

# **JUSTICE NEEDS SURVEY 2021**

**AUGUST 29 TO SEPTEMBER 4, 2021**

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**Conducted by Social Weather Stations (SWS) for  
Justice Sector Reform Programme:  
Governance in Justice II (GOJUST2)**

# **Final Survey Report**

03 December 2021

**ATTY. HECTOR DIAZ SOLIMAN**

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Justice Sector Reform Programme: Governance in Justice II (GOJUST2)

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Taguig City, Philippines 1635

**Subject: Submission of the Final Survey Report on the Justice Needs Survey**

Dear Atty. Soliman,

Social Weather Stations (SWS) is pleased to transmit to the Justice Sector Reform Programme: Governance in Justice II (GOJUST2), through the United Nations Office for Project Services, the following deliverables for the commissioned survey, *Justice Needs Survey 2021*:

1. Three (3) copies of the two-volume Final Survey Report;
2. Electronic copy of the Final Survey Report and data tables;
3. Dataset (in SPSS and Excel formats) and codebook; and,
4. Electronic copy of the Primary Data Tables.

The Survey was conducted from August 29 to September 4, 2021. It involved the face-to-face interviews of 3,900 adults nationwide, stratified as follows:

- 1,200 respondents in a National Survey: 300 each in Metro Manila, Balance Luzon, Visayas and Mindanao; sampling error margins of  $\pm 3.0\%$ ;
- 1,800 respondents in Justice Zones: 300 each in Quezon City, Angeles City, Naga City, Bacolod City, Cebu City, and Davao City; sampling error margins of  $\pm 2.3\%$  in Justice Zones;
- 1,200 respondents in 3 Poorest Provinces: 300 each in Camarines Norte, Eastern Samar and Lanao del Sur; sampling error margins of  $\pm 3.0\%$  in National Survey.

Should you have any questions or need clarifications, please do not hesitate to contact us.

Sincerely yours,

Iremae Labucay

Project Director



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## EXECUTIVE SUMMARY

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The Justice Sector Reform Programme: Governance in Justice II, through the United Nations Office for Project Services (UNOPS), commissioned Social Weather Stations (SWS) to implement the conduct of a nationwide *Justice Needs Survey*.

The Justice Needs Survey is the first of a kind in the history of Philippine justice sector reforms and will lay foundation for the understanding of justice needs from the point of view of people, how they experience these kinds of justice problems, the pathways that are available to solve these problems, how they are eventually resolved and what still needs to be done to address the unmet needs.

The Justice Needs Survey was conducted from August 29 to September 4, 2021. It involved the face-to-face interview of 3,900 voting-age adults 18 years old and above who were randomly selected via systematic random walk procedure.

The Justice Needs Survey has three (3) survey sub-components:

1. The National Survey, with 300 respondents in each four (4) major study areas: National Capital Region, the balance areas in Luzon outside of NCR, Visayas and Mindanao, for a total of 1,200 respondents;
2. The Justice Zones Survey, with 300 respondents for each six (6) Justice Zones, namely, Quezon City, Angeles City, Naga City, Bacolod City, Cebu City and Davao City, for a total of 1,800 respondents; and,
3. The 3 Poorest Provinces Survey, with 300 respondents from the three (3) poorest provinces in Luzon, Visayas, and Mindanao: Camarines Norte, Eastern Samar and Lanao Del Sur, for a total of 900 respondents.

This two-volume Survey Report reports on the survey's findings, i.e., basic descriptive statistics of the survey results. Volume 1 of the report presents the findings of the items on core questions on the justice needs of Filipino adults, while Volume 2 contains the topline survey findings of other themes related justice needs, such as knowledge of and attitudes on the justice system, mechanisms to undertake in case of disputes or criminal cases, and social and institutional trust.

All figures presented in this report are the percentages (%), unless otherwise specified, of the survey results in the full sample (Total Philippines), which is the aggregate of the National Survey, the Justice Zones Survey, and the 3 Poorest Provinces Survey.

To yield representative figures at the national level, census-based population weights were applied to the survey data. This means that the survey results discussed were weighted to achieve national representativeness.



## 1. Experience of Justiciable Issue

One-in-three, or 36%, of Filipino adults have experienced **any** justiciable issue in the past five (5) years. When projected to the total adult population, the 36% is equivalent to 25.6 million Filipino adults, out of the projected 70.84 million adults nationwide.

The disaggregation of those who have had a justiciable issue per survey component is as follows:

- National Survey, 37% (estimated 23.7 million);
- Justice Zone Survey, 32% (est. 1.5 million); and,
- 3 Poorest Provinces Survey, 28% (estimated 364,000).

In the Total Philippines (full sample of 3,900, which is the aggregate of the National Survey, the Justice Zones Survey, and the 3 Poorest Provinces Survey), the percentages of those who have had a justiciable issue are higher among adults age 18-44, the college-educated, and among those who consider themselves as minority.

### a. Nature of the Justiciable Issues Experienced

About one-in-ten experienced these three (3) justiciable issues in the past five years: *problems with purchased goods* (9%), *overcharge/disconnection/no connection of utilities, such as electricity, water or internet* (8%), and *problems with neighbors* (8%).

In addition, 6% had issues related to *non-payment of debt/refusal to pay loans/credit card problems*, while 6% were involved in *motor vehicle accidents*.

Among the 36% who have had a justiciable issue:

- 26% had a dispute with an *acquaintance*, 20% with a *commercial organization*, and 19% with their *neighbor*.
- Majority blame the other party for starting the dispute, with about eight-in-ten (79%) who say the *other party* initiated the dispute. Less than a fifth (18%) acknowledge that they *themselves* started the dispute.
- 38% consider the dispute as *bad luck* or *part of life*, while 21% consider it *a family or private matter*.
- 87% say neither party resorted to physical violence or threats of violence during the disagreement over the dispute, while 9% claim the other party used violence, 3% acknowledge that both parties and 1% they themselves resorted to violence during the dispute.
- 40% say both parties had equal resources to resolve the dispute, while 30% the other party had more resources, 28% they themselves had more resources.



## **b. Taking Action to Resolve Issue or Dispute**

Among the 36% who experienced any justiciable problem or dispute, three-in-five (63%) took any of the 10 actions from a list to try to resolve the justiciable issue, while 37% did not do any.

Most (41%) tried to resolve the problem by *communicating with the other party*. This is followed in distant second by those who *reported to the barangay or have undergone Barangay Justice* (18%) or *sought help/approached another person* (16%).

Regardless of the action taken to try to resolve a justiciable issue, large majorities of those who took any of the 10 actions from the list to try to resolve the justiciable issue say they themselves initiated taking the actions.

Among the 37% who did not take any action to try to resolve their disputes, most say because it was *too small a thing to bother with* (42%) and the *problem resolved without any party needing to take an action* (34%).

## **c. Sources of Information Consulted to Better Understand the Dispute**

Among the 63% who took any action to resolve the problem or dispute, 13% consulted **sources of information** to better understand the problem or dispute.

Internet is the most popular source of information for matters related to dispute resolution, with 7% who cited *social media like Facebook or Twitter* and 4% who cited *websites or internet*.

Among the 13% who consulted sources of information to better understand the problem or dispute, 51% obtained *information about their rights* from the sources of information they consulted, while 46% sought *information about ways to resolve the problem* and 34% sought *information about the law*.

## **d. Legal Advisors Consulted to Better Understand the Dispute**

Among the 63% who took any action to resolve the problem or dispute, 54% consulted **people or organizations for legal advice or information**. *Barangay captain or officials* (31%) and *family, relatives or friends who are not lawyers* (23%) were consulted the most for legal advice. Only 5-6% consulted *private lawyers, lawyers they personally know* and *Public Attorney's Office*.

Among those who sought legal advice, 55% obtained *information about ways to resolve the problem* from these legal advisors, while 43% sought *information about their rights*.

Of the 46% who did **not** consult any legal advisors, 64% say the *problem was resolved without the need to get advice*, and 30% *it is too small a thing to bother*.

## **e. Resolution**

Of 63% who took any action to resolve the dispute, three-fifths (74%) say their disputes have been resolved, with 60% who say their justiciable issue is *done with - already resolved* and 14% *done with - problem persists but all have given up trying to resolve it further*. One-fourth, on the other hand, say their disputes are on-going, with 22% who say it is still *on-going* and 4% *too early to say*.



Of the 74% whose disputes have already been resolved:

- most (36%) say their disputes were *resolved* with an *agreement between them and the other party*.
  - o A total of 19% went through the formal processes in resolving their disputes – mainly *through Barangay Justice* (17%).
  - o Very few had their disputes resolved in formal judicial institutions other than the Barangay Justice – 1% *through a court trial and the court gave a decision*, and 1% *through dispute resolution agencies* like DARAB and NLRC.
- Most (79%) say their disputes were resolved in their favor, while 19% say it was *resolved against them*.
- 57% say they chose the process in resolving the dispute because it was the *appropriate authority/process*, while 28% said it was *convenient*.
  - o Majority to all of those who have undergone through the formal processes, and most of those who went through some of the informal processes chose these modalities because these were the appropriate authority or processes to resolve their disputes.
  - o Conversely, the process was convenient for 46% among those problem sorted itself out, 35% among those who moved away from the problem and 34% among those who gave up trying to resolve the problem.
- 70% were satisfied (37% *very satisfied*, 33% *satisfied*) with how their problems were resolved, while 17% were not satisfied (10% *not satisfied* and 7% *not at all satisfied*); 13% are undecided.

#### f. Assessment of Experiences in Resolving the Dispute

Of the 63% who took **any** action to resolve their disputes:

- a 53% majority say the process was fair to both parties, 15% say the process was fair to them and 17% was fair to the other party. Fifteen percent say the process was not fair to any party;
- 34% say the process was *fast*, 24% *slow*, and 42% *just right*;
  - o The resolution process fast for 39% who went through a court trial and 42% who went through Barangay Justice. It was slow for all those went through agencies involved in dispute resolution like DARAB and NLRC;
- 13% say the process was *expensive*, 9% *somewhat expensive*, 26% *just right*, and 52% *not expensive*;
- the process of resolving the dispute was easy for 69% of those who did any action to resolve the dispute, with 18% who say *very easy*, and 51% *easy*. On the other hand, 30% say the process was difficult to understand, with 24% *difficult*, and 6% *very difficult* to understand; and,





- 38% say they would have done something differently to sort out their problem, while a larger 62% said none.
  - o The top responses as to what would they have done differently are: 11% *would have avoided the problem*, 10% *would have acted sooner*, and 9% *would get more information or advice*.

#### **g. Costs of Resolving the Problem or Dispute**

Of the 63% who took any action to resolve their disputes, three-in-ten (30%) spent or paid any item or expenses in the process of resolving the problem or dispute, and majority (70%) did not spend or paid anything.

Nineteen percent spent for *travel or transportation costs* and 14% spent or paid for *telephone calls and correspondence*:

- travel in the process, the average amount spent is PhP 1,537, minimum of PhP14.00 and maximum of PhP 30,000.
- telephone calls and correspondence, the average amount spent is PhP 438, minimum of PhP 10.00 and maximum of PhP 8,000.
- Higher amounts were spent for lost of income or business, lawyer and other advisor fees, additional expenses in the house, and other expenses.

Of the 30% who spent or paid anything for the process:

- nine-in-ten (90%) used their personal money to fund the costs;
- 68% had difficulties in finding the money to meet the costs or expenses, with 47% saying it was very difficult, and 21% difficult. Thirty-three percent said it was easy for them to find the money to meet the costs or expenses.

#### **h. Outcome of the Dispute**

Among the 36% who experienced any justiciable problem or dispute, large majorities experienced a positive (% strongly agree and % somewhat agree) outcome or impact in the resolution of their justiciable issue or problem:

- I understood or came to understand my legal rights and responsibilities, 90%;
- I was treated with respect, 86%;
- The process and decisions were clearly explained, 80%;
- I knew where to get good information and advice about resolving the problem, 79%;
- I was confident that I could achieve a fair outcome, 78%;
- The process was fair and I had opportunity to explain my position, 74%;
- The outcome of the process was much the same as for other people in similar situations, 70%;
- The process concluded in a timely matter, 70%.

Only 47%, however, agree that, “I was able to get all the expert help I wanted.”





## **i. Impact**

Among the 36% who experienced any justiciable problem or dispute, six-in-ten (61%) personally experienced *stress* as a result of or because of the problem or dispute they experienced, and 25% experienced *financial loss*.

About 20% each experienced *loss of confidence or fear, ill-health or injury, and damage to a family relationship*.

## **2. Legal Capability/Legal Empowerment**

### **a. Awareness of Dispute Resolution Options or Options to Access**

Most of the adult Filipinos in 2021 would prefer to seek a negotiated or mediated solution to representative cases rather than directly engage the justice system by filing a case immediately:

- in the case of recovering a small loan, the public would rather negotiate amicably for acceptable solutions (44%) or report to the barangay (39%).
- in the case of violence against a child, majority of the public would report it to the barangay (59%).
- in the case of a land dispute, 34% would consult a lawyer in order to file a case, but then 31% would report to the barangay, and 19% would negotiate amicably for acceptable solutions.

The Survey also asked adult Filipinos to choose from actions that they would take when faced with particular representative cases: a) personally witnessing or experiencing domestic abuse; b) a close family member (parent, children, sibling, spouse) was arrested by the police; c) a close family member was killed by unknown people

Except in the case of a close family member was killed by unknown people, majority of the adult Filipinos in 2021 would prefer to first seek help from the barangay in all representative cases:

- in the case of personally witnessing or experiencing domestic abuse, the public would rather seek help from the barangay (67%).
- in the case of a close family member (parent, children, sibling, spouse) was arrested by the police, plurality of the public would seek help from the barangay (47%).
- in the case of a close family member was killed by unknown people, 40% would report the killing to the police, but then 30% would seek help from the barangay.



## b. Legal Capability

The Survey tested 10 statements to determine the legal capability of adult Filipinos. The questions were adapted from the recommended questions in the OECD Legal Needs report. The OECD Legal Needs report suggested the 10-item battery, adopted from Pleasance and Beamer (2018), to measure legal self-efficacy and legal anxiety.

**Legal Self-Efficacy.** Large majorities of Filipinos consider themselves to be self-efficient on legal matters.

In the Total Philippines, about eight-in-ten say these statements are *exactly true* and *moderately true* for them:

- When I am confronted with a problem, I can usually find several solutions, 88%;
- I can remain calm when facing difficulties because I can rely on my coping abilities, 85%;
- I can manage to solve difficult problems if I try hard enough, 81%;
- I am good at finding information to help resolve problems, 79%; and,
- It is easy for me to stick to my aims and accomplish my goals, 79%

On the other hand, a smaller six-in-ten say this statement is true for them:

- If someone opposes me, I can find the means and ways to get what I want, 66%.

**Legal Anxiety.** Around three-fifths of adult Filipinos say three of the four legal anxiety statements are *exactly true* and *moderately true* for them:

- I do not always get the best outcome for myself because I try to avoid conflict, 67%;
- I worry that if I don't express myself clearly, I will not be able to do any action, 64%;
- I avoid pressing my rights because I am not confident that I will be successful, 60%.

On the other hand, a small majority say this statement is true to them:

- I am afraid to speak to people directly to press my rights, 51%.

## 3. Social and Institutional Trust

### a. Social Trust

Social trust among adult Filipinos is at low 14%, with 4% who say, "People can almost always be trusted" and 10% who say, "People can usually be trusted".

A large 84% majority, however, say one can't be too careful in dealing with people, with 49% who say, "You usually can't be too careful in dealing with people," and 34% who say, "You almost always can't be too careful in dealing with people".



## **b. Institutional Trust: Professionals**

The 2021 Survey tested for trust in seven (7) professions in the justice system along with priests/imams/pastors. All eight (8) personalities scored positive net trust ratings.<sup>1</sup>

Priests/Imams/pastors obtained the highest net trust rating, a *very good* +65.

The lawyers in PAO or Public Attorney's Office obtained the highest net trust rating among the justice system professions, with a *very good* +58 net trust rating. The *private lawyers* (+43), *judges* (+37), *state/government prosecutors* (+35) and *police* (+33) all obtained *good* net trust rating.

Both the personnel of the Bureau of Jail Management and Penology (BJMP) who supervises people in city jails **and** personnel at the Bureau of Corrections (BuCor) who supervises people jailed in the National Bilibid Prisons scored *moderate* net trust ratings with +19 and +16, respectively.

## **c. Institutional Trust: Institutions**

The 2021 Survey tested for trust in institutions in the judiciary along with other government institutions. All twelve (12) institutions scored positive net trust ratings.

Among the 12 institutions, three obtained *very good* net trust ratings: the Public Attorney's Office (PAO) (+57), barangay government (+50) and city/town governments (+52). The Bureau of Corrections (BUCOR) obtained the lowest net trust rating with *moderate* +29. The rest obtained *good* net trust ratings.

## **4. System of Justice in the Philippines**

### **a. Concept of Justice**

The 2021 survey asked how important these indicators are to show that true justice is being served – “People who have been proven guilty of committing a crime are punished”, “All people – rich or poor – are treated equally by the courts”, and “The courts swiftly decide on cases”. This is a repeat item from a survey conducted for the Commission on Human Rights in 2018.<sup>2</sup>

Overall, large majorities of adult Filipinos in 2021 still consider these indicators to be *important* (very much + very + somewhat important), hardly unchanged when the battery of questions was first asked in 2018.

### **b. Knowledge of the System of Justice**

Three-fifths (60%) have *adequate* to *extensive* knowledge the system of justice in the Philippines, comprising of 12% who have *extensive* knowledge and 48% who have *adequate*

<sup>1</sup> SWS terminology for Net Trust Ratings: +70 and above, “excellent”; +50 to +69, “very good”; +30 to +49, “good”; +10 to +29, “moderate”, +9 to -9, “neutral”; -10 to -29, “poor”; -30 to -49, “bad”; -50 to -69, “very bad”; -70 and below, “execrable”]. Changes are considered “notable” when the rating moved in a different grade.

<sup>2</sup> The results of the 2018 CHR survey can now be shared to other researchers as the 3-year embargo period has been lifted as of April 2020.



knowledge. On the other hand, 34% have only *a little knowledge* and 6% have *very little knowledge* about the system of justice.

*Television* is the main source of knowledge about the justice system, with 32% who first learned about the system of justice from television and a larger 67% who cited television as their source of information about it in the past 12 months.

#### **c. Satisfaction With The System of Justice**

Sixty-five percent are *satisfied* with the system of justice in the Philippines, with 13% who are *very satisfied* and 52% who are *somewhat satisfied*. On the other hand, 35% are *not satisfied* with the system of justice, with 25% who are *somewhat dissatisfied* and 10% who are *very dissatisfied*.

#### **d. Impression on the Justice System: Perceived Accessibility of Justice**

The survey tested statements on their impression of the justice system, which correspond to perceived accessibility of justice. Plurality to majority of adult Filipinos agree with these statements:

- Issues like these are usually resolved promptly and efficiently (67%);
- It is easy to take issues like these to court if needed (66%);
- For issues like these, law is like a game in which the skillful and resourceful are more likely to get what they want (64%);
- People with less money generally get a worse outcome (64%);
- For issues like these, lawyers are too expensive for most people to use (64%);
- The justice system provides good value for money (57%);
- Taking a case to court is generally more trouble than it is worth (52%).
- Rich people's lawyers are just as good as poor people's lawyers (49%); and,
- For issues like these, people like me can afford help from a lawyer (47%).

#### **e. Institutional Performance**

The survey also tested statements on the performance of selected institutions. Plurality to majority of Filipinos approve of the performance of the Philippine courts, public defenders and the police, given the indicators measured.

##### **Courts:**

- Anyone who wins a case can expect that the court's judgment will be enforced (69%)
- The courts decide only according to the law and evidence and not according to the wishes of anyone (65%)
- Whether rich or poor, all people convicted of crimes are generally punished according to the court judgment (62%)
- The courts in the Philippines guarantee that everyone can get a fair trial (61%)
- In the Philippines, the courts are more concerned about court processes than they are with providing justice (60%)
- The courts in the Philippines decide cases according to the interests of those who have more money or influence (55%)



- 
- Whether rich or poor, people who have cases in court generally receive equal treatment (53%)
  - One can expect the court proceedings to move swiftly (50%).

**Public Defenders:**

- The lawyers who are public defenders of the Philippines do everything they can to defend poor people that are accused of committing a crime), 71%

**The Police:**

- In the Philippines, if the police violate the law, they are punished for these violations (68%)
- The police in the Philippines act according to the law (61%)
- Police investigators in the Philippines perform serious and law-abiding investigations to find the perpetrators of a crime (59%)
- In the Philippines, the basic rights of suspects are respected by the police (51%).



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## **A. SURVEY BACKGROUND AND METHODOLOGY**

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### **1. Survey Background**

The Justice Sector Reform Programme: Governance in Justice II, through the United Nations Office for Project Services (UNOPS), commissioned Social Weather Stations (SWS) to implement the conduct of a nationwide Justice Needs Survey.

The Justice Needs Survey is the first of a kind in the history of Philippine justice sector reforms and will lay foundation for the understanding of justice needs from the point of view of people, how they experience these kinds of justice problems, the pathways that are available to solve these problems, how they are eventually resolved and what still needs to be done to address the unmet needs. By using the broad concept of access to justice, the problems are viewed from the perspective of the person who is seeking some form of justice or redress to the justiciable problem s/he experienced. This perspective also covers the perception on the effectiveness and efficiency of justice service provider (informal or formal institutions), and their ability to respond to the needs of the people. The said perspective is specific to what is being experienced by ordinary people, thus, emphasizing on the value of their justice needs at the center of analysis.

The overall objective of the survey is to conduct a nationwide justice needs survey that will map the justice problems of the citizenry and describe the journey of seeking justice through ways available to them, in order to resolve the problem.

This Survey Report contains the highlights of the findings, i.e., basic descriptive statistics of the survey results. All figures presented are in percentages (%), unless otherwise specified.



## 2. Survey Methodology

For full discussion on the technical details of the survey, see Annex A: Technical Details of the Survey.

The survey was conducted from August 29 to September 4, 2021.

### 2.1. Target Respondents

The survey involved the face-to-face interview of 3,900 voting-age adults 18 years old and above respondents, randomly selected via systematic random walk procedure.

### 2.2. Stratification of Sample: Three Survey Sub-Components

The Justice Needs Survey, in effect, has three (3) survey sub-components: a National Survey, a Justice Zone Survey, and a Survey in 3 Poorest Provinces, with a total of 3,900 statistically representative sample nationwide.

The entire Philippines was stratified as follows (See Table 1 for the allocation of sample units per stratification):

- a.) A national survey with 300 respondents in each major study areas: National Capital Region, the balance areas in Luzon outside of NCR, Visayas and Mindanao, for a total of 1,200 respondents;
- b.) A random sample of 300 respondents for each justice zones located in urbanized areas: Quezon City, Angeles City, Naga City, Bacolod City, Cebu City and Davao City, for a total of 1,800 respondents, and;
- c.) A random sample of 300 respondents from three selected poor provinces in Luzon, Visayas, and Mindanao that are mostly rural in composition: Camarines Norte, Eastern Samar and Lanao Del Sur, for a total of 900 respondents.

**Table 1. Summary of Sample Allocation per Survey Sub-component**

Justice Needs Survey Sub-Components	Sample Size
<b>National Survey</b>	<b>1,200</b>
National Capital Region (NCR)	300
Balance of Luzon (excluding NCR)	300
Visayas	300
Mindanao	300
<b>Justice Zones Survey</b>	<b>1,800</b>
Quezon City	300
Angeles City	300
Naga City	300
Bacolod City	300
Cebu City	300
Davao City	300
<b>Poorest Provinces Survey</b>	<b>1,200</b>
Luzon (Camarines Norte)	300
Visayas (Eastern Samar)	300
Mindanao (Lanao del Sur)	300
<b>Total Sample Size</b>	<b>3,900</b>



### 2.3. Selection of Sampling Units

**National Survey, n=1,200.** For the *National Survey* component, a one-stage sampling design was used in the selection of sampled households and respondents in NCR, and a multi-stage sampling design was used for the rest of the Philippines outside of NCR (Luzon, Visayas, and Mindanao).

At each stage of sample selection, the sampling units were selected with probability proportional to size (PPS).

**Justice Zones survey component, n=1,800.** For the *Justice Zones* survey component, a one-stage sampling design was used in the selection of sampled households and respondents.

The PSUs were the barangays in each city. Barangays were selected from within each city/municipality with probability proportional to population size.

**Poorest Provinces survey sub-component, n=900.** For the *Poorest Provinces* survey component, a two-stage sampling design was used in the selection of sampled households and respondents. PSUs were cities/municipalities, and the SSUs were the barangays. At each stage of sample selection, the sampling units were selected with probability proportional to size (PPS).

### 2.4. Sample Sizes and Error Margins

An indicator of data quality is the standard error of the estimate, on which the margin for sampling error is based. As survey statistics are mostly proportions, the key measure of data precision is the standard error of a proportion taken from a sample. It is computed as follows:

$$\pm Z \times \sqrt{\frac{p(1-p)}{n}}$$

Where  $Z$ , at 95% confidence level is 1.96;  $p$  is the sample proportion estimate and  $n$  is the sample size. The overall sample size of 3,900 gives a maximum error margin of  $\pm 1.60\%$  at the 95% confidence level, assuming a simple random sampling design. The sampling error is at its highest when the true proportion being estimated is close to 50%.

The approximate 95%-confidence margins for sampling error, shown in Table 2, should be made when aggregating data at various levels.





*Table 2. Sample Size and Error Margin per Major Area and Region*

Justice Needs Survey Sub-Components	Sample Size	Error margin
<b><u>National Survey</u></b>	<b>1,200</b>	<b>±3.0%</b>
National Capital Region (NCR)	300	±6.0
Balance of Luzon (excluding NCR)	300	±6.0
Visayas	300	±6.0
Mindanao	300	±6.0
<b><u>Justice Zones Survey</u></b>	<b>1,800</b>	<b>±2.3</b>
Quezon City	300	±6.0
Angeles City	300	±6.0
Naga City	300	±6.0
Bacolod City	300	±6.0
Cebu City	300	±6.0
Davao City	300	±6.0
<b><u>Poorest Provinces Survey</u></b>	<b>900</b>	<b>±3.2</b>
Luzon (Camarines Norte)	300	±6.0
Visayas (Eastern Samar)	300	±6.0
Mindanao (Lanao del Sur)	300	±6.0
<b>Total Sample Size</b>	<b>3,900</b>	<b>±1.6%</b>



## 2.5. Weighting Procedure

To yield representative figures at the national level, census-based population weights are applied to the survey data. The weight projection is computed by dividing the projected population in the area by the sample size of the same area. Appropriate projected factors were applied so that original population proportions were reflected in the data tables using this formula.

$$\text{Projection factors (Weight)} = \frac{\text{Population}}{\text{No. of interviews}}$$

The projection factors shown in Table 3 will apply to questions answered by the respondents to the survey.

**Table 3. Projection Factors per Major Area and Region**

Justice Needs Survey Sub-Components	Sample Size	2021 NSO Projected Population Age 18 and above	Projection factor for 1 Probability Respondent (000)
<b><u>National Survey</u></b>	<b>1,200</b>	<b>70,840,490</b>	
National Capital Region (NCR)	300	9,603,248	32.0108252426
Balance of Luzon (excluding NCR)	300	31,852,955	106.1765161365
Visayas	300	13,310,827	44.3694240550
Mindanao	300	16,073,461	53.5782027291
<b><u>Justice Zones Survey</u></b>	<b>1,800</b>	<b>4,927,484</b>	
Quezon City	300	2,211,406	7.3713519208
Angeles City	300	313,114	1.0437131427
Naga City	300	136,805	0.4560170204
Bacolod City	300	402,593	1.3419778196
Cebu City	300	667,867	2.2262217050
Davao City	300	1,195,700	3.9856659968
<b><u>Poorest Provinces Survey</u></b>	<b>900</b>	<b>1,313,351</b>	
Luzon (Camarines Norte)	300	378,317	1.2610558234
Visayas (Eastern Samar)	300	307,768	1.0258929243
Mindanao (Lanao del Sur)	300	627,266	2.0908867157
<b>Total Sample Size</b>	<b>3,900</b>		



## 2.6. Survey Topics and Final Questionnaire

The questionnaire was developed and finalized through a collaborative process between the GoJustII team and SWS, drawing from the inputs of GoJust2 team’s consultants and SWS technical survey specialists.

The questionnaire consisted of a Main Questionnaire and a Socio-Demographic Questionnaire. The questionnaire consisted of 417 question items: 246 in the Main Questionnaire and 39 in the Socio-Demographic Questionnaire. See *Annex B: Survey Questionnaire*.

The Main Questionnaire was divided into three (3) parts:

- the first part (section A) screened the respondents on whether they have had any justiciable issue in the past five (5) years,
- the second part (section B) was answered by respondents who have had any justiciable issue in the past five (5) years,
- the third part (section C-L) was answered by all respondents, whether or not they have had any justiciable issue in the past five (5) years. See Figure 1 for the overall questionnaire flow.

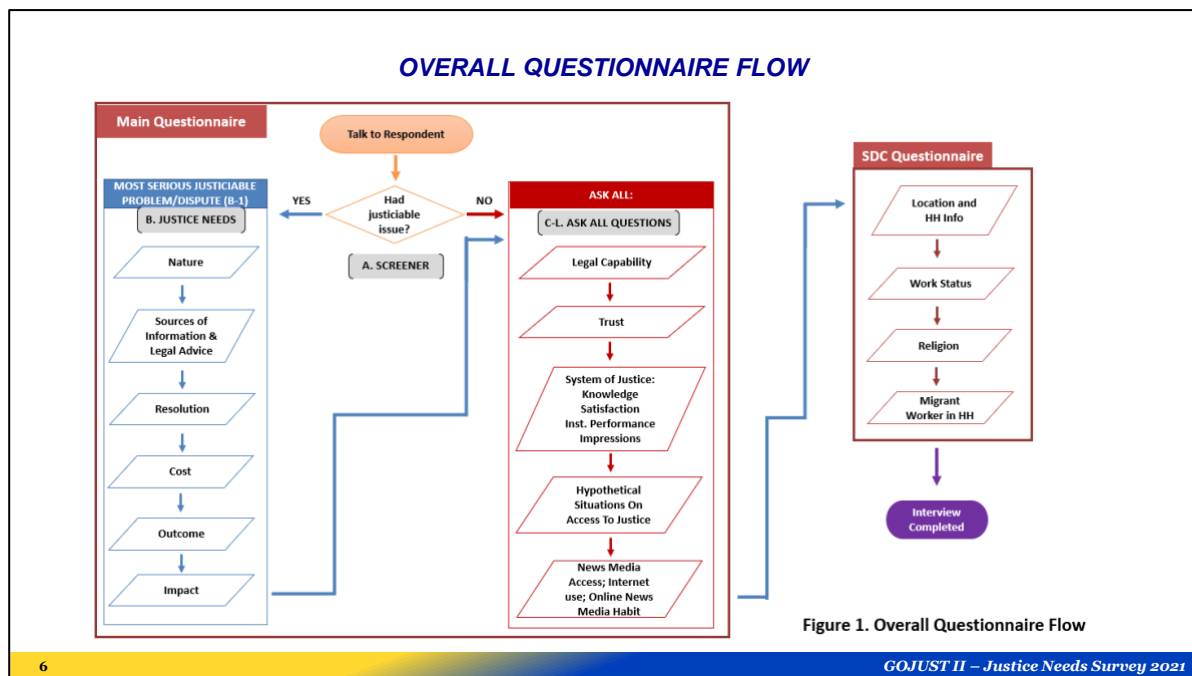


Figure 1. Overall Questionnaire Flow



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## 2.7. Methods of Data Analysis

The Final Report as well as the presentation of findings contains the highlights of the survey findings, i.e., basic descriptive statistics of the survey results, in percentages (%). To yield representative figures, census-based population weights was applied to the survey data.

The Final Report compares survey findings at the national level (n=1,200), at the level of the Justice Zones which are all located in urbanized areas (n=600), and in the three poorest provinces, which is mostly rural in composition (n=900).

In addition, the survey results were disaggregated by socio-demographic variables:

- Sex (males, females);
- Age (intermediate youth 18-24 years old, 25-34, middle-aged 35-44, 45-54, 55 and above); and,
- Highest educational attainment (non-elementary graduate, up to elementary graduate, up to high school graduate, college graduate or more).

Whenever available, the findings from this Justice Needs Survey (2021) will be compared with the findings from earlier surveys on the justice system conducted in 2013, 2015 and 2017, which was commissioned by The Asia Foundation.



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## B. PROFILE OF FILIPINOS 18 YEARS OLD AND ABOVE

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### 3. Socio-Demographic Adult Filipinos

#### 3.1. Area, Locale, Sex, Age, Education, Marital Status

**Sex as Claimed by Respondent and Observed Sex.** By survey design, male and female respondents had a 1 to 1 ratio based on the interviewer's observation. [Table 4]

When asked if they consider themselves as either male, female or intersex, 49% claim to be males, 49% are females and 1% are intersex.

**Sexual Orientation and Minority Status.** When asked about their sexual orientation, 49% identified as straight males, 49% are straight females, while 1% each are gays and lesbians. [Table 5]

A small 6% belongs to the minority, consisting of 4% who are *indigenous peoples* or *IPs*, and 1% each who are *persons with disabilities* or *PWDs* and who are part of the *LGBTQ+ groups*. A larger 94% do not belong to the minority.

**Highest Educational Attainment.** The distribution by highest educational attainment is: 11% are non-elementary graduates; 25% are elementary graduates; 52% high school graduates; and, 12% college graduates. [Table 6]

**Age Group.** By age group, 14% are *youth* (18-24), 22% are *intermediate youth* (25-34), 18% are *middle age* (35-44), another 18% are 45-54 years old and 27% are 55 years old and above. [Table 7]

**Marital Status.** Fifty-three percent are married, 26 % are single or without a spouse or partner, and 21% are living-in with a partner. Pluralities to majorities across all areas are married. In particular, 70% in 3 Poorest Province are married. [Table 8]

**Number of children.** Seventy-six percent have children, and the remaining 24% do not have any. Among those who have children, the average number of children above 18 years old is 3, and the median number is 2. On the other hand, the average and median number of children below 18 years old is 2. [Table 9]

Percentage of those who have children is slightly higher in 3 Poorest Provinces (80%) than Justice Zones (77%) and National Survey (76%). In particular, 84% in Lanao del Sur have children.



**Table 4**

	<b>SEX AS CLAIMED AND OBSERVED SEX, TOTAL PHL, SEP 2021</b>				
	<b>Sex as Claimed</b>			<b>Observed Sex</b>	
	<b>Male</b>	<b>Female</b>	<b>Intersex</b>	<b>Male</b>	<b>Female</b>
<b>Total PHILIPPINES</b>	<b>49%</b>	<b>49%</b>	<b>1%</b>	<b>50%</b>	<b>50%</b>
<b>NATIONAL SURVEY</b>	<b>49</b>	<b>49</b>	<b>2</b>	<b>50</b>	<b>50</b>
<b>NCR</b>	<b>49</b>	<b>50</b>	<b>1</b>	<b>50</b>	<b>50</b>
Balance Luzon	49	49	2	50	50
Visayas	49	50	1	50	50
Mindanao	50	50	1	50	50
<b>JUSTICE ZONE SURVEY</b>	<b>49</b>	<b>50</b>	<b>1</b>	<b>50</b>	<b>50</b>
Quezon City	49	50	1	50	50
Angeles City	47	49	3	50	50
Naga City	50	50	0.3	50	50
Bacolod City	49	50	1	50	50
Cebu City	50	50	0.3	50	50
Davao City	50	50	0.3	50	50
<b>3 POOREST PROVINCES</b>	<b>49</b>	<b>50</b>	<b>1</b>	<b>50</b>	<b>50</b>
Camarines Norte	49	50	1	50	50
Eastern Samar	50	49	1	50	50
Lanao Del Sur	50	50	0.3	50	50

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**Table 5**

	<b>SEXUAL ORIENTATION AND MINORITY STATUS, TOTAL PHL, SEP 2021</b>							
	<b>Sexual Orientation</b>					<b>Minority Status</b>		
	<b>Straight Male</b>	<b>Straight Female</b>	<b>Gay</b>	<b>Lesbian</b>	<b>Bisexual</b>	<b>LGBTQ+</b>	<b>IP group</b>	<b>PWD</b>
<b>Total PHILIPPINES</b>	<b>49%</b>	<b>49%</b>	<b>1%</b>	<b>1%</b>	<b>0.1%</b>	<b>1%</b>	<b>4%</b>	<b>1%</b>
<b>NATIONAL SURVEY</b>	<b>49</b>	<b>49</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>
<b>NCR</b>	<b>48</b>	<b>49</b>	<b>1</b>	<b>1</b>	<b>0.3</b>	<b>2</b>	<b>0</b>	<b>1</b>
Balance Luzon	49	49	1	1	0	2	4	2
Visayas	49	50	1	0.3	0	1	0	1
Mindanao	49	49	1	1	0	1	10	0
<b>JUSTICE ZONE SURVEY</b>	<b>49</b>	<b>50</b>	<b>1</b>	<b>0.4</b>	<b>0.2</b>	<b>1</b>	<b>1</b>	<b>1</b>
Quezon City	49	50	1	0.3	0.3	1	0	1
Angeles City	46	49	4	1	0.3	4	0.3	1
Naga City	50	49	0.3	0.3	0	0.3	0	2
Bacolod City	47	49	1	1	1	3	0	0
Cebu City	49	49	1	1	0	1	0	0
Davao City	49	50	1	0	0	0.3	0	0
<b>3 POOREST PROVINCES</b>	<b>49</b>	<b>49</b>	<b>1</b>	<b>1</b>	<b>0.1</b>	<b>1</b>	<b>1</b>	<b>0.2</b>
Camarines Norte	49	49	1	1	0.3	2	0.3	0.3
Eastern Samar	49	48	1	1	0	2	0	0.3
Lanao Del Sur	50	49	0.3	1	0	0	2	0

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**Table 6**

<b>EDUCATIONAL ATTAINMENT, TOTAL PHL, SEP 2021</b>				
	<b>Non-Elem</b>	<b>Elem grad</b>	<b>HS grad</b>	<b>College grad</b>
<b>Total PHILIPPINES</b>	<b>11%</b>	<b>25%</b>	<b>52%</b>	<b>12%</b>
<b>NATIONAL SURVEY</b>	<b>11</b>	<b>25</b>	<b>52</b>	<b>12</b>
<b>NCR</b>	<b>5</b>	<b>22</b>	<b>61</b>	<b>12</b>
<b>Balance Luzon</b>	<b>7</b>	<b>24</b>	<b>57</b>	<b>13</b>
<b>Visayas</b>	<b>19</b>	<b>24</b>	<b>47</b>	<b>10</b>
<b>Mindanao</b>	<b>16</b>	<b>32</b>	<b>41</b>	<b>11</b>
<b>JUSTICE ZONE SURVEY</b>	<b>6</b>	<b>25</b>	<b>55</b>	<b>14</b>
<b>Quezon City</b>	<b>5</b>	<b>21</b>	<b>59</b>	<b>15</b>
<b>Angeles City</b>	<b>6</b>	<b>32</b>	<b>55</b>	<b>7</b>
<b>Naga City</b>	<b>7</b>	<b>28</b>	<b>49</b>	<b>15</b>
<b>Bacolod City</b>	<b>9</b>	<b>23</b>	<b>55</b>	<b>13</b>
<b>Cebu City</b>	<b>8</b>	<b>28</b>	<b>51</b>	<b>14</b>
<b>Davao City</b>	<b>7</b>	<b>28</b>	<b>52</b>	<b>13</b>
<b>3 POOREST PROVINCES</b>	<b>18</b>	<b>29</b>	<b>41</b>	<b>12</b>
<b>Camarines Norte</b>	<b>9</b>	<b>40</b>	<b>43</b>	<b>8</b>
<b>Eastern Samar</b>	<b>13</b>	<b>25</b>	<b>46</b>	<b>16</b>
<b>Lanao Del Sur</b>	<b>26</b>	<b>24</b>	<b>38</b>	<b>12</b>

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GOJUST II – Justice Needs Survey 2021

**Table 7**

<b>AGE GROUP, TOTAL PHL, SEP 2021</b>					
	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55 &amp; above</b>
<b>Total PHILIPPINES</b>	<b>14%</b>	<b>22%</b>	<b>18%</b>	<b>18%</b>	<b>27%</b>
<b>NATIONAL SURVEY</b>	<b>14</b>	<b>22</b>	<b>18</b>	<b>18</b>	<b>28</b>
<b>NCR</b>	<b>15</b>	<b>23</b>	<b>19</b>	<b>18</b>	<b>24</b>
<b>Balance Luzon</b>	<b>16</b>	<b>21</b>	<b>16</b>	<b>18</b>	<b>29</b>
<b>Visayas</b>	<b>12</b>	<b>24</b>	<b>17</b>	<b>16</b>	<b>30</b>
<b>Mindanao</b>	<b>12</b>	<b>23</b>	<b>21</b>	<b>20</b>	<b>23</b>
<b>JUSTICE ZONE SURVEY</b>	<b>13</b>	<b>21</b>	<b>23</b>	<b>18</b>	<b>26</b>
<b>Quezon City</b>	<b>13</b>	<b>19</b>	<b>23</b>	<b>18</b>	<b>27</b>
<b>Angeles City</b>	<b>17</b>	<b>23</b>	<b>20</b>	<b>17</b>	<b>23</b>
<b>Naga City</b>	<b>19</b>	<b>23</b>	<b>20</b>	<b>17</b>	<b>21</b>
<b>Bacolod City</b>	<b>17</b>	<b>16</b>	<b>20</b>	<b>17</b>	<b>30</b>
<b>Cebu City</b>	<b>14</b>	<b>23</b>	<b>20</b>	<b>18</b>	<b>25</b>
<b>Davao City</b>	<b>10</b>	<b>22</b>	<b>25</b>	<b>18</b>	<b>25</b>
<b>3 POOREST PROVINCES</b>	<b>16</b>	<b>22</b>	<b>22</b>	<b>18</b>	<b>22</b>
<b>Camarines Norte</b>	<b>16</b>	<b>21</b>	<b>17</b>	<b>15</b>	<b>31</b>
<b>Eastern Samar</b>	<b>15</b>	<b>18</b>	<b>21</b>	<b>15</b>	<b>31</b>
<b>Lanao Del Sur</b>	<b>17</b>	<b>25</b>	<b>26</b>	<b>21</b>	<b>11</b>

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Table 8

<b>MARITAL STATUS, TOTAL PHL, SEP 2021</b>			
	No spouse/ No partner	Married	With partner
<b>Total PHILIPPINES</b>	26%	53%	21%
<b>NATIONAL SURVEY</b>	26	53	21
<b>NCR</b>	31	40	30
Balance Luzon	28	50	22
Visayas	24	54	21
Mindanao	20	64	15
<b>JUSTICE ZONE SURVEY</b>	28	48	24
Quezon City	28	49	23
Angeles City	27	44	29
Naga City	32	48	20
Bacolod City	40	42	18
Cebu City	30	41	30
Davao City	22	56	23
<b>3 POOREST PROVINCES</b>	22	70	7
Camarines Norte	26	63	11
Eastern Samar	29	54	17
Lanao Del Sur	17	82	1

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Table 9

<b>NUMBER OF CHILDREN, TOTAL PHL, SEP 2021</b>						
	With Children	Number of Children				No Children
		Below 18 years old		Above 18 years old		
		Mean	Median	Mean	Median	
<b>Total PHILIPPINES</b>	76%	2	2	3	2	24%
<b>NATIONAL SURVEY</b>	76	2	2	3	2	24
<b>NCR</b>	73	2	2	3	3	27
Balance Luzon	75	2	2	3	3	25
Visayas	76	2	2	3	2	24
Mindanao	82	2	2	2	2	18
<b>JUSTICE ZONE SURVEY</b>	77	2	2	3	2	23
Quezon City	78	2	2	3	2	22
Angeles City	73	2	2	3	2	27
Naga City	73	2	2	3	2	27
Bacolod City	73	2	2	3	2	27
Cebu City	76	2	2	3	2	24
Davao City	78	2	2	3	2	22
<b>3 POOREST PROVINCES</b>	80	3	2	3	2	20
Camarines Norte	78	2	2	3	3	22
Eastern Samar	75	2	2	3	3	25
Lanao Del Sur	84	3	3	2	2	16

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### 3.2. Work Status

**Work Status.** Fifty-four percent have a job, and 37% do not have a job, while 10% never had a job. Percentages who have a job is about the same in all areas. [Table 10]]

Of 54% who are working, 28% work in the private sector, 57% are self-employed, and 10% are government employees. In particular, those who are self-employed is slightly higher in 3 Poorest Provinces (62%) than National Survey (58%) and Justice Zones (51%).

**Status of Those Not Working.** Among those who are not working, 47% are doing housework or looking after the home and children, while 16% are unemployed and looking for a job, and another 16% are in education or schooling. [Table 11]

Across areas, most of those who are not working are doing housework, looking after the home, children or other persons, ranging from 41% to 47%.

On the other hand, those who are unemployed is higher in 3 Poorest Provinces (29%) than Justice Zones (24%) and National Survey (15%). [Table 12]

Table 10

<b>WORK STATUS, TOTAL PHL, SEP 2021</b>						
	Working	Private	Self-employed	Gov't	Not working	Never worked
<b>Total PHILIPPINES</b>	<b>54%</b>	<b>28%</b>	<b>57%</b>	<b>10%</b>	<b>37%</b>	<b>10%</b>
<b>NATIONAL SURVEY</b>	<b>54</b>	<b>28</b>	<b>58</b>	<b>10</b>	<b>37</b>	<b>9</b>
NCR	53	42	49	7	38	9
Balance Luzon	52	22	61	12	38	10
Visayas	50	32	53	9	42	8
Mindanao	61	29	60	7	30	9
<b>JUSTICE ZONE SURVEY</b>	<b>57</b>	<b>37</b>	<b>51</b>	<b>9</b>	<b>35</b>	<b>8</b>
Quezon City	56	37	54	8	38	6
Angeles City	41	30	56	8	50	8
Naga City	52	43	40	13	37	10
Bacolod City	64	31	60	7	27	9
Cebu City	63	34	53	8	26	11
Davao City	60	40	41	10	32	8
<b>3 POOREST PROVINCES</b>	<b>53</b>	<b>18</b>	<b>62</b>	<b>11</b>	<b>27</b>	<b>20</b>
Camarines Norte	58	23	55	9	23	19
Eastern Samar	55	23	45	17	33	12
Lanao Del Sur	50	11	75	9	27	24



**Table 11**

**MAIN STATUS IF NOT WORKING, TOTAL PHL, SEP 2021**

*Base: Total who have no job / never had a job before*

	Total PHILIPPINES	NATIONAL SURVEY	JUSTICE ZONE SURVEY	3 POOREST PROVINCES
Doing housework, looking after the home, children or other persons	47%	47%	44%	41%
Unemployed and looking for a job	16	15	24	29
In education	16	16	10	15
Retired	14	14	16	7
Permanently sick or disabled	4	5	3	3
Pregnant or Maternity Leave	1	1	1	0.2
Contractual or Layoff	1	1	0.4	2
Others	1	1	0.5	2

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**Table 12**

**MAIN STATUS IF NOT WORKING: TOP THREE RESPONSES, TOTAL PHL, SEP 2021**

*Base: Total who have no job / never had a job before*

	Doing housework, looking after the home, children or other persons	Unemployed and looking for a job	In education
<b>Total PHILIPPINES</b>	<b>47%</b>	<b>16%</b>	<b>16%</b>
<b>NATIONAL SURVEY</b>	<b>47</b>	<b>15</b>	<b>16</b>
NCR	45	26	11
Balance Luzon	43	14	22
Visayas	54	13	12
Mindanao	53	15	8
<b>JUSTICE ZONE SURVEY</b>	<b>44</b>	<b>24</b>	<b>10</b>
Quezon City	42	27	8
Angeles City	49	32	10
Naga City	45	20	19
Bacolod City	41	17	17
Cebu City	37	23	13
Davao City	53	18	10
<b>3 POOREST PROVINCES</b>	<b>41</b>	<b>29</b>	<b>15</b>
Camarines Norte	44	14	17
Eastern Samar	51	13	18
Lanao Del Sur	34	44	13

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### 3.3. Religion and Religious Activity

**Religion.** A large majority (79%) are *Roman Catholics*. The rest belong to other religions: 5% are Muslims, 4% are *Born Again Christians*, 3% are *Iglesia Ni Cristo*, 2% each are *Protestants* and *Aglipayan*, and 1% are *Baptist*. [Table 13]

Majorities across areas are Roman Catholics (51% to 87%). Meanwhile, 44% in 3 Poorest Provinces are Muslims.

**Charismatic Group membership.** One percent are *Couples for Christ*, 3% are members of other charismatic groups, while a large majority (96%) are *not a member* of any charismatic groups. Across areas, very large majorities (92%-100%) are *not members* of any charismatic groups. [Table 14]

**Self-Assessed Religiosity.** A large majority (88%) consider themselves *religious*, of which 7% are *extremely religious*, 18% are *very religious*, and 63% are *somewhat religious*. On the other hand, 6% consider themselves *non-religious*, of which 4% are *somewhat non-religious*, 1% are *very non-religious*, and 1% are *extremely non-religious*. Meanwhile, 6% consider themselves *neither religious or non-religious*. [Table 15]

Across areas, very large majorities consider themselves *religious* (88%-93%). [Table 16]

Table 13

<b>RELIGION, TOTAL PHL, SEP 2021</b>				
	<b>Total PHILIPPINES</b>	<b>NATIONAL SURVEY</b>	<b>JUSTICE ZONE SURVEY</b>	<b>3 POOREST PROVINCES</b>
<b>Roman Catholic</b>	<b>79%</b>	<b>79%</b>	<b>87%</b>	<b>51%</b>
<b>Islam</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>44</b>
<b>Born again</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>1</b>
<b>Iglesia ni Cristo</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Protestant</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>
<b>Aglipayan</b>	<b>2</b>	<b>2</b>	<b>0.1</b>	<b>0.1</b>
<b>Baptist</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0.2</b>
<b>Others</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>



**Table 14**

<b>CHARISMATIC GROUP MEMBERSHIP, TOTAL PHL, SEP 2021</b>				
	<b>Total PHILIPPINES</b>	<b>NATIONAL SURVEY</b>	<b>JUSTICE ZONE SURVEY</b>	<b>3 POOREST PROVINCES</b>
<b>Couples for Christ</b>	1%	1%	0.4%	1%
<b>Others</b>	3	3	2	3
<b>Not a member</b>	96	96	97	96

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**Table 15**

<b>SELF-ASSESSED RELIGIOSITY, TOTAL PHL, SEP 2021</b>				
	<b>Total PHILIPPINES</b>	<b>NATIONAL SURVEY</b>	<b>JUSTICE ZONE SURVEY</b>	<b>3 POOREST PROVINCES</b>
<b>Extremely religious</b>	7%	7%	5%	15%
<b>Very religious</b>	18	18	20	23
<b>Somewhat religious</b>	63	64	63	55
<b>Neither religious nor non-religious</b>	6	6	7	3
<b>Somewhat non-religious</b>	4	4	4	2
<b>Very non-religious</b>	1	1	0.4	1
<b>Extremely non-religious</b>	1	1	0.3	1

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**Table 16**

	Religious	Neither	Non-religious
<b>SELF-ASSESSED RELIGIOSITY, TOTAL PHL, SEP 2021</b>			
<b>Total PHILIPPINES</b>	<b>88%</b>	<b>6%</b>	<b>6%</b>
<b>NATIONAL SURVEY</b>	<b>88</b>	<b>6</b>	<b>6</b>
NCR	85	5	10
Balance Luzon	87	7	6
Visayas	92	4	4
Mindanao	88	7	5
<b>JUSTICE ZONE SURVEY</b>	<b>88</b>	<b>7</b>	<b>5</b>
Quezon City	87	7	6
Angeles City	93	3	4
Naga City	87	5	7
Bacolod City	94	4	2
Cebu City	88	8	4
Davao City	87	7	5
<b>3 POOREST PROVINCES</b>	<b>93</b>	<b>3</b>	<b>4</b>
Camarines Norte	87	4	8
Eastern Samar	91	4	5
Lanao Del Sur	97	2	1



### 3.4. Migrant Worker in the Household

Fifteen percent have a household member who is a *migrant worker*, or someone who works in a different place in the Philippines or abroad. Of the 15%, 53% works *within the country* and 47% *works abroad*. [Table 17]

Among those who have migrant family worker, majorities across areas are working within the country. In particular, it is high in 3 Poorest Provinces (67%) than National Survey (52%). Meanwhile, 67% in Mindanao have a migrant family worker abroad.

**Table 17**

<b>MIGRANT WORKER IN THE HOUSEHOLD, TOTAL PHL, SEP 2021</b>					
	<b>There is</b>	<b>Inside PHL</b>	<b>Abroad</b>	<b>Both</b>	<b>None</b>
<b>Total PHILIPPINES</b>	<b>15%</b>	<b>53%</b>	<b>47%</b>	<b>0.5%</b>	<b>85%</b>
<b>NATIONAL SURVEY</b>	<b>16</b>	<b>52</b>	<b>48</b>	<b>0.4</b>	<b>84</b>
NCR	11	68	32	0	89
Balance Luzon	22	55	45	0	78
Visayas	8	42	54	4	92
Mindanao	10	33	67	0	90
<b>JUSTICE ZONE SURVEY</b>	<b>12</b>	<b>61</b>	<b>38</b>	<b>1</b>	<b>88</b>
Quezon City	16	67	33	0	84
Angeles City	12	54	46	0	88
Naga City	16	58	38	4	84
Bacolod City	9	48	48	4	91
Cebu City	6	41	47	12	94
Davao City	6	50	50	0	94
<b>3 POOREST PROVINCES</b>	<b>11</b>	<b>67</b>	<b>25</b>	<b>2</b>	<b>89</b>
Camarines Norte	14	77	19	5	86
Eastern Samar	17	71	27	2	83
Lanao Del Sur	6	47	29	0	94



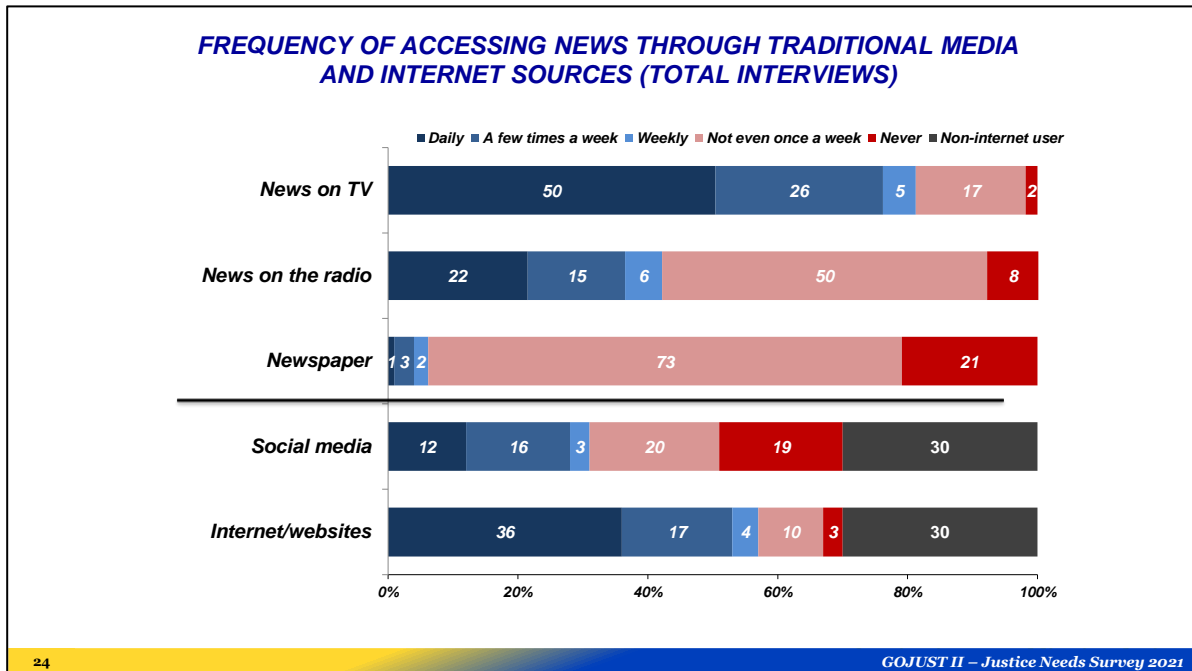
#### 4. Media Access and Internet Access

Filipinos tend to access news through traditional news media sources than the new media sources. [Chart 1]

For traditional sources, *television* is the most accessed, followed by *radio* and newspaper.

For new media sources, *internet websites* of news platforms are the most accessed, followed by *social media*.

Chart 1





#### 4.1. Traditional Media

Filipinos source their news from television more frequently than from other traditional news media sources, such as radio and newspapers, and the Internet.

About a half watch television for news daily, and one-fourth watch a few times a week.

Almost all adults have listened to news on the radio, but a fifth do so daily (22%).

About eight in ten have read newspapers, but a very small 1% do so daily.

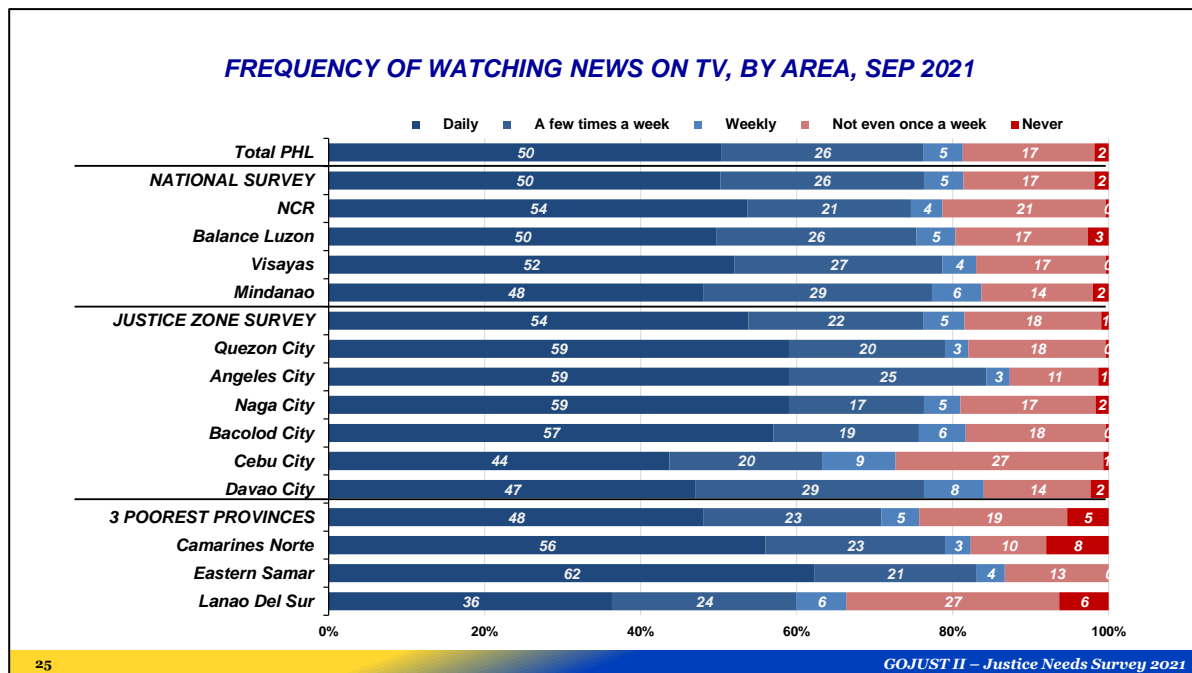
**Frequency of Watching News on TV.** Accessing television news on a daily basis is more common in Justice Zones (54%) and National Survey (50%) than 3 Poorest Provinces (48%). [Chart 2]

In the National Survey, those who access television news on a daily basis are hardly vary across areas: NCR (54%), Visayas (52%), Balance Luzon (50%), and Mindanao (48%).

In the Justice Zones, three-fifths in Quezon City (59%), Angeles City (59%), Naga City (59%), and Bacolod City (57%) access television news more frequently than those in Davao City (47%) and Cebu City (44%).

In the 3 Poorest Provinces, about three-fifths (62%) in Eastern Samar and Camarines Norte (56%) access television news on a daily basis, higher compared in Lanao Del Sur (36%).

Chart 2







Accessing television news on a daily basis is more common among males, (51%), 35-44 (53%), the oldest 45 and above (57% to 58%), elementary and high school graduates (51%), college graduates (52%), and among self-ascribed majority (52%). [Chart 3]

In the National Survey, it is more common among the oldest 45 and above (58%-57%), 35-44 (53%), non-elementary graduates (59%). A slim majority among self-ascribed majority (51%) access television news on a daily basis, higher compared to 39% among self-ascribe minority (39%). [Chart 4]

In the Justice Zones, there are slightly more who access television news on a daily basis among females (56%) than males (52%). By age, 68% among the oldest 55 and above access television news on a daily basis, higher compared to other age groups. By education, it is more common among non-elementary graduates (59%). [Chart 5]

In the 3 Poorest Provinces, it is more common among the oldest 55 and above (65%), college graduates, and self-ascribed minority (67%). [Chart 6]

**Chart 3**

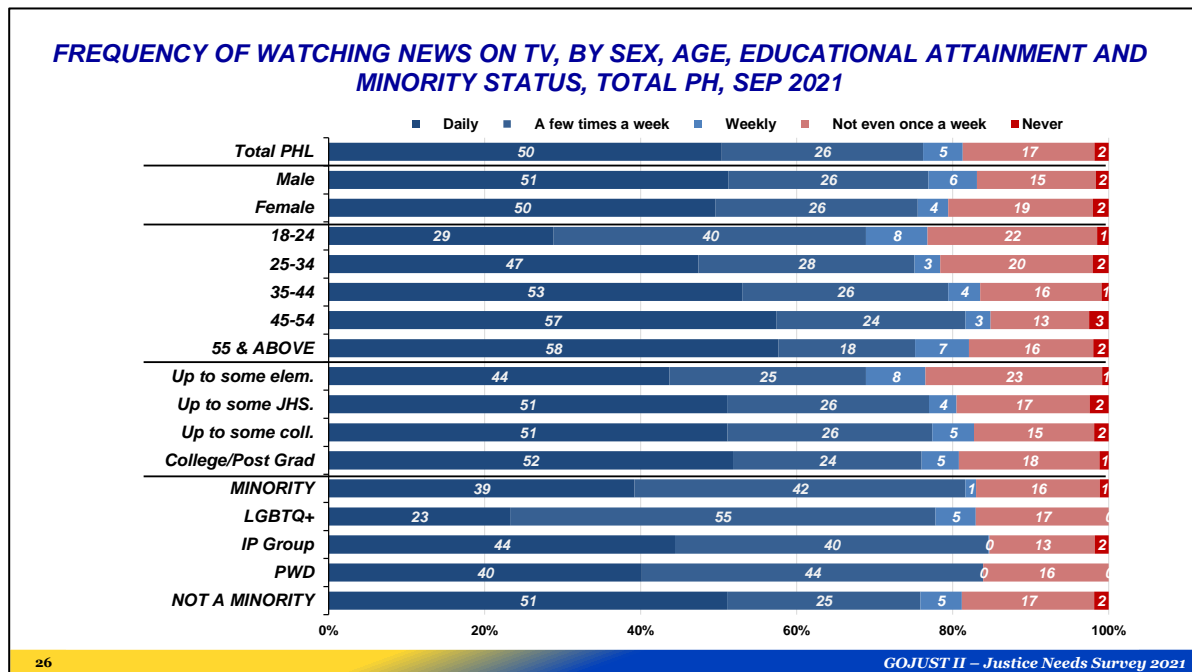




Chart 4

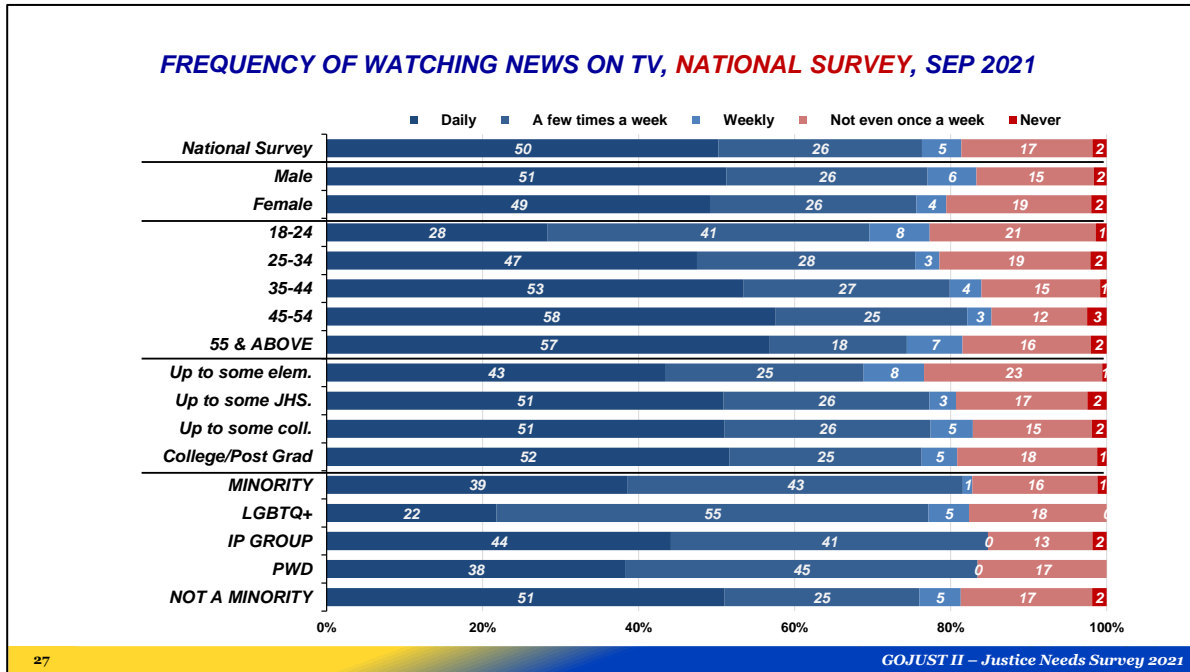


Chart 5

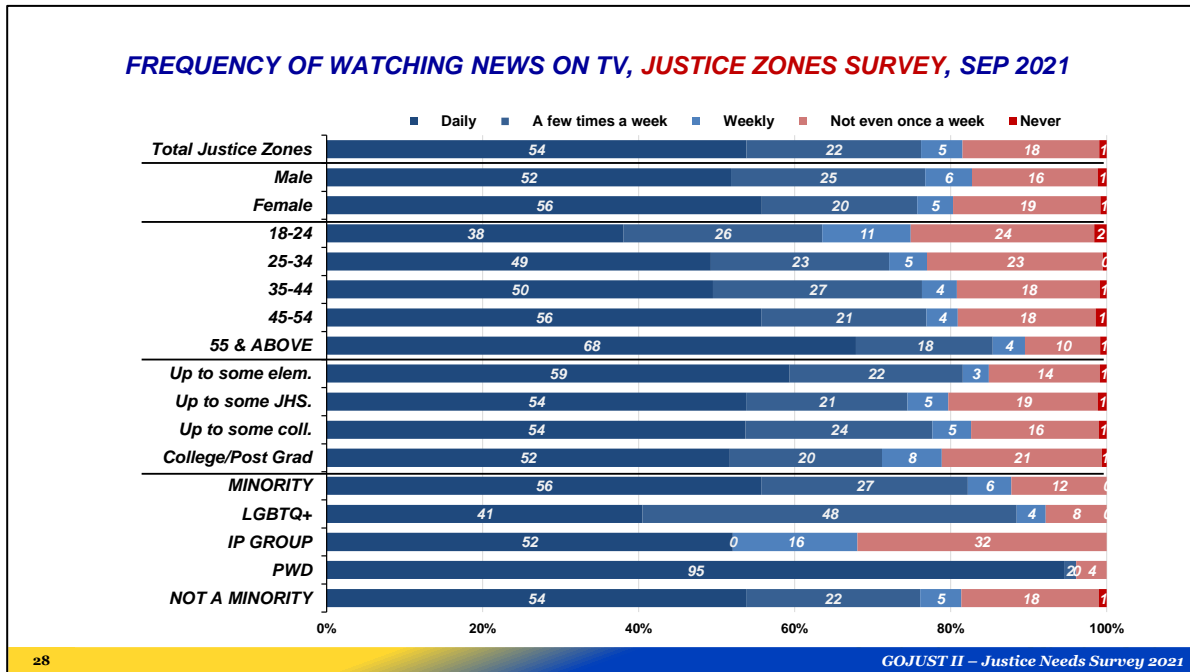
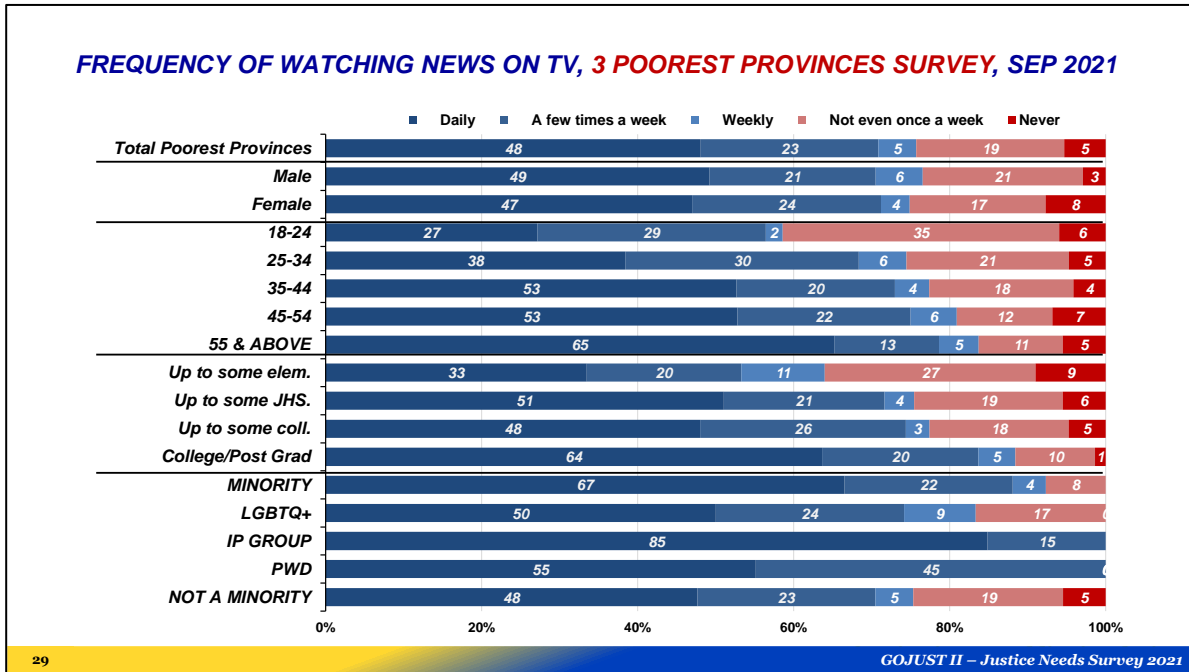




Chart 6





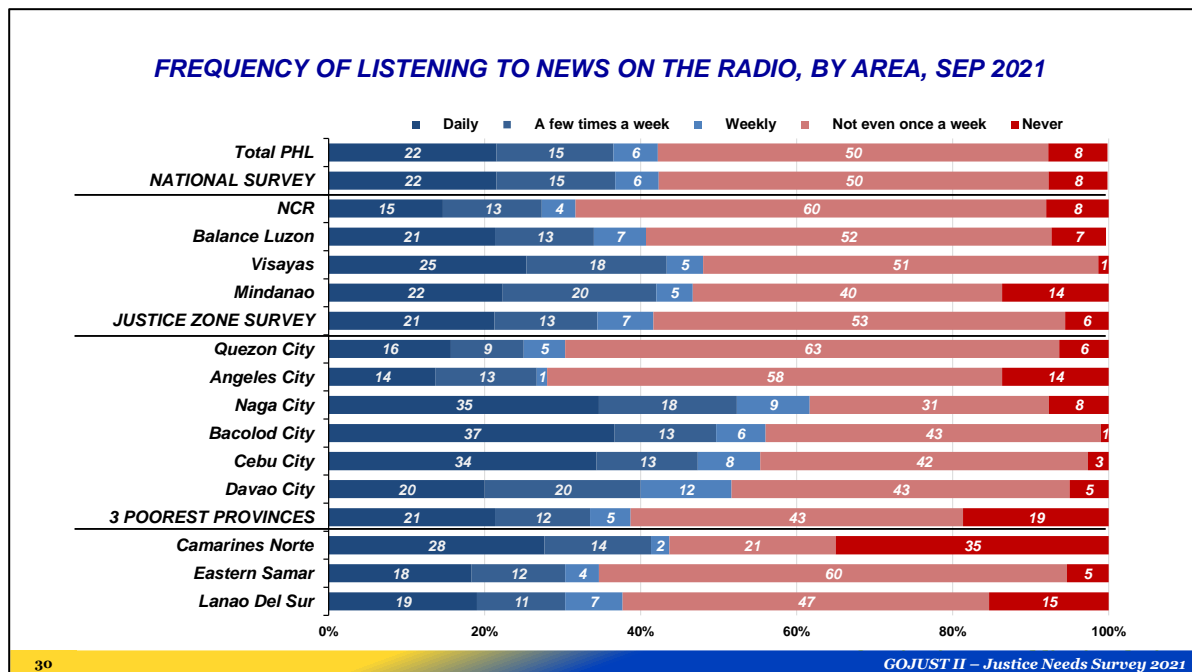
**Frequency of Listening to News on the Radio.** About a fifth in National Survey (20%), Justice Zones (21%), and 3 Poorest Provinces (21%) access radio news on a daily basis. [Chart 7]

In the National Survey, those who access radio news on a daily basis are higher in Visayas (25%), Mindanao (22%), and Balance Luzon (21%) than NCR (15%).

