind of justice problems the citizens of Uganda face, the most serious ones, the most frequent ones, who faces them and in which region. It provides insights into what people do in the face of these justice problems: where they seek legal information and what they do after that: give up, solve it themselves or seek resolution with the help of others. Lastly, we show how people rate the justice and the fairness they get once they engage others to help them solve their

justice problem. After this, we take two deep dives into two of the most frequent justice problems: land and family problems.

The data tells us that for most people in Uganda the justice system is complex to navigate, expensive and in many cases not capable of producing fair outcomes that reflect the needs of the citizens it is meant to serve. We highlight challenges, but also show that there are areas which are rated quite positively, notably the Local Council Courts.

This report does not present detailed instructions on how to improve all separate aspects of the justice system, as it is our firm belief that, based on the kind of user-based data contained in this report, local experts need to champion the change and innovation that is crucial for success. Having said that, we do end the report with a number of recommendations and best practices known to us on how the hugely rich data and the information it can provide can be used to develop effective change strategies.

In chapter 2 we outline what justice problems people face. Key points are:

- 88% of Ugandan people experienced one or more serious need(s) that were severe and difficult to resolve over a four year period.

- Justice problems (both the ones that are resolved and the ones that remain unresolved) have severe negative consequences such as stress related illnesses, economic costs and a loss of time.

In chapter 3 we outline the first actions people take when faced with a justice problem: seeking information and advice. Key points are:

- Poor and less educated people are especially prone to legal problems, and have less knowledge and capacity to solve them. They do not know where to look for information and advice.
- People mainly seek information from among their social network (family and friends), the Local Council Courts and the police. NGOs are barely used.

In chapter 4 we outline the dispute resolution strategies that people adopt. Key points are:

- Direct personal action, the involvement of family and the social network are crucial for people to deal with their justice problem. Local Council Courts play an important role too, especially for the vulnerable population.
- The formal system is marginal to the experience of justice in Uganda. Only a small minority of justice problems ends

up in courts, which are mainly out of reach both physically and economically.

We give a number of recommendations and best practices known to us on how the hugely rich data and the information it can provide can be used to develop effective change strategies. Key points are:

Prioritizing the most urgent justice needs that emerge from the data, in a way that is seen as legitimate. Then, for each of the prioritized justice needs, undertaking a detailed analysis of bottlenecks and needs per problem type. For each justice problem the key stakeholders should be identified and a problem owner should be selected. Measurable targets should be set so that problem owners can start working towards the goals. Finally, we recommend that the knowledge infrastructure per justice problem should be strengthened, including the development of and delivery of legal information, the development of a network of hybrid providers of justice services, the support of dispute resolution with online tools and continuous assessment of the evidence about needs for and supply of justice services should take place. The second part of our recommendations focuses on the the rules of the game, the roles of different stakeholders and the indicators of success.

Key findings of the study

- Over a four year period, almost 90% of Ugandan people experienced one or more serious justice need(s) that were severe and difficult to resolve. Most people experience more than one problem, with 23% even encountering three or more problems.
- The most prevalent justice problems in Uganda are related to land, family matters and crime, with specifically high occurrences of disputes with neighbours over boundaries, rights of way or access to property, theft/robbery and domestic violence.
- The majority of Ugandans seek information and advice from their social network and the Local Council Courts (LCCs). Formal legal sources are used as well but to a lesser extent. More vulnerable people (poor people in rural areas and people who received less education) tend to seek less information and advice because of a lack of knowledge and greater negative perception about the prospects of solving their problem.
- Courts and lawyers are marginal to the experience of day-to-day justice of the people in Uganda: Less than 5% of

dispute resolution takes place in a court of law and in less than 1% of cases is a lawyer involved. Justice problems that are most likely to end up in a court of law are problems related to land, public services and crime.

- More than a third of the people faced with a problem did not take any steps to resolve it. This is mainly because people feel that they are unlikely to succeed in their efforts to solve the problem, either because of a lack of knowledge or because it entailed a high anticipated risk such as an aggravation of the relationship with the other party (especially in case of family problems), or high investment in terms of time and money.
- The LCCs, particularly at the lowest level (LC1) hold an important place in Uganda's justice system. Despite the fact that these courts, prior to the recent election, have been ruled to be not validly constituted, they are presently the most widely used institution for dispute resolution in Uganda. Ugandan citizens experience the LCCs as an effective dispute resolution process, although they also

report that existing power relations within communities affect decision making in LCCs. Focused investments to strengthen the capacity of LCCs would have a profound positive impact on access to justice in Uganda.

- Very few people receive information and advice about their justice needs from qualified lawyers. Most turn to informal sources, LCCs or the police. With a limited number of Ugandan lawyers (mostly concentrated in urban areas) the dissemination of legal information could be organised in more innovative ways - for example by unbundling LCC services. This means that LCCs might be tasked not only with dispute resolution but also with providing only advice, information, referral or even counselling. This processes should consider the delicate nature of dispute resolution and the neutrality and objectivity of the

decision maker. Justice centres, NGOs and paralegals could also be enlisted in viable strategies for reaching out to the people who need support.

- Justice users in Uganda experience limited fairness in the processes and outcomes on their justice journeys, particularly when they go through the formal justice system. Also in terms of financial accessibility, community and hybrid processes seem to do better. On the other hand, regulation of stress and emotions seems to be better managed within formal dispute resolution processes.
- Trust in justice institutions, in particular the formal system, is low. Whereas informal fora of dispute resolution (NGOs, legal aid centres) enjoy considerable levels of trust, courts and lawyers are among the least trusted institutions.

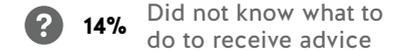
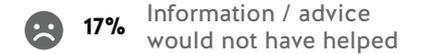
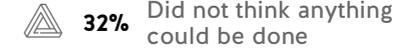


Justice Journeys

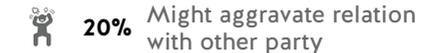
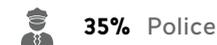
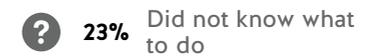
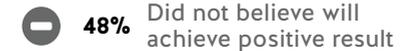
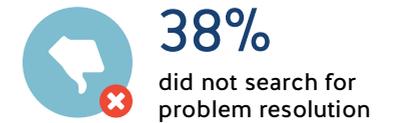
88%

of Ugandan people experienced one or more serious and difficult to resolve justice need in the past four years

Did you seek information and advice?

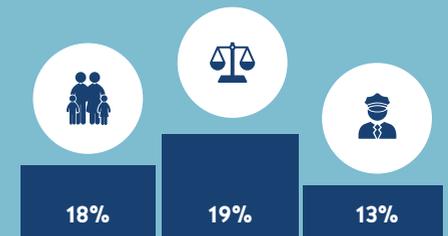


Did you try to solve the problem?



The three most helpful sources for problem resolution:

- 1 Local Council Court (19%)
- 2 Family Members (18%)
- 3 Police (13%)



Bright spots of the justice system

This research reveals that there is a large number of challenges for access to justice in Uganda. It clearly shows that there is a lot that can be done to give Ugandan citizens more access to better and more affordable justice journeys. We should not, however, overlook the success stories in the field of justice. These are the justice processes that citizens experience as accessible and fair. These are the processes that deserve more attention, so that they can be better understood and replicated in order to strengthen the response to the justice needs of Ugandan citizens.

- Local Council Courts, particularly at LC1 level, are accessible and able to deliver justice quickly, particularly to the most vulnerable people.
- The collaboration between the formal justice system in the capacity of JLOS and the Local Council Courts in this light is promising. The JLOS' strategy for strengthening the capacity of Local Council Courts is corroborated by this research and should be continued and deepened.
- Many Ugandans who initiate a justice journey find that their problem was solved with a certain degree of fairness. Because citizens often find justice at a community level (e.g. in the LCCs), there are no huge physical barriers to accessing justice.
- People's social networks and particularly their families play a pivotal role in providing advice and dispute resolution. Particularly in rural areas, people actively seek for information from informal sources such as family, friends and their broader social networks. This of course might be an indication of a lack of access to professional sources of legal information. We identify it as a bright spot because it shows a pattern of active search for means and mechanisms for resolving the existing justice needs.
- Citizens in Uganda have high levels of trust in legal aid NGOs. Also, the government and traditional justice mechanisms are well-trusted.
- In light of the above, the recently established Justice Centres offer

a great prospect in the justice ecosystem in Uganda. The majority of citizens currently have only limited access to legal information and aid, and increasing the presence of Justice Centres in different districts represents a great opportunity to make access to justice a reality for the vulnerable population.

- Uganda has a good reputation as a centre of entrepreneurial activity. It is a fertile ground for finding, developing and empowering legal and justice innovators with good growth prospects.



Recommendations: Empowering Innovation

Justice innovation starts with putting the needs of the citizens – the users of justice – at the forefront. This means fairly addressing the problems of those in need. By taking a collaborative approach, thus leveraging best practices of the public and private sectors as well as academia, Uganda has the potential to transform its justice system to serve the needs of its citizens. To do so, four conditions are essential: existence of solid data, a willingness to take risks, thinking creatively and exertion of political will. To mainstream and fast-track this process, we recommend:

1. Investing in innovative justice procedures that affect millions of people: Build once (starting with one or more areas where access to justice is most needed, e.g. family disputes) and use often. Once excellence is achieved in one procedure, the expertise and experience gained can be replicated in other areas.

2. Focusing on justice needs that affect many people and where successes can be easily scaled up: The focus should be on innovations that deliver to underserved populations or simplify procedures for the general population.

3. Challenging innovators from Uganda, East Africa and elsewhere to propose solutions: Challenges spark creativity and novel solutions, and could lead to a paradigm shift in the justice system. Provide funding for those projects that have successfully demonstrated 'proof-of-principle' in Uganda, East Africa and the broader region.

4. Strengthening the community that can empower justice innovation and justice entrepreneurship around priority justice needs: Justice innovation is not only about lawyers and courts, it requires an ecosystem of actors to participate (investor networks, business incubators, creatives, justice professionals, partner organisations and first customers).

5. Promoting awareness of opportunities in the field of legal and justice innovation: Building awareness of the diversity of successful justice innovations in Uganda is crucial. Funding mechanisms that go beyond traditional disciplinary boundaries are required to incentivize breakthroughs and create new business models.

Recommendations: How it can be done

Most injustice is experienced in relation to daily life; consequently it is in relation to day-to-day problems that people experience the value of justice. This is where innovations in the justice system could improve the quality of life of ordinary Ugandans. Strategies for innovation include:

1. Prioritization of the most urgent justice needs:

- Our research identifies the most prevalent justice problems in Uganda: those relating to land, family and crime. We advise that priority must be given to those problems that occur most often and/or have the greatest impact on people's lives. Selecting these priorities ideally should be done in collaboration with Ugandan justice leaders so as to make it an inclusive process.

2. Undertaking a detailed analysis of bottlenecks and needs per category of users and problem type:

- A more in-depth look should be taken into the quantitative Justice Needs and Satisfaction Survey data and qualitative interviews to identify the reasons for people's dissatisfaction with specific

aspects of their justice journeys.

- Follow-up interviews should be conducted with stakeholders and justice users, and analyzed to confirm bottlenecks and needs per problem type.
- Existing infrastructure/services should be mapped to gain a thorough understanding of the local context and possible obstacles, resistance and opportunities.

3. Ownership and goal setting:

- The key stakeholders for each justice problem should be identified.
- A Ugandan 'problem owner' and lead partner should be identified for development and implementation of a broad strategy.
- A group of justice leaders on the chosen theme should be formed.
- Measurable targets should be established.

4. Strengthening knowledge infrastructure per justice problem

We distinguish four strategies for innovation that are validated in state of the art scientific research and grounded in practice.

Recommendations: Best practices

- **Develop and deliver legal information that empowers people to help themselves and find help:**

Since most problems are solved outside the realm of formal justice institutions, it is key to empower people to cope with their problems and negotiate their own fair solutions. At present, around one third of the Ugandans (with an overrepresentation of people with less education, income and living in rural areas), faced with a justice problem does not take any action to resolve it. Problem resolution behaviour is indisputably and directly linked to legal ability and empowerment. Providing effective and comprehensible public legal information and the development of visible and accessible services in the legal field is one possible way to encourage people to resolve their justice needs in a fair manner. Raising public awareness and knowledge about citizen's legal rights on specific issues (e.g. land and family rights) and the legal system (which institutions to approach for which problems) would help citizens to understand the

different ways of obtaining advice on their legal problems, which in turn increases the likelihood of them seeking and finding appropriate avenues for dispute resolution.

- **Further development of a network of hybrid providers of justice services and facilitation and promotion of alternative dispute resolution mechanisms that can resolve disputes in a fair manner:**

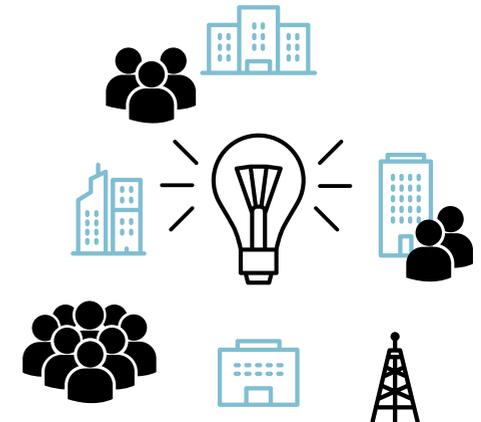
Many Ugandan citizens rely on informal and customary justice processes. Since their focus is mostly on dialogue and conciliation, these processes can integrate knowledge on modern mediation techniques and know-how on dispute resolution. Court procedures are found to be out of reach for the majority of Ugandans and the availability of legal aid, mediation or lawyers financing claims on a no-win no-pay basis does not change this situation. Therefore, we argue that alternative adjudication mechanisms that are widely available, simple, easy to use and low-cost are a more effective way to increase access to justice in Uganda.

- **Support dispute resolution procedures with online tools:**

Resolving conflicts is for a large part a matter of exchanging information. This flow of information can be structured and supported by forms and standard documents that pose the right questions.

- **Continuous assessment of the evidence about the needs for and the supply of justice services:**

(1) Identify a particular aspect of the justice system that requires improvement, involve all stakeholders and establish clear goals. Baseline data such as this study can be used to measure improvement. (2) Implement the plan, (3) determine whether the plan is working (measure), and (4) act upon these outcomes. Revise, modify and implement as necessary. Determine how to achieve optimal improvements.



Recommendations: the way ahead

1. Clearly establish the rules of the game:

- Spread donor assistance and government subsidies across providers to avoid the creation of monopolistic organizations which become inwardly focused and lose the incentives to solve citizens' problems.
- Invest in information and practices that enable an infrastructure of justice journeys. In other words, instead of investing directly in buildings and people (e.g. judges, lawyers), it is more effective to invest in information tools and dispute resolution protocols that enable the delivery of high quality solutions.
- Stimulate non-adversarial procedures, which are more efficient, inclusive and accessible than legalistic procedures for everyday problems of citizens. Rather than resolving issues by confrontation, encourage collaboration between all parties which will lead to improved outcomes.

2. Establish the roles of ministries, courts and professional organisations:

- Governmental organizations (JLOS, the Ministry of Justice, Ministry of Local Government) can facilitate the

process outlined above.

- Each party should have its own clearly identified, independent role that needs to be respected.
- Together, the parties further develop a justice sector that the country can be proud of;
- Ensuring that best practices are scaled up nationwide;
- Ensuring Uganda achieves the Sustainable Development Goals and particularly Goal 16; and
- Ensuring evidence-based procedures to reduce injustice.

3. Establish indicators of success:

- Ownership of justice problems which leads to a commitment to change.
- Implementation of strategies.
- Scaling up and further development of successful strategies. What does not work is re-assessed and lessons learned are spread widely.
- The goals that have been set (in step three of the process) are achieved.
- More ambitious goals are set at every next iteration of the process. More citizens have access to better justice journeys.





1

Introduction to Justice Needs & Satisfaction research in Uganda

Introduction
Goal
Our approach
Research Methodology
Demographics

Introduction

In 2015, Hiil carried out a nationwide study on access to justice in Uganda:

- Its purpose was to provide information and insights on the state of access to justice in Uganda.
- It was financed by the Swedish Embassy in Uganda and The Hague Institute for Global Justice in the Netherlands.
- Hiil's report tells the story of the **journeys to justice** for the citizens of Uganda, through the lens of how they experience it themselves.

“No major national survey has been conducted in at least the past 5-10 years on access to justice in Uganda.

(...) Earlier research in some parts of the country indicates that, in the main, people rely on the informal justice sector (such as traditional leaders) and Local Council Courts when seeking justice, but this needs to be updated to establish what quality of justice is provided by various role players.”

BASELINE STUDY ON DEMOCRACY, JUSTICE, HUMAN RIGHTS AND ACCOUNTABILITY IN UGANDA, CONDUCTED BY THE DEMOCRATIC GOVERNANCE FACILITY (2013)

Contents

The report starts with a description of the **justice problems** faced by the people of Uganda, as told to us.

The first step on their journey to justice is the search for **information**. The second chapter of the report describes their strategies for learning about their rights and figuring out what they can do.

Armed with information, people either lose heart and give up, or they take their first steps towards finding **solutions and resolution**. In the third chapter we:

- Describe how many people give up and how many continue;
- For those that continue, we show where they look for resolution: a family member, a neighbour, a policeman, a lawyer or a court;
- We then assess whether people experience the process and outcome as fair, using a rating process on the basis of “ten fairness factors.”

Finally, we take a **deeper dive** into two of the most serious and prevalent justice problems faced by the people of Uganda. We follow the same structure – from legal information strategy to resolution.

1

Goals of the study



1. Identifying citizens' justice needs in Uganda:

To provide information and insights on the state of access to justice in Uganda and the journeys to justice which people take:

- How Ugandans are affected by problems that have legal implications.
- How strategies for dispute resolution are influenced by individual personalities as well as the nature of the problems themselves.
- How often Ugandans are faced with justiciable problems (a problem for which a legal remedy exists).

2. Mapping of citizens' responses to disputes and their evaluation of access to justice.

To map the responses of those faced with one or more problems:

- Use of courts and/or other sources of advice.
- Alternative dispute resolution methods.
- Self-help strategies.

To map the perceived barriers to access to justice, which are pivotal from a policy and practical perspective:

- Costs, perceived quality of the process, and the perceived outcome.

3. Providing evidence for policy interventions and baseline data to assess change:

- To provide a context for improving strategies based on people's experiences of the justice system.
- To provide a baseline for understanding whether new policies and interventions that have been implemented have led to change (for better or for worse or not at all).



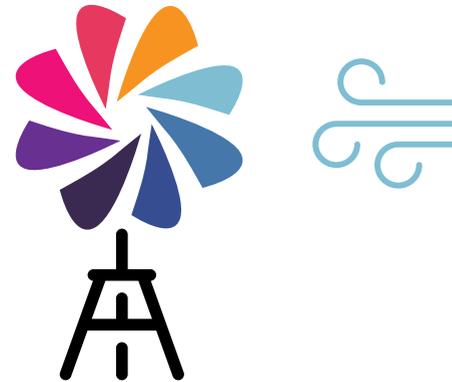
INTRODUCTION TO JUSTICE NEEDS & SATISFACTION RESEARCH IN UGANDA

1

Our approach

Hiil Innovating Justice approach:

- 1 Is about justice in ordinary citizens' lives and understanding their experiences in making their rights effective by seeking access to justice.
- 2 Enables decision-makers to focus on justice when and where it is needed most. The problem areas are highlighted by citizens themselves; a true bottom-up approach.
- 3 We include both formal and informal justice providers in our study. We believe that justice is about justice providers in the broadest sense, not only about courts or other formal institutions. We therefore argue that change needs to happen where justice happens. Apart from delivering traditional legal services in non-traditional settings, changing where justice happens also means recognizing that many influences on justice lie outside the realm of 'traditional' legal services.
- 4 Provides robust evidence that can support programming and policy making in the areas of justice and rule of law.
- 5 Builds on local knowledge about what works best (identifying the successes of justice).
- 6 Informs users and suppliers about justice services. Enables users to be informed about where to go to and which services to use and assists suppliers to improve their services.
- 7 Offers a cost-effective alternative to monitoring progress in the justice sector. A standardised and repeatable approach will lead to: economies of scale, a reduction in operational costs, increased efficiency (time and resources saved), a reduction in operational risk and enable cross country benchmarking.



1

How do we measure access to justice?

As stated, the main objective of this research is to understand the met and unmet justice needs and experiences of the people in Uganda. This directs the attention to the role of justice in ordinary citizen's daily life. Hence, our study is not limited to official legal institutions but encompasses other justice providers as well.

We interviewed 6,202 randomly selected Ugandan citizens, using a scientifically validated research tool, the Justice Needs and Satisfaction Tool (JNS Tool), which explores citizens' justice needs, their experiences with, and their responses and attitudes towards the justice system in a broad sense.

This quantitative approach has been complemented with a more in-depth approach. The objective thereof was twofold. Firstly, to uncover other factors that may be playing a role in citizens' decisions, which are not included in the survey design, and secondly to provide practitioner perspectives on identifying issues and improving procedures.

Semi-structured interviews have been held with citizens about land, family and domestic violence disputes as well as with legal authorities such as probation officers, community development officers, state attorneys, police, religious leaders and LC chairmen throughout the country. These interviews were conducted by eight research assistants who also recorded and transcribed the interviews. Analysis of these interviews has been conducted through nVivo.



INTRODUCTION TO JUSTICE NEEDS & SATISFACTION RESEARCH IN UGANDA

1

Fairness of justice journeys

FOR EACH PATH TO JUSTICE WE PLOT THE JUSTICE DIMENSIONS IN A SPIDER-WEB. ON THE SCALE 1 MEANS BAD AND 5 MEANS GOOD.



People use formal and informal processes to resolve their legal problems. In our methodology, the commonly applied justice processes are called **paths to justice**. Hiil measures each path to justice by asking the people about their experiences on their own paths to justice. The questions are categorized and displayed in ten easy-to-understand indicators. Our approach measures justice from the bottom-up.

“You see, fairness and justice may be different things all together depending on which context you want to look at them, something may be fair but not legal and at times what may be legal may look unjust in the eyes of the ordinary citizen. I find it something debatable, but is it just, yes they are just, but fairness is subjective.”

– UGANDAN STATE ATTORNEY

1. The costs of justice

- Money spent: out-of-pocket costs for legal fees, travel, advisors.
- Time spent: time spent to search for information, attend hearings, travel.
- Stress and negative emotions.

2. The quality of the procedure

- Voice & neutrality: process control, decision control, neutrality, consistent application of rules.
- Respect: respect, politeness, proper communication.
- Procedural clarity: timely explanation of procedures and rights.

The quality of the outcome

- Fair distribution: distribution is fair according to needs, equity and equality criteria.
- Damage restoration: fair compensation for monetary damage, emotional harm and damage to relationships.
- Problem resolution: extent to which the problem is solved and the result has been enforced.
- Outcome explanation: the extent to which the people receive access to outcome information.

Research methodology

The research has been divided in four different phases:

1. The 'Project Foundation' phase
2. The 'Research' phase
3. The 'Data validation' phase
4. Report & Presentation



Project Foundation

Understand the context in which the Ugandan justice institutions operate and their major concerns

Adapt the research instruments to the local context and language/s through a rigorous process of pilot testing and back-and-forth translation

Research

Quantitative interviews
6.202 randomly selected adult individuals were interviewed in the period September-October 2015

Qualitative interviews
70 in-depth interviews have been conducted specifically on land and family rights

Data Validation

Workshops with Civil Society
Feedback from policy makers, CSOs and other key stakeholders has been incorporated through 2 workshops, 1 on land rights and 1 on domestic violence

Workshop with International stakeholders
Feedback from public officials and the donor community has been incorporated through 1 'general' workshop

Report & Presentation

Presentation and launch of the final report

INTRODUCTION TO JUSTICE NEEDS & SATISFACTION RESEARCH IN UGANDA

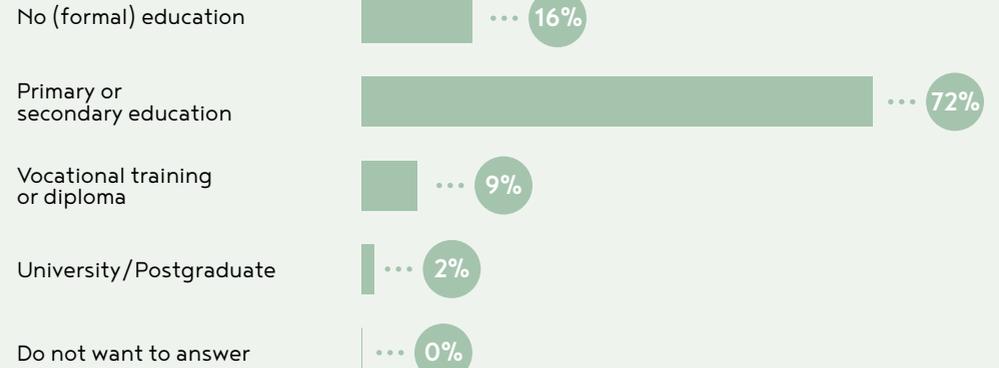
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Demographics of the sample

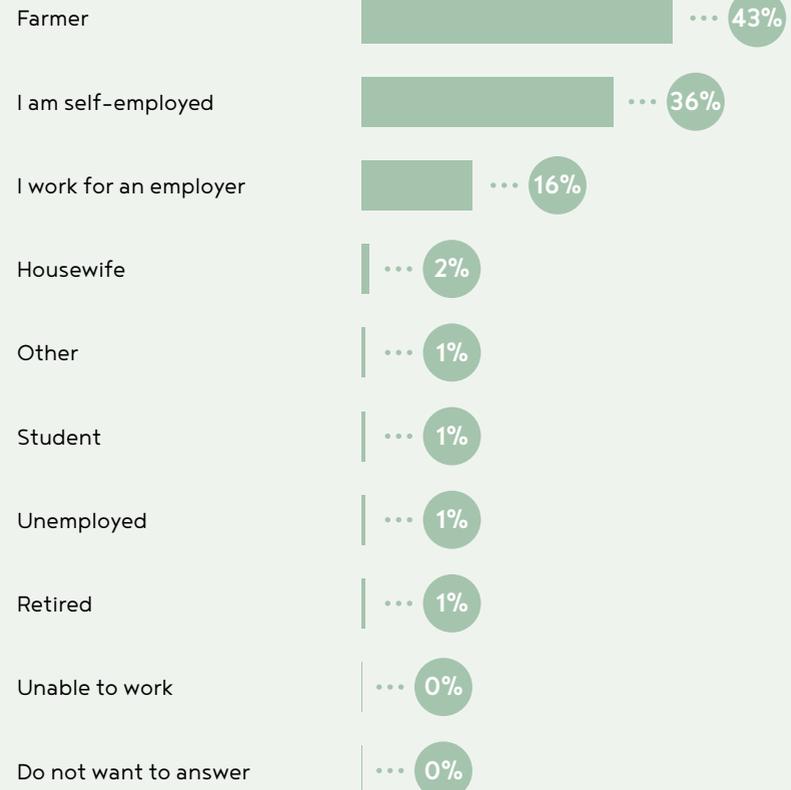
- 6,202 randomly selected adult individuals were interviewed in the period September – October 2015.
- A bit more than half (52%) of the sample is female.
- Almost half (49%) of the respondents are between 18 and 34 years old. The mean age is 37,4 years.
- The large majority (67%) of the respondents are married or co-habiting. 8% is married, but lives seperately. Another 15% is single and has never been married, while 2% is divorced.
- The average household size consists out of 5,5 people.
- 80% of the interviewed people have one or more child(ren). On average, people have 3.3 children.
- The majority of employed people work as farmers (**43%**), followed by people who are self-employed (**36%**) and people who work for an employer (**16%**).
- 16% have completed no (formal) education. Almost three quarters (**72%**) have completed primary or secondary education. A considerably smaller group has completed vocational training (9%) or university/postgraduate education (2%).