In the Justice Zones, about two-fifths in Bacolod City (37%), Naga City (34%), and Cebu City (34%) access radio news on a daily basis, higher than about a fifth in Davao City (16%), Quezon City (59%), and Angeles City (14%).

In the 3 Poorest Provinces, three-of-ten (28%) in Camarines Norte access radio news on a daily basis higher compared in Lanao Del Sur (19%) and Eastern Samar (18%).

**Chart 7**





Those who access radio news on a daily basis are higher among the oldest aged 55 and above (33%), elementary graduates (30%), and among self-ascribed minority (28%). [Chart 8]

In the National Survey, it is more common among the oldest aged 55 and above (33%), elementary graduates (31%), and among self-ascribed minority (28%). [Chart 9]

In the Justice Zones, it is more common among the oldest aged 45 and above (30% to 32%), non-elementary graduates (42%), and among self-ascribed minority (34%). There are notable trends: those who access radio news on a daily basis declines among with more education (particularly lowest among college graduates). [Chart 10]

In the 3 Poorest Provinces, it is more common among the oldest aged 55 and above (31%) and elementary graduates (25%). [Chart 11]

**Chart 8**

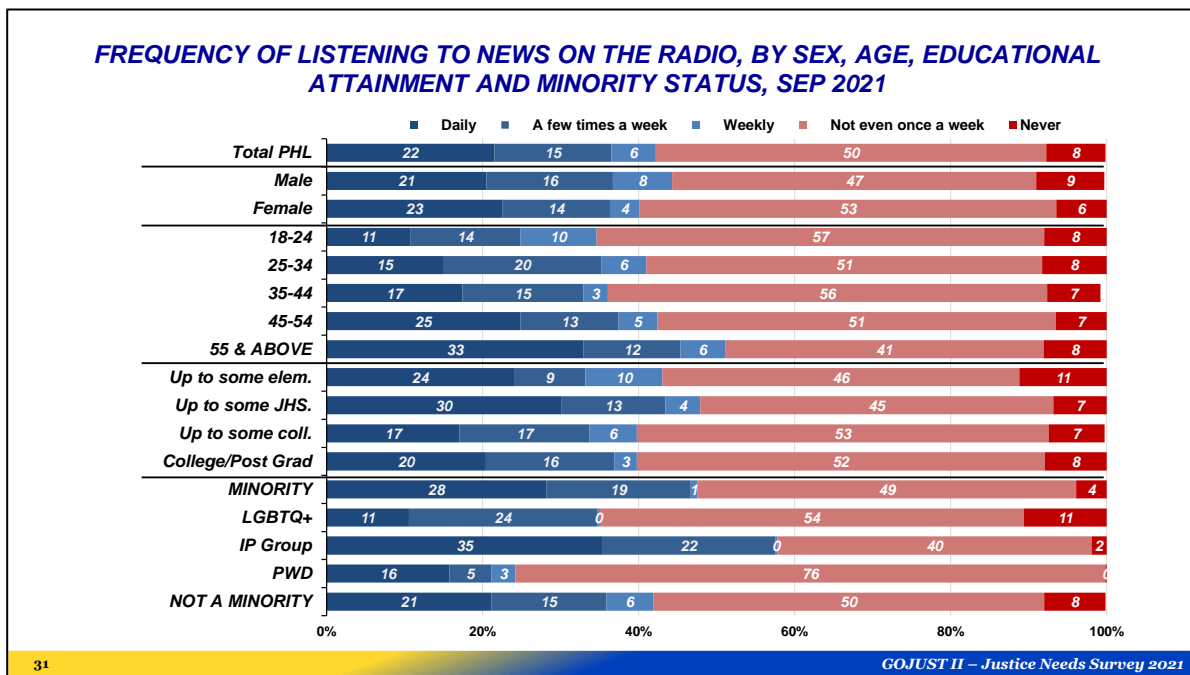




Chart 9

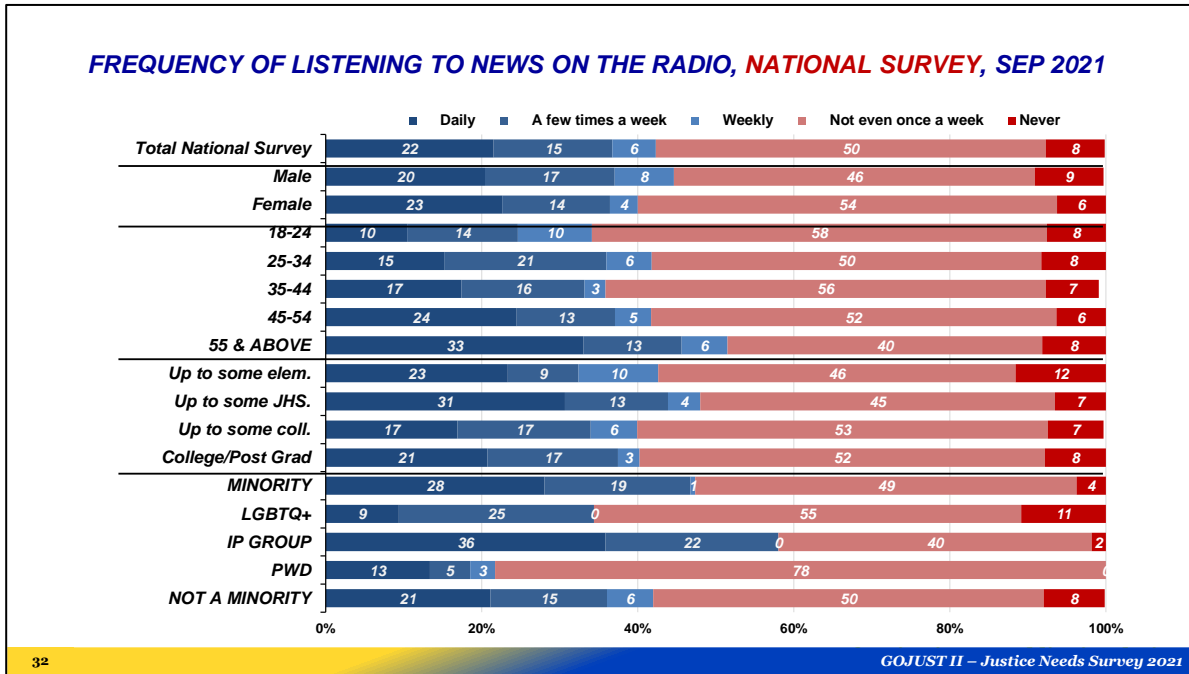


Chart 10

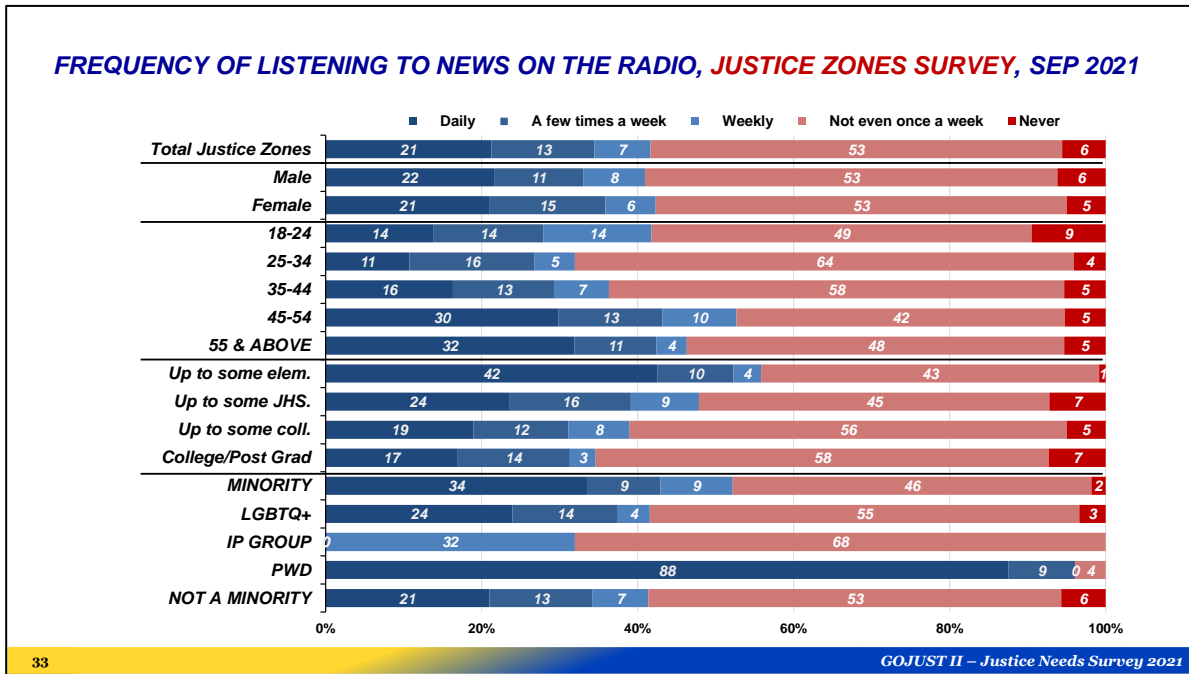
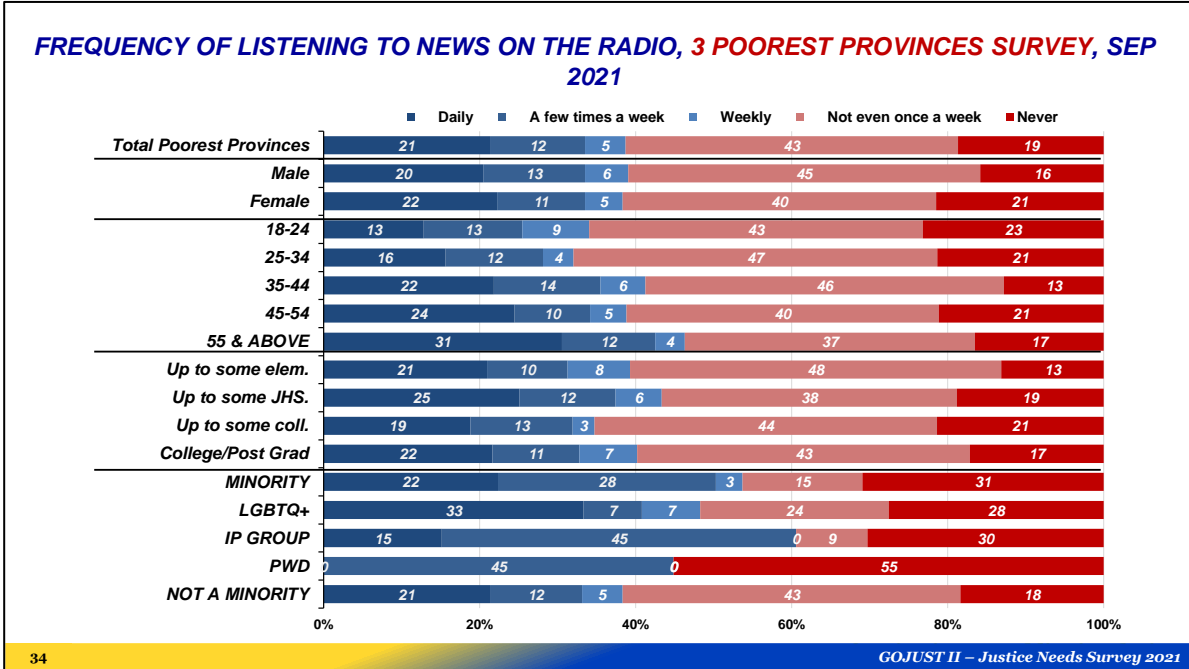




Chart 11





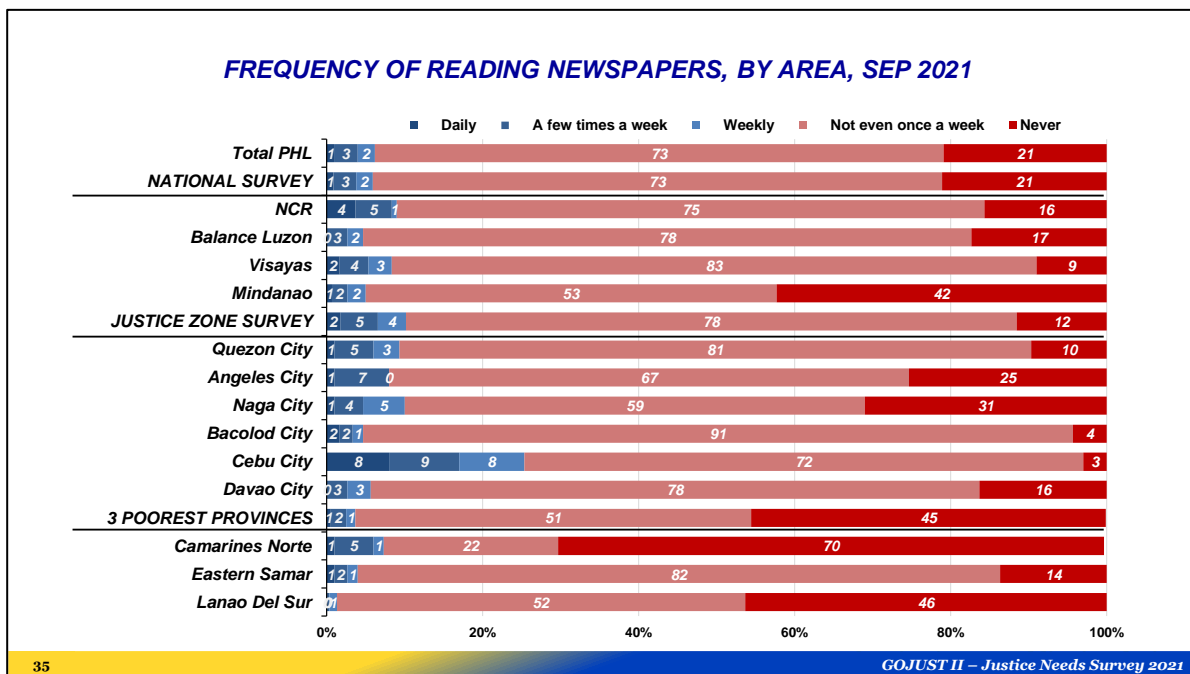
**Frequency of Reading Newspapers.** Daily readership of newspapers is slightly more common in Justice Zones (11%) than National Survey (6%) and 3 Poorest Provinces (4%). [Chart 12]

In the National Survey, daily readership of newspapers is more common in NCR (4%) than Visayas (2%), Mindanao (1%), and Balance Luzon (0%).

In the Justice Zones, eight percent read newspapers on a daily basis in Cebu City, higher than other justice zones.

In the 3 Poorest Provinces, daily readership of newspapers hardly varies in Camarines Norte (1%) than Lanao Del Sur (1%) and Eastern Samar (0%).

**Chart 12**







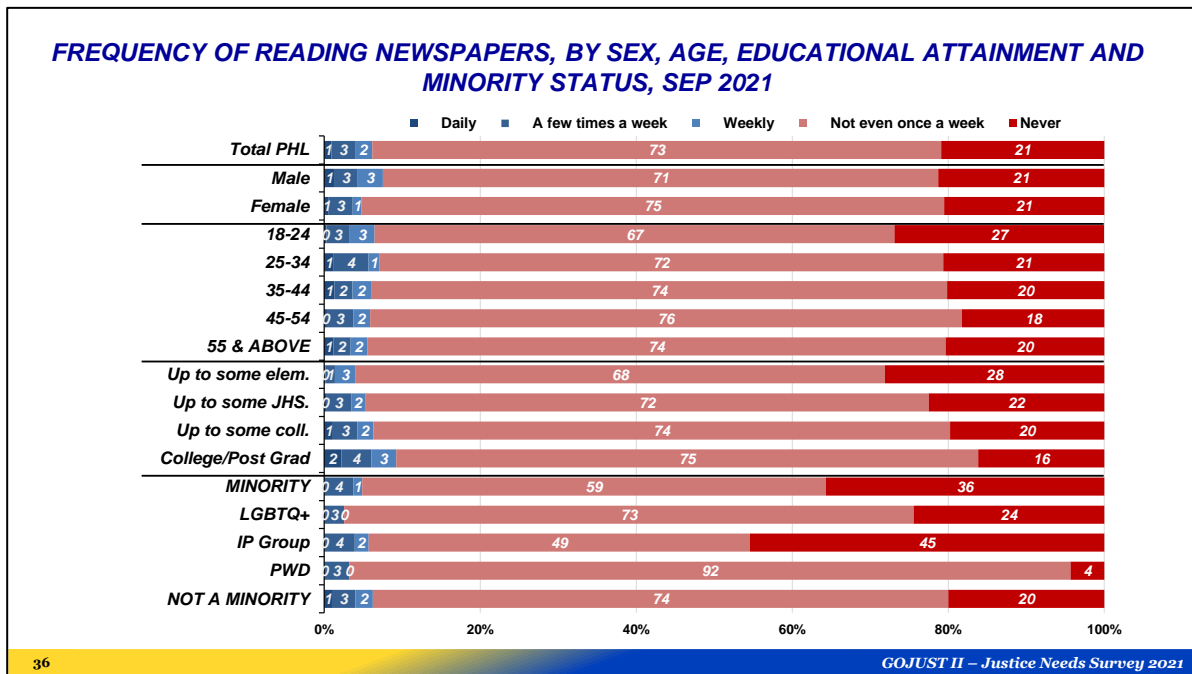
Across socio-demographics, small percentages of 1% below read newspapers on a daily basis. [Chart 13]

In the National Survey, daily readership of newspapers is slightly higher among college graduates (2%). [Chart 14]

In the Justice Zones, daily readership of newspapers is more common among males (3%), the oldest 45 and above (2%-3%), high school graduates (2%), and the self-ascribed majority (2%). [Chart 15]

In the 3 Poorest Provinces, daily readership of newspapers is more common among college graduates (2%). [Chart 16]

**Chart 13**



**Chart 14**

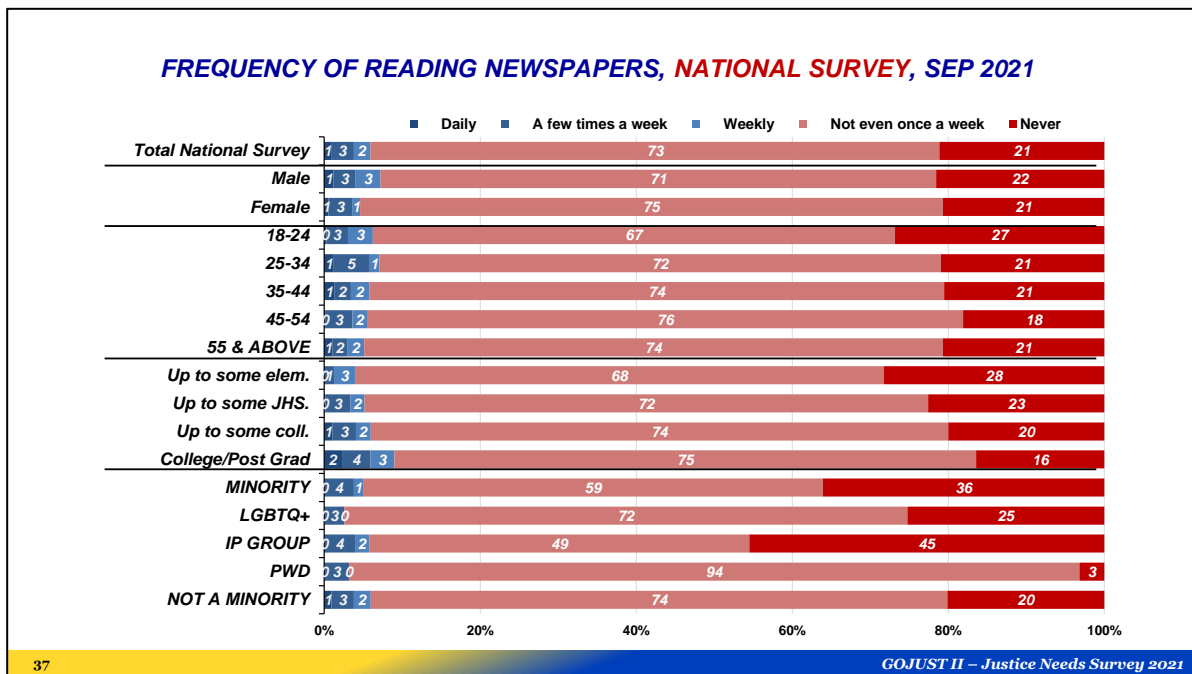




Chart 15

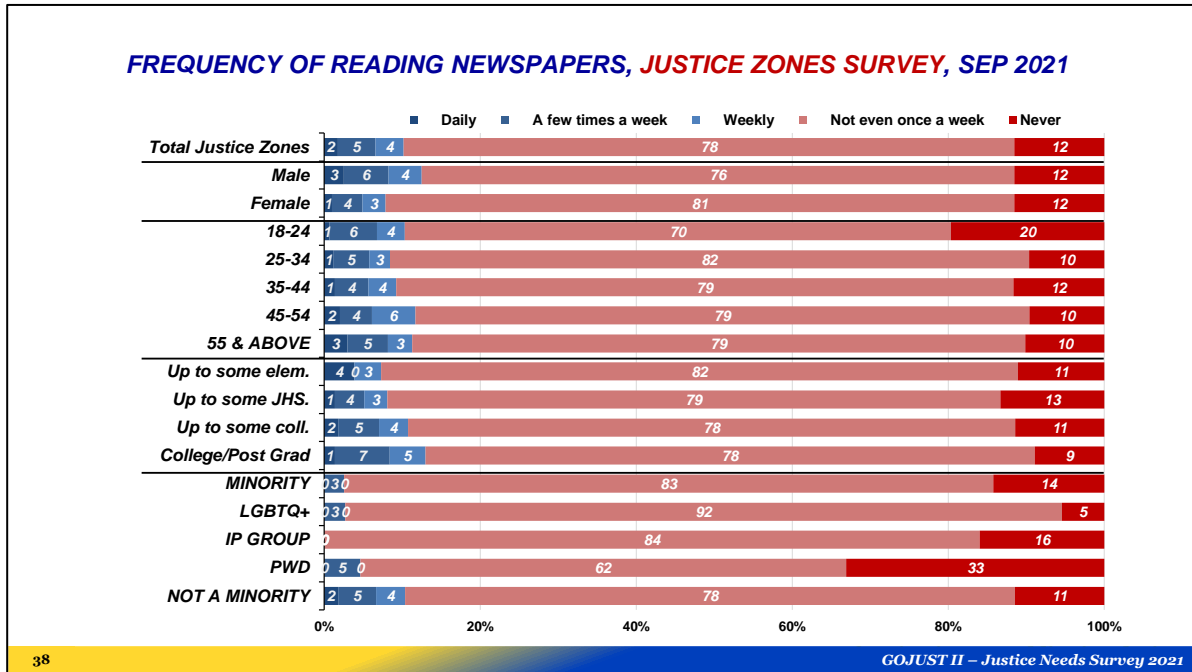
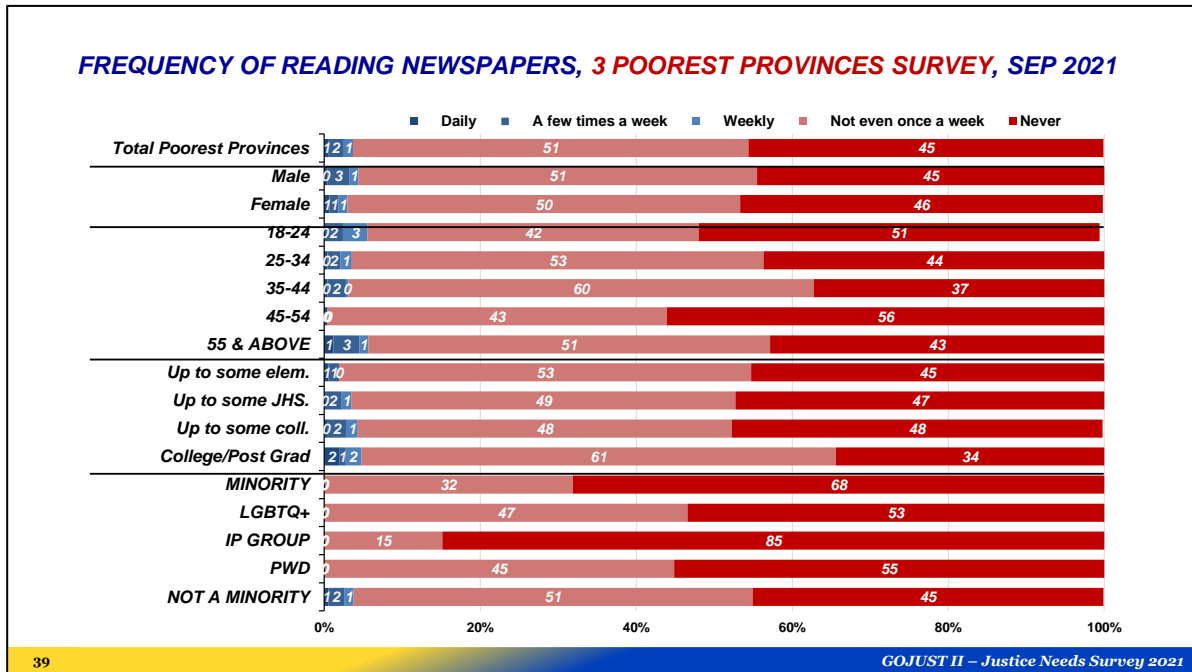


Chart 16





## 4.2. Internet and Social Media

Seven-in-ten (70%) of Filipinos *use the internet*, including social media networks like Facebook and Twitter, to look for news, with 44% who use the internet *always*. [Chart 17]

Those who access the internet increases from a 55% majority in 2020, lower compared to 70% in 2021. [Chart 18]

Chart 17

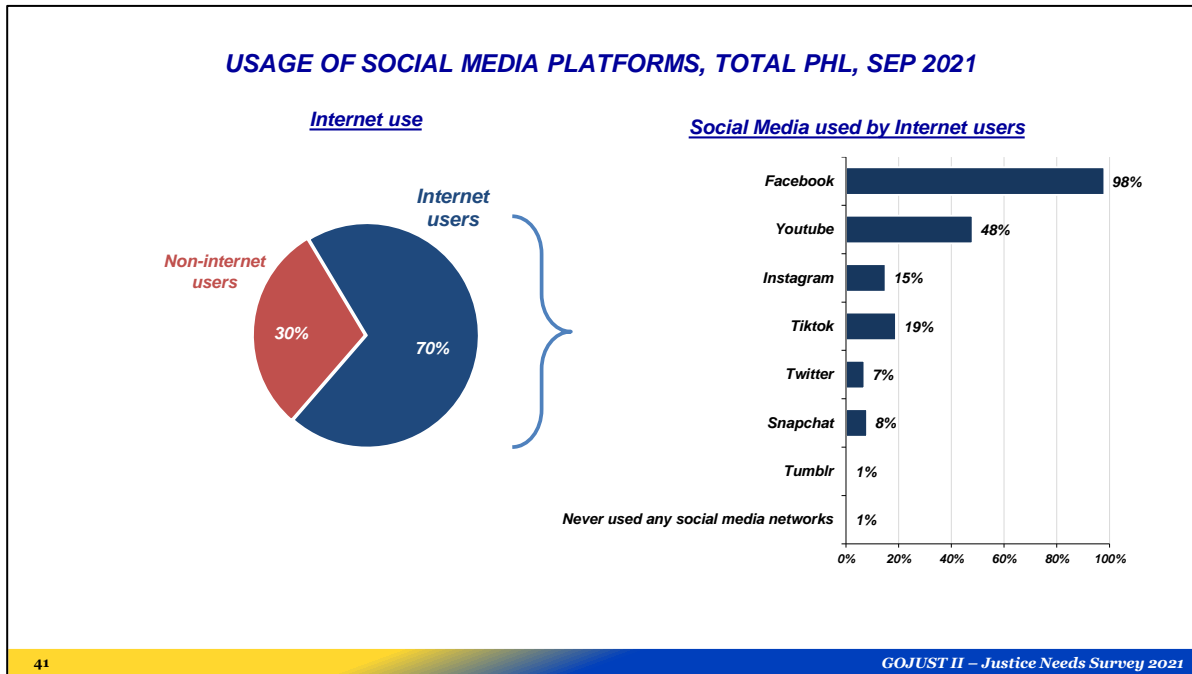
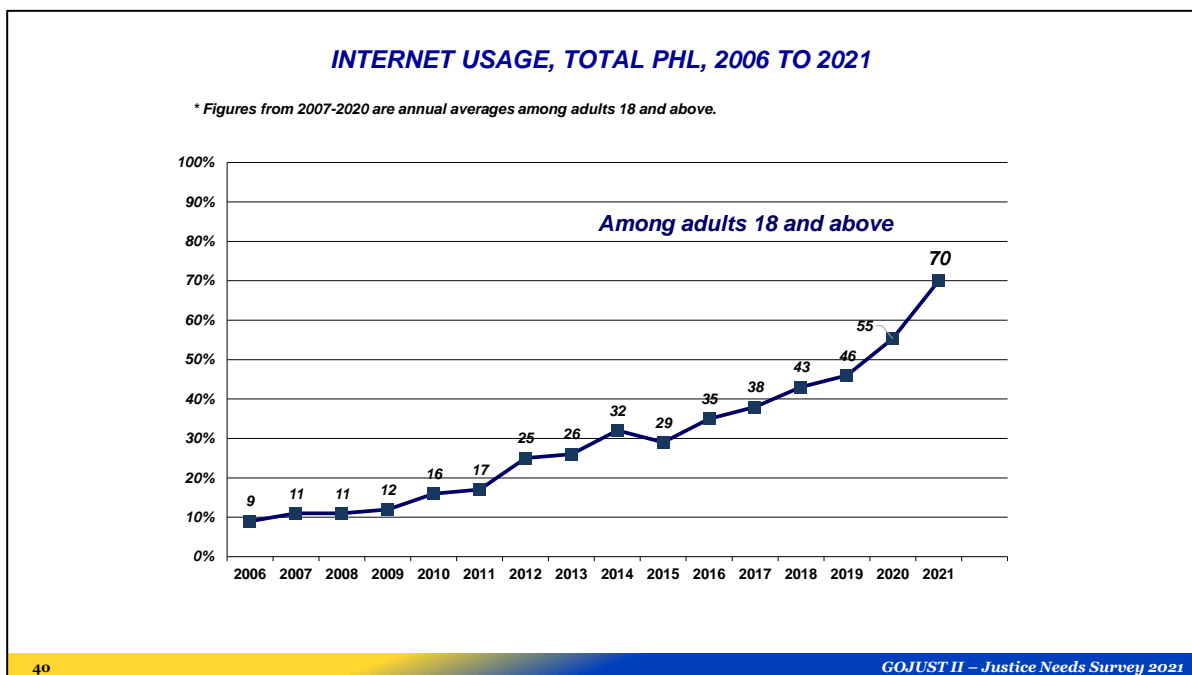


Chart 18





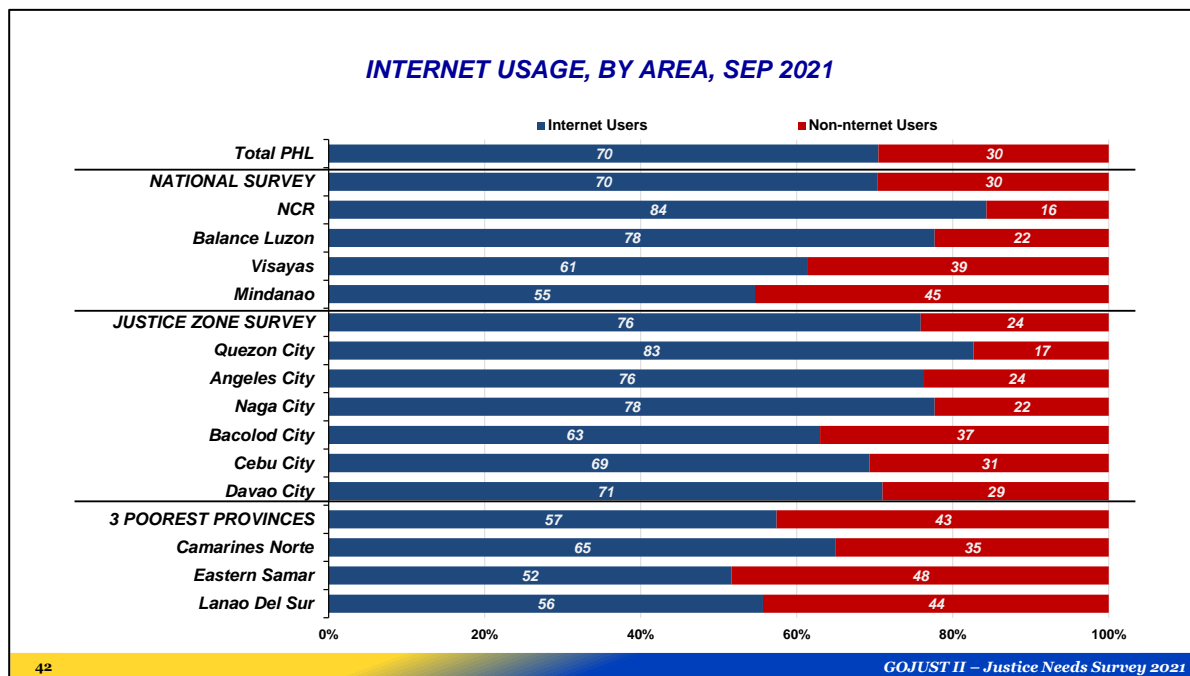
**Internet Usage.** Internet use is higher in Justice Zones (76%) and National Survey (70%) than 3 Poorest Provinces (57%). [Chart 19]

In the National Survey, internet usage is higher in NCR (84%) and Balance Luzon (78%), compared to about three-fifths in Visayas (61%), and Mindanao (55%).

In the Justice Zones, internet usage is higher in Quezon City (83%), Naga City (78%), and Angeles City (76%), higher compared to about seven-in-ten in Davao City (71%), Cebu City (69%), and Bacolod City (63%).

In the 3 Poorest Provinces, there are more in Camarines Norte with 65%, higher than Lanao Del Sur (56%) and Eastern Samar (52%).

**Chart 19**





Internet usage is high across areas and socio-demographics. It is particularly higher among females (73%) than males (66%). By age, almost all among 18-24 use the internet and declines among older adults. By education, 91% among college graduates use the internet, highest across education levels. It increases among those with more education. Almost all among self-ascribed minority used the internet, higher compared to 71% among self-ascribed majority. [Chart 20]

In the National Survey, it is slightly higher among females (73%) than males (68%). By age, almost all among 18-24 (99%) and 25-34 (93%) use the internet. By education, 91% among college graduates use the internet, highest across education levels. There are notable trends, internet usage declines among older adults and increases among those with more education. [Chart 21]

In the Justice Zones, internet usage is slightly higher among females (78%) than males (74%). By age, almost all among 18-24 (99%) and 25-34 (97%) use the internet. By education, 93% among college graduates use the internet, higher compared to other education level. There are notable trends, internet usage declines among older adults and increases among those with more education. [Chart 22]

In the 3 Poorest Provinces, its higher among females (60%), 18-24 (93%), college graduates (81%), and self-ascribed minority (75%). There are notable trends, internet usage declines among older adults and increases among those with more education. [Chart 23]

**Chart 20**

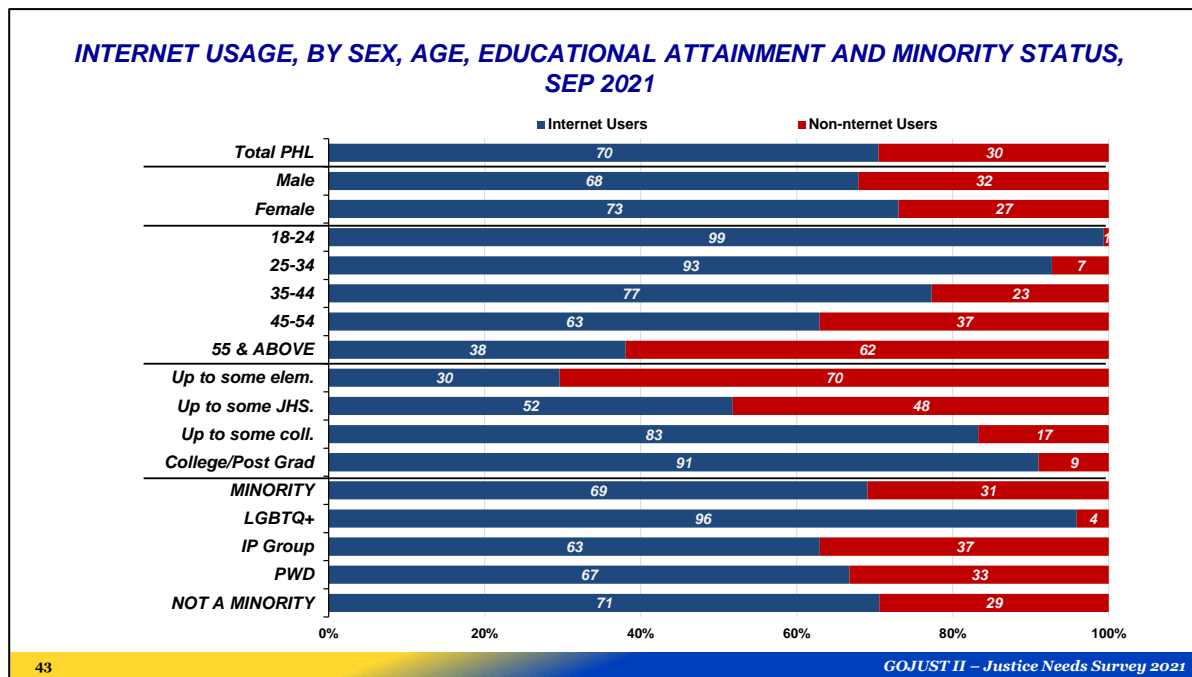




Chart 21

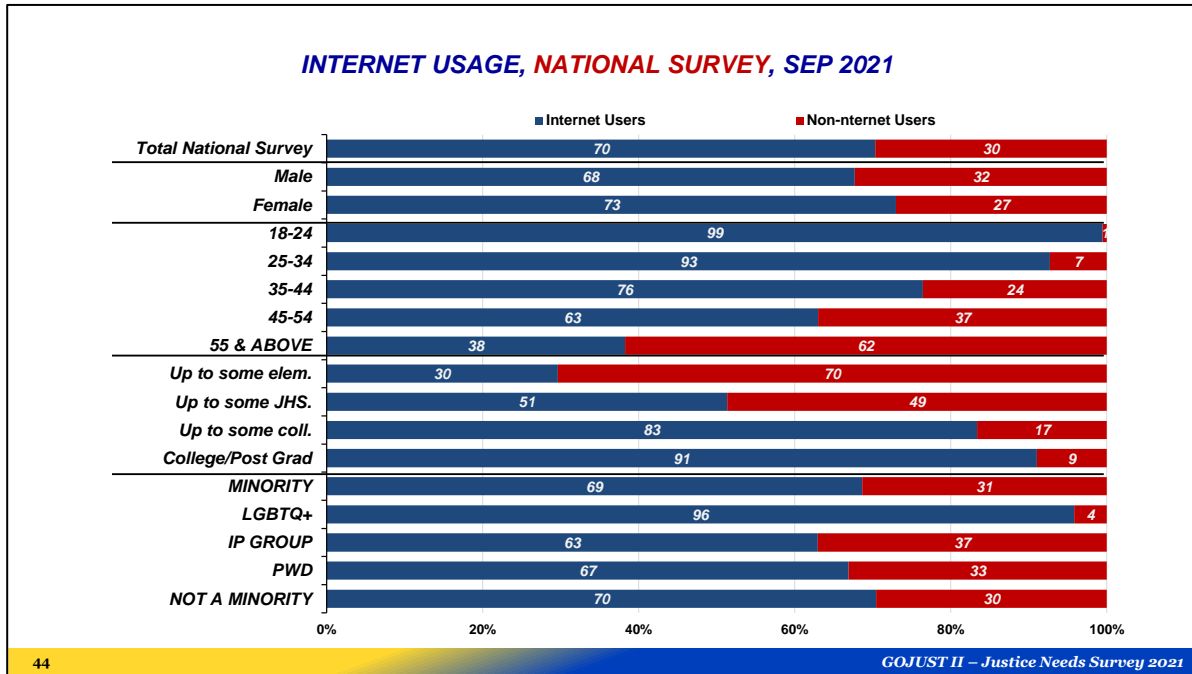


Chart 22

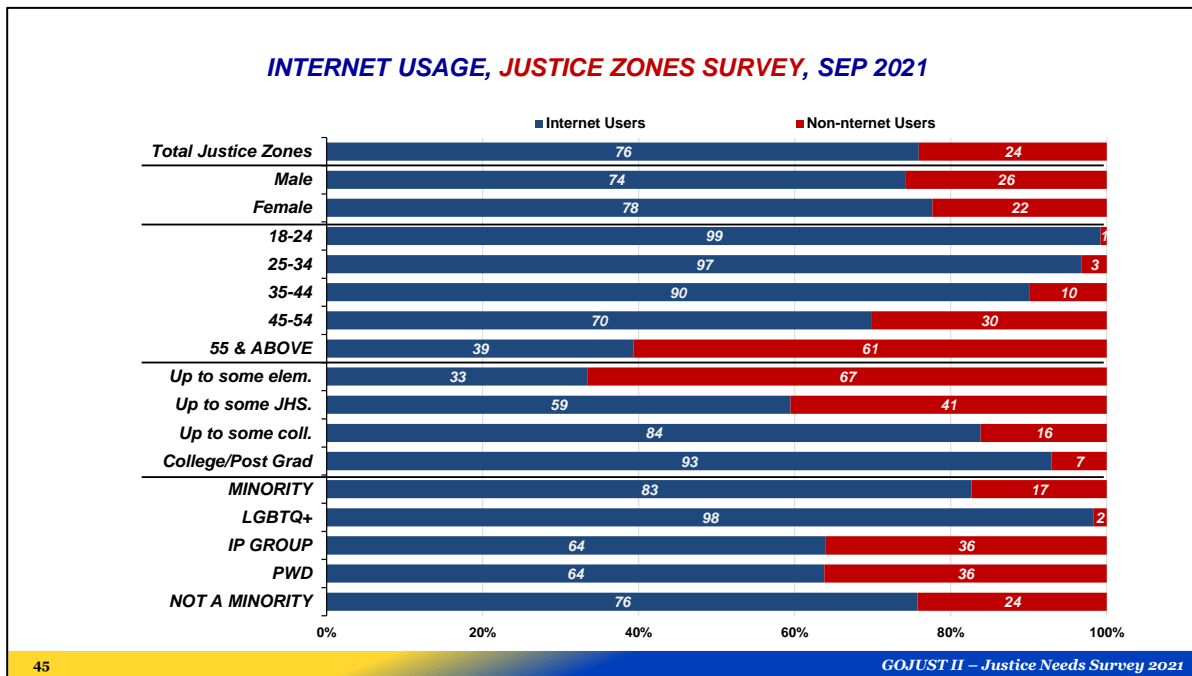
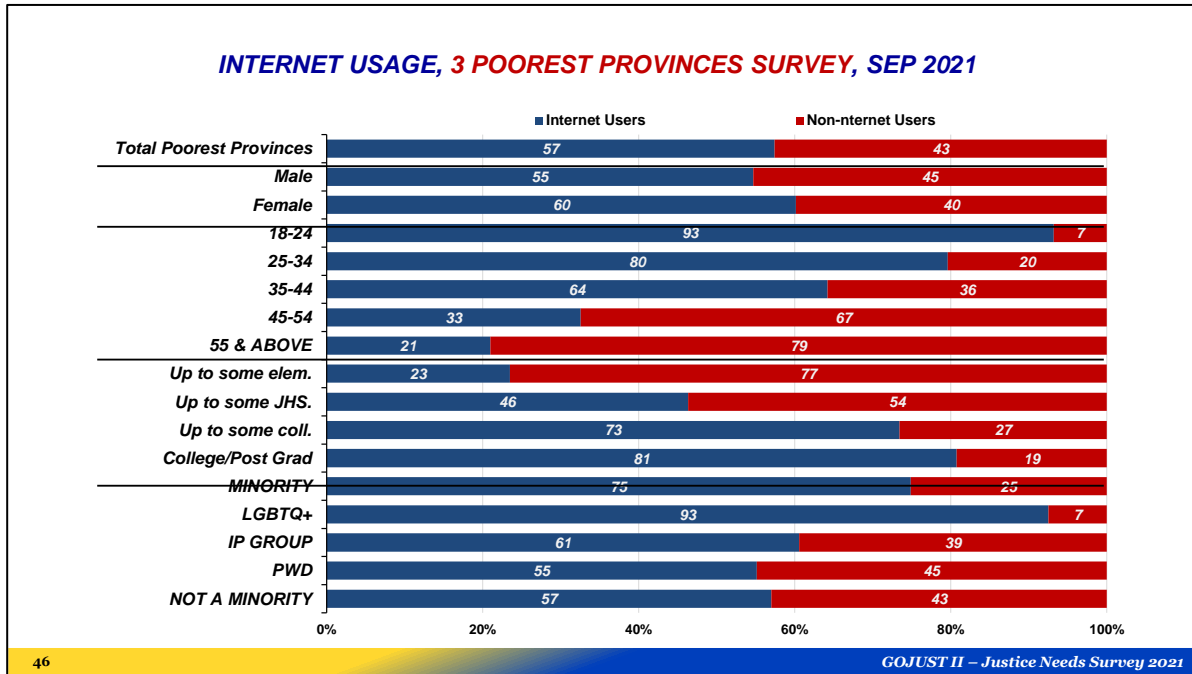




Chart 23





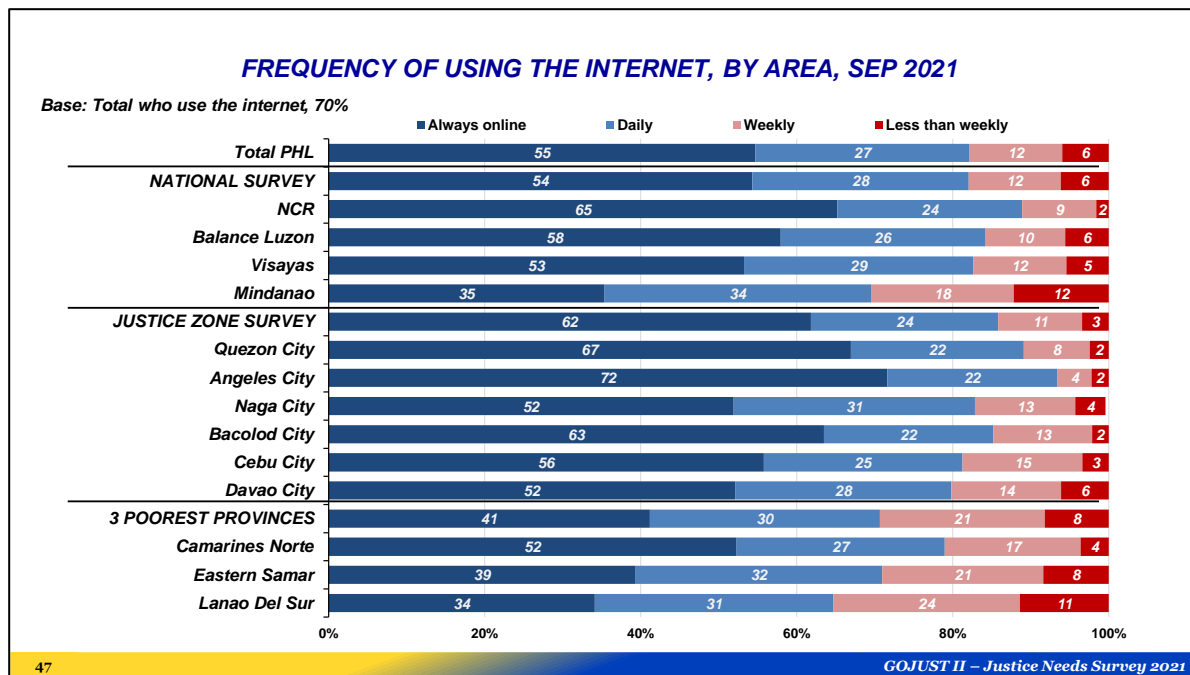
**Frequency of Using the Internet.** Among those who use the internet, those who access the internet *always* use the internet are slightly higher in the Justice Zones (62%) than National Survey (54%), while about two-fifths in the 3 Poorest Provinces (41%). [Chart 24]

In the National Survey, there are slightly more who *always* access the internet in NCR (65%) and Balance Luzon (58%), compared in Visayas (53%), and Mindanao (35%).

In the Justice Zones, about seven-in-ten in Angeles City (72%) and Quezon City (67%) *always* access internet, higher compared Bacolod City (63%), Cebu City (56%), Naga City (52%), and Davao City (52%).

In the 3 Poorest Provinces, 65% in Camarines Norte *always* access the internet, higher compared to a slim majority in Lanao Del Sur (56%) and Eastern Samar (52%).

**Chart 24**



Overall, accessing the internet always is slightly higher among males (57%), among the younger adults (69%), 25-34 (59%), among high school graduates (59%), college graduates (55%), and the self-ascribed majority (55%). There are notable trends: those who always access the internet declines among older adults, while increases among with more education. [Chart 25]

In the National Survey, there are more who always access the internet among males (56%), among the younger adults 18-24 (56%), 25-34 (52%), among high school graduates (59%), college graduates (53%), and the self-ascribed majority (55%). Accessing the internet declines among older adults, while it increases among with more education. [Chart 26]

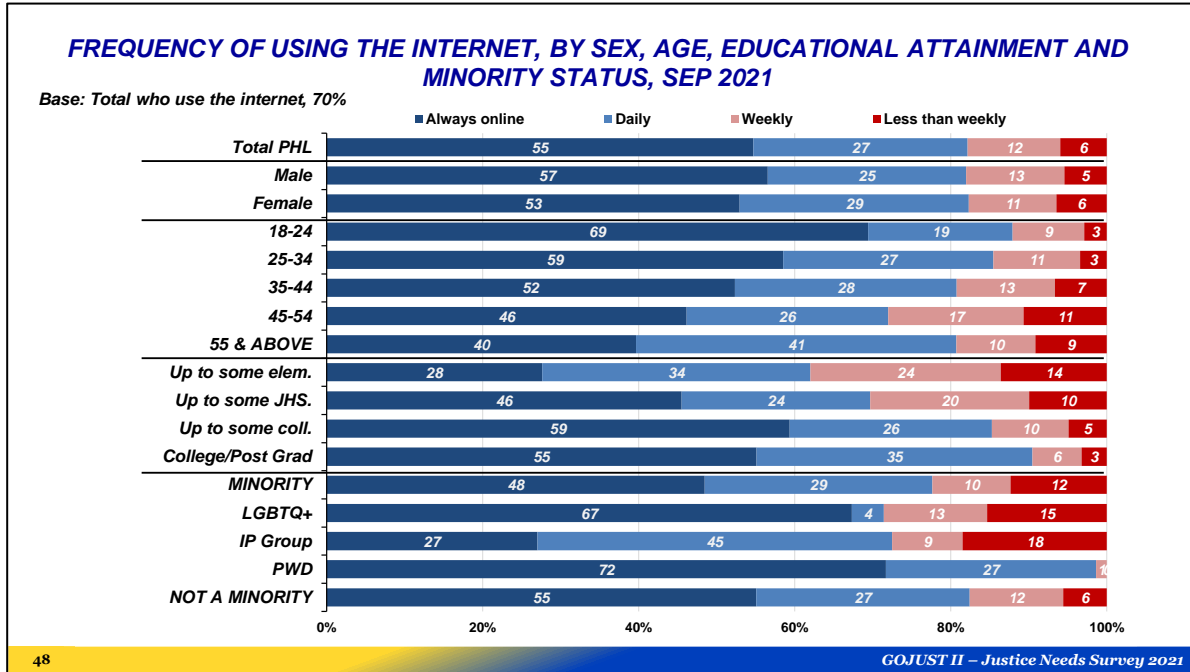
In the Justice Zones, about three-fourths among the younger adults 18-34 (73% to 78%) always access the internet, higher compared to other age groups. By education, accessing the internet always is higher among with more education (particularly among college graduates (77%). [Chart 27]





In the 3 Poorest Provinces, there are more who always access the internet among females (43%), among the younger adults 18-24 (69%), 25-34 (55%), among high school graduates (52%), college graduates (52%), and the self-ascribed minority (52%). It increases among with more education. Notably, a 48% plurality among the oldest 55 and above always access the internet, higher compared to younger groups. [Chart 28]

**Chart 25**



**Chart 26**

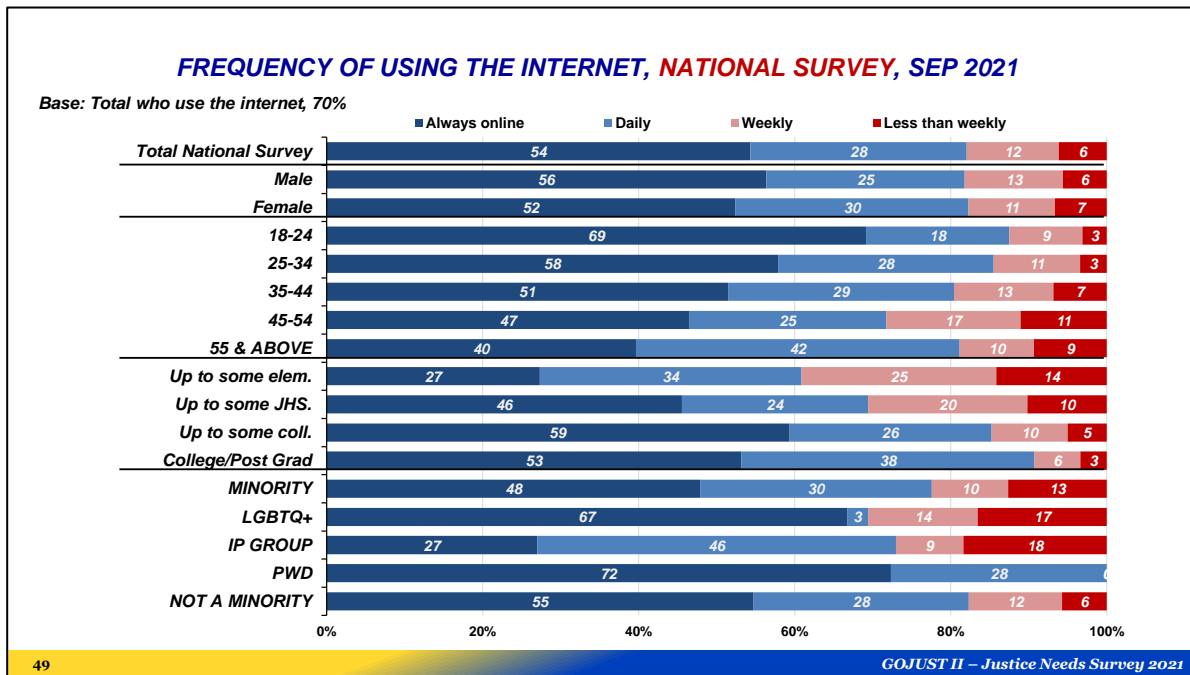




Chart 27

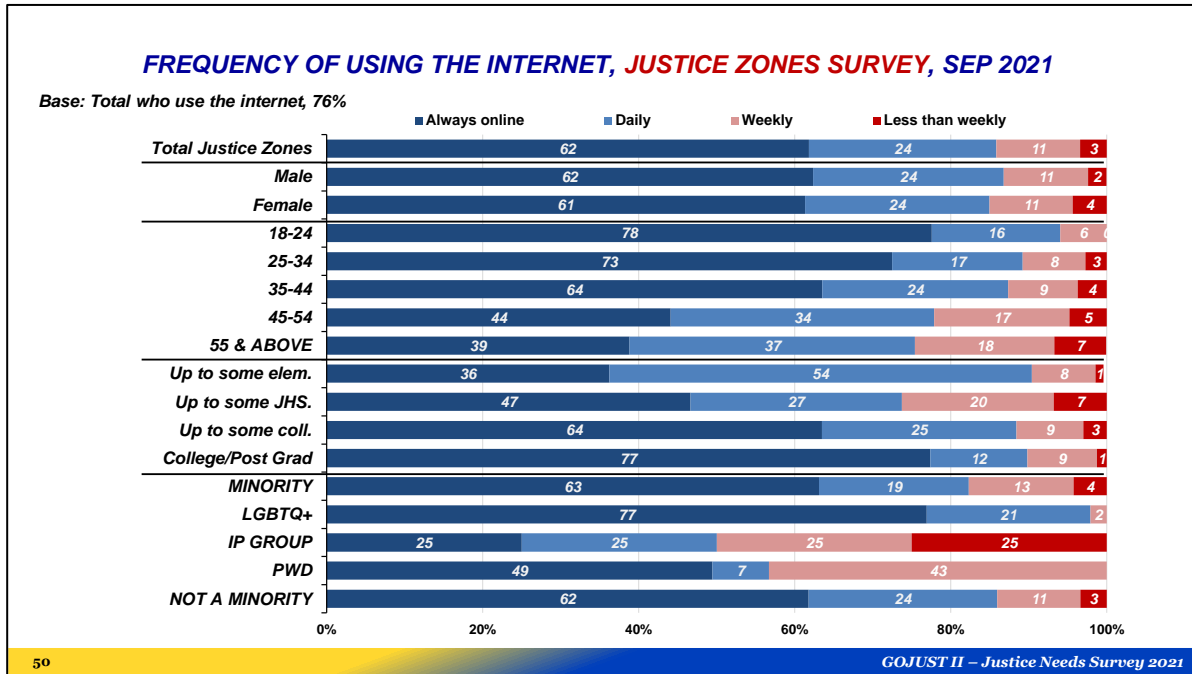
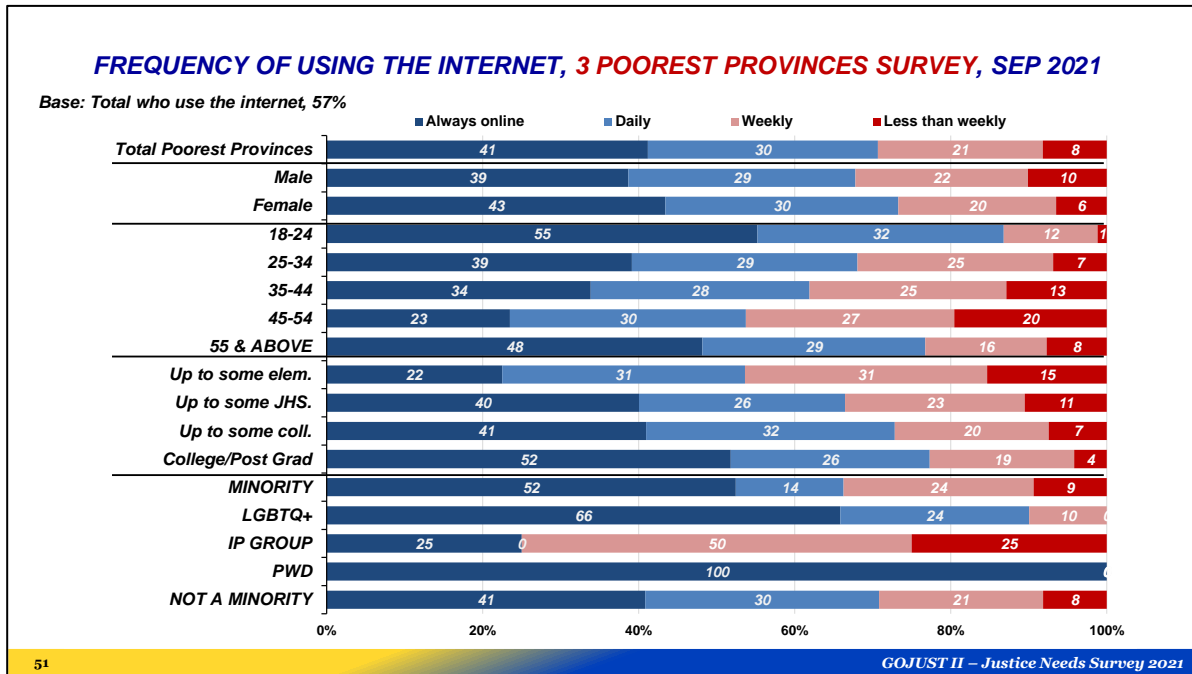


Chart 28

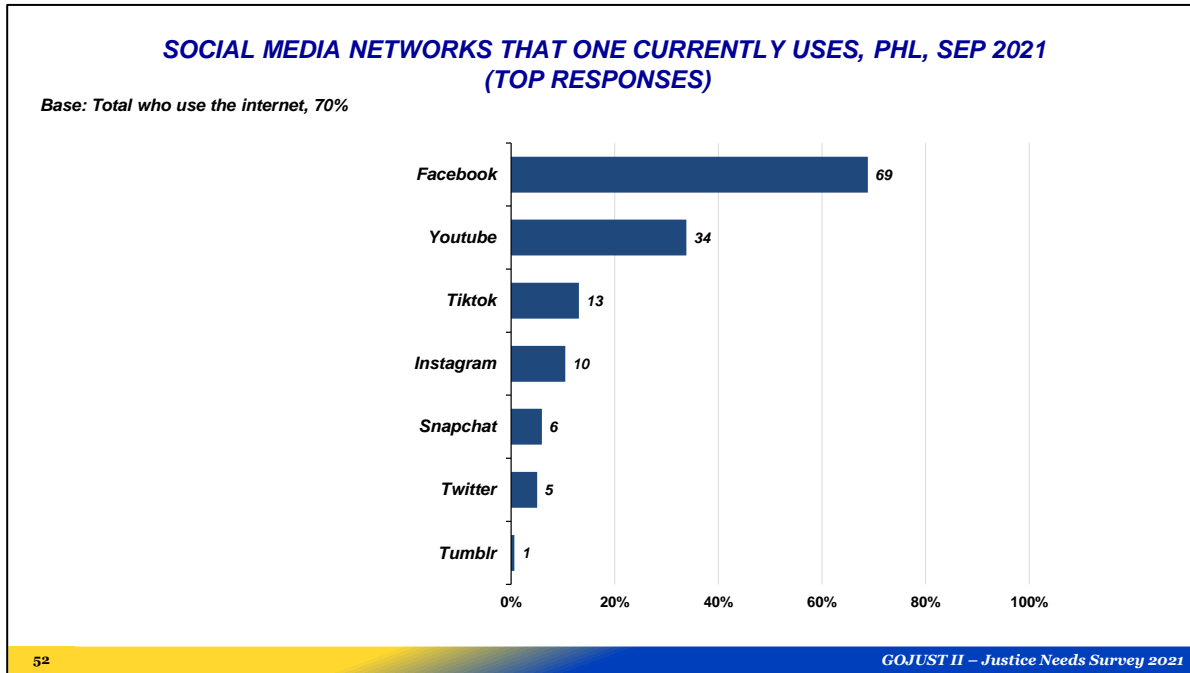




### Social Media Networks That One Currently Uses.

Among those who use the internet, *Facebook* is the most popular social media network. Seventy percent use Facebook and 34% use YouTube. [Chart 29]

Chart 29



Among those who use the internet, *Facebook* is the most popular social media network in Justice Zones (75%), National Survey (69%), and the 3 Poorest Provinces (56%). [Chart 30]

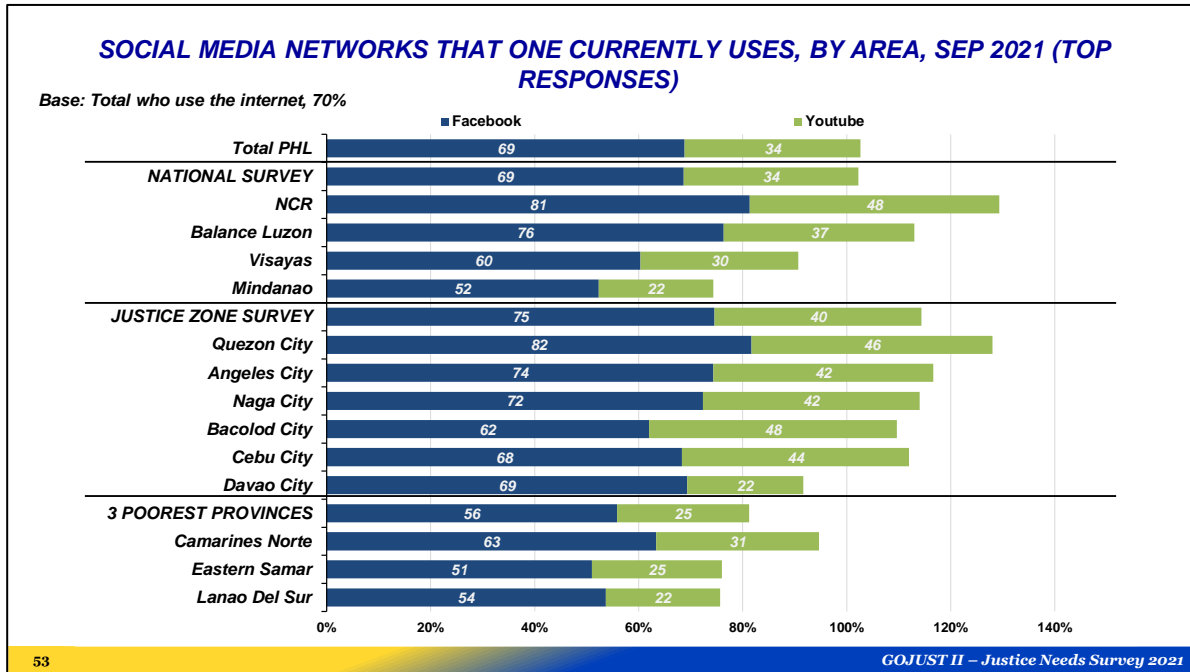
In the National Survey, Facebook is more popular in NCR (81%) and Balance Luzon (76%), compared to about three-fifths in the Visayas (60%) and Mindanao (52%).

In the Justice Zone, Facebook is slightly more popular in Quezon City (82%) than Angeles City (74%), Naga City (72%), Davao City (69%), Cebu City (68%), and Bacolod City (62%).

In the 3 Poorest Provinces, Facebook is slightly more popular in Camarines Norte (63%) than Lanao Del Sur (54%) and Eastern Samar (51%).



Chart 30





Facebook is the most popular social media platform across socio-demographics. It is particularly more popular among females (72%), the younger adults 18-24 (98%), 25-34 (91%), high school graduates (81%), and college graduates (89%). [Chart 31]

In the National Survey, Facebook is the most popular social media platform across socio-demographics. It is particularly more popular among females (72%), while about almost all use Facebook among 18-24 (99%), and 25-34 (90%). It is higher among with more education, particularly among college graduates (88%). [Chart 32]

In the Justice Zones, Facebook is the most popular social media platform across socio-demographics. It is particularly more popular among females (77%), while about almost all use Facebook among 18-24 (98%) and aged 25-34 (96%). It is higher among with more education, particularly among college graduates (92%). [Chart 33]

In the 3 Poorest Provinces, Facebook is the most popular social media platform across socio-demographics. It is particularly more popular among females (59%), among the younger 18-24 (92%) and aged 25-34 (78%). It is higher among with more education, particularly among college graduates (81%). Facebook is popular among the self-ascribed minority (75%), higher compared to 55% slim majority among self-ascribed majority (55%). [Chart 34]

**Chart 31**

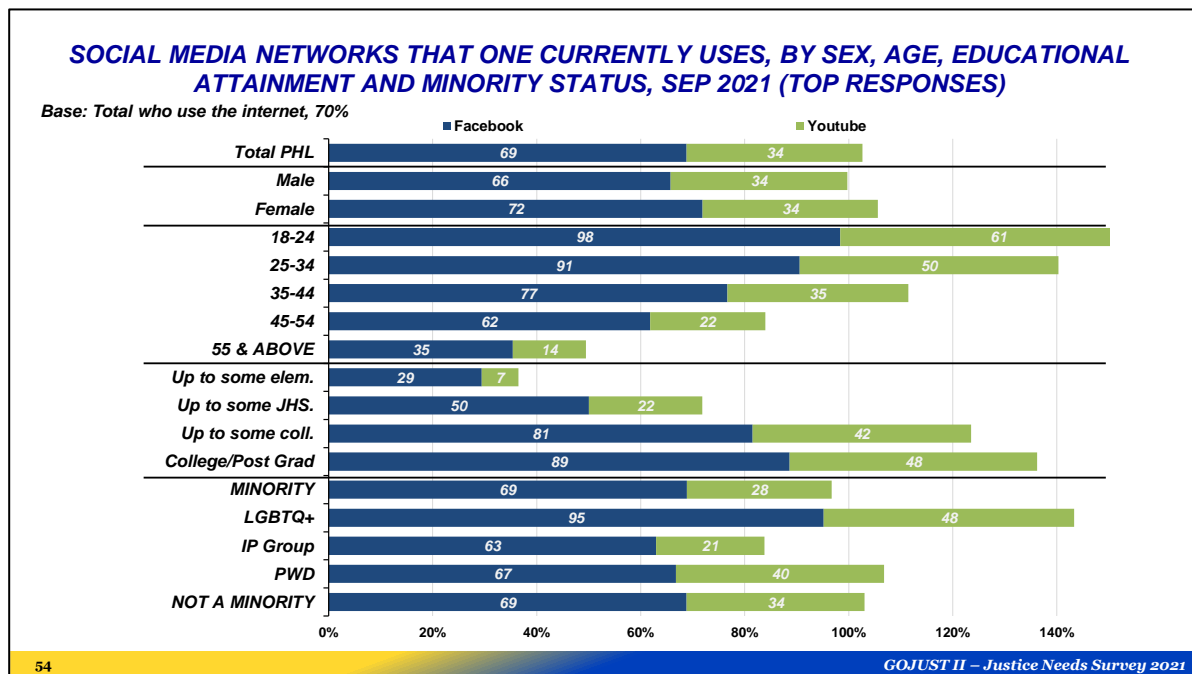




Chart 32

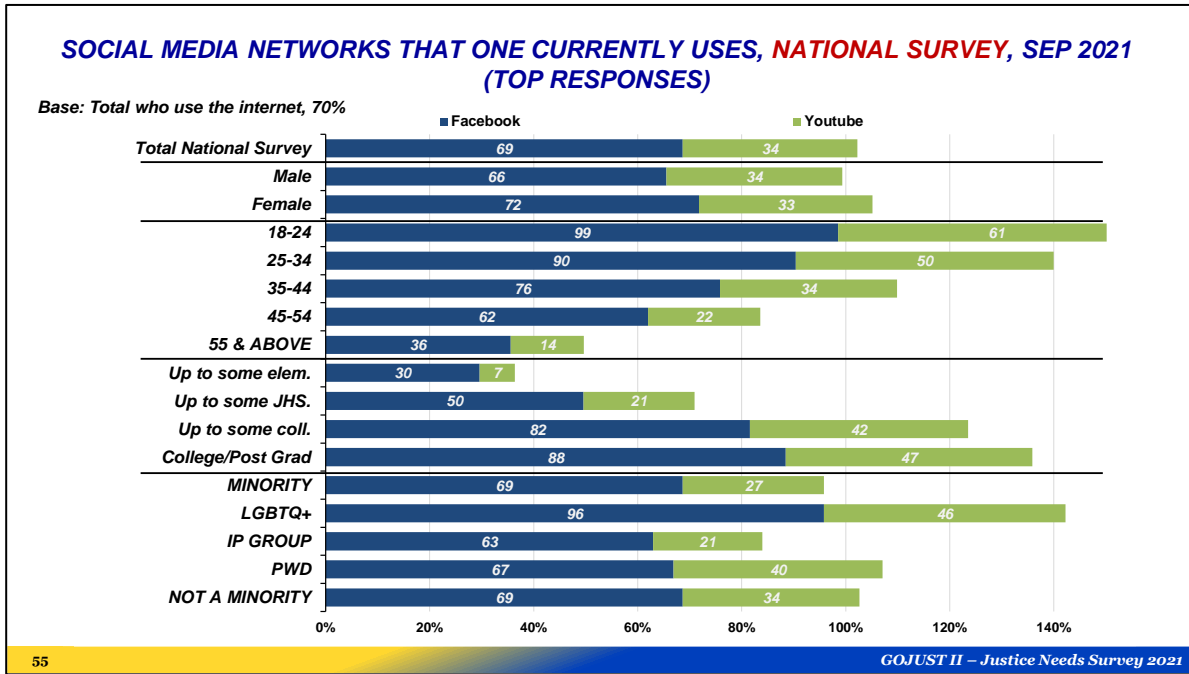


Chart 33

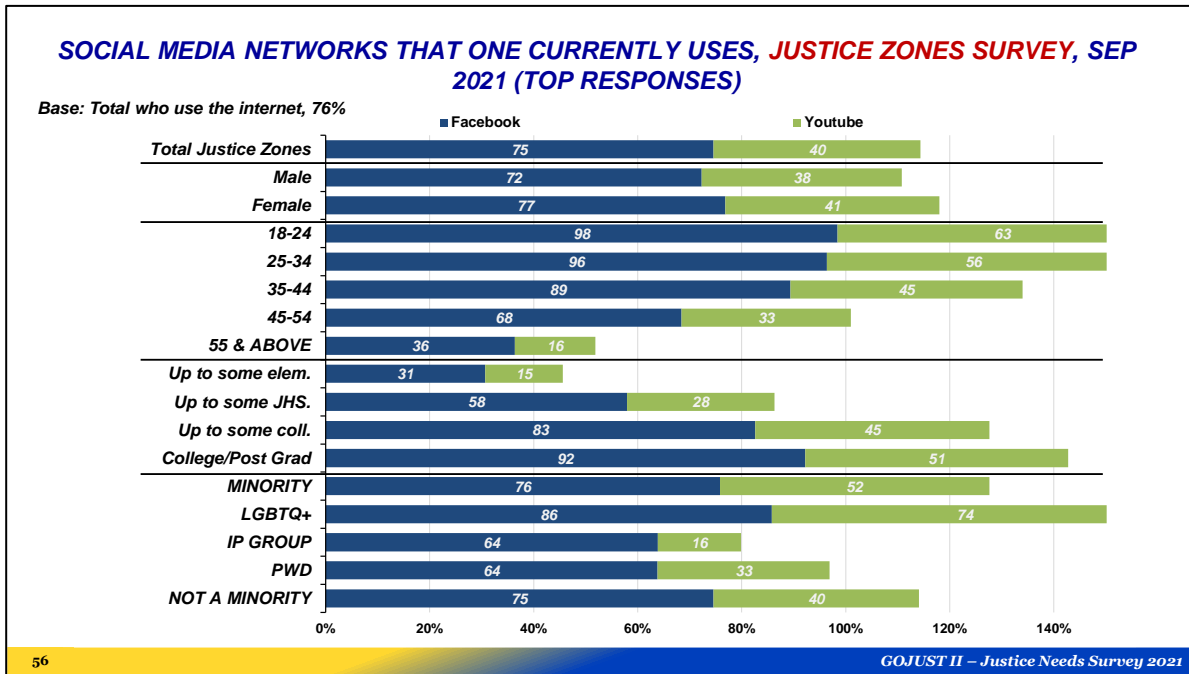
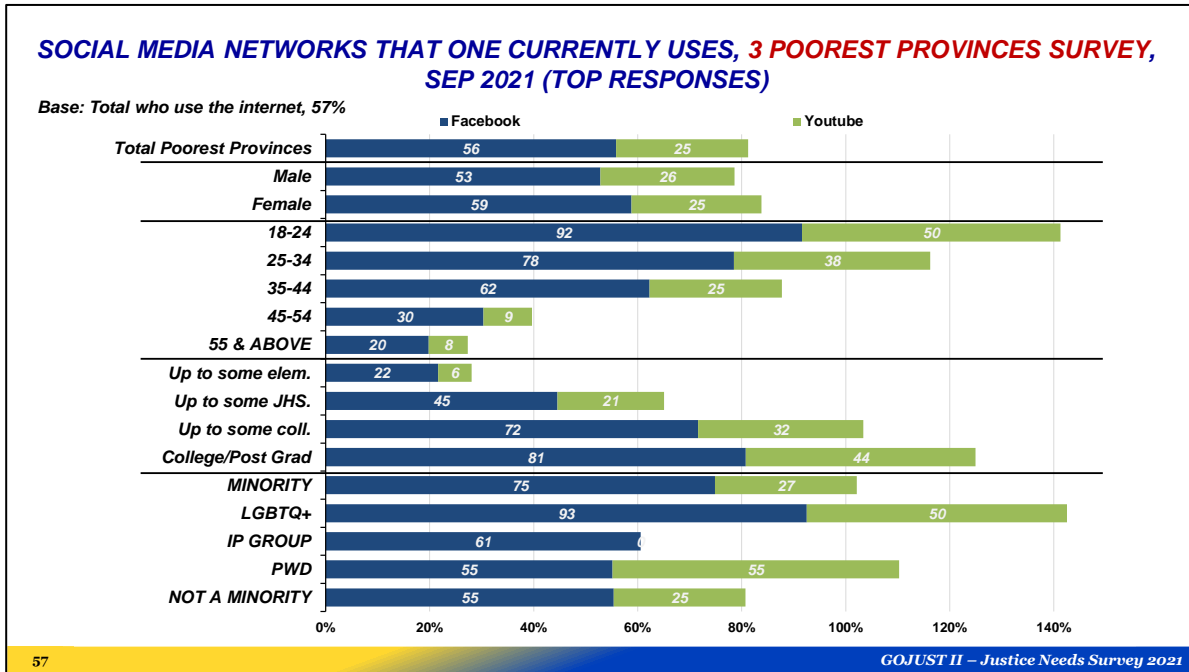




Chart 34





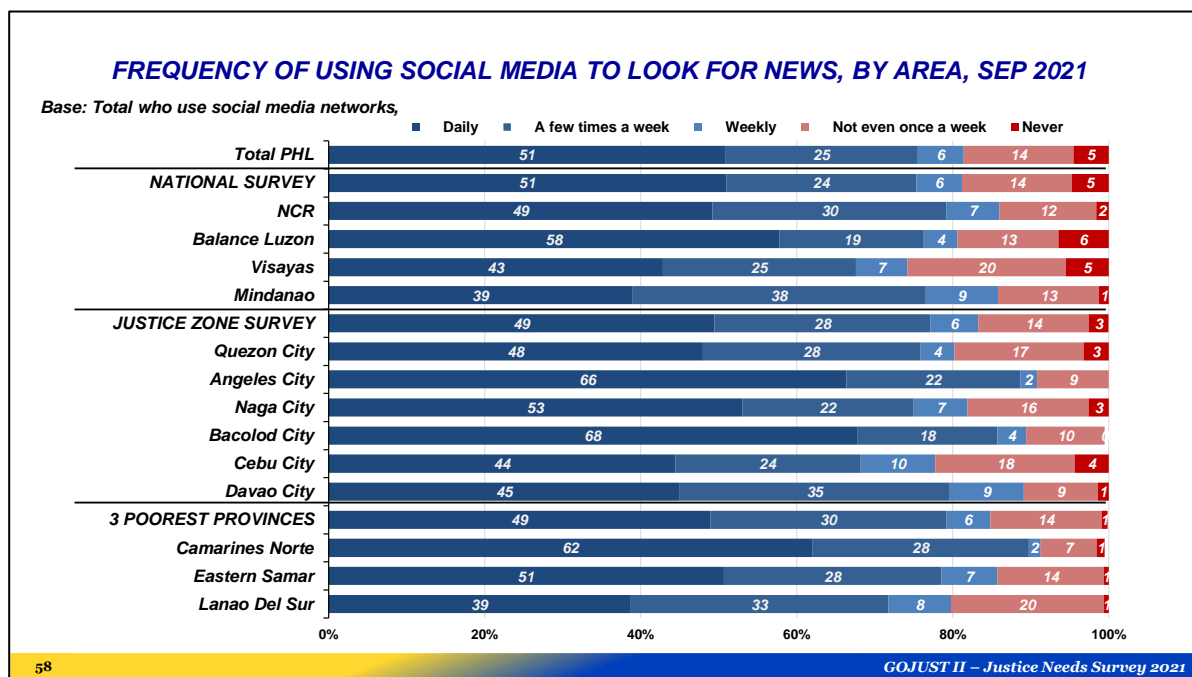
**Frequency of Using Social Media to Look for News.** Among those who use social media platforms, about a half (49% to 51%) access social media for news on a daily basis in the National Survey (51%), Justice Zones (49%), and 3 Poorest Provinces (49%). [Chart 35]

In the National Survey, about three-fifths in Balance Luzon (58%) access social media for news on a daily basis, higher compared in NCR (49%), Visayas (43%), and Mindanao (39%).

In the Justice Zones, about seven-in-ten in Bacolod City (68%) and Angeles City (66%) access social media for news on a daily basis, higher compared in Naga City (53%), Quezon City (48%), Davao City (45%), and Cebu City (44%).

In the 3 Poorest Provinces, three-fifths in Camarines Norte (62%) access social media for news on a daily basis, higher compared in Eastern Samar (51%) and Lanao Del Sur (39%).

**Chart 35**







The percentages of those who access social media for news on a daily basis is slightly higher among females (53%), among the younger adults 18-34 (55% to 56%), high school graduates (54%, college graduates (63%), and among self-ascribed minority (59%). [Chart 36]

Overall, accessing social media for news on a daily basis declines among older adults, and increases among with more education.

In the National Survey, those who access social media for news on a daily basis is slightly higher among females (53%), among the younger adults 18-34 (55% to 56%), high school graduates (54%, college graduates (63%), and among self-ascribed minority (60%). [Chart 37]

In the Justice Zones, there are more who access social media for news on a daily basis among the youngest 18-24 (57%) and 35-44 (57%), and among college graduates (60%). [Chart 38]

In the 3 Poorest Provinces, there are more who access social media for news on a daily basis among females (53%), the youngest 18-24 (59%) and oldest 55 and above (55%), and among college graduates (59%). Sixty-six percent among self-ascribed minority who access social media for news on a daily basis, higher compared to about a half among self-ascribed majority (49%). [Chart 39]

**Chart 36**

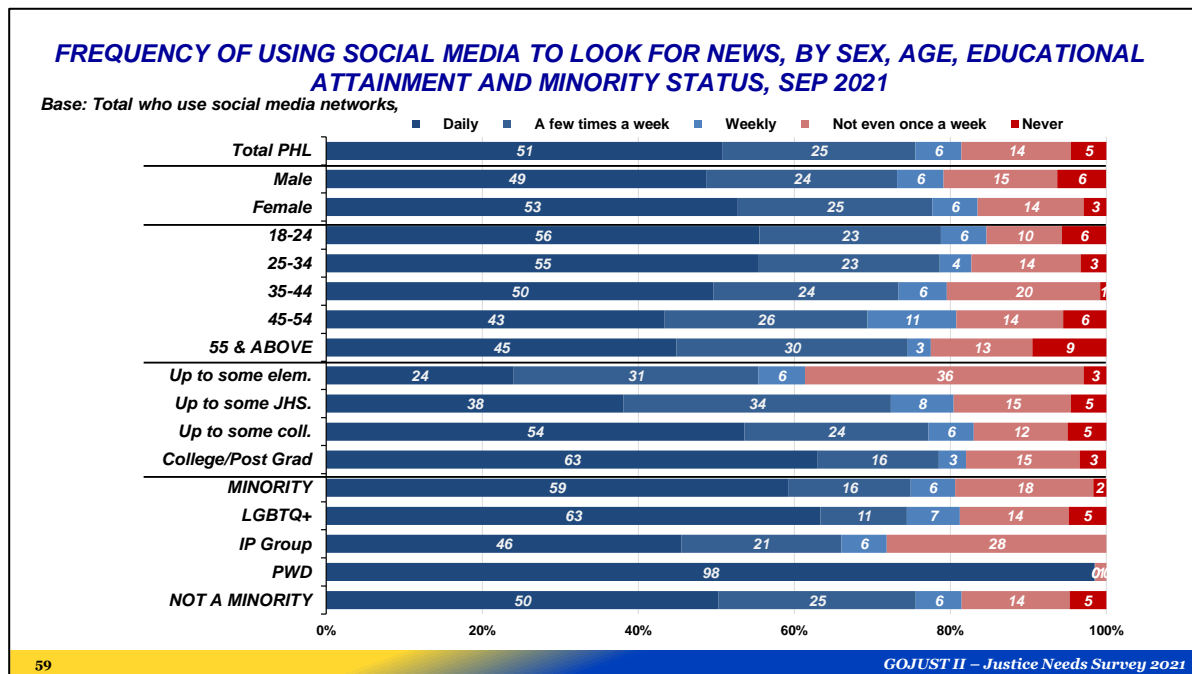




Chart 37

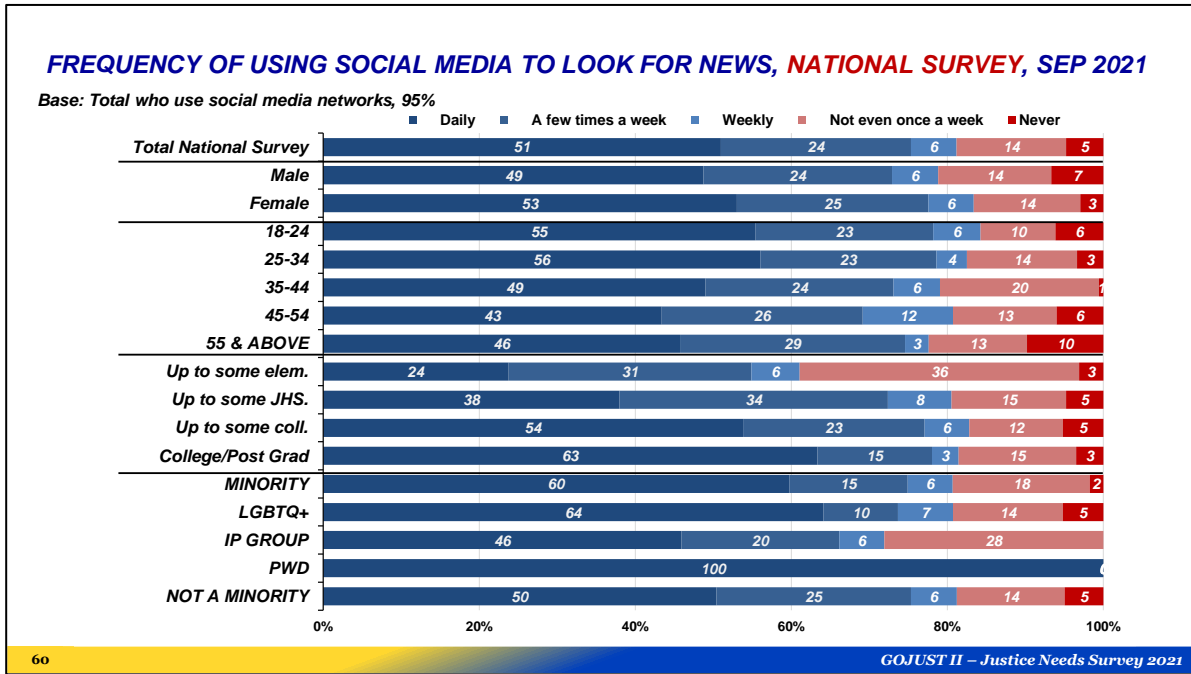


Chart 38

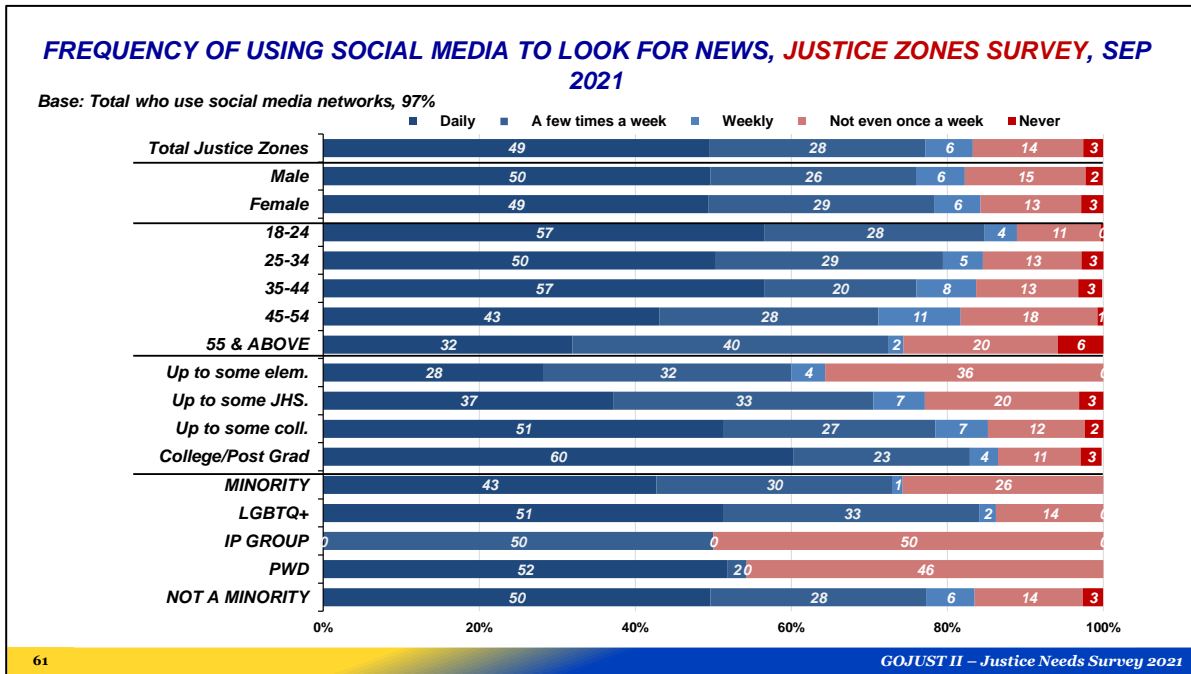
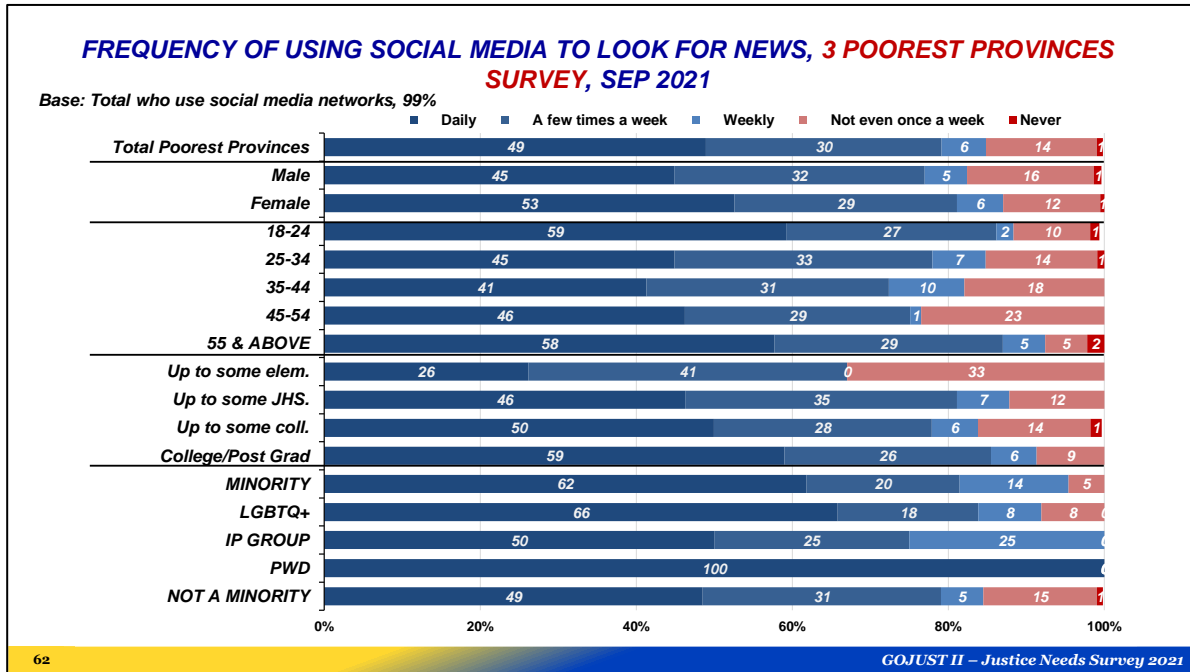




Chart 39





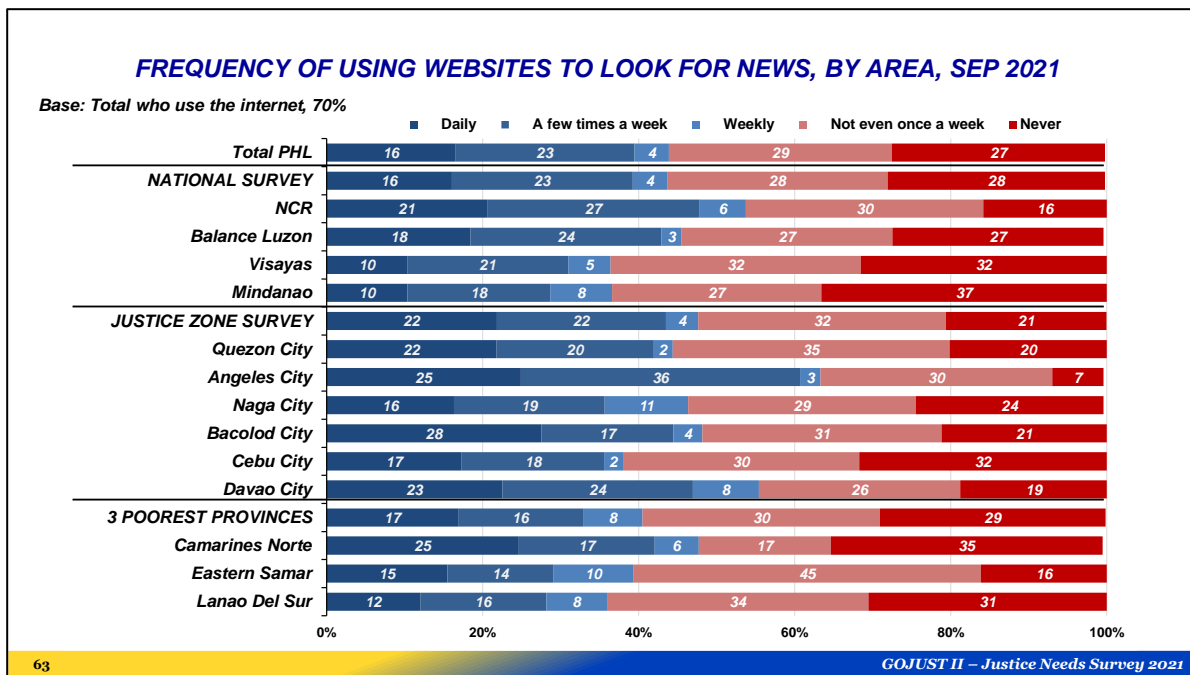
**Frequency of Using Websites to Look for News.** One-of-five (22%) in the Justice Zones access websites for news on a daily basis, higher compared in the National Survey (16%) and 3 Poorest Provinces (17%). [Chart 40]

In the National Survey, access websites for news on a daily basis are higher in NCR (21%) and Balance Luzon (18%) than Visayas (10%) and Mindanao (10%).

In the Justice Zones, one-third in Bacolod City (28%) and Angeles City (25%) access websites for news on a daily basis, higher compared to about a fifth in Quezon City (22%), Davao City (23%), Cebu City (17%), and Naga City (16%).

In the 3 Poorest Provinces, one-fourth in Camarines Norte (25%) access websites for news on a daily basis, higher compared in Eastern Samar (15%) and Lanao Del Sur (12%).

**Chart 40**



Accessing websites for news on a daily basis are slightly higher among 25-34 (18%), 55 and above (18%), college graduates (25%), and the self-ascribed minority (22%). [Chart 41]

In the National Survey, those who access websites for news on a daily basis are slightly higher among females (17%), 25-34 (18%), 55 and above (18%), college graduates (25%), and the self-ascribed minority (22%). [Chart 42]

In the Justice Zones, those who access websites for news on a daily basis are higher among the younger 18-34 (25% -27%), high school graduates (24%), college graduates (30%), and the self-ascribed minority (28%). [Chart 43]

In the 3 Poorest Provinces, there are more who access websites for news on a daily basis among aged 55 and above (30%) and elementary graduates (21%). [Chart 44]



Chart 41

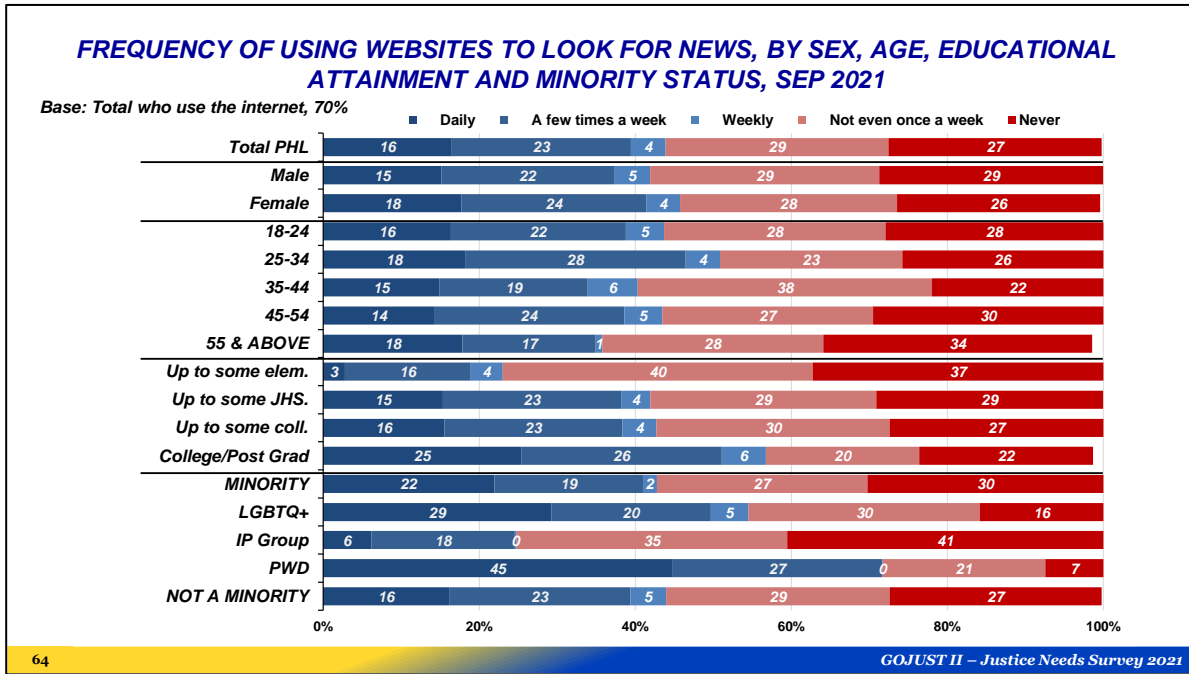


Chart 42

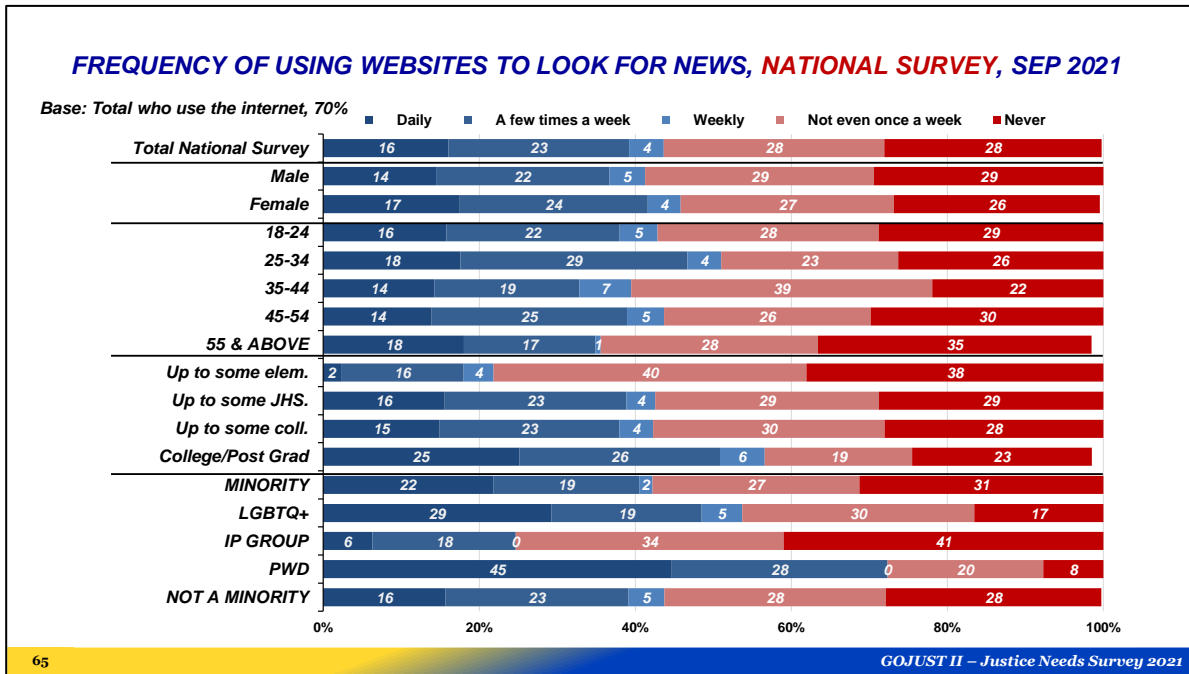




Chart 43

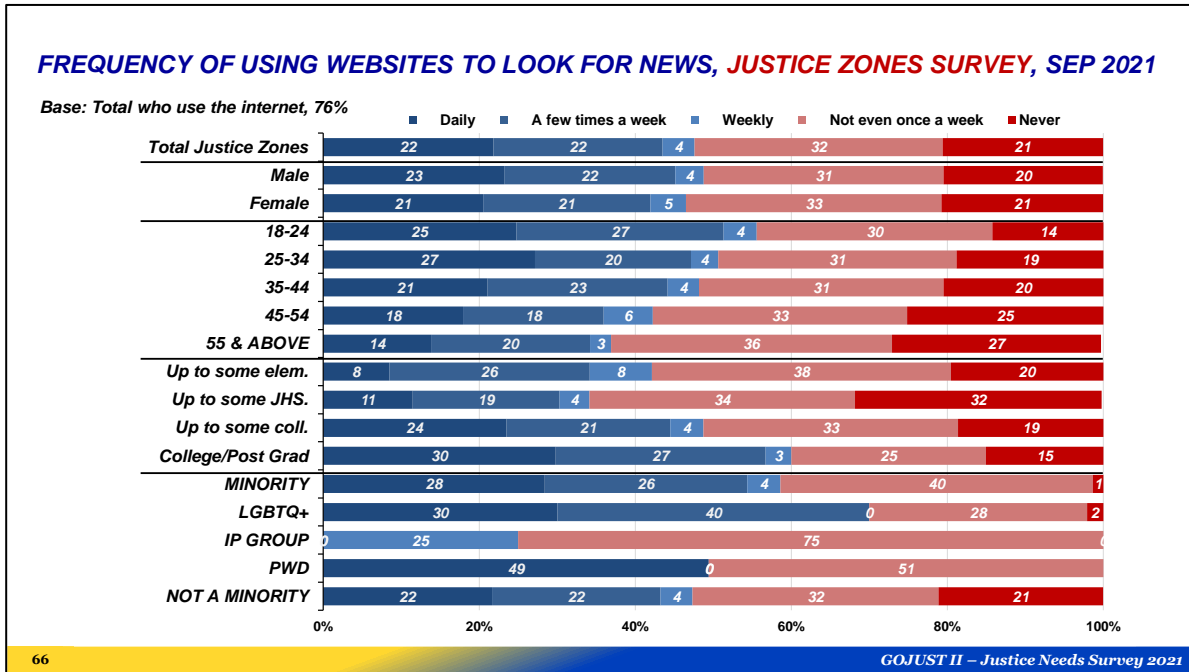
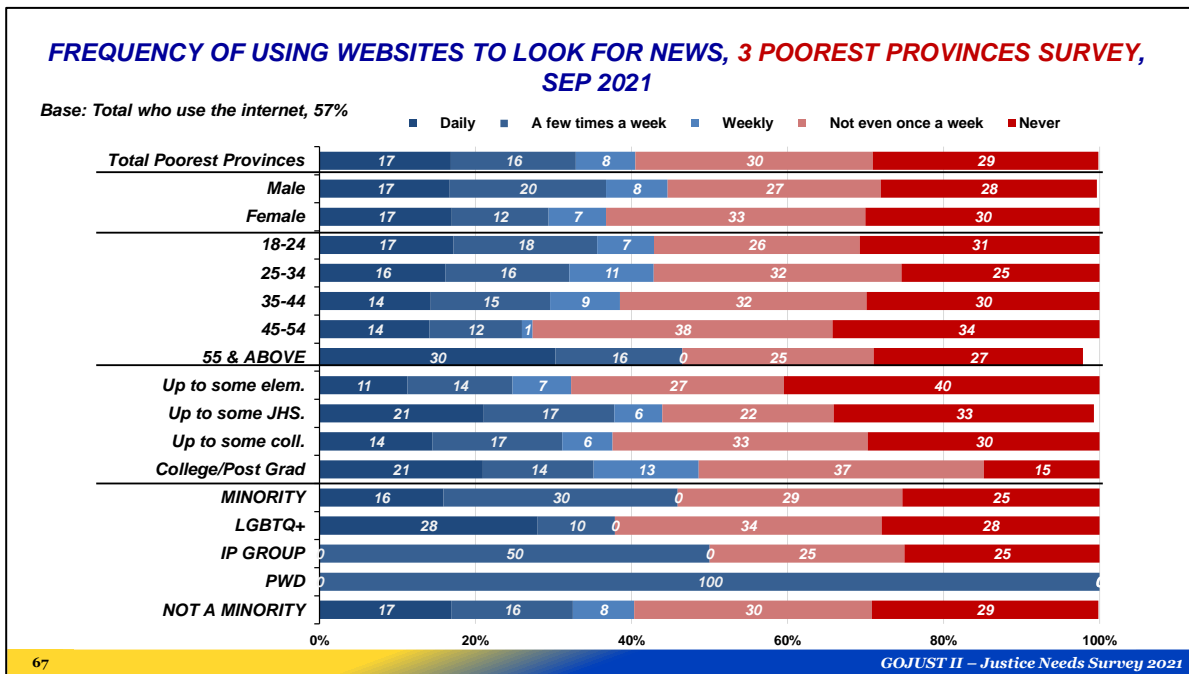


Chart 44





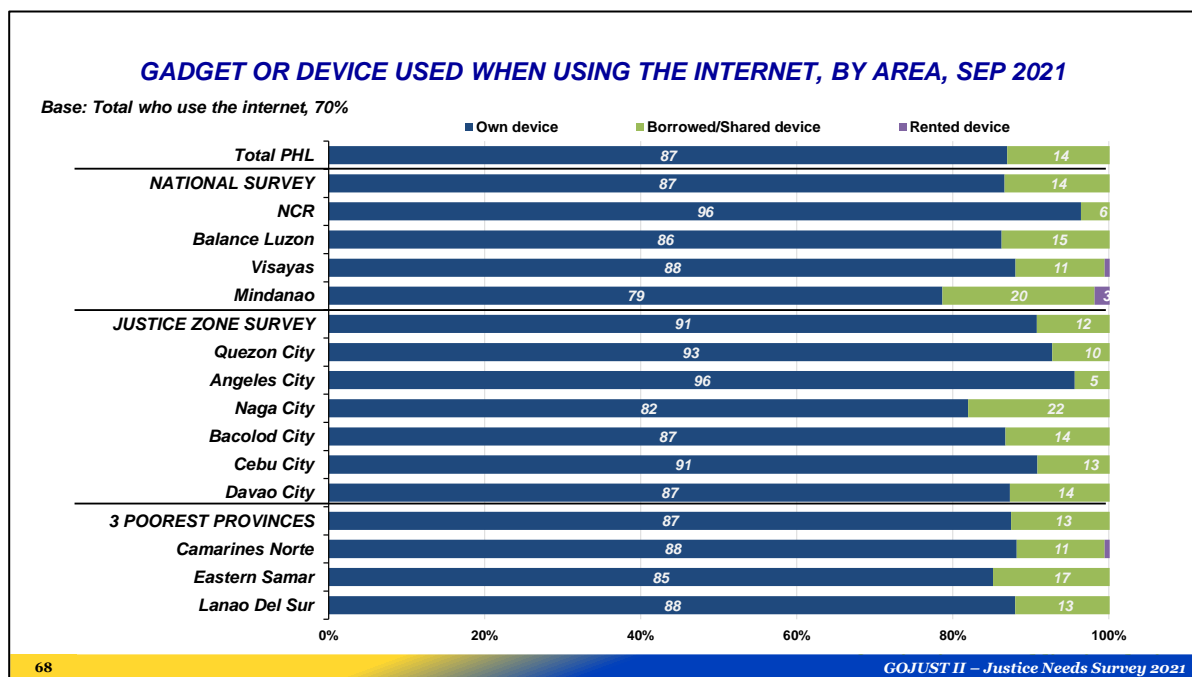
**Gadget or Device Used when Using the Internet.** Among those who use the internet, large majorities in the Justice Zones (91%), National Survey (87%), and 3 Poorest Provinces (87%) use *own device* to access the internet: [Chart 45]

In the National Survey, almost all in NCR (96%) use their own device to access the internet, higher compared to about four-fifths in Visayas (88%), Balance Luzon (86%), and Mindanao (79%).

In the Justice Zones, there are slightly more who use their own device to access the internet in Angeles City (96%) Quezon City (93%), and Cebu City (91%), higher compared in Bacolod City (87%), Davao City (87%), and Naga City (82%).

In the 3 Poorest Provinces, those who use their own device to access the internet hardly vary in Camarines Norte (88%), Lanao Del Sur (88%) and Eastern Samar (85%).

**Chart 45**



Large majorities across socio-demographics use their own device to access the internet. It is particularly higher among 25-34 (90%), high school graduates (90%), and college graduates (93%). [Chart 46]

In the National Survey, large majorities across socio-demographics use their own device to access the internet. It is particularly slightly higher among college graduates (93%), aged 25-34 (90%), and high school graduates (90%). [Chart 47]

In the Justice Zones, large majorities across socio-demographics use their own device to access the internet. It is particularly slightly higher among college graduates (98%) and aged 25-34 (94%). [Chart 48]

In the 3 Poorest Provinces, large majorities across socio-demographics use their own device to access the internet. It is particularly slightly higher among females (91%), aged 18-24 (91%), 25-34 (91%), high school graduates (90%), and college graduates (90%). [Chart 49]



Chart 46

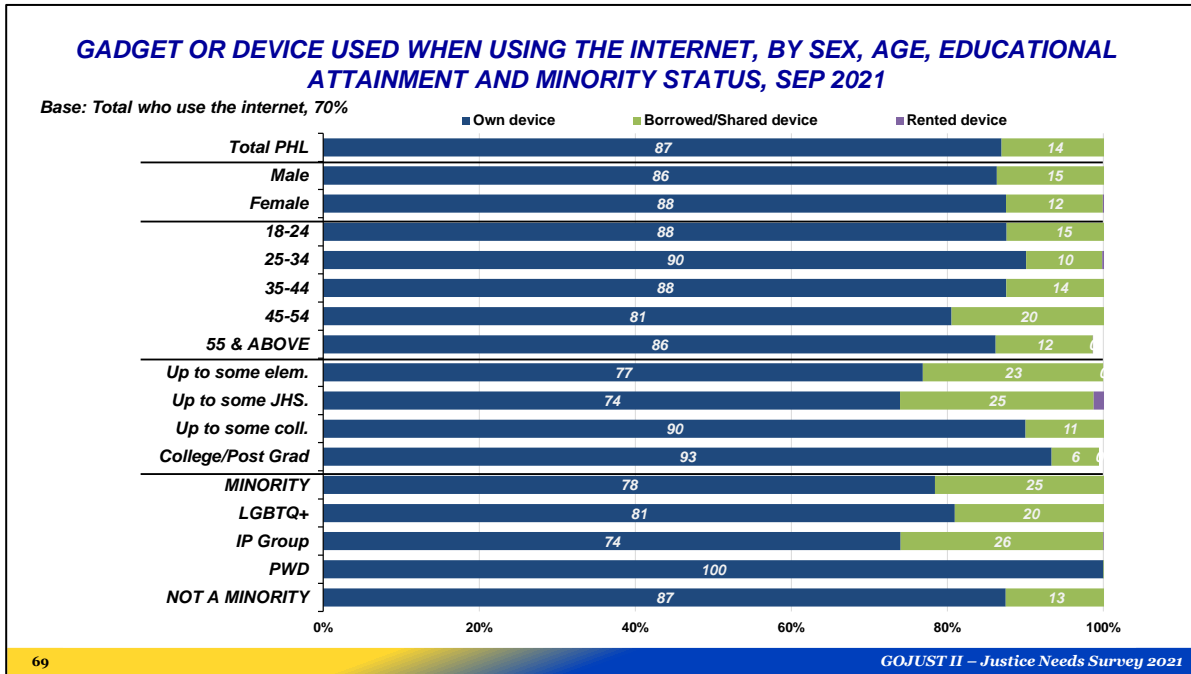


Chart 47

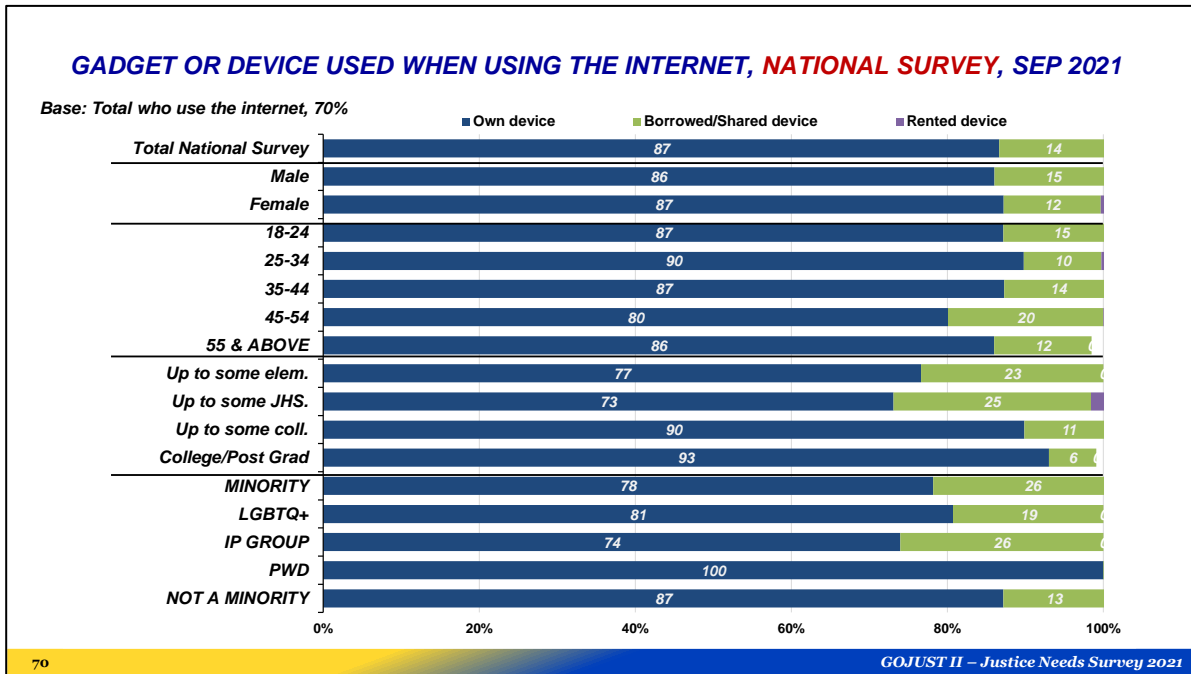






Chart 48

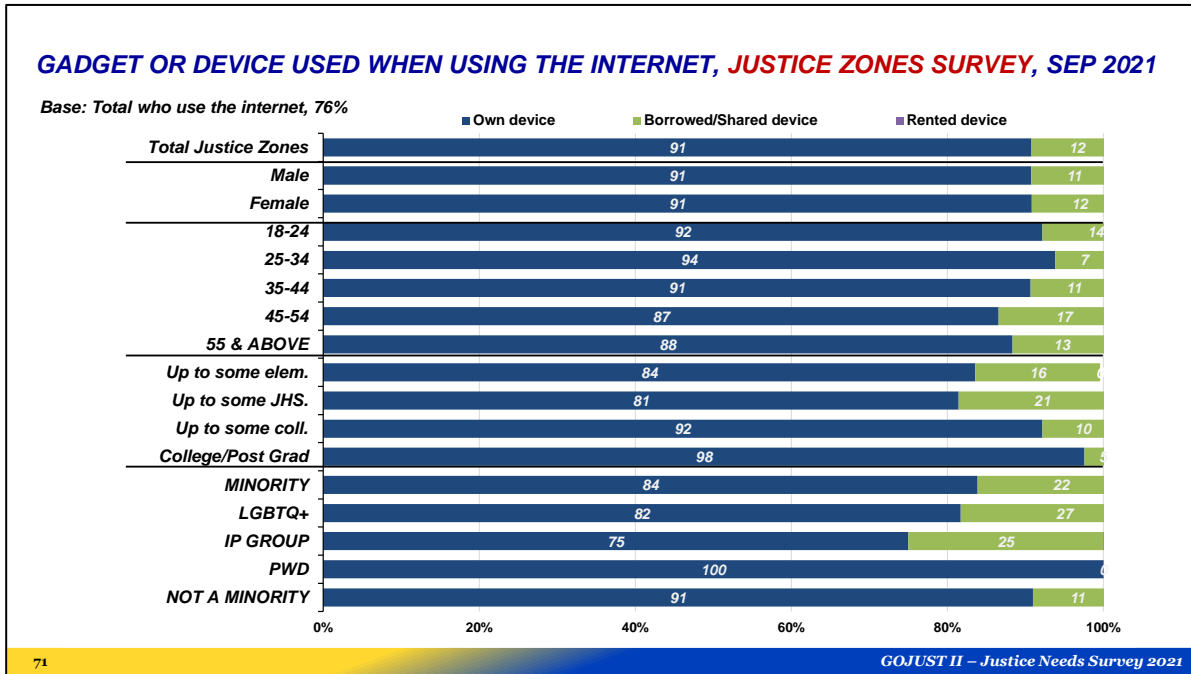
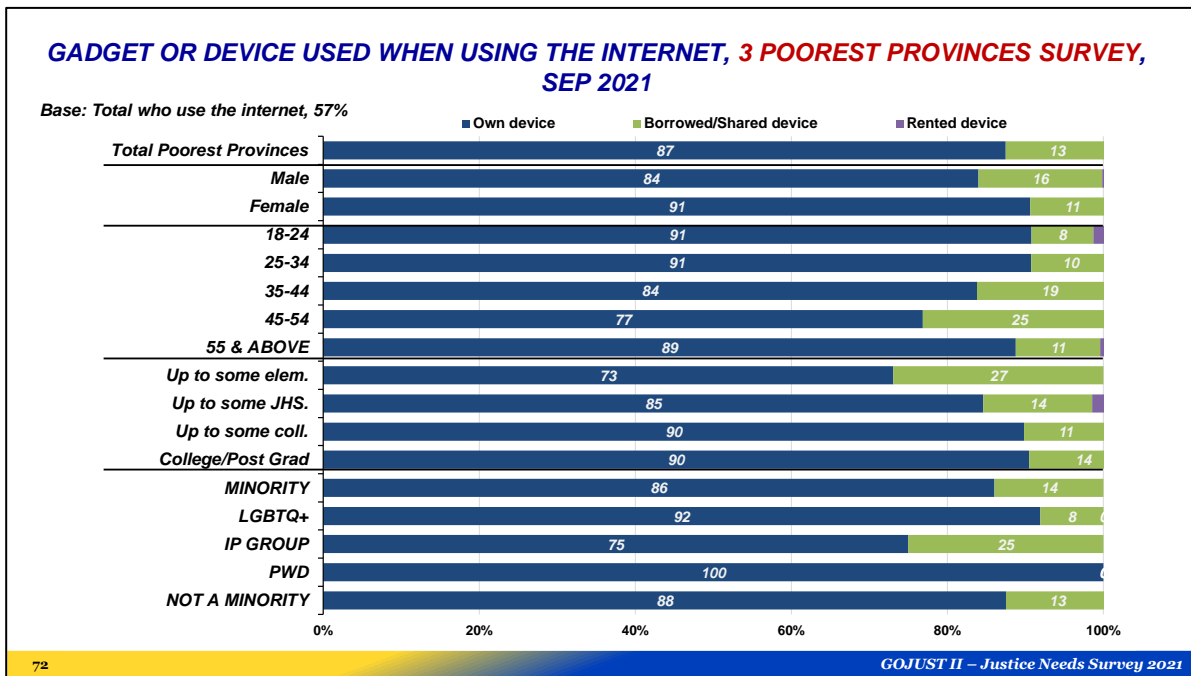


Chart 49





# VOLUME 1

## C. JUSTICE NEEDS OF FILIPINOS

### 5. Filipino Adults with Justiciable Dispute

#### 5.1. Percentage of Filipino Adults with Justiciable Dispute

Respondents were asked to retrospectively report whether they experienced a justiciable issue/dispute in the past five (5) years. Refer to Figure 2 for the question structure.

The survey asked three questions to identify whether or not the adult respondents have experienced justiciable dispute in the past five years:

- JNS 1. Aided, in which they were provided a list of justiciable disputes, and for each dispute were asked to if they personal experienced this issue. They were provided with these options: “YES, experienced this since 2016, Experienced but resolved before 2016, or Never experienced”;
- JNS 3. Unaided question, in which they were asked in an open-ended manner if they personally experienced other problems aside from those included in the list;
- JNS 6-7. Aided question, in which they were asked if they have any minor child who personally experienced a dispute in the past 5 years and the respondent themselves personally handled/supervised this case for him/her.

Justiciable dispute was defined as, “problems that raise legal issues, whether or not this is recognized by those facing them, and whether or not lawyers or legal processes are invoked in any action taken to deal with them.”

The time frame of five years was specified: “By this I mean a problem that started since January 2016 or started before then but continued after January 2016? Please include problems or disputes that may have been resolved even after January 2016.”

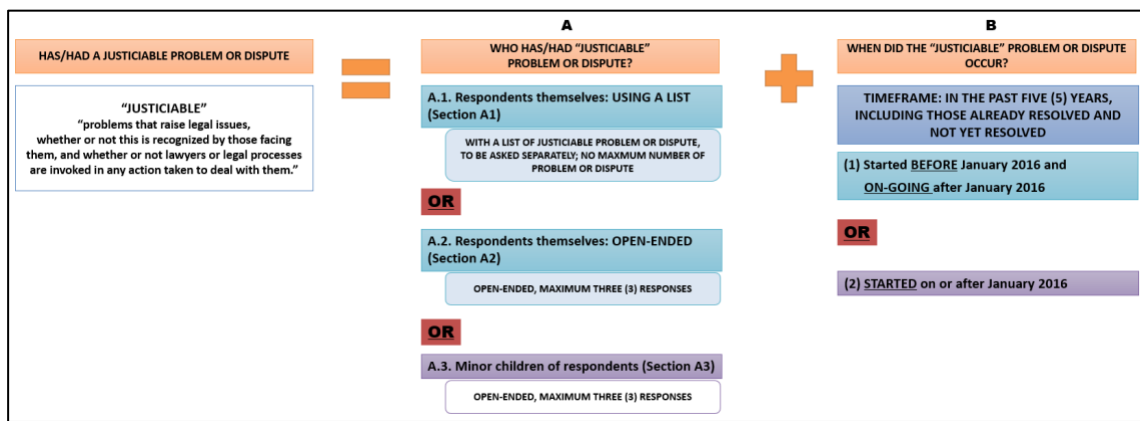


Figure 2. Question Structure to Determine Who Have Personally Experienced a Justiciable Dispute



A total of **36%** of adults have personally experienced a justiciable issue in the past five years. The 36% is composed of adults who:

- Personally experienced **ANY** of the justiciable issues provided in a list, 34%; OR
- Personally experienced a justiciable issue not included in the list (unaided), 3%; OR
- Personally handled the justiciable issue of a minor child, 1%.

The 36% is equivalent to 25.64 million out of the projected 70.84 million adults nationwide. [Table 18]

A bigger 64% have not had a justiciable issue. This is equivalent to 45.2 million adults.

**Table 18**

<b>PERCENTAGE OF FILIPINO ADULTS WHO HAVE PERSONALLY EXPERIENCED A JUSTICIABLE ISSUE IN THE PAST 5 YEARS, TOTAL PHILIPPINES, SEP 2021</b>		
	<b>%</b>	<b>Projected '000</b>
<b>Have had justiciable issue in the past 5 years</b>	<b>36%</b>	<b>25,638</b>
<b>Personally experienced (aided)</b>	<b>34</b>	<b>24,034</b>
<b>Personally experienced (unaided)</b>	<b>3</b>	<b>2,249</b>
<b>Handled justiciable issue of a minor child</b>	<b>1</b>	<b>1,029</b>
<b>Have NOT had justiciable issue</b>	<b>64</b>	<b>45,202</b>



Thirty-seven percent in the National Survey have had a justiciable issue, slightly higher than the 32% in the Justice Zones and 28% in the 3 Poorest Provinces. [Table 19]

In the National Survey, a small 53% majority in NCR have had a justiciable issue. The percentages of those with justiciable issue is highest in NCR and declines the farther from NCR.

In the Justice Zones, 61% in Naga City have had a justiciable issue as 40% of those in Quezon City. Only 18% in Davao City have had a justiciable issue.

In the 3 Poorest Provinces, 29% in Camarines Norte and another 29% in Lanao Del Sur have had a justiciable issue, slightly higher than the 25% in Eastern Samar.

**Table 19**

<b>PERCENTAGE OF FILIPINO ADULTS WHO HAVE PERSONALLY EXPERIENCED A JUSTICIABLE ISSUE IN THE PAST 5 YEARS, BY AREA</b>		
	<b>%</b>	<b>Projected '000</b>
<b>Total Philippines</b>	<b>36</b>	<b>25,638</b>
<b>National Survey</b>	<b>37</b>	<b>23,710</b>
NCR	53	3,927
Balance Luzon	40	12,313
Visayas	33	3,907
Mindanao	25	3,563
<b>Justice Zone Survey</b>	<b>32</b>	<b>1,565</b>
Quezon City	40	884
Angeles City	16	49
Naga City	61	74
Bacolod City	32	122
Cebu City	33	219
Davao City	18	215
<b>3 Poorest Provinces</b>	<b>28</b>	<b>364</b>
Camarines Norte	29	108
Eastern Samar	25	76
Lanao Del Sur	29	180



The socio-demographic profile of those who have had a justiciable issue in each of the survey components is shown in *Table 20*.

The percentages of those who have had a justiciable issue tend to be higher in urban areas, among classes D and E (classes ABC in Justice Zones), among the 18-44 (18-54 in the Justice Zones), among the college-educated in the National Survey, and among the self-ascribed minority (except in the Justice Zones).

**Table 20. Percentages of Those Who Have Had a Justiciable Issue, by Selected Socio-Demographics, by Survey Component**

	Total Philippines (36%)	National Survey (37%)	Justice Zones (32%)	3 Poorest Provinces (28%)
<b><u>Locale</u></b>				
Urban	38	39	33	36
Rural	34	34	22	27
<b><u>Socio-economic class</u></b>				
Classes ABC	28	26	46	21
Class D	37	38	31	28
Class E	32	32	35	30
<b><u>Sex</u></b>				
Male	37	37	32	28
Female	36	36	32	27
<b><u>Age group</u></b>				
18-24	43	44	32	32
25-34	41	42	37	29
35-44	42	44	35	28
45-54	32	32	34	25
55 & above	27	27	25	25
<b><u>Educational attainment</u></b>				
Non-elem grad	20	19	30	24
Elem grad	30	31	25	24
HS grad	42	42	33	33
Coll grad+	39	39	43	24
<b><u>Minority Status</u></b>				
Self-ascribed minority	46	46	32	45
LGBTQ+	70	72	44	52
IP group	38	38	0	30
PWD	61	62	34	100
Self-ascribed majority	36	36	32	27



## 5.2. Justiciable Issues Experienced

The top responses on justiciable issues experienced are shown in *Table 21*.

The full list of justiciable issues experienced, disaggregated by survey components, is shown in *Table 22*.

**Table 21. Justiciable Issues Experienced: Top Responses**

Issue Tracker	Justiciable Issues	YES, experienced since 2016	Experienced but resolved before 2016	Never experienced
A3	Problems with purchased goods	9	3	88
B1	Problems with neighbors	8	5	87
A5	Overcharge/disconnection/no connection	8	4	88
A1	Non-payment of debt/loan or refusal to pay, credit card or debt/loans	6	8	87
D1	Motor vehicle or motorcycle accidents	6	5	89
A4	Non-delivery of items or late delivery of items ordered	3	2	95
C2	Family problems (separation of spouses/partners, financial support)	2	3	95
J2	Theft of property inside the house	2	1	97
C1	Disputes or quarrel in the family due to inheritance	2	2	96
I2	Problems in social media	2	1	98



**Table 22. Justiciable Issues Experienced, Total Philippines and Survey Components**

Issue Tracker	Justiciable Issue	TOTAL PHILIPPINES (36%)			NATIONAL SURVEY (37%)			JUSTICE ZONE SURVEY (32%)			3 POOREST PROVINCES (28%)		
		YES, experienced since 2016	Experienced but resolved before 2016	Never experienced	YES, experienced since 2016	Experienced but resolved before 2016	Never experienced	YES, experienced since 2016	Experienced, resolved before 2016	Never experienced	YES, experienced since 2016	Experienced, resolved before 2016	Never experienced
A1	Non-payment of debt/loan or refusal to pay, credit card or debt/loans	6	8	87	6	8	86	6	5	90	5	10	86
A2	Bouncing checks	0.0	0.5	100		0.4	100	0.2	1	99	0.2	1	99
A3	Problems with purchased goods	9	3	88	9	3	88	8	3	89	6	6	88
A4	Non-delivery of items or late delivery of items ordered	3	2	95	3	2	95	4	2	94	2	3	95
A5	Overcharge/disconnection/no connection	8	4	88	8	4	87	0	4	88	4	6	91
B1	Problems with neighbors	8	5	87	8	5	87	9	4	87	5	7	88
B2	Vehicles that are illegally park	1	1	98	1	1	98	3	2	96	1	3	96
B3	Problems brought about by construction of buildings or houses	1	1	98	1	1	98	1	1	98	0.4	2	97
C1	Disputes or quarrel in the family due to inheritance	2	2	96	2	2	96	2	1	97	3	5	92
C2	Family problems (separation of spouses/partners, financial support)	2	3	95	2	3	95	3	2	96	1	6	93
C3	Domestic violence or abuse	1	1	98	1	1	98	1	1	98	0.3	2	98
C4	Abuse or maltreatment of children	0.2	1	99	0.2	1	99	0.1	0.4	99	0	2	98
D1	Motor vehicle or motorcycle accidents	6	5	89	6	5	89	4	4	92	3	5	93
D2	Physical injuries (assault)	1	0.4	99	1	0.3	99	0.4	0.4	99	0.4	2	98
E1	Illegal dismissal or termination of workers	1	1	98	1	1	98	1	0.4	99	0	1	99
E2	Non-remittance of mandatory social security deductions	1	1	97	1	2	97	1	1	98	1	1	99
E3	Non-payment of wages, bonuses, OT	1	1	98	1	1	98	1	1	98	0.3	1	99
E4	Abuse of workers by their employers or employment agencies	0.2	0.2	100	0.2	0.2	100	0.2	0.2	100	0.2	0.4	99



Issue Tracker	Justiciable Issue	TOTAL PHILIPPINES (36%)			NATIONAL SURVEY (37%)			JUSTICE ZONE SURVEY (32%)			3 POOREST PROVINCES (28%)		
		YES, experienced since 2016	Experienced but resolved before 2016	Never experienced	YES, experienced since 2016	Experienced but resolved before 2016	Never experienced	YES, experienced since 2016	Experienced, resolved before 2016	Never experienced	YES, experienced since 2016	Experienced, resolved before 2016	Never experienced
E5	Discrimination in the workplace due to gender/sexual preferences	0.0	0.1	100		0.1	100	0.0	0.4	100	0	1	99
F1	Disputes on land ownership or boundaries	1	1	98	1	1	98	1	1	98	1	2	96
F2	Problems on renting houses/apartments or commercial spaces	1	0.4	99	1	0.4	99	1	1	98	0.2	1	98
F3	Illegal occupation of the land by squatters	0.3	0.1	100	0.3	0.1	100	0.5	0.2	99	0.3	0.2	100
F4	Problems on right of way	0.4	1	99	0.4	1	99	1	1	99	0.2	1	99
F5	Foreclosure of property	0.0	0.1	100	0.0	0.1	100	0.1	0.1	100	0.1	1	99
G1	Problems in transacting with government offices	1	1	98	1	1	98	1	1	99	0.5	2	97
G2	Solicitation of bribes in gov't offices	0.2	0.4	99	0	0.4	99	0.2	0.2	100	0.1	1	99
G3	Abusive behavior of the police, gov't officials	0.4	1	99	0.4	1	99	0.5	1	99	0.4	2	98
H1	Air, water pollution	0.4	0.4	99	1	0.4	99	1	0.4	99	0.2	1	99
H2	Illegal cutting of trees that may result in floods or landslides	0.0	0.4	100	0	0.4	100	0.1	0.1	100	0.5	1	99
I1	Catcalling or stalking in the neighborhood	1	1	98	1	1	98	2	1	98	0	1	99
I2	Problems in social media	2	1	98	2	1	98	2	0.4	98	1	1	99
I3	Sexual harassment in the workplace	0.0	0.1	100		0.1	100	0.1	0.1	100	0	0.3	100
J1	Minor children who commit crimes	1	0.4	99	0.4	0.4	99	1	1	99	0.4	1	99
J2	Theft of property inside the house	2	1	97	2	1	96	2	1	97	1	2	97
J3	Robbery in the street	1	1	98	1	1	98	1	1	98	0.2	1	99
J4	Using, buying and the selling of prohibited drugs	0.1	0.2	100	0.2	0.2	100	0.1	1	99	0	0.4	100
J5	Drug related killings of alleged drug users or pushers	0.0	0.0	100	0	0	100	0	0.2	100	0	0.2	100
J6	Murder or killing	0.0	0.2	100	0	0.2	100	0	0.3	100	0.2	0.4	99





Issue Tracker	Justiciable Issue	TOTAL PHILIPPINES (36%)			NATIONAL SURVEY (37%)			JUSTICE ZONE SURVEY (32%)			3 POOREST PROVINCES (28%)		
		YES, experienced since 2016	Experienced but resolved before 2016	Never experienced	YES, experienced since 2016	Experienced but resolved before 2016	Never experienced	YES, experienced since 2016	Experienced, resolved before 2016	Never experienced	YES, experienced since 2016	Experienced, resolved before 2016	Never experienced
J7	Rape or sexual molestation	0.2	0.1	100	0	0.1	100	0.2	0.1	100	0	0.2	100



## 6. Seriousness Of Problem or Dispute

Overall these justiciable issues obtained the highest ranking as the most serious (rank 1): [Charts 50, 51, 52]

- overcharge in utilities such as electricity, water, and internet, 14%;
- problems with neighbors such as gossips, noise, garbage disposal etc., are the most serious justiciable problems one experienced, 14%.

*Chart 50*

<b>SERIOUSNESS OF THE JUSTICIABLE PROBLEM EXPERIENCED: RANK 1, SEP 2021</b>						
	<b>NATIONAL SURVEY</b>					
	<b>TOTAL PH</b>	<b>TOTAL</b>	<b>NCR</b>	<b>BAL LUZ</b>	<b>VIS</b>	<b>MIN</b>
A5 Overcharge in utilities	14%	15%	11%	21%	5%	7%
B1 Problems with neighbors	14	14	10	13	12	20
A1 Non-payment of debt/loan or refusal to pay a loan/debt	11	11	11	10	12	11
D1 Motor vehicle accidents	10	10	10	8	11	13
A3 Problems with purchased goods	9	9	4	9	10	11
C2 Family problems	5	5	9	2	8	7
C1 Disputes or quarrels in the family due to inheritance	4	4	3	3	5	7
J2 Theft of property inside house	3	3	4	3	4	4
A4 Non-delivery of items or late delivery of items ordered	3	3	3	4	3	0
F1 Disputes on land ownership	3	3	0	3	4	5
E2 Non-remittance of mandatory social security deductions	2	2	3	3	3	0
D2 Physical injuries which often results in hospitalization	2	2	2	3	1	0
E3 Non-payment of wages, bonuses	2	2	1	2	3	3
I2 Problems in social media	2	2	1	3	0	1
F2 Problems on renting houses/apartments or commercial spaces	2	2	4	1	1	3
I1 Catcalling or stalking in the neighborhood	2	2	1	2	3	0

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GOJUST II – Justice Needs Survey 2021



*Chart 51*

	TOTAL PH	JUSTICE ZONES						
		TOTAL	QC	ANG	NAG	BAC	CEB	DAV
<b>SERIOUSNESS OF THE JUSTICIABLE PROBLEM EXPERIENCED: RANK 1, SEP 2021</b>								
A5 Overcharge in utilities	14%	13%	16%	11%	12%	6%	11%	7%
B1 Problems with neighbors	14	17	15	11	21	24	16	24
A1 Non-payment of debt/loan or refusal to pay a loan/debt	11	13	14	13	9	16	10	9
D1 Motor vehicle accidents	10	6	7	4	2	7	7	6
A3 Problems with purchased goods	9	8	9	4	5	7	9	4
C2 Family problems	5	6	6	9	4	3	10	6
C1 Disputes or quarrels in the family due to inheritance	4	4	3	6	2	2	4	9
J2 Theft of property inside house	3	3	3	6	7	8	3	0
A4 Non-delivery of items or late delivery of items ordered	3	3	5	0	1	2	1	2
F1 Disputes on land ownership	3	2	0	0	0	2	2	11
E2 Non-remittance of mandatory social security deductions	2	3	2	0	3	1	5	2
D2 Physical injuries which often results in hospitalization	2	0.4	0	2	2	1	1	0
E3 Non-payment of wages, bonuses	2	3	2	2	2	3	2	4
I2 Problems in social media	2	3	3	0	5	5	2	0
F2 Problems on renting houses/apartments or commercial spaces	2	1	1	2	1	0	0	0
I1 Catcalling or stalking in the neighborhood	2	1	1	2	3	0	1	0

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GOJUST II – Justice Needs Survey 2021

*Chart 52*

	TOTAL PH	3 POOREST PROVINCES			
		TOTAL	CAM N.	E. SAM	LAN D.N
<b>SERIOUSNESS OF THE JUSTICIABLE PROBLEM EXPERIENCED: RANK 1, SEP 2021</b>					
A5 Overcharge in utilities	14%	10%	12%	5%	10%
B1 Problems with neighbors	14	15	17	24	10
A1 Non-payment of debt/loan or refusal to pay a loan/debt	11	10	7	7	14
D1 Motor vehicle accidents	10	8	12	4	7
A3 Problems with purchased goods	9	10	9	7	12
C2 Family problems	5	6	5	3	8
C1 Disputes or quarrels in the family due to inheritance	4	8	5	4	12
J2 Theft of property inside house	3	3	3	4	2
A4 Non-delivery of items or late delivery of items ordered	3	1	1	5	0
F1 Disputes on land ownership	3	4	3	7	2
E2 Non-remittance of mandatory social security deductions	2	2	3	3	1
D2 Physical injuries which often results in hospitalization	2	2	2	1	1
E3 Non-payment of wages, bonuses	2	0.3	1	0	0
I2 Problems in social media	2	1	2	1	0
F2 Problems on renting houses/apartments or commercial spaces	2	0.3	0	1	0
I1 Catcalling or stalking in the neighborhood	2	0	0	0	0

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GOJUST II – Justice Needs Survey 2021



## 7. Nature Of the Issue/Problem

### 7.1. People or Organization One Had a Problem or Dispute With

Among the 36% who have had a justiciable issue, 26% had the dispute with an *acquaintance*, 20% with *commercial organization*, and 19% with their *neighbor*. [Chart 53]

The percentages who cited *acquaintance* are about the same in survey components (24-26%). On the other hand, mention of *family member* is 24% in the 3 Poorest Provinces, the highest across survey areas. [Chart 54]

In the National Survey, about 30% in NCR, Balance Luzon and Visayas had a dispute with an *acquaintance*, compared to 20% in Mindanao, where most had a dispute with their *neighbor* (31%).

In the Justice Zones, one-third (36%) in Angeles City and 31% in Bacolod City cited *acquaintance*. Meanwhile, in Davao City (31%) and Cebu City (27%), most had a dispute with their *neighbor*.

In the 3 Poorest Provinces, dispute with *family member* is notably higher in Lanao del Sur (35%) than Eastern Samar (18%) and Camarines Norte (10%).