Age	Gender		
18-24	19%	Female	52%
25-34	30%	Male	48%
35-44	22%	Marital status	
45-54	13%	Single, never married	15%
55-64	7%	Co-habiting	67%
65-74	6%	Married, but separated	8%
75-84	2%	Divorced	2%
85 and above	1%	Widowed	8%
No answer	1%		

EDUCATION



EMPLOYMENT



INTRODUCTION TO JUSTICE NEEDS & SATISFACTION RESEARCH IN UGANDA

1



- Interviews have been conducted in **28 districts** across all four administrative regions of Uganda. Each district was divided into two sub-counties, which resulted in a total of **56 survey areas**.
- **70%** of the interviews took place in a rural setting.

Region	
Central Region	27%
Northern Region	22%
Western Region	23%
Eastern Region	28%

Urbanization	
Rural	70%
Urban	30%

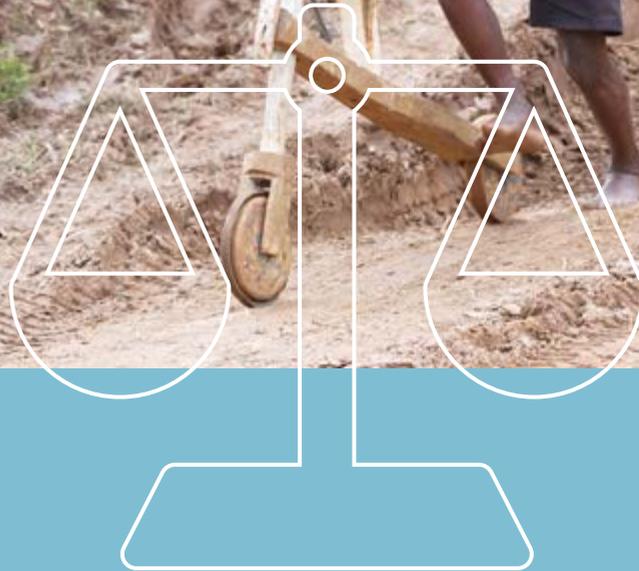
Central	Bukomansimbi Gomba Kyankwanzi Luwero Masaka Mpigi Nakaseke
North	Moyo Amolatar Amudat Apac Kole Kotido Lamwo
West	Buhweju Ibanda Kabale Kabarole Kyenjojo Mbarara Mitooma
East	Amuria Budaka Bulambuli Iganga Kaberamaido Kapchorwa Namayingo



2

Most frequent Justice Needs in Uganda

- Problem prevalence
- Most serious justice needs
- Types of problems
- Consequences of the problem



Introduction

- The report begins by identifying a range of justice problems as described by the 6,202 people we surveyed.
- The survey covered a four year period during which individuals may have encountered one or more justiciable problem(s). The range of problems that were included in the survey were developed on the basis of desktop research, focus groups and a pilot study.
- Interviewers presented respondents with a list of problems and asked whether or not they experienced one or more of the problems on the list. The list covered fourteen broad types of problems:
 - Land
 - Housing
 - Neighbours
 - Employment
 - Family
 - Children
 - Social welfare
 - Public Services
 - Crime
 - Consumption
- Accidents
- Money
- Obtaining ID
- Business
- The first part of this Chapter also describes the demographic characteristics of respondents experiencing different problems, including age, gender and regional differences. The second part of this chapter discusses which other parties are involved in the dispute and what the core of the problem is about. In the last part of this chapter the impact of the problems on people's lives is discussed.

Conclusions

Nearly nine out of ten Ugandans have experienced one or more problems during the past four years.

- Over a four year period, nearly 90% of those surveyed experienced one or more problems. People who reported having experienced a justiciable problem often experienced more than one type of problem. While 42% of the population reported having experienced only one problem, 22% reported two problems, and 23% even three or more problems.

Problems related to land, family and crime are most prevalent.

- The most prevalent problems relate to family (37%), land (36%) and crime (33%). Particularly prevalent are theft and robbery, disputes with neighbours over boundaries, rights of way or access to property and domestic violence. However, legal problems occurred in many different areas of the respondent's lives. Considering the high prevalence rate it is estimated that in Uganda millions of problems occur that need resolution.

People mostly experience stress and a loss of income as a result of their problems.

- The negative impact of these problems on people's lives is very serious. Stress and loss of income are named most often as consequences of their justice problems. Family problems, problems with children, accidents and land problems in particular cause a lot of stress. Problems related to employment, crime and consumption often cause problems connected to a loss of income.

MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

Almost nine in ten Ugandans experienced one or more justice problems in the past four years

Overall, **88%** of the respondents experienced one or more serious and difficult to resolve justice problem in the past four years. Some people experience more problems than others. Men experience problems slightly more often (**89%**) than women (**87%**). In particular, people from **35 to 54 years** of age often have problems. Only **8%** of respondents in this age group did not experience any problem in the past four years.

People in rural areas have to deal with problems more often (**89%**) than people in urban areas (**75%**). Interesting regional differences can be observed as well. In particular, people in the eastern region (**94%**) have more problems than in the other regions.

People who experienced at least one problem, reported 2.1 problems on average for the past four years. Notably, in the eastern region people experience three problems on average.

No clear pattern can be observed between education level and problem prevalence. However, when looking at the average number of problems, it can be seen that the more educated Ugandans experience more problems than people who had less or no (formal) education.



	No formal education	Primary/secondary education	Vocational training/diploma	University/post-graduate
Problem prevalence	86%	88%	77%	83%
Problems on average	1.9	2.0	2.2	2.3

Cross-country comparison

Problem prevalence in Uganda is quite high compared to other countries.

Yemen (2014)	94%
Ukraine (2015)	54%
Netherlands (2013)	46%
Mali (2014)	30%
Indonesia (2013)	16%

	Problem prevalence
Central	86% (1.6)
North	85% (1.8)
West	84% (1.6)
East	94% (3.0)

MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

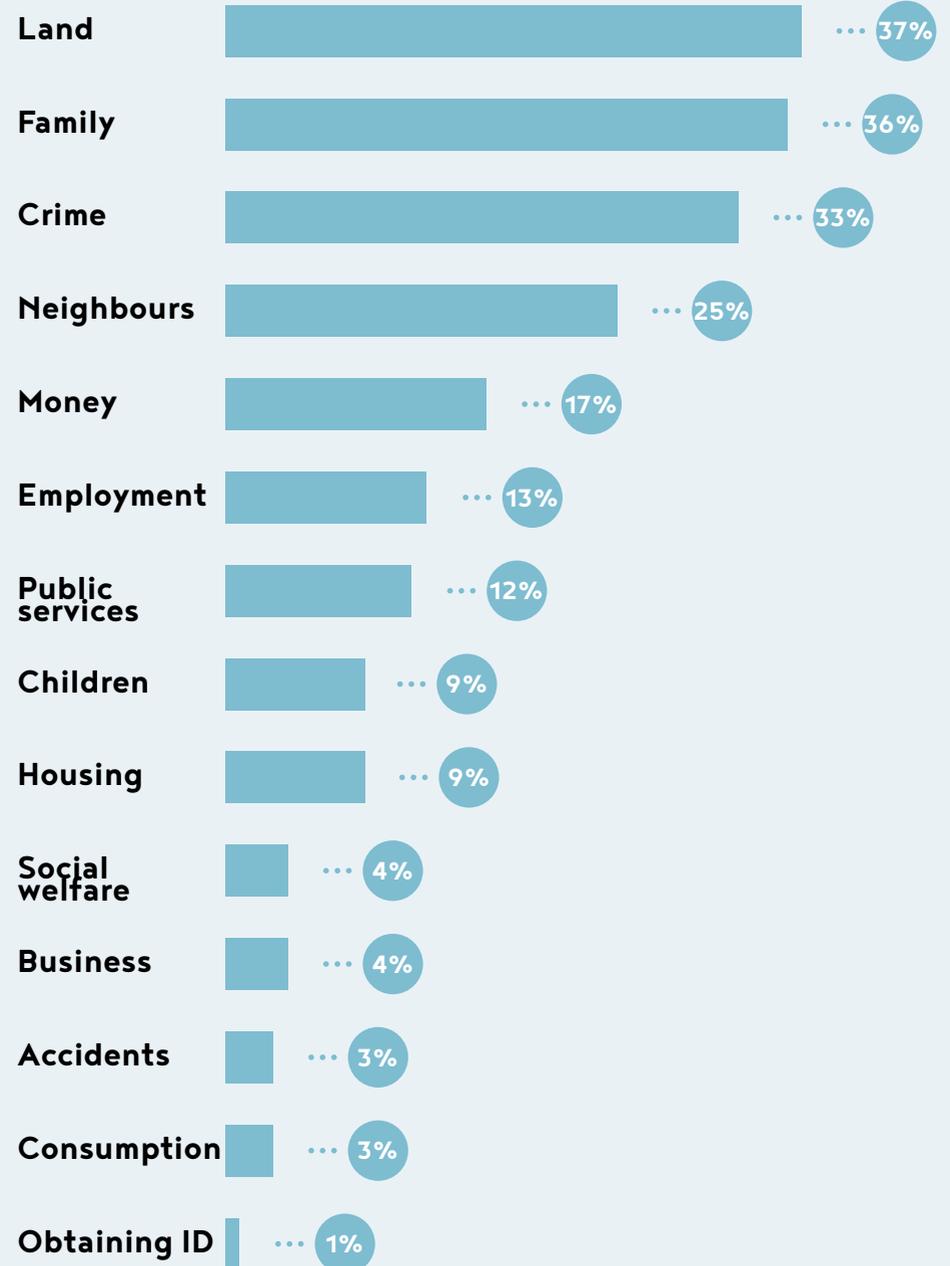
Problems related to land, family and crime most prevalent

Respondents were able to report up to ten problems. The graph below shows the total amount of problems. The three types of problems* most frequently experienced are: family (37%), land (36%), crime (33%).

Different people are affected by different problems. Men are more often faced with problems related to land, crime, money, employment and public services. Women on the other hand experience problems with their neighbours family and children more often.

	Female	Male
Land	30%	43%
Crime	30%	36%
Neighbours	28%	22%
Family	52%	20%
Money	15%	19%
Employment	8%	17%
Public services	7%	12%
Children	15%	11%
Housing	9%	9%
Business	3%	5%
Social welfare	3%	5%
Accidents	2%	4%
Consumption	4%	3%
Obtaining ID	1%	1%

SERIOUS PROBLEMS



MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

Most serious justice needs



We asked those individuals who encountered more than one problem to tell us more about their most serious problem. The graph depicted below represents the frequency of the most serious problem on an aggregated level (fourteen types of problems). **The most frequent categories of problems are land, family and crime.** In addition, problems related to neighbours, money and employment are reported rather frequently.

In the next section of the report we ask the people about these problems. The users of justice map out where they searched for information and advice, which paths to justice they travelled and how much fairness they received from the justice processes.

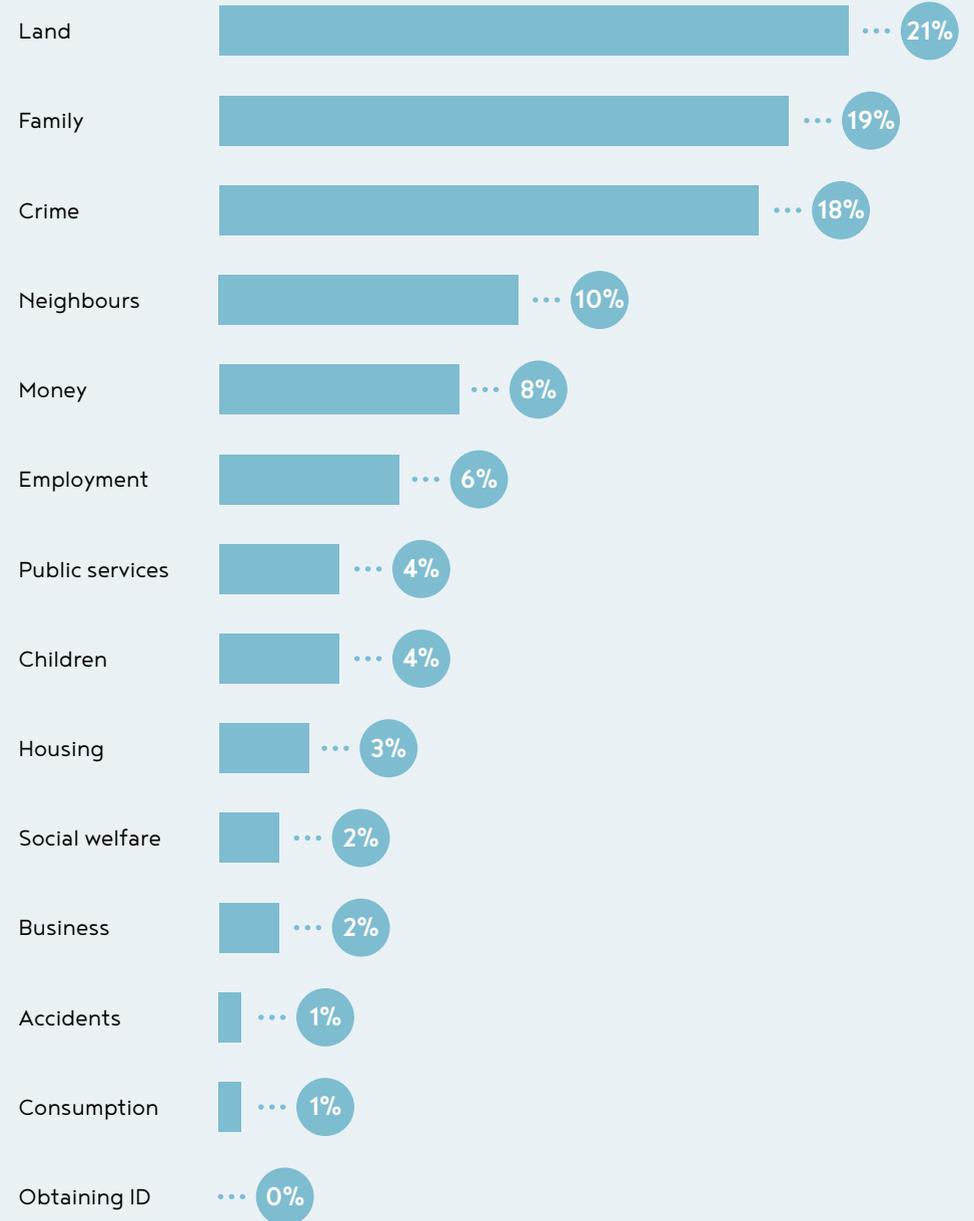
“A cattle keeper grazed his cows on my garden. When I talked to him about it, he attacked me with a knife”

Problems relating to crime and neighbours are particularly prevalent in rural areas.

Of the people who experienced at least one justice need and live in a rural area, **19%** have been faced with crime compared to **1%** of people living in urban areas. Problems with neighbours are also more prevalent (**11%**) among people in rural areas compared to urban areas (**7%**).



MOST SERIOUS JUSTICE NEEDS



MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

Theft, burglary and robbery most pervasive

The table below presents the ten most prevalent of the 94 specific problems that were presented to the respondents. It becomes clear that the problem most often experienced in Uganda is theft (including burglary and robbery), which has been experienced by 11% of the Ugandan people in the past four years. Also, disputes with neighbours over boundaries, rights of way or access to

property are prevalent (8%), as well as problems relating to ownership or use of land (5%).

Domestic violence a huge problem among women. In Uganda, like in many other countries, domestic violence primarily affects women. Whereas 3% of men has experienced domestic violence in the past four years, this number peaks to 9%

10 most frequent problems (from the 94 sub-categories)	Percent of total
Theft (incl. burglary and robbery)	11%
Disputes with neighbours over boundaries, rights of way or access to property	8%
Domestic violence	6%
Ownership/use of land	5%
Other family problems	5%
Land grabbing	5%
Damage to property	5%
Lending money	4%
Non-payment of wages	4%
Difficulties with children receiving appropriate education	3%
Difficulties obtaining child support from former partner	3%

among women. These findings corroborate results from the Uganda Demographic and Health Survey 2006*, who found that women are almost four times more likely to be victims of domestic violence than men.

Clear patterns between age and problem prevalence can be observed for different types of problems. Whereas problems related to land and social welfare are particularly prevalent among older people, younger people are more often faced with problems related to family, money,

employment and housing.

Comparing the findings on the most frequent problems in Uganda to the results in Mali, a comparable pattern is revealed. Both in Mali and in Uganda, theft is the most prevalent problem, with 11% of the citizens having experienced that in the past four years. Whereas in Uganda 8% of the people has had a dispute with neighbours over boundaries, rights of way or access to property, in Mali, 7% of the people reports having had a dispute on property/use of land.

	18–24	35–54	55–74	75 and older
Land	27%	40%	55%	47%
Social welfare	1%	2%	14%	31%
Crime	32%	36%	32%	28%
Neighbours	23%	26%	27%	18%
Family	42%	37%	21%	11%
Public services	8%	11%	10%	9%
Money	18%	18%	11%	7%
Children	12%	13%	15%	5%
Housing	11%	8%	5%	4%
Employment	16%	10%	6%	3%
Consumption	4%	3%	3%	3%
Business	5%	4%	2%	3%
Accidents	3%	3%	4%	1%
Obtaining ID	1%	1%	1%	1%

*Uganda Bureau of Statistics and Macro International Inc (2007). Uganda Demographic and Health Survey 2006. Calverton, Maryland: UBoS and Macro International Inc.

MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

Family problems most prevalent in Central region, crime most prevalent in the North

- Whereas land problems and crime are particularly prevalent in the northern region, problems with neighbours and family occurs less often in the North. Citizens in the Central region are more often faced with problems related to family, employment and social welfare and considerably less often with problems with neighbours.
- Problems with neighbours and money are particularly prevalent in the western region, but problems related to land occur considerably less often. The eastern region characterized by high prevalence of problems related to land and children, and lower prevalence of crime and money problems.

	Central	North	West	East	Total
Land	21%	24%	18%	23%	21%
Family	23%	17%	19%	19%	19%
Crime	17%	23%	19%	15%	18%
Neighbours	6%	7%	14%	13%	10%
Money	7%	8%	11%	6%	8%
Employment	9%	6%	5%	5%	6%
Public services	6%	3%	6%	3%	4%
Children	3%	3%	2%	6%	4%
Housing	3%	4%	1%	4%	3%
Social welfare	4%	1%	1%	2%	2%
Business	1%	2%	3%	1%	2%
Accidents	1%	1%	1%	2%	1%
Consumption	1%	0%	1%	2%	1%
Obtaining ID	0%	0%	0%	0%	0%

As can be observed in this table, it is estimated that between 5.3 and 5.5 million land problems occur every four years in Uganda. Hence, many people in Uganda need the protection of the law for their legal problems. These findings reiterate that justice problems are encountered routinely by people from all walks of life.

An estimated five million land problems occur in Uganda every four years

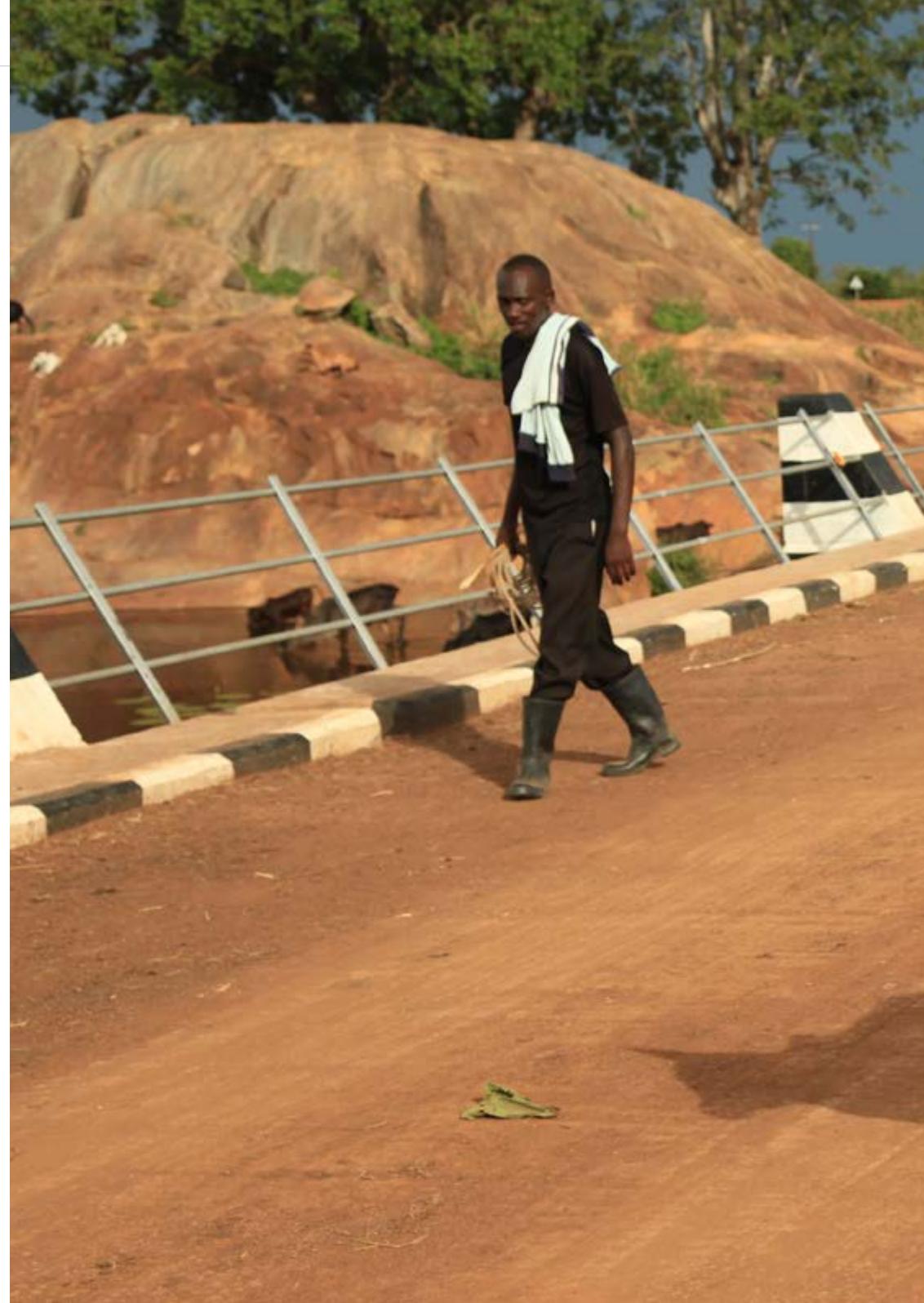
	Lower bound	Upper bound
Land	5.1 million	5.3 million
Family	4.6 million	4.8 million
Crime	4.3 million	4.5 million
Neighbours	2.4 million	2.5 million
Money	1.8 million	1.9 million
Employment	1.4 million	1.5 million
Public services	1.0 million	1.1 million
Children	90 thousand	94 thousand
Housing	71 thousand	74 thousand
Social welfare	49 thousand	51 thousand
Business	38 thousand	40 thousand
Accidents	33 thousand	34 thousand
Consumption	24 thousand	26 thousand
Obtaining ID	5.4 thousand	5.7 thousand

Isaac's story

"My problems began in 2012 when my cattle died from some disease. My wife started complaining that I was poor and that she wanted to leave me for a richer man. I decided to go to Kraal to borrow some money from colleagues. The trip took about a week and when I returned I found out that my wife married another man.

I approached LC1 and the elders for help. My wife and her new husband refused to listen to their advice and return my bride price. The elders advised me to approach the police. When I went to the police they asked me to pay for a statement. By that time my wife and her new husband moved away from the village.

I have given up this issue and I am now concentrating on my children's well-being."



MOST FREQUENT JUSTICE NEEDS IN UGANDA

2



Disputes most often involve family members and/or neighbours

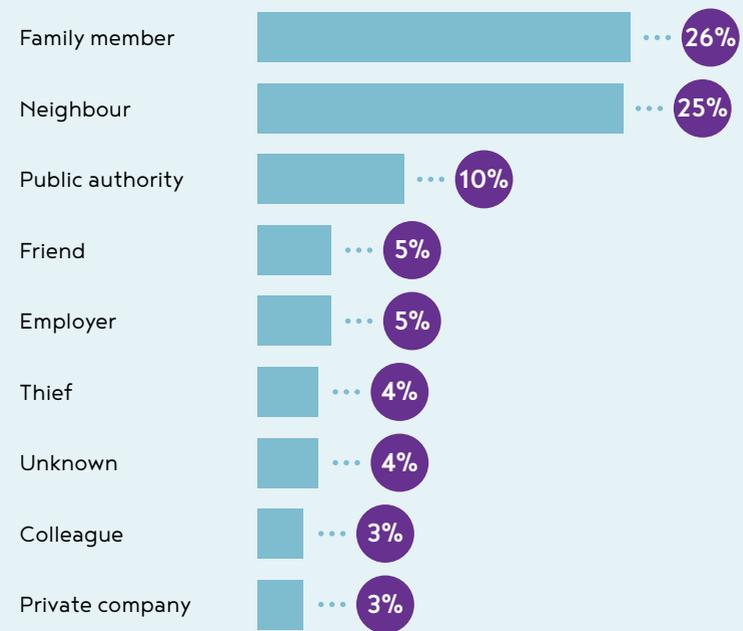
Family members (26%) and neighbours (25%) rank high as being the other party in the dispute. This is not very surprising given the types of disputes (problems related to land and family) that are most prevalent in Uganda. When faced with a land problem, people are in dispute with a family member in 33% of the cases and with a neighbour in 43% of cases. In family disputes, the dispute is usually with the broader family (75%), with the present partner (11%) or with a former partner (8%).