Chart 53

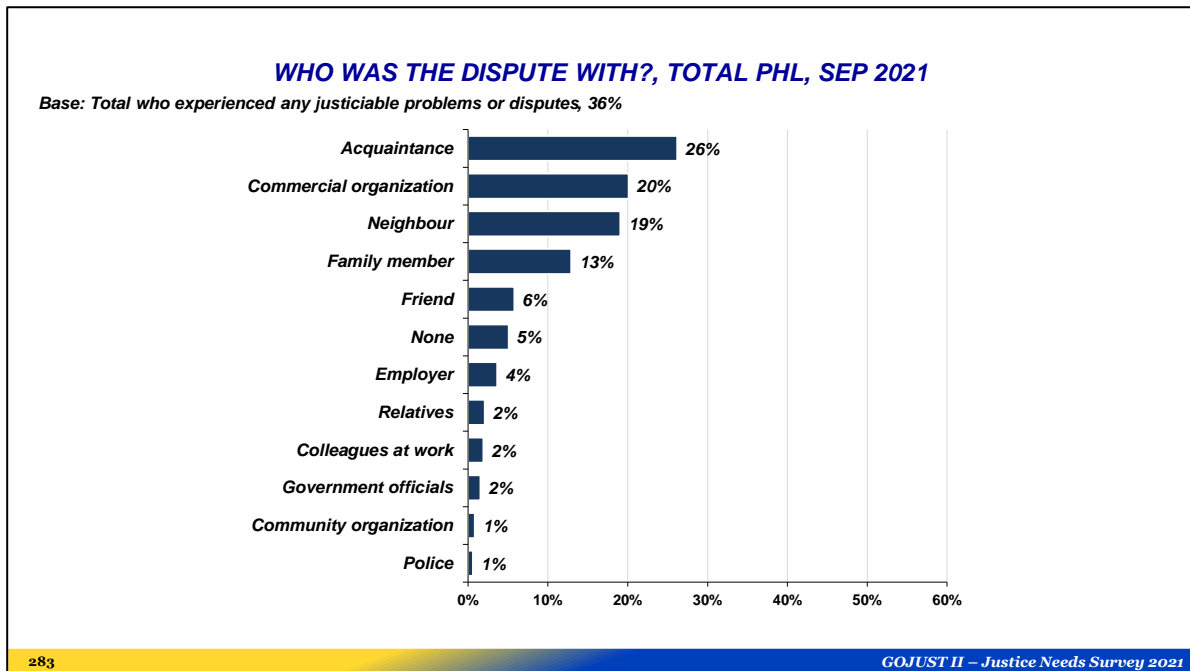
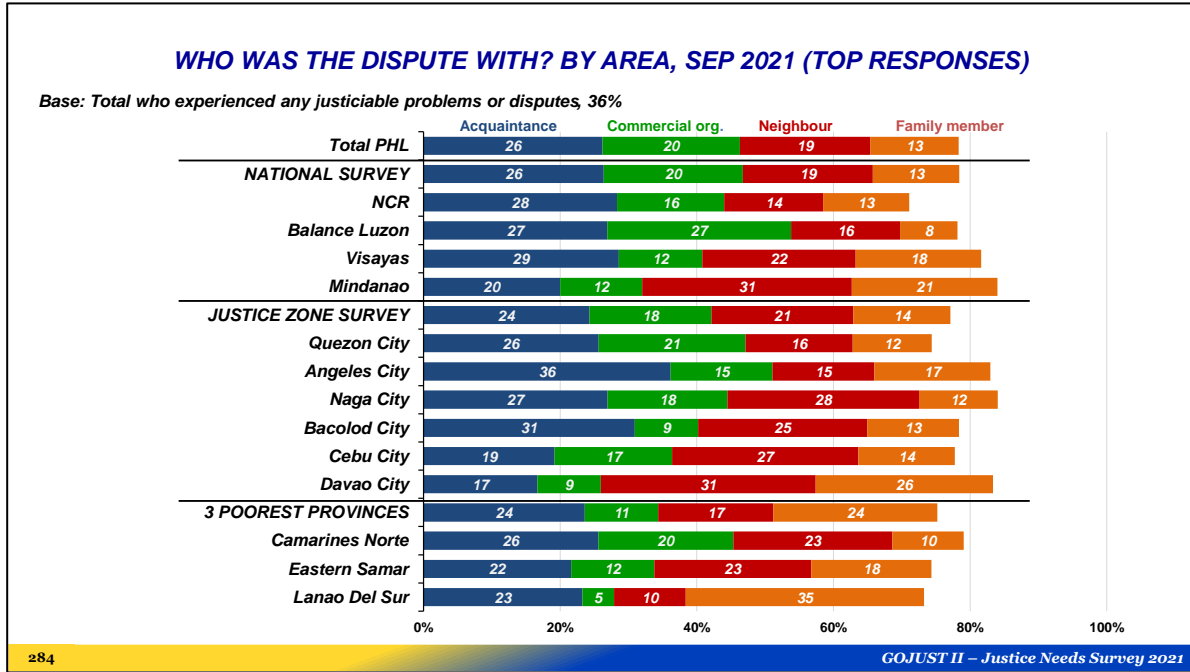




Chart 54





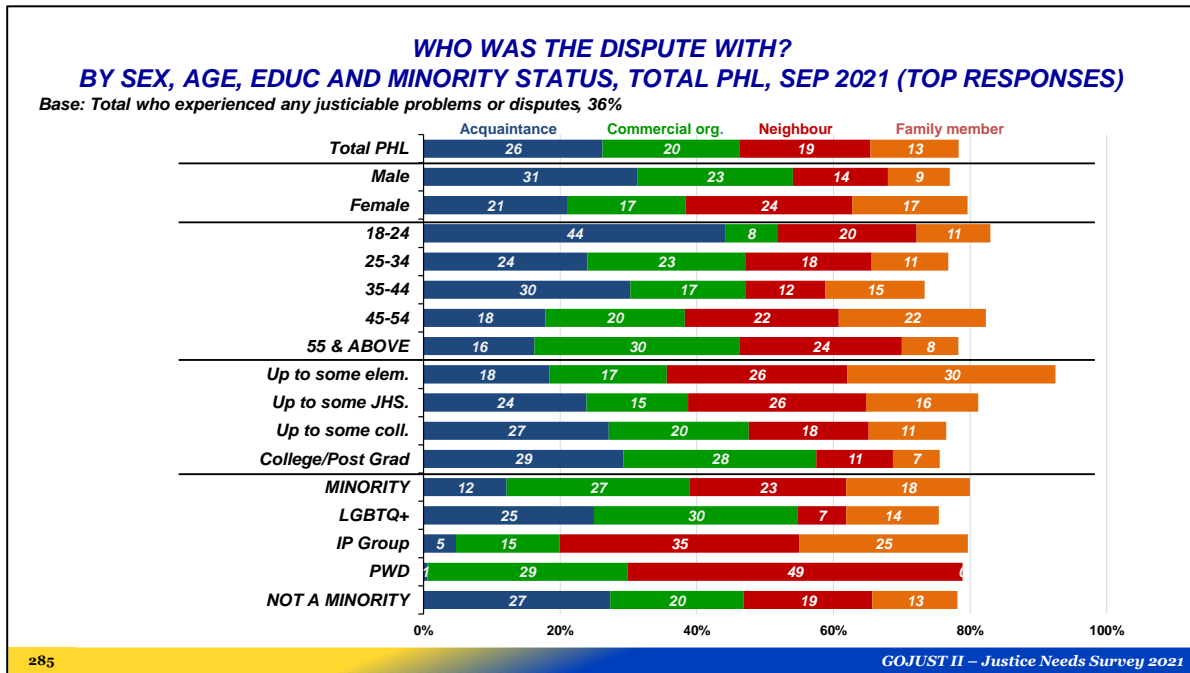
In Total Philippines, citations of dispute with an *acquaintance* are higher among the males (31%); 24% of the females had a dispute with their *neighbor*. [Chart 55]

By age, 44% of the youth 18-24 had a dispute with an *acquaintance*, and this declines among older adults. Disputes with a *commercial organization* (30%) or *neighbors* (24%) are slightly higher among the older 55 and above and decline among the younger adults.

Similarly, citations of dispute with an *acquaintance* increases with education, and is highest among the college-educated (27-29%). Alternatively, *family member* is higher among non-elementary graduates (30%) than those with higher education (7-16%).

There are slightly more of the self-ascribed minority who had a dispute with a *commercial organization* (27%). Most of the self-ascribed majority had a dispute with an *acquaintance* (27%).

**Chart 55**





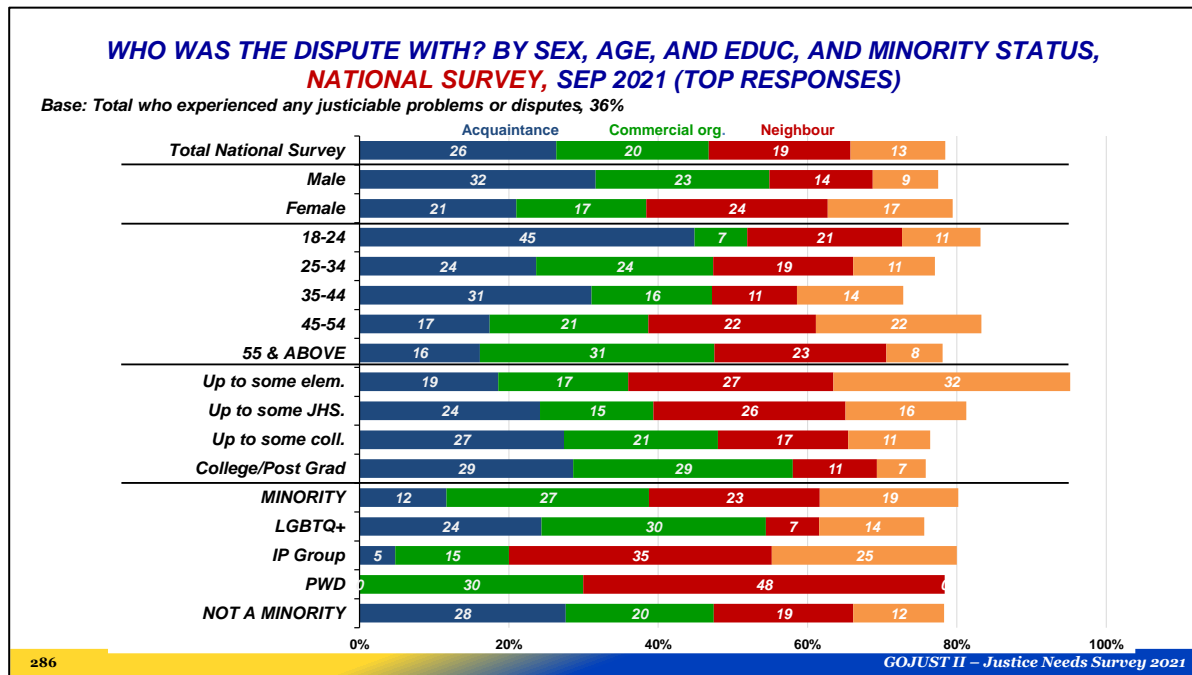
In the National Survey, there are more males (32%) than females (21%) who had a dispute *acquaintance*; 24% of the females had a problem/dispute with their *neighbor*. [Chart 56]

By age, 45% of the youth 18-24 had a dispute with an *acquaintance*, and this is lower among older adults. Disputes with a *commercial organization* (31%) or *neighbors* (23%) are slightly higher among the older 55 and above and decline among the younger adults.

Similarly, citations of problem/dispute with an *acquaintance* increases with education and is highest among the college-educated (27-29%). Alternatively, *family member* is higher among non-elementary graduates (32%) than those with higher education (7-16%).

There are slightly more of the self-ascribed majority who had a dispute with an *acquaintance* (28%). Most (27%) of the self-ascribed minority had a dispute with a *commercial organization*.

**Chart 56**



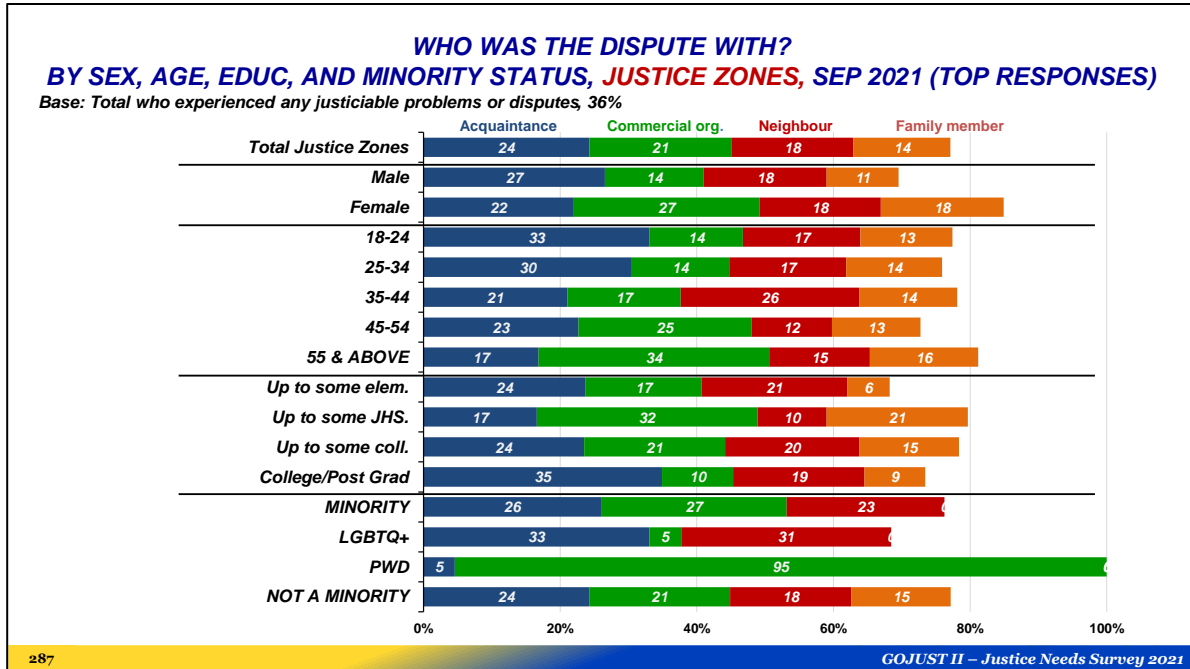


In the Justice Zones, dispute with *acquaintance* (27%) is mostly among males, while dispute with *commercial organizations* (27%) is mostly among females. [Chart 57]

By age, dispute with *acquaintances* is higher among the 18-34 (30-33%) than older 35 and above (17-23%). On the other hand, most (34%) of the 55 and above had a with *commercial organizations*.

One-third (35%) of the college graduates cited *acquaintances*, higher than those with less education. Meanwhile, 32% among elementary graduates had dispute with *commercial organizations*.

**Chart 57**





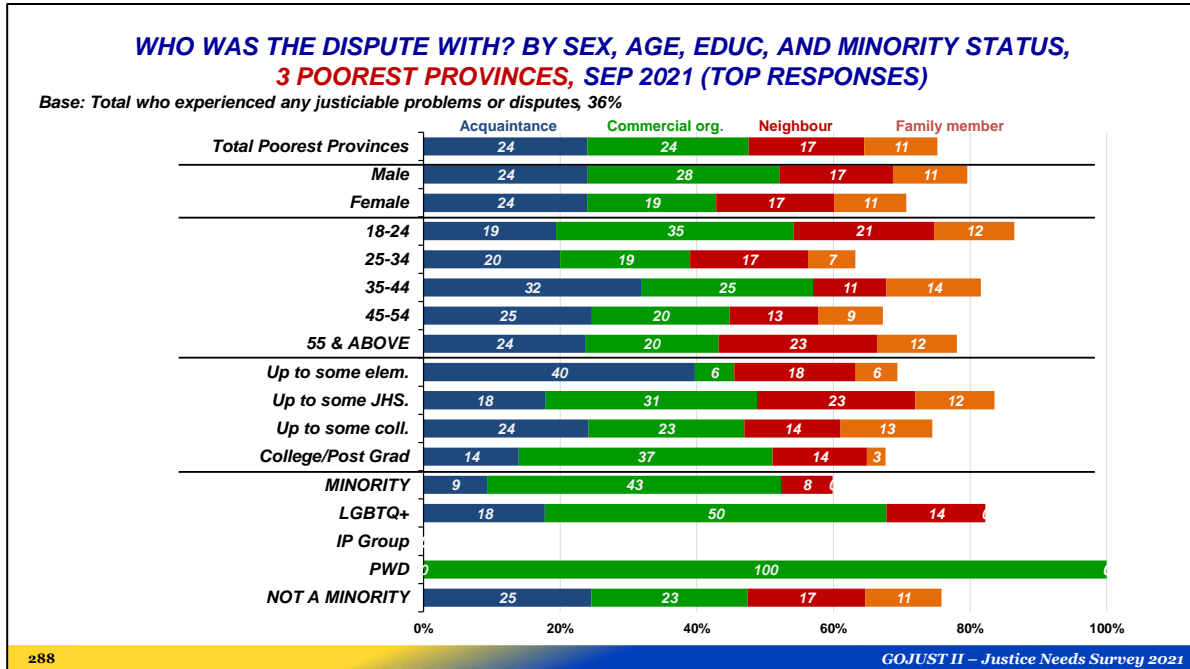


In the 3 Poorest Provinces, about one-third (32%) of the 35-44 had a dispute with an *acquaintance*, as also one-third (35%) of the 18-24 had a dispute with a *commercial organization*. [Chart 58]

Two-fifths (40%) of the non-elementary graduates had dispute with an *acquaintance*, higher than those with more education (14-24%). But most (37%) of the college graduates had a dispute with *commercial organizations*.

Two-fifths (43%) of the self-ascribed minority had a dispute with a *commercial organization*.

**Chart 58**





## 7.2. Party who Started the Dispute

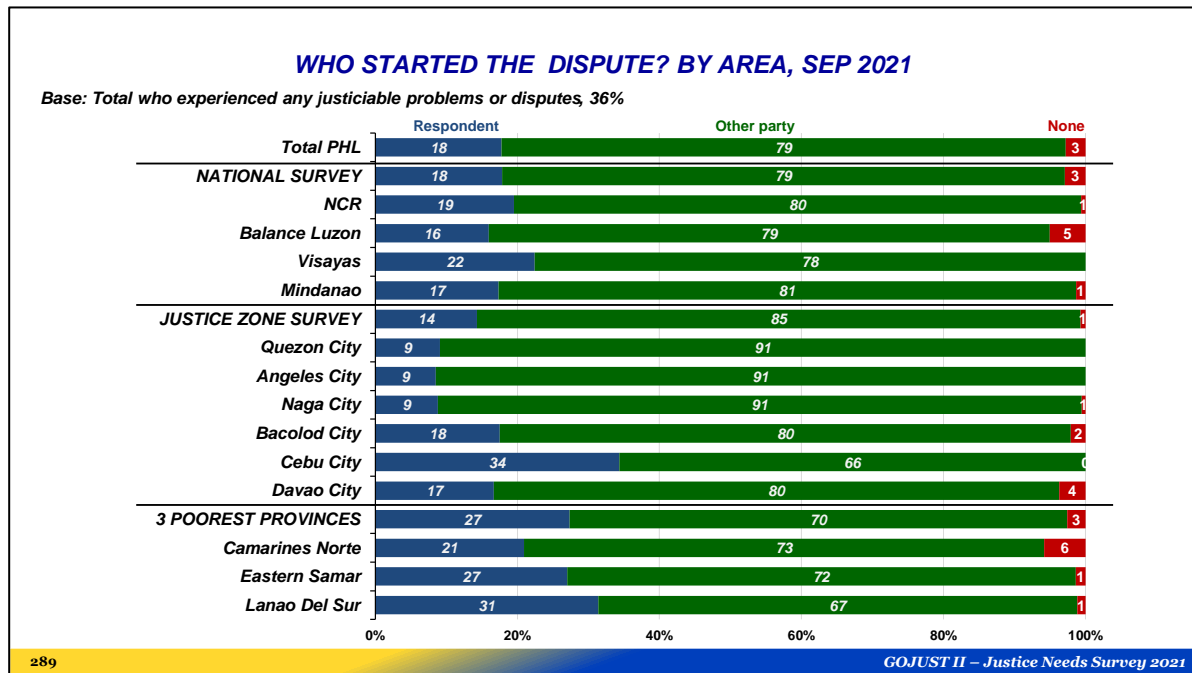
A large majority of the 36% who have had a justiciable issue blame the other party for starting the dispute, with about eight-in-ten (79%) who say the *other party* initiated the dispute. Less than a fifth (18%) acknowledged that they *themselves* started the dispute. [Chart 59]

Large majorities in all survey areas cited *other party* as the initiator of the dispute. On the other hand, 27% in the 3 Poorest Provinces acknowledged that they *themselves* started the dispute, higher compared to National Survey (18%) and Justice Zone (14%).

In the Justice Zones, only 66% in Cebu City cited the *other party*, particularly lower than the 80-91% in the other Justice Zones. About one-third (34%) in Cebu City say they started the dispute *themselves*, the highest across the areas.

In the 3 Poorest Provinces, around three-fourths in Camarines Norte (73%) and Eastern Samar (72%) say the *other party* started the dispute, compared to 67% in Lanao del Sur (67%).

Chart 59





The percentages of those who have had a justiciable issue who blame the *other party* for initiating the dispute are high and hardly vary in all socio-demographic groups across the survey components. [Charts 60-61]

In the Justice Zones, the percentages of those who acknowledged that they *themselves* initiated the dispute are slightly higher among the 25-44 (17-20%) and those who are at least elementary graduates or more (13-16%). [Chart 62]

Notably in the 3 Poorest Provinces, those who acknowledged that they *themselves* initiated the dispute are slightly higher among the males (33%) than females (22%), and among the 45-54 (37%). There are more of the non-college-educated (34-37%) who say they *themselves* initiated the dispute; only 12% of the college graduates say *they* initiated the dispute as 86% blame the other party. Close to four-in-ten (38%) of the self-ascribed minority say *they* initiated the dispute, compared to 27% among the self-ascribed majority. [Chart 63]

**Chart 60**

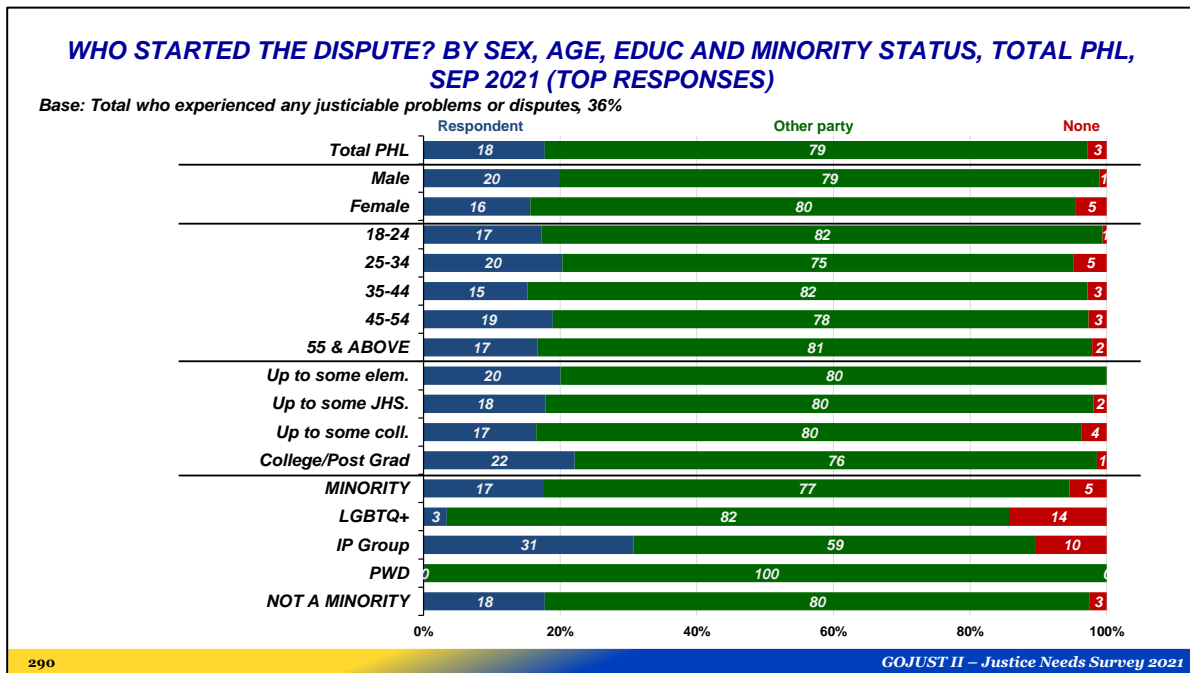




Chart 61

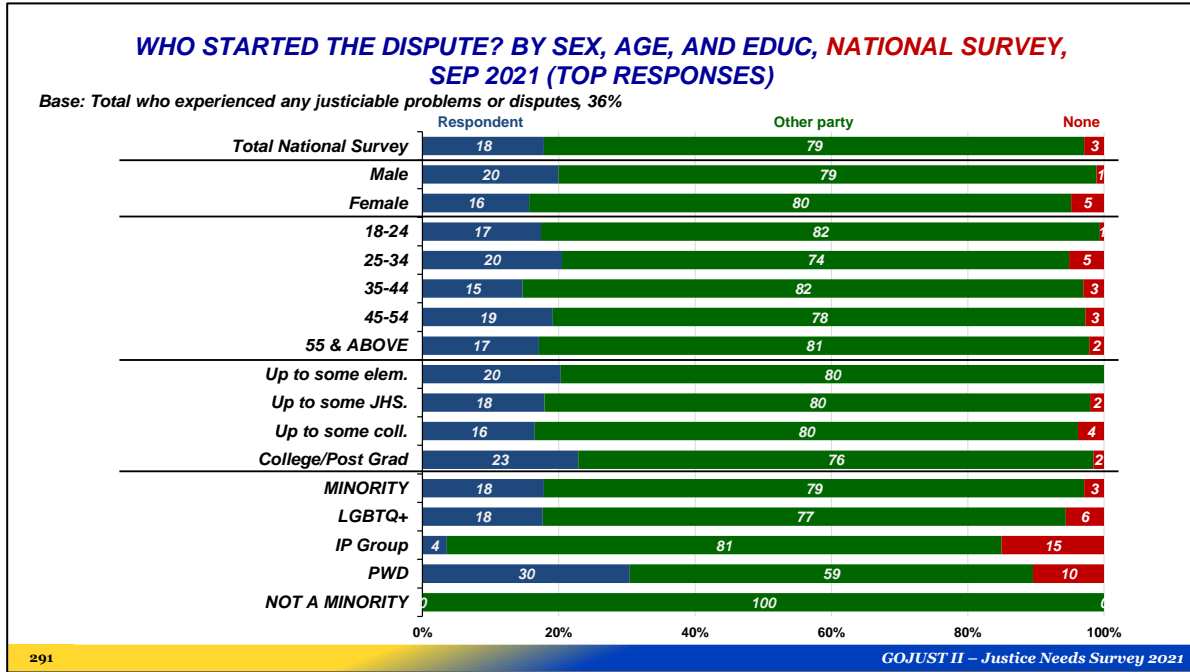


Chart 62

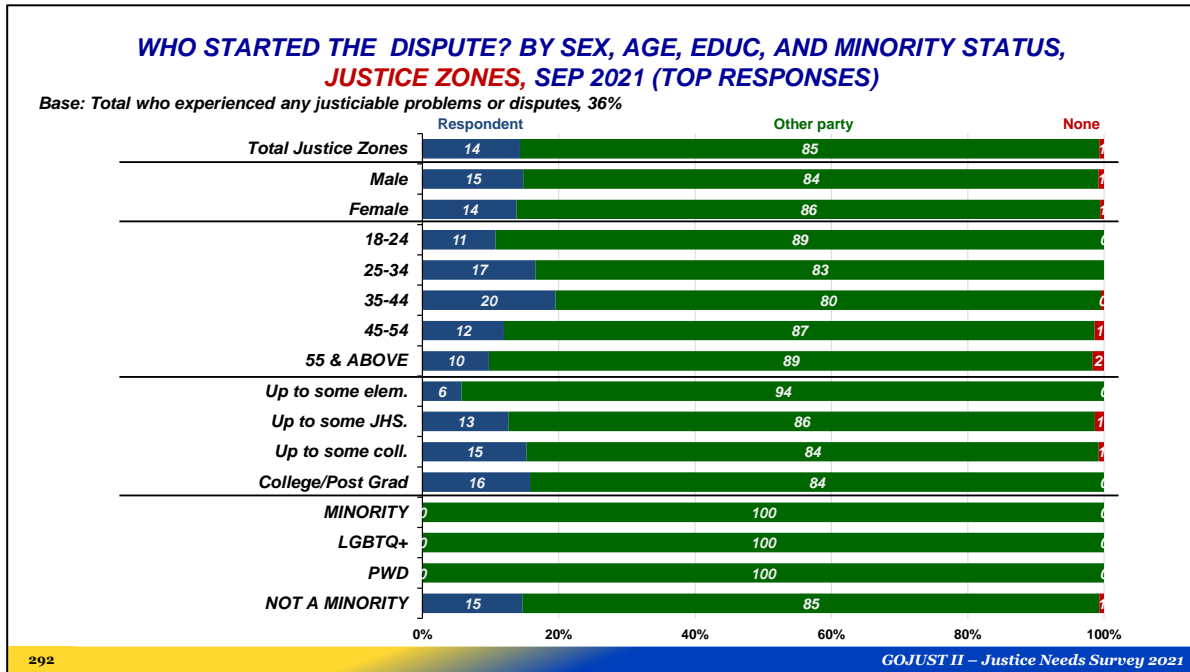
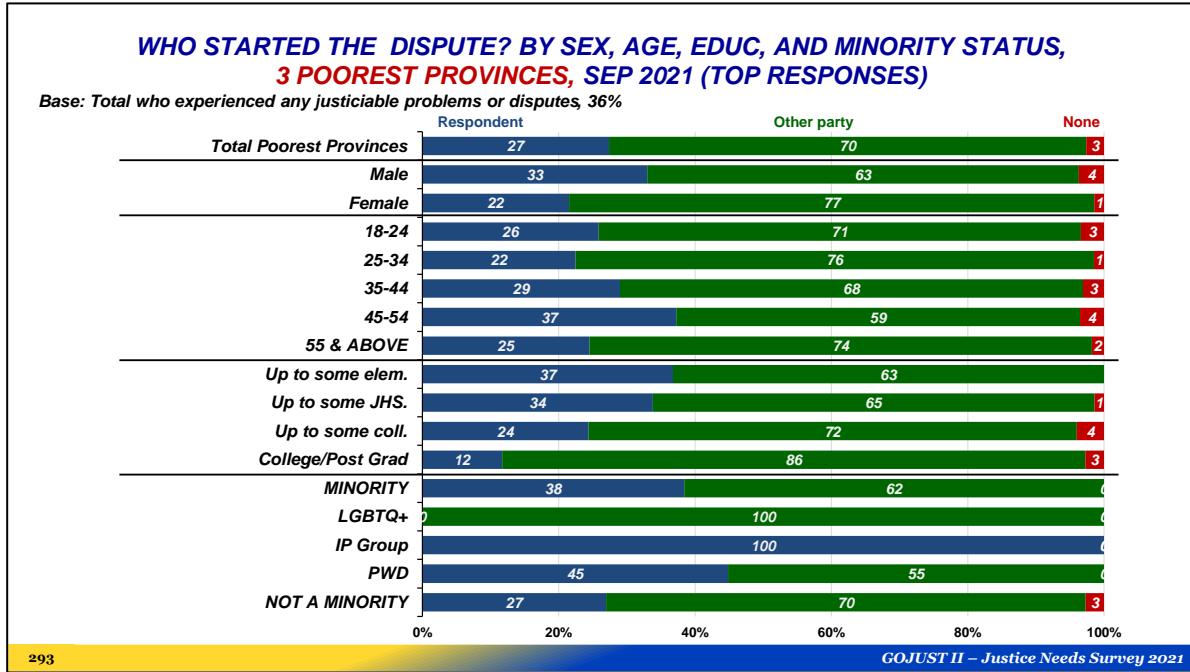




Chart 63

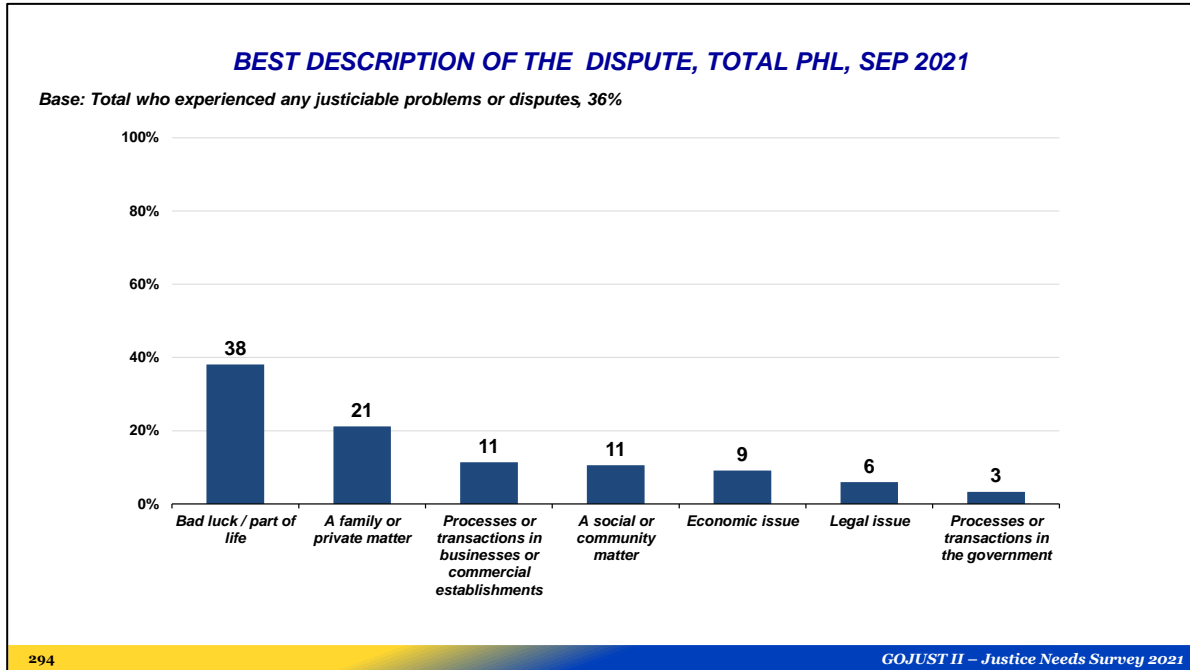




### 7.3. Best Description of the Dispute

Thirty-eight percent of those who have had a justiciable issue consider the dispute as *bad luck* or *part of life*, while 21% consider it *a family or private matter*. Fewer consider the dispute as related to *processes or transactions in the businesses or commercial establishments* (11%) or *a social or community matter* (11%). Only 6% consider their dispute or problem as *a legal issue*. [Chart 64]

Chart 64





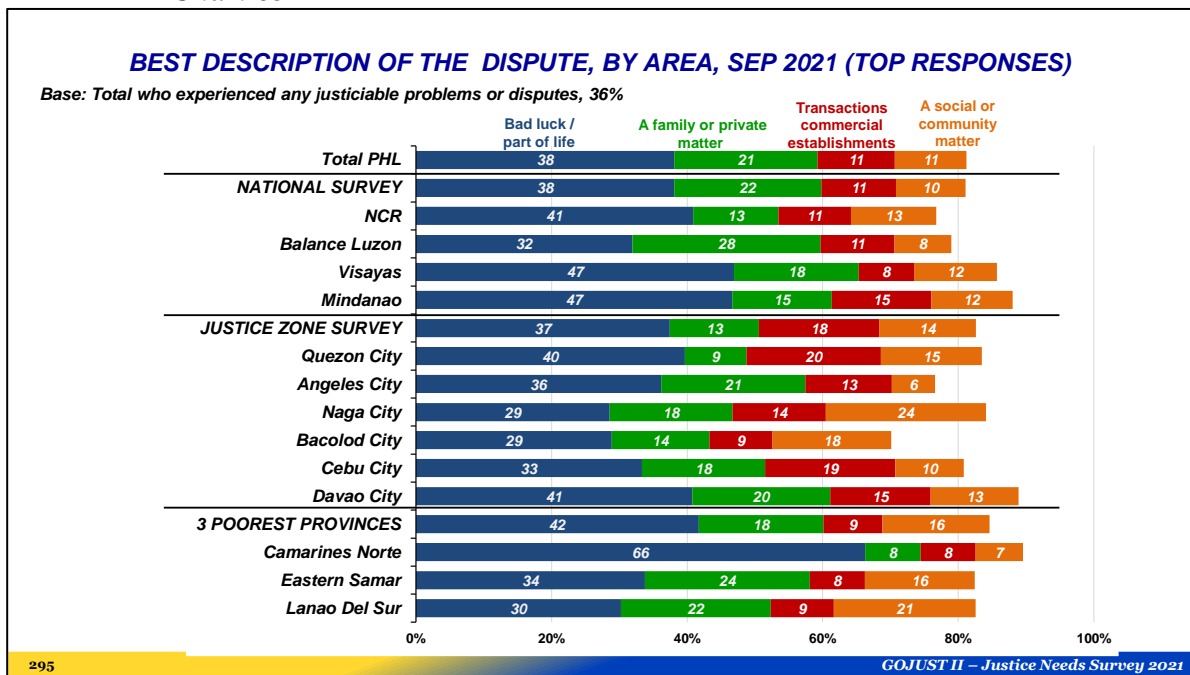
Two-fifths (42%) in the 3 Poorest Provinces consider the dispute as a *bad luck or part of life*, slightly higher than in the National Survey (38%) and the Justice Zones (37%). [Chart 65]

In the National Survey, 47% in both Visayas and Mindanao consider the dispute as *bad luck or part of life*, higher than in NCR (41%) and Balance Luzon (32%).

In the Justice Zones, about two-fifths in Quezon City (40%) and Davao City (41%) consider the dispute as *bad luck or part of life*, slightly higher than other justice zones.

In the 3 Poorest Provinces, 66% in Camarines Norte say the dispute is *bad luck or part of life*, about more than twice the 34% in Eastern Samar and 30% in Lanao del Sur.

**Chart 65**



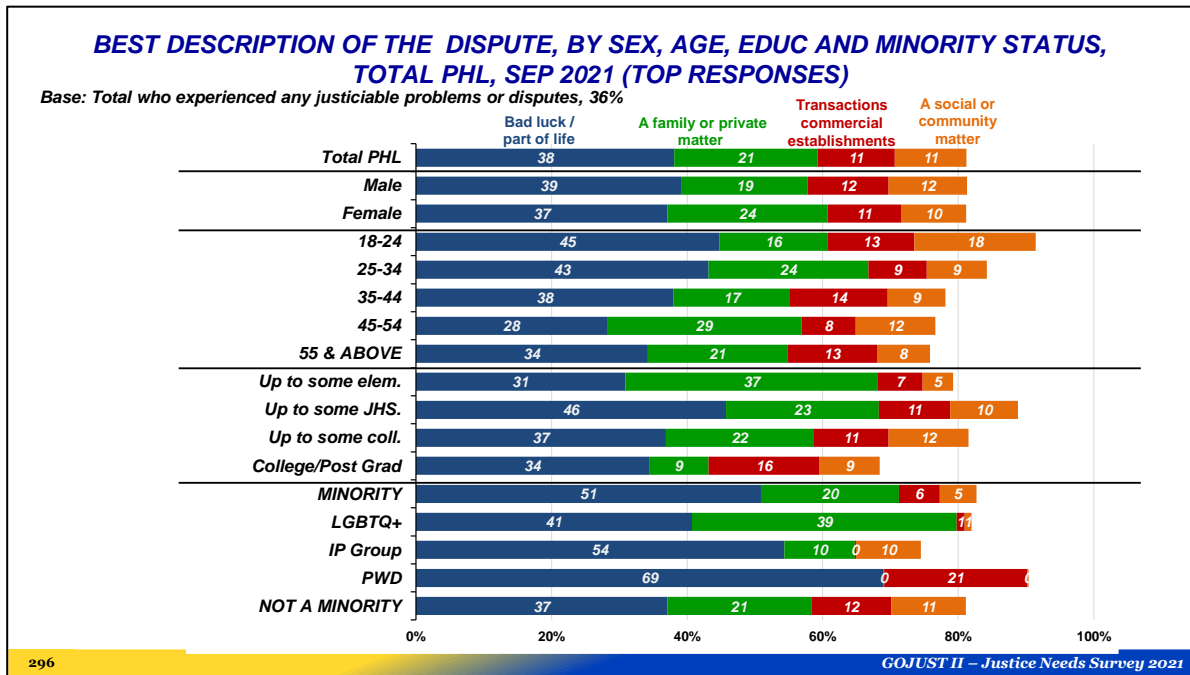


In Total Philippines, the percentages of those who consider the dispute as a *bad luck or part of life* are higher among younger 18-34 (43-45%) than older 35 and above (28-38%). Twenty-nine percent of the 45-54 had disputes that are *family or private matters* in nature. [Chart 66]

By education, 46% among elementary graduates say their dispute is *bad luck or a part of life*. On the other hand, there are slightly more of the non-elementary graduates (37%) than those with more education who say their dispute is a *family or private matter* in nature.

Half (51%) of the self-ascribed minority, compared to 37% of the self-ascribed majority, say their dispute is *bad luck or a part of life*.

Chart 66





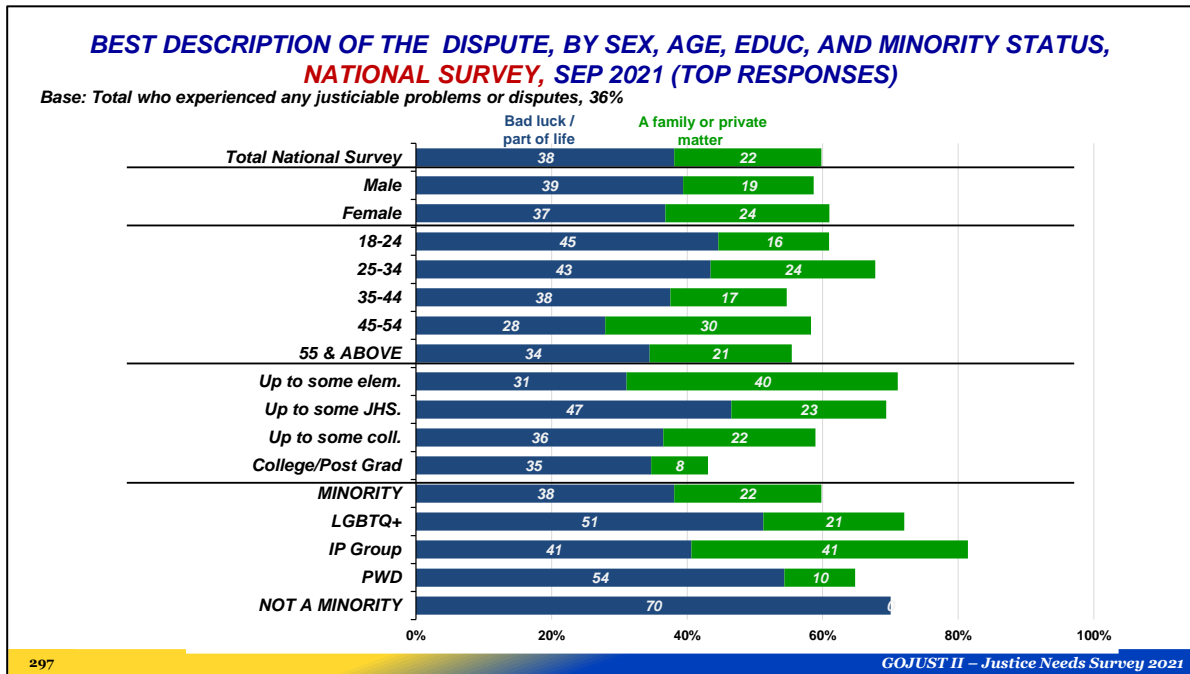


In the National Survey, the percentages of those who consider the dispute as a *bad luck or part of life* are higher among younger 18-34 (43-45%). Thirty percent of the 45-54 had disputes that are *family or private matters* in nature. [Chart 67]

By education, 47% among elementary graduates say their dispute is *bad luck or a part of life*. On the other hand, there are slightly more of the non-elementary graduates (40%) than those with more education who say their dispute is a *family or private matter* in nature.

Seventy percent of the self-ascribed majority say their dispute is *bad luck or a part of life*, compared to only 37% of the self-ascribed minority who cited the same.

**Chart 67**

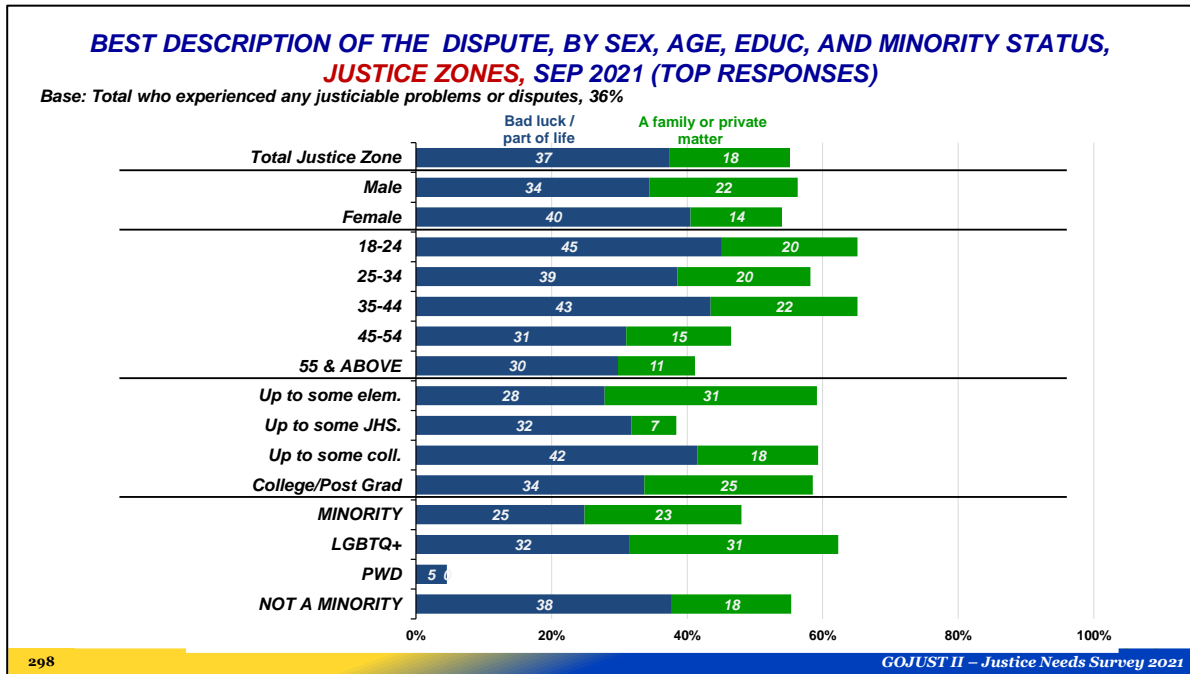




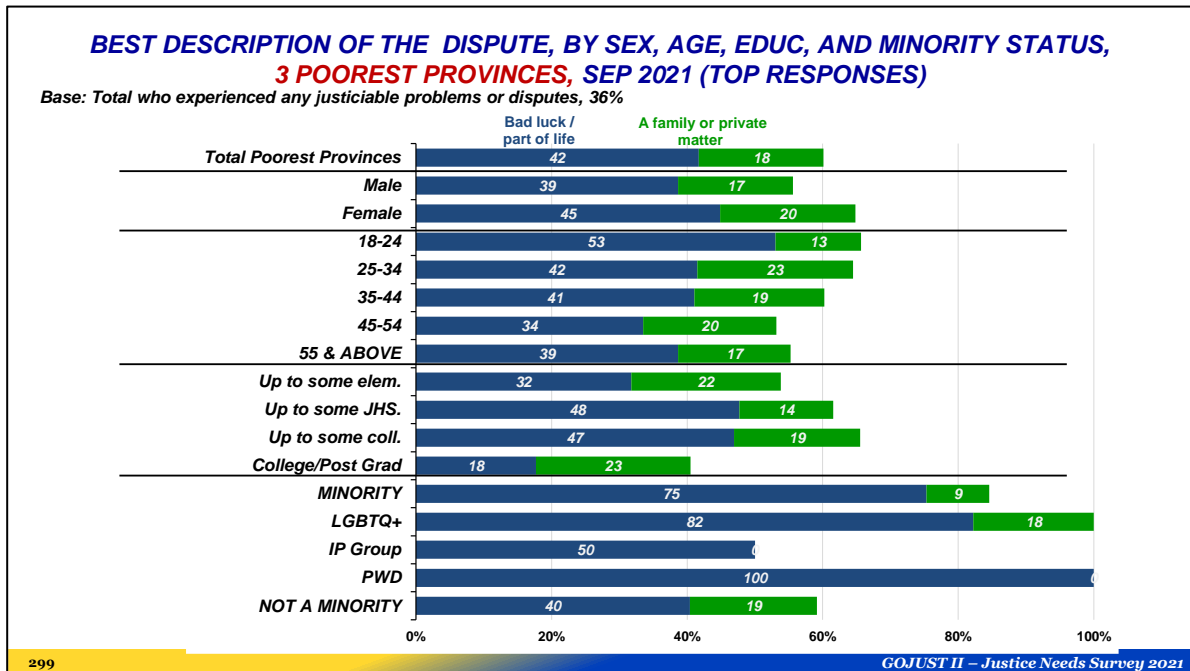
In the Justice Zones, there are slightly more of the females (40%) than the males (34%) who consider their disputes as *bad luck or a part of life*. By age, those 18-44 are more likely to have disputes that are of *family or private matter* in nature (20-22%). Thirty-eight percent of the self-ascribed majority say their dispute is *bad luck or a part of life*, compared to 25% of the self-ascribed minority who cited the same description. [Chart 68]

In the 3 Poorest Provinces, there are slightly more of the females (45%) than the males (39%) who consider their disputes as *bad luck or a part of life*. A 53% majority of the youth 18-24 say their disputes are *bad luck or a part of life*, more than the older adults who say the same. Three-fourths (75%) of the self-ascribed minority, compared to 40% of the self-ascribed majority, say their dispute is *bad luck or a part of life*. [Chart 69]

**Chart 68**



**Chart 69**





#### 7.4. Use of Violence During the Dispute

Eighty-seven percent of the 36% who have had a justiciable issue say *neither* party resorted to physical violence or threats of violence during the disagreement over the dispute, while 9% claim the *other party* used violence, 3% acknowledge that *both parties* and 1% they *themselves* resorted to violence during the dispute. [Chart 70]

Large majorities in all survey areas acknowledge that *neither* party resorted to violence over the course of the dispute. [Chart 71]

In the National Survey, those who say the *other party* resorted to violence are slightly higher in Visayas (15%) and Mindanao (13%) than in NCR (7%) and Balance Luzon (6%).

In the Justice Zones, 20% in Davao City say the *other party* resorted to violence, the highest across areas.

In the 3 Poorest Provinces, 19% in Lanao del Sur say the *other party* resorted to violence, more than twice the combined percentages in Camarines Norte (7%) and in Eastern Samar (7%).

Chart 70

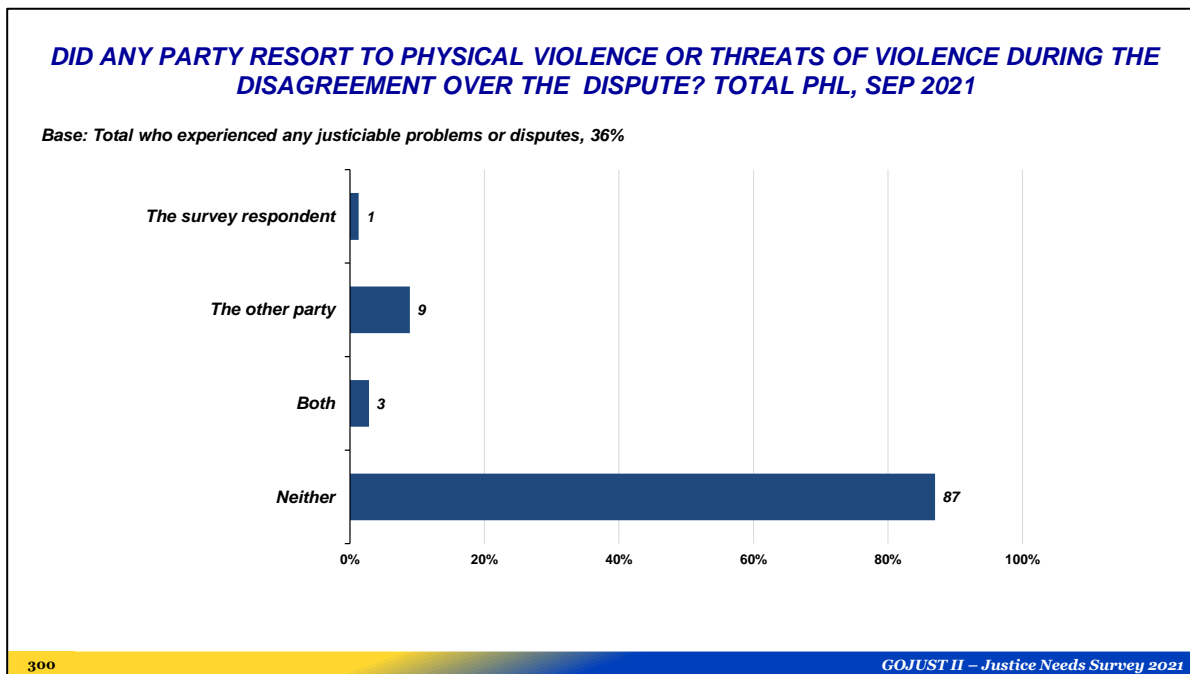
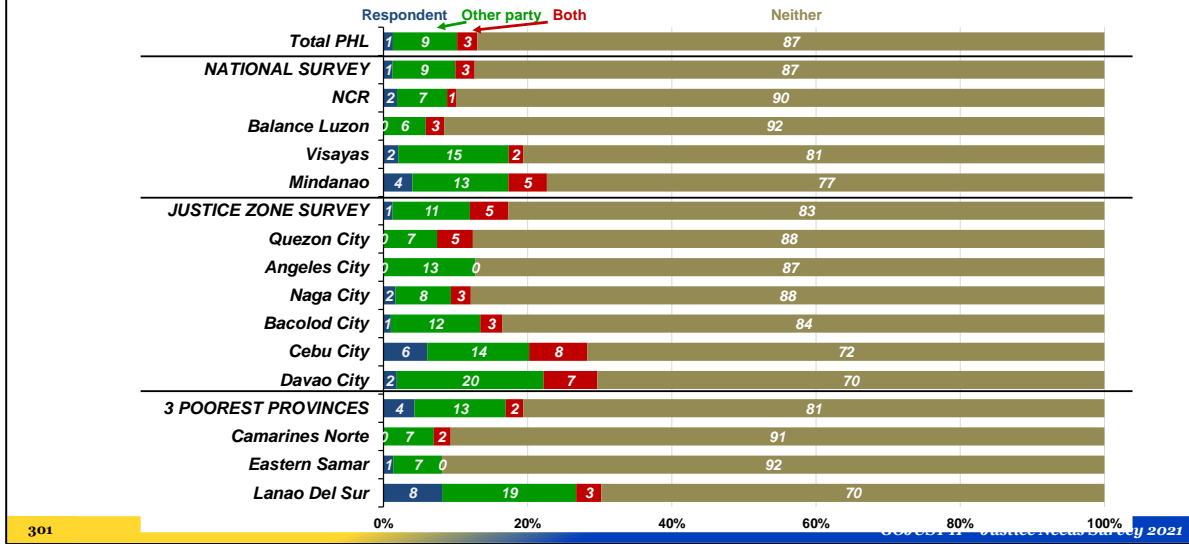




Chart 71

**DID ANY PARTY RESORT TO PHYSICAL VIOLENCE OR THREATS OF VIOLENCE DURING THE DISAGREEMENT OVER THE DISPUTE? BY AREA, SEP 2021**

Base: Total who experienced any justiciable problems or disputes, 36%





In Total Philippines and across the three survey components, the percentages of those who say *neither* party resorted to violence over the course of the dispute are high and hardly vary by socio-demographic groups. [Charts 72-73]

Notably in the Justice Zones, 19% of the non-elementary graduates as well as 25% of the self-ascribed minority say the *other* party resorted to violence. [Chart 74]

In the 3 Poorest Provinces, about one-fifth (20-22%) of the 18-34 say the *other* party resorted to violence, higher than the older adults. Seventeen percent of the college graduates admit to resorting to violence. [Chart 75]

Chart 72

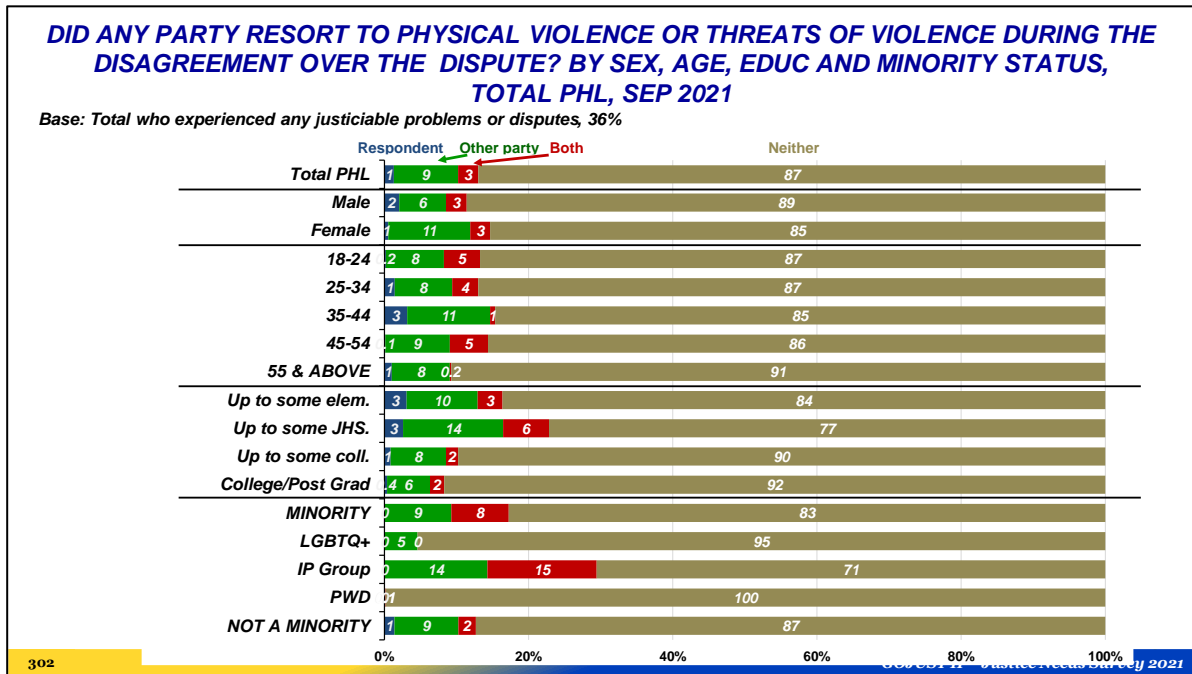


Chart 73

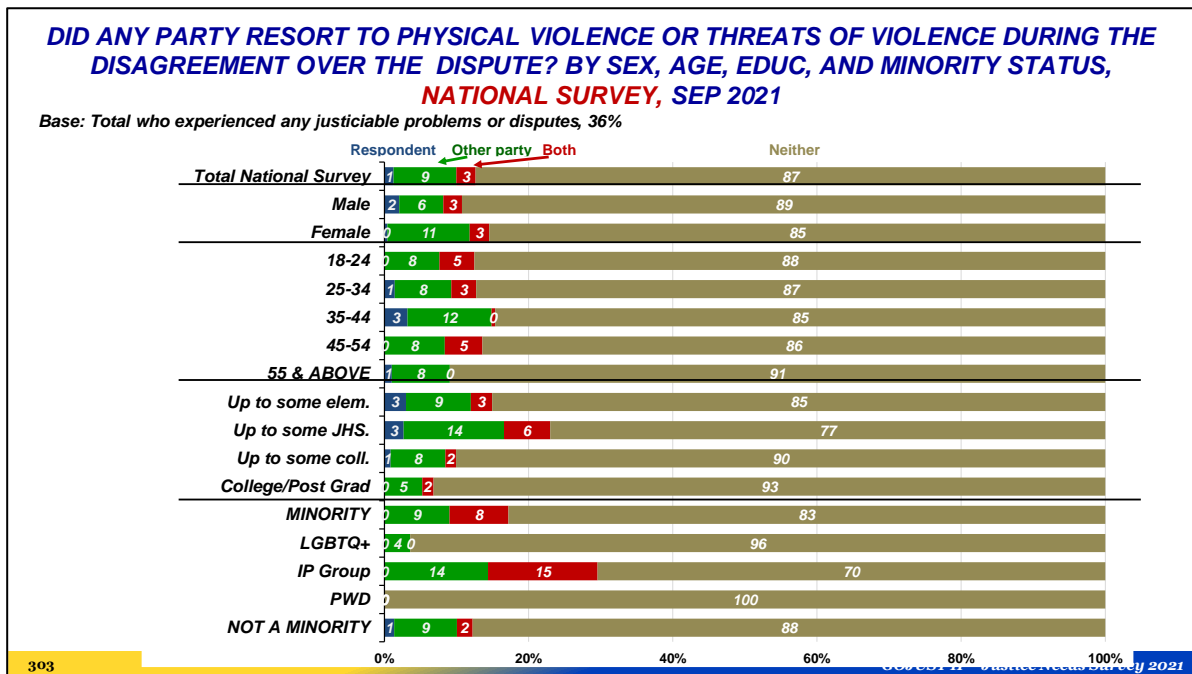




Chart 74

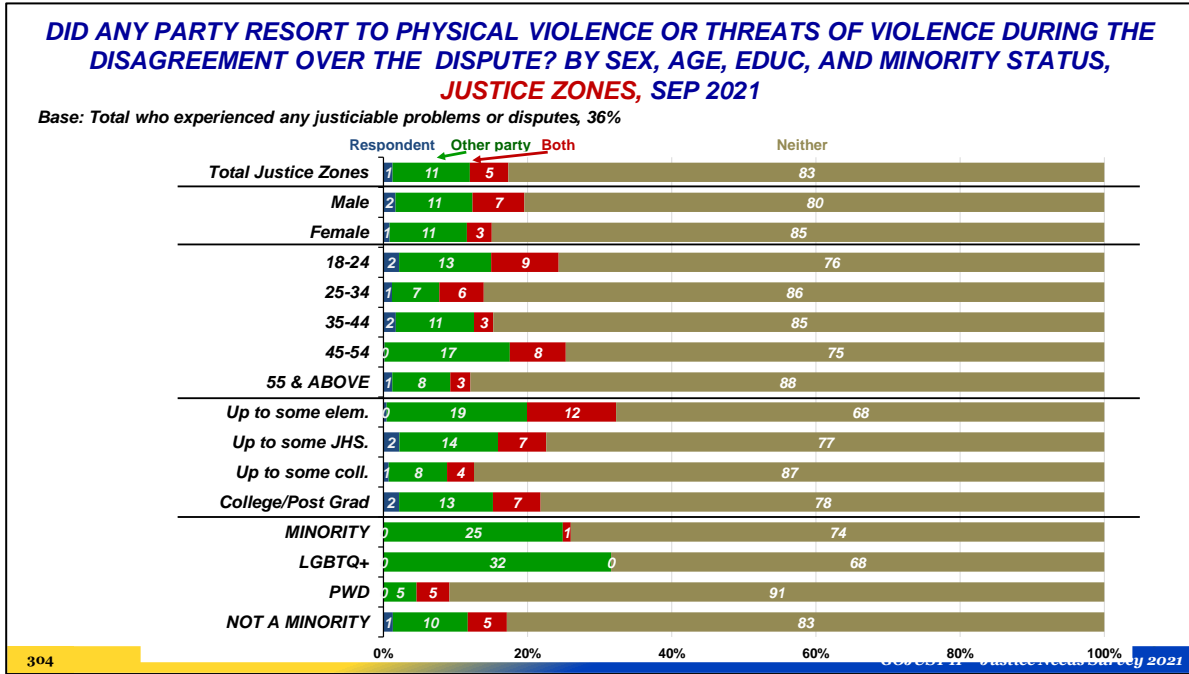
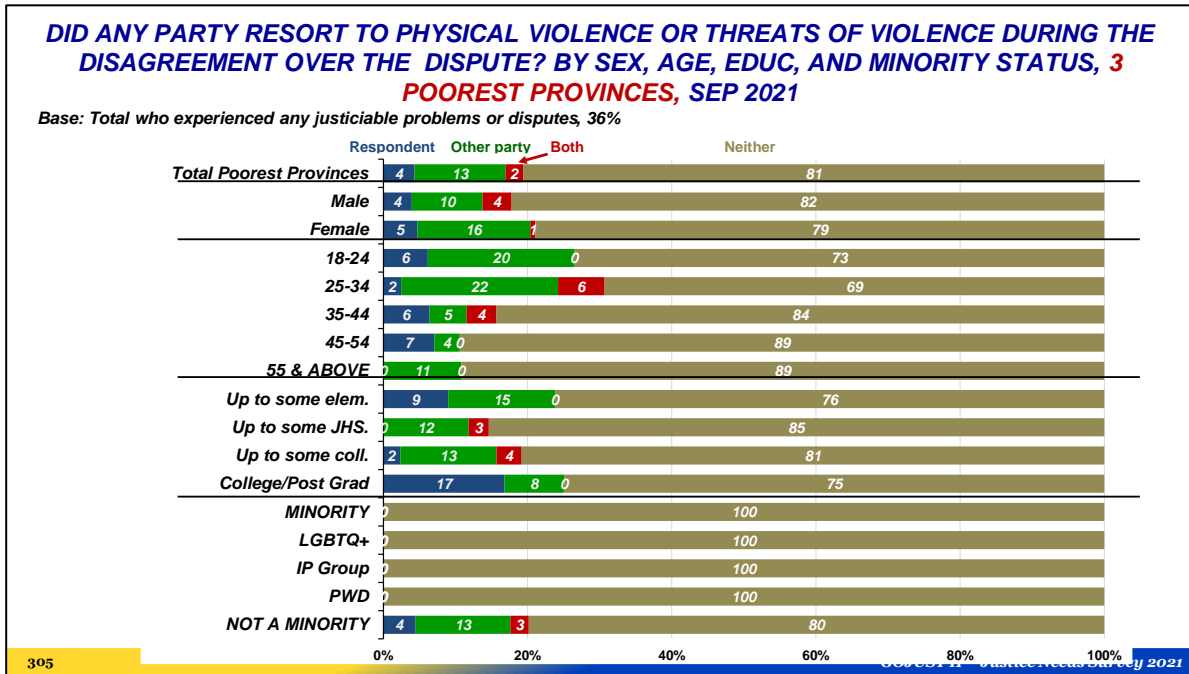


Chart 75

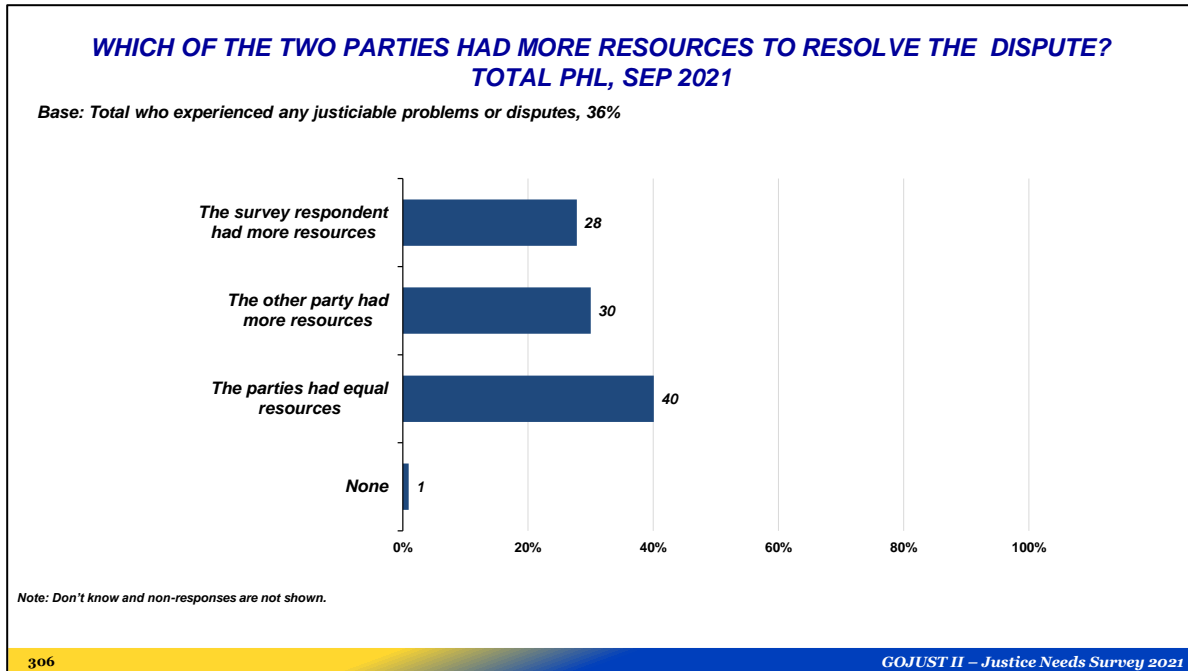




## 7.5. Party Who Had More Resources to Resolve the Dispute

Among the 36% who have had a justiciable issue, 40% say *both parties had equal resources* to resolve the dispute, while 30% *the other party had more resources*, 28% *they themselves had more resources*. [Chart 76]

Chart 76



About one-third in the Justice Zones (32%) and in the 3 Poorest Provinces (35%), compared to 27% in the National Survey, say they *themselves* had more resources to resolve the dispute. On the other hand, there are slightly more in the National Survey (41%) who say *both parties had equal resources* to resolve the dispute. [Chart 77]

In the National Survey, 42% in Visayas say they *themselves* had more resources, higher than in other areas. Forty-eight percent in Mindanao say *both parties* had equal resources.

In the Justice Zones, 47% in Angeles City had more resources, higher than in other areas. Half in Davao City say *both parties* had equal resources.

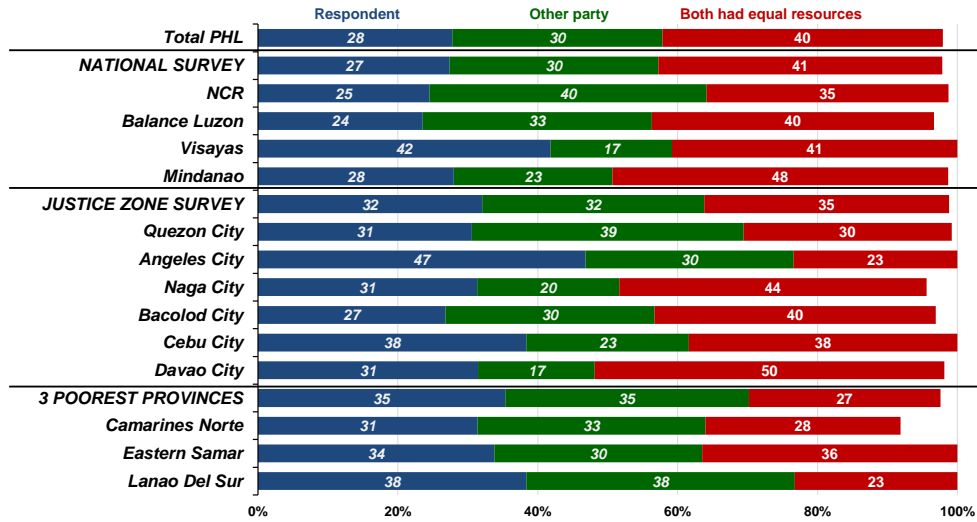
In the 3 Poorest Provinces, 38% in Lanao del Sur had more resources than the other party, slightly higher than in Eastern Samar (34%) and Camarines Norte (31%). In Lanao del Sur, another 38% say the *other party* had more resources.



Chart 77

**WHICH OF THE TWO PARTIES HAD MORE RESOURCES TO RESOLVE THE DISPUTE?  
BY AREA, SEP 2021**

Base: Total who experienced any justiciable problems or disputes, 36%

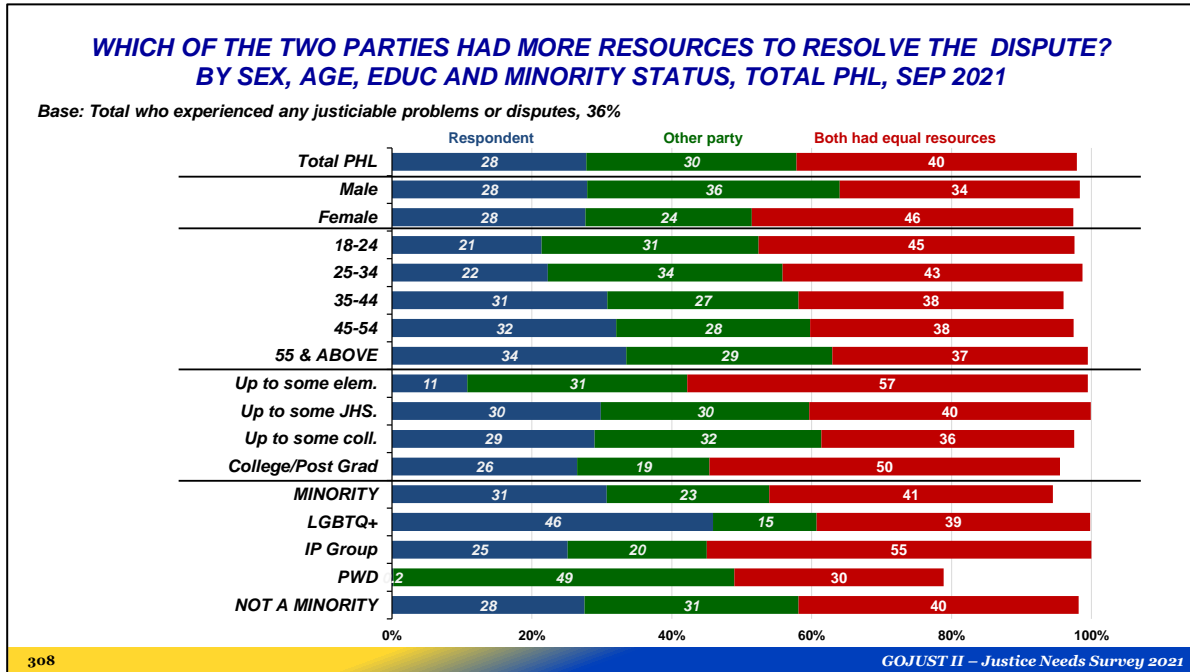






In Total Philippines, the percentages of those who say they *themselves* had more resources to resolve the dispute are slightly higher among those 35 and above (31-34%) than the younger 18-34 (21-22%); those who say the *other party* had more resources are slightly higher among the 18-34. By education, only 11% of the non-elementary graduates say they had more resources, lower compared to the 26-30% among those with more education. [Chart 78]

**Chart 78**



In the National Survey, the percentages of those who say they *themselves* had more resources to resolve the dispute are slightly higher among those 35 and above (31-33%) than the younger 18-34 (21-22%). By education, only 9% of the non-elementary graduates say they had more resources, lower compared to the 25-30% among those with more education. [Chart 79]

In the Justice Zones, there are more females (35%) than males (29%) who say they *themselves* had more resources to resolve the dispute. Those aged 45 and older also had more personal resources (39-41%) than younger 18-44 (25-28%). Half (50%) of the self-ascribed minority had more personal resources, compared to 32% among the self-ascribed majority. [Chart 80]

In the 3 Poorest Provinces, 44% among 35-44 had more resources themselves, slightly higher than other age groups. Half (51%) of the non-elementary graduates say the *other party* had more resources in resolving the dispute.

Half (55%) of the self-ascribed minority had more personal resources, compared to 35% among the self-ascribed majority. [Chart 81]



Chart 79

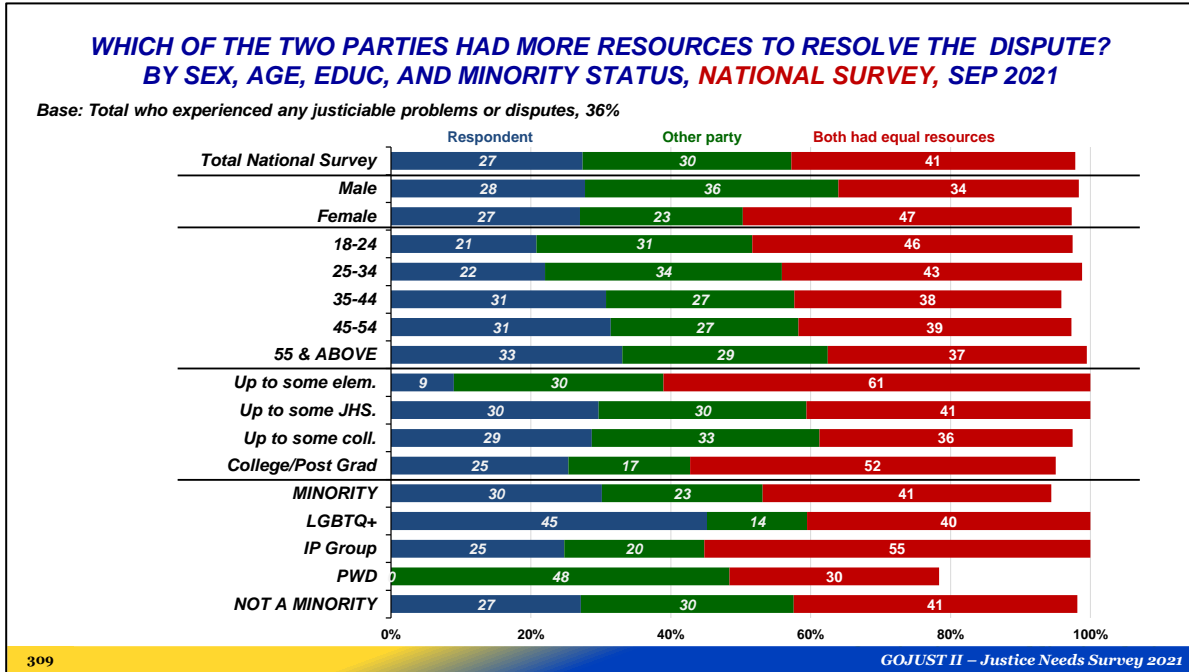


Chart 80

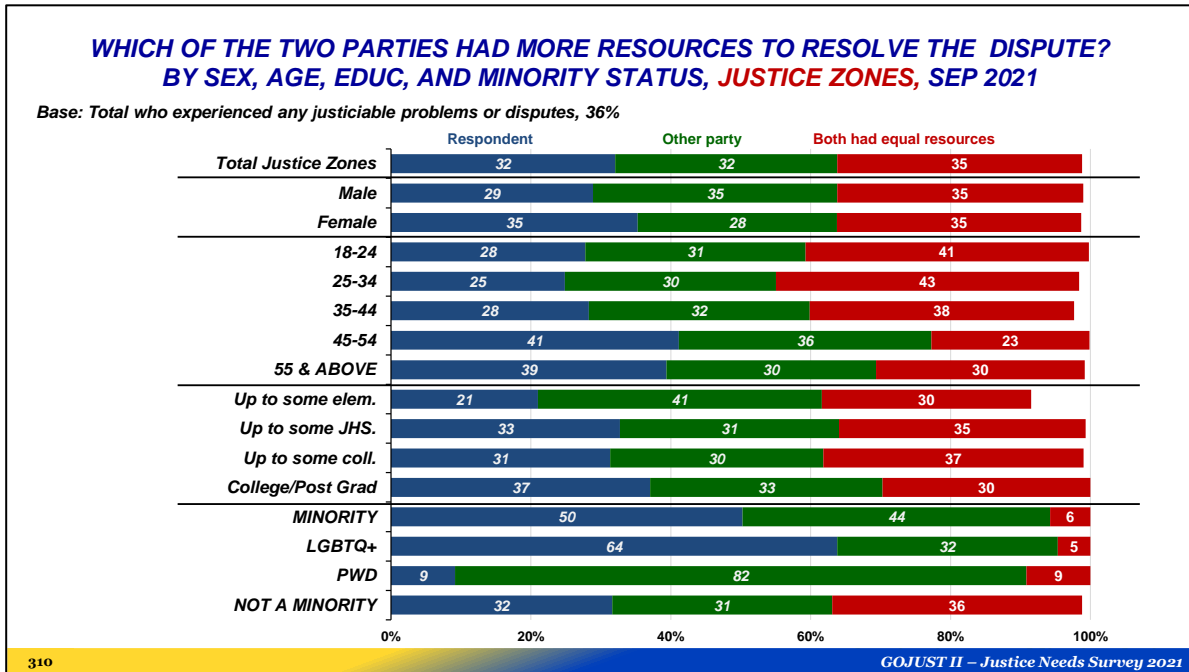
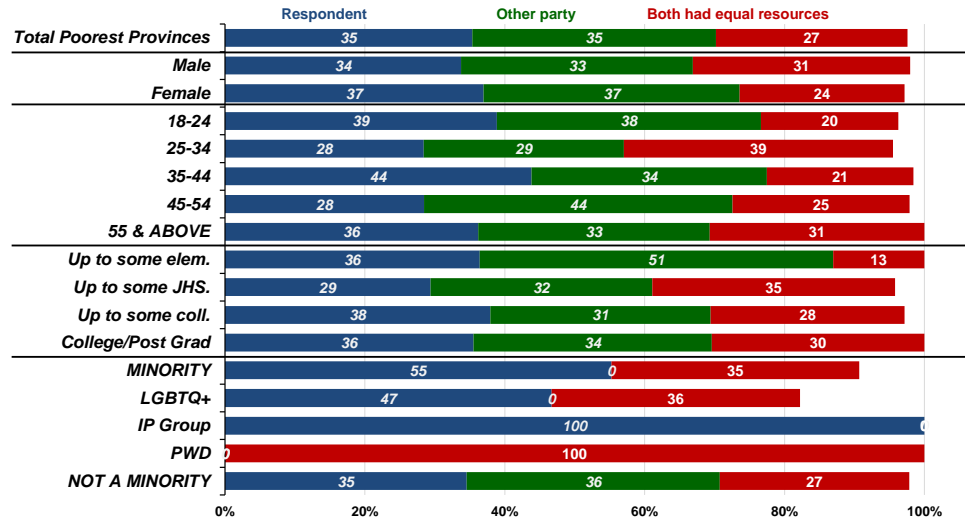




Chart 81

**WHICH OF THE TWO PARTIES HAD MORE RESOURCES TO RESOLVE THE DISPUTE?  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who experienced any justiciable problems or disputes, 36%





## 8. Taking Action to Resolve Issue or Dispute

### 8.1. Proportion of Those Who Took an Action to Resolve Dispute

Those who have experienced any justiciable issue were then asked if they took any action to resolve the dispute. They were shown a list of ten (10) possible actions one could take to resolve the dispute and may answer “yes” to any possible actions included in the list.

Among 36% who experienced any justiciable problem or dispute, three-in-five (63%) took any of the 10 actions from the list to try to resolve the justiciable issue, while 37% did not do any. [Chart 82]

Most (41%) tried to resolve the problem by *communicating with the other party*. This is followed in distant second by those who *reported to the barangay or have undergone Barangay Justice* (18%) or *sought help/approached another person* (16%).

Regardless of the action taken to try to resolve a justiciable issue, large majorities of those who took any of the 10 actions from the list to try to resolve the justiciable issue say they *themselves* initiated taking the actions. [Chart 83]

Chart 82

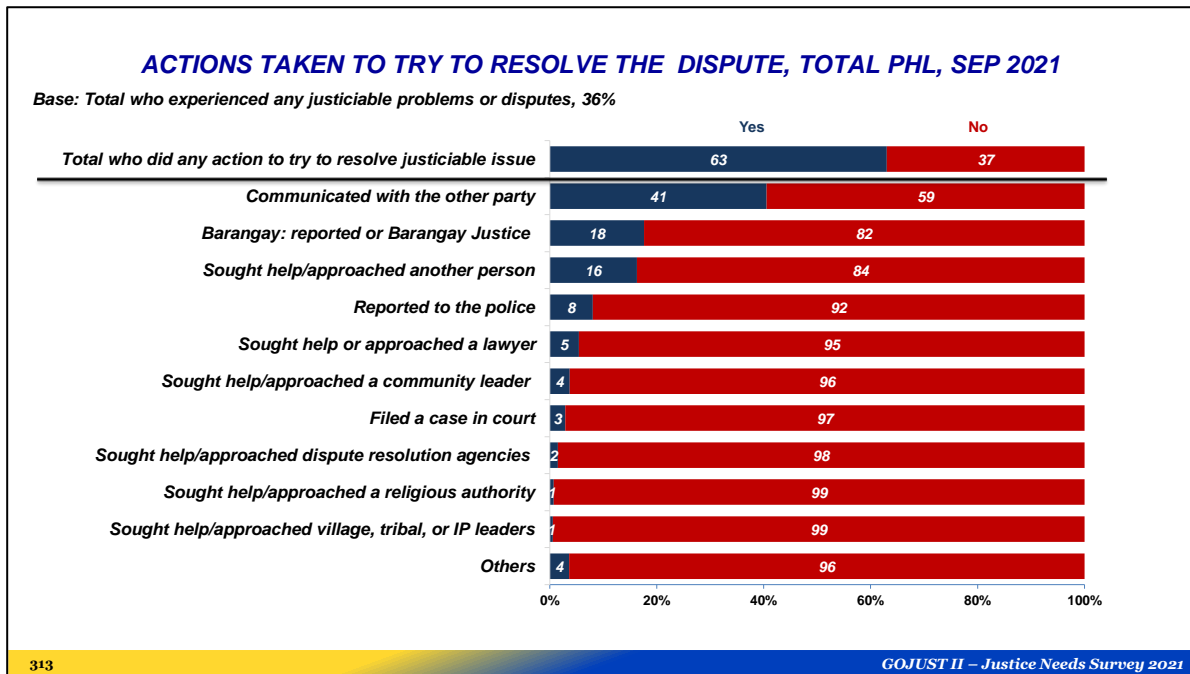
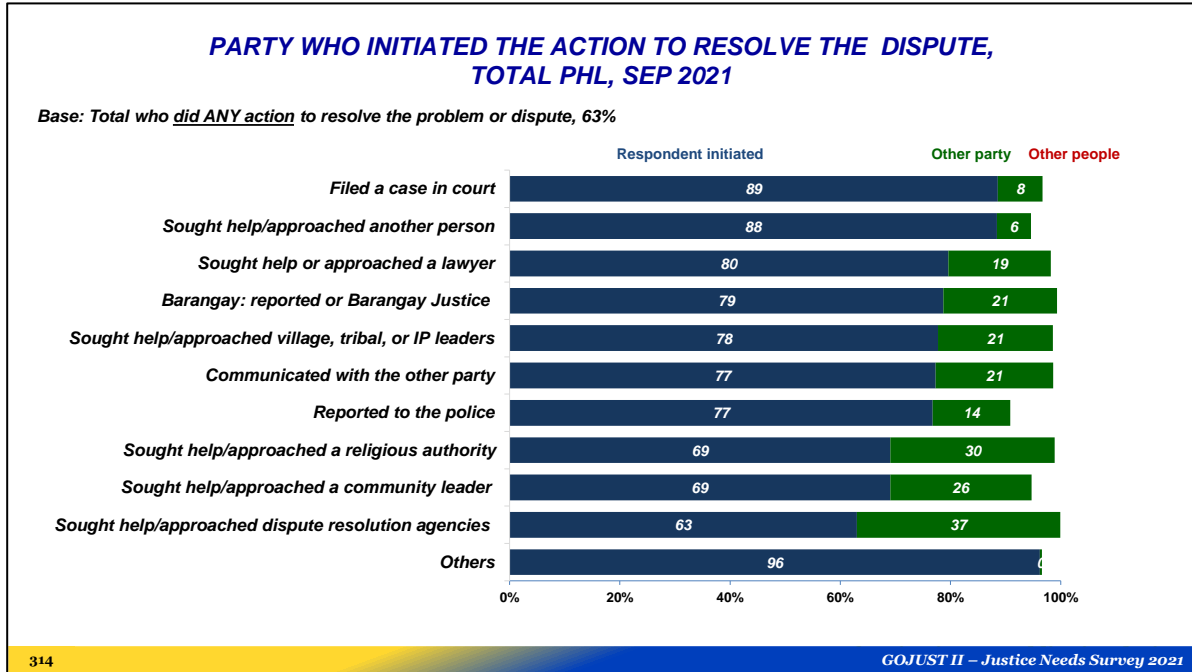




Chart 83





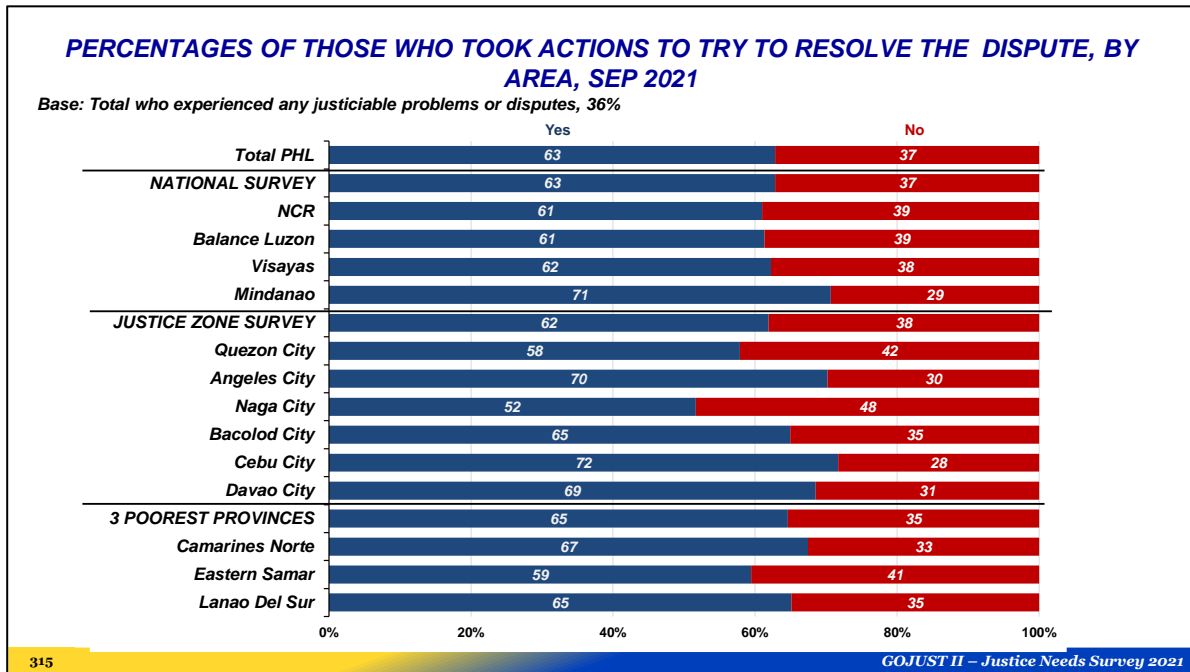
The percentages of those who took any action hardly vary across the three survey components. [Chart 84]

In the National Survey, 71% in Mindanao took an action to resolve the dispute, higher than the three-fifths in other areas who also took any action.

In the Justice Zones, around seven-in-ten in Angeles City (70), Cebu City (72%) and Davao City (69%) took any action, higher than in other areas. Only 52% in Naga City took any action, the lowest across all areas.

In the 3 Poorest Provinces, there are slightly more in Camarines Norte (67%) and Lanao del Sur (65%) than in Eastern Samar (59%) who took any action.

**Chart 84**

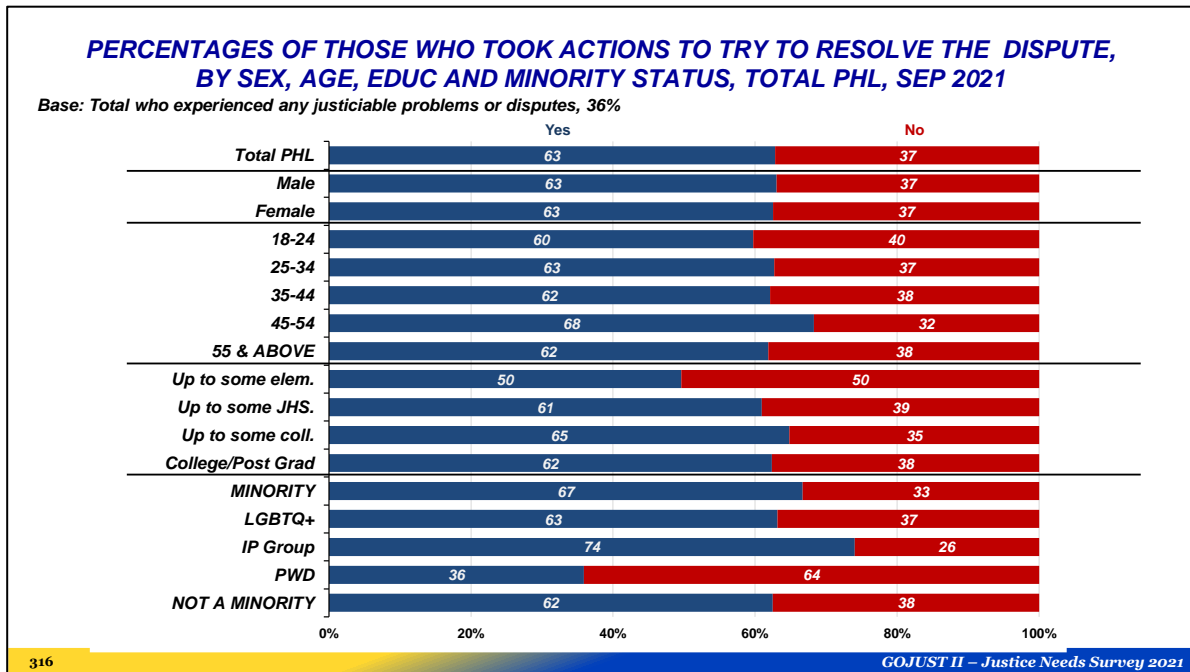




The percentages of those who took any action hardly vary across the socio-demographic groups across in Total Philippines and the three survey components.

In the Total Philippines, the percentages of those who took any action to try to resolve the dispute are slightly higher among the 45-54 (68%), those with more than elementary education (61-65%), and among the self-ascribed minority (67%). Among the non-elementary graduates, only 50% took any action towards dispute resolution as another 50% did not take any action. [Chart 85]

**Chart 85**



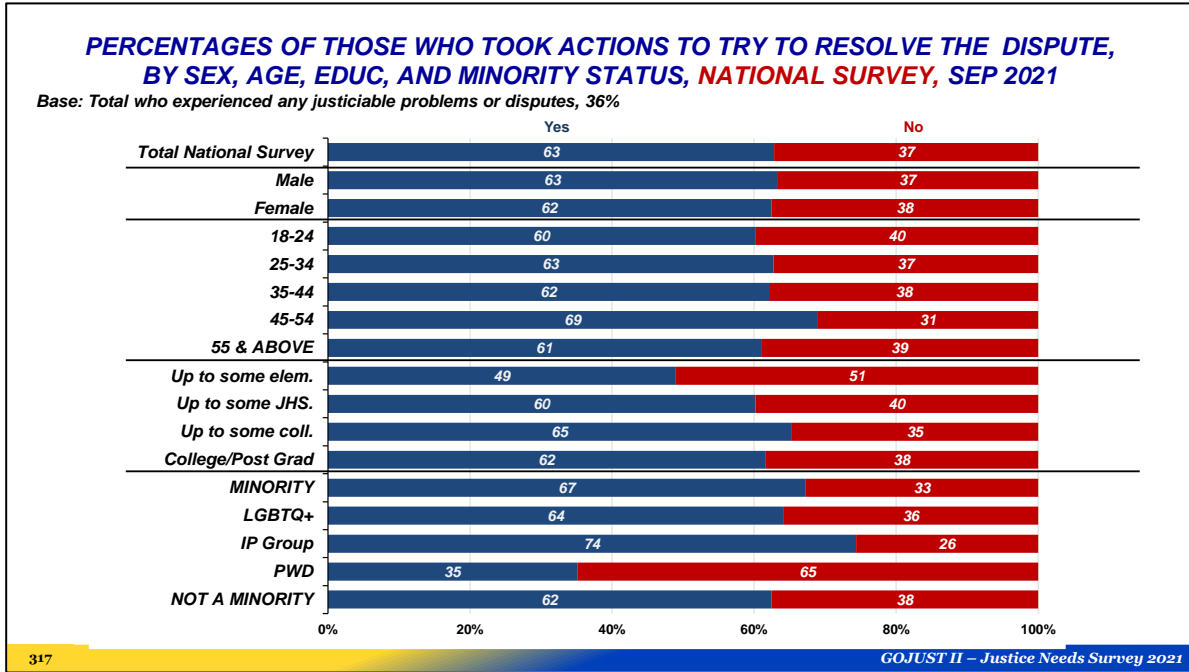
In the National Survey: the percentages of those who took any action to try to resolve the dispute are slightly higher among the 45-54 (69%), those with more than elementary education (60-65%), and among the self-ascribed minority (67%). [Chart 86]

In the Justice Zones, the percentages of those who took any action to try to resolve the dispute are slightly higher among the females (64%) than males (60%). Seventy-one percent of the oldest 55 and above took any action, compared to 57-60% among the younger 18-54. Also, seven-in-ten of the elementary graduates (71%) and college graduates (70%) took any action. Sixty-two percent of the self-ascribed majority took any action, compared to only 51% of the self-ascribed minority. [Chart 87]

In the 3 Poorest Provinces, majorities of those 25 and above who took any action to try to resolve the dispute, with as high as 80% among the oldest 55 and above. Only 42% of the youth 18-24 took any action, as 58% of them did not take any action. By education, 71% of the elementary graduates took any action, slightly higher among other education groups. By a 66% to 26% margin, there are more of the self-ascribed majority than the minority who took an action. Three-fourths of the self-ascribed minority did not take an action. [Chart 88]



**Chart 86**



**Chart 87**

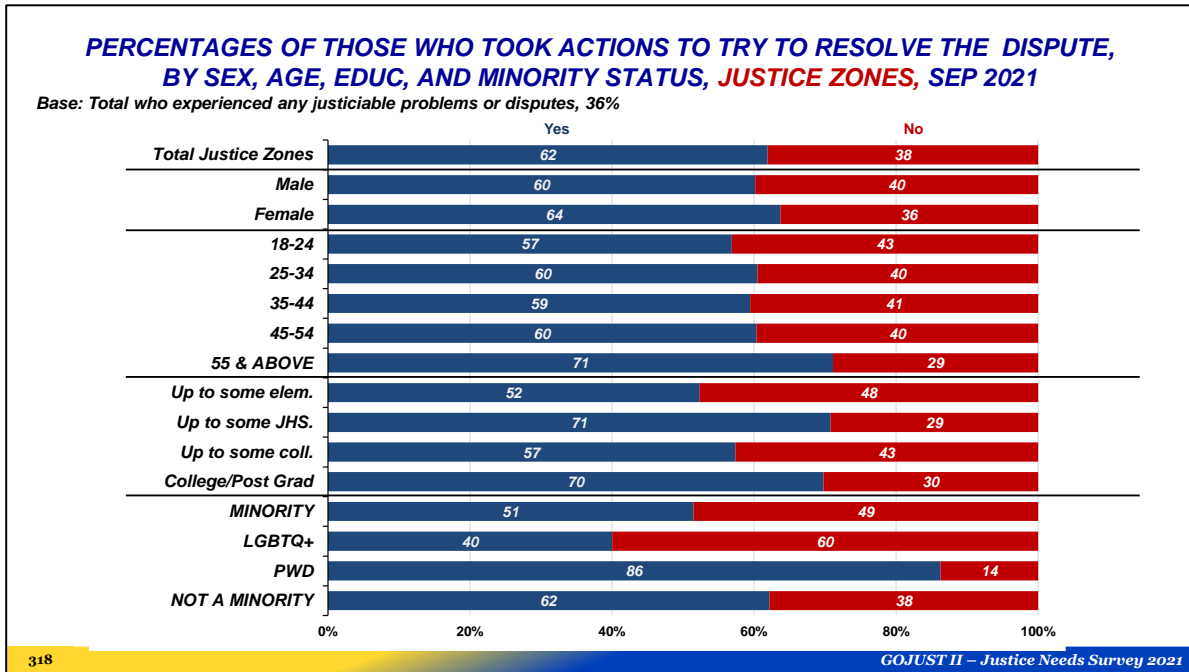


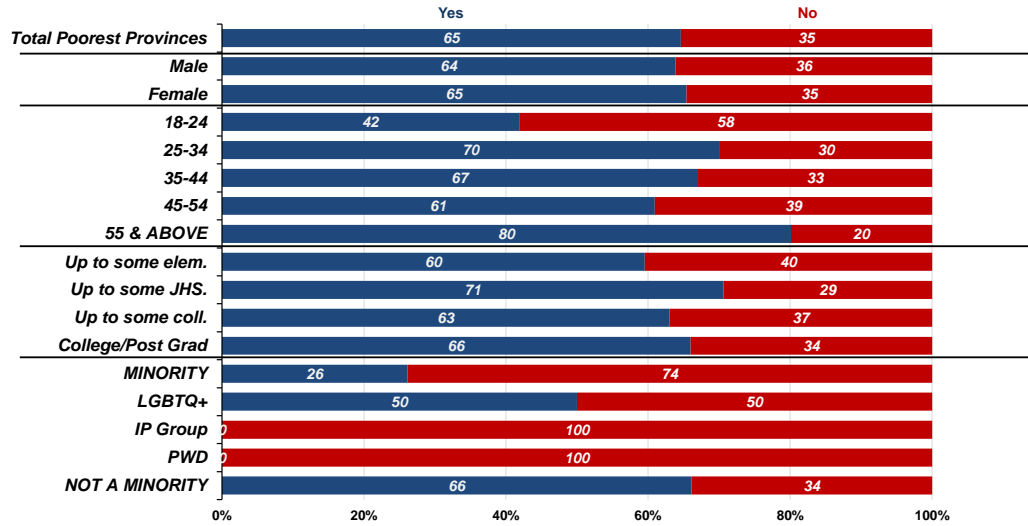




Chart 88

**PERCENTAGES OF THOSE WHO TOOK ACTIONS TO TRY TO RESOLVE THE DISPUTE, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who experienced any justiciable problems or disputes, 36%





## 8.2. Actions Taken to Try to Resolve the Dispute [Top Two Responses]

### 8.2.1. You Communicated with the Other Party

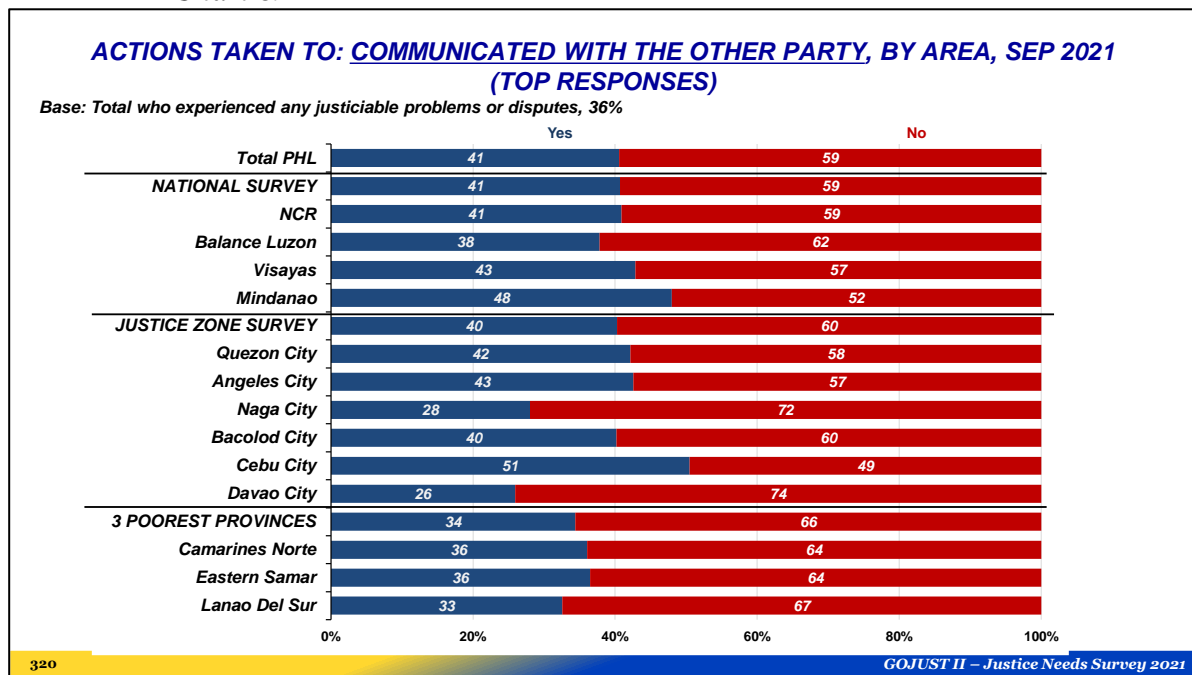
Two-fifths (41%) of those who took any action to try to resolve their justiciable issue say they communicated with the other party, as a larger 59% did not do this. [Chart 89]

Those who communicated with other party is higher in National Survey (41%) and Justice Zone (40%) than in the 3 Poorest Provinces (34%).

In the National Survey, about half (48%) in Mindanao communicated with the other party, higher than in the other areas.

In the Justice Zones, half (51%) in Cebu City communicated with the other party to resolve the problem. Only 26% to 29% in Davao City and Naga City did the action, as about three-fourths did not do this action.

Chart 89





Of the 41% who communicated with the other party in an attempt to resolve the dispute, most (77%) initiated the action themselves, while 21% say the other party initiated it. [Chart 90]

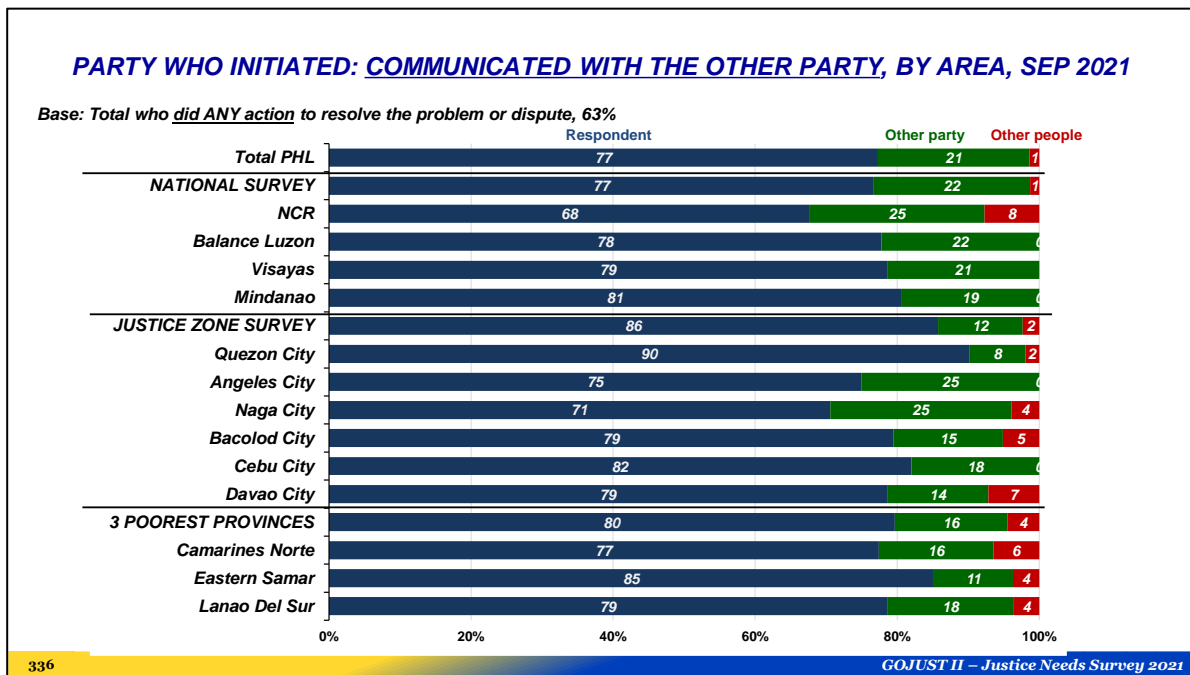
Those who say they themselves initiated communicating with the other party are particularly higher in the Justice Zones (86%) and in the 3 Poorest Provinces (80%) than in National Survey (77%).

In the National Survey, about four-fifths outside NCR say they initiated communicating with the other party; only 68% in NCR did this action.

In the Justice Zones, 90% in Angeles City also initiated the action, slightly higher than in other areas.

In the 3 Poorest Provinces, 85% in Eastern Samar initiate this action, slightly higher than in other provinces.

**Chart 90**

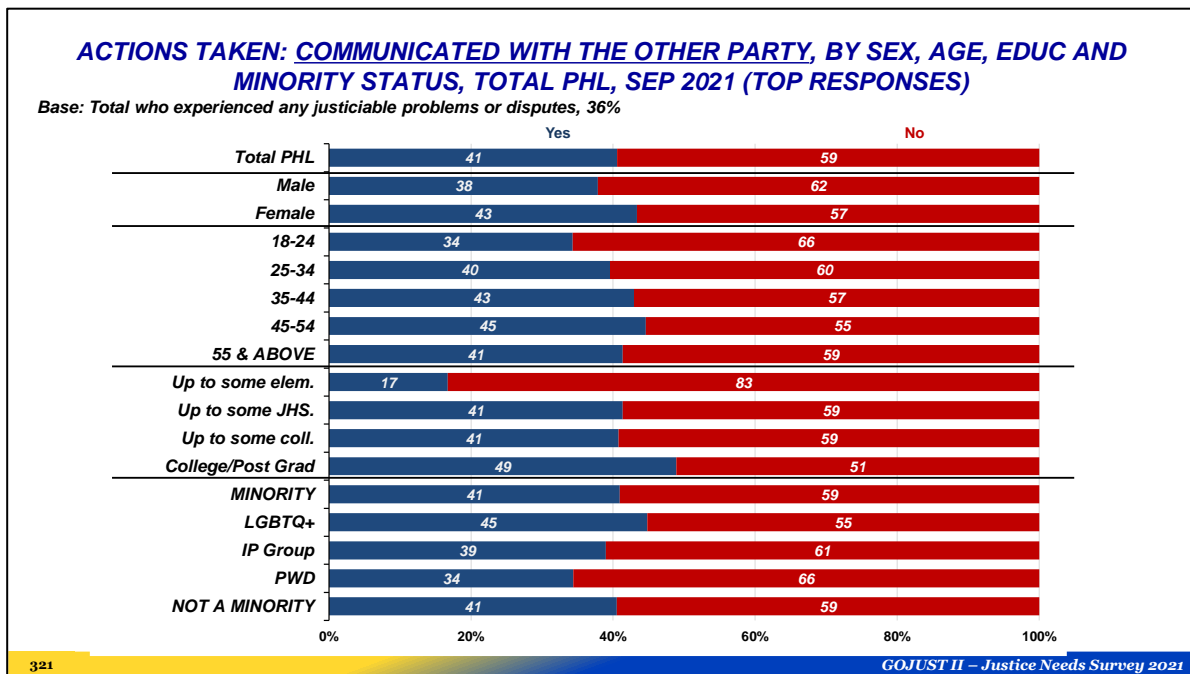




**Proportions of Those Who Communicated with the Other Party.** In Total

Philippines, the percentages of those who communicated with the other party to resolve the issue are slightly higher among the females (43%) than males (38%), and among those age 25 and above (40-45%) than the youngest 18-24 (34%). By education, only 17% of non-elementary graduates communicated with the other party, lower than the 41-49% of those with more education who did the same; four-fifths of the 18-24 did not communicate with the other party. [Chart 91]

**Chart 91**



In the National Survey, the percentages of those who communicated with the other party to resolve the issue are slightly higher among the females (43%) than males (38%), and among those age 25 and above (39-46%) than the youngest 18-24 (35%). Only 16% of non-elementary graduates communicated with the other party, lower than the 41-49% of those with more education who did the same; four-fifths of the 18-24 did not communicate with the other party. [Chart 92]

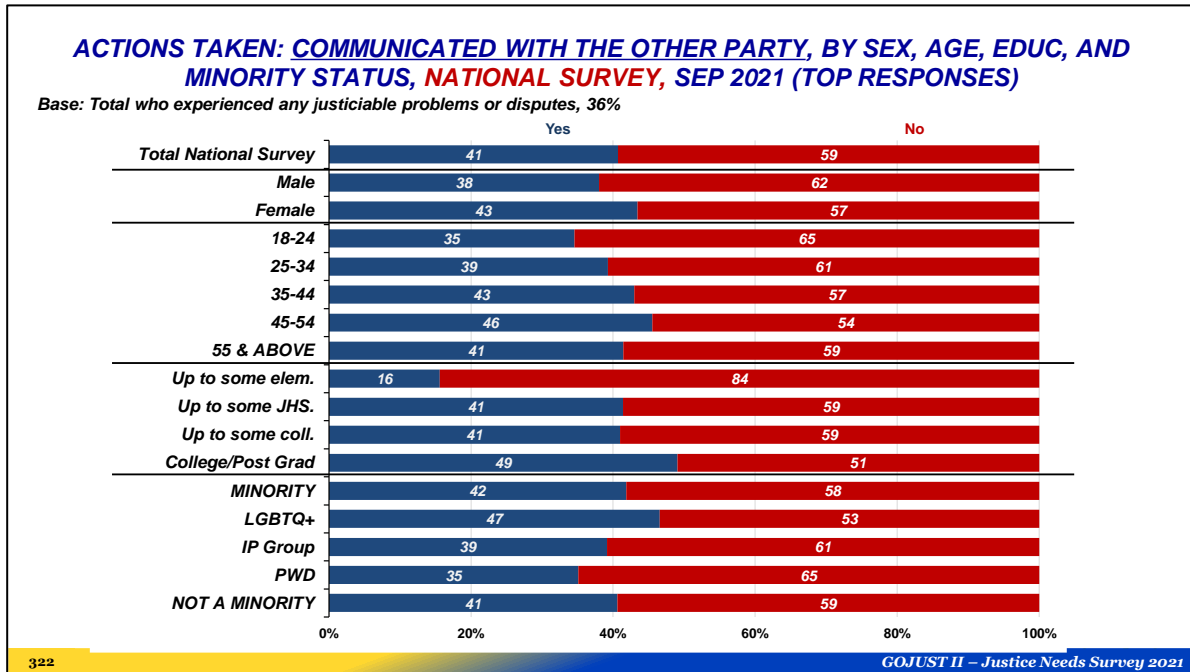
In the Justice Zones, there are still more females (44%) than males (37%) who communicated with the other party to resolve the issue. By age, those who communicated is higher among 25-44 (45- 46%). Only 17% of non-elementary graduates communicated with the other party, compared to half (50%) among college graduates who did the action. Only 4% among self-ascribed minority communicated with the other party, while 41% among the self-ascribed majority did the action. [Chart 93]

In the 3 Poorest Provinces, there are still more females (37%) than males (32%) who communicated with the other party to resolve the issue. There is a clear pattern by age and education. By age, those who took this action is highest among the oldest 55 and above (47%) and declines among younger adults – only 22% of the youth took this action, as a larger 78% of them did not do so. By education, there are more of the non-elementary graduates who took this action (43%) and it declines the higher the education of adults – only 26% of the



college graduates took this action, as a larger 74% of them did not do so. Seventeen percent of the self-ascribed minority took this action, fewer than the 35% among the self-ascribed majority who also did this. [Chart 94]

**Chart 92**



**Chart 93**

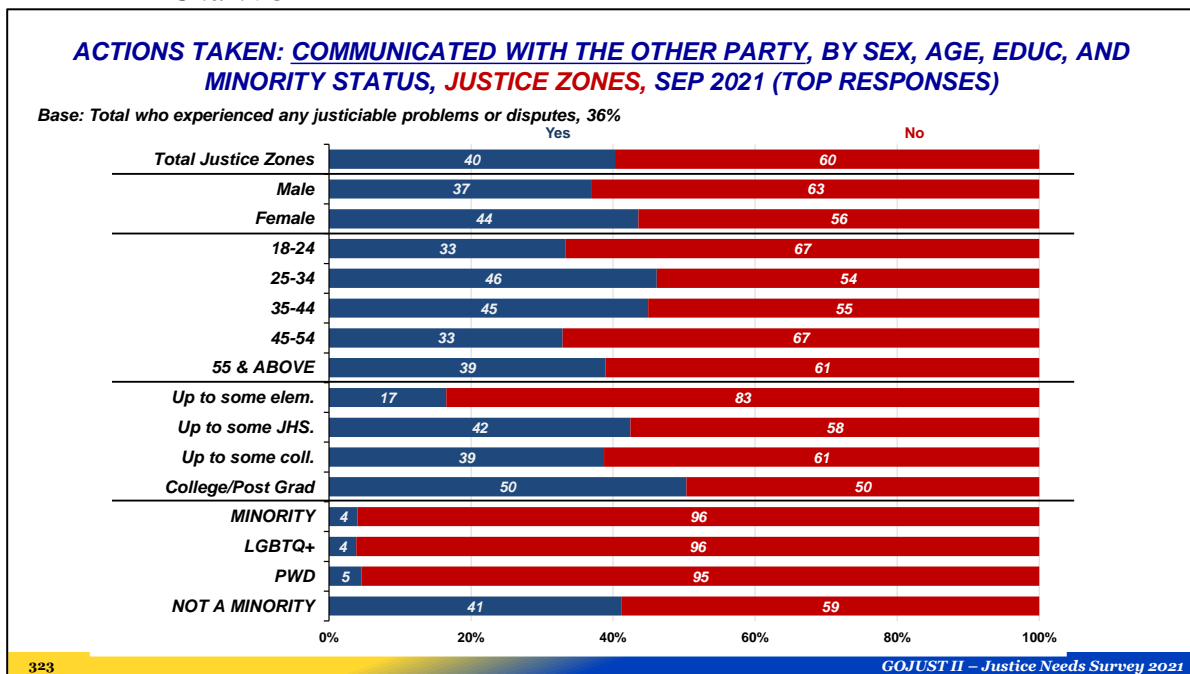
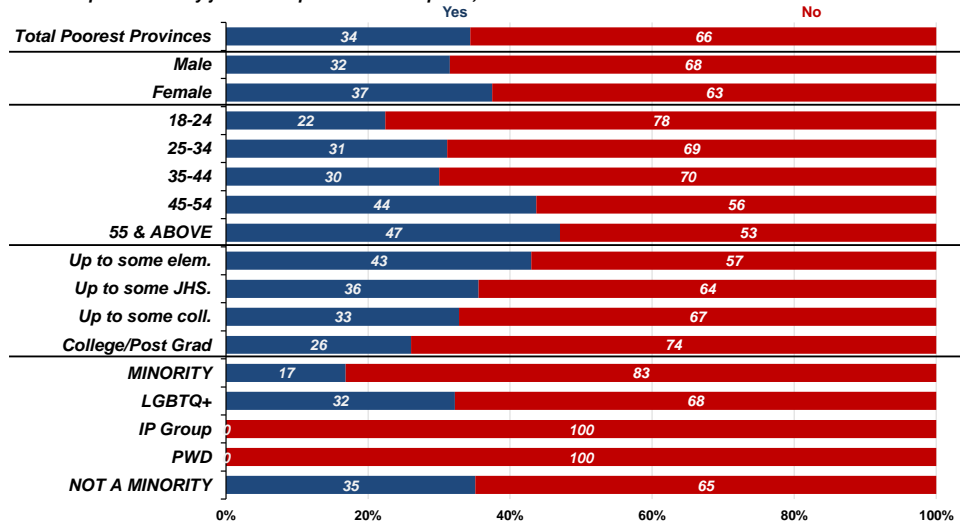




Chart 94

**ACTIONS TAKEN: COMMUNICATED WITH THE OTHER PARTY, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021 (TOP RESPONSES)**

Base: Total who experienced any justiciable problems or disputes, 36%

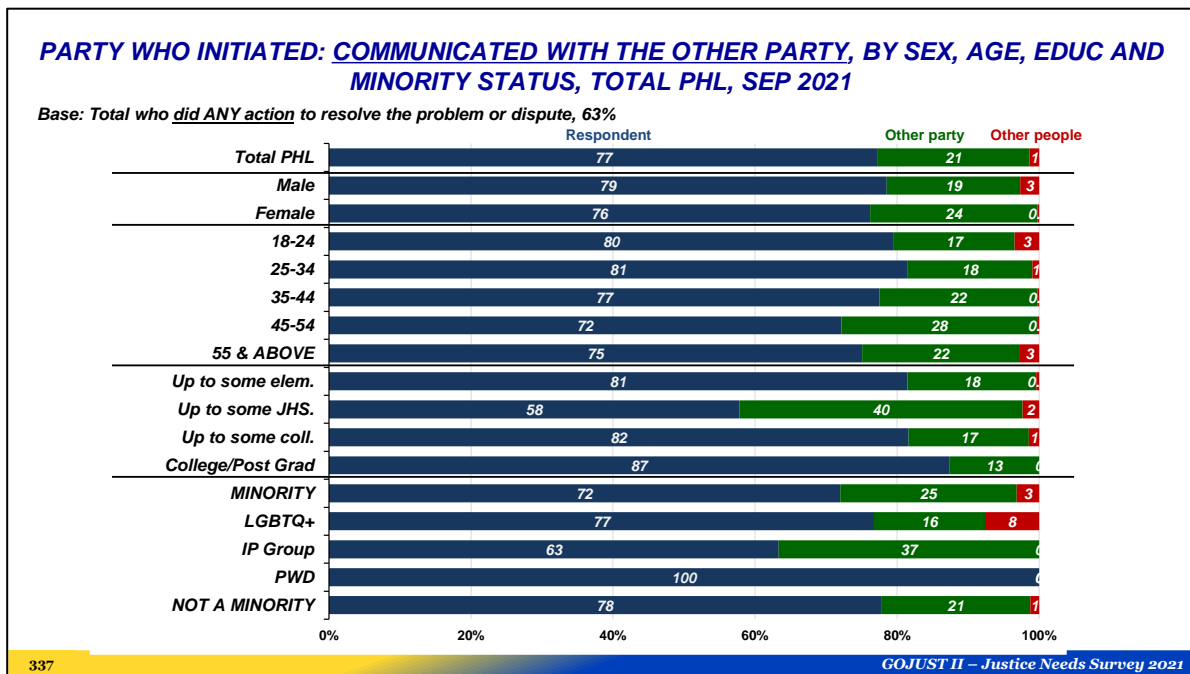




**Proportions of Those Who Initiated Communicating with the Other Party.** In

Total Philippines, the percentages of those who initiated communicating with the other party to resolve the issue are slightly higher among those age 18-34 (80-81%) than the older adults. By education, only 58% of elementary graduates initiated communicating, lower than among the non-elementary graduates and those with more education. Seventy-eight percent of the self-ascribed majority initiated this action, compared to 72% among the self-ascribed minority. [Chart 95]

**Chart 95**



In the National Survey, the percentages of those who initiated communicating with the other party to resolve the issue are slightly higher among those age 18-34 (79-80%) than the older adults. By education, only 56% of elementary graduates initiated communicating, lower than among the non-elementary graduates and those with more education. Seventy-seven percent of the self-ascribed majority initiated this action, compared to 72% among the self-ascribed minority. [Chart 96]

In the Justice Zones, there are slightly more males (88%) than females (84%) who initiated communicating with the other party to resolve the issue. Almost all of the 18-34 initiated this action, higher than the older adults. Similarly, almost all of the non-elementary graduates initiated this action, higher than those with more education. All of the self-ascribed minority also initiated this action. [Chart 97]

In the 3 Poorest Provinces, four-fifths of the 35 and above initiated communicating with the other party to resolve the issue, slightly higher among younger adults. Also, all college graduates initiated this action. Eighty-percent of the self-ascribed majority initiated this action, compared to 45% among the self-ascribed minority. [Chart 98]



Chart 96

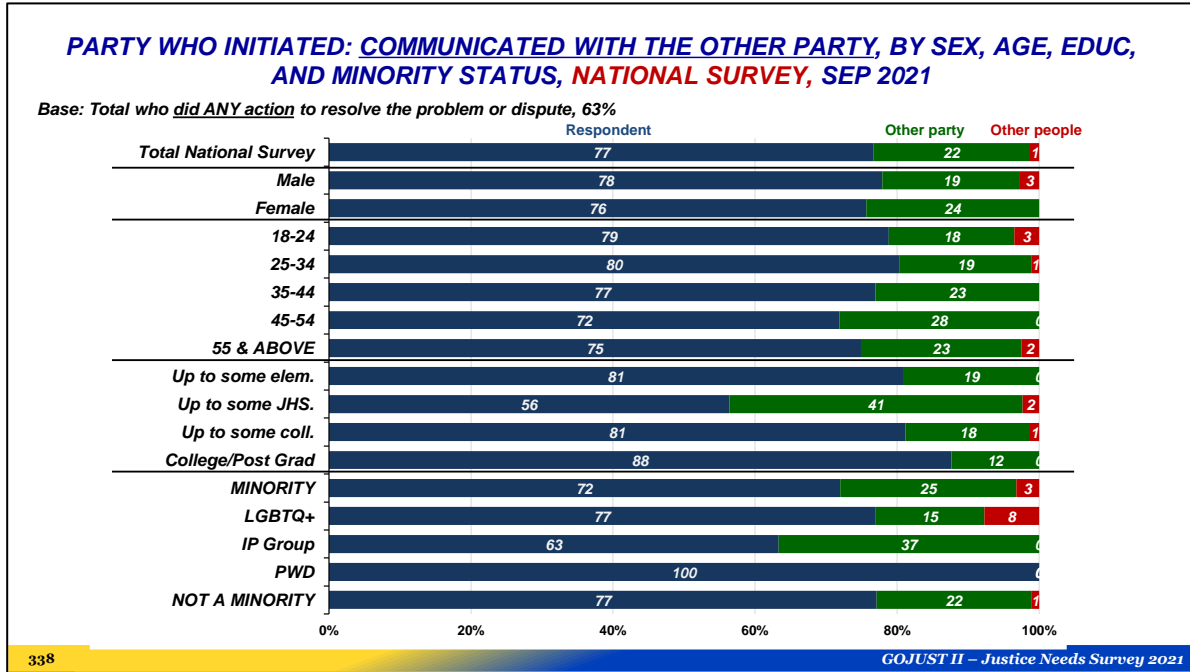


Chart 97

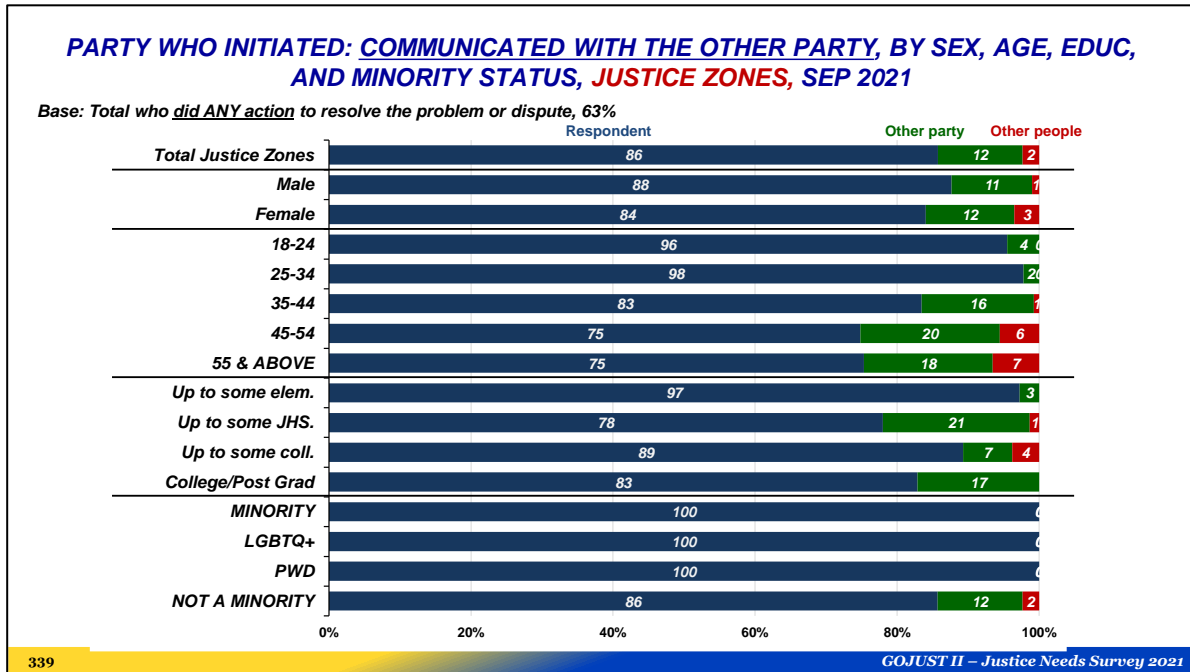


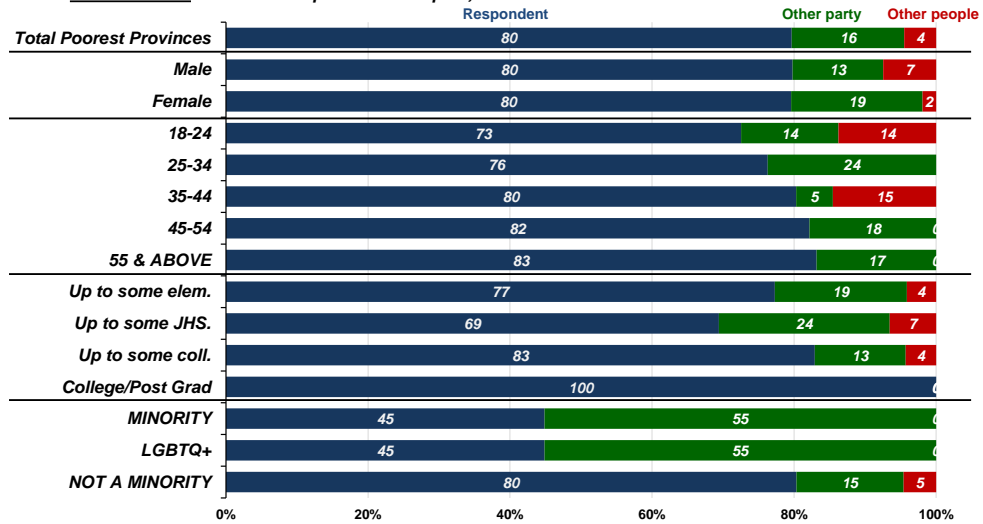




Chart 98

**PARTY WHO INITIATED: COMMUNICATED WITH THE OTHER PARTY, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%





## 8.2.2. Reported to the Barangay or participated in a Barangay Justice or Lupon ng Tagapamayapa

Eighteen percent of those who took any action to try to resolve their justiciable issue say they reported the dispute to the barangay or participated in a Barangay Justice or *Lupon ng Tagapamayapa*, as a larger 82% did not do this. [Chart 99]

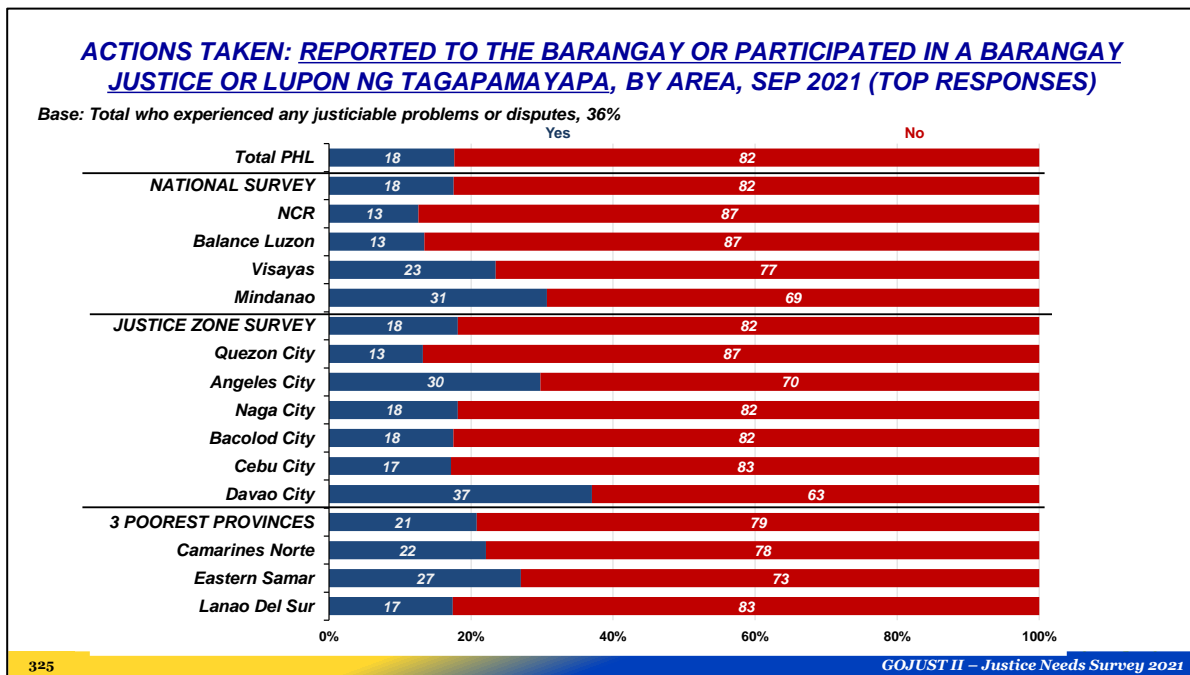
The percentages of those who took this action towards dispute resolution are low and hardly differ across the survey components.

Those who reported to the barangay is about the same in survey components (18%-21%).

In the National Survey, 31% in Mindanao reported to the barangay, higher than other areas (13%-23%).

In the Justice Zones, one-third in Davao City (37%) and Angeles City (30%) reported to the barangay, but only 13% in Quezon City did the same.

**Chart 99**





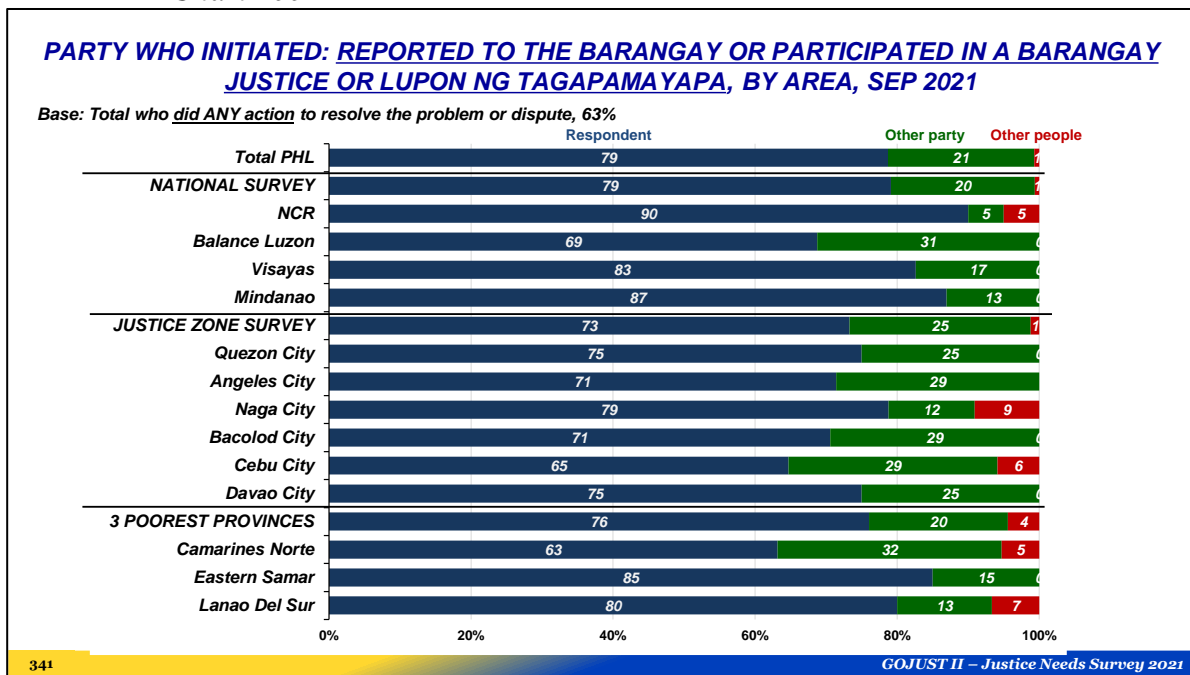
Of the 41% who reported the dispute to the barangay in an attempt to resolve the dispute, most (79%) initiated the action themselves, while 21% say the other party initiated it. [Chart 100]

Those who say they themselves initiated reporting the dispute to the barangay are slightly higher in the National Survey (79%) and in 3 Poorest Provinces (76%) than in the Justice Zones (73%).

In the National Survey, 90% in NCR and four-fifths in Visayas and Mindanao initiated engaging the barangay, compared to 69% in Balance Luzon.

In the 3 Poorest Provinces, four-fifths in Eastern Samar (85%) and Lanao del Sur (80%) initiated this action, compared to only 63% in Camarines Norte.

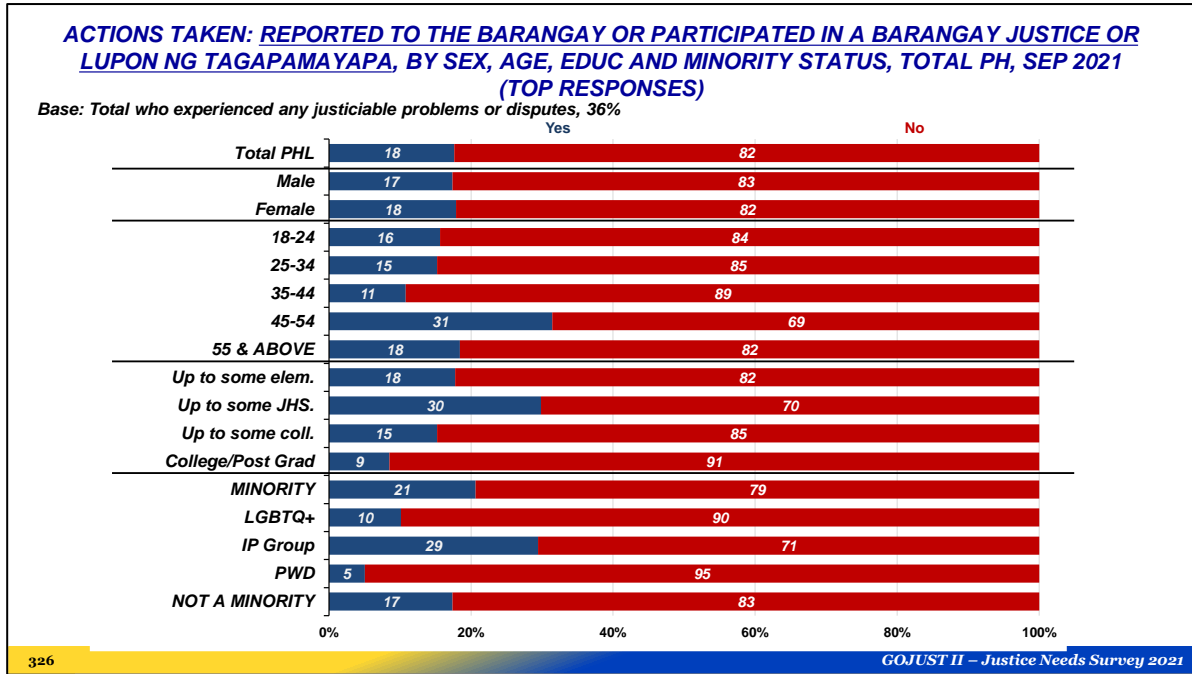
**Chart 100**





**Proportions of Those Who Reported the Dispute to the Barangay.** In Total Philippines, the percentages of those who reported the dispute to the barangay to resolve the issue are slightly higher among the 45-54 (31%), the elementary school graduates (30%) and the self-ascribed minority (21%). [Chart 101]

**Chart 101**



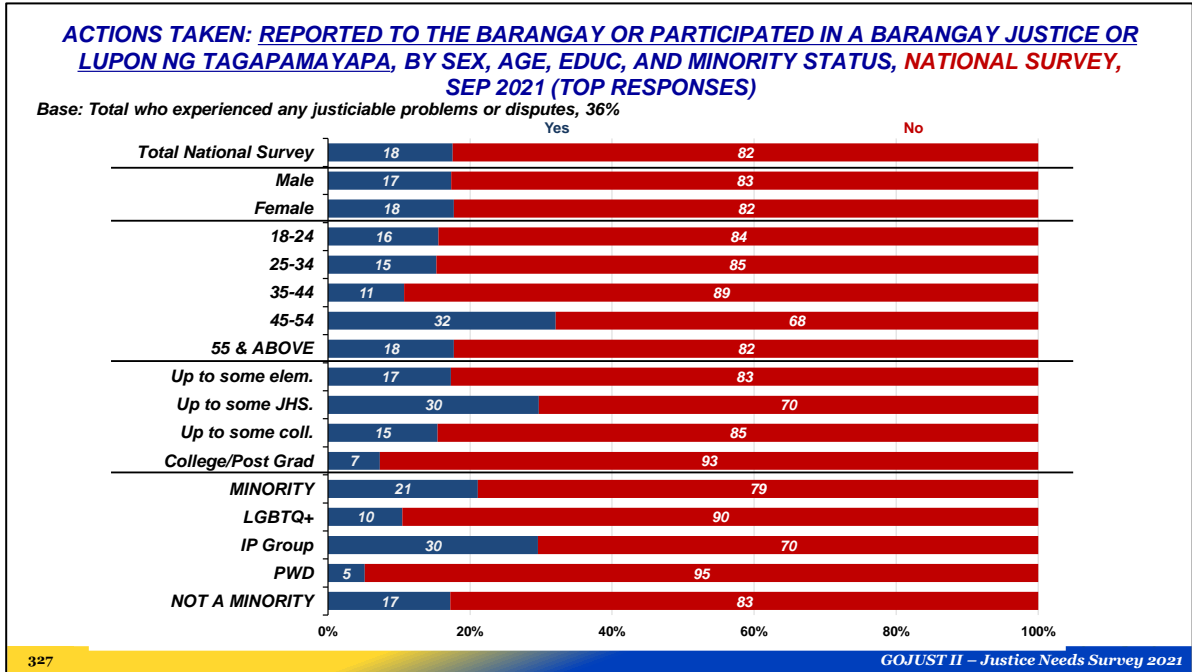
In the National Survey, the percentages of those who reported the dispute to the barangay to resolve the issue are slightly higher among the 45-54 (32%), the elementary school graduates (30%) and the self-ascribed minority (21%). [Chart 102]

In the Justice Zones, about one-fourth of the 45 and above (25-26%) reported the dispute to the barangay, compared to 12-15% among the younger adults. By education, 34% of the elementary graduates also reported the dispute to the barangay. Nineteen percent of the self-ascribed majority reported to the barangay; none of the self-ascribed majority engaged the barangay to resolve the dispute. [Chart 103]

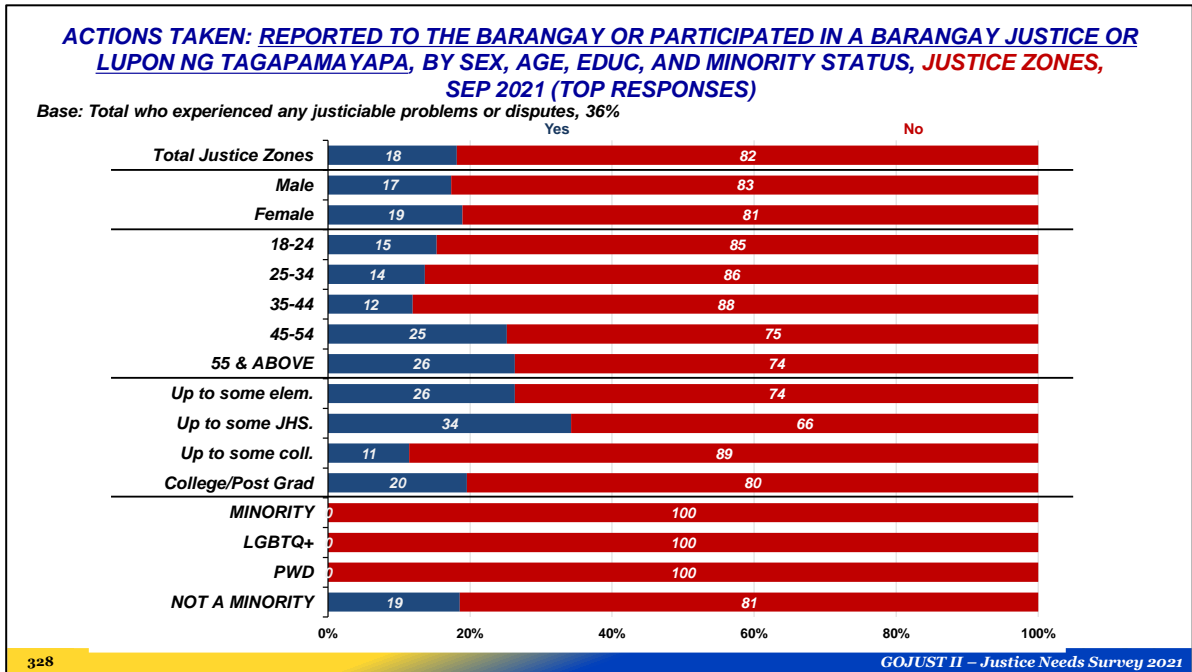
In the 3 Poorest Provinces, those who reported the dispute to the barangay are slightly higher among the 55 and above (31%) and those with more than elementary education (20-25%). About a fifth (21%) of the self-ascribed majority reported the dispute to the barangay, compared to 9% among the minority. [Chart 104]



**Chart 102**

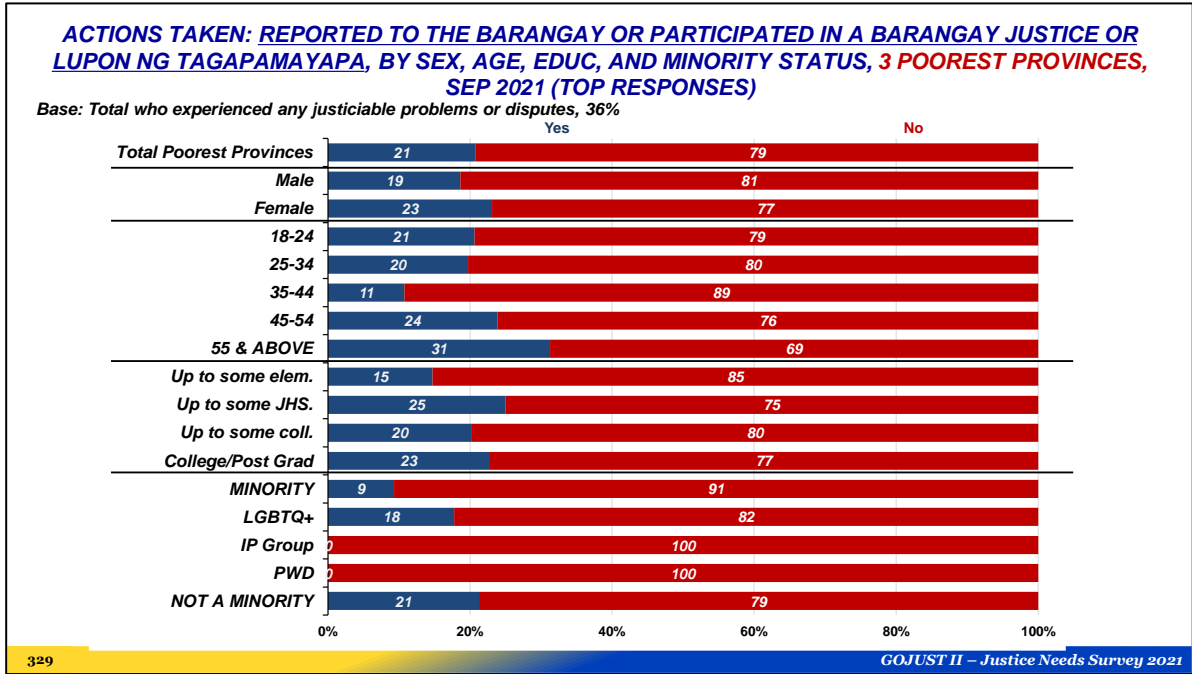


**Chart 103**





**Chart 104**





**Proportions of Those Who Initiated Reporting the Dispute to the Barangay.** In

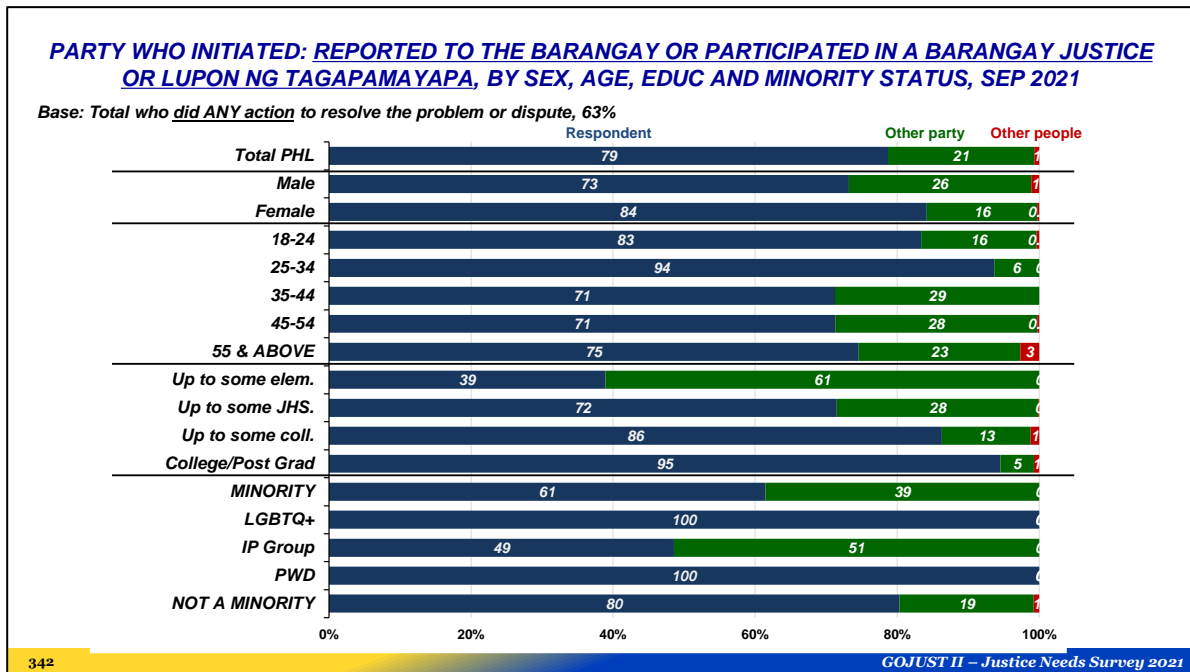
Total Philippines, the percentages of those who initiated reporting the dispute to the barangay to resolve the issue are slightly higher among the females (84%) than males (73%), as well as among the 18-34 (83-94%) than the older adults. Initiating the engagement of the barangay is only 39% among the non-elementary graduates, and it increases with education; as high as 95% of the college graduates engaged the barangay. Eighty percent of the self-ascribed majority initiated this action, compared to 61% among the self-ascribed minority. [Chart 105]