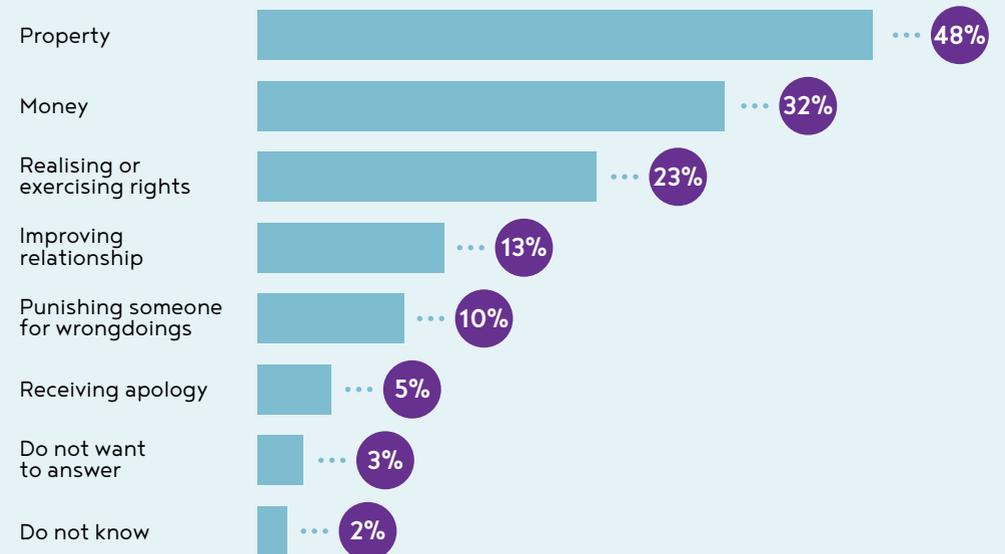
Almost half of the problems are about property

Almost half (48%) of the problems people in Uganda face are related to property (48%). Also, problems about money (32%) and problems that entail a form of realising or exercising rights are common. To a lesser extent, problems are about improving the relationship with the other party (13%), punishing someone for wrongdoings (10%) or about receiving apologies. Whereas problems women face are more often about improving relationships (18% vs. 8% men), problems men face are more often about property (51% vs. 45% women) and money (34% vs. 30% women).

WHO ARE/WERE YOU IN A DISAGREEMENT WITH?



WHAT WAS THE PROBLEM ABOUT?



MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

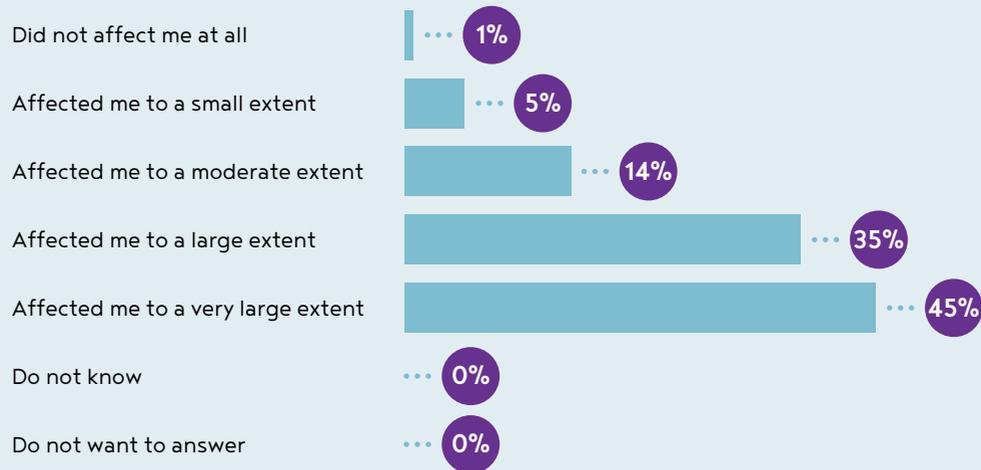
Justice problems have a strong negative impact on people's lives

Almost half (45%) experienced a very large negative effect, an additional 35% experienced a large negative effect. 1% did not experience any negative effect on their live, and for 5% it had a small negative effect. Family problems and problems with children have the strongest negative impact on people, especially problems relating to a separation or divorce, such as

difficulties to agree on payment of child support and problems to actually obtain child support from a former partner. Also, traffic accidents, accidents or injuries at work and medical malpractices have a huge impact on people's lives.

The negative impact of justice problems is most serious for younger (especially those up to 35 years old)

HOW DID THE PROBLEM AFFECT YOUR LIFE?



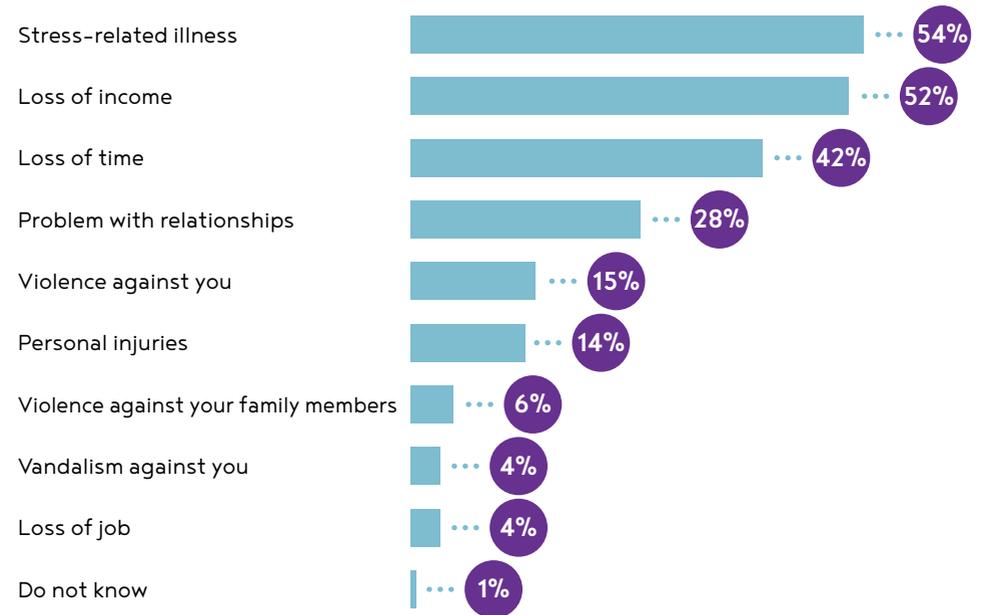
	Female	Male
Stress-related illness	57%	51%
Loss of income	47%	57%
Loss of time	39%	46%
Problem with relationships	31%	24%
Violence against you	18%	12%
Personal injuries	15%	12%
Violence against your family members	7%	6%
Vandalism against you	4%	5%
Loss of job	3%	6%
Do not want to answer	2%	2%
Do not know	1%	1%

Majority suffers from stress or stress-related illness and a loss of income.

More than half (54%) of the respondents who had one or more serious problem(s) experience stress or illness which is related to stress as a result of the problem. Additionally, a loss of income (52%), a loss of time (42%) and problems with relationships (28%) are often mentioned as consequences of problems.

A difference between men and women in the types of consequences that result from legal problems can be spotted. Women experience stress more often (57%), problems with relationships (31%), violence (18%) and personal injuries (15%). Men, on the other hand, report a loss of income (57%) and a loss of time (46%) more often.

CONSEQUENCES OF THE PROBLEM



MOST FREQUENT JUSTICE NEEDS IN UGANDA

2

Violence and personal injuries as a result of justice problems more common among younger people

Chris' family owned a plot of land in Moyo since before the 1970s. However, when the civil war broke out, they had to flee and came back in the late 1980s. By that time, people who had fled from other districts had migrated to his town and taken refuge on his family's land. In 1990, the town council decided to allocate his family's land to those who had taken refuge on it, but on a temporary basis. Some 22 years later, those who had temporarily received this land threatened

Chris to process land documents in order to permanently own the land. Chris and his family asked for compensation for the land, but did not get any response.

Chris does not see the future brightly. One of the members of the other family is the LCIII chairperson, whom he suspects has bribed the town council officials who now are taking action very slowly or may fail to address the problem at all.



	18-24	35-54	55-74	75 and older
Personal injuries	15%	13%	12%	6%
Stress-related illness	52%	56%	56%	51%
Problems with relationships	29%	28%	27%	14%
Violence against your family members	6%	7%	6%	4%
Violence against you	16%	15%	11%	7%
Vandalism against you	4%	5%	4%	4%
Loss of time	39%	45%	46%	47%
Loss of job	5%	4%	4%	2%
Loss of income	49%	55%	56%	52%
Do not know	1%	1%	1%	3%
Do not want to answer	2%	2%	2%	4%

People of different age groups are affected differently by the justice problems they experience. Whereas elderly people experience a loss of time in almost half (47%) of the problems, younger people experience more often personal injuries, problems with relationships and violence as a result of their justice problems.



3

Information & Advice

- Sources of legal information and advice
- Public information sources
- Reasons for not seeking information
- Most helpful sources of legal information and advice



Introduction

- International research shows that when facing a justice problem, the first thing people do is to look for information and/or legal advice. They ask family, friends and other trusted people about their rights and what they can do to address the situation.
- In the third chapter of this report we describe the legal information strategies utilized by the people of Uganda.
- Those who reported experiencing more than one problems during the previous four years, were asked follow-up questions only about the most serious problem. Specifically, we asked whether respondents had obtained information and advice about their problem and where they went to obtain that advice. Three main sources are distinguished:
- Informal sources, including family, friends, neighbours, colleagues, elders and clan, cultural and church leaders;
- Formal sources, including the Local Council Courts, the police, courts of law, lawyers, NGOs, justice centres; and
- Public sources of information, including, radio, television, internet and newspapers/magazines.
- The second part of this chapter provides information about which sources of information and advice were deemed the most helpful by respondents, particularly in light of demographic differences (such as education, rural versus urban areas). Specifically, we identify the most helpful sources for the four most prevalent problems (land, family, crime and neighbours).
- The last part of this chapter looks at the barriers to seeking information and advice.

Conclusions

People seek information and advice mainly from among their social network and Local Council Courts:

- Nearly two thirds (65%) of Ugandans seek information and advice when faced with a justice problem. Those who seek information and advice usually do so from a range of different sources (on average 2.6). People consult their social network most often (53%), followed by legal sources (42%) and communal sources (16%). The most widely-used sources of information and advice are the Local Council Courts (30%), family members (26%) and friends (25%). Whereas radio is a popular media outlet in Uganda (71% of the population listens to radio) and television to a lesser extent (16% watches television), these public sources are not popular for information and advice on justice problems.

People in rural areas and with lower levels of education have a lack of knowledge and are less likely to seek information and advice:

- People living in rural areas, with lower education levels and lower incomes, are less likely to look for information and advice to address their justice

problems. These people simply do not know how to obtain information and advice. The challenge here is to find ways to provide the less-educated with simple and understandable information that can guide them towards resolution.

People remain passive because they are pessimistic about their prospects:

- A third of the people who were faced with a justice problem did not seek any information or advice. This group of people was asked about their reasons for remaining passive. They mostly think that nothing can be done about their problem (32%), or that information or advice would not have helped them find a resolution to their problem (17%).

Satisfaction with information and advice varies considerably:

- 38% of those surveyed are (very) satisfied with the information they have received, nearly a quarter is moderately satisfied and 36% are satisfied to only a little or very little extent. Hence, there is great room for improvement in tailoring information and advice to people's needs.

INFORMATION & ADVICE

3

1/3 did not seek information or advice

About 65% of the people who had one or more justice problems, sought information and advice to solve their justice problem, while 35% did not look for any information.

People with higher education (university), higher incomes and living in urban areas seek information more often than those with no education. We do not find significant differences between men and women.

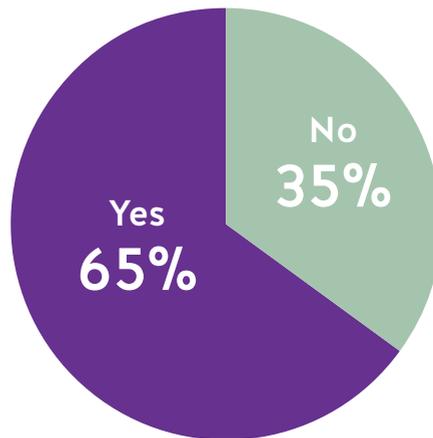
Sources of information:

Social network	53%
Legal sources	42%
Communal sources	16%

The most commonly used sources of information are people's social network, legal sources and communal sources.

Social network = friends, colleagues, family members and family heads, neighbours, employer.
Legal sources = Local Council Courts, courts of law, central government

DID YOU SEEK INFORMATION?



organisations, police.
Community sources = church leaders, cultural leaders, clan leaders, other communal dispute resolution processes

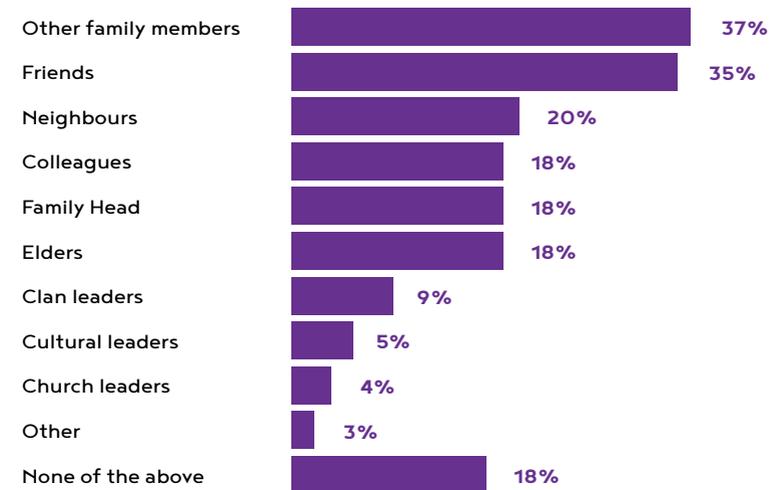
On an average path to justice people in Uganda seek information and/or advice from more than two (2.6) sources, both formal and informal.

Family and friends are important sources of Information & advice

Most of the respondents sought information and advice amongst family members (37%) and friends (35%), while 18% did not use any informal sources of information. We find a similar pattern in our Mali data report of 2014.

Women are more likely to approach family members, family heads, and neighbours than men. Men are more likely to approach colleagues, cultural and clan leaders.

INFORMAL SOURCES OF INFORMATION



INFORMATION & ADVICE

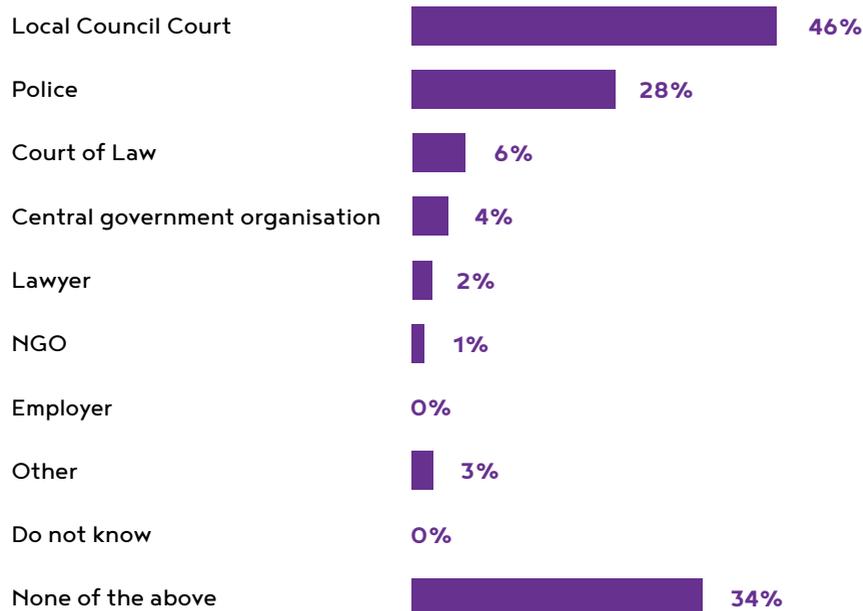
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Local Council Courts and police also important sources of information

If we look at formal sources, most of our respondents sought information and advice among Local Council Courts (**46%**) and the police (**28%**). More than half

(**34%**) did not use any formal sources of information. Men are more likely to approach the police, court and central government than women.

FORMAL SOURCES OF INFORMATION



“Our first place of refuge when we have a problem is the area LC. I could not run to the police first, because the police could have asked me to go back and collect a referral letter from the Local Council Chairman. Besides, since the LC1 Chairman was also a resident of the village, he knew that the land belonged to me, so he was my number one back up on the side of the law.”

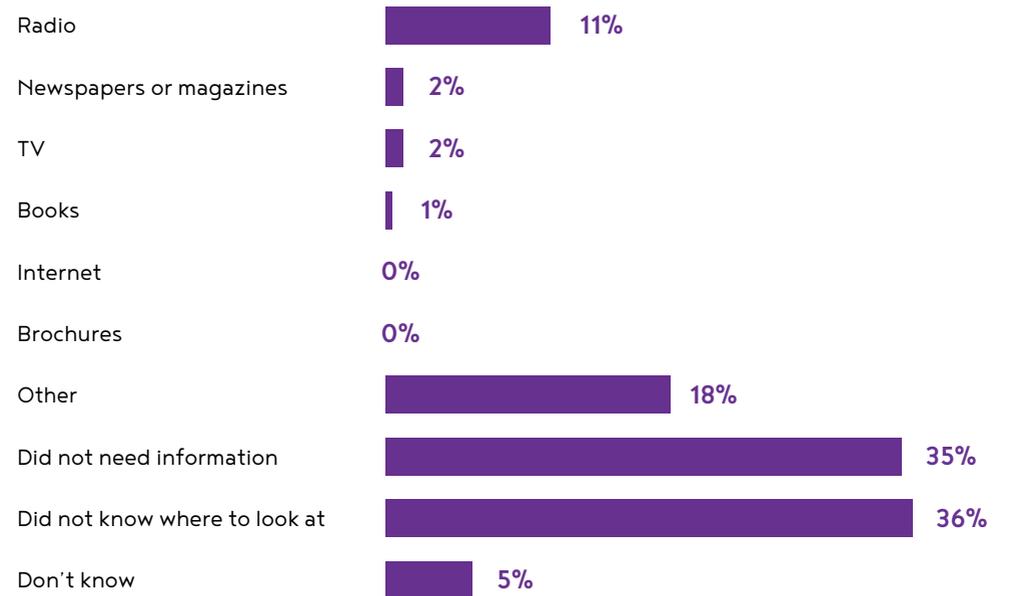
– Kintu

Public information sources are not popular for legal information

Public sources for judicial information are not popular in Uganda. 11% used the radio to get relevant information and advice. More than a third (36%) did not know which public sources they could use.

This figure is relatively high if compared to recent findings from Mali, where about 19% of the respondents did not know how to find information.

PUBLIC SOURCES OF INFORMATION



INFORMATION & ADVICE

3

Local Council Courts and family members most helpful in providing information and advice

Both formal and informal sources are considered to be helpful in providing information and advice to people. Whereas Local Council Courts and family members are perceived as being most helpful in providing information and advice (19% respectively 18%), the police (13%) is also deemed helpful by a considerable amount of people. Formal legal sources, such as courts of law (3%) and lawyers (1%) are considered to be helpful for only a very marginal group of people. In the case of lawyers, this is not very surprising, given the fact that 97% of lawyers in Uganda are based in Kampala, whereas 94% of the population lives outside of the capital, and has only the 3% remaining lawyers to its disposal.*

Family members and elders were especially helpful for women to obtain information and advice

For women, the most helpful source appears to be within the family. For almost a quarter, either the head of the family (5%) or other family members (19%) are the most helpful source of information and advice. For older people, the Local Council Court is reported more often as being a helpful source of information and advice than for people up to 54-years of age. For younger people, both friends and the police are reported more often as being most helpful. Older age categories, also report church leaders, clan leaders, courts of law and central government organisations to be most helpful.

Most helpful sources of information and advice

	Total	Female	Male
Local Council Court	19%	19%	18%
Family members	18%	19%	17%
Police	13%	13%	13%
Other	11%	10%	10%
Friend(s)	10%	10%	12%
Family head	5%	6%	3%
Neighbour	5%	5%	4%
Elders	4%	5%	5%
Clan leader	3%	3%	4%
Court of law	3%	3%	3%
Colleagues	3%	2%	4%
Church leader	2%	2%	1%
Central government organization	2%	2%	2%
NGO	1%	1%	1%
Cultural leaders	1%	1%	1%
Lawyer	1%	0%	1%
Employer	0%	0%	1%
Do not want to answer	1%	1%	1%



*Heuler, H. (2014). Barefoot Lawyers Teach Ugandans Their Rights, Voice of America. <http://www.voanews.com/content/barefoot-lawyers-teach-ugandans-their-rights/1926220.html>. Accessed on 10 February 2016

INFORMATION & ADVICE

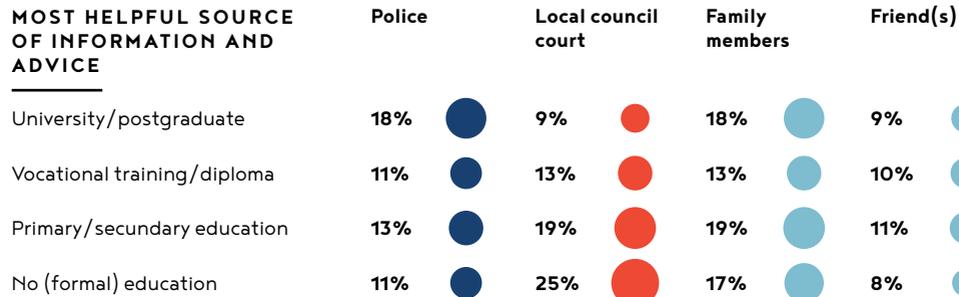
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Local Council Courts particularly helpful for people who received no (formal) education and for people in rural areas

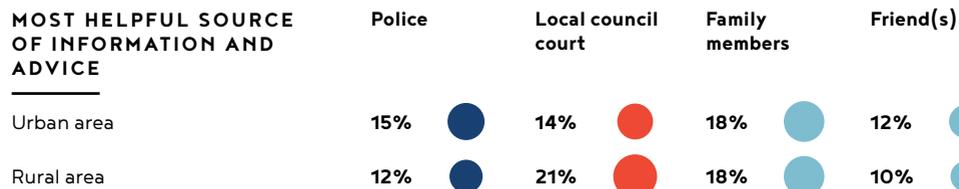
A quarter of people with no (formal) education find Local Council Courts most helpful compared to only 9% of people with university or postgraduate education. On the other hand, those with higher levels of education find the police considerably more often helpful (18%) than people with lower education levels (varying from 11% to 13%).

Looking at the difference between rural and urban areas it is found that Local Council Courts are deemed more helpful in rural areas (21% versus 14% in urban areas). Police are seen as helpful sources of information and advice more often in urban areas (a difference of 3%).

MOST HELPFUL SOURCE OF INFORMATION AND ADVICE



MOST HELPFUL SOURCE OF INFORMATION AND ADVICE

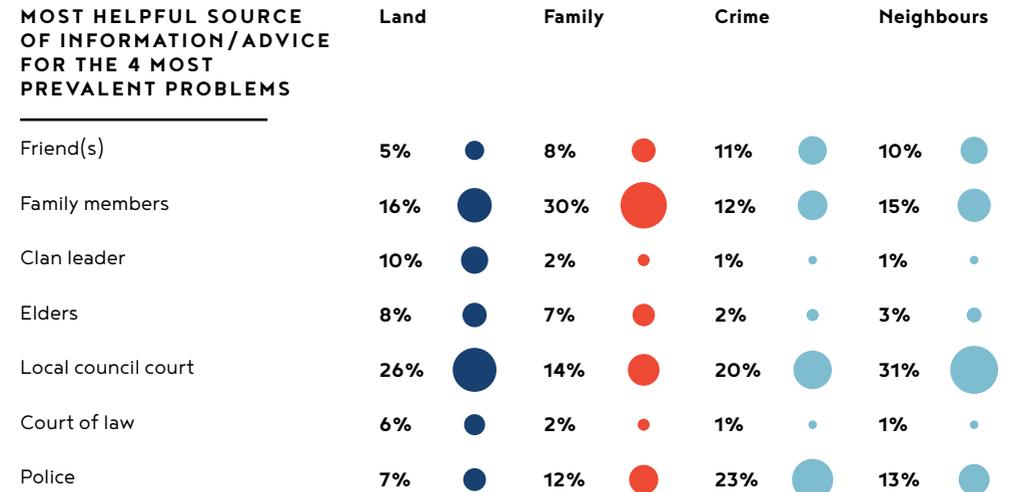


Different sources helpful for different types of problems

Not surprisingly, when separating the most helpful sources by the four most prevalent problems it becomes apparent that people experiencing different problems find different sources of information and advice helpful. Those with family problems are more likely to find family members as the most helpful sources of information and advice

(30%). People with land and neighbours problems are more likely to find the Local Council Court as the most helpful. Almost a quarter (23%) of people who had a problem related to crime, found the police to be a helpful source of information and advice.

MOST HELPFUL SOURCE OF INFORMATION / ADVICE FOR THE 4 MOST PREVALENT PROBLEMS



INFORMATION & ADVICE

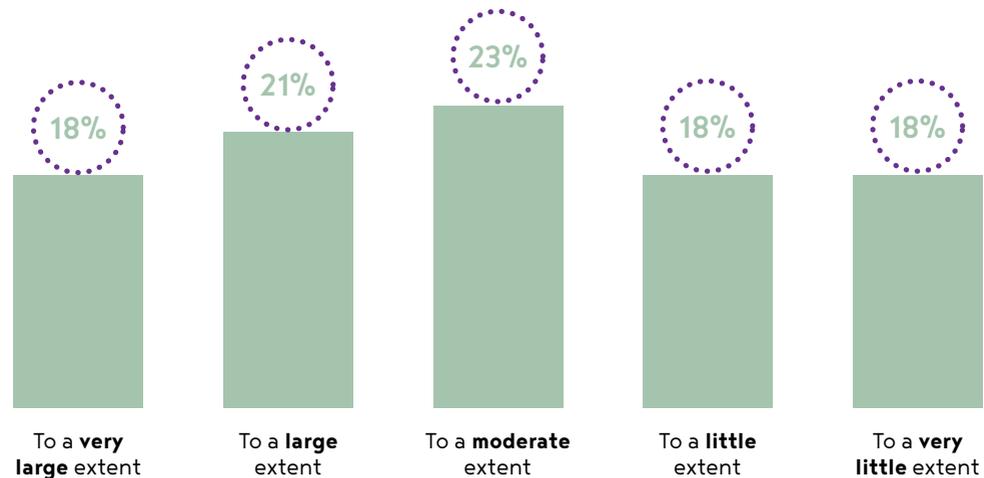
3

Opinions about information and advice strongly divided

Satisfaction with the information and advice people received varies greatly. Whereas almost a quarter (23%) are satisfied to a moderate extent with the information and advice they received, 39% are satisfied to a (very) large extent and 36% are satisfied to a (very) little extent.

No significant differences were found between men and women and urban and

TO WHAT EXTENT ARE YOU SATISFIED WITH THE INFORMATION AND ADVICE?



rural areas. It seems that elderly people are less satisfied with the information they received than younger people. Almost 50% of elderly people (75 and older) reported being satisfied to only a little extent. Those with higher levels of education tend to be somewhat more satisfied than those with lower levels of education.

Furthermore, those dealing with problems related to housing, employment, crime and business are the least satisfied with the information and advice they received.