In the National Survey, the percentages of those who initiated reporting the dispute to the barangay to resolve the issue are slightly higher among the females (84%) than males (74%), as well as among the 18-34 (84-95%) than the seven-in-ten of older adults. Initiating the engagement of the barangay is only 35% among the non-elementary graduates, and it increases with education; all of the college graduates engaged the barangay. Eighty-one percent of the self-ascribed majority initiated this action, compared to 61% among the self-ascribed minority. [Chart 106]

In the Justice Zones, a notable 88% of the females, compared to 58% of the males, initiated reporting the dispute to the barangay to resolve the issue. [Chart 107]

In the 3 Poorest Provinces, 86% of the females, compared to 65% of the males, initiated reporting the dispute to the barangay to resolve the issue. The percentages are also higher among the 45-54 (91%) and 18-34 (79-85%). By education, initiating the engagement of the barangay is at 63% among the non-elementary graduates, lower than those with more education. All of the self-ascribed minority initiated this action. [Chart 108]

**Chart 105**

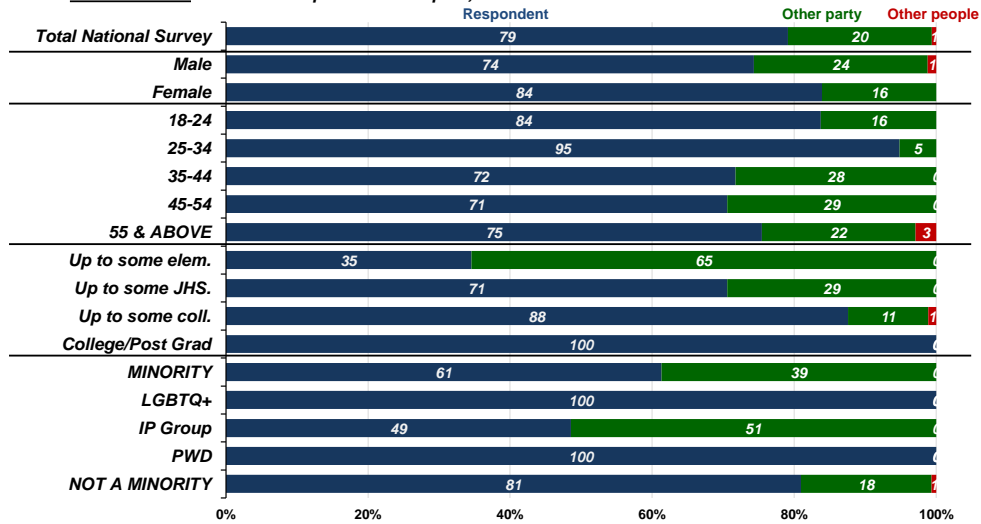




**Chart 106**

**PARTY WHO INITIATED: REPORTED TO THE BARANGAY OR PARTICIPATED IN A BARANGAY JUSTICE OR LUPON NG TAGAPAMAYAPA, BY SEX, AGE, EDUC, AND MINORITY STATUS, NATIONAL SURVEY, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%



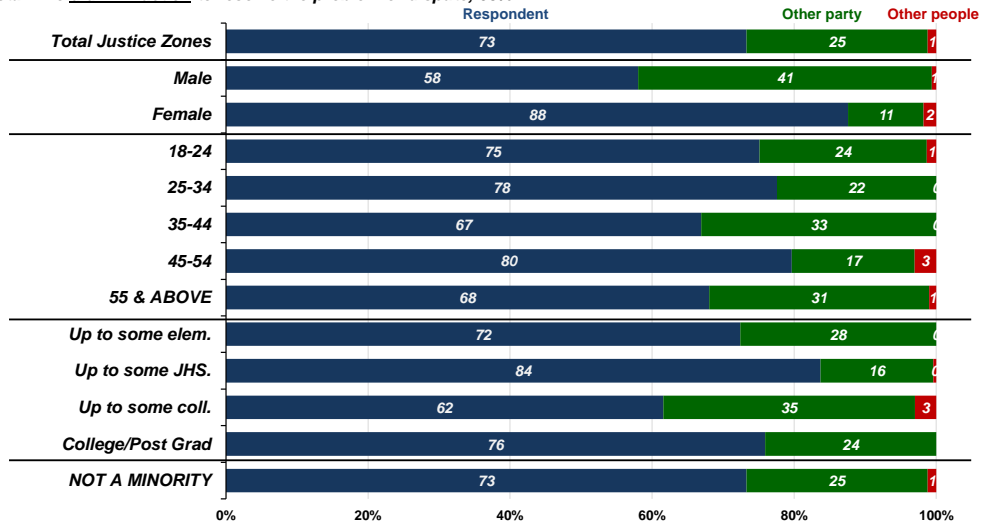
343

GOJUST II – Justice Needs Survey 2021

**Chart 107**

**PARTY WHO INITIATED: REPORTED TO THE BARANGAY OR PARTICIPATED IN A BARANGAY JUSTICE OR LUPON NG TAGAPAMAYAPA, BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%



344

GOJUST II – Justice Needs Survey 2021

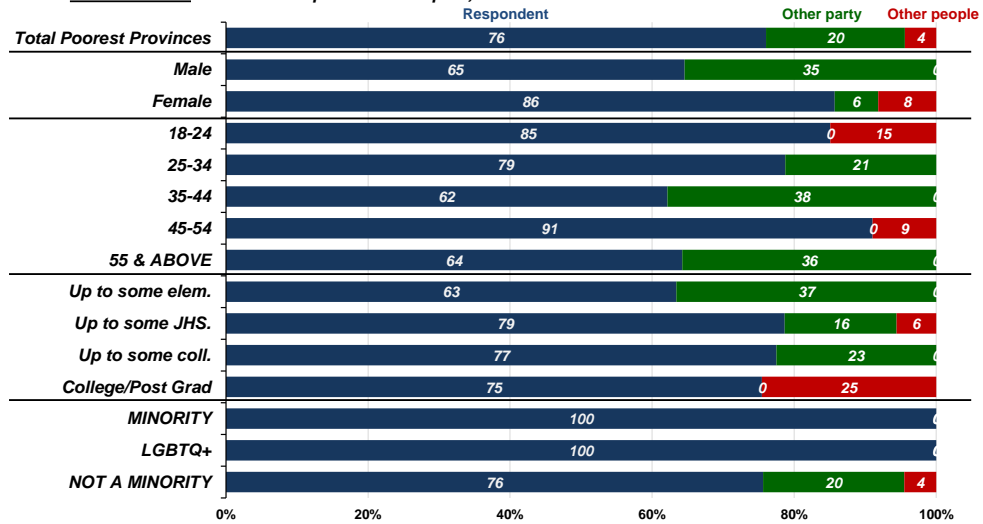




Chart 108

**PARTY WHO INITIATED: REPORTED TO THE BARANGAY OR PARTICIPATED IN A BARANGAY JUSTICE OR LUPON NG TAGAPAMAYAPA, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who *did ANY* action to resolve the problem or dispute, 63%





### 8.3. Reasons for Not Taking Any Action

Among the 37% who did not do any action to try to resolve their disputes, most say because it was *too small a thing to bother with* (42%) and the *problem resolved without any party needing to take an action* (34%). [Chart 109]

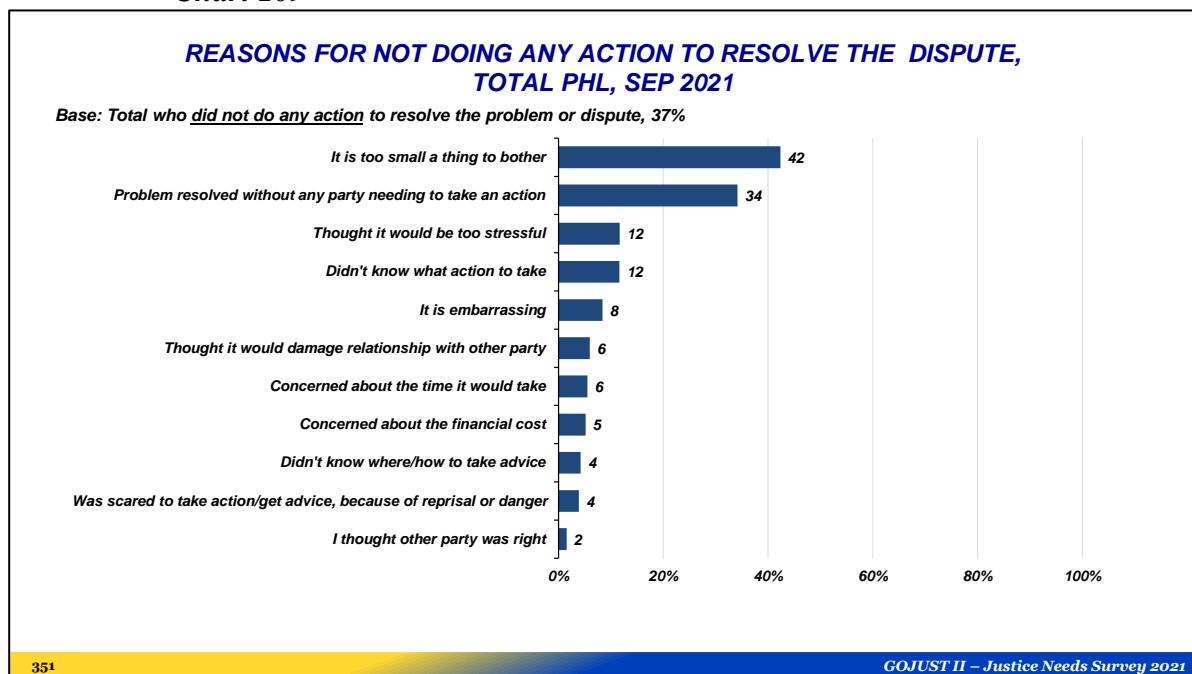
By area, those who say *it is too small a thing to bother with* are slightly higher in the National Survey (43%) and in the Justice Zones (41%) than in the 3 Poorest Provinces (36%). [Chart 110]

In the National Survey, 47% in NCR cited *it is too small a thing to bother with* as the reason for not taking an action, slightly higher than in the provincial areas. In Mindanao, 45% did not take any action because the *problem resolved itself*, higher than in other areas

In the Justice Zones, two-fifths in Naga City (48%), Quezon City (45%) and Bacolod City (44%) also cited *it is too small a thing to bother with*.

In the 3 Poorest Provinces, half (50%) in Camarines Norte cited *it is too small a thing to bother with*, compared to 33% in Eastern Samar and 30% in Lanao del Sur.

Chart 109

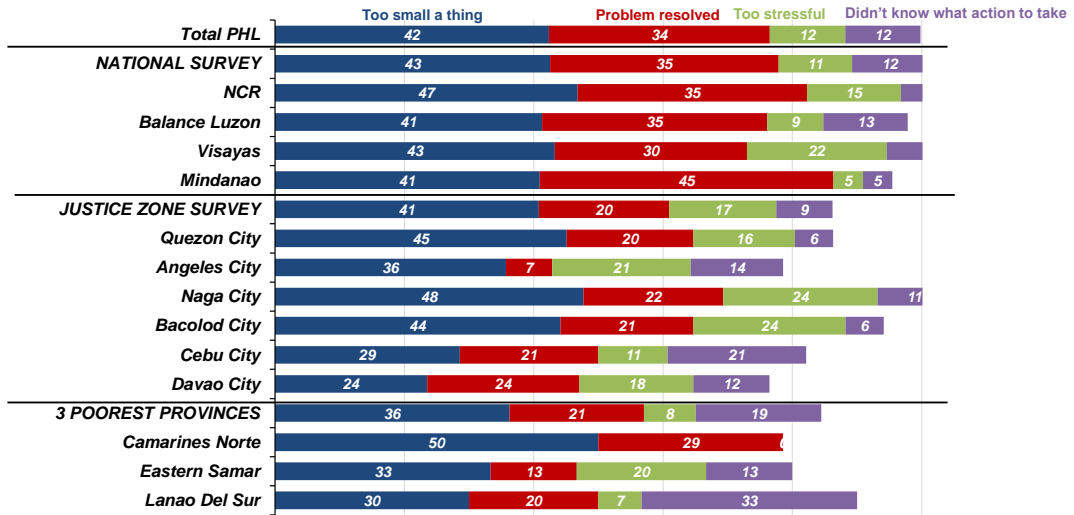




**Chart 110**

**REASONS FOR NOT DOING ANY ACTION TO RESOLVE THE DISPUTE,  
BY AREA, SEP 2021 (TOP RESPONSES)**

Base: Total who did not do any action to resolve the problem or dispute, 37%





In Total Philippines, majorities of the youth 18-24 (55%) and the college graduates (57%) did not take any action because *it was too small a thing to bother with*. Forty-two percent of the males say the *problem was resolved* without taking any action, compared to 27% among females. [Chart 111]

In the National Survey, 57% of the youth 18-24, and two-fifths of the 24-35 (46%) and 55 and above (45%) did not take any action because *it was too small a thing to bother with*, compared than about the 30-33% among the 35-54. About six-in-ten (59%) of the college graduates also cited *it was too small a thing to bother with*. [Chart 112]

In the Justice Zones, by a 53% to 30% margin, there are more females than males who did not take any action because *it was too small a thing to bother with*. Fifty-five percent of the 25-34 also cited this, higher than the pluralities among other age groups. By education, 63% of the non-elementary graduates also cited this, higher compared to those with more education. There are slightly more of the self-ascribed minority (49%) than the self-ascribed majority (41%) who also cited this reason. [Chart 113]

In the 3 Poorest Provinces, 44% of the males, compared to 28% of the females, did not take any action because *it was too small a thing to bother with*. Half (54%) of the 25-34 and 46% of the 18-24 cited this reason, compared to around 20% among the older adults. Citations of *it was too small a thing to bother with* are higher among those with more than elementary education. [Chart 114]

**Chart 111**

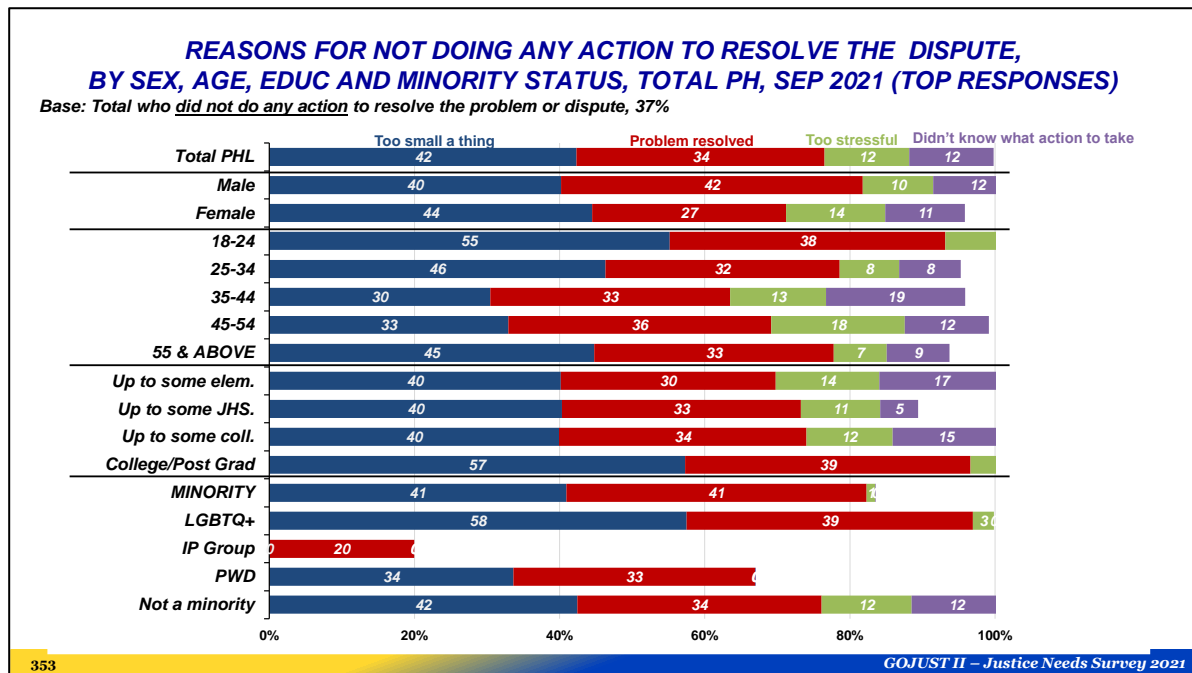




Chart 112

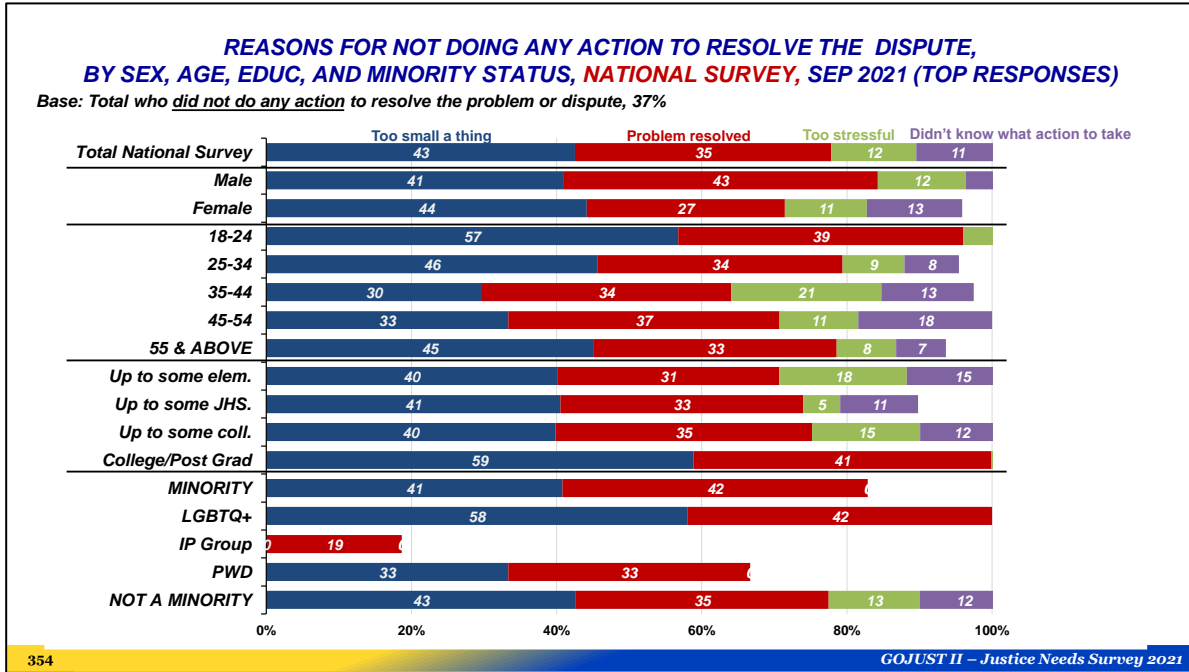


Chart 113

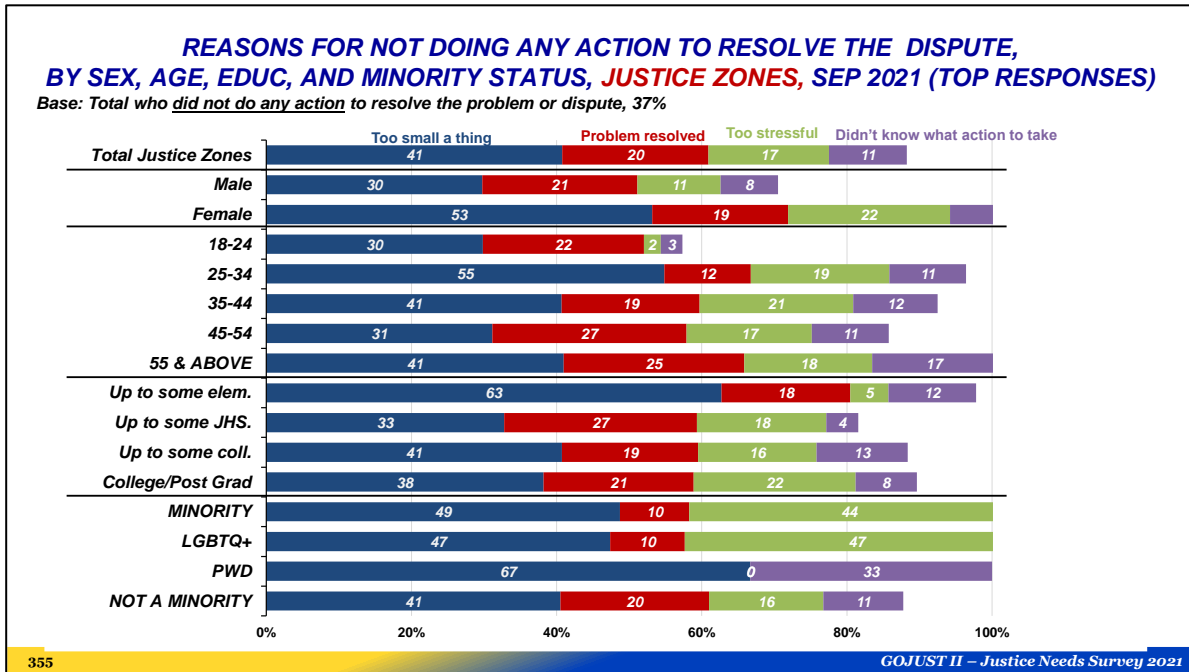
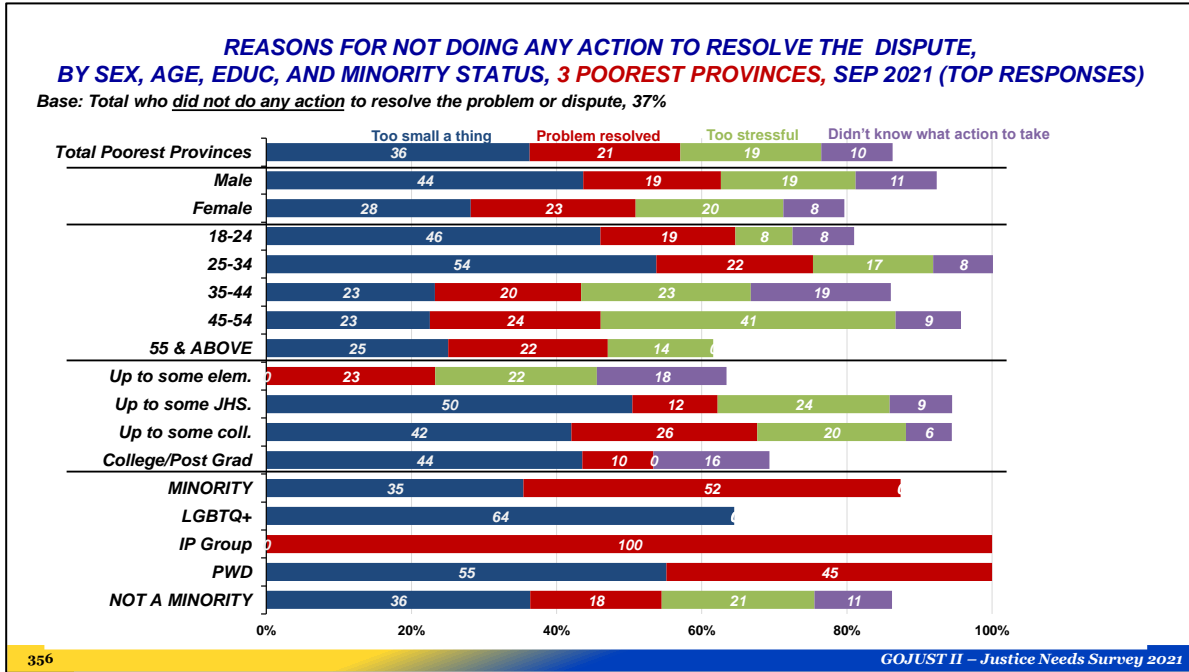




Chart 114





## 9. Sources of Information Consulted to Better Understand the Dispute

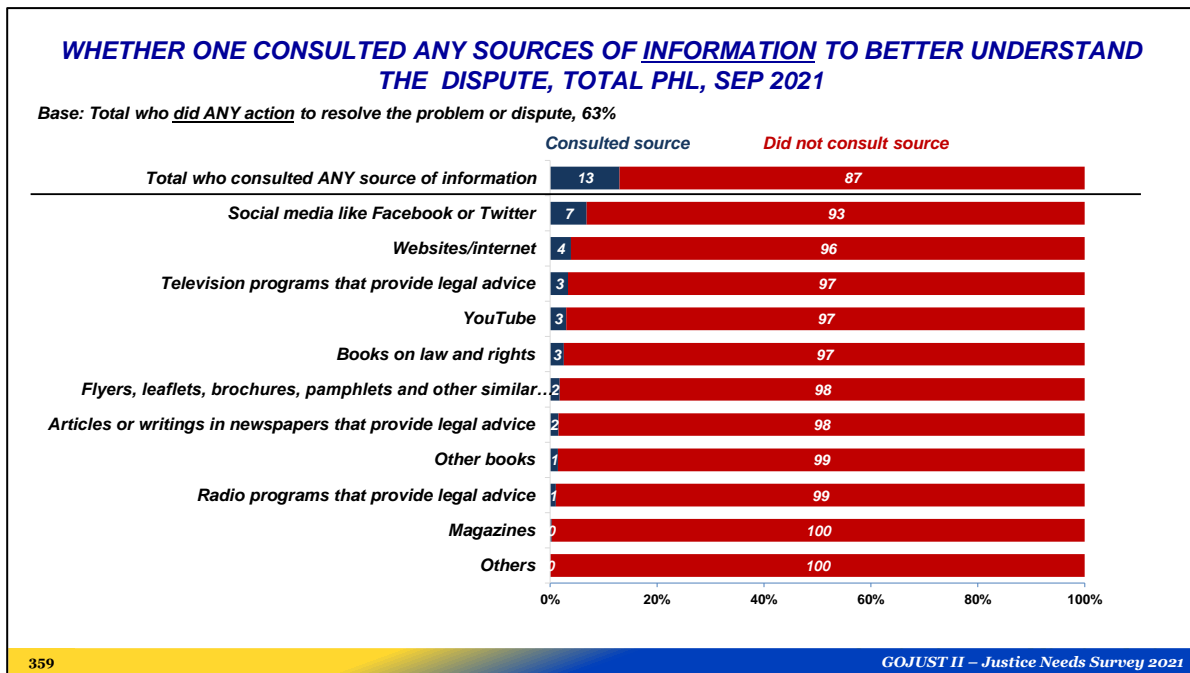
### 9.1. Proportion of Those Who Sought Information to Better Understand the Dispute

Among 63% who did any action to resolve the problem or dispute, only 13% consulted sources of information to better understand the problem or dispute, while a larger 87% did not consult any sources of information. [Chart 115]

Internet is the most popular source of information for matters related to dispute resolution, with 7% who cited *social media like Facebook or Twitter* and 4% who cited *websites or internet*.

At the same time, these are cited the most helpful source of information. [Chart 116]

Chart 115

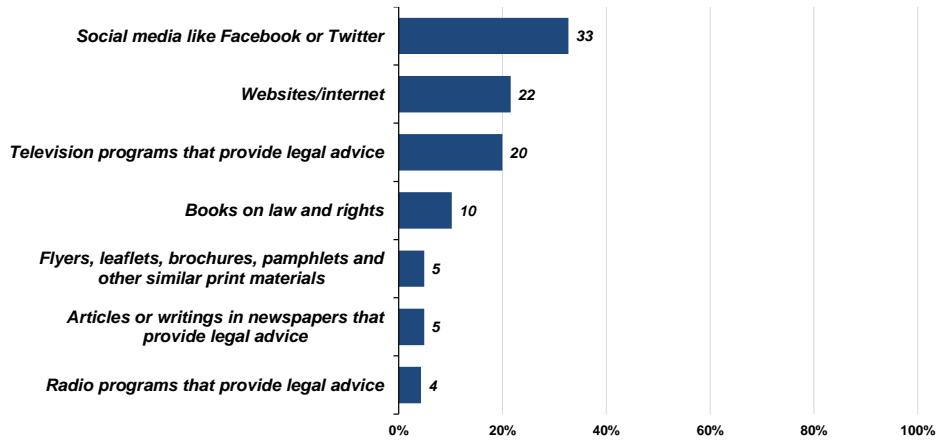




**Chart 116**

**MOST HELPFUL SOURCE OF INFORMATION TO BETTER UNDERSTAND THE DISPUTE, TOTAL PHL, SEP 2021**

Base: Total who consulted ANY source information to better understand the problem or dispute, 13%







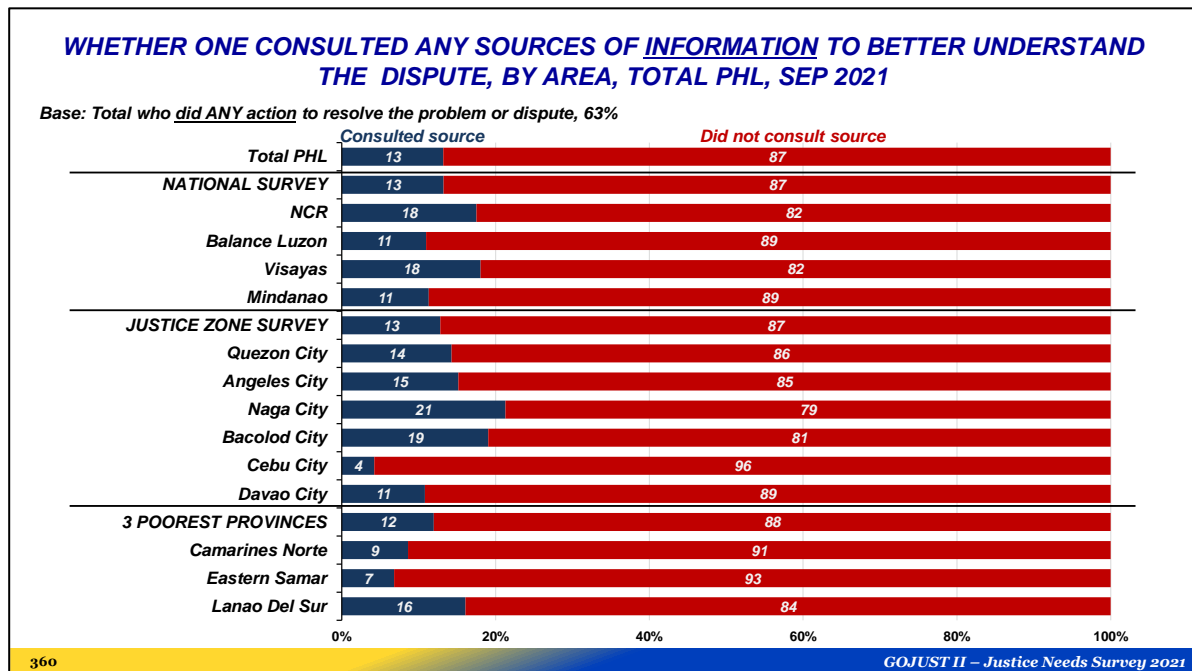
Overall, the percentages of those who consulted sources of information to better understand the problem or dispute are low and hardly across the survey components. [Chart 117]

In the National Survey, those who consulted information sources are slightly higher in NCR (19%) and Visayas (23%).

In the Justice Zones, 23% in Naga City and 21% in Bacolod City consulted information sources. Only 13% in Cebu City consulted information sources.

In the 3 Poorest Provinces, 30% in Lanao del Sur consulted information sources, compared to less than a tenth in the other provinces.

**Chart 117**



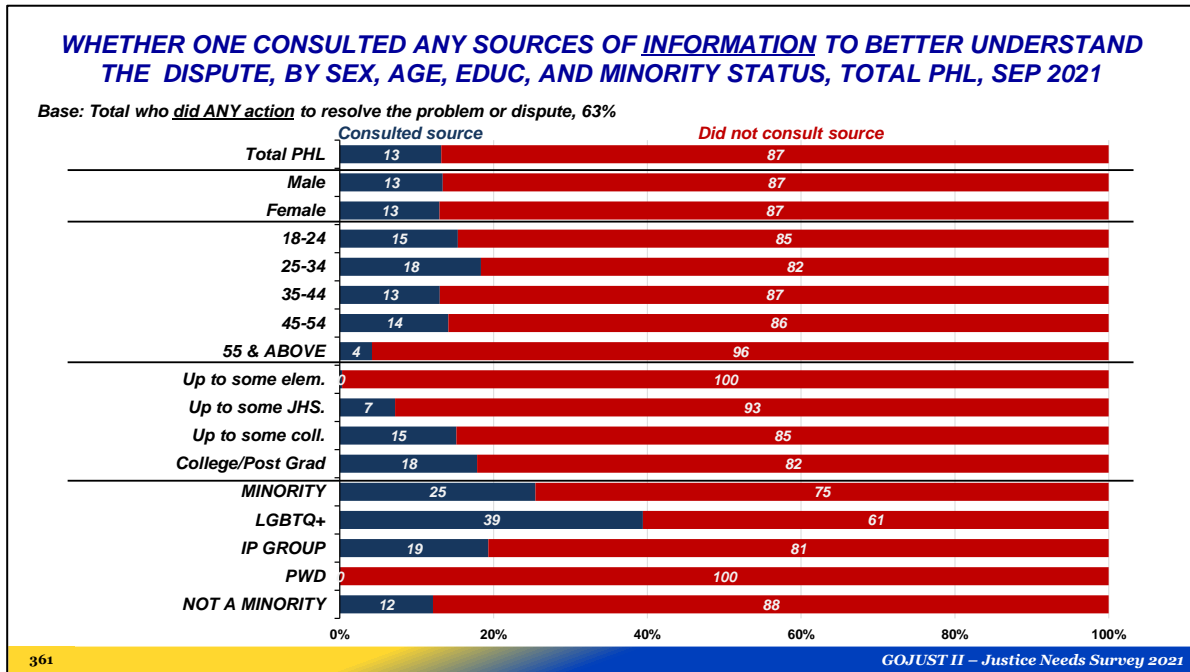


In Total Philippines, 18-34 (15-18%) tend to consult any sources of information than 4% among 55+. [Chart 118]

Percentage who consulted any sources of information increases with education. In particular, it is none among non-elementary graduates.

More self-ascribed minority (25%) consulted any sources of information than self-ascribed majority (12%).

**Chart 118**



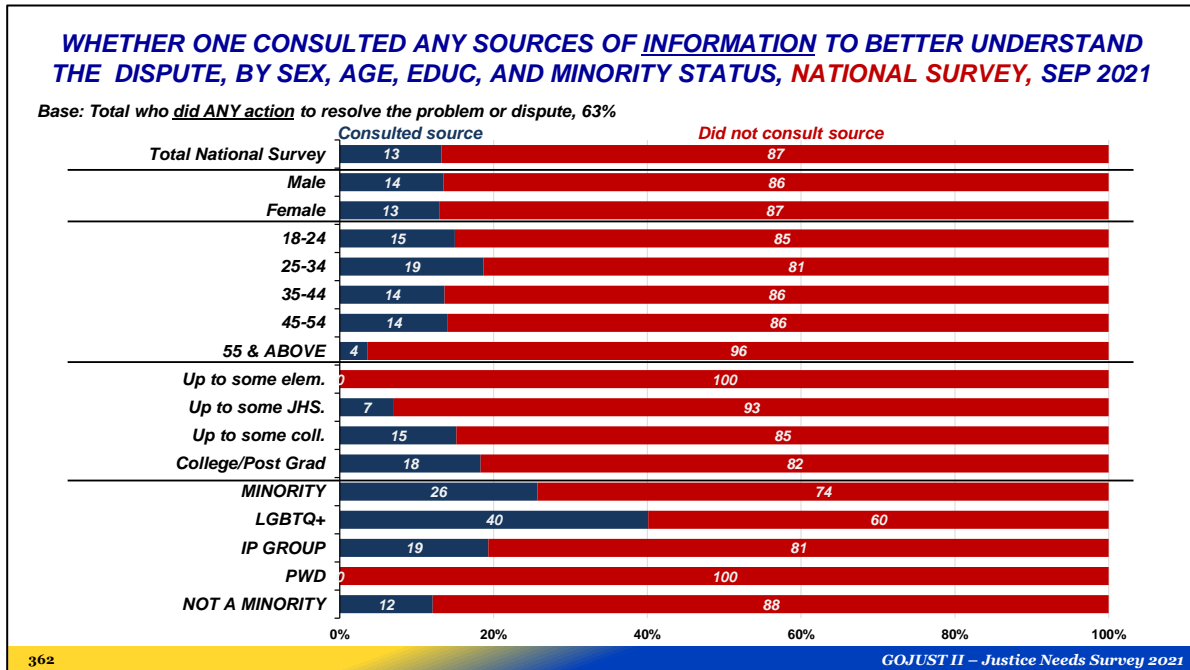


In National Survey, about two-of-ten among 25-34 consulted any sources of information, but it is only 4% among 55+. [Chart 119]

Percentage who consulted any sources of information increases with education. In particular, it is none among non-elementary graduates.

More self-ascribed minority (26%) consulted any sources of information than self-ascribed majority (12%).

**Chart 119**

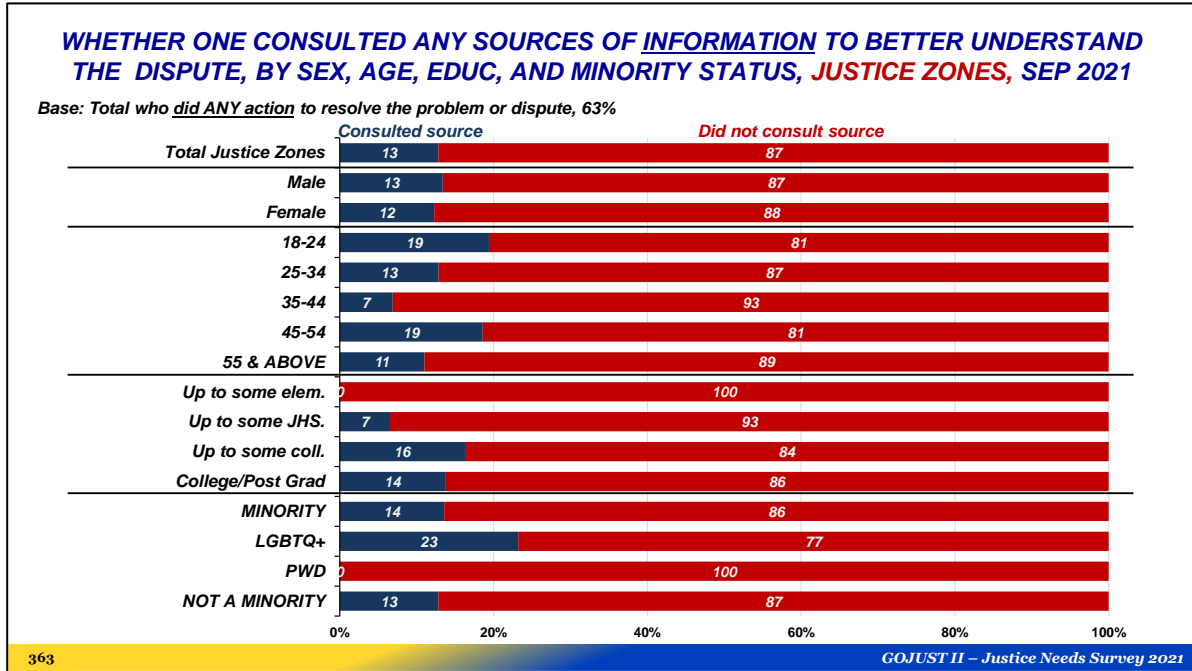




In Justice Zones, about two-out-of-ten among 18-24 and 45-54 consulted any sources of information. [Chart 120]

At least those with high school education (14-16%) consulted any sources of information.

**Chart 120**





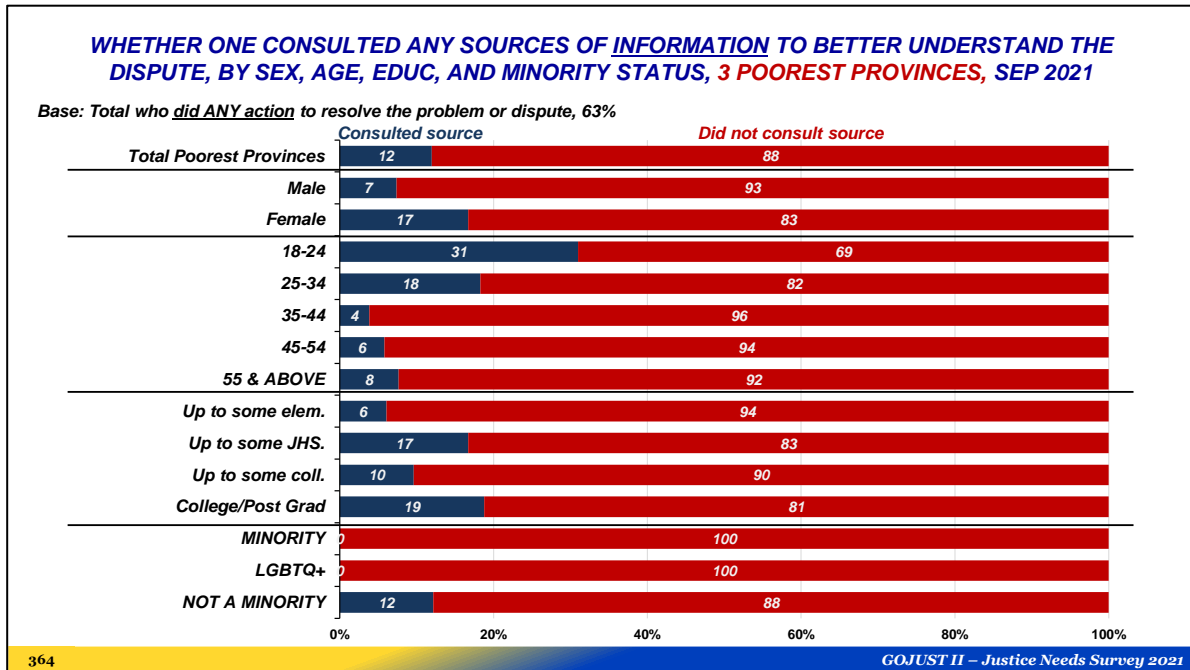
In 3 Poorest Provinces, those who consulted any source is higher among females (17%) than males (7%). [Chart 121]

Thirty-one percent among 18-24 consulted any source, higher than older 35+ (4-8%).

It is particularly highest among elementary graduates (17%) and college graduates (19%).

Twelve percent among self-ascribe majority consulted any sources of information while it is none among self-ascribed majority.

**Chart 121**



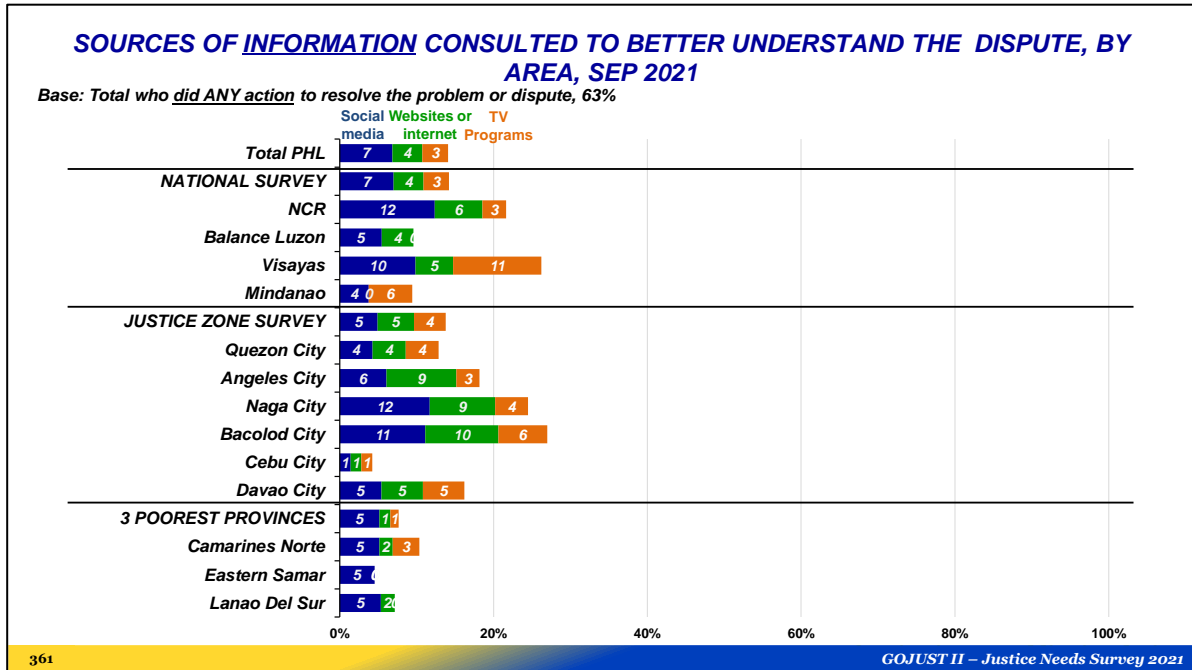


The percentages of those who consulted social media for information on how to resolve the dispute hardly vary across the survey components and socio-demographic groups. [Chart 122]

In the National Survey, 12% in NCR and 10% in Visayas consulted social media, slightly higher than in the other areas.

In the Justice Zones, 12% in Naga City and 11% in Bacolod City consulted social media.

**Chart 122**





### 9.1.1. Most Helpful Source of Information

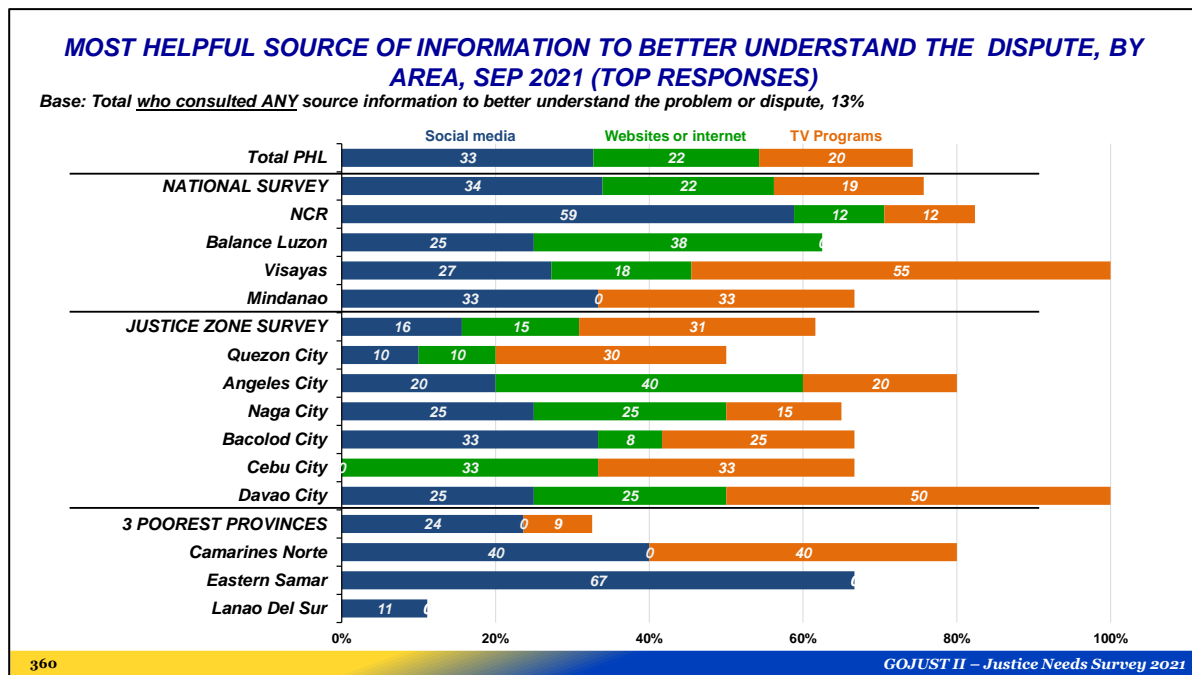
Among the 13% who consulted sources of information to better understand the problem or dispute, social media is cited as the most helpful source of information in the National Survey (34%), higher than in the 3 Poorest Provinces (24%) and in the Justice Zones (16%). [Chart 123]

Fifty-nine percent in NCR consider social media as the most helpful source, higher than in the provincial areas. In Visayas, only 25% consider social media the most helpful as a majority 55% say TV programs have been the most helpful.

In the Justice Zones, citation of social media is slightly higher in Bacolod City (33%). Websites or internet is the most cited in Angeles City (40%) and Cebu City (33%). In Davao City, 50% cited TV programs.

In the 3 Poorest Provinces, 67% in Eastern Samar cited social media as the most helpful source, while it is cited by 11% in Lanao del Sur.

Chart 123





In Total Philippines, mentions of social media as the most helpful source are higher among females (42%) than males (24%), the younger 18-44 (42%) than those 45 and above, and the self-ascribed majority (37%). [Chart 124]

On the other hand, those who cited websites/internet are slightly higher among the males (28%), the youth (43%), and the self-ascribed minority (32%). None among non-elementary graduates cited social media as the most helpful source, while TV programs are the most cited among elementary graduates (56%).

In the National Survey, more females (44%) than males (24%) cited social media as the most helpful source. Social media is the most helpful source among younger 18-34 (44-44%); all of the oldest 55 and above consider TV programs as the most helpful. [Chart 125]

Thirty-nine percent of the self-ascribed majority cited social media, compared to 8% among the self-ascribed minority. Websites or internet is the most important source among self-ascribed minorities (32%).

In the Justice Zones, TV programs are cited the most helpful source among males (35%) than females (27%). Conversely, radio programs are mostly cited by females (26%). Six-in-ten of the 45-54 and 47% of the 35-45 cited TV programs. Only 6% of the 18-24 cited TV programs as 33% of them cited radio programs. Radio programs are also cited the most helpful by 38% of the oldest 55 and above. Fifty-three percent of the elementary graduates consider TV programs the most helpful; most of the college graduates, on the other hand, consider radio programs. [Chart 126]

In the 3 Poorest Provinces, the percentages of those who cited social media as most helpful source of information are slightly higher among the females (28%), the youth 18-24 (52%) and the college graduates (73%). On the other hand, 48% among 55+ and all among non-elementary graduates cited books on law and rights. [Chart 127]

**Chart 124**

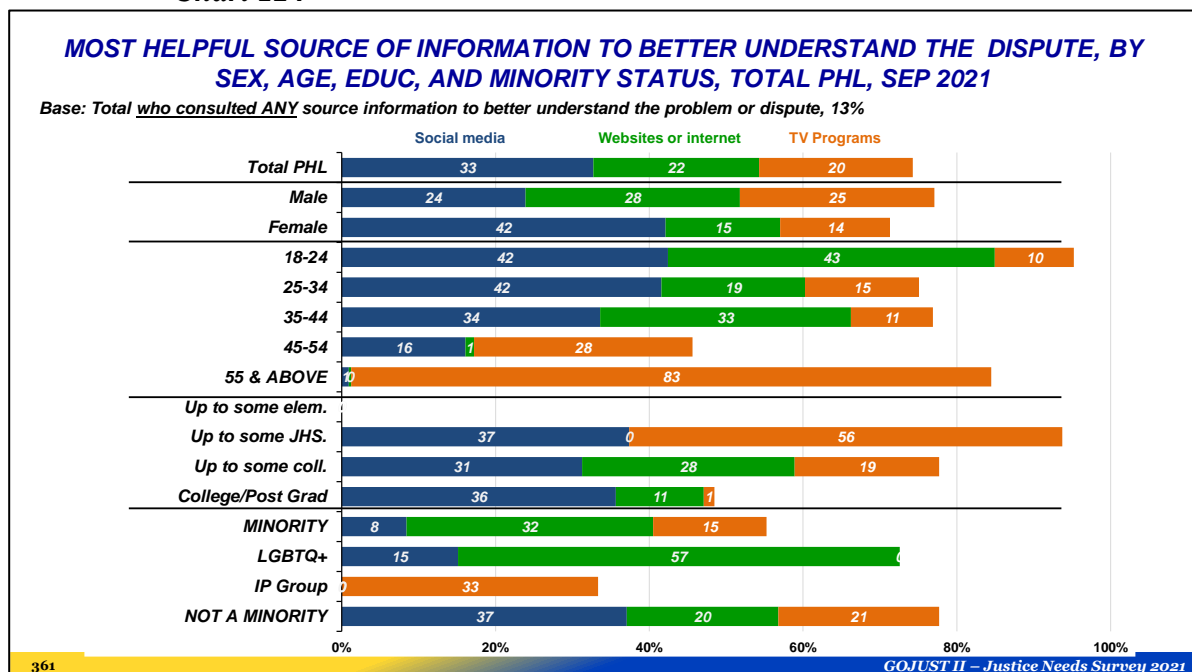






Chart 125

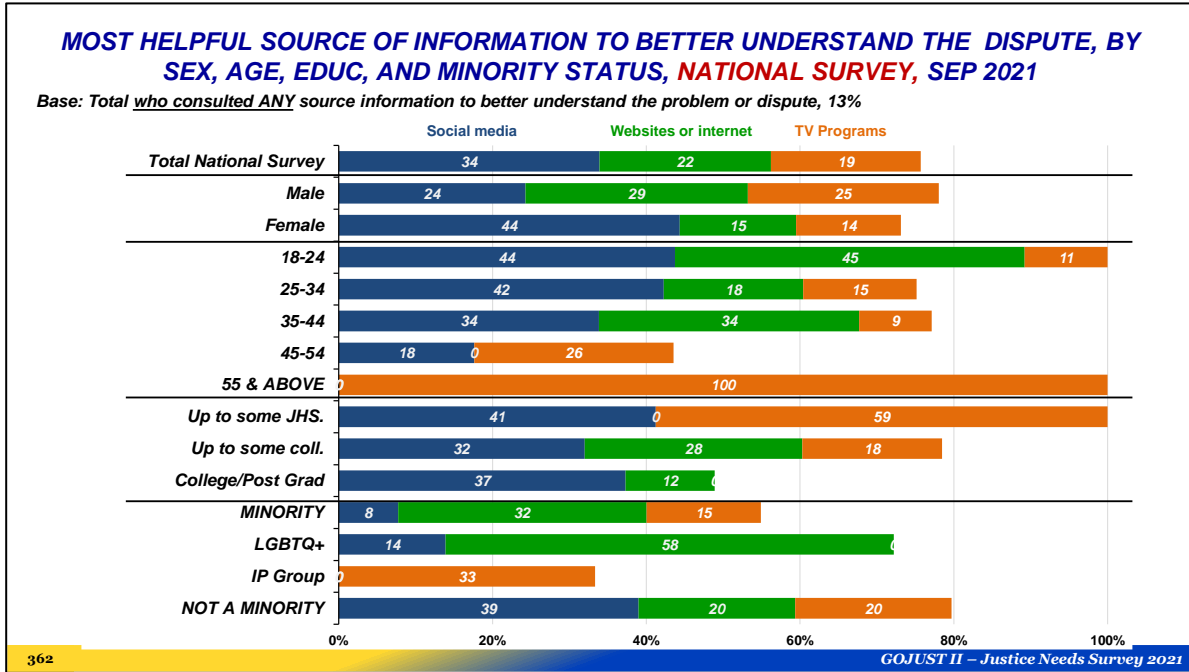


Chart 126

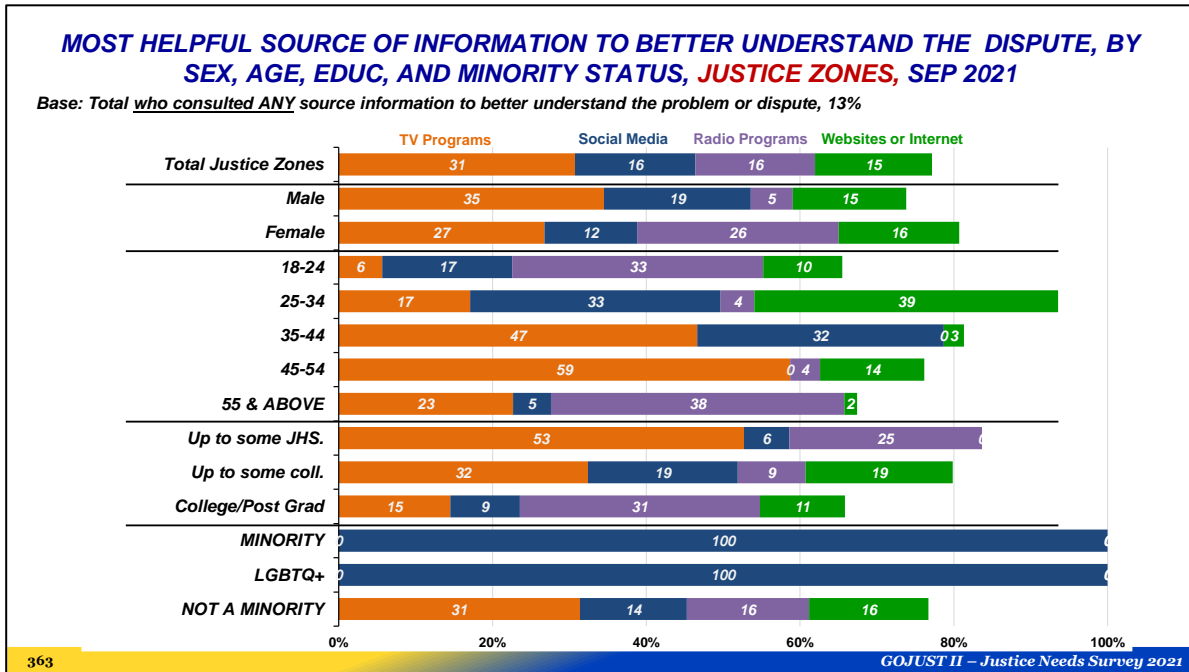
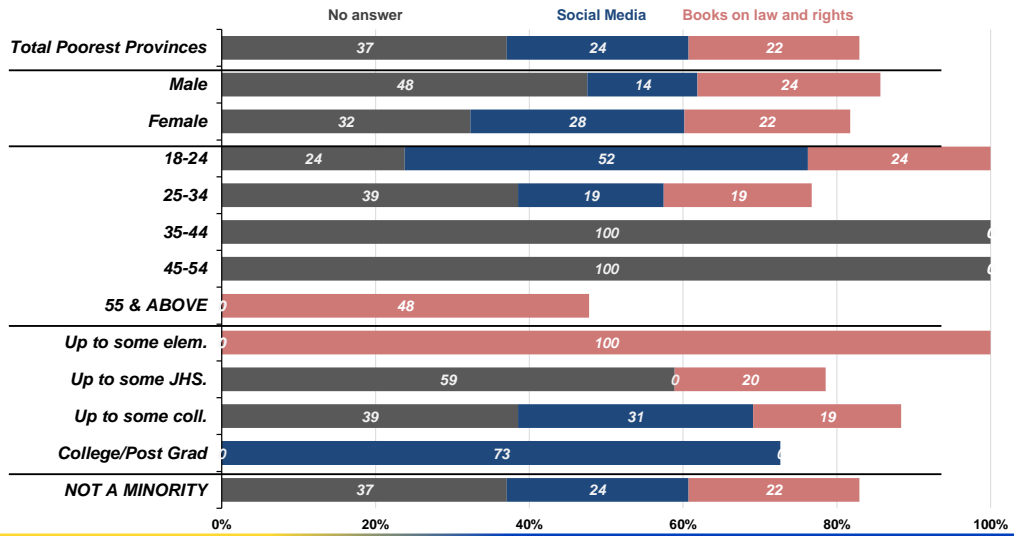




Chart 127

**MOST HELPFUL SOURCE OF INFORMATION TO BETTER UNDERSTAND THE DISPUTE, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who consulted ANY source information to better understand the problem or dispute, 13%





### 9.1.2. Types of Information Sought from Sources of Information Consulted

Among the 13% who consulted sources of information to better understand the problem or dispute, 51% obtained *information about their rights* from the sources of information they consulted, while 46% sought *information about ways to resolve the problem* and 34% sought *information about the law*. These are also the top responses across the survey components. [Chart 128]

In the National Survey, top responses are: [Chart 129]

- *Information about rights* in NCR (56%), Balance Luzon (50%), and Mindanao (38%);
- *Information to resolve the problems* in Visayas (64%);
- *Information about the law* in Balance Luzon (50%) and Mindanao (38%).

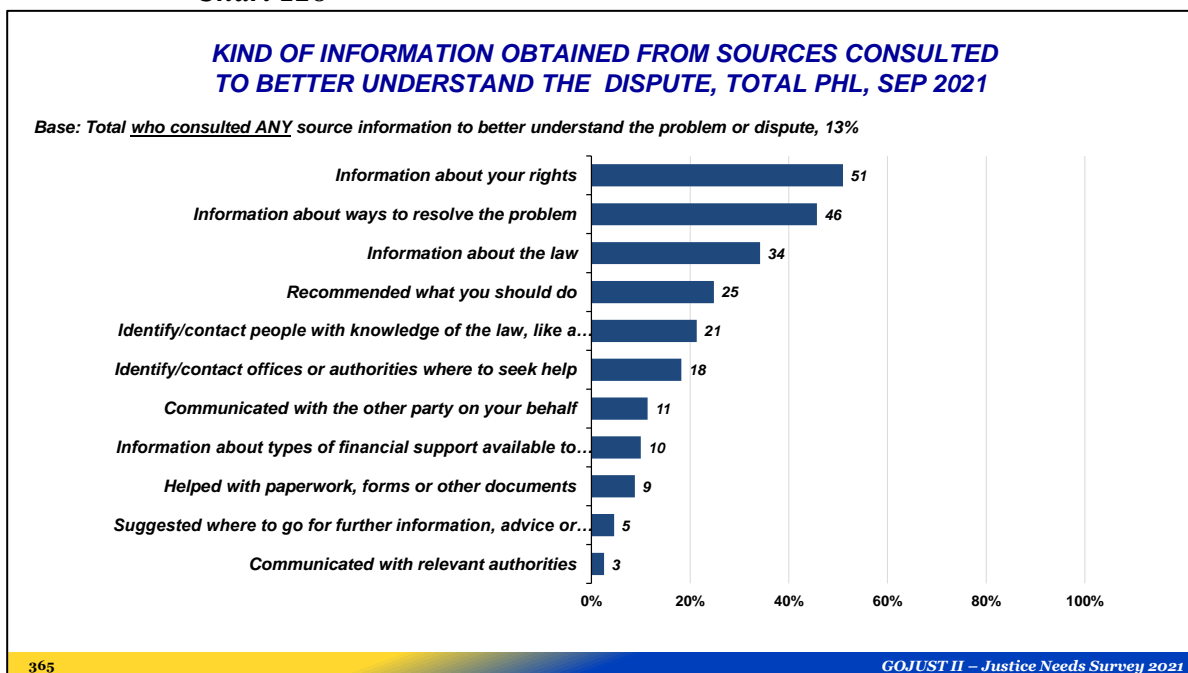
In Justice Zones: [Chart 130]

- *Information about rights* in Quezon City (46%), Bacolod City (62%), and Davao City (75%);
- *Information to resolve the problems* in Quezon City (46%), Angeles City (60%), Naga City (68%), Bacolod City (62%), and Cebu City (100%).

In the 3 Poorest Provinces: [Chart 131]

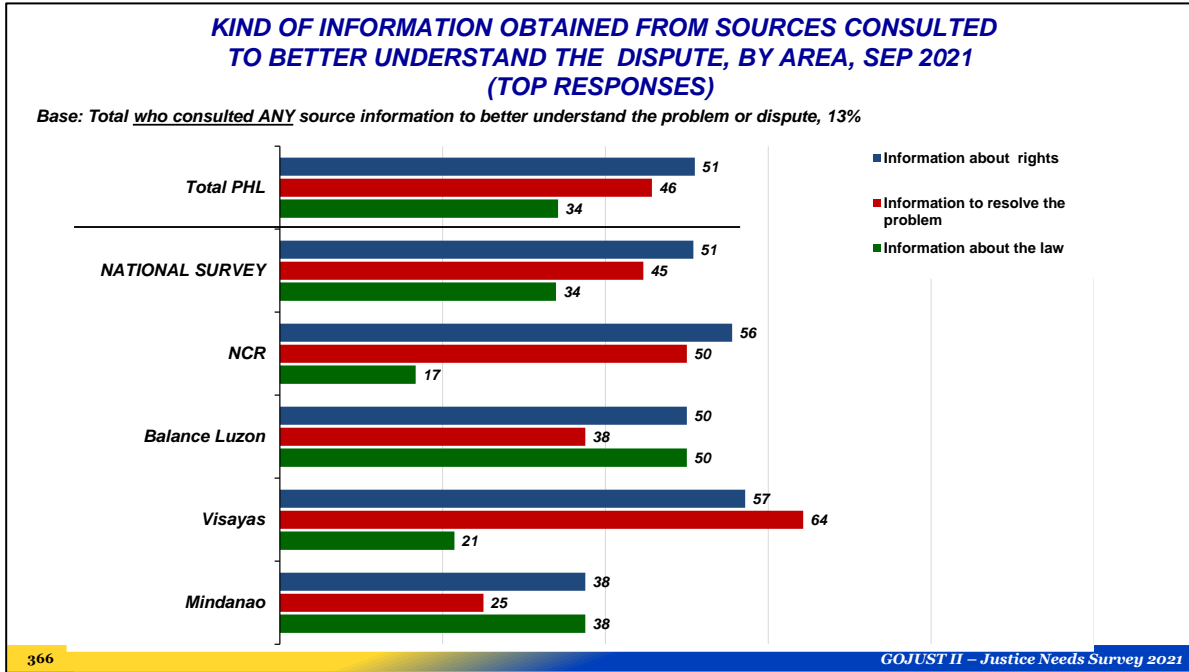
- *Information to resolve the problems* in Camarines Norte (71%) and Lanao del Sur (59%);
- *Information about the law* in Camarines Norte (71%) and Eastern Samar (67%).

**Chart 128**





**Chart 129**



**Chart 130**

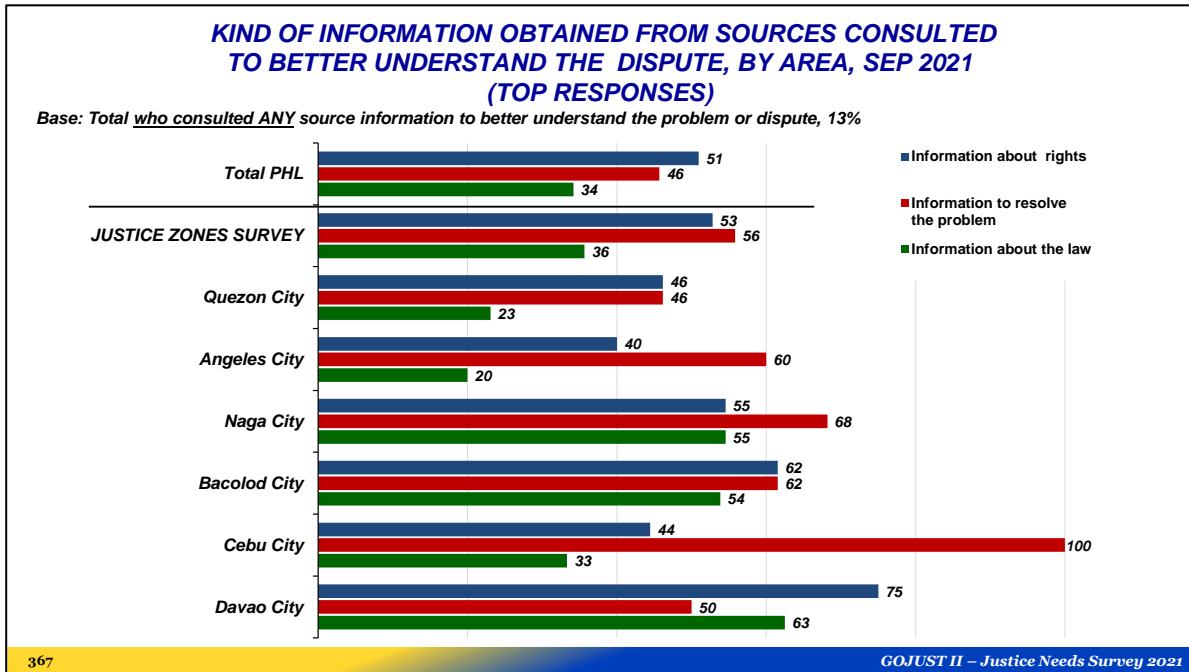
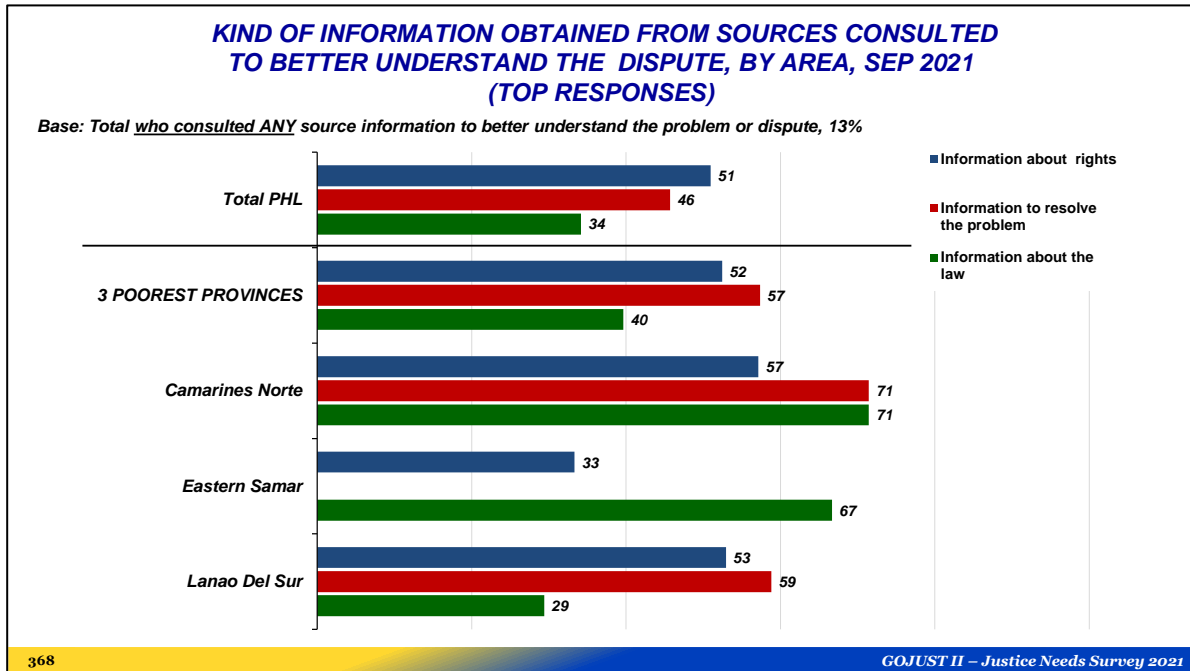




Chart 131





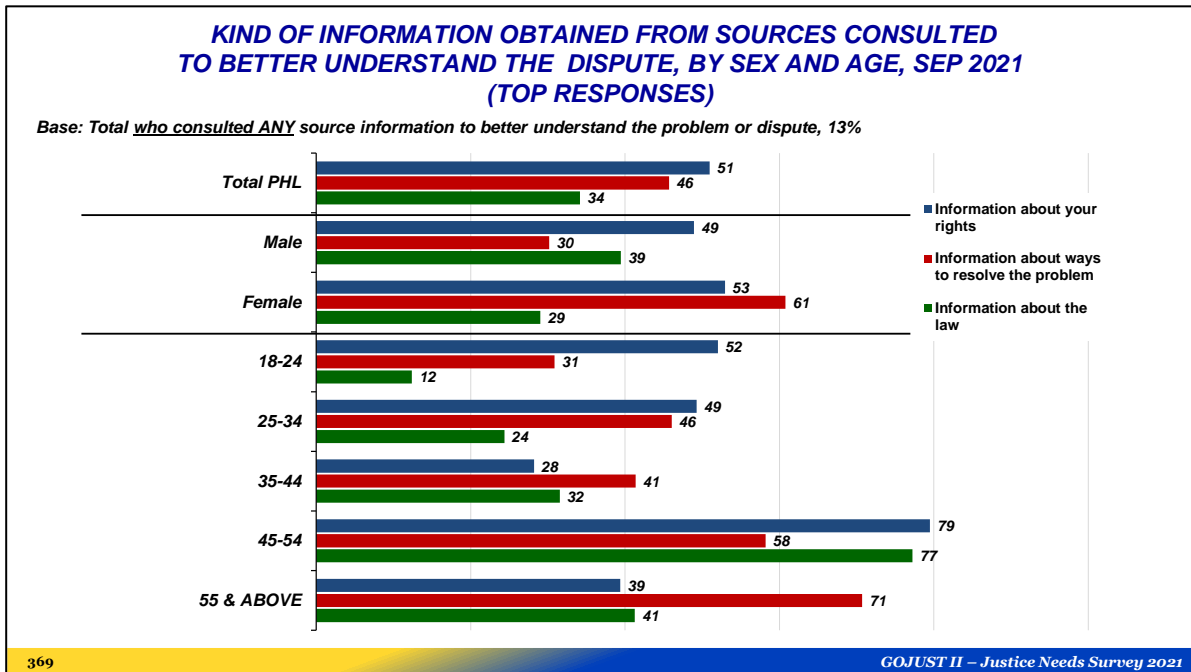
In the Total Philippines, *information about rights* is the top response among males (49%); it is *information to resolve the problems* among females (61%). [Charts 132, 133]

By age, *information about rights* is the top response among 18-34 (49-52%) and the 45-54 (79%); *information to resolve the problems* among 35-44 (41%) and 55+ (71%).