INFORMATION & ADVICE

3

People do not look for information and advice, mostly because they are unsure about what can be done about their problem

Almost a third (32%) of the people who did not look for information and advice chose not to do so, because they did not think anything could be done. Of those who did not look for information, 17% said it was because they actually did not believe it would have helped them in solving their problem, while 14% did not know what to

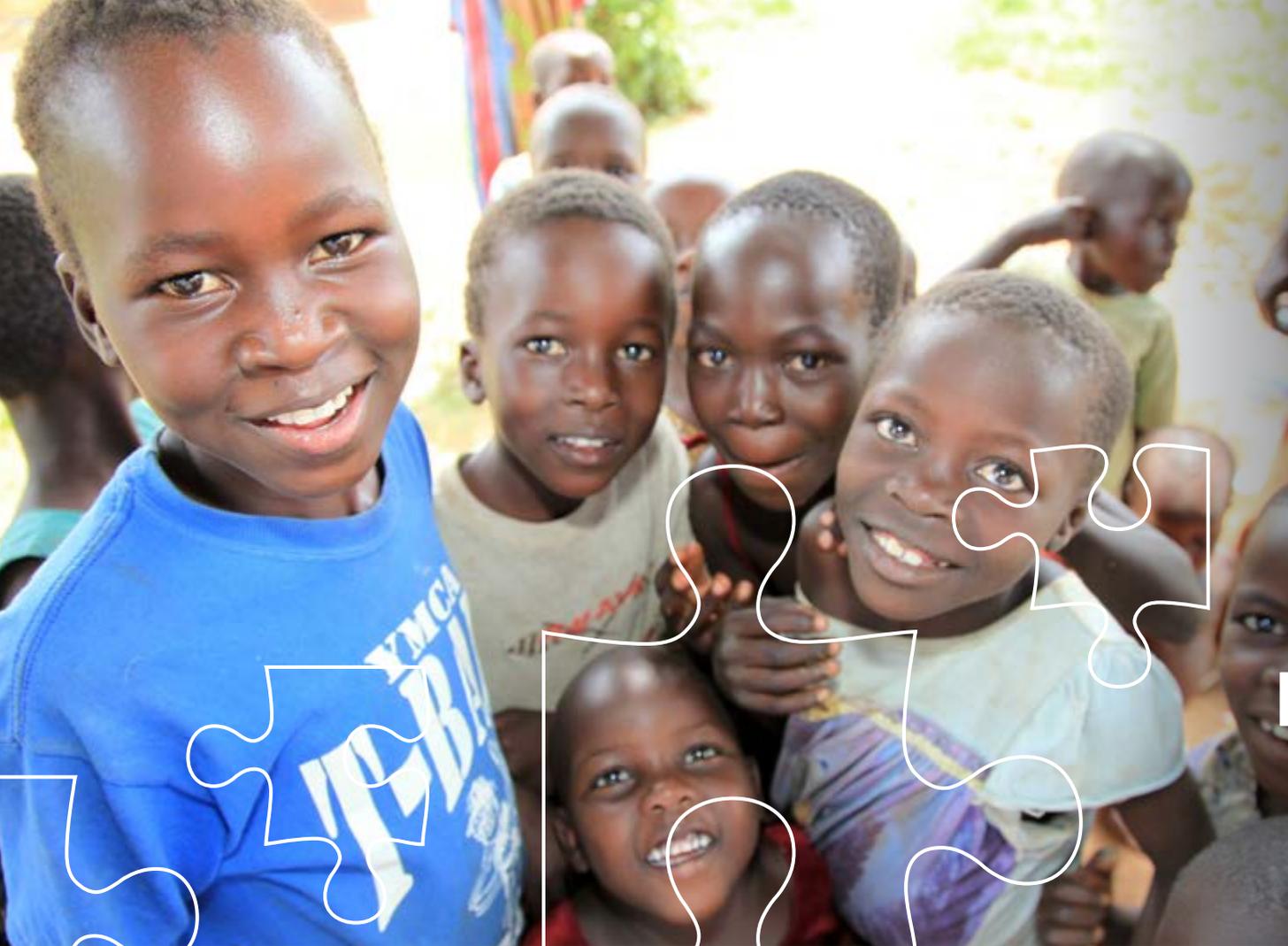
do to obtain information and advice. Reasons for not looking for information and advice vary across different groups. Particularly in rural areas, people do not know what to do to receive information and advice (16%), compared to 10% in urban areas. People in urban areas more often think that nothing can be done (36% vs. 30%).

The less education people have, the more often they do not know what to do to receive information and advice. The more education people have, the more pessimistic they are that anything can be done to help them. Also, less educated people more often want information, but have not been able to obtain it.

What is the main reason for not seeking information/advice about the problem?

Did not think that anything can be done	32%
I did not believe that information and advice would have helped me in order to solve the problem	17%
Did not know what to do to receive information and advice	14%
The problem was not important	8%
I was not aware of opportunities for receiving assistance	8%
Did not have money to pay for information and advice	5%
I did not need any assistance	5%
I wanted information or assistance but was not able to obtain it	5%
Did not have time to seek information and advice	4%
The person who was in the position to help me was far away or difficult to reach	2%
Don't know	1%





4

Dispute Resolution

Problem solving strategies

Self-help strategies

Social network

Dispute resolution fora

Most helpful source for dispute resolution

Costs and quality of access to justice

Introduction



- Armed with information, people either give up trying to get a **solution** for their justice problem, or they take their first steps towards resolution. This is discussed in detail in the fourth chapter of the report:
- We describe how many people give up and how many continue.
- For those that continue, we explain where they go to try to get the matter resolved: a family member, a neighbour, a policeman, a lawyer or a court.
- We also describe how they rate the process on a scale of what we call the 'ten fairness factors'. International research shows that these factors are critical for people to experience a sense of fairness. These factors are divided into three overarching categories: the quality of the procedure, the costs of the procedure and the quality of the outcome.

Conclusions

Direct personal action most commonly used for dispute resolution:

- We find that most justice problems do not come to the attention of the formal legal system in Uganda. Rather the opposite: our research reveals that most people attempt to resolve problems themselves. About 62% of those surveyed, engaged in one or more strategies to solve the problem and nearly three quarters of this group (72%), engaged specifically in self-help strategies to solve the problem.

Minority consisting of mostly vulnerable people does not take any action to (attempt to) solve the problem:

- A bit more than one third (38%) of those who experienced justice needs took no action at all to resolve their problem. Instead, they preferred to remain passive and absorb the damage. This is a serious gap in access to justice in Uganda. This group ("lumpers") disproportionately comprised women, elderly, people with low incomes or who are unemployed, people without (formal) education and people living in rural areas. Reasons for not taking action reflect a sense

of lack of power, a lack of knowledge/awareness, concerns about the costs and fear of damaging the relationship with the other party.

Land problems are dealt with most often, consumption problems least often:

- Problems for which people are most likely to take action are problems related to land, neighbours and crime. Problems for which people are least likely to take action are social welfare, consumption and problems with children. Reasons for not taking any action varies greatly for different types of problems. People faced with family problems, for example, are particularly concerned about the relationship with the other party. People faced with problems related to land, for example, often suffer disproportionately from a lack of money to solve their problem.

The formal justice system is almost impenetrable for the most vulnerable people in Uganda

- The most widely used formal dispute resolution institution are the police. However, only a bit more than one in five disputes ends up with the police.

Only 5% of cases go to a court of law, meaning that the formal judicial system is marginal to the experience of justice for people in Uganda. Some people are more likely to interact with the formal justice system than others. For example, men and people with a higher education and income are much more likely to engage with formal justice actors.

Social networks and family are particularly crucial for dispute resolution:

- The family is a central institution for dispute resolution in Uganda, along with the broader informal network consisting of friends and neighbours. This is not surprising given the traditional value of the family in dispute resolution as well as the lack of access to the formal justice system, which incentivizes a heterogeneity of responses to justice problems, *particularly for women and especially for those who are poor.

Local Council Courts are more accessible to vulnerable parts of the population:

- The Local Council Courts (especially the lowest village level courts, LC1) offer a form of justice that is more accessible to the most impoverished people of Uganda. LCCs are present

even in the most remote areas and therefore offer an alternative to the formal courts of law that are mostly out of reach financially and in terms of physical distance. People who go through the Local Council Court for dispute resolution experience fewer negative emotions, such as stress, anger, frustration and humiliation than people who go to the police or to a court of law trying to settle their disputes. The LCCs are most often cited as the most effective dispute resolution process (about 18% of the justice needs). This is obvious evidence about the role and importance of the hybrid justice mechanisms in the Ugandan justice delivery chain. However, the qualitative part of this research emphasizes that existing (unequal) relations within communities affects decision making in LCCs, confirming findings of earlier research conducted into them.**

Quality and costs of justice journeys can be improved:

- In addition to the group of 'lumpers' who take no action to resolve their problems, many people who seek redress do not manage to arrive at a settlement or adjudication. According to the users of justice, there are both challenges and opportunities here, as

it comes down to the quality and cost of the justice journeys. The fairness of the processes and the outcomes can be significantly improved. Men and women, the young and old users of justice, perceive the processes in different ways. Interestingly, there is a significant difference between the regions of Uganda.

- The cost and quality of justice also varies according to the type of problems experienced and the dispute resolution process used. These differences are notable in the costs, but also in users' perceptions of the quality of the procedures and the quality of the outcomes. The results also show that each justice journey has its strong and weak points. For instance, informal and hybrid justice mechanisms are considered to deliver more process and outcome fairness. The formal dispute resolution processes, on the other hand, manage the stress and negative emotions that people experience in a better way.



*Ceren Belge, Lisa Blaydes. Social Capital and Dispute Resolution in Informal Areas of Cairo and Istanbul. *Studies in Comparative International Development Journal*, 2014: 448-476.

** Simon Robins. *Restorative Approaches to Criminal Justice in Africa: The Case of Uganda. The Theory and Practice of Criminal Justice in Africa*. Pretoria, South Africa: Institute for Security Studies, 2009: 57-84.

DISPUTE RESOLUTION

4

For around one third of the justice problems no action is taken at all



Around one third of the justice needs that the people experience are 'lumped' without any action. Problems with employment, social welfare and children are more likely to be left without action. For instance, interviewed people did not bring a problem to any dispute resolution forum in almost 80% of disputes relating to social benefits.

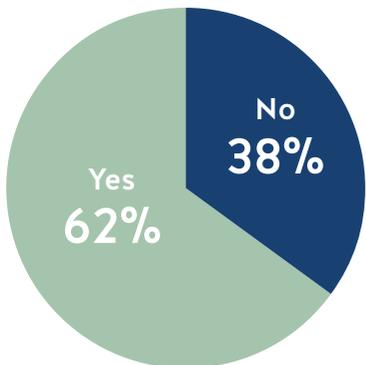
People from Central region are significantly more likely to lump a problem. In fact, more problems in Central region were left without any sort of resolution. People from Northern and Western regions are significantly more active in dealing with justice problems.

Unemployment and lack of (or lower) education are also associated with lower rates of attempting to resolve justice problems.

- Men try to solve their problem slightly more often (63%) than women (61%).
- Older people (50%) are significantly less likely than younger people to solve their problem
- People with higher incomes (>120K) try to solve their problem more often (66%) than people with lower incomes (58%) (<60K)

Almost two third of the respondents took some kind of action to resolve their problem. The likelihood to attempt to resolve the problem and the strategy adopted varied significantly and depends greatly on the type of problem being faced with and personal characteristics. The following pages will include more specific information on the different types of strategies (self-help vs. problem resolution, through the informal vs. formal system) that people adopted.

DID THE RESPONDENT TRY TO SOLVE THE PROBLEM HIMSELF OR THROUGH OTHERS?



Problems for which people are least likely to take any action to solve it are social welfare, consumption and problems with children.

Problems for which people are most likely to take action to solve it are problems related to land, neighbours and crime.



Seeking dispute resolution in an international perspective

Yemen	73%
Uganda	62%
Ukraine	56%
Indonesia	29%

DISPUTE RESOLUTION

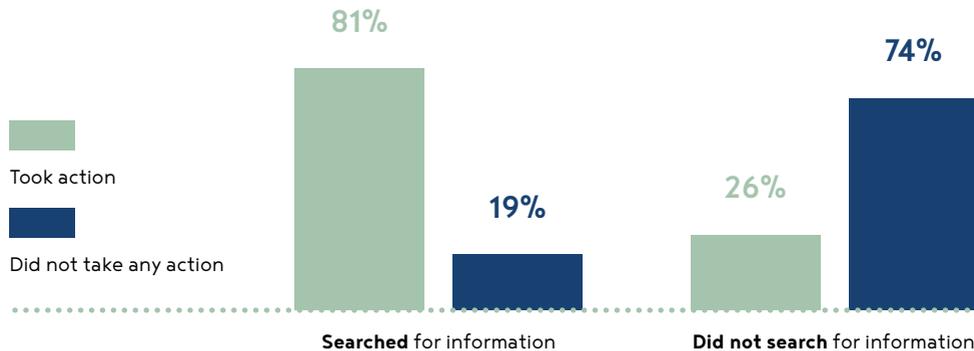
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How strategies of seeking legal information affect the patterns of dispute resolution

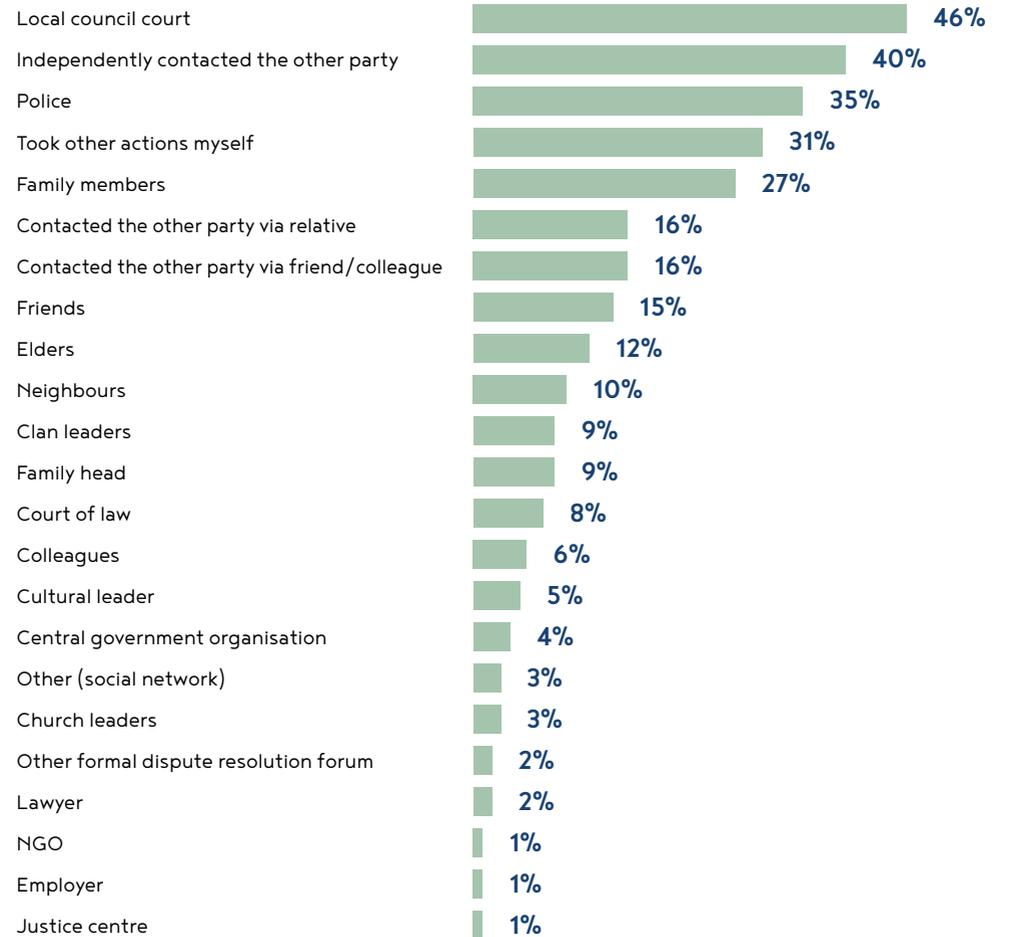
There is a very strong link between looking for legal information and advice and dispute resolution. Only 19% of those who actively searched for information and advice 'lumped' the justice problem.

On the other hand, three quarters (74%) of those who did not seek information, reported that they did not refer the problem to a formal or informal dispute resolution mechanism.

RELATIONSHIP BETWEEN INFORMATION AND ACTION TO RESOLVE THE PROBLEM



MULTIPLE DISPUTE RESOLUTION STRATEGIES



On average, people who attempted to solve their problem in some way, tried to do so using three different dispute resolution strategies. The justice journeys usually start with talking to the other party and progress to informal, hybrid or formal dispute resolution processes. This means that, for example, people directly contact the other party themselves,

engage family members and eventually, or simultaneously, go to the Local Council Court. As can be observed in the graph, the Local Council Court is the most often used avenue for dispute resolution (46%), followed by a 40% who independently contacted the other party in an attempt to settle the dispute and another 35% went to the police.

DISPUTE RESOLUTION

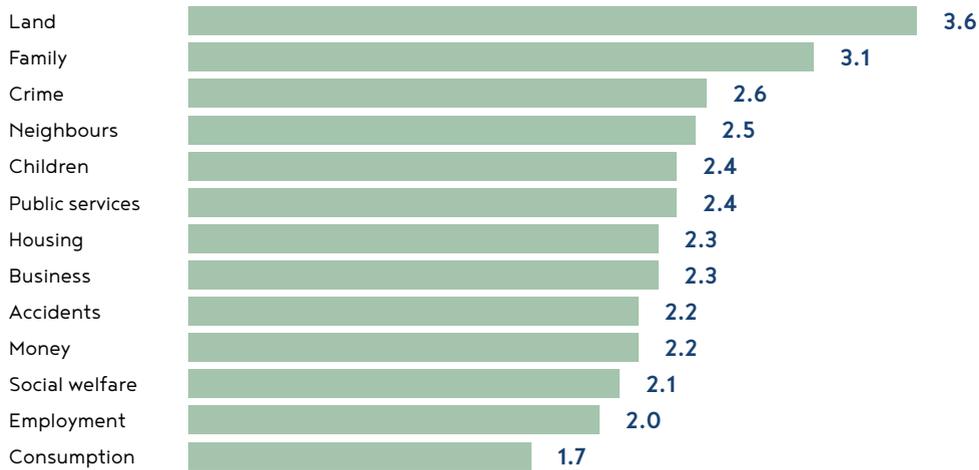


Number of steps on the justice journeys

Land justice journeys take the most steps on average 3.6, followed by family disputes, experience of crime and disputes between neighbours. On the other hand, consumer problems offer the least complicated paths to justice.

The number of procedures are negatively related to the perceived quality of the procedure, quality of the outcomes and costs. Thus, people who have to take more steps perceive the justice processes and their outcomes as less fair, transparent and accessible.

NUMBER OF STEPS ON THE JUSTICE JOURNEYS

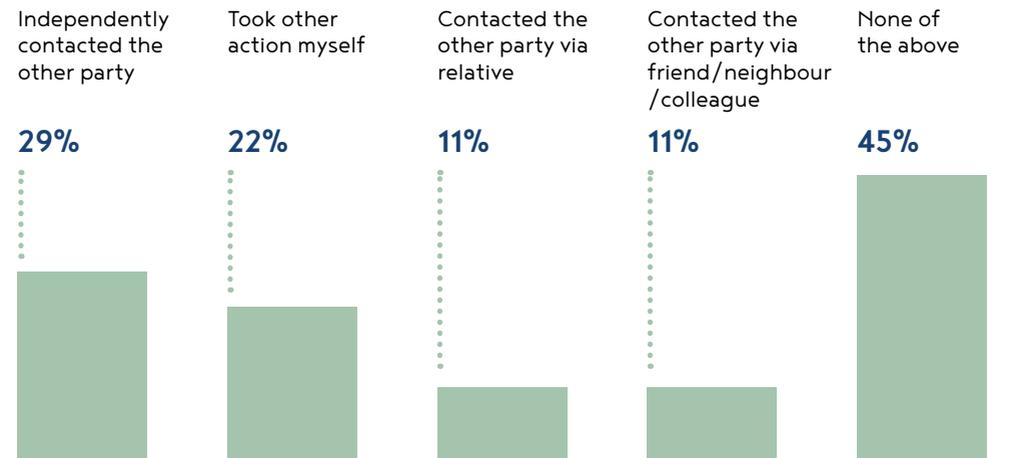


Self-help strategies

Men engage in self-help strategies slightly more often (**57%**) than women (**54%**). Senior citizens (65 years and older) adopt self-help strategies significantly less than people up to 65 years. The likelihood of engaging in a self-help strategy increases when people live in an urban environment, have received

more education and have a higher income. A bit more than half (**53%**) of the people without a formal education or who have received no education, engages in a self-help strategy, compared to **62%** of people with university or postgraduate education.

SELF-HELP STRATEGIES



DISPUTE RESOLUTION

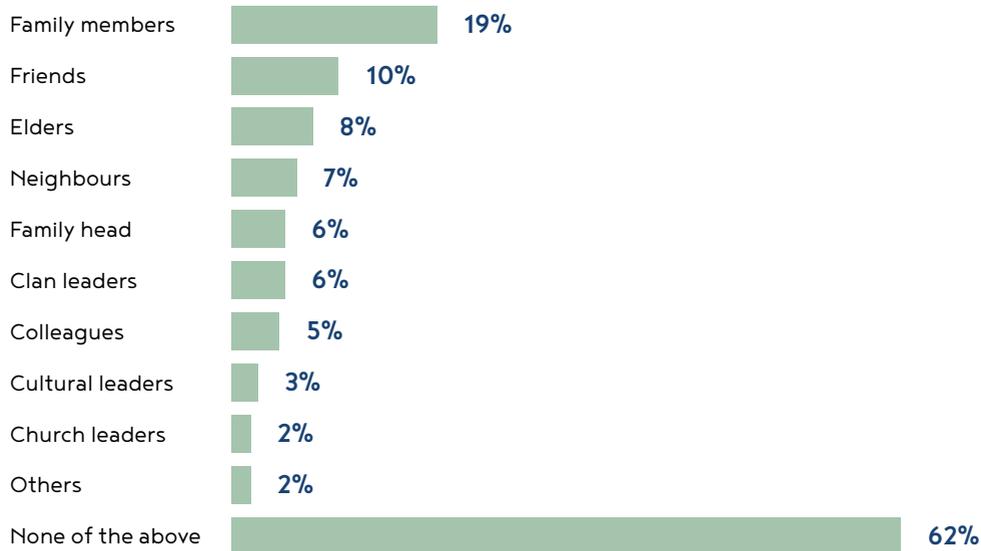
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Social network

People who have received more formal education are more likely to engage their social network into their dispute resolution strategy. Whereas 38% of people without a formal education or who have received no education did so,

this percentage is 44% for people with university or postgraduate education. Also, people with higher levels of income tend to engage more in their network than people from lower income strata.

SOCIAL NETWORK



Legal aid and assistance

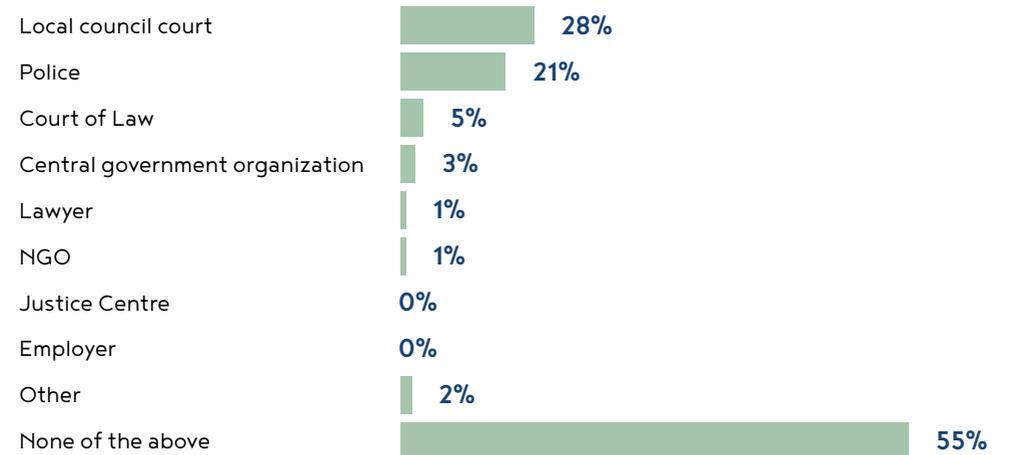
As observed from the data, access to legal aid, and in particular the involvement of NGOs and justice centres seems to be rather low. These findings are in line with results from DGF’s baseline study on democracy, human rights and accountability (2013), which found that “knowledge and understanding of how to access legal aid and assistance in both civil and criminal matters, and especially of the role of NGOs, is very low”. They conclude that “NGOs providing such [legal aid] services have the potential to fill a major gap, but only if people are aware of the services they offer and know how to access these.” Our findings corroborate their conclusion, and underline the potential role that NGOs, justice centres and other organisations providing legal aid could play, provided

that people are aware of their existence and added value.

Men are more likely (**26%**) to engage with the formal justice system than women (**22%**). The formal justice system seems to be largely out of reach for people with lower education and income. Whereas 43% of people with postgraduate or university education seek dispute resolution through the formal system, this drops to 19% for people without a formal education or who have received no education. Not surprisingly, people with higher incomes are also more likely to interact with the formal justice system than people with less income.

*** Community dispute resolution** = Church leaders, cultural leaders, clan leaders, other communal dispute resolution processes
Hybrid = Local council courts
Formal dispute resolution = justice centres, courts of law, central government organisations, police

DISPUTE RESOLUTION FORA



DISPUTE RESOLUTION

4

Local Council Court most often used for dispute resolution

Local Council Courts take a hybrid place in the dispute resolution system in Uganda and therefore have been separately analysed more in-depth.

28% of people go to Local Council Courts when faced with a justice problem. Hence, it is the most commonly used forum for dispute resolution. In particular, the most vulnerable part of the population uses LCCs a lot. People with lower levels of education, lower incomes and from rural areas use LCCs more often to solve their problem.

“LCCs are very good because they are easy to access and they witness what goes on in the community. It means that they are within the community and can easily make judgements based on what they see, unlike courts of law that pass judgment without looking at the source of the dispute.”

- GEORGE



Dispute resolution in the court of law put in perspective

About 5% of all justice problems in Uganda end up in the court of law. Whereas at first sight this seems to be a low figure, in its core it reflects the reality of many citizens living in mixed legal spaces where both statutory and customary law regulate disputes.

Moreover, when comparing this number with research conducted in other countries, it appears that in many countries citizens engage in out-of-court dispute resolution. In Ukraine and Yemen, like in Uganda, 5% of the people take their justice problem to court, whereas in Mali 7% and in Indonesia 12% of the citizens goes to court.

Disputes in the court of law

Indonesia	12%
Mali	7%
Uganda	5%
Ukraine	5%
Yemen	5%

“My daughter had to undergo a caesarean due to complications with the pregnancy. The operating doctor was not qualified to undertake the procedure. My daughter is suffering from constant pain. She refuses to report the case to the police, because she does not believe they will do anything. Furthermore, the doctor is a government worker, he may defend himself saying he was rendering a free service”

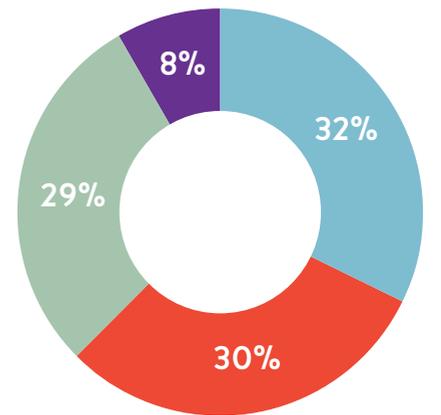
- JACOB

Almost a third of the people accepts that their people will not be resolved

More than half of the people who experience a justiciable problem have not (yet) achieved a resolution, whether or not they seek information and/or advice for their problem. About 33% of people who sought information/advice realized resolution for their problem and only 31% of people who did not seek information/advice. For a small group, the problem was solved partially, but for a large group (30%) the problem has not been resolved and they also do not attempt to take action to solve it in the future.

"The problem was not sorted despite the efforts we put in. Not even the police or traditional mechanisms were able to produce any results"
- KIHO

HAS YOUR PROBLEM BEEN RESOLVED?



- **No**, and I am no longer taking any action to resolve it (I accepted that it will not be solved)
- **No**, the problem is on-going and is still in the process of being resolved
- **Yes**, partially
- **Yes**, completely

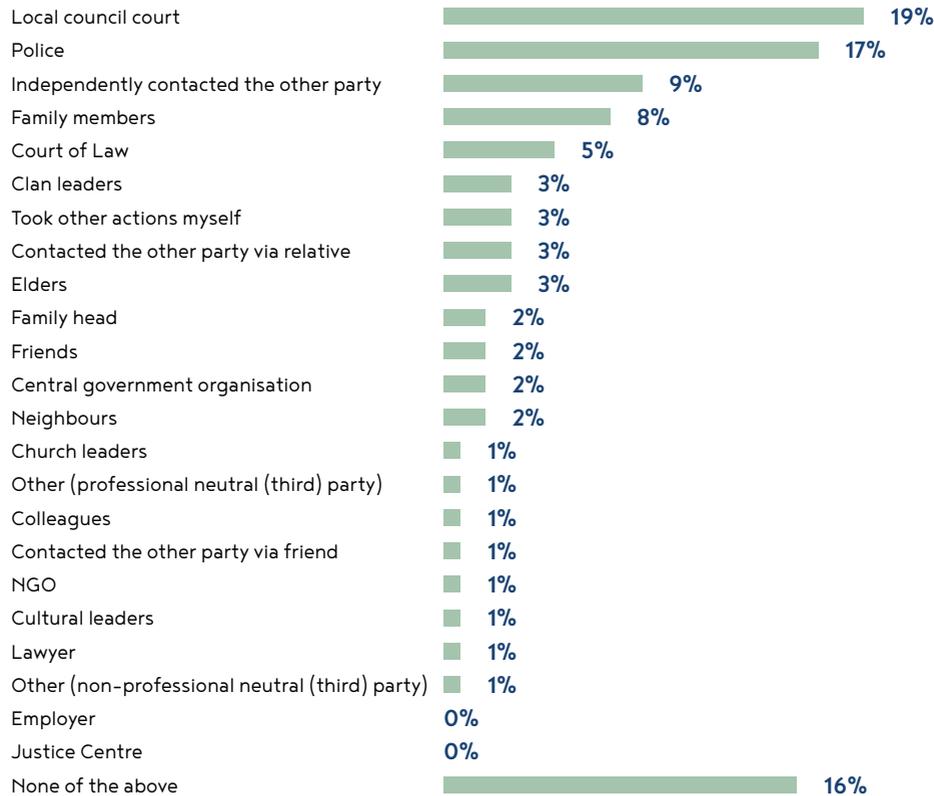
DISPUTE RESOLUTION



For those that did get a resolution, the Local Council Court and police were most helpful

We asked respondents which was the most helpful avenue on their path to finding justice for their problem. It appears that by far LCCs (19%) and the police (17%) are viewed as being most helpful in problem resolution. Courts are seen as the most helpful by 5% of the people.

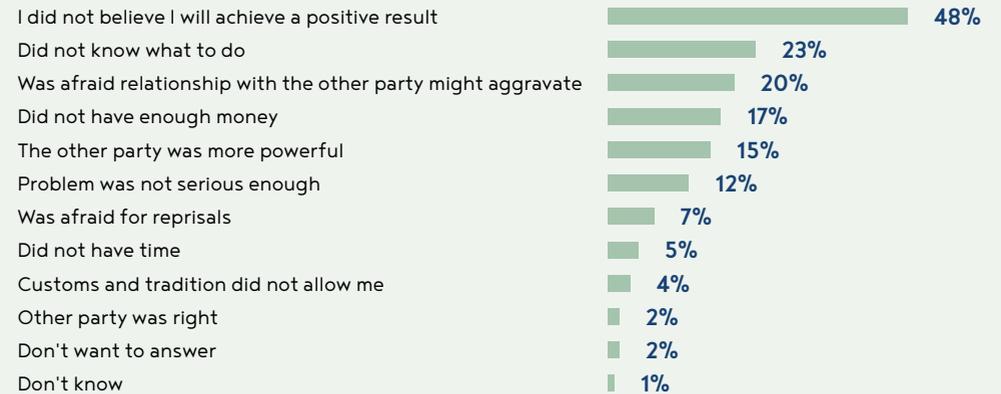
MOST HELPFUL PROCESS



Almost half of the people did not seek dispute resolution, because they did not think it would achieve a positive result

The 38% of respondents who had taken no action to try and resolve their problem were asked for their reasons for not doing so. The most common reason given for failing to take action was that respondents did not believe they would achieve a positive result (48%). Almost a quarter (23%) did not know what to do and 20% were afraid that taking action might aggravate the relationship with the other party and therefore decided not to take action.

REASONS FOR NOT TAKING ANY ACTION



Further analysis reveals that reasons for not taking any action vary greatly for different kinds of problems.

- People with family problems are, for example, disproportionately worried about their relationship with the other party (36%), afraid of reprisals (10%) or believed that customs and traditions did not allow them to take action (10%).
- For people with problems related to land, important reasons for not taking any action are because they did not have enough money (24%) and because the other party was more powerful (21%).
- Two thirds (66%) of people who are faced with crime and decide not to take any action to solve their problem decide so because they do not think they will achieve a positive result.

DISPUTE RESOLUTION

4

Costs and quality of access to justice

COSTS AND QUALITY OF ALL JUSTICE JOURNEYS IN UGANDA



“Of course they cannot treat me with respect, because they don’t expect me to have the money they want. The attention was not there. You tell him something but instead he makes himself busy doing nothing, saying: ‘let me first take a cup of tea’, moving up and down and slacking, yet my issue was urgent. I told him: I gave you the time to take tea for about 30 minutes now, but still you are not minding about me.”

- ADONGO JANET

We asked the people who had a problem and followed one or more paths to justice to tell us about their experiences with the costs of accessing justice, the quality of the procedures and the quality of the outcomes of these procedures.

encounter processes which are often seen as procedurally unfair and biased. This inevitably undermines the belief in the rule of law and its promise to resolve the disagreements in society in a fair, just and lawful manner.

What we can see from the graph are justice journeys in which the quality of the procedure and the quality of the outcome can be significantly improved. The users of justice in Uganda rate the quality of the procedure (voice and neutrality) with a low score 3.2 out of 5. This means that the individuals who need justice

There are also notable successes of justice. Compared to the other indicators of justice, time is relatively less of a concern as a cost of accessing justice. Stress and negative emotions, however, are rather low in terms of scores.



DISPUTE RESOLUTION

4

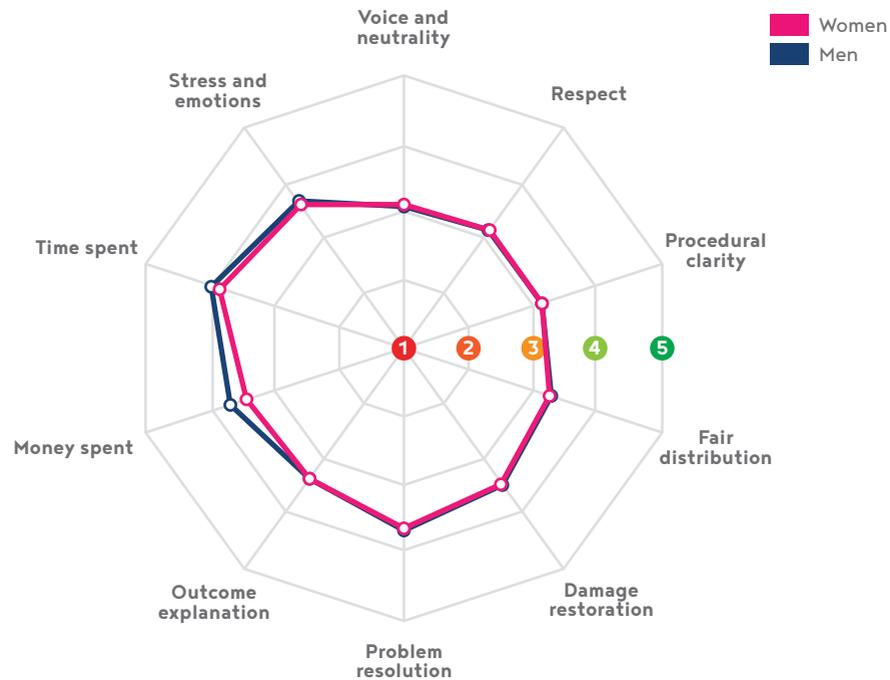
Demographics and costs and quality of access to justice

Experiences with justice vary by gender, age and other socio-demographic variables. Men, for instance, report higher out-of-pocket costs of justice than women. Women feel they are treated with slightly less respect and dignity on their justice journeys. Younger users of justice report spending relatively less money and time for obtaining justice than users from the other age categories. However, young

and middle-age users of justice are less satisfied with most of the dimensions of the quality of the process and the quality of the outcome.

These differences clearly show that justice solutions should be tailored to the specific needs of the various groups and communities in Uganda.

GENDER



AGE



DISPUTE RESOLUTION

4

Regional differences in experiences of justice:

People's satisfaction with justice greatly varies by region. Users of justice from the northern region give significantly higher scores to the quality of the procedure and the quality of the outcome. On the other hand, in general they experience much more stress and negative emotions that people from other regions.

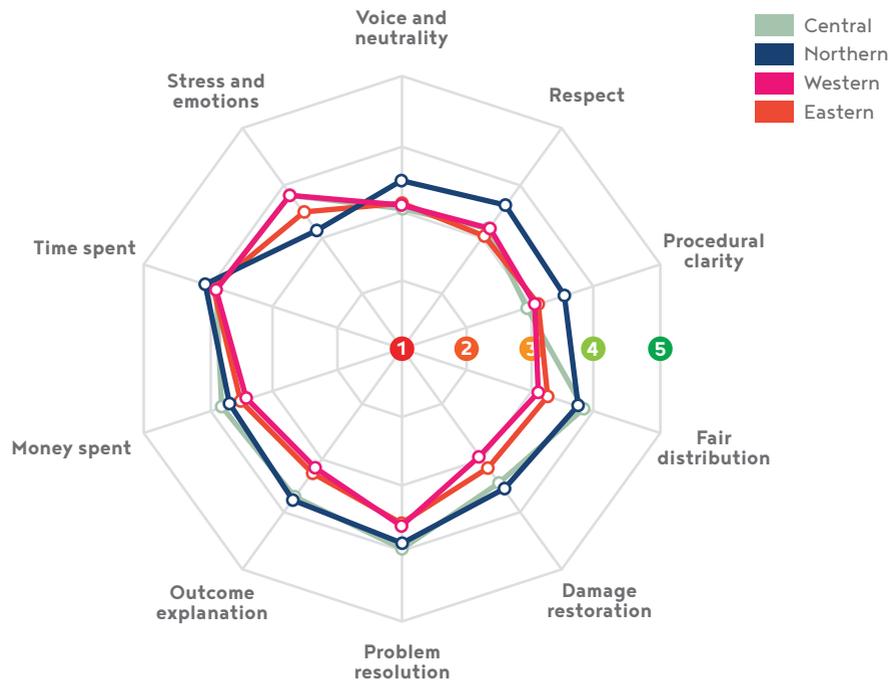
Justice processes in the central region score significantly higher in terms of stress and emotions as well as across all four dimensions of the quality of the outcome. These findings invite detailed exploration of the ways in which justice processes are organised and delivered in the different regions. Important lessons can be drawn from the positive and negative practices.

Four most prevalent categories:

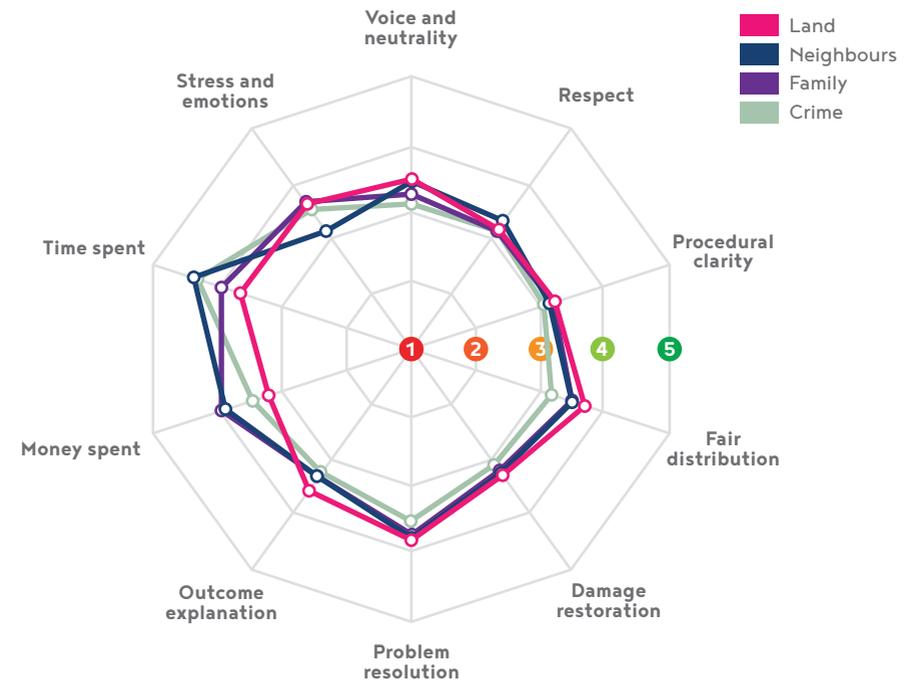
A plausible explanation is that the justice processes and users' experiences will vary across different types of problems. Below we look in detail into three prevalent types of problems. We plot satisfaction levels with the four most prevalent categories of justice problems.

The biggest discrepancies are in the dimensions of the costs of access to justice. There are also differences in the quality of the procedures and the quality of the outcomes. If we look from users' perspectives, the justice journeys for all four procedures can be improved in all of the measured dimensions - costs, quality of the procedure and quality of the outcome.

REGIONAL DIFFERENCES IN EXPERIENCES OF JUSTICE



TYPES OF PROBLEMS



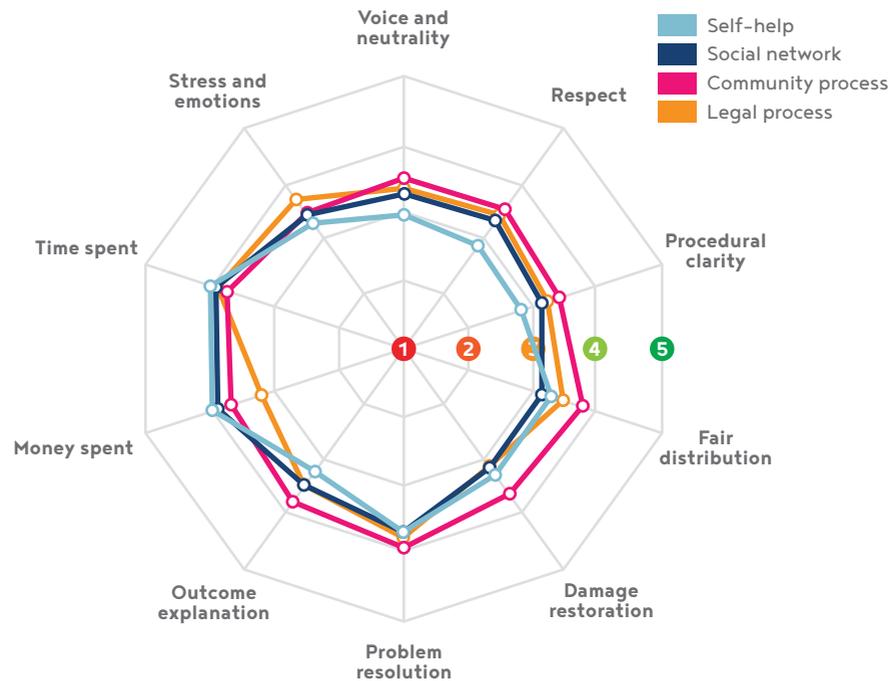
DISPUTE RESOLUTION

4

Costs and quality of dispute resolution forums

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COSTS AND QUALITY OF DISPUTE RESOLUTION FORUMS



Communal dispute resolution processes (church leaders, cultural leaders, etc.) receive particularly high scores for the quality of the outcomes of their processes. The users of communal dispute resolution processes value particularly highly the fairness of the outcome distribution as well as their ability to resolve the initial problem.

On the other hand, the problems for which people use self-help lead to very low assessments of the fairness of the process. When the individuals have to resolve problems on their own they feel that they were not able to influence the final result of the dispute resolution. In such situations the users are also concerned that the same rules are not applied to all disputing parties. It is easy to see the reasons for these concerns in situations in which there is no neutral person involved in the process of resolving the problem.

The legal processes score relatively high on the fairness of their procedures, but the users are dissatisfied with their outcomes and with the monetary barrier to access

to justice. One clear area where the structured justice journeys outperform the other processes is the stress and negative emotions.

- **Self-help** = contacted the other party myself or through someone else; took other action
- **Social network** = friends, colleagues, family members and family heads, neighbours, employer
- **Community process** = church leaders, cultural leaders, clan leaders, other communal dispute resolution processes
- **Legal process** = Local Council Courts, courts of law, central government organisations, police

DISPUTE RESOLUTION

4

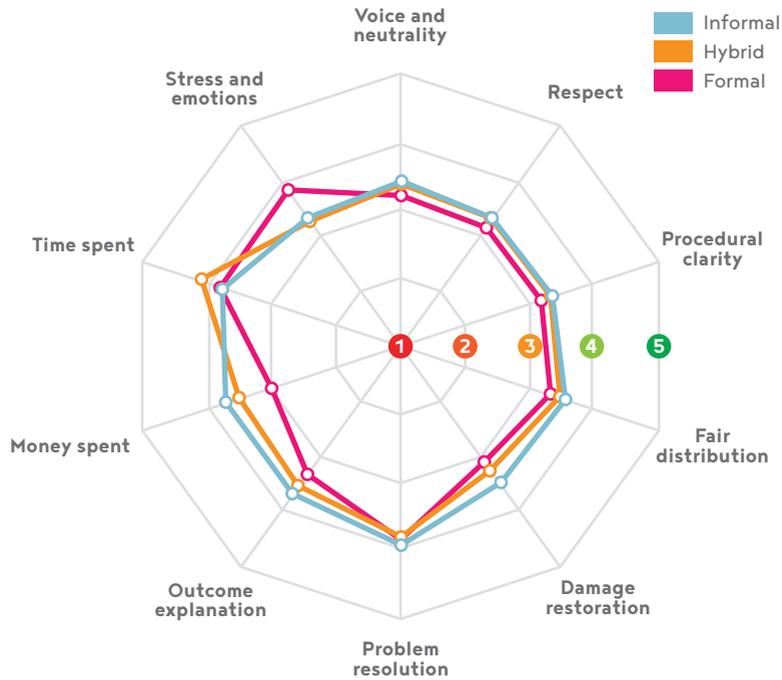
Informal, hybrid and formal modes of dispute resolution

Informal mechanisms and Local Council Courts score higher on process fairness, respect and procedural clarity than the formal justice mechanisms. According to the users the informal processes deliver more fair and effective outcomes than formal and hybrid processes. They are also more accessible in terms of money. Local Council Courts are more approachable

when it comes to the time that people invest into justice journeys.

- **Community dispute resolution** - church leaders, cultural leaders, clan leaders, other communal dispute resolution processes
- **Hybrid** - Local Council Courts
- **Formal dispute resolution** - justice centers, courts of law, central government organisations, police

INFORMAL, HYBRID AND FORMAL MODES OF DISPUTE RESOLUTION





5

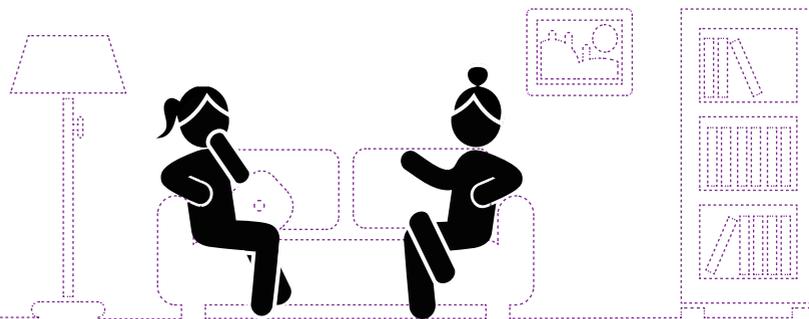
Family disputes

- Overview
- Seeking information/advice
- Dispute resolution
- Domestic violence



Introduction

This Chapter describes the issue of family related problems in Uganda. After land problems, this is the second most prevalent legal problem people experience in Uganda. This chapter will start with family problems in a broad sense, ranging from domestic violence to difficulties obtaining child support or maintenance from a former partner, divorce and custody rights. The second part of this chapter will very briefly zoom in on domestic violence. Within the range of family problems, this is the most prevalent issue, particularly affecting women.



Conclusions

In the family problem category, domestic violence is the most frequent. People in Northern and Eastern regions of Uganda report more domestic violence cases than the rest of the country. Furthermore, younger people are over-represented in this group. Understandably, family disputes have very large effects on those who experience them. Family members are important sources of information and dispute resolution mechanisms. We notice differences in satisfaction between men and women: in-depth interviews suggest that this could be due to a bias towards men within the family. The police are also widely approached by those seeking resolution. Although it is more expensive to contact the police, they are evaluated more positively for their problem resolution capabilities. Overall, there is still room for improvement for procedural clarity and voice and neutrality within the dispute resolution process.

FAMILY DISPUTES

5

Domestic violence most prevalent among family problems

Of all Ugandans, 19% have been faced with one or more family problems during the past four years.

Among the people who experienced family problems, domestic violence is the most prevalent with 6% of Ugandans having been faced with domestic violence in the past four years. Among women however, this percentage spikes to 9%. Other family problems that are more prevalent among women are difficulties in agreeing child support payments and obtaining child support from a former partner.

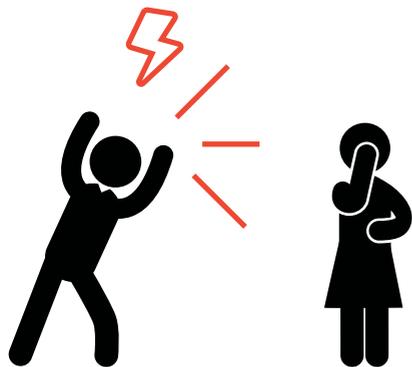
Other family problems have been faced by 5% of Ugandans. Further investigation into this category reveals that people report fights with family members (in many cases fights preceded

by alcohol abuse), not obtaining support from the present partner, fights among co-wives and adultery.

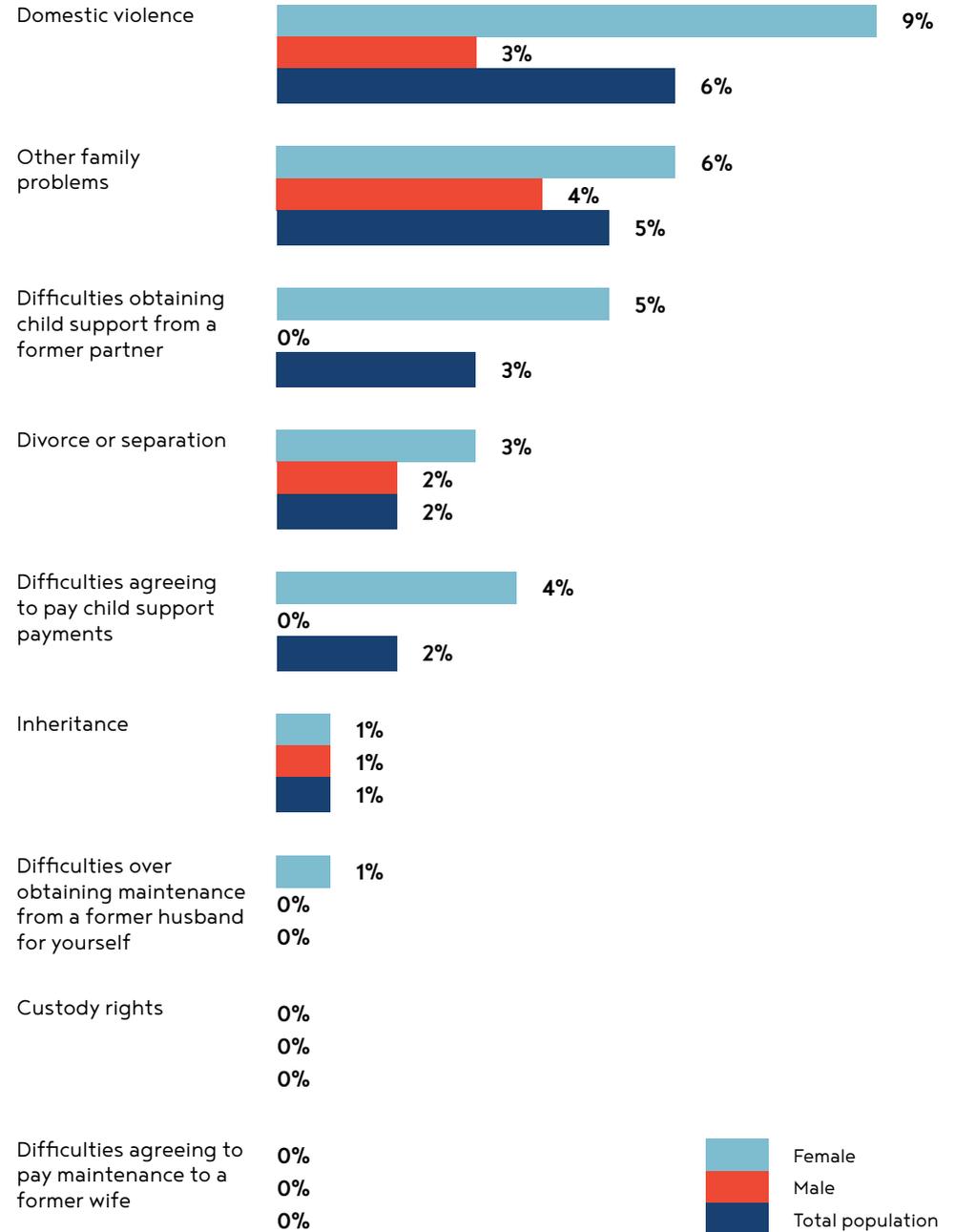
Marked differences can be found across different age groups. Whereas younger people (18-44) often report domestic violence and child support issues than older people (55-64), inheritance and divorce and separation are more prevalent among older respondents (45-64).