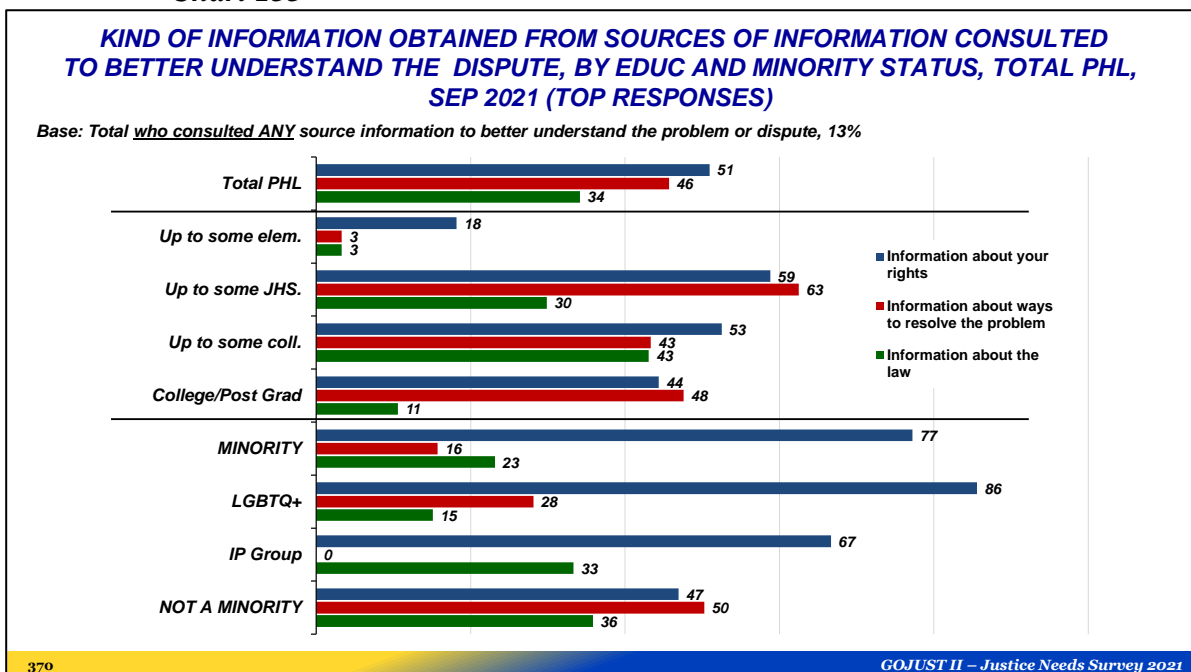
By education, *information about rights* is the top response among non-elementary graduates (18%) and high school graduates (53%); *information to resolve the problems* is the top response among elementary graduates (63%), and college graduates (48%).

*Information about rights* is the top response among self-ascribed minority (77%); it is *information to resolve the problems* among self-ascribed majority (50%).

**Chart 132**



**Chart 133**





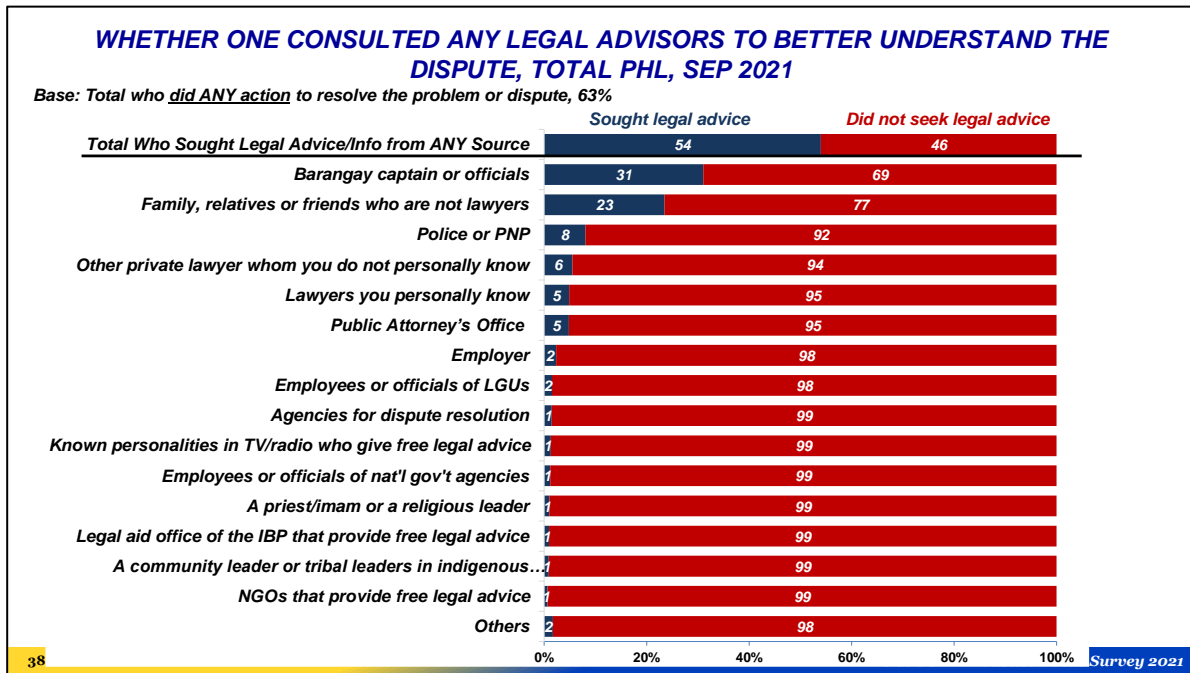
## 9.2. Legal Advisors Consulted for Legal Advice or Information

Of 63% who did any action to resolve the problem or dispute, 54% consulted people or organizations for legal advice or information, while 46% did not seek any legal advice. [Chart 134]

The most consulted for legal advice are the *barangay captain or officials* (31%) and *family, relatives or friends who are not lawyers* (23%). Only 5-6% cited private lawyers, lawyers they personally know and Public Attorney’s Office.

*Barangay captain or official* (42%) are the most helpful source of legal advice, followed by family (29%). [Chart 135]

**Chart 134**

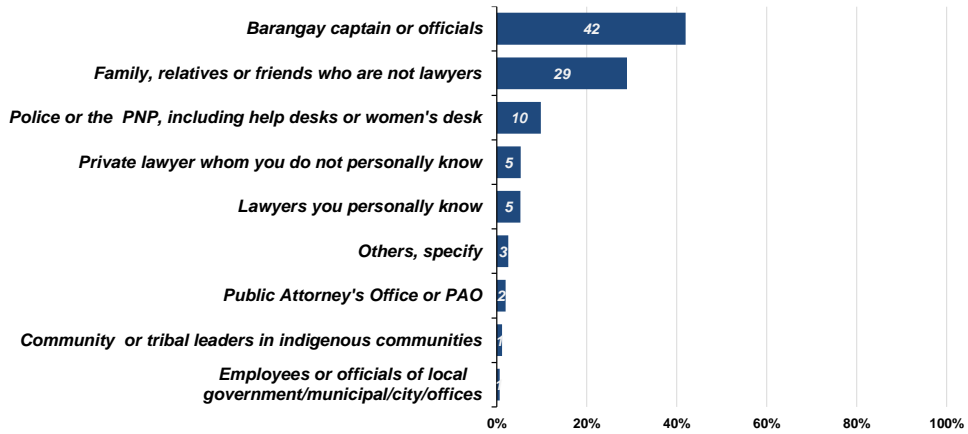




**Chart 135**

**MOST HELPFUL LEGAL ADVISORS CONSULTED FOR LEGAL ADVICE OR INFO TO BETTER UNDERSTAND THE DISPUTE, TOTAL PHL, SEP 2021**

Base: Total who consulted people or organization to better understand the problem or dispute, 54%







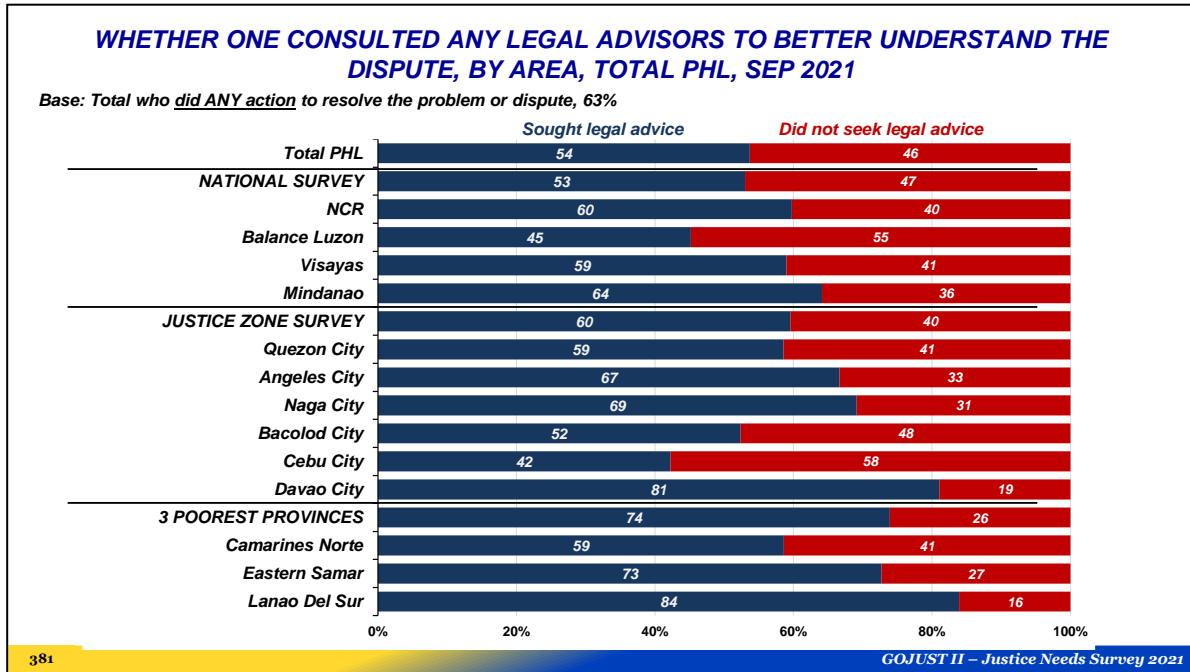
Majorities across survey components consulted any legal advisors. It is particularly higher in 3 Poorest Provinces (74%) than Justice Zones (60%) and National Survey (53%). [Chart 136]

In National survey, it is highest in NCR (60%) and Visayas (59%).

In Justice Zones, it is highest in Angeles City (67%) and Naga City (69%).

Lastly, in 3 Poorest Provinces, it is highest in Lanao del Sur (84%) and Eastern Samar (73%) than Camarines Norte (59%).

**Chart 136**





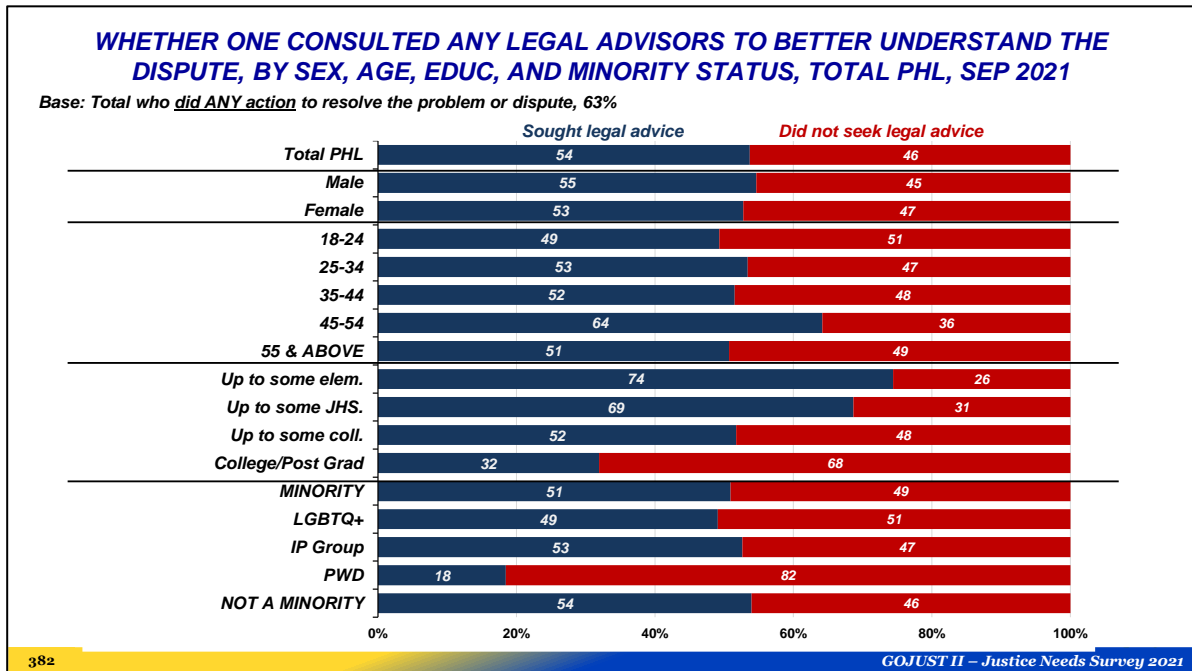
In Total Philippines, those who consulted any legal advisors is highest among 45-54 (64%), non-elementary graduates (74%) and self-ascribed majority (54%). [Chart 137]

In National Survey, it is highest among 45-54 (64%), non-elementary graduates (74%) and self-ascribed majority (54%). [Chart 138]

In Justice Zones, it is highest among females (63%), 45-54 (77%), non-elementary graduates (78%), and almost all among self-ascribe minority (94%). [Chart 139]

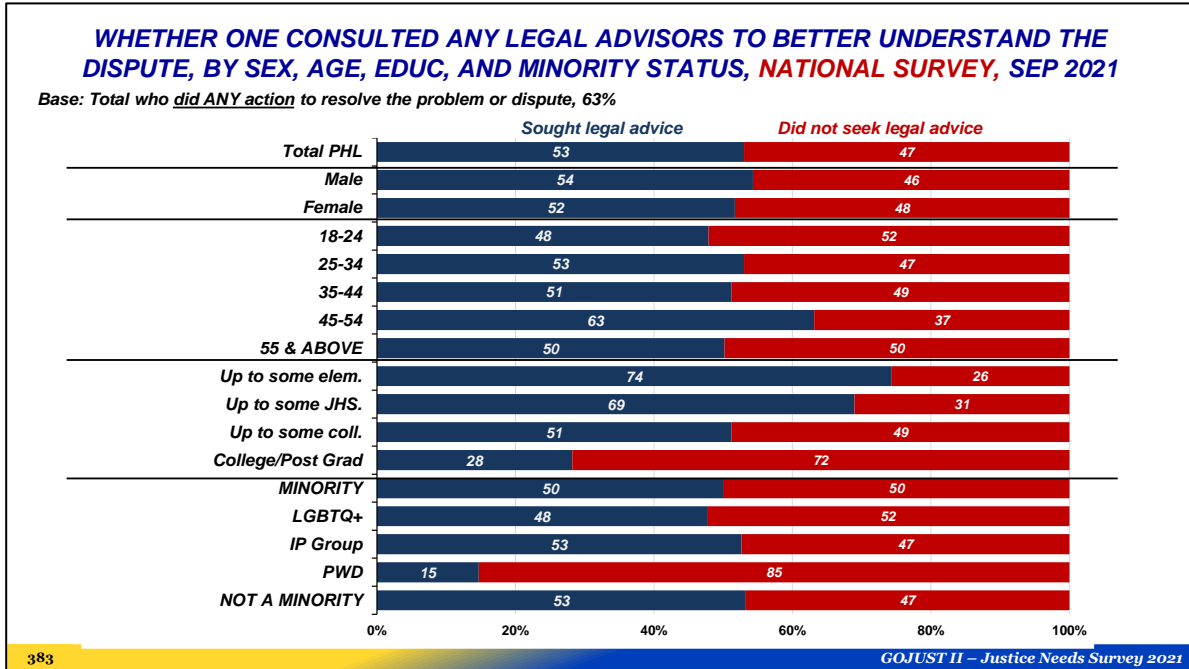
In 3 Poorest Provinces, it is highest among 18-24 (93%), college graduates (82%), and all among self-ascribed minority.

**Chart 137**





**Chart 138**



**Chart 139**

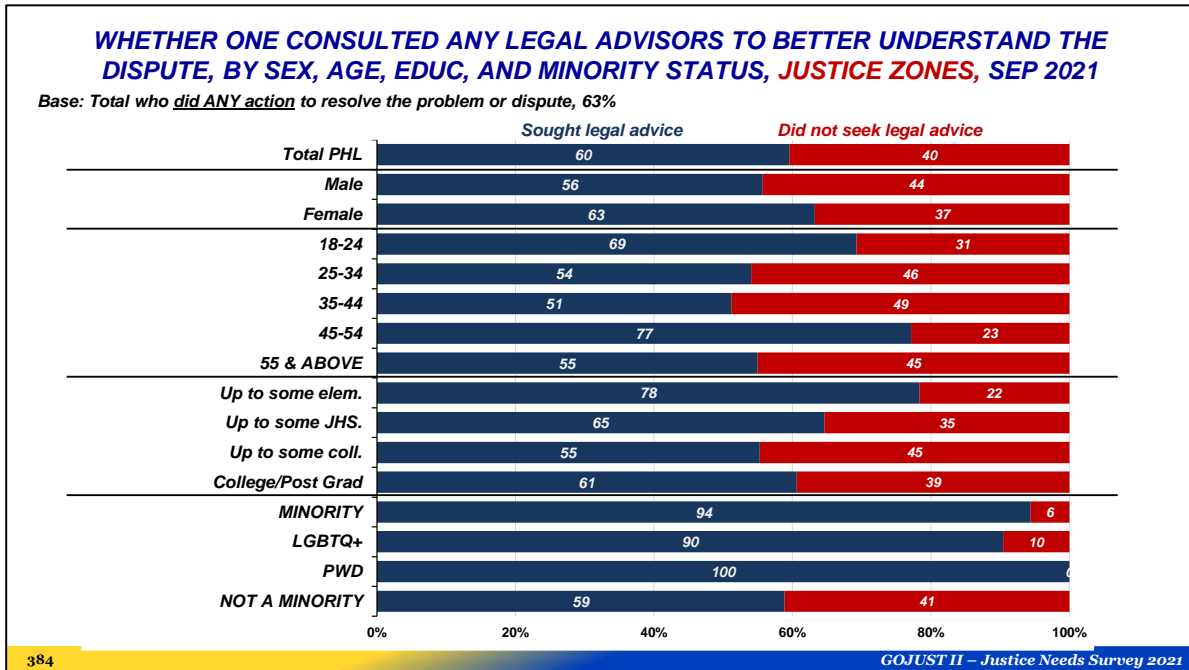
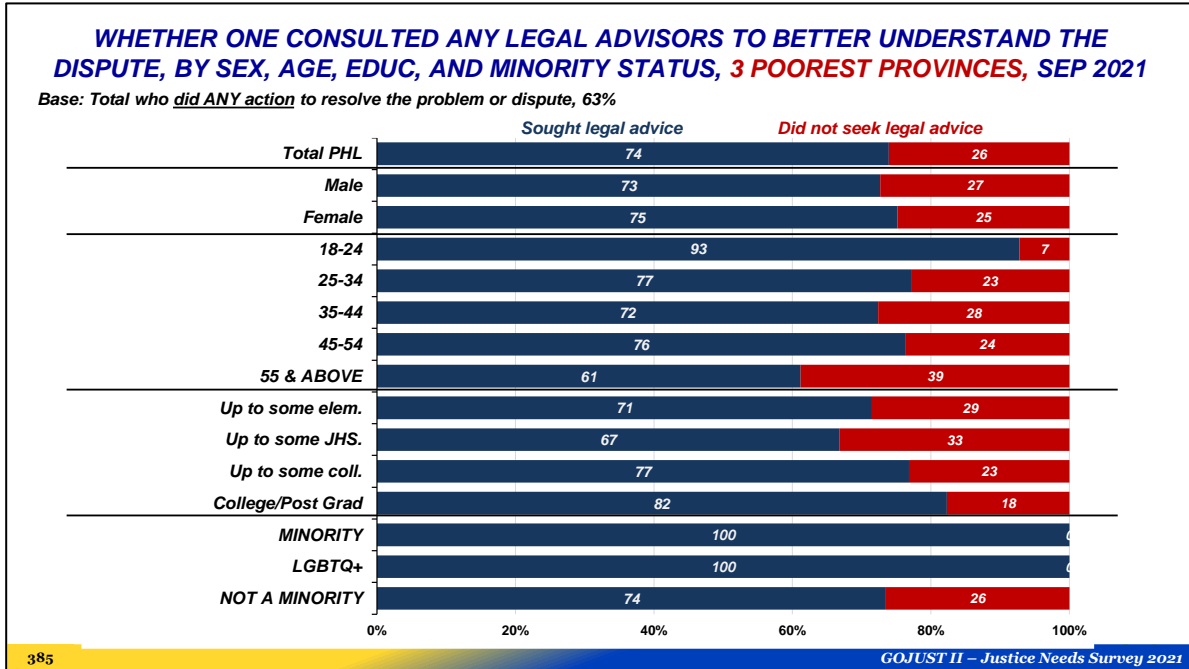




Chart 140





### 9.2.1. Most Helpful Legal Advisors Consulted for Legal Advice or Information

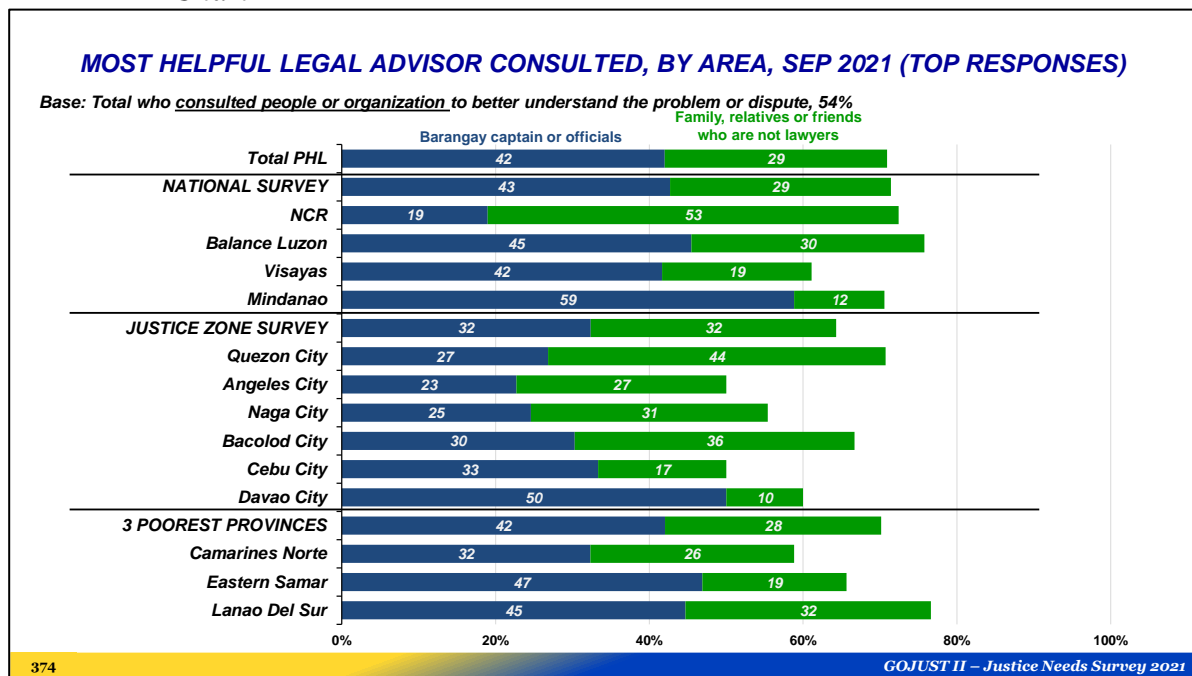
Two-fifths in the National Survey (43%) and the 3 Poorest Provinces (42%) cited *barangay captain or officials* as the most helpful source, higher than in the Justice Zones (32%).

In the National Survey, 59% in Mindanao and about two-fifths in Balance Luzon and Visayas cited *barangay captain or officials*. Only 19% in NCR cited *barangay captain or officials* as 53% of them consider their family as their most helpful source of legal advice. [Chart 141]

In the Justice Zones, half (50%) in Davao City cited *barangay captain or officials*; 44% in Quezon City cited their *family* as their most helpful source of legal advice.

In the 3 Poorest Provinces, 47% in Eastern Samar and 45% in Lanao del Sur cited *barangay captain or officials*, compared to only 32% in Camarines Norte.

Chart 141

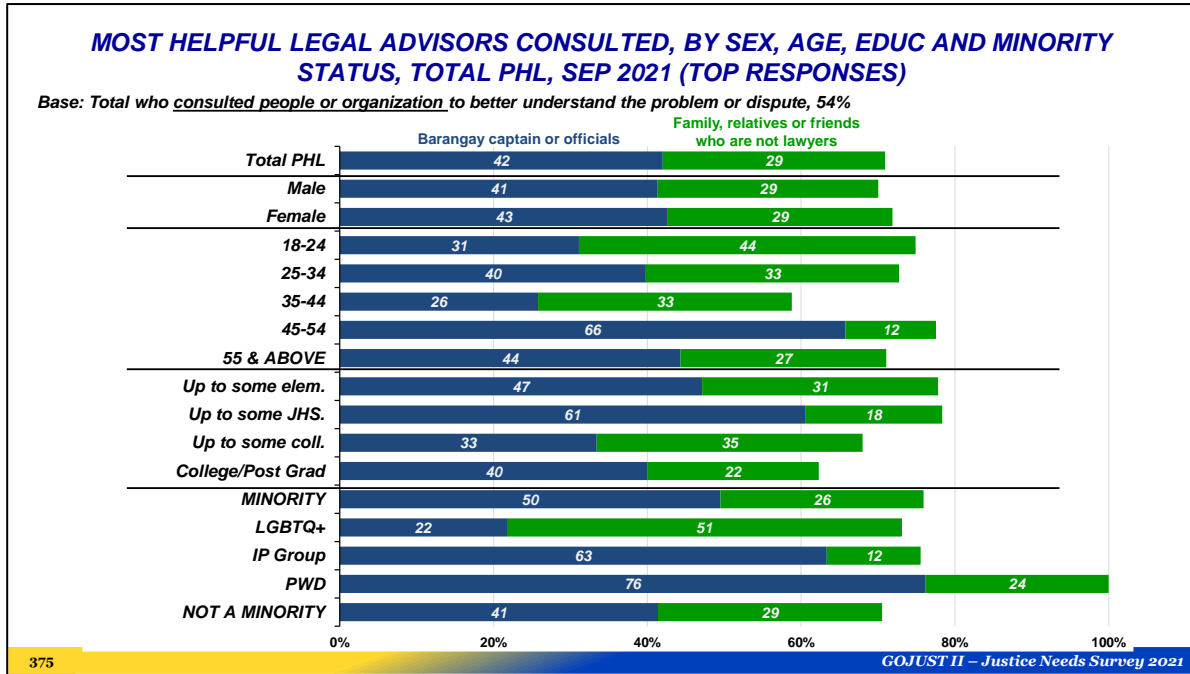




In Total Philippines, barangay captain or officials are considered the most helpful source of legal advice by majorities of the 45-54 (66%) and elementary graduates (61%), and by 50% of the self-ascribed minority. [Chart 142]

Two-fifths of the 18-24 and one-third of the 25-44 consider their family and friends as their most helpful source of legal advice.

**Chart 142**





In the National Survey, barangay captain or officials are considered the most helpful source of legal advice by majorities of the 45-54 (68%) and elementary graduates (61%), and by 51% of the self-ascribed minority. [Chart 143]

Two-fifths of the 18-24 and one-third of the 25-44 consider their family and friends who are not lawyers as their most helpful source of legal advice.

In the Justice Zones, about two-fifths (39-43%) of the 45 and above and majorities (52-57%) of the elementary graduates or less say the barangay captain or officials have been the most helpful source of legal advice. One-third of the self-ascribed majority also cite the barangay captain or officials they consulted. Among the self-ascribed minority, 51% cite their family and friends who are not lawyers. [Chart 144]

In the 3 Poorest Provinces, about half of the females (47%), compared of the males (37%), consider barangay captain or officials their most helpful source of legal advice. [Chart 145]

Majorities of 45-54 (57%) and the elementary graduates (54%) mentioned barangay captain or officials to be the most helpful. Mentions of barangay captains and officials are also higher among the self-ascribed majority (42%) than the minority (36%).

**Chart 143**

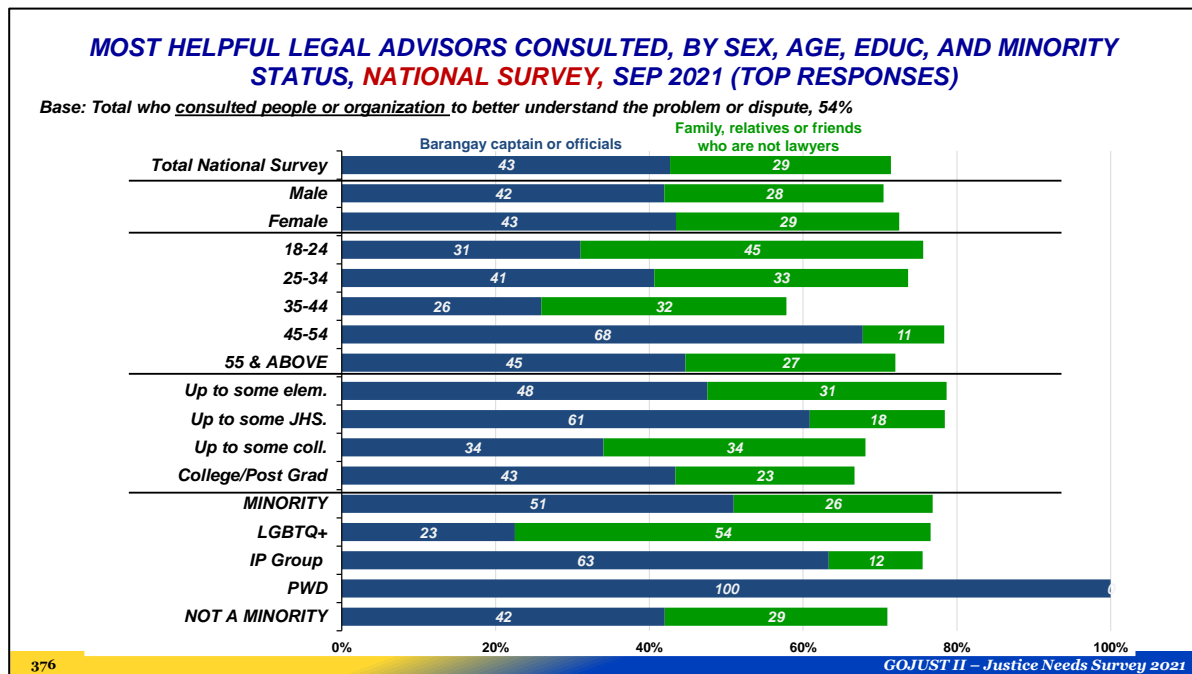




Chart 144

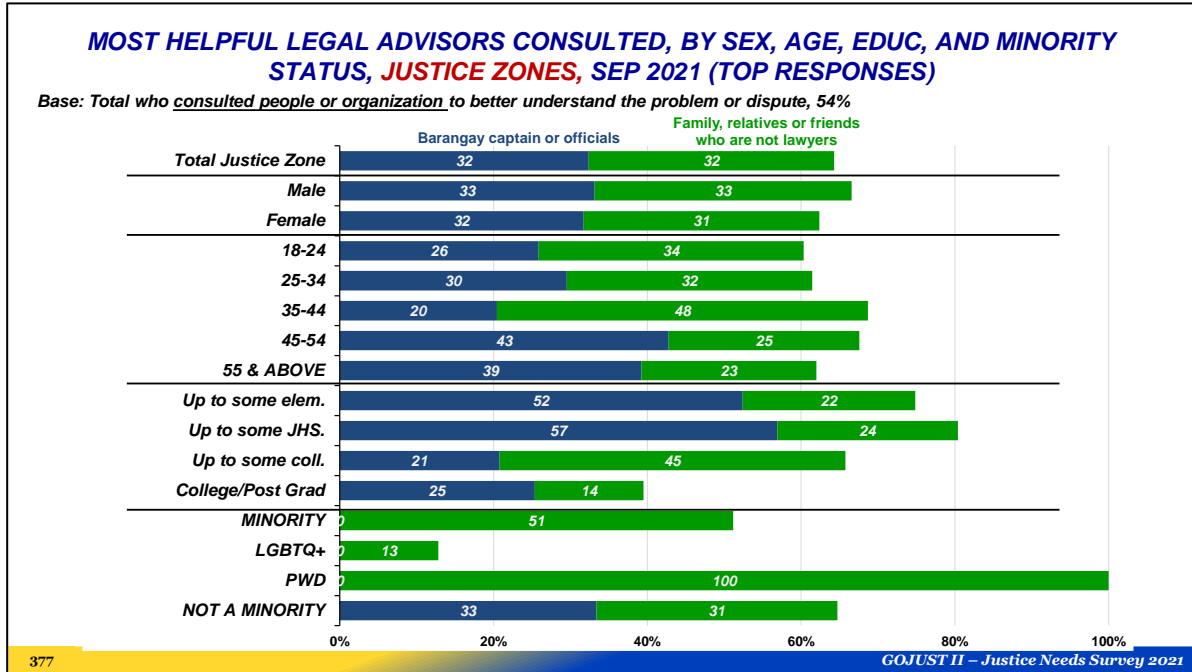
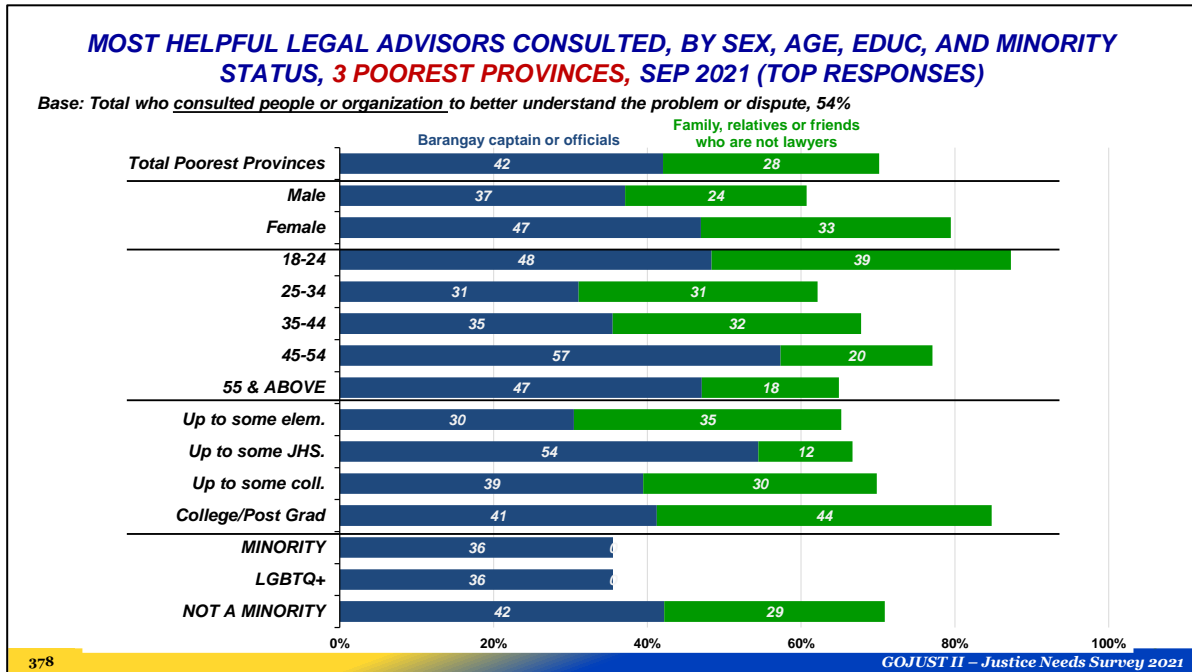


Chart 145





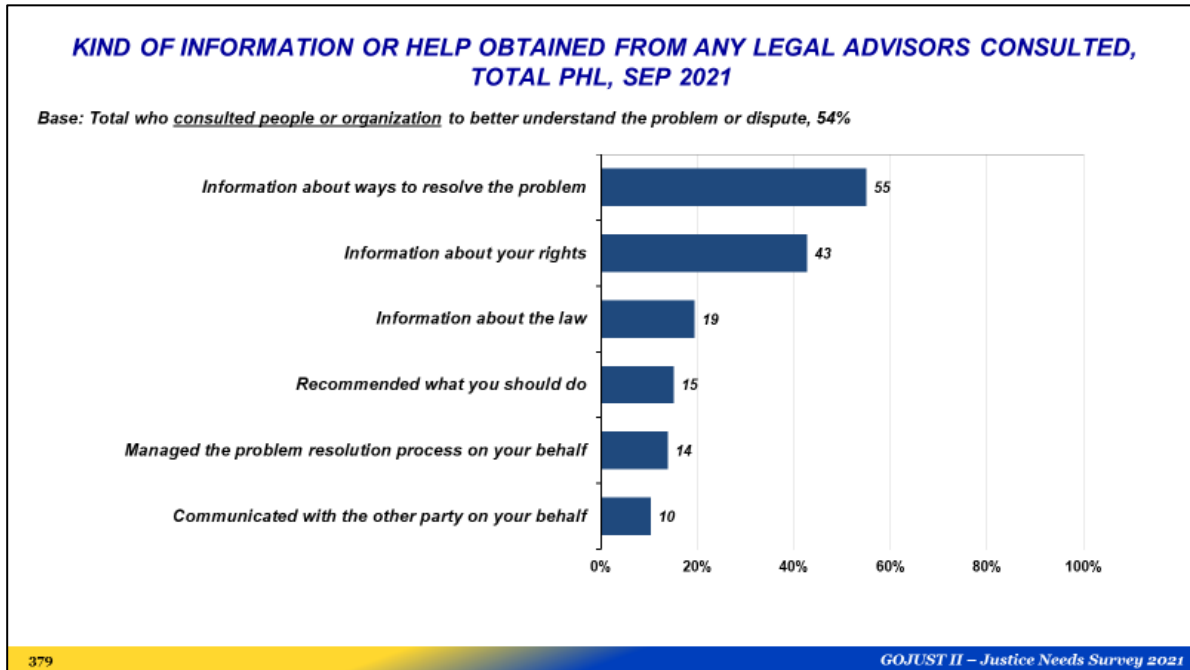


### 9.2.2. Types of Information Sought From Legal Advisors Consulted for Legal Advice or Information

Among the 54% who sought legal advice, 55% obtained *information about ways to resolve the problem* from the sources they consulted while 43% *information about rights*. [Chart 146]

These are also the top responses across the survey components.

**Chart 146**



In the National Survey, top responses are: [Chart 147]

- *Information to resolve the problems* in NCR (50%) and Balance Luzon (70%);
- *Information about rights* in Visayas (56%) and Mindanao (53%).

In Justice Zone: [Chart 148]

- *Information to resolve the problems* in Quezon City (46%), Angeles City (41%), and Naga City (54%);
- *Information about rights* in Bacolod City (64%), Cebu City (73%) and Davao City (63%).

In Poorest Provinces: [Chart 149]

- *Information to resolve the problems* in Camarines Norte (56%);
- *Information about the law* in Eastern Samar (50%) and Lanao del Sur (53%).



Chart 147

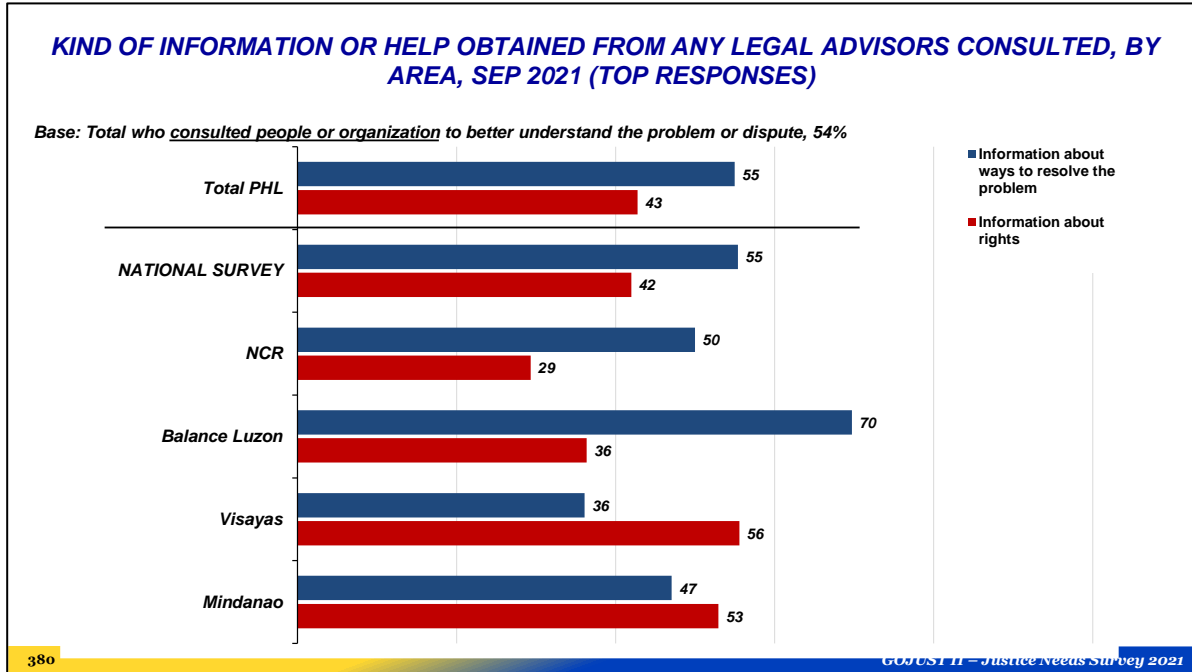


Chart 148

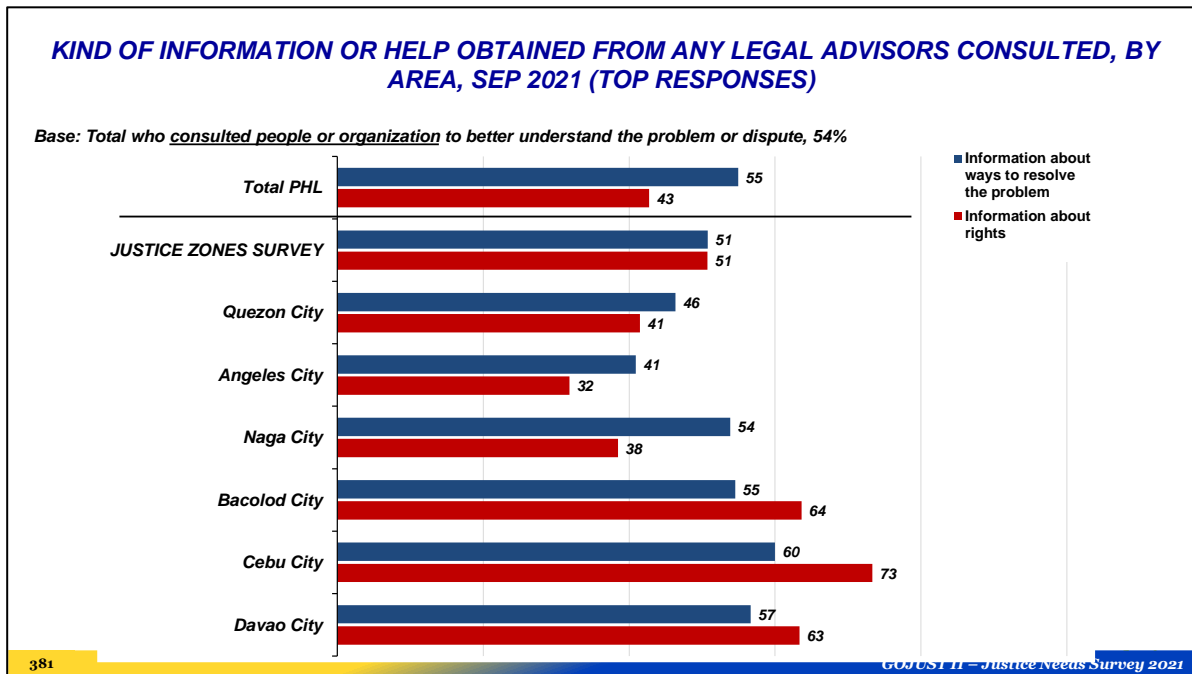
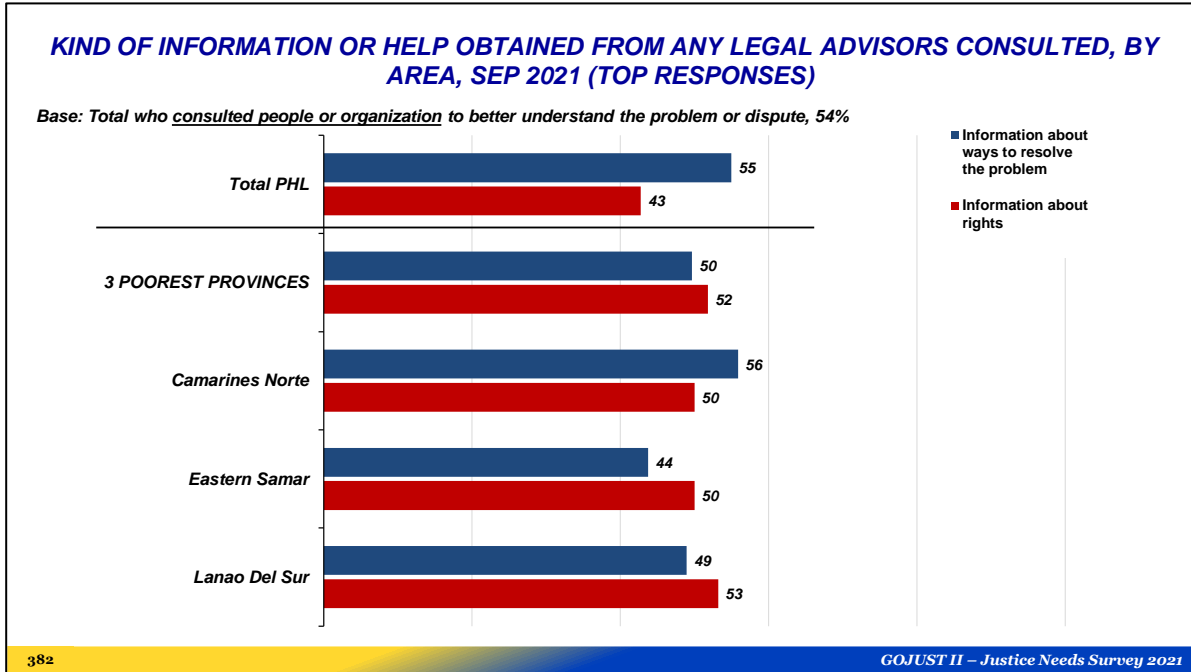




Chart 149



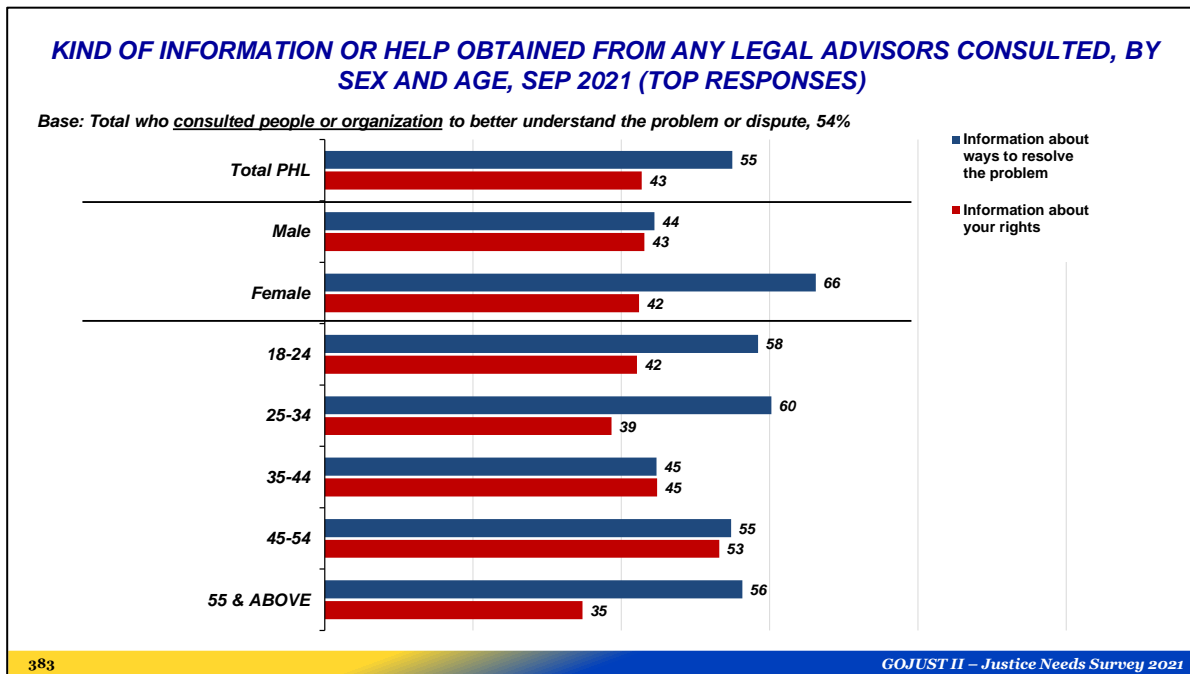


In Total Philippines, the percentages of those who sought legal advice to get *information to resolve the problems* are higher among females (66%) than the males. [Chart 150]

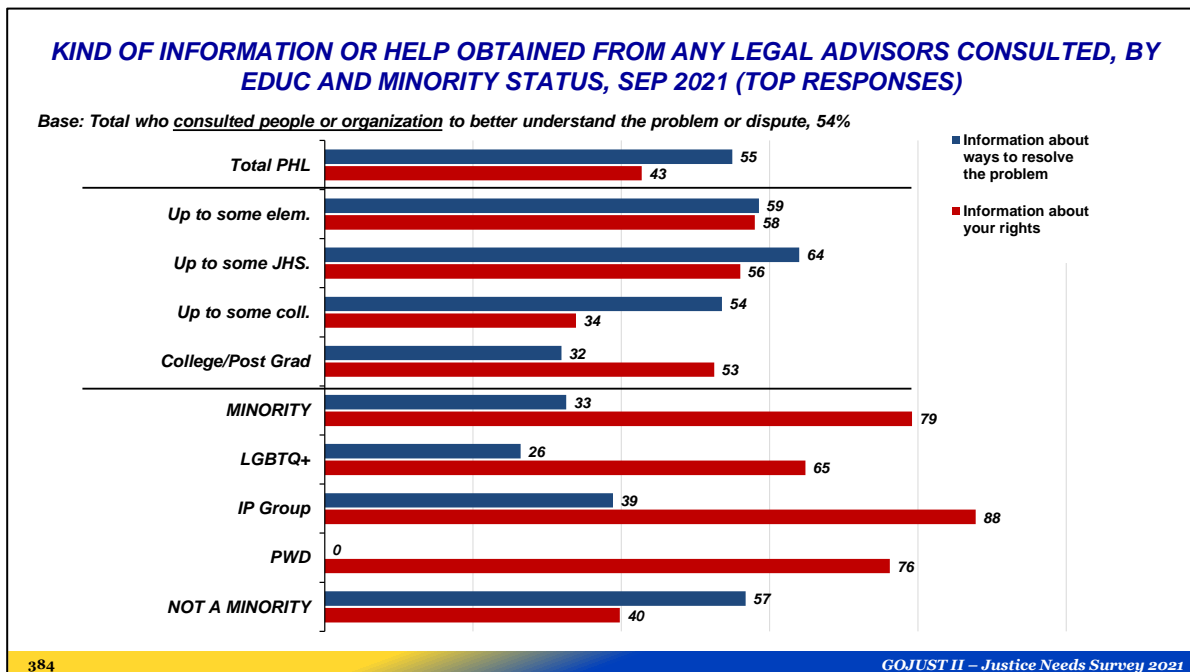
*Information to resolve the problems* is the top response across age group, and across education groups, except among the college graduates. A 53% majority of the college graduates sought legal advice to get *information about their rights*. [Chart 151]

By minority status, *information about rights* is the top response among the self-ascribed minority (79%) while *information to resolve the problems* is the top response among self-ascribed majority (57%).

**Chart 150**



**Chart 151**





### 9.2.3. Reasons for Not Consulting Any Legal Advisors for Legal Advice or Information

Of the 46% of those with justiciable issue who did not seek any legal advisor in trying to resolve their disputes, most (64%) did not do so because the *problem was resolved without the need to get advice*. This is followed by 30% who said *it is too small a thing to bother with*. [Chart 152]

The percentages of those who mentioned the *problem was resolved without the need to get advice* are slightly higher in the National Survey (64%) and in the Justice Zones (61%) than in the 3 Poorest Provinces (49%). [Charts 153, 154, 155]

In the National Survey, three-fourths in Visayas cited the *problem was resolved without the need to get advice*, higher than in other areas.

In the Justice Zones, 86% in Davao City and three-fourths in Angeles City and Cebu City also cited this reason.

In the 3 Provinces, 63% in Camarines Norte also cited the *problem was resolved without the need to get advice*, compared to 42% in Eastern Samar and 33% in Lanao del Sur. In Eastern Samar, 58% cited *it is too small a thing to bother* as top reason for not seeking legal advice.

Chart 152

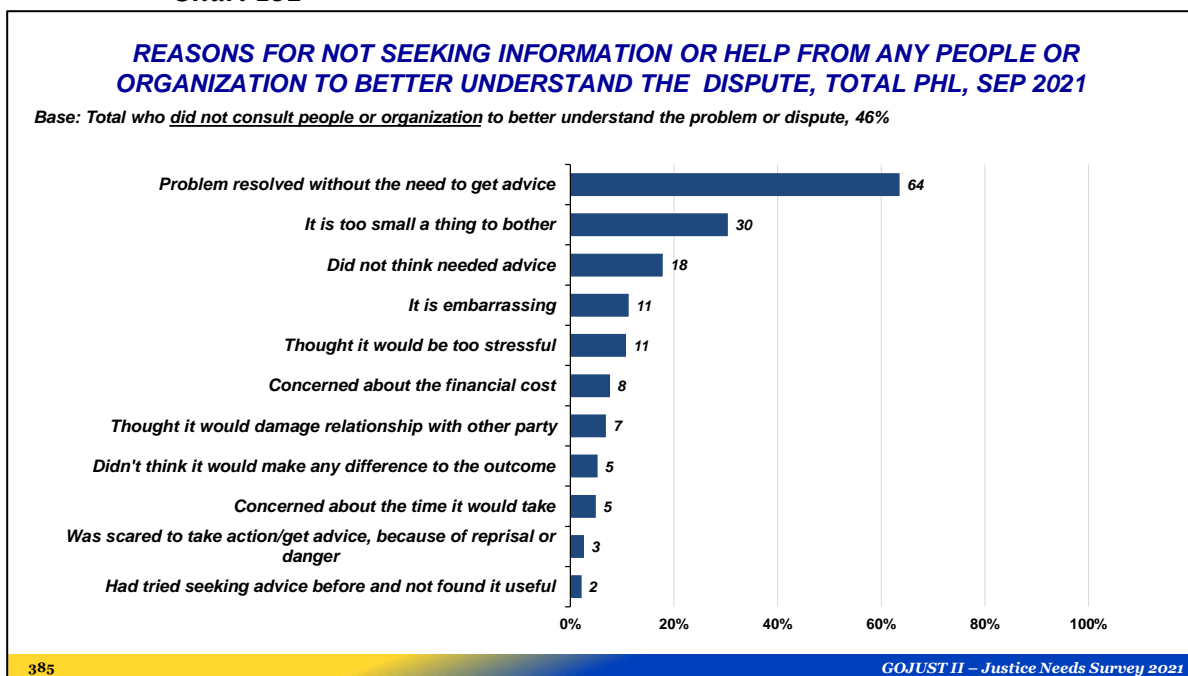




Chart 153

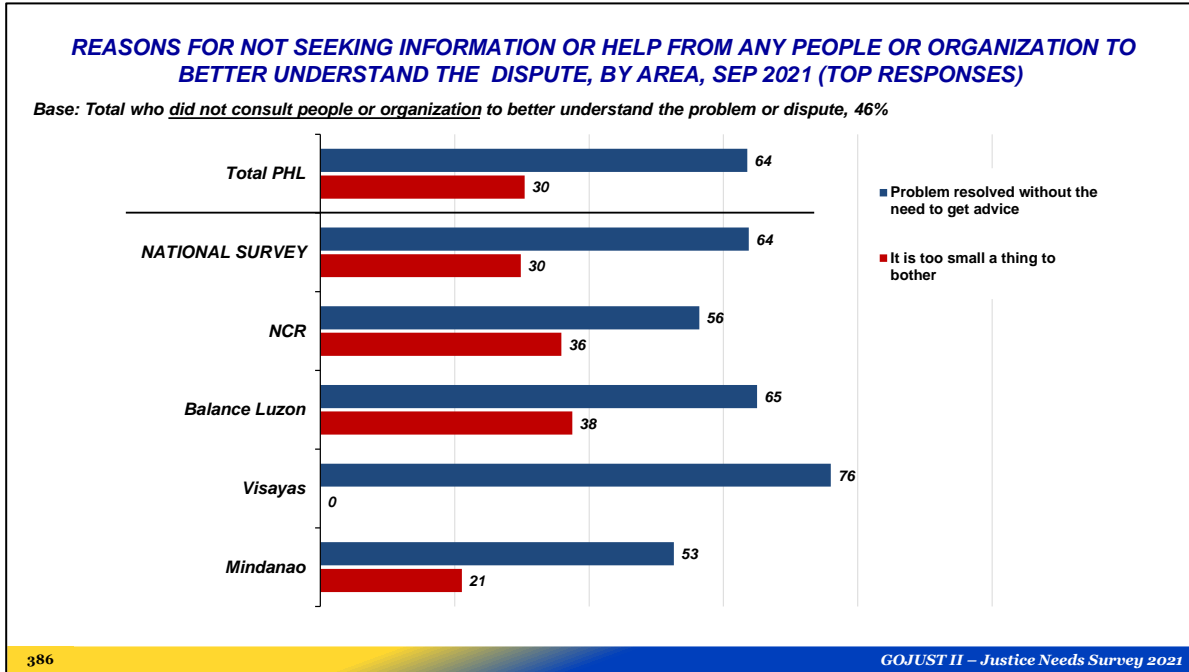


Chart 154

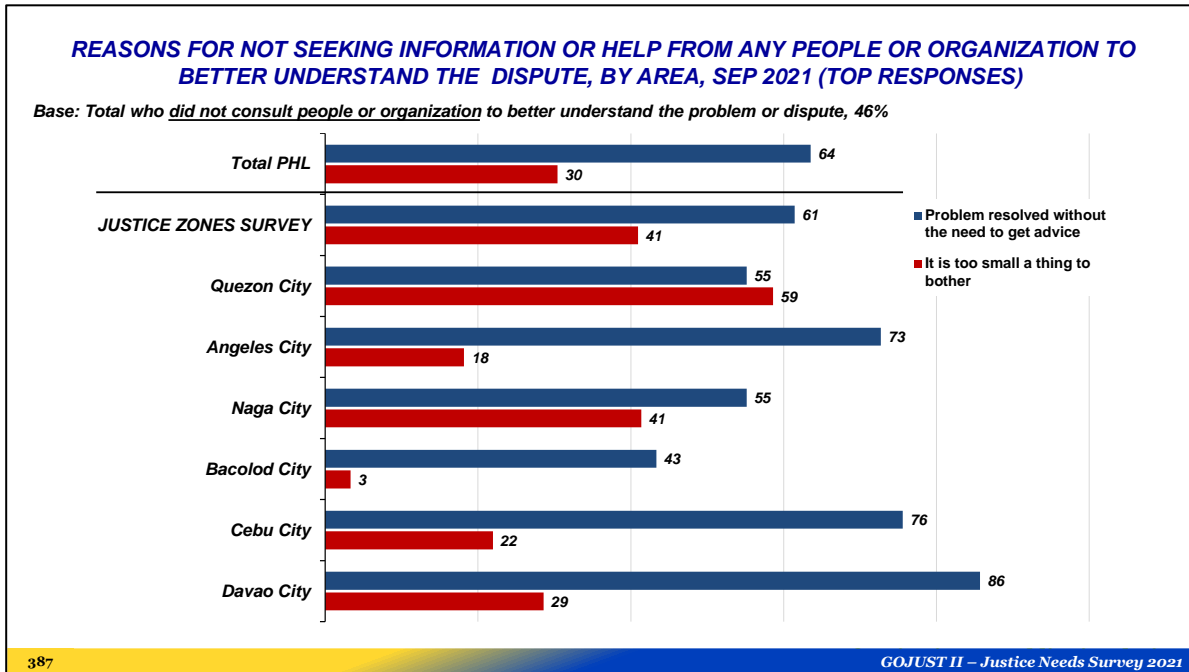
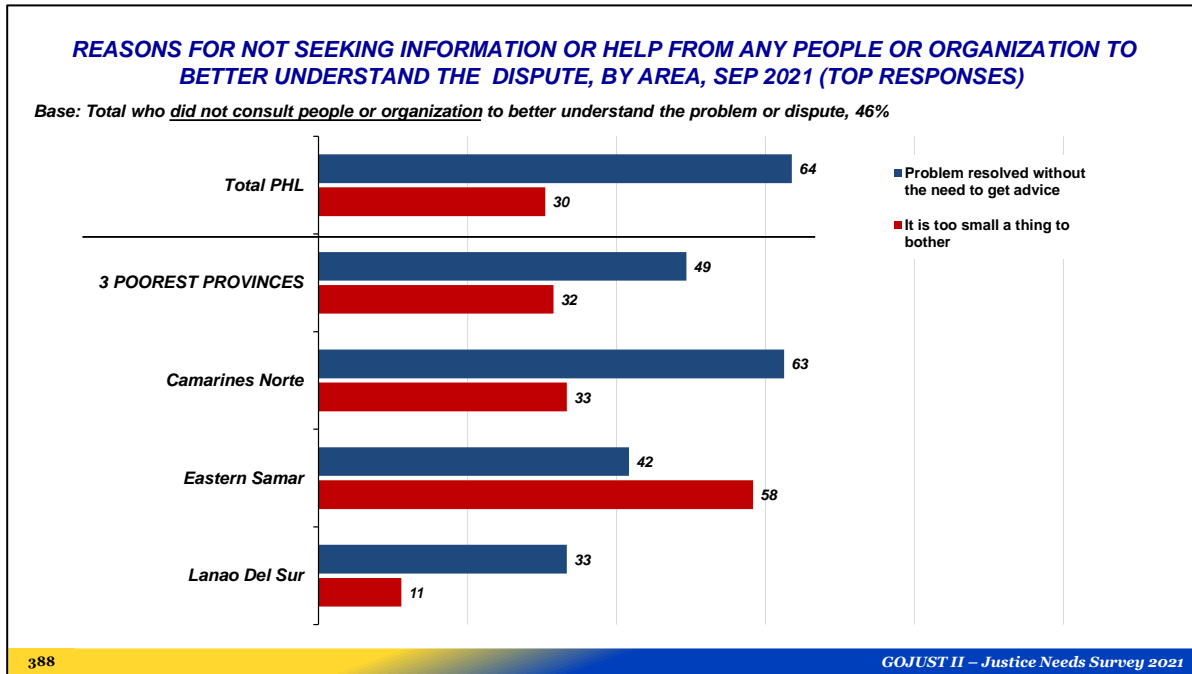




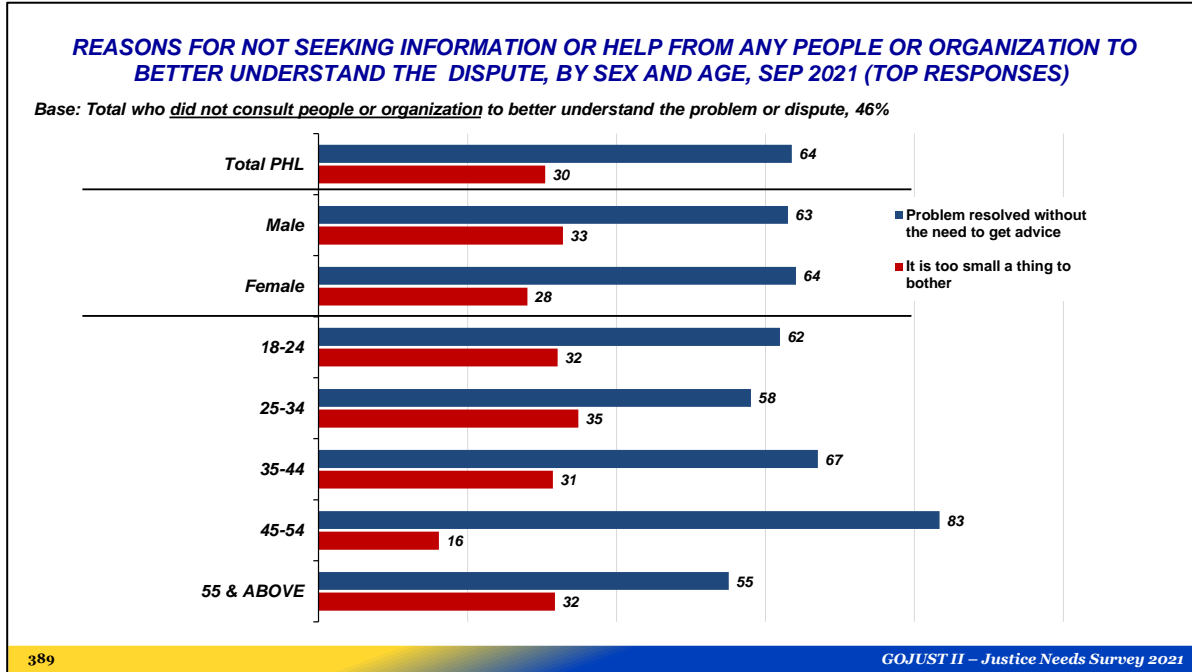
Chart 155



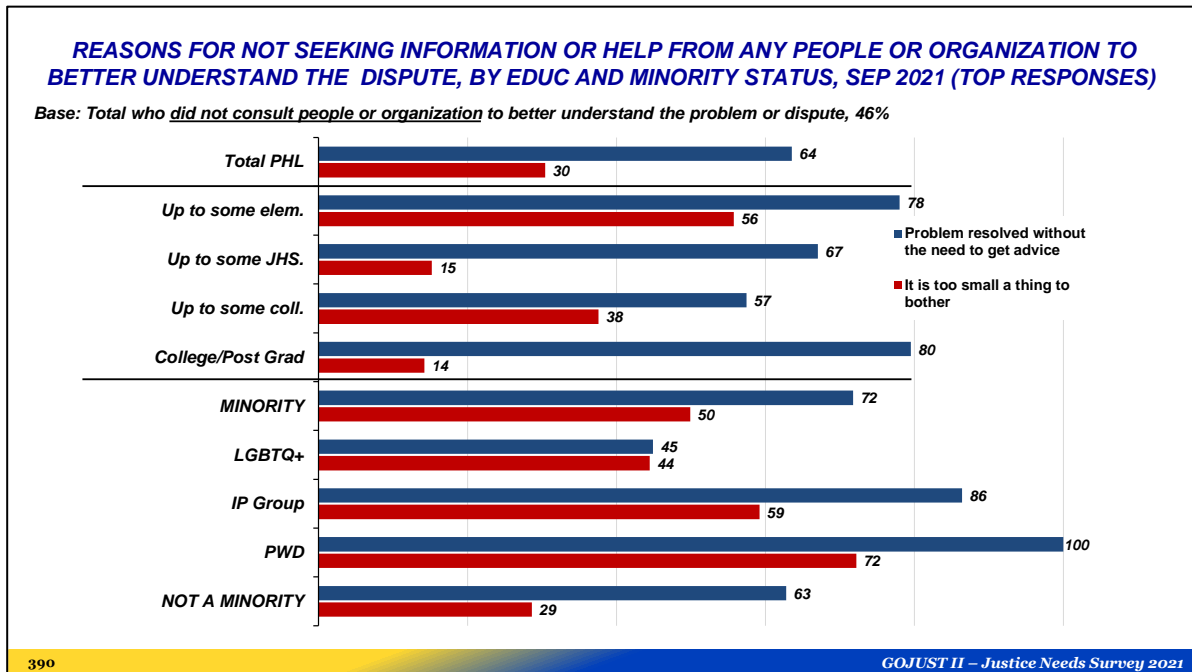


Majorities across socio-demographic groups cited *problem resolved without the need to get advice* as their reason for not seeking legal advice. It is particularly higher among the 45-54 (83%), the non-elementary graduates (78%) and college graduates (80%), and the self-ascribed minority (72%). [Charts 156, 157]

**Chart 156**



**Chart 157**







## 10. Resolution

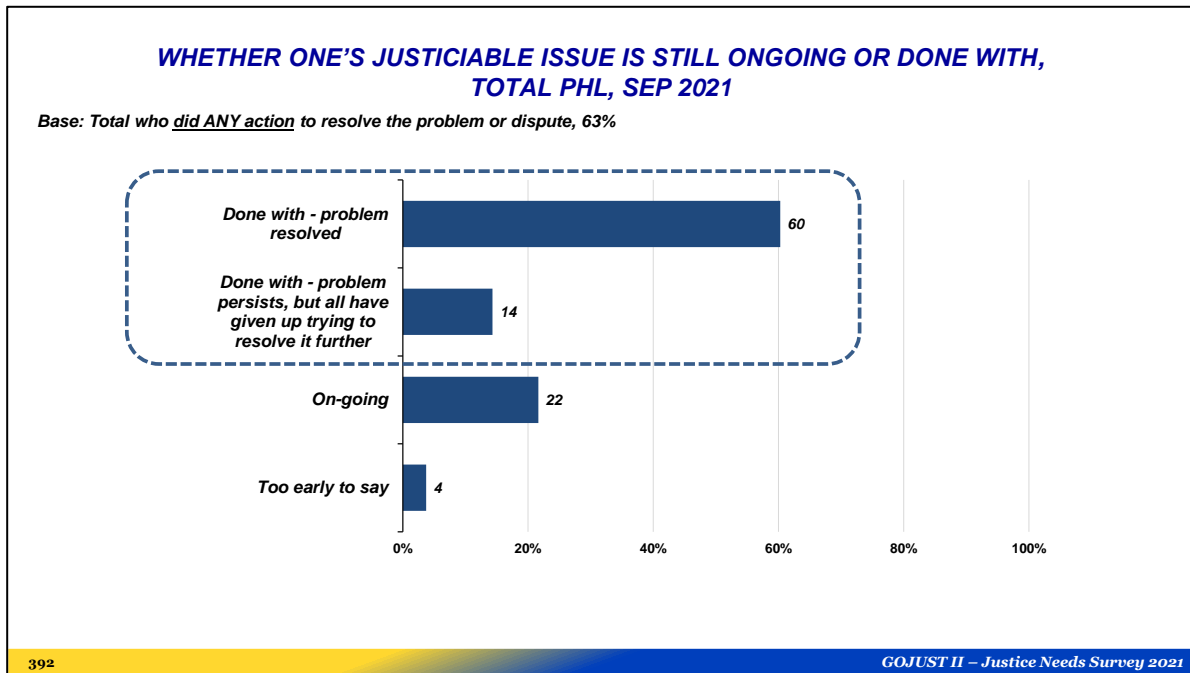
### 10.1. Dispute Resolution

#### 10.1.1. Has the Dispute Already Been Resolved

Of 63% who took any action to resolve the dispute, three-fifths (74%) say their disputes have been resolved, with 60% who say their justiciable issue is *done with - already resolved* and 14% *done with – problem persists but all have given up trying to resolve it further*.