Domestic violence four times more prevalent among people with no (formal) education

Domestic violence is especially prevalent among less education (8%) and occurs more rarely among people with vocational training/diploma (4%) and even less among people with university education (2%).



MOST SERIOUS FAMILY PROBLEM



FAMILY DISPUTES

5

Stress and relationship problems often a consequence of family problems

A majority of the respondents reported that the problem affected their life to a very large extent (**52%**). This is a problem for men (**48%**) and is even more so for women (**54%**).

Stress-related illness (**64%**), problems with relationships (**47%**) and loss of time (**35%**) are the three most prevalent consequences of family problems.

Some differences between men and women can be observed. Whereas women tend to experience stress, violence and personal injuries more often, men are more likely to report loss of time and loss of income compared to women.

	General	Female	Male
Stress-related illness	64%	66%	58%
Problem with relationships	47%	48%	45%
Loss of time	35%	32%	43%
Loss of income	30%	28%	36%
Violence against you	25%	28%	15%
Personal injuries	22%	25%	13%
Violence against your family members	7%	7%	7%
Vandalism against you	3%	3%	3%
Loss of job	1%	1%	2%
Do not know	0%	0%	1%

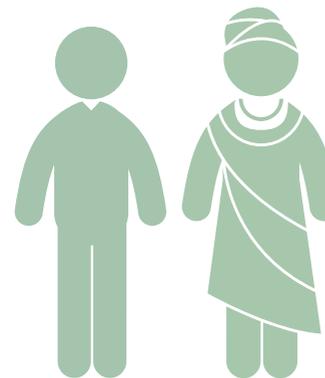
Joan's story

"The problem started in 2011. I married in Aura Town and after a while I moved with my husband to Kampala where things changed for the worse."

"There I realized that my husband had seven children with various women. He expected me to take care of all of them. I sold water and brooms to meet ends needs. We barely survived.

One day my husband told me that he had to go to Sudan. One of the children found out that he was actually living with another woman. I confronted him and we fought. If he had told me he had another wife I could have shared the burden of raising his kids with her.

My husband was put in jail by the police – because he did not take care of his children. When he was released he fled the city. The police was unable to track him down. After he disappeared, some of the children's relatives picked them up until I was left with my own child. Unfortunately, I have no proof that we married in Aura Town. This means I now have to leave the house I built with him."



FAMILY DISPUTES

5

Family members most helpful source of information/advice

Family (**41%**) and friends (**25%**) are the main sources of information and advice for family-related issues. Nonetheless, almost 33% chose the option 'none of the above'. Men are more likely to approach family heads than women while women are more likely to approach neighbours than men.

Of the people who experienced family-related issues, 61% did not approach any of the available formal institutions for information. The Local Council Court,

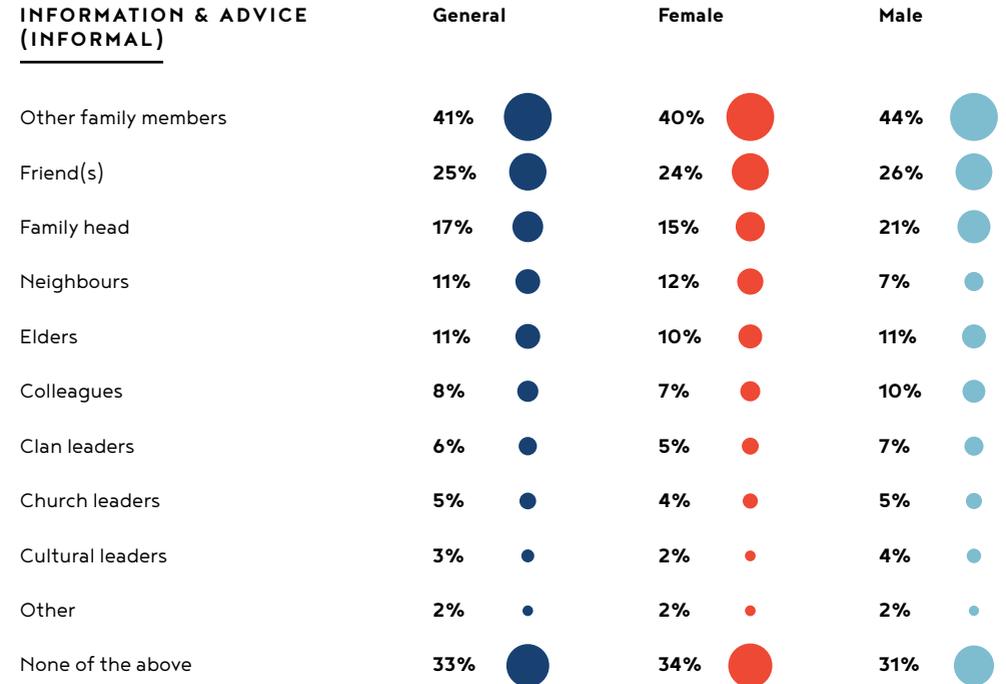
however, was approached by almost 27% of the people (more by men (**33%**) than by women (**25%**)).

Family members are also, by far, the most helpful sources of information to deal with family problems (**30%**).

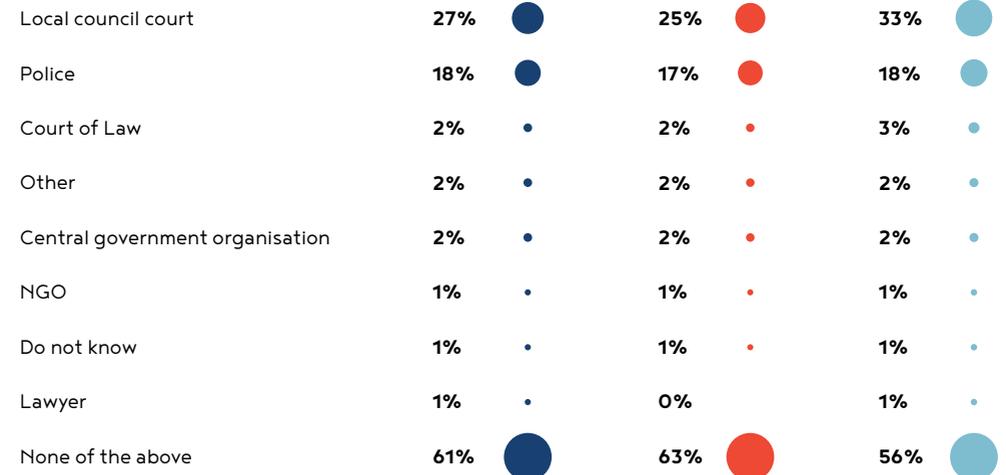
Almost 40% of the respondents are satisfied with the information and advice they received. Men are more likely to be satisfied to a very large extent (**28%**) than women (**17%**).



INFORMATION & ADVICE (INFORMAL)



INFORMATION & ADVICE (FORMAL)



FAMILY DISPUTES

5

Major barrier to seeking advice is the perception that nothing can be done to solve the problem

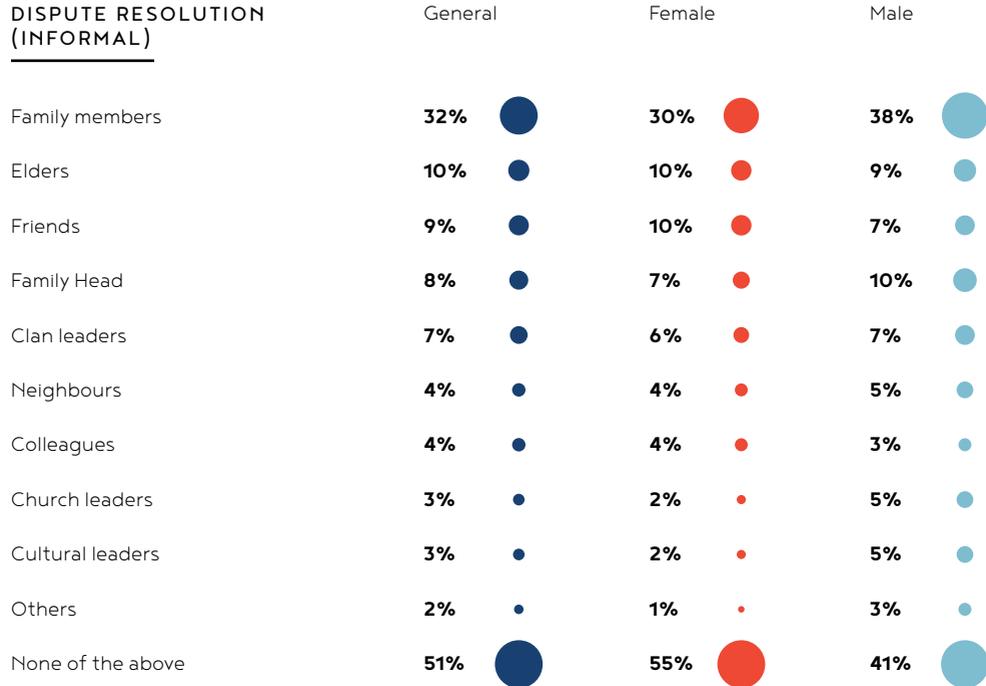
Among those who did not seek information and advice, around a third did not believe anything could be done to resolve their problem (34%), or they did not believe they could solve their family problem (20%). About 15% did not know what to do to receive information and advice. Major barrier to seeking advice is the perception that nothing can be done to solve the problem.

Whereas more women (17%) than men (9%) did not know what to do to receive information and advice, men's reasons for not seeking information and advice is more often that they did not find their problem important (M: 12% vs. F: 5%) or they did not believe they needed information and advice (M: 10% vs. F: 2%).

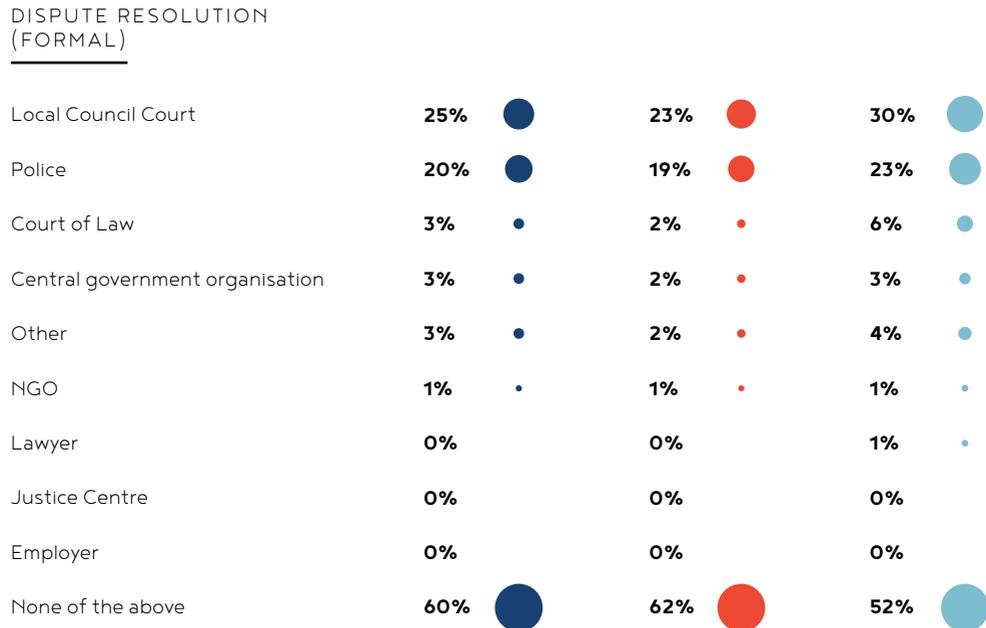
	General	Female	Male
Did not think anything can be done	34%	35%	28%
I did not believe that information and advice would have helped me to solve the problem	20%	21%	17%
Did not know what to do to receive information and advice	15%	17%	9%
I was not aware of opportunities for receiving assistance	6%	6%	4%
The problem was not important	6%	5%	12%
I wanted information or assistance but was not able to obtain it	5%	5%	4%
Did not have money to pay for information and advice	4%	4%	4%
Did not have time to seek information and advice	3%	3%	4%
The person who was in position to help me was far away or difficult to reach	3%	2%	4%
I did not need any assistance	4%	2%	10%
Do not know	1%	1%	3%



DISPUTE RESOLUTION (INFORMAL)



DISPUTE RESOLUTION (FORMAL)



FAMILY DISPUTES

5

Police and family members most helpful at resolving family problems



32% of respondents sought resolution among family members for family problems. These numbers are higher for men (38%). A majority of respondents (51%) did not select any of the informal dispute resolution possibilities given.

Not only are Local Council Courts the most approached formal institution for information and advice, but they are also the most approached formal institution for resolution (25%) followed by the

police (20%). Almost 60% did not select any of the formal options given to them.

Respondents saw police (17%), other family members (14%) and Local Council Courts (12%) as most helpful in resolving their family problem. Men found Local Council Courts more helpful than women (15% vs. 10%). Women found the police more helpful (17% vs. 12% for men).

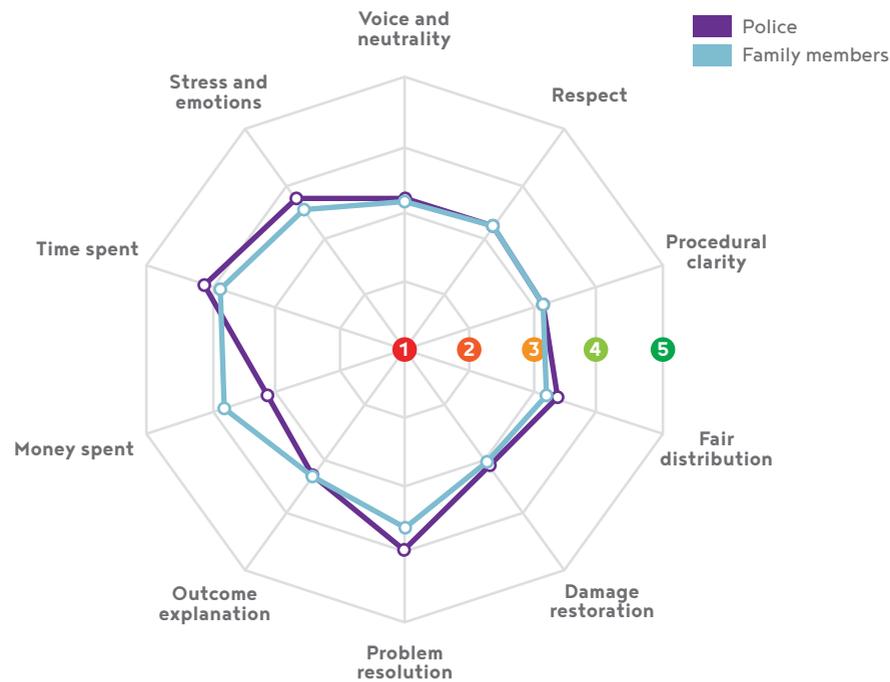
FAMILY DISPUTES

5

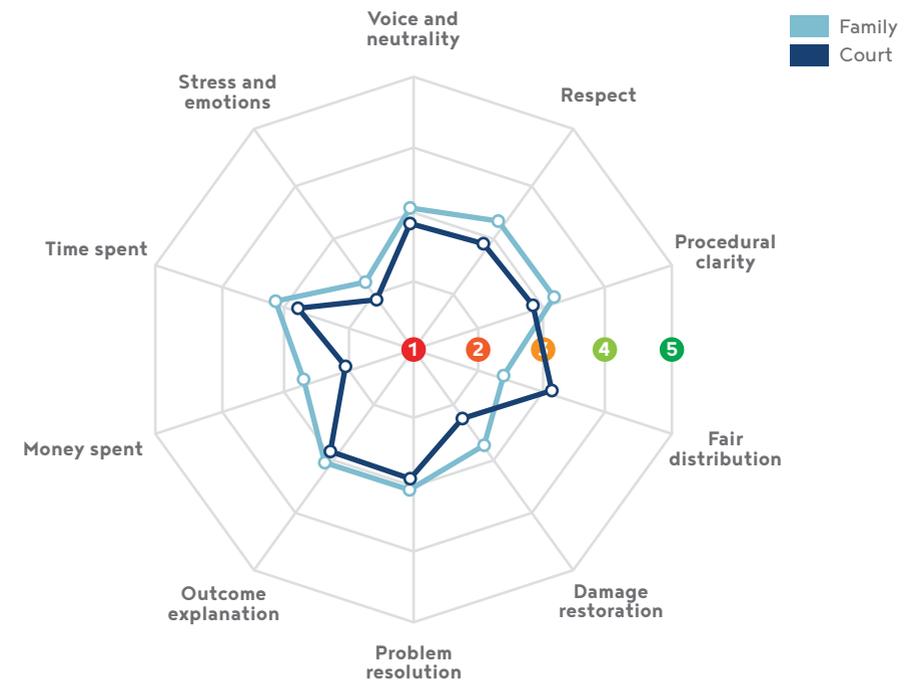
Dispute resolution for women in Uganda more effective than in Mali

Those dealing with a family problem in Uganda found the police and family members to be the most helpful dispute resolution processes. It is clear that approaching the police is more expensive than approaching a family member. However, problem resolution is evaluated more favourably for the police than for family members.

FAMILY PROBLEM MALI



FAMILY MALI



Problem resolution better for police than for family

"My problem started a long time ago. My husband heavily started drinking alcohol. He would take money from the house without informing me. Sometimes he would gamble away the money. He would not allow me to talk about it. If I did, he would beat me."

"The last time he had beaten me I went to report the case to LC1, but the Chairman was not there. Therefore I went straight to the police and reported the case there. The police station sent someone to arrest him but he ran away. Later, the Chairman of the LC1 proposed that, if I don't love my husband anymore, I should pick his belongings and take them the council of elders, after which I could get a letter of separation.

I have now decided to follow the latter solution, because I cannot deal with the stress any longer, besides, it is the only way I can guard myself and my money. He has been disturbing me for two years now. I tried many options but it seems they were all not working for me."

- MARIAN

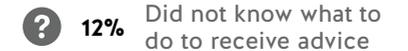
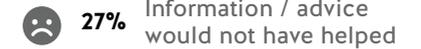
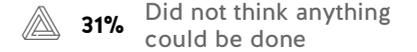
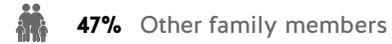


Domestic violence path to justice

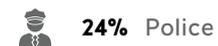
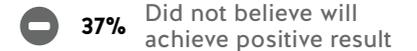
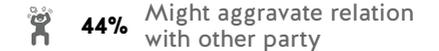
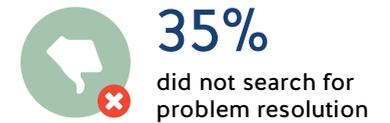
6%

of Ugandan people experienced domestic violence in the past 4 years

Did you seek information and advice?

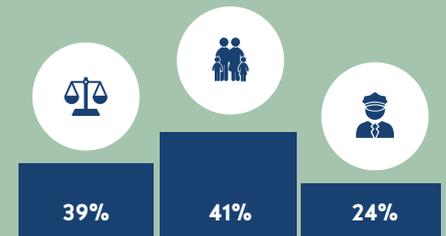


Did you try to solve the problem?



The three most helpful sources for problem resolution:

- 1 Family (41%)
- 2 Local Council Court (39%)
- 3 Police (24%)



DOMESTIC VIOLENCE



Justice processes for domestic violence go together with a lot of stress



If we compare dispute resolution process for domestic violence with resolution processes for family disputes in general, we notice a difference in the stress and emotions dimension. Domestic violence cases are accompanied by both physical and mental injuries.





6

Land disputes

Prevalence
Impact
Information & Advice
Dispute Resolution



Introduction

This Chapter will direct the attention to problems related to land rights. Being a fundamental factor of production, land is Uganda's critical asset in development and directly impacts on people's livelihood. As can be observed in the previous chapters, land disputes rank the highest among disputes countrywide, and are often related to other disputes including family disputes and domestic violence. This chapter will discuss in brief the justice journeys people go through, from the onset of the problem, through the strategies they adopt to find information, advice and dispute resolution to the fairness they receive in this process.



Conclusions

Disputes about land ownership and tenure are the most prevalent category of justice needs in Uganda. For many citizens their land is the most important economic, social and legal asset. Therefore disputes around land ownership and tenure require accessible, fair and fast mechanisms for dispute resolution.

The most frequent problems around land are disputes with neighbours about land borders, missing, unclear or disputed land titles, clashes between different land ownership rules, land grabbing and tenure. In such cases, the Local Council Courts are a particularly important avenue for protection and dispute resolution. LCCs are embedded in the communities and much more accessible than the regular courts of law. However, according to the Ugandan users of justice the LCCs can decisively improve their justice processes. Improvements are clearly needed in the quality of the procedures and the quality of the outcomes.

"Land conflicts normally involves two parties: the rich and the poor. The rich will always take the upper hand, they can move anywhere, acquire documents, can read and write, can influence everyone around making the poor more vulnerable. Because money is needed to handle most cases, the poor one losses."

COMMUNITY LIAISON OFFICER, CHILD AND FAMILY PROTECTION UNIT

LAND DISPUTES

6

This land problem has really changed my life in a bad way. As I speak, I have nowhere to farm and as a result we are now facing hunger in my home. I am not happy with those people who took my land. I chose to go to the clan leader, because LC1 refused to come to hear the case and yet clan leaders can help as well. They can also resolve the land disputes well in the community. You know people can always scare you with police so that you become afraid. I can also go to police just like him and police can arrest him as well. Police here can arrest anybody without a crime. This is because they are always bribed by people who have money. The most painful thing is that I wasted money which I could have used for other things. Yes, I explained my situation and all of them understood me and came to realize that the land actually belongs to me. No one should disturb me on my land even that person who took me to police was wrong. From the meeting we were all given the opportunity to talk. A decision was reached that the land in question should be given back to me. However, implementation has become a problem because the claimant is still using it since he grazes his cattles on that same piece of land. We then went to court but I was

worried of losing the case to a rich man. You know he is a rich man. I even pondered and wondered what I will do because he can even pay say 100,000/= when asked for it. What will I pay in return? What the judge used to do was, he would just read the file name and number and give us a return date. That's all! He also told mzee (defendant) that "go and settle matters outside court, go and come to an agreement with the lady".

At times I have been spending about 5,000/= SHS on transport having even travelled with my auntie, so after thinking through, I realized that it might be a challenge yet the case will be not be solved at ago. They gave me the letters forwarding me to Kampala but I never went there. I still have them up to now! I calculated and realized that I don't need to spend the little money I have on transport yet the children need to go to school, after all, I will not benefit as I should.

I didn't ask about that! After they gave letters to go to Kampala I felt demoralized. I didn't have money to spend on transport because it would cost me about 20,000/= to 18,000/=.

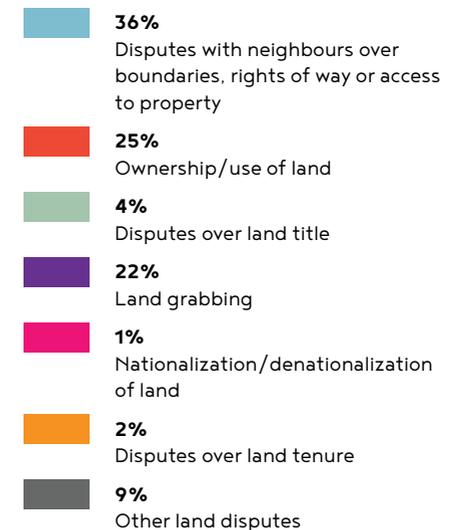
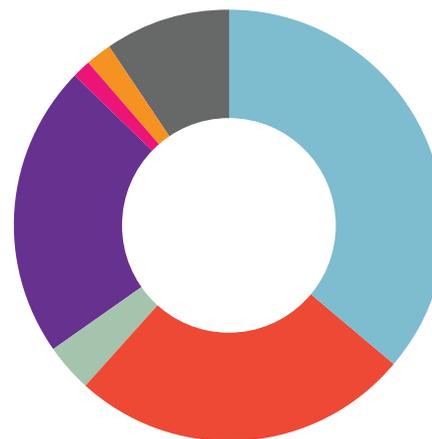
- ZESIRO

Disputes with neighbours, rights of way or access to property most prevalent

Land disputes are the most prevalent justice problems in Uganda. Disagreements with neighbours over boundaries, right of way and access to property are the most frequent type of land disputes. More than one third of all land problems fall in this category.

Problems with land ownership, and tenure or use of land are the second most frequent problem, followed by land grabbing. These three issues account for more than four out of five land problems in Uganda.

LAND PROBLEMS



LAND DISPUTES

6

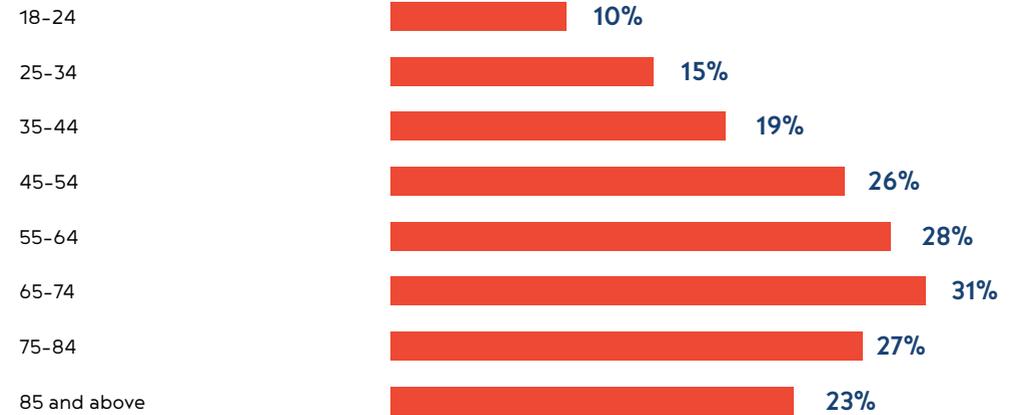
Distribution of land disputes

- There are slightly more land disputes in the areas which are not served by JLOS (20% vs. 17% of all respondents).
- Men report land problems more frequently (M: 22% vs. F: 15%).
- There is an equal proportion of land disputes in urban and rural areas. In rural areas there are more problems about land grabbing. In urban areas there are slightly more disputes following nationalisation or denationalisation of land.
- Ugandan citizens, with lower levels of education, are more likely to encounter a land problem. However, more affluent people encounter land disputes more often.

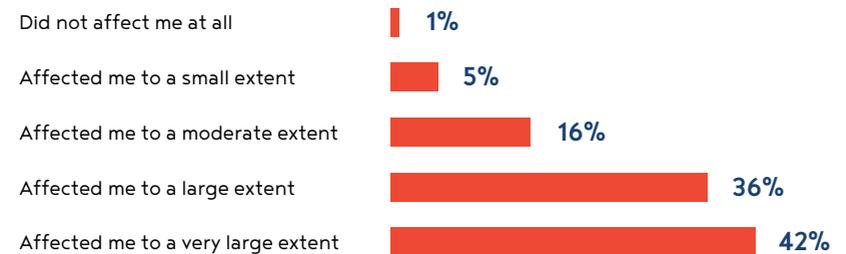
Land disputes take a particularly high toll on the lives of the Ugandan citizens who are involved in them. Almost everyone reports that land problems have a serious impact, with 36% reporting an impact in a large extent and 42% to a very large extent.

Land problems have a large negative impact on people

LAND DISPUTE BY AGE



HOW DID THE LAND PROBLEM AFFECT YOUR LIFE?



LAND DISPUTES

6

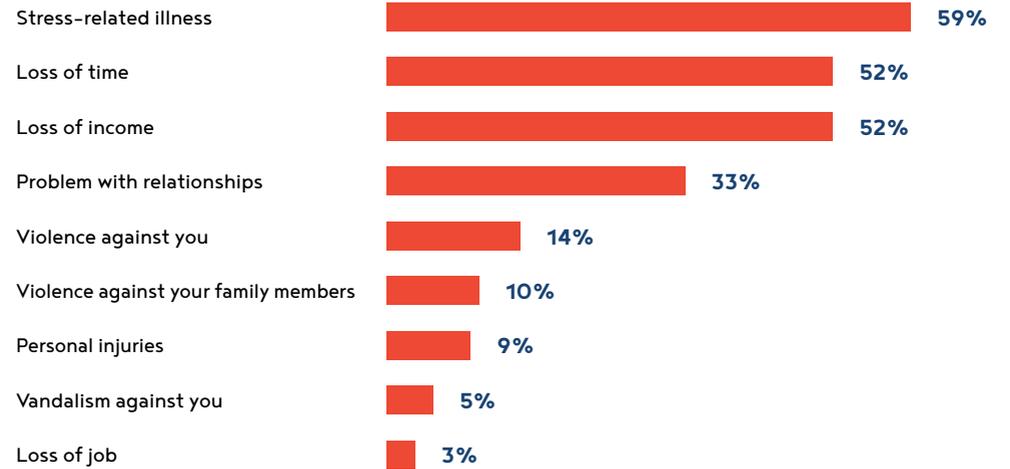
Land disputes cause stress-related illness

Specifically, land cases are associated with stress-related illness by 59% of the people who reported such problems. In addition, more than half experienced loss of time and loss of income and about one in three link the land dispute with some sort of disruption in important relationships.

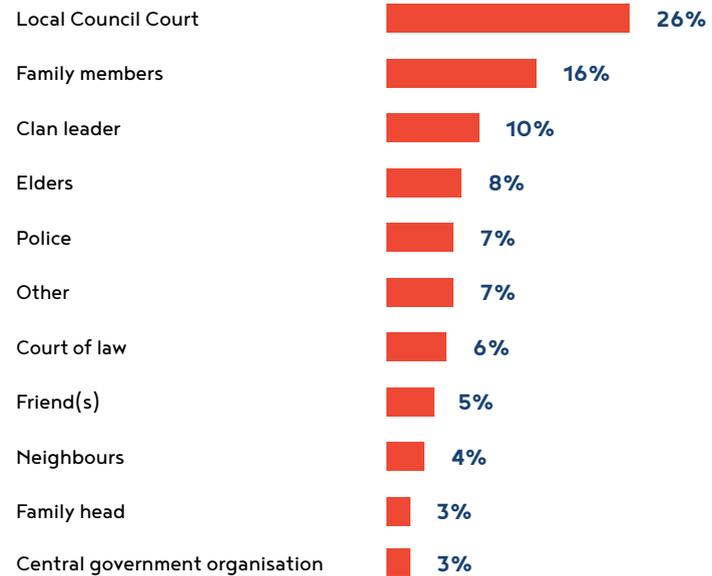
Local Council Court most helpful source of information and advice

Local Council Courts are considered the most useful sources of advice in cases of land disputes. Family members were classified as most useful by 16% of the respondents. Clan leaders and elders were the most useful source of advice and information for respectively 8% and 7%.

CONSEQUENCES OF LAND PROBLEMS



MOST HELPFUL SOURCES OF INFORMATION AND ADVICE FOR LAND PROBLEMS



LAND DISPUTES

6

Almost half of the people seek advice from family members

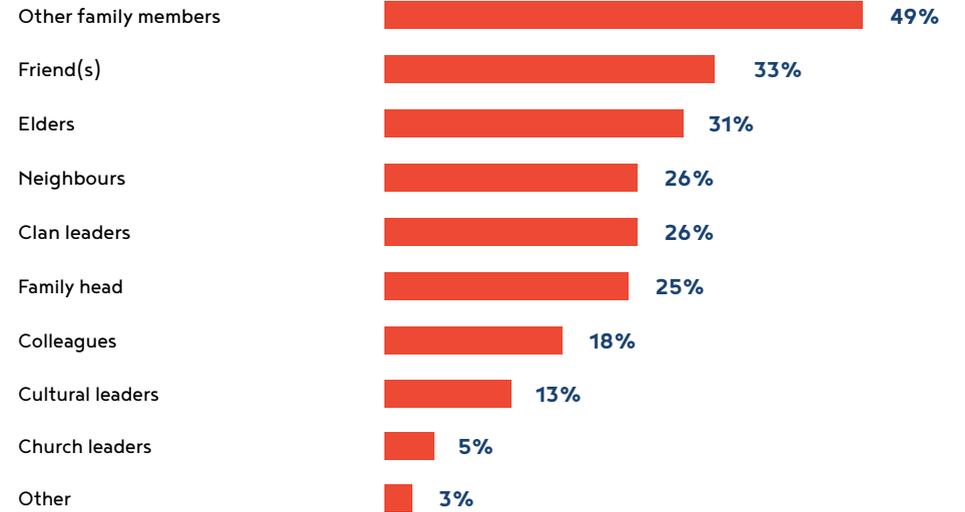
About three in four people said that they sought information and advice from their social network and other informal sources. They most often went to family members, friends and elders. Informal sources such as neighbours, clan leaders and family heads are also frequently used as sources of information and advice in land-related disputes.

More than eight in 10 consult the Local Council Court when faced with a land problem

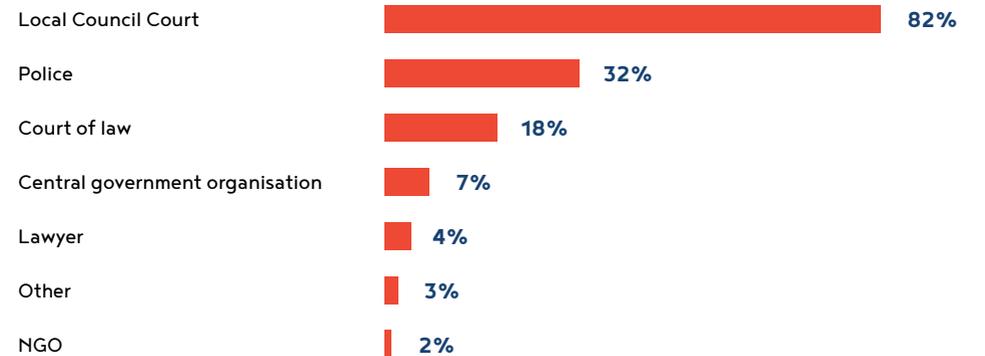
Formal sources of legal advice are supposed to be more professional providers. Examples are public organisations, lawyers and legal aid NGOs. The most frequently used source of information and advice from this category are the Local Council Courts (82%). Police (32%) and courts of law (18%) are distant second and third sources. NGOs are barely used (2%) for people to seek information and advice on their land problem.

The two biggest barriers for those who did not seek information and advice are disbelief that anything can be done and that information and advice would help resolve the situation

INFORMAL SOURCES OF INFORMATION AND ADVICE IN LAND DISPUTES



FORMAL SOURCES OF INFORMATION AND ADVICE IN LAND PROBLEMS



LAND DISPUTES

6

Three out of four people take action to resolve the land problem

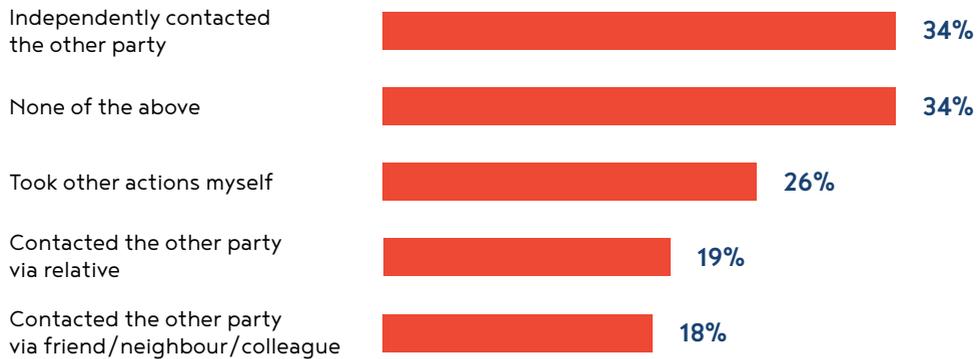
For many people in Uganda, land is one of their most valuable resources. This explains the active stance that many people take to land disputes. Three out of four individuals (76%) who had to deal with land disputes, reported that she or he took action to resolve the problem. For those who did not take action, the most prevalent reasons for not doing so are:

- Lack of belief that action would resolve the problem - 33.2%
- Did not know what to do - 25.6%
- Did not have enough money - 25.5%

- The other party was more powerful - 22%
- Was afraid action might aggravate relationships

Many individuals who are involved in land problems first try to resolve the problems themselves. Most contacted the other party in the dispute directly or used some other intermediary to establish a contact.

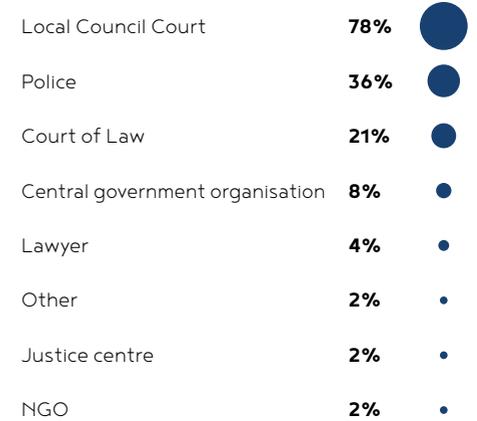
TOOK OWN ACTION TO RESOLVE THE PROBLEM



Local Council Court most often used for dispute resolution

Family members, elders and clan leaders are the most frequently used sources of dispute resolution within the social and communal network of the respondents. Land disputes are less often referred to cultural and church leaders for resolution.

FORMAL AND/OR PROFESSIONAL DISPUTE RESOLUTION MECHANISMS



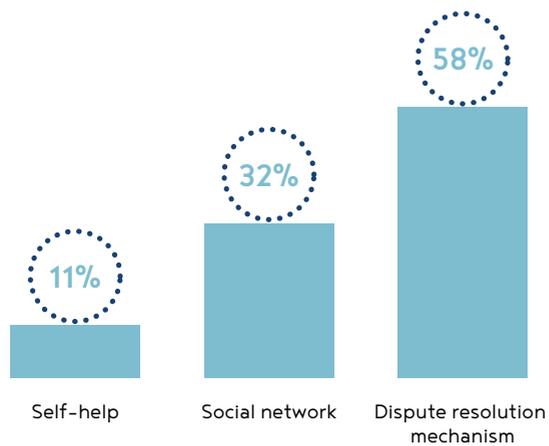
LAND DISPUTES

6

Formal dispute resolution mechanism most effective to solve land problems

Formal or professional dispute resolution mechanisms are classified as most effective in resolving land problems. In 58% of the land disputes in which the respondent did something, some sort of structured dispute resolution process was seen as the most effective strategy for resolving the problem in a fair manner. Unsurprisingly, Local Council Courts are the most prevalent answer here as well. Courts, police and clan leaders are the next dispute resolution processes that are seen as most effective.

WHICH WAS THE MOST EFFECTIVE MECHANISM FOR RESOLVING THE LAND DISPUTE?



LAND DISPUTES

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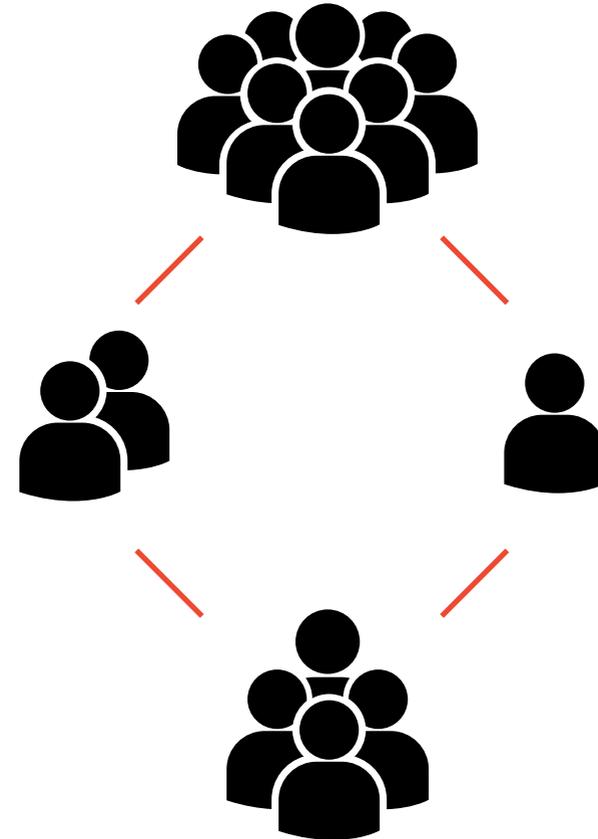
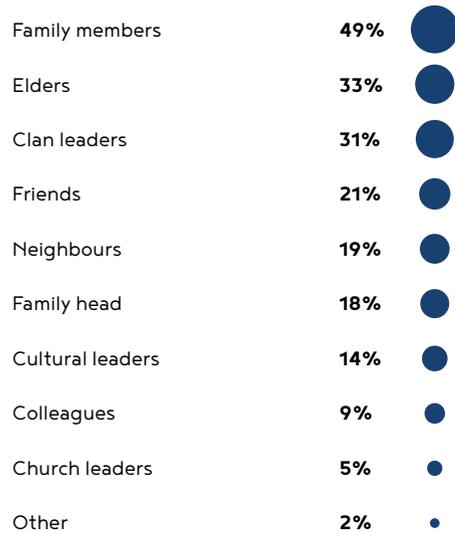
Family members used for dispute resolution in land problems in half of the cases

Local Council Courts are the most frequently used mechanism for resolving land disputes in Uganda. Disputes are significantly less frequently referred to police, trial courts and public authorities. Justice centres and NGOs are not very prevalent, but are certainly visible in part of the access to justice landscape in Uganda.

"My grandfather eventually decided to split the land equally among the three sons. I was able to get a portion of my land"

- NDAHURA

USED SOCIAL NETWORK AND COMMUNITY RESOURCES TO RESOLVE THE PROBLEM



LAND DISPUTES

6

Costs and quality of the paths to justice for land disputes (1)



The procedures for land problems are not seen as very fair, objective, unbiased and respectful

LANF PROBLEMS - COSTS AND QUALITY OF JUSTICE JOURNEYS



GENDER AND QUALITY OF ACCESS TO JUSTICE FOR LAND DISPUTES



LAND DISPUTES

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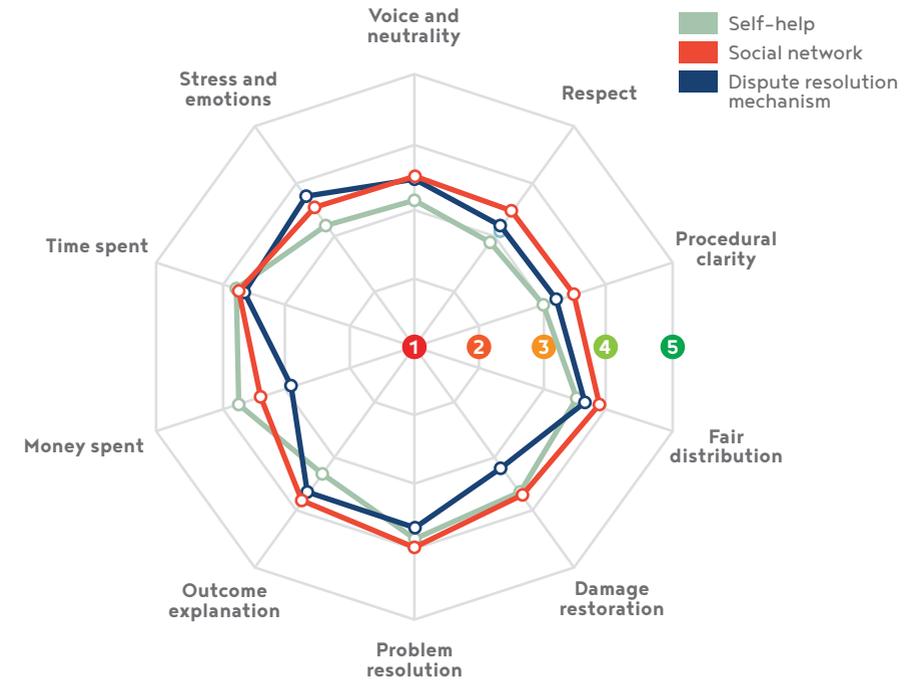
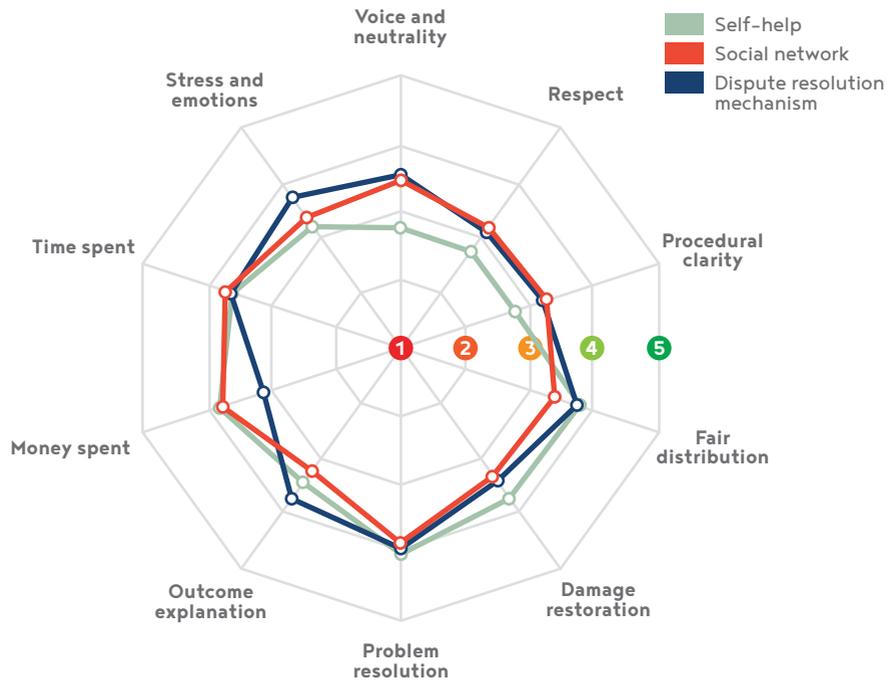
How women experience land disputes (2)



Self-help (talking to the other party or undertaking other actions) are more effective in resolving problems, but they are more associated with unfair and unjust processes. Social network mechanisms and dispute resolution processes provide more fairness, but there is still a significant room for improvement.

LAND DISPUTES AND WOMEN

LAND DISPUTES AND MEN



LAND DISPUTES

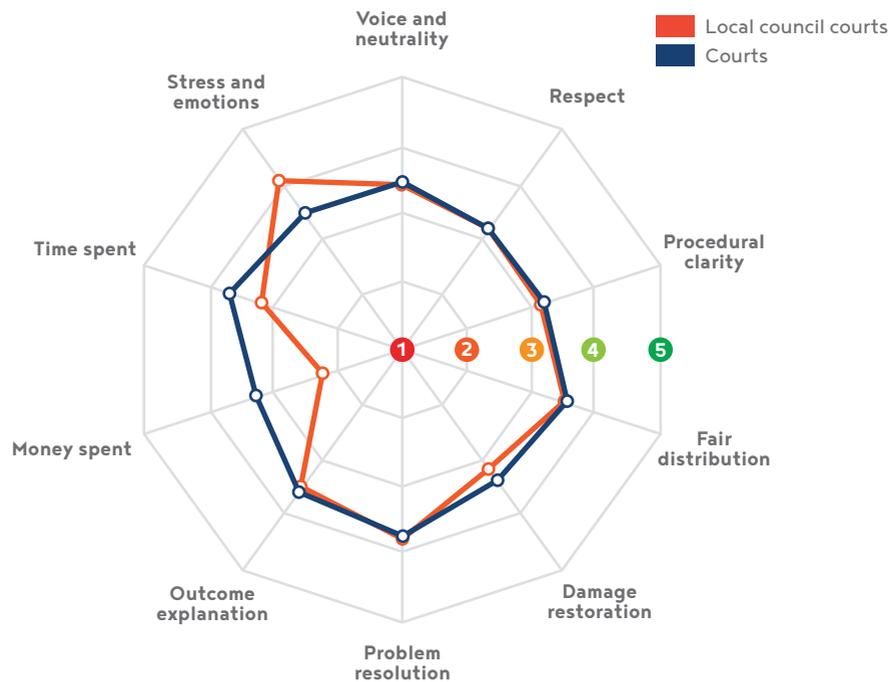
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Costs and quality of the paths to justice for land disputes (3)



Zooming deeper into how people perceive the processes delivered by Local Council Courts and courts of law, we find significant differences in the accessibility and affordability of the two dispute resolution processes. Traveling a LCC justice journey requires less money and time from the users of justice. However, the courts of law provide a process which is better in terms of stress and negative emotions.

LOCAL COUNCIL COURTS VS COURTS

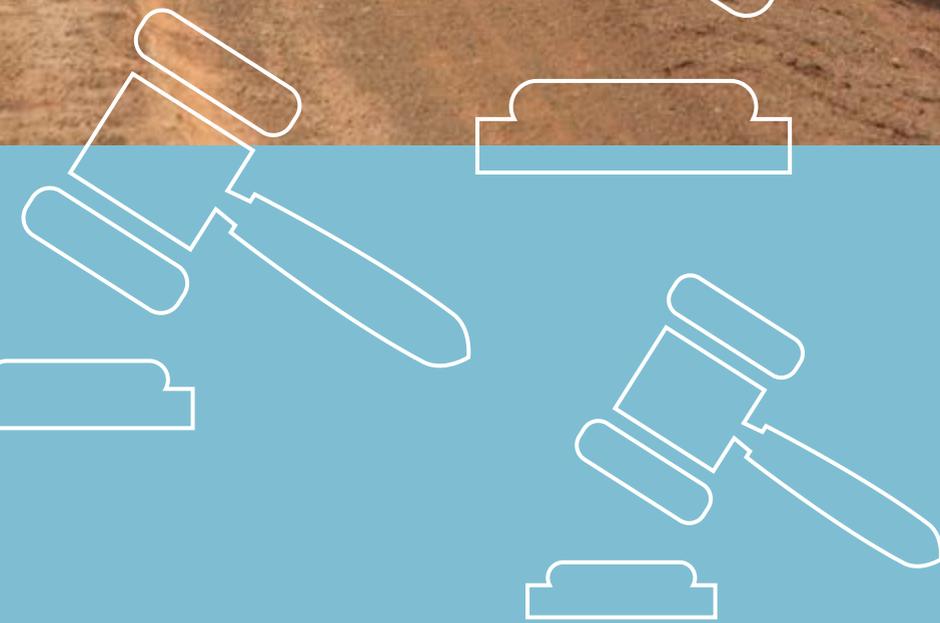




7

Trust in the justice system

Trust in justice institutions
Subjective legal empowerment



Introduction

This Chapter explores the views of Ugandans about the country's justice institutions. A lack of trust in such institutions undermines their legitimacy and is destructive to society.

- Attitudes towards courts, judiciary, Local Council Courts and traditional mechanisms are examined. Understanding this helps explain why citizens act as they do when faced with a dispute.
- The second part of the chapter focuses on subjective legal empowerment. Subjective legal empowerment (SLE) is how people view their ability to resolve legal problems. It provides insights into why different people in similar situations act differently, what the strongest predictors of future behaviour might be and how people can be best encouraged to utilize the remedies at their disposal when they have a legal problem.



Conclusions

Informal and traditional bodies are trusted by the majority:

- According to those we interviewed, the courts are the least trusted of justice institutions. Most people do not consider Ugandan courts to be objective or neutral. Many believe that the courts protect the interests of the rich and powerful and are biased against the poor and marginalized. This is a significant barrier to justice. In contrast, the informal methods for dispute resolution enjoy much higher trust. This is particularly visible in the widespread usage of Local Council Courts for resolving many problems that fall within their jurisdiction.

Courts and lawyers least trusted institutions in the justice system:

- Many Ugandans perceive both courts of law and lawyers as unaffordable and inaccessible. This completes

a public perception of a rigid and difficult to navigate system of formal justice sector institutions. Poor and uneducated people are particularly disillusioned about their chances to access lawyers and formal dispute resolution institutions. However, the poorest people are more confident about their legal capabilities than those who are slightly better off. This finding suggests that the emerging Ugandan middle-income class might run into legal empowerment conundrums. There is also a gender dimension in legal empowerment: women are less confident in their abilities to find fair and just resolutions for their legal problems. These are important findings, since public confidence in the judicial system is crucial to their legitimacy and leads to cooperation and compliance.

Trust in Ugandan institutions

Despite the fact that they are generally hardly used, legal aid NGOs enjoy the highest level of trust – 3.88 on a scale from one to five. Government and traditional justice mechanisms rank second. Lawyers and courts are the least trusted (justice) institutions in Uganda.

Legal aid NGOs
3.88

Government
3.66

Traditional justice mechanisms
3.62

Lawyers
3.16

Courts
3.15



TRUST IN THE JUSTICE SYSTEM

7

The majority of the respondents do not believe that the Ugandan courts are objective and neutral to all. More than four in ten strongly believe that the Ugandan courts protect the interests of the rich and powerful at the expense of the poor and disenfranchised citizens. Further, 24% agree with that statement. This is a powerful display of mistrust in the fairness of the justice system.

COURTS GENERALLY PROTECT THE INTERESTS OF THE RICH AND POWERFUL ABOVE THOSE OF ORDINARY PEOPLE



Majority of Ugandans do not believe courts represent the interest of the ordinary people

- 5% Disagree strongly
- 9% Disagree
- 10% Neither agree nor disagree
- 24% Agree
- 44% Agree strongly
- 8% Don't know



Especially the poor feel that courts of law side with the more privileged

People from different age, gender and socio-demographic groups firmly believe that the Ugandan courts are biased against the poor and marginalised. Poor respondents are much more likely to maintain that view in comparison to those who are better off.



STRONGLY AGREE THAT COURTS SIDE WITH THE PRIVILEGED

We do not have enough money for the basic needs such as food and energy

48%



We are able to buy what is necessary but buying clothes is difficult

50%



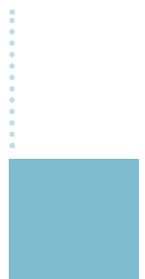
We are able to buy food, energy and clothes but buying good for longer use is a challenge

40%



We can afford almost whatever we want - car, housing and others

30%



TRUST IN THE JUSTICE SYSTEM

7

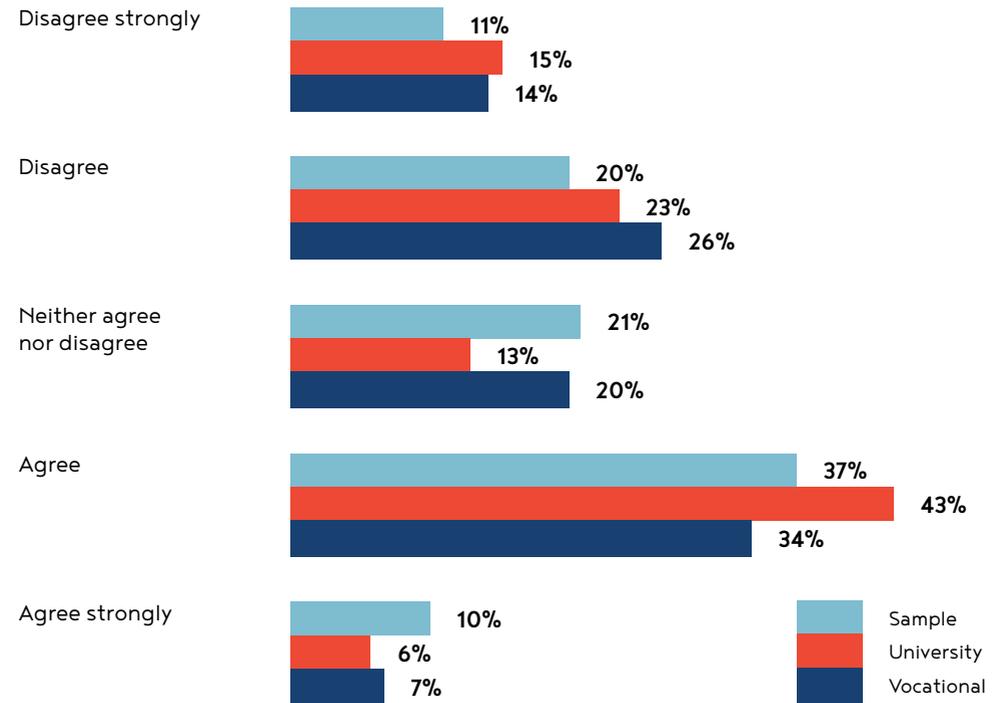
Trust in official courts stronger



Despite the general belief that Ugandan courts are biased towards the needs and interests of the wealthy and powerful, people are split on the question of trust. More citizens trust the courts than they distrust them. Differences are observed at the level of education. Citizens with higher levels of education are more likely to completely distrust the courts system and less likely to agree that they trust it. This relationship, however, is neither linear nor easy to interpret.



I TRUST THE COURTS IN UGANDA



TRUST IN THE JUSTICE SYSTEM

7

High levels of trust in informal dispute resolution mechanisms

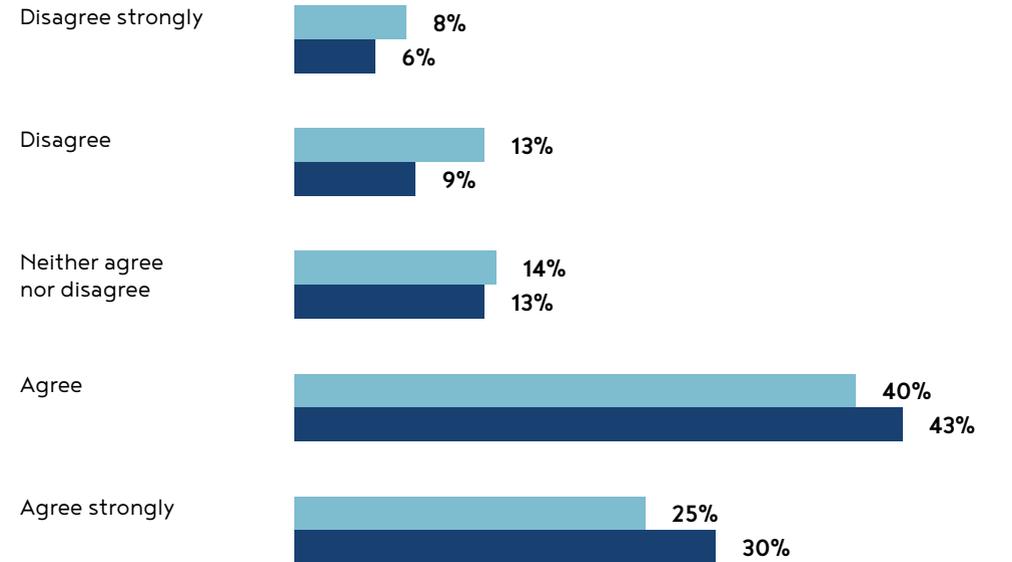
Experience of justice needs in the past four years and victimisation are good predictors in trust of traditional justice. Those who reported one or more problems are significantly less enthusiastic about informal justice. Similarly, victimisation seems to be associated with distrust in informal justice.

Trust in lawyers moderately low

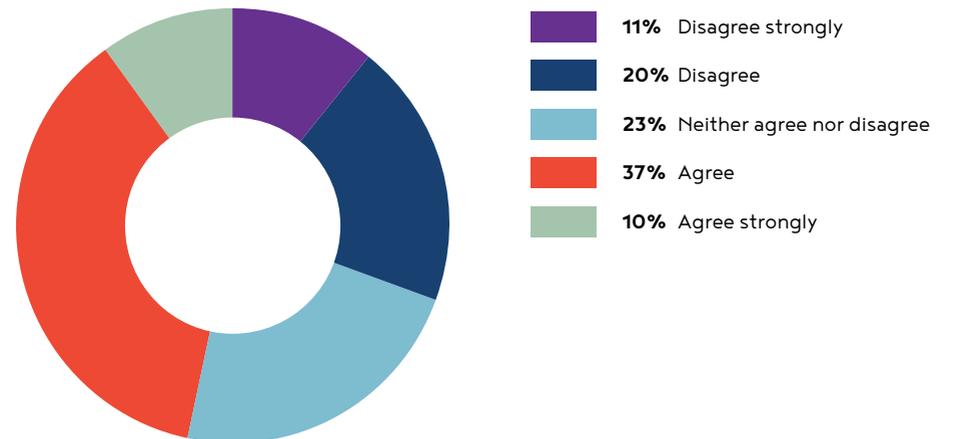


Lawyers are not particularly trusted in Uganda. Their level of trust is not very different from that of courts. Women, rural residents and people who do not work are slightly more trustful of lawyers. Encountering crime is associated with less trust in lawyers. In the regions where a JLOS project is present, there is a slightly higher trust in lawyers. The difference, however, is small and only statistically significant at the alpha level of .1 (the null hypotheses will be rejected while true in one out of ten similar samples).

I TRUST THE LOCAL TRADITIONAL MECHANISMS TO RESOLVE DISPUTES



I TRUST THE LAWYERS IN UGANDA



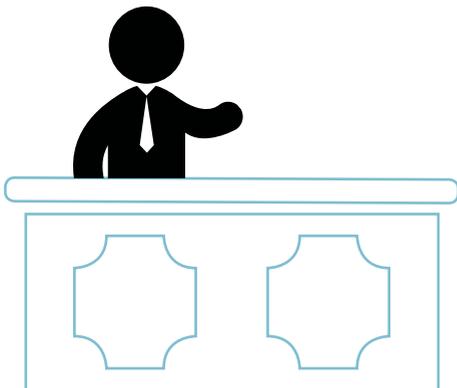
TRUST IN THE JUSTICE SYSTEM

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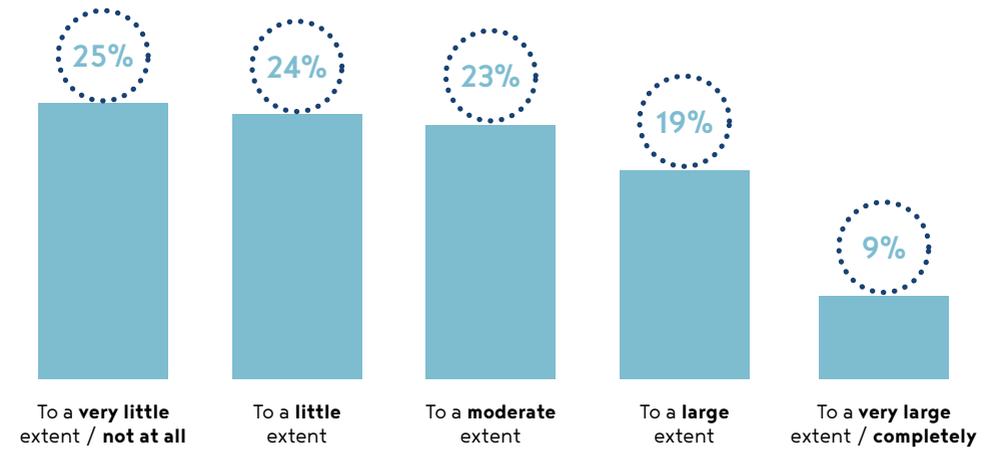
Almost half of Ugandans think they cannot access a lawyer's services when needed

Most people in Uganda do not believe that they can access the services of a lawyer if they encounter a legal problem. Only one in ten is completely confident of receiving advice from a legal professional.

Surprisingly, the urban-rural divide does not affect people's perceived ability to receive advice from a lawyer. Education and socio-economic status are strongly associated with perceived accessibility of legal services. People with no or lower education are significantly less likely to see themselves as capable of obtaining legal advice. Less than 30% of the respondents who describe themselves as affluent doubt their ability to engage lawyers in the resolution of legal problems. Men are slightly more confident than women.



CAN PEOPLE LIKE YOU RECEIVE ADVICE FROM A LAWYER WHEN THEY HAVE A LEGAL PROBLEM?



TRUST IN THE JUSTICE SYSTEM

7

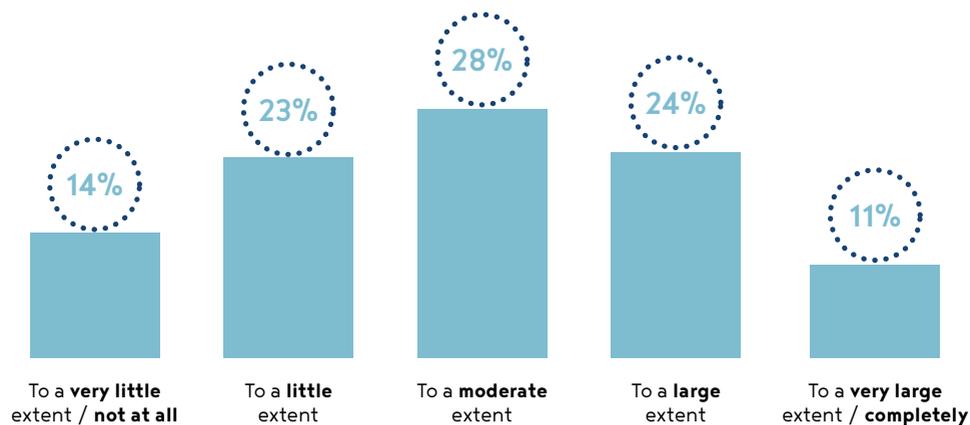
Belief in access to just resolutions



A relatively equal proportion of people believe and disbelieve in access to justice in Uganda. Our question is simple: “**can people like you rely on justice to resolve problems when [justice] is needed?**”.

Rural inhabitants have slightly more belief in justice than urban dwellers. Similarly, men are a bit more likely to say that people like them can rely on justice for dealing with the problems of everyday life. Lower education is correlated with lower belief in the ability to mobilize justice mechanisms to respond to problems.

CAN PEOPLE LIKE YOU RELY ON JUSTICE TO RESOLVE PROBLEMS WHEN IT IS NEEDED?



Subjective legal empowerment (1)

- People from rural areas are more confident in their abilities to resolve domestic violence and small debt situations.
- Women are less confident in their abilities to resolve disputes with public authorities and in dealing with domestic violence.
- Across all problems the respondents with higher education are more confident in their abilities to achieve fair results.
- In all hypothetical categories the poorest people are more confident in their ability to resolve legal problems (trespassing neighbour) than those who are slightly better off.
- More affluent people have more confidence about resolving a legal problem. Income is related to SLE, but in a non-linear way.



TRUST IN THE JUSTICE SYSTEM

7

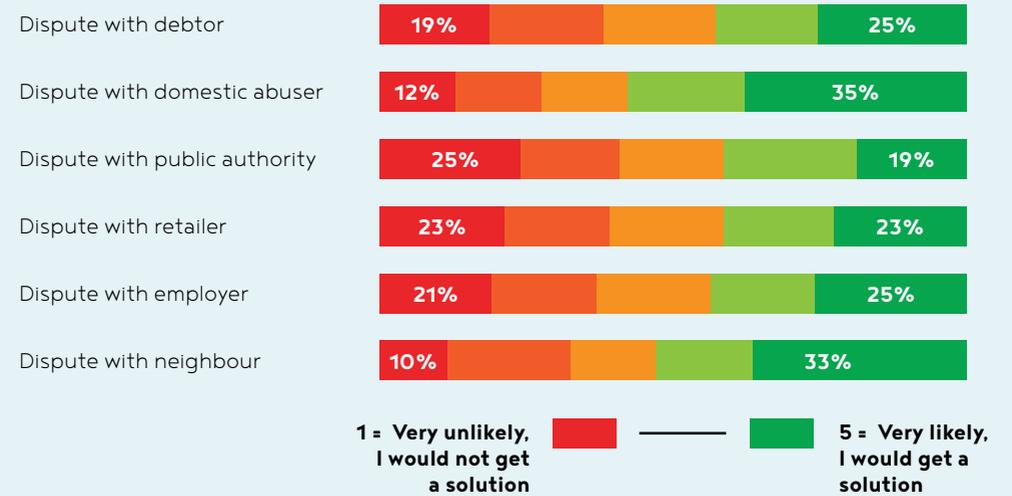
Subjective legal empowerment (2)

We operationalise subjective legal empowerment as the self-confidence in own abilities to resolve legal problems in a fair and effective way. We asked the Ugandan respondents about six scenarios. Clearly, people feel more empowered to resolve some of the situations. Ugandans feel more confident in their abilities to deal with domestic abuse and disputes with neighbours. On the other hand, grievances with public authorities and employers are perceived as more difficult situations. What can be at stake here is the unequal power position between the parties. Usually employers and public authorities have more legal, economic and political power in the situations of dispute. Being in unequal power relationship affects the perceived abilities and self-confidence of the people that they can successfully resolve the conflict situations.

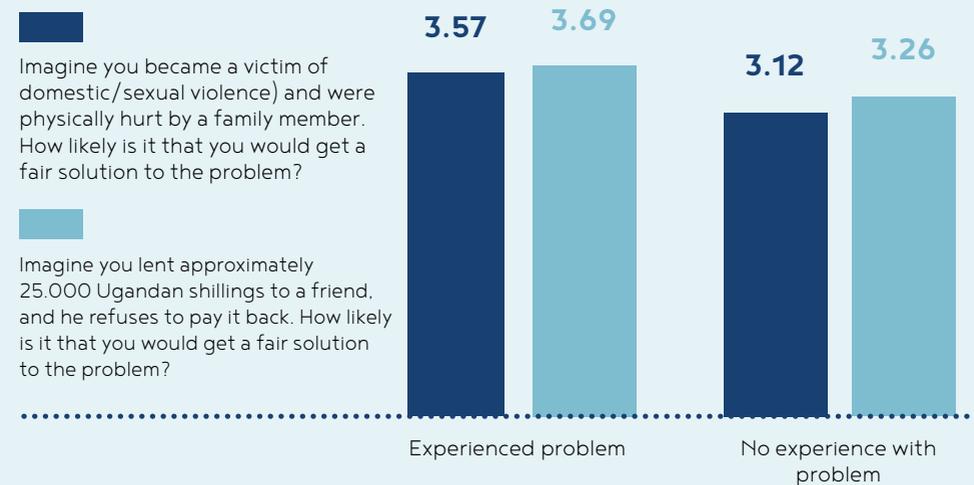
Subjective legal empowerment (3)

In two of the scenarios the respondents' SLE is associated with the experience of legal problems in the past four years. People who reported problems believe less in their abilities to deal successfully with domestic violence and small debt.

HOW LIKELY IS TO FIND A FAIR SOLUTION IF YOU ARE IN THE FOLLOWING SITUATION?



SUBJECTIVE LEGAL EMPOWERMENT



TRUST IN THE JUSTICE SYSTEM

7

Subjective legal empowerment (4)

⋮

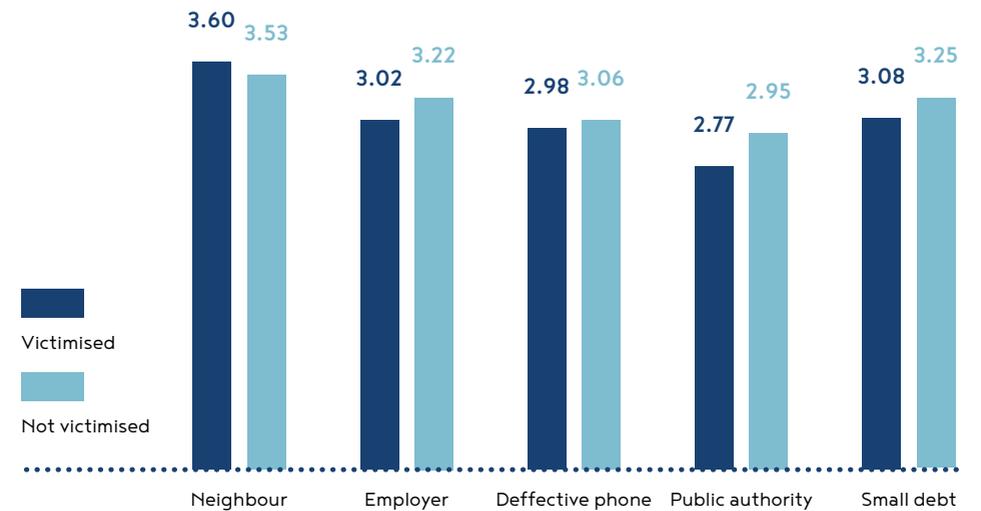
With the exception of domestic violence, there is a statistically significant association between SLE in the hypothetical situations and whether the respondent was victim of crime in the past twelve months.

Only in the neighbourhood disputes did people who report victimisation feel more confident in their own capabilities to resolve the problem.

In employment, consumer, administrative and contractual situations those who had been victimised, feel less empowered.



SLE AND VICTIMISATION





8

Awareness & Satisfaction with The Justice Law and Order Sector

Awareness of Justice, Law and Order Institutions
(compared to 2012)
Satisfaction with Justice Institutions
Uganda and SDG 16.3

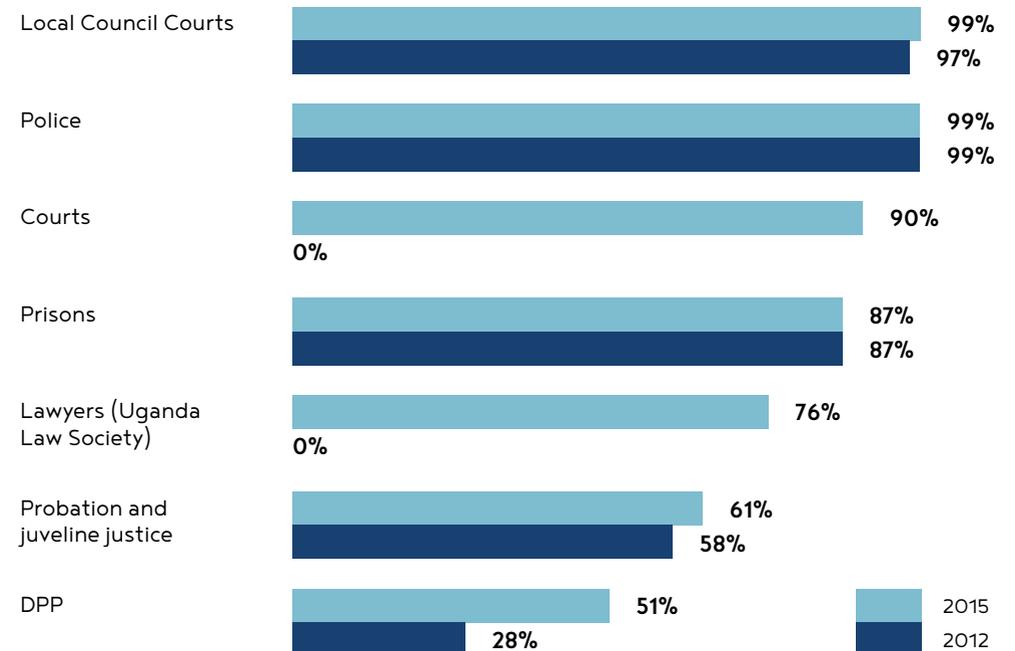


LCCs and police most commonly known justice institutions in Uganda, DPP least known

The awareness of JLOS institutions and the level of utilization of services they provide were measured by JLOS in its 2012 mini-survey. We have used this data as a benchmark to compare it to the level of awareness in 2015. In 2012, the most commonly known JLOS institutions were the LCCs (97%) and the police (99%). This has remained unchanged. However, awareness of LCCs has risen from 97% to 99%. Awareness of prisons and probation has also remained unchanged, but awareness of juvenile justice has increased slightly (from 58% to 61%). Very interestingly, awareness of the Directorate of Public Prosecutions (DPP) has increased remarkably from 28% in 2012 to 51% in 2015.



AWARENESS OF JLOS INSTITUTIONS



8

Satisfaction highest with the Local Council Courts, but lowest with police

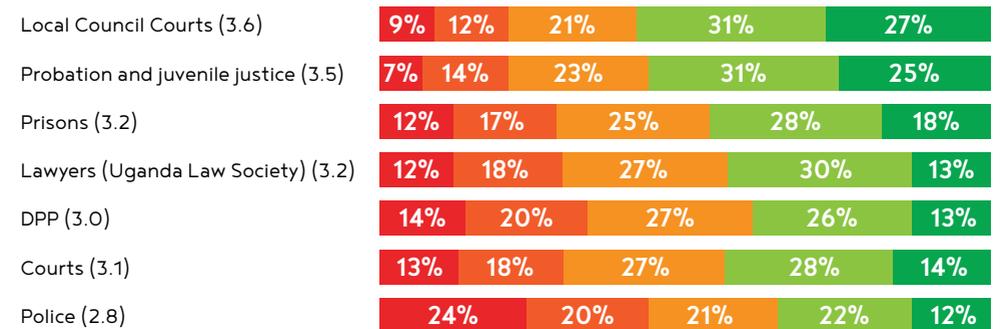
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Whereas the Local Council Courts and the police are the most well known justice institutions in Uganda, people seem very satisfied with the LCCs (58% are satisfied or very satisfied), but rather dissatisfied with the police (44% are dissatisfied or very dissatisfied). Probation and juvenile justice and prisons are among the most positively regarded institutions, while courts, on the other hand, are viewed rather negatively.

“Me? I do not trust the police, because as the Town Council of Semuto we can defend ourselves. If you bring a case to the police, they do not listen at all. Like here in our community, when you report a case to the police, they will pretend as if they are listening and take notes, but they do not follow-up with the case you reported. Yet, they ask you for money to open up a case file. They don't do it for free.”

- Mr. Beesigye

HOW LIKELY IS TO FIND A FAIR SOLUTION IF YOU ARE IN THE FOLLOWING SITUATION?



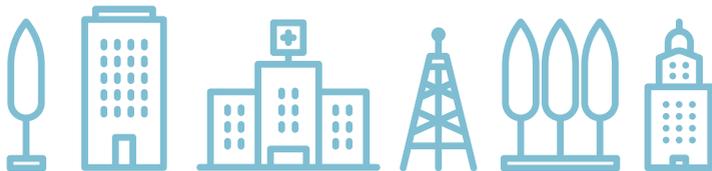
1 = Not satisfied at all ■ ■ 5 = Very satisfied

Uganda and SDG 16.3



Promotion of the rule of law at national and international level and ensuring equal access to justice for all

Within the framework of the UN Sustainable Development Goals, Goal 16 – “[p]romote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels” – and particularly Goal 16.3 – “**Promote the rule of law at national and international level and ensuring equal access to justice for all**” – is relevant for the current research.



Whereas initially it was proposed that Goal 16.3 ought to be measured through the “percentage of victims of violence in the previous twelve months who reported their victimization to competent authorities or other officially recognized conflict resolution mechanisms”, experts worldwide agree that this approach is too narrowly focused on criminal justice and should be broadened to include ‘disputes’ in a broader sense. More specifically, it was proposed that the “[p]roportion of those (citizens) who have experienced a dispute in the past twelve months who have accessed a formal, informal, alternative or traditional dispute resolution mechanism who feel it was just”, should be measured.

The current research indicates that while 62% of the Ugandan citizens who encountered a dispute, tried to resolve the problem themselves or through others, this percentage drops to 43% when own actions and problem resolution through their social networks are excluded.

Realising the potential of Uganda's justice system: a call to action

The data we have shared with you in the previous pages of this report provides solid empirical evidence about the types of justice needs the Ugandan people face. It provides insight into the actions they take and the amount of fairness they receive when they seek to resolve it, what they do about them (or not), and how much fairness they receive on the justice journeys they embark on to resolve them. It is the story of the citizens of Uganda – their voices speak. These voices, through the Justice Needs and Satisfaction study, provide a legitimate foundation from which to work very concretely on further improving access to justice.

- We look forward to collaborating with the leaders of the justice system in Uganda to come together around the most pressing justice needs that emerge from this study and to help build coalitions for change who work on practical strategies to increase access to justice.
- We hope that this data will empower justice entrepreneurs in Uganda. They

can see where problems lie and they can also discover where solutions are needed. We stand ready to work with them and to connect them to other innovators. Scaling up local successes will empower the Ugandan citizens, communities and businesses.

- We hope that the government of Uganda as well as those donors supporting Rule of Law and justice will also look at this data carefully and use it in their programming, budgeting and evaluation processes.
- We also hope to inspire others. We recommend others to collect and share data on the justice needs of users of the justice systems. The time to innovate the justice system has never been better, since more and more of the required information to power innovations that improve the justice system becomes available and accessible. Join us!

Our experts are ready to engage with you, to share their experience and expertise, and help you play your part in improving Uganda's justice system.

About Hiil Innovating Justice

Hiil Innovating Justice helps turn the most promising and disruptive ideas into effective innovations by bringing together the best legal experts, cutting-edge technology, and new types of funding. We differ because we put the users of the justice system first. We constantly scan the latest available knowledge and work to help our clients understand people's justice needs and develop effective strategies based on what works. We do not consult from the sides but co-create. We help to integrate new technologies for resolving conflict in time-honoured legal procedures, linked to effective institutional structures. Hiil Innovating Justice works with courts, legal aid boards, NGOs, ministries responsible for justice, and, companies that are looking for fair and innovative solutions that can be sustainably funded and can catalyse systemic change.

For more information, visit www.hiil.org

For more information about and contact details of the authors, please visit: www.hiil.org/about-us/our-people



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