One-fourth, on the other hand, say their disputes are on-going, with 22% who say it is still *on-going* and 4% *too early to say*. [Chart 158]

Chart 158



About six-in-ten in the National Survey (61%) and Justice Zone (58%) say their disputes have been ultimately resolved, higher compared to 47% in the 3 Poorest Provinces, where one-third (36%) have an on-going dispute. [Chart 159]

In the National Survey, except in Visayas, majorities in all areas had their disputes resolved. In Visayas, only 49% had their disputes resolved, as 34% say their disputes are still on-going.

In the Justice Zones, majorities in all areas except in Naga City (48%) and Bacolod City (41%) had their disputes already resolved.

In the 3 Poorest Provinces, 67% in Camarines Norte and 55% in Eastern Samar say their disputes have been resolved, compared to 32% in Lanao del Sur, where 48% have disputes that are on-going.

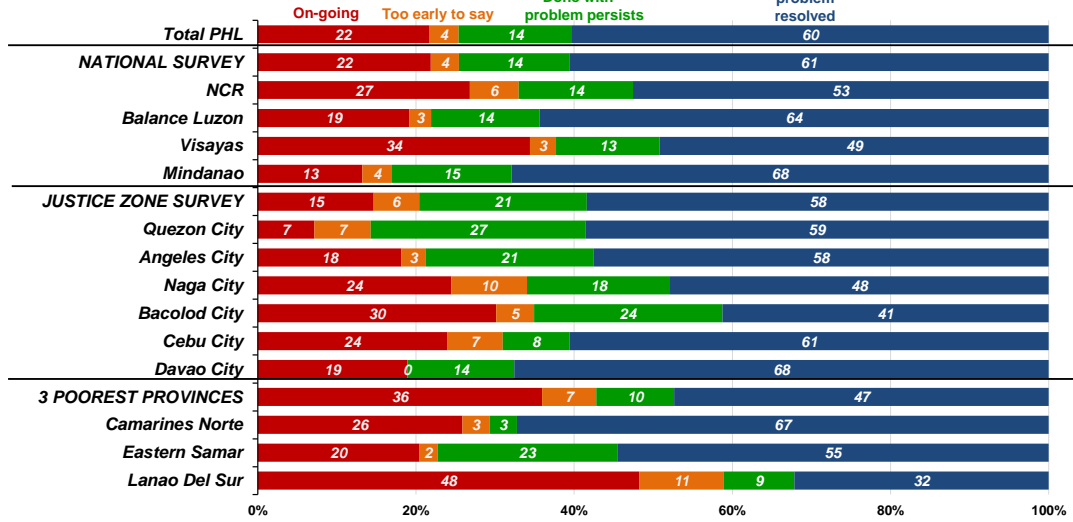


Chart 159

**WHETHER ONE'S JUSTICIABLE ISSUE IS STILL ONGOING OR DONE WITH, BY AREA, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%

Done with -  
problem  
resolved



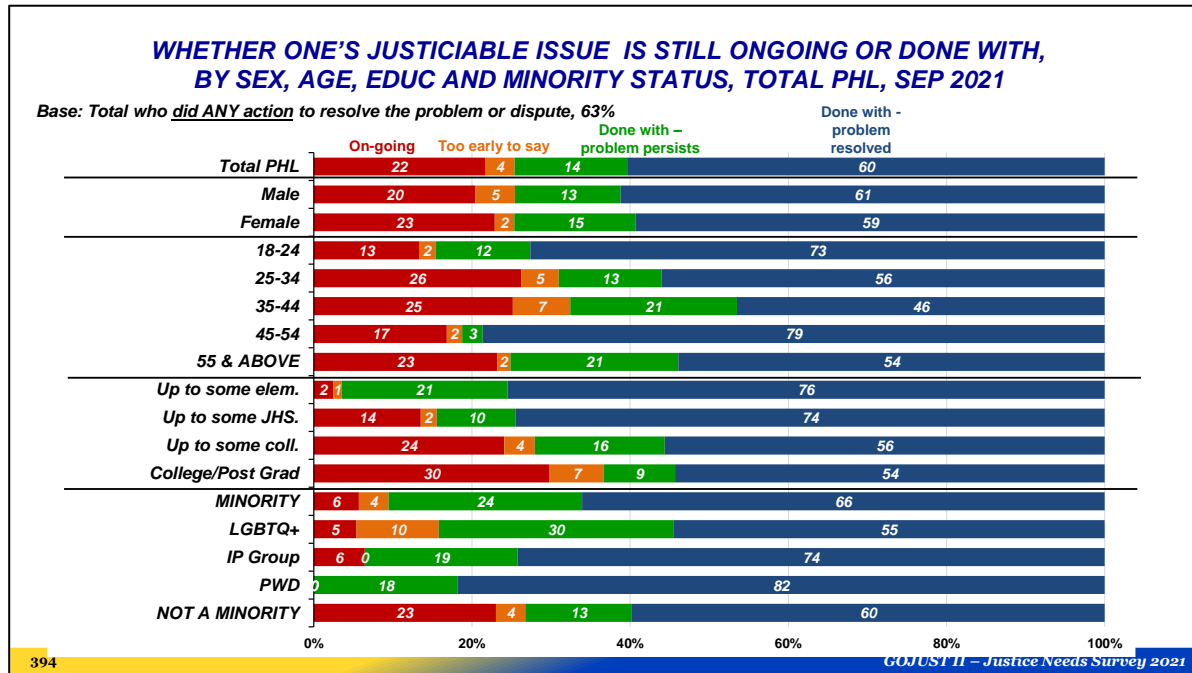
393

GOJUST II - Justice Needs Survey 2021



In Total Philippines, large majorities say their disputes are already done with. In particular, those who disputes have been resolved are higher among the 45-54 and 18-24 (73-79%), the non-elementary graduates (76%), and the self-ascribed minority (66%). [Chart 160]

**Chart 160**



In the National Survey, large majorities across socio-demographics are already done with their disputes. In particular, those who disputes have been resolved are higher among the 18-24, the non-elementary graduates, and the self-ascribed minority. It is notably lower among 35-44 (45%), 55+ (54%), high school and college graduates (55% each). [Chart 161]

In the Justice Zones, large majorities across socio-demographics are already done with their disputes. It is particularly higher among the 45-54 and the non-elementary graduates. All of the self-ascribed minority have their disputes already done with, although most say *problem persists* (79%). Those who disputes have been resolves are particularly lower among the oldest 55+ (53%), college graduates (48%) and self-ascribed minority (21%). [Chart 162]

In the 3 Poorest Provinces, there are more males than females who say their disputes are already done with; 45% of the females have disputes that are still *on-going*. There are also more of the 18-24 and the elementary and high school graduates whose disputes are already done with. All of the self-ascribed minority, compared to 47% of the self-ascribed minority, say their disputes have been resolved. [Chart 163]



Chart 161

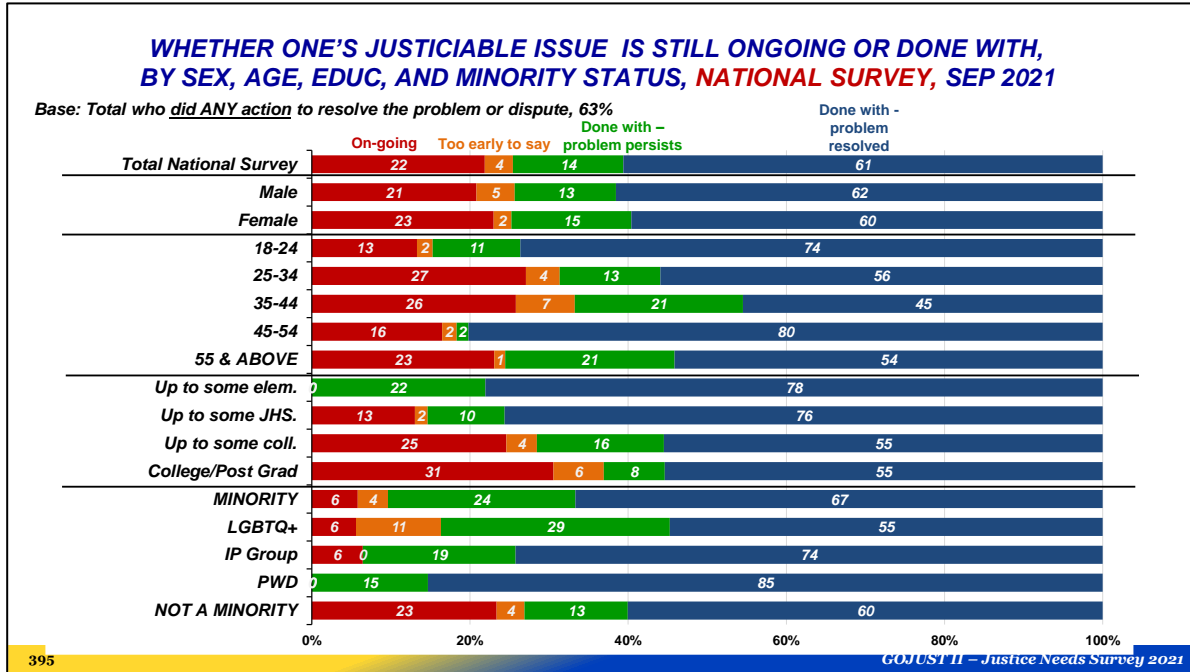


Chart 162

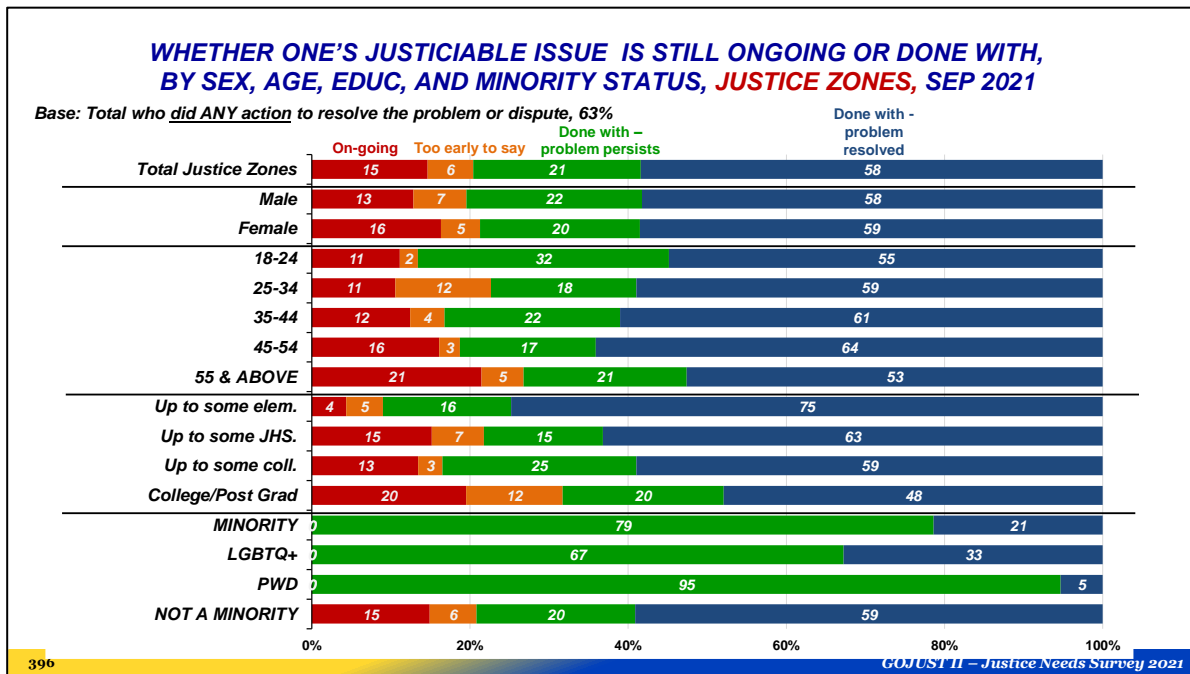
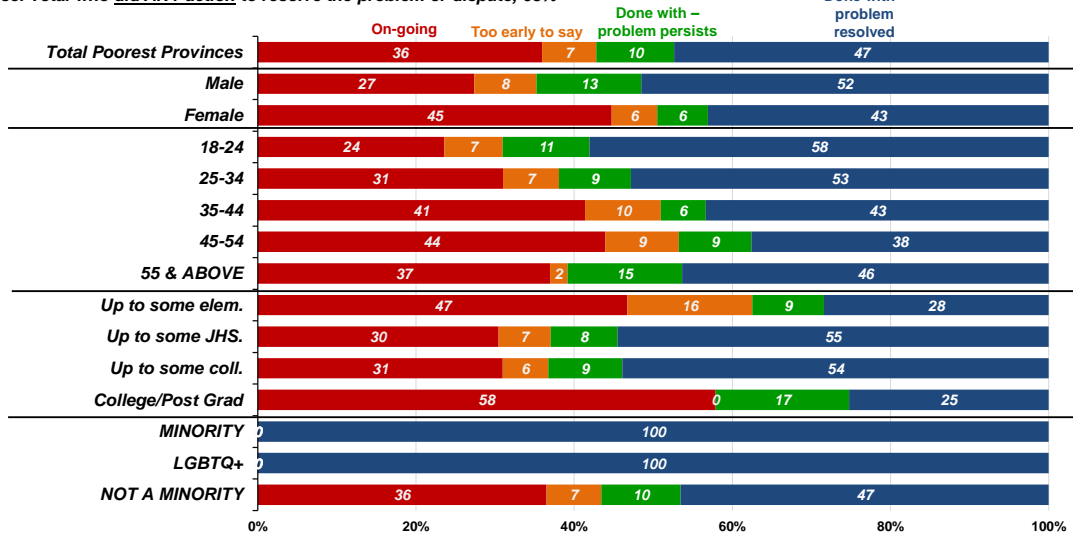




Chart 163

**WHETHER ONE'S JUSTICIABLE ISSUE IS STILL ONGOING OR DONE WITH,  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%



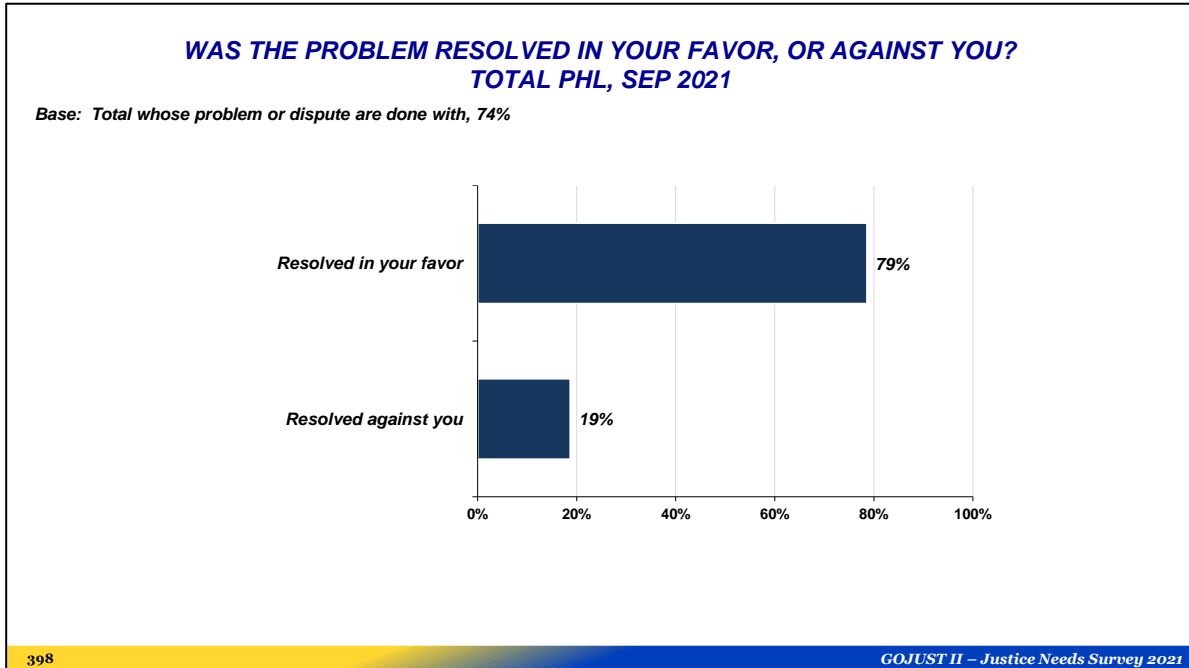
397

GOJUST II - Justice Needs Survey 2021



**Whether the Dispute Was Resolved In One's Favor.** Of the 74% whose disputes are already done with, most (79%) say these were resolved in their favor, while 19% say it is resolved against them. [Chart 164]

*Chart 164*



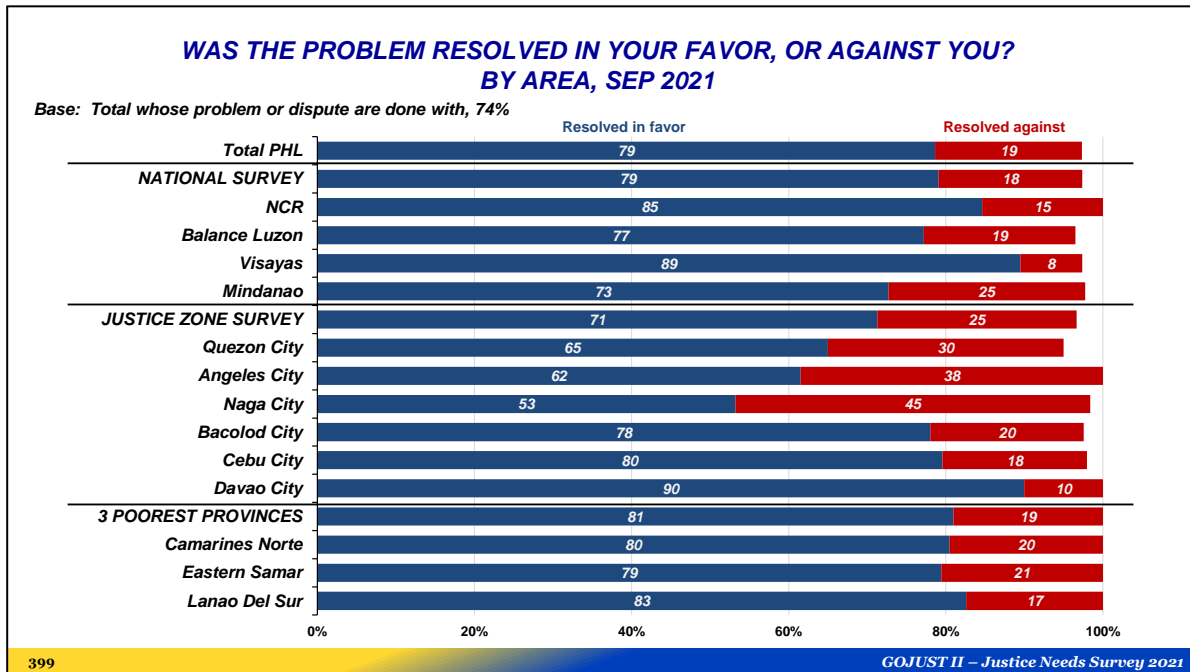


About four-fifths in the National Survey (79%) and in the 3 Poorest Provinces (81%) say their disputes were resolved in their favor, slightly higher than the 71% in the Justice Zones.

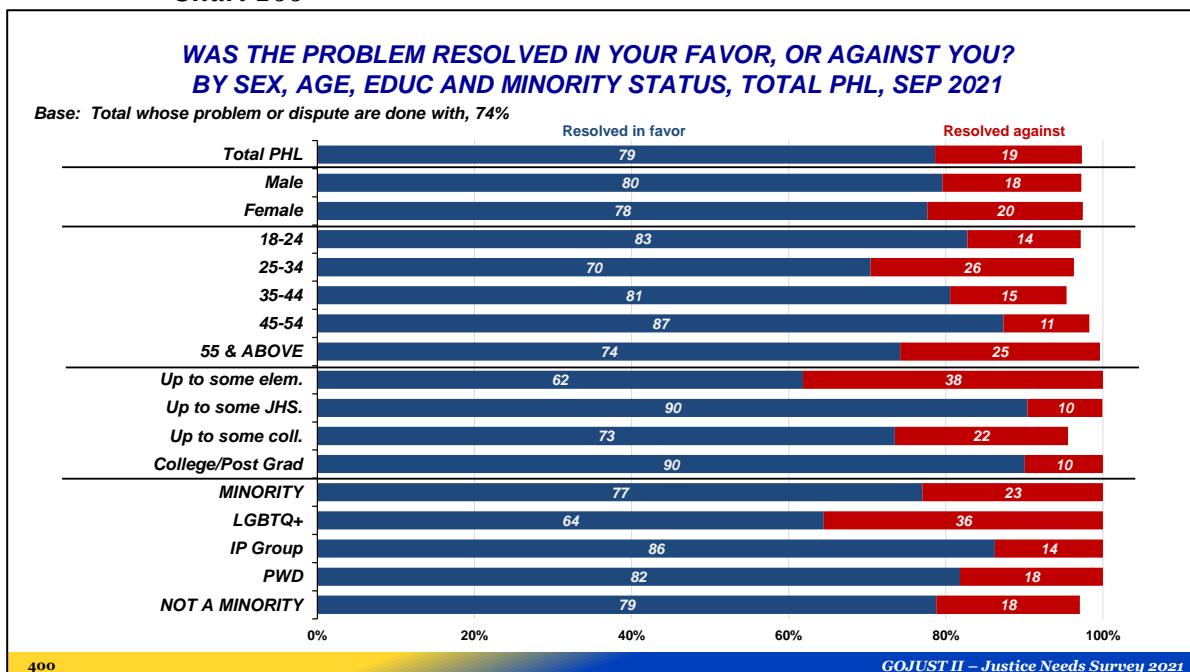
Majorities across all areas and socio-demographics say their disputes were resolved in their favor. In Naga City, only 53% say their disputes were resolved in their favor. [Charts 165, 166, 167, 168]

In the Justice Zones, a low 21% of the self-ascribed minority, compared to 73% of the self-ascribed majority, say their disputes were resolved in their favor; 79% of the minority say their disputes were resolved against them.

**Chart 165**

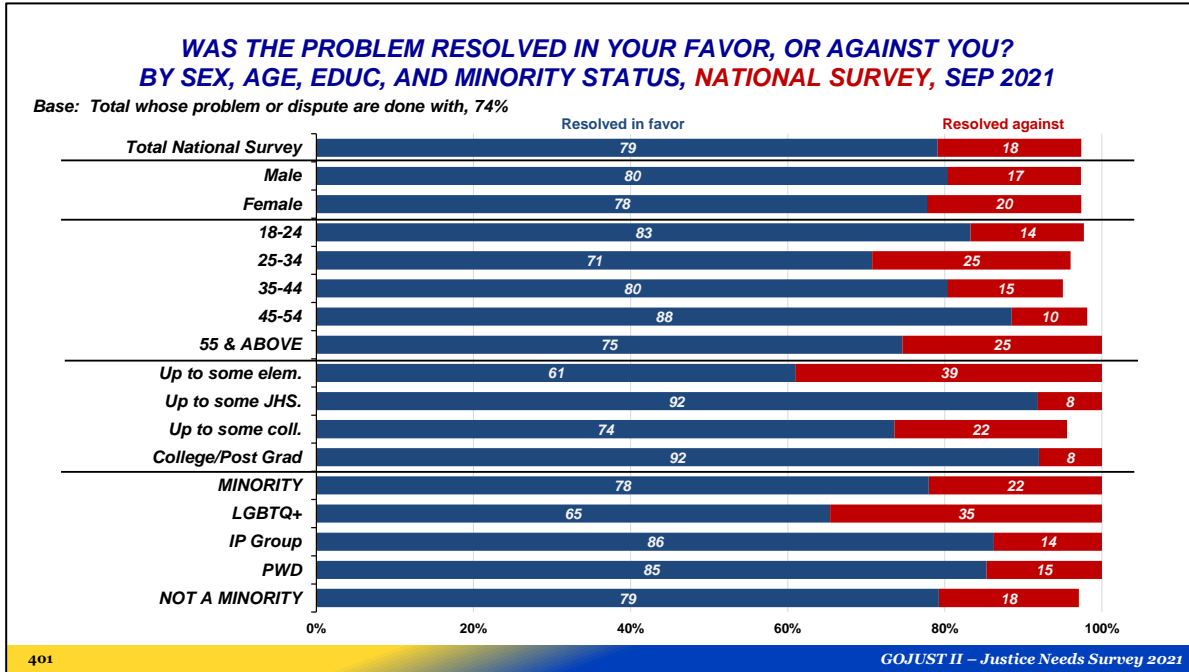


**Chart 166**

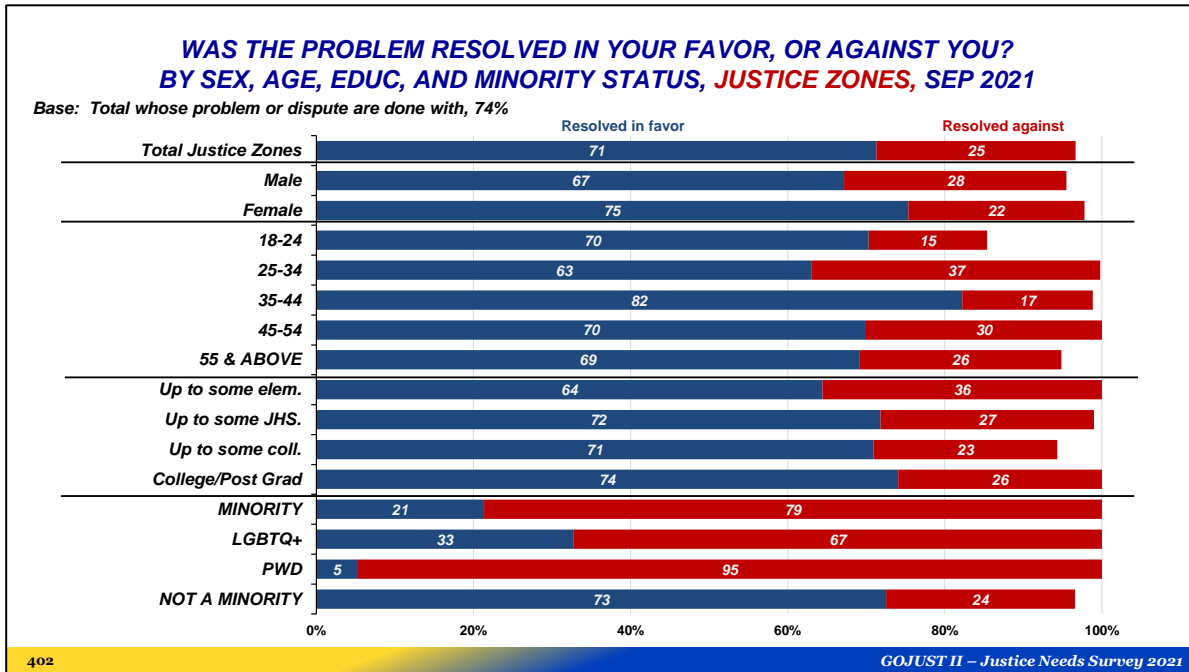




**Chart 167**



**Chart 168**







In the 3 Poorest Provinces, majorities across socio-demographics had the problem resolved in their favor. [Chart 169]

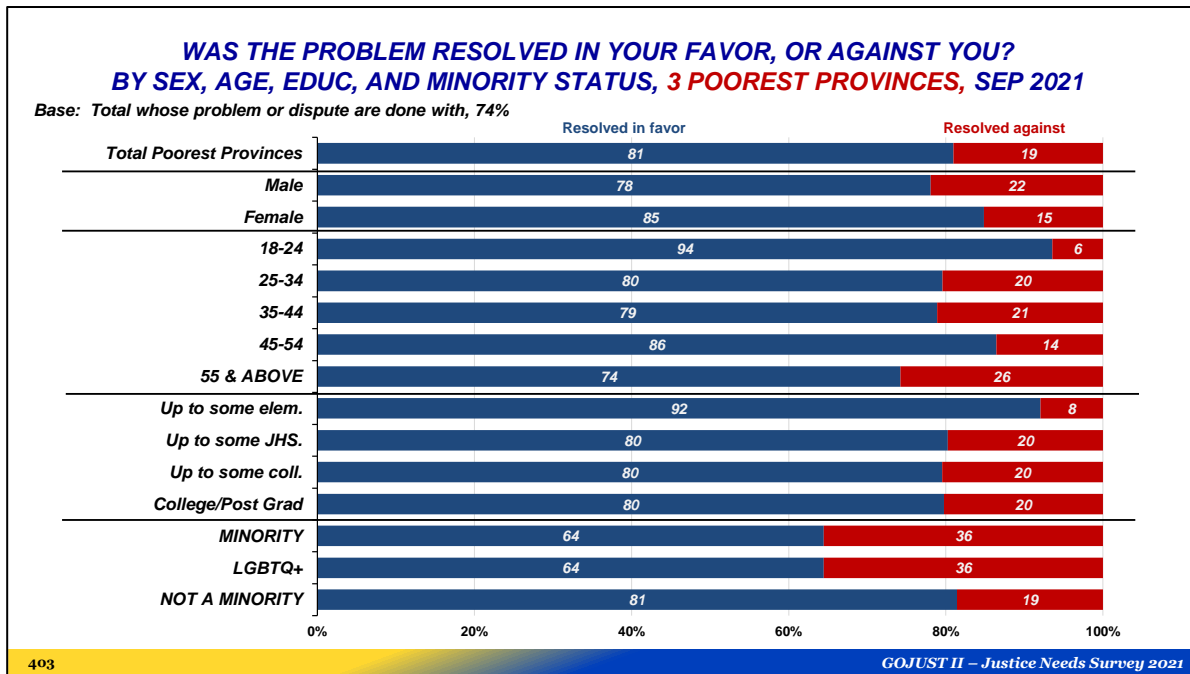
More females (85%) than males (78%) had the problem resolved in their favor.

Almost all among 18-24 (94%) had it resolved in their favor.

Almost all among non-elementary graduates (92%) had the problem resolved in their favor, higher than those with more education (80% each).

More self-ascribed majority (81%) than self-ascribed minority (64%) had it resolved in their favor.

**Chart 169**

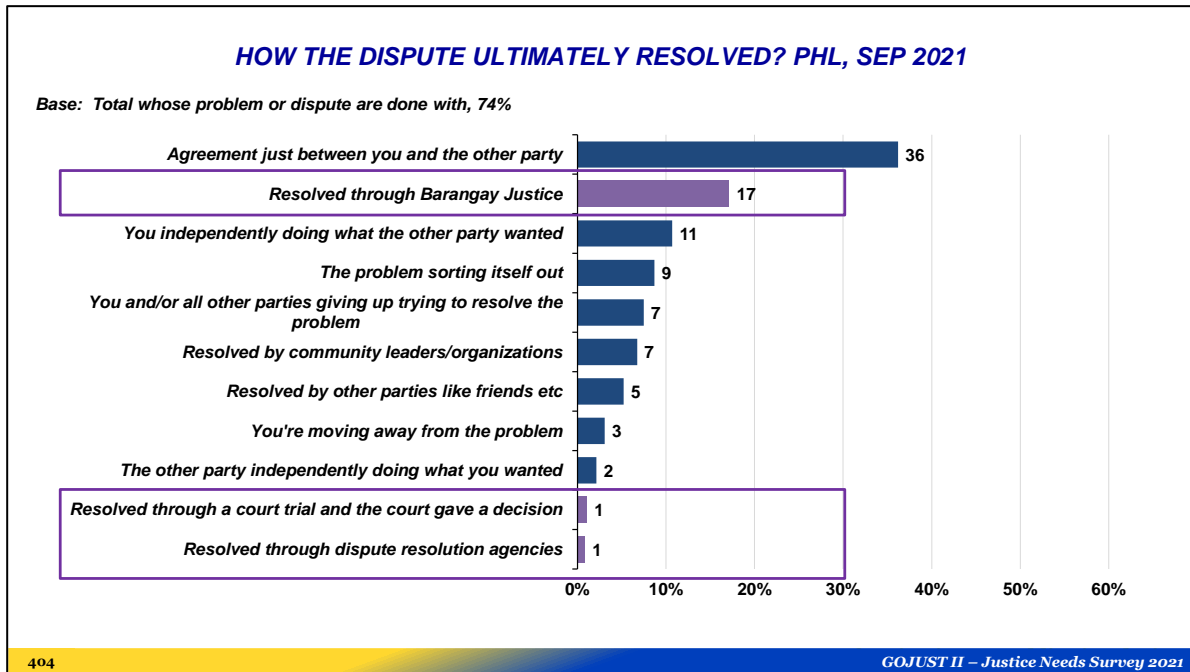




### 10.1.2. How the Dispute Was Ultimately Resolved

Of the 74% whose disputes have already been resolved, most (36%) say their disputes were resolved between the parties. It is followed by 17% whose disputes were resolved through Barangay Justice. Very few had their disputes resolved in formal judicial institutions other than the Barangay Justice – 1% *through a court trial and the court gave a decision*, and 1% *through dispute resolution agencies*. [Chart 170]

Chart 170





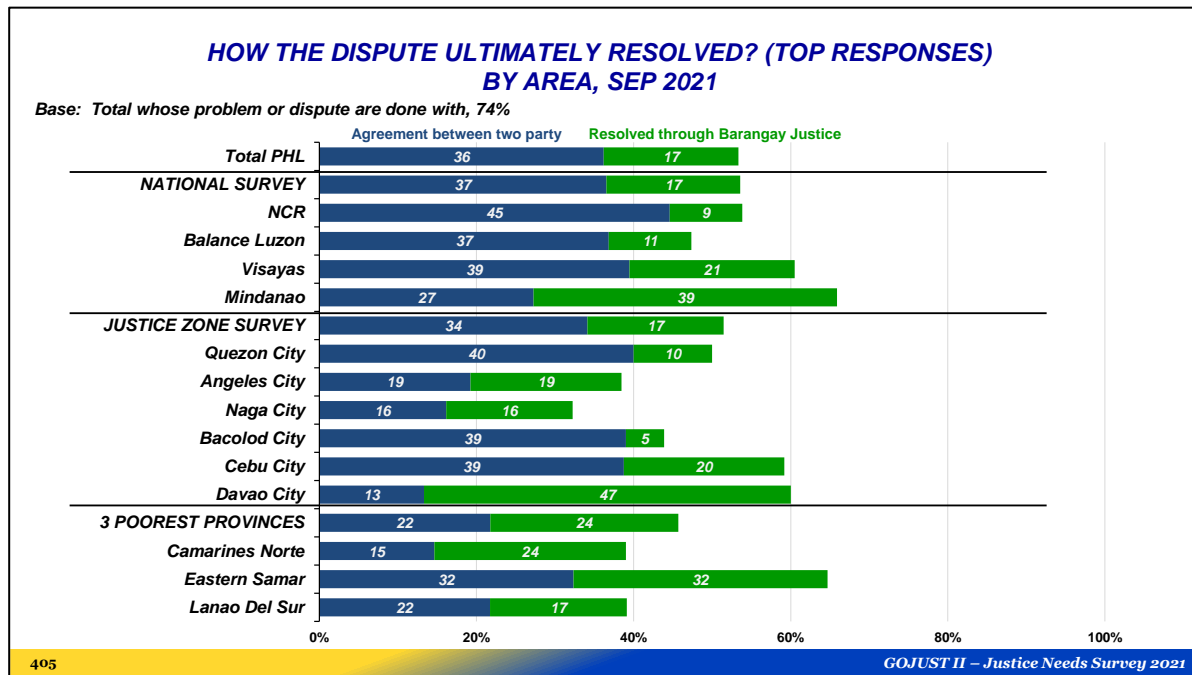
About one-third in the National Survey (37%) and the Justice Zones (34%) resolved their disputes with agreement between two parties, compared to 22% in the 3 Poorest Provinces (22%). [Chart 171]

In NCR, 45% in NCR and about three-in-ten in Balance Luzon and Visayas resolved the dispute with an agreement between the parties, compared to only 27% in Mindanao. In Mindanao, 39% resolved their disputes through Barangay Justice.

In the Justice Zones, the percentages of those who resolved the problem with an agreement are higher in Quezon City (40%), Bacolod City (39%) and Cebu City (39%) than in the other areas. In Davao City, 47% resolved their disputes through Barangay Justice.

In the 3 Poorest Provinces, 32% in Eastern Samar resolved their disputes with agreement between two parties, slightly higher than in the other two provinces. Another 32% in Eastern Samar resolved their disputes through Barangay Justice.

**Chart 171**

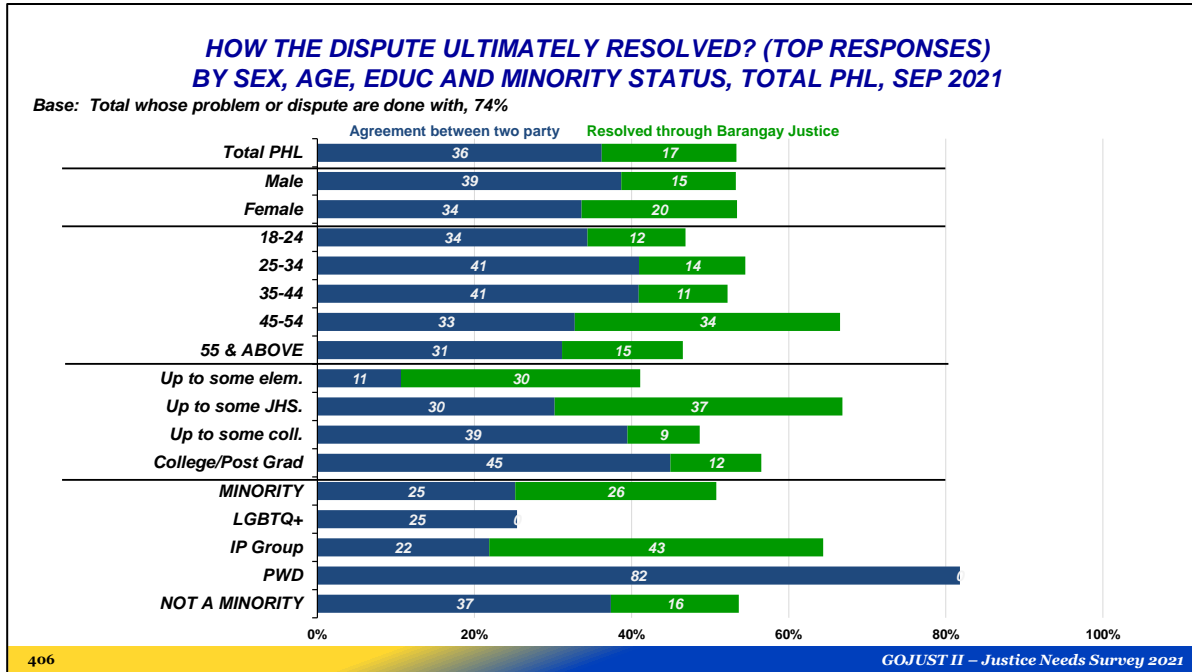




In Total Philippines, the percentages of those who resolved their disputes with an agreement between the parties are higher among males (39%) and among the 25-44 (41%). Resolution through agreement between parties increases with education, and is highest among the college graduates at 45%. Only 11% of the non-elementary graduates had their disputes through an agreement as 30% had their disputes through the Barangay Justice.

One-third of the self-ascribed majority (37%) had their disputes resolved through an agreement, compared to 25% among the minority; 26% of the self-ascribed minority had their disputes resolved through the Barangay Justice. [Chart 172]

**Chart 172**





In the National Survey, the percentages of those who resolved their disputes with an agreement between the parties are higher among males (39%) and among the 25-44 (41%). Resolution through agreement between parties increases with education, and is highest among the college graduates at 46%. Only 10% of the non-elementary graduates had their disputes through an agreement as 30% had their disputes through the Barangay Justice. One-third of the self-ascribed majority (38%) had their disputes resolved through an agreement, compared to 25% among the minority; 26% of the self-ascribed minority had their disputes resolved through the Barangay Justice. [Chart 173]

In the Justice Zones, two-fifths of the 25-34 (43%) had their problems resolved through an agreement. Resolution through agreement between parties increases with education, and is higher among the college-educated at 37-38%. Half (50%) of the non-elementary graduates had their disputes resolved through Barangay Justice. [Chart 174]

Two-fifths (42%) of the self-ascribed minority also had their disputes resolved through an agreement, slightly higher among the 34% among the self-ascribed majority.

**Chart 173**

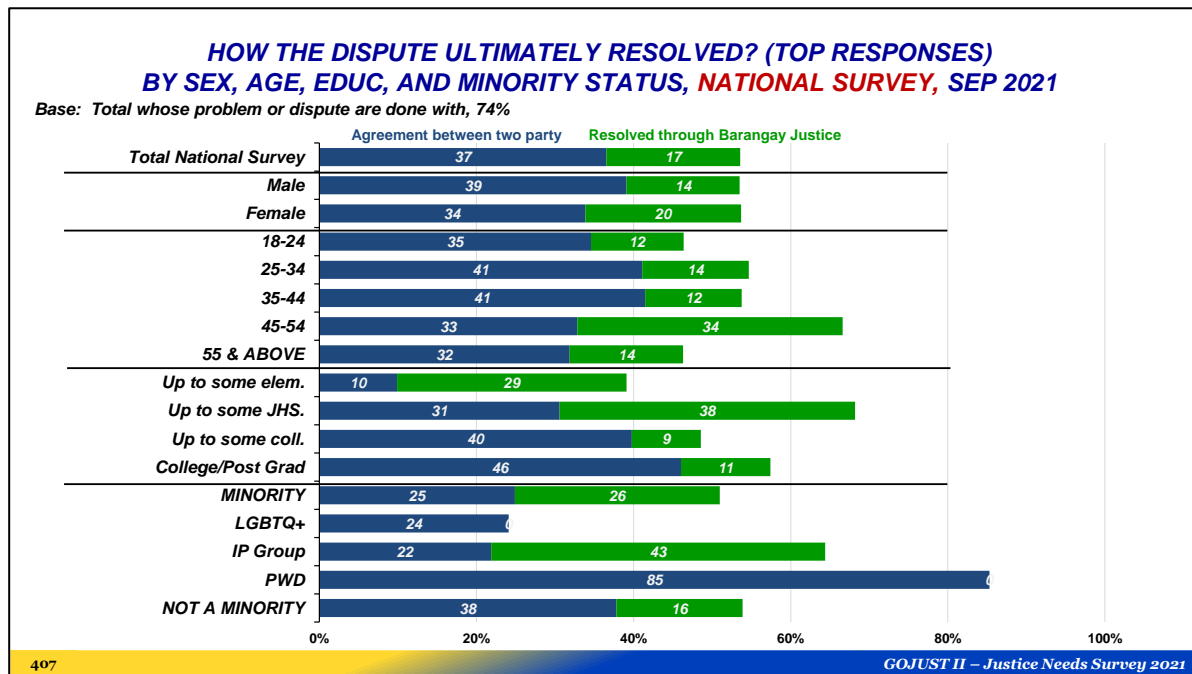
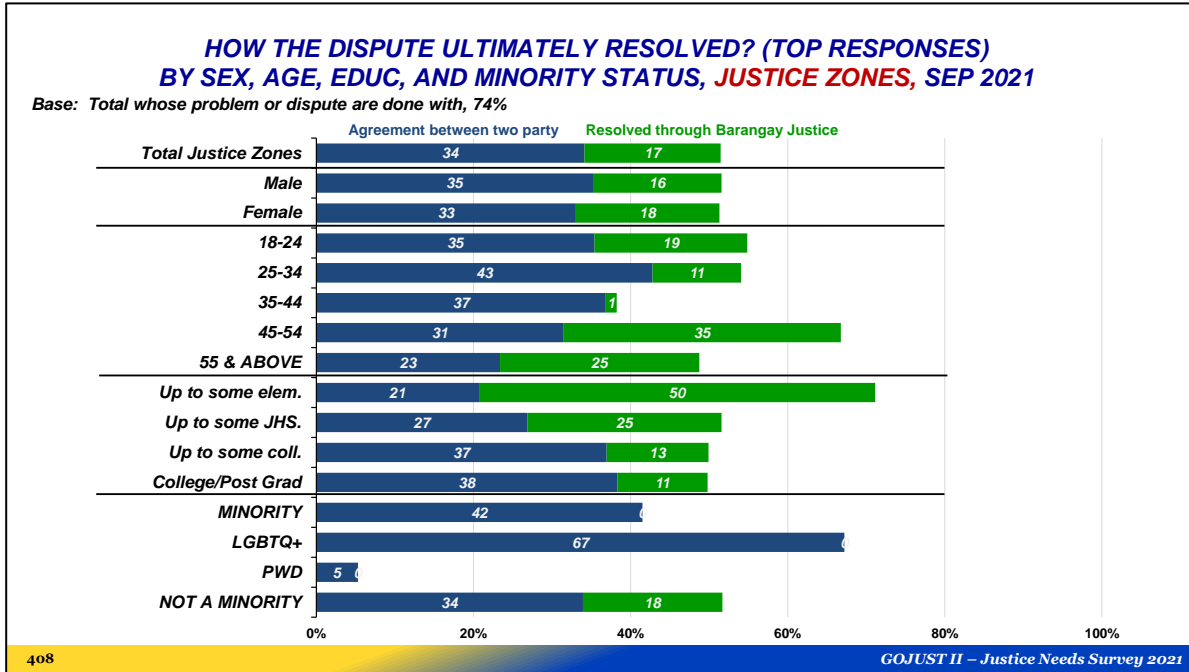




Chart 174



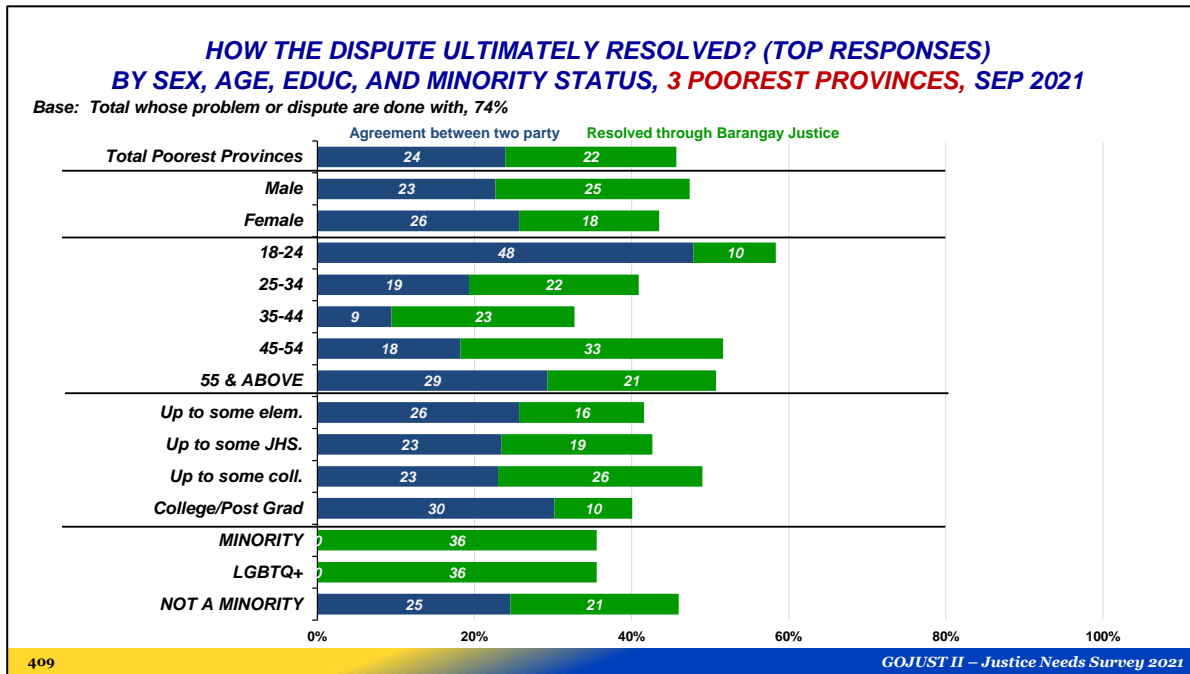


In the 3 Poorest Provinces, 48% among 18-24 resolved the problem through an agreement; there are slightly more of the older adults who had their disputes resolved through Barangay Justice. [Chart 175]

There are slightly more among college graduates (30%) who resolved the dispute through an agreement between the two parties. There are slightly more of those with less than college education whose cases were resolved through Barangay Justice.

Thirty-six percent among self-ascribed minority went through Barangay Justice to resolve the problem. On the other hand, 25% among self-ascribed majority had an agreement between two party.

**Chart 175**





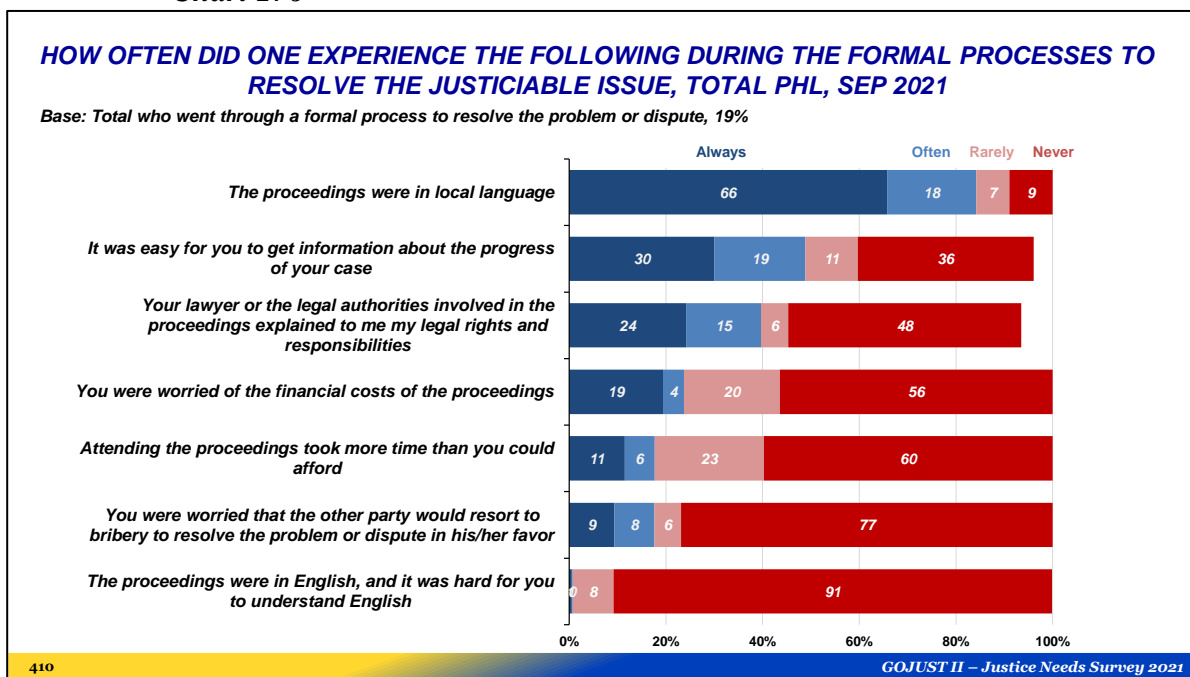
### 10.1.1. Experience of Resolving the Dispute Through Formal Institutions

A total of 19% went through the formal processes in resolving their disputes: through a court trial and the court gave a decision; resolved through court-annexed mediation or judicial dispute resolution; through small claims court; resolved through Barangay Justice; and, resolved through agencies involved in dispute resolution like DARAB and NLRC. [Chart 176]

Of those who went through formal processes, 36% say it was never easy for them to get information about the progress of their case, and 48% say their lawyer or legal authorities involved in the proceedings never explained their legal rights and responsibilities.

Meanwhile, 66% say the proceedings were *always* in local language.

Chart 176



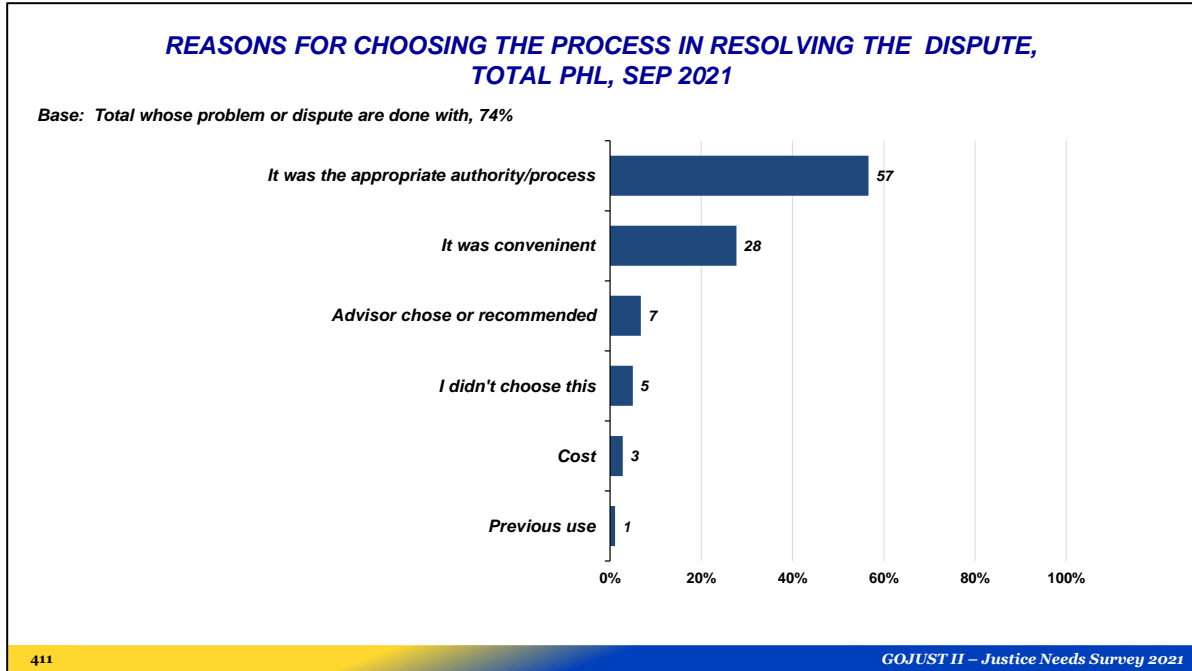




### 10.1.1. Reasons For Choosing The Process In Resolving The Dispute

Among the 74% of those whose disputes have already been resolved, 57% say they chose the process in resolving the dispute because it was the *appropriate authority/process*, while 28% said it was *convenient*. [Chart 177]

Chart 177



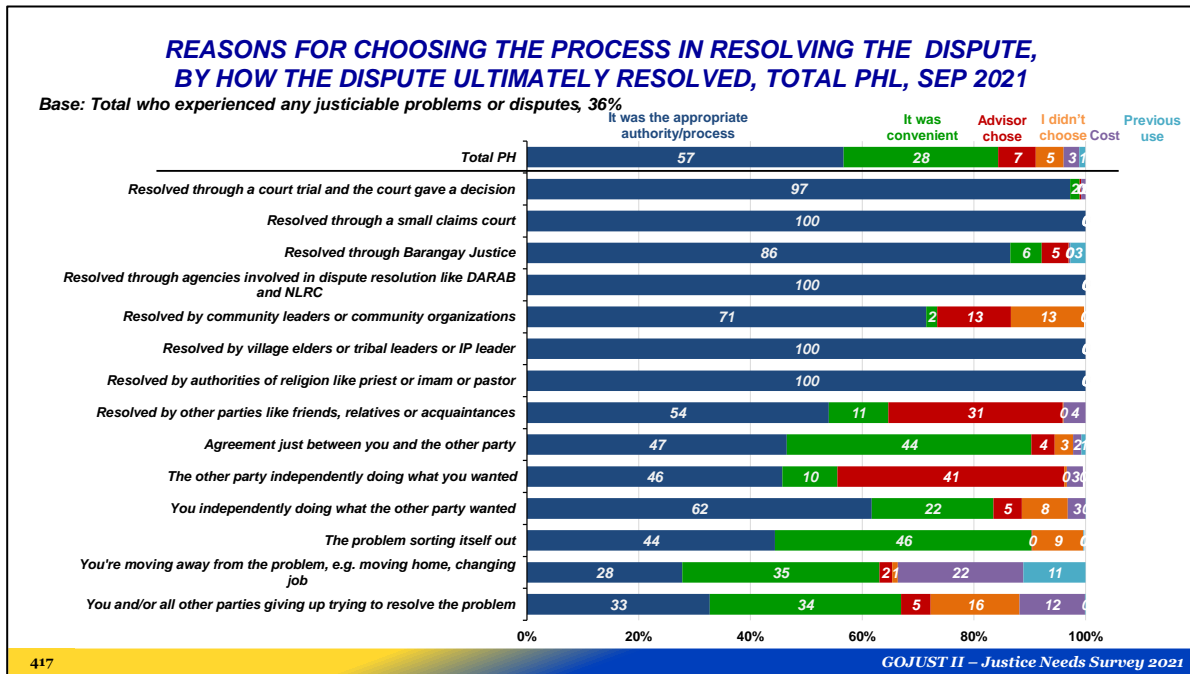


Majorities to almost all of those whose disputes were resolved through formal processes chose it because *it was the appropriate authority or process to resolve the problem*. [Chart 178]

Most of those who went through other processes chose it because *it was the appropriate authority or process*.

Conversely, the process was mostly *convenient* for those whose disputes sorted itself out, moved away from the problem and gave up trying to resolve the problem.

**Chart 178**





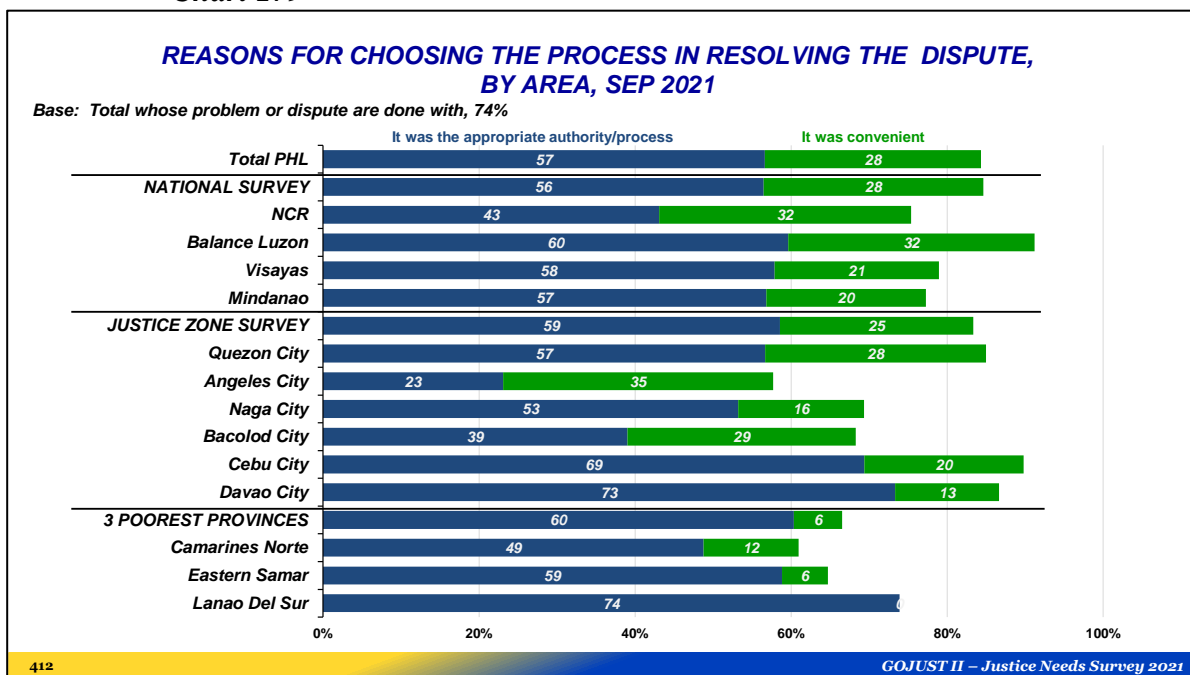
The percentages of those who chose their preferred dispute resolution process because it was the *appropriate authority or process* are about the same across the survey components.

In the National Survey, majorities in the provincial areas cited *it was the appropriate authority or process*, compared to only 43% in NCR. [Chart 179]

Except in Angeles City and Bacolod City, majorities in the Justice Zones cited *it was the appropriate authority or process*. Only 23% in Angeles City and 39% in Bacolod City cited the same. One-third (35%) in Angeles City cited *convenience* for choosing the process.

In the 3 Poorest Provinces, 74% in Lanao del Sur cited *it was the appropriate authority or process*, more than in the other two provinces.

**Chart 179**





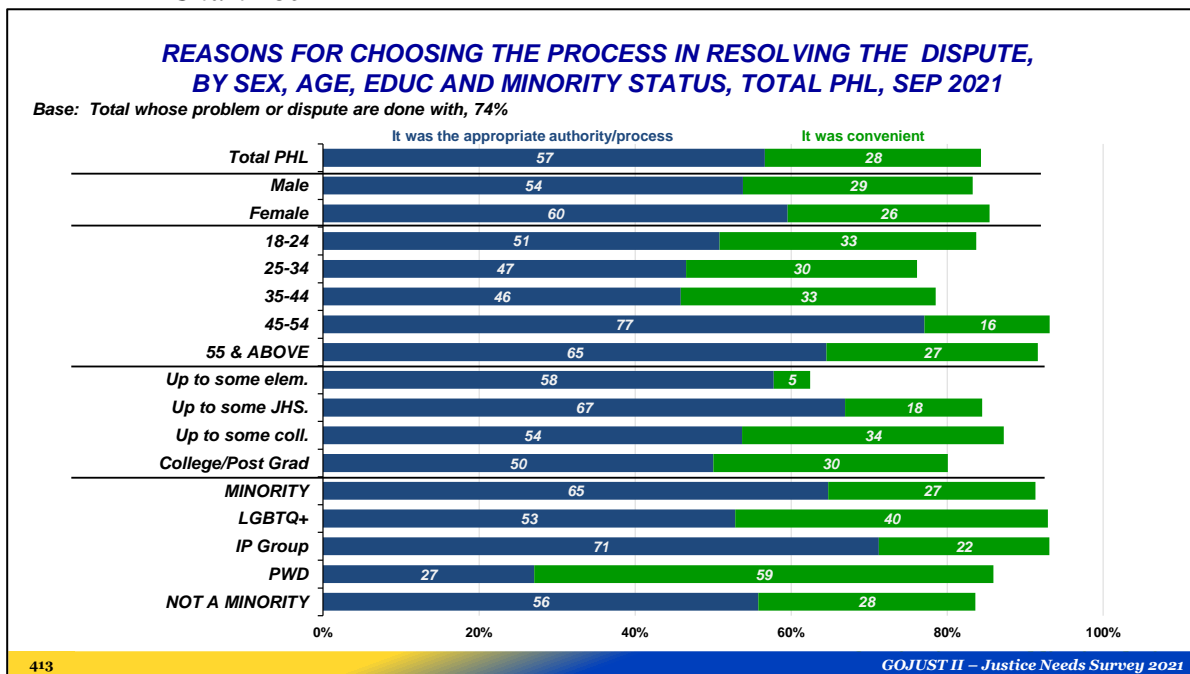
In Total Philippines, the percentages of those who cited it was the appropriate authority or process are higher among the females (60%), among the 45 and above (65-77%), among the non-college-educated (54-67%), and the self-ascribed minority (65%). [Chart 180]

In the National Survey, the percentages of those who cited it was the appropriate authority or process are higher among the females (59%), among the 45 and above (65-79%), among the non-college-educated (53-67%), and the self-ascribed minority (64%). [Chart 181]

In the Justice Zones, the percentages of those who cited it was the appropriate authority or process are higher among the females (64%), among the 25-44 (64-66%), among the non-college-educated (59-63%), and the self-ascribed minority (86%). [Chart 182]

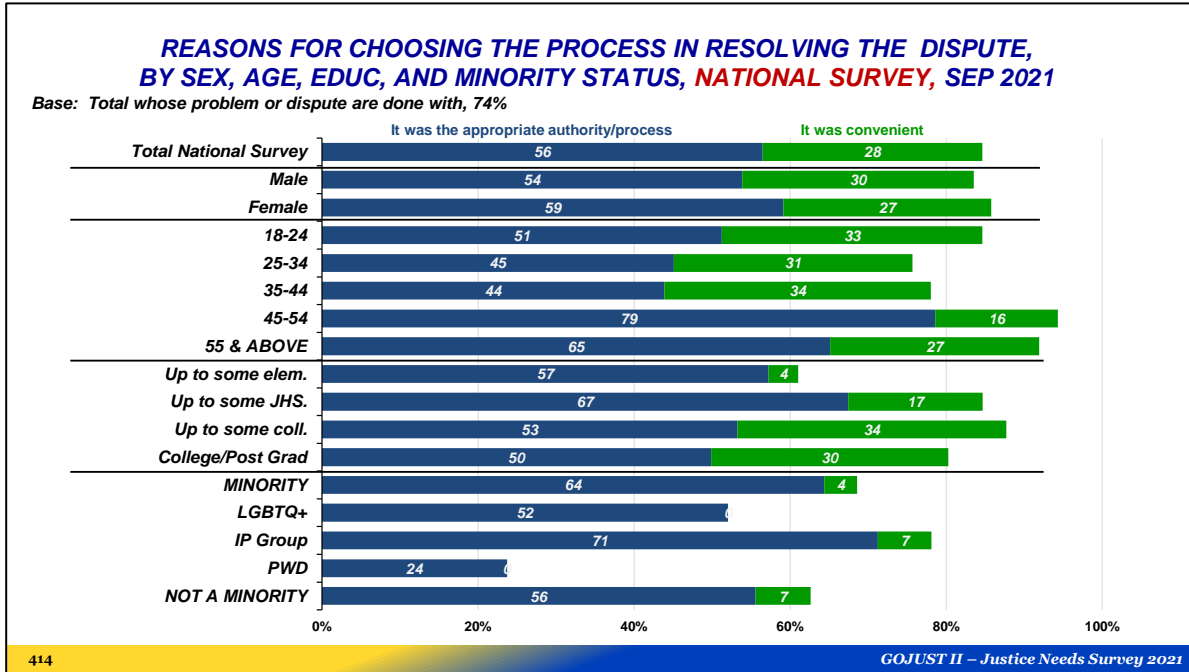
In the 3 Poorest Provinces, the percentages of those who cited it was the appropriate authority or process are higher among the females (67%), among the 35-44 (69-79%), and among the non-elementary graduates (74%). [Chart 183]

**Chart 180**





**Chart 181**



**Chart 182**

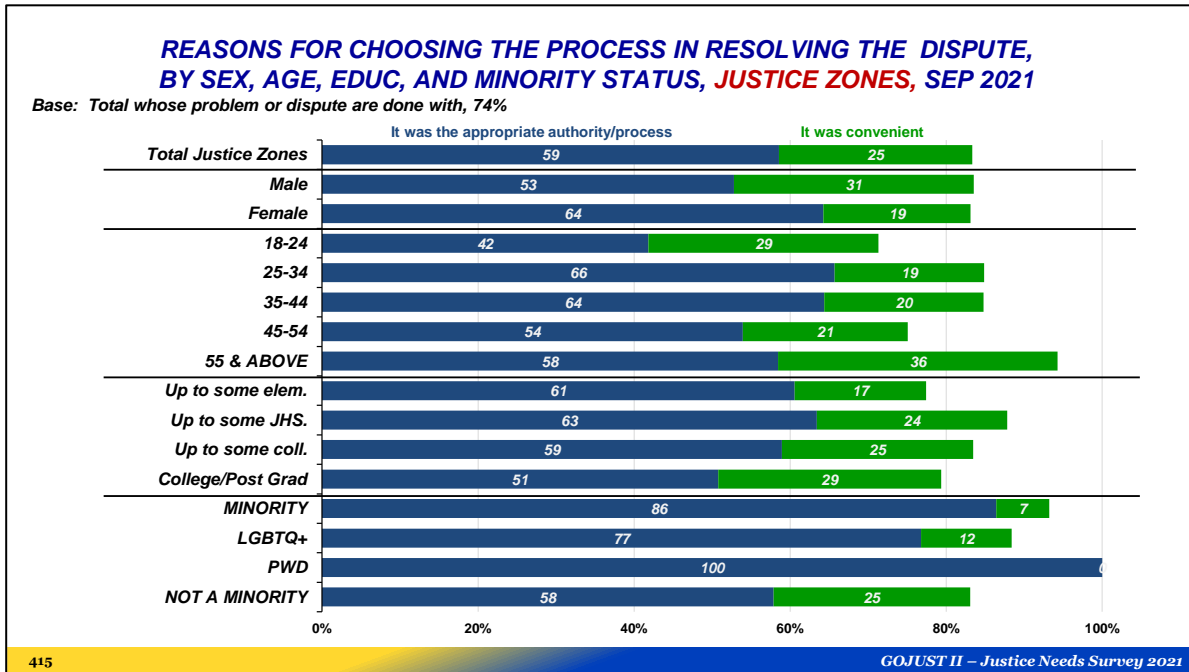
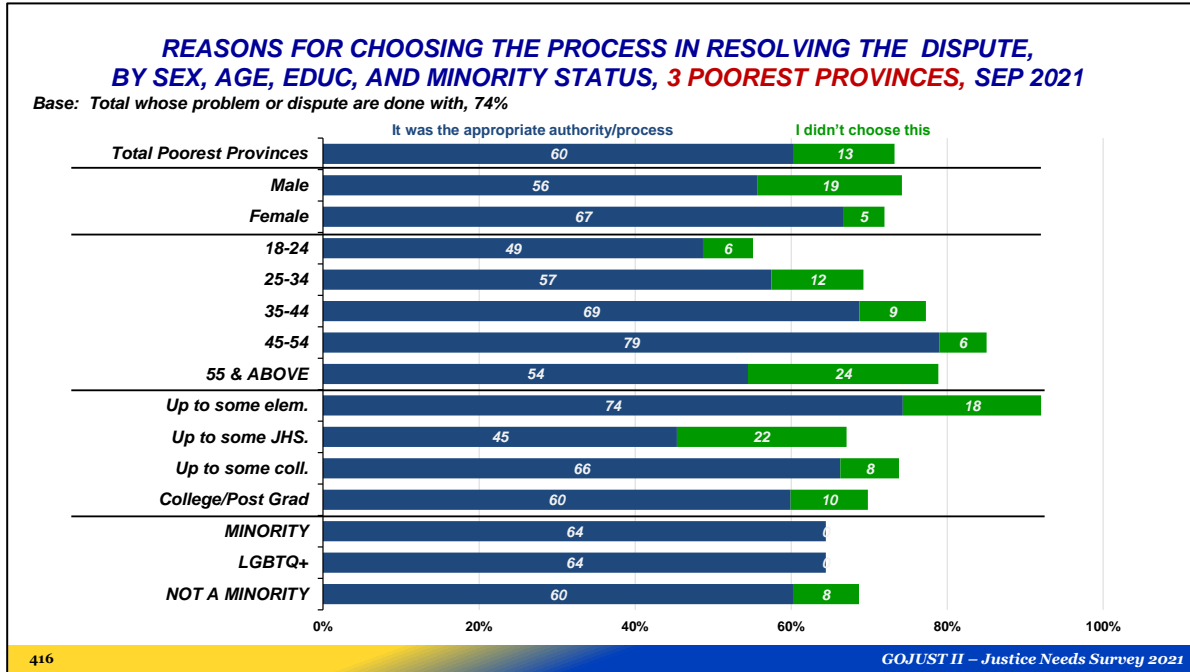




Chart 183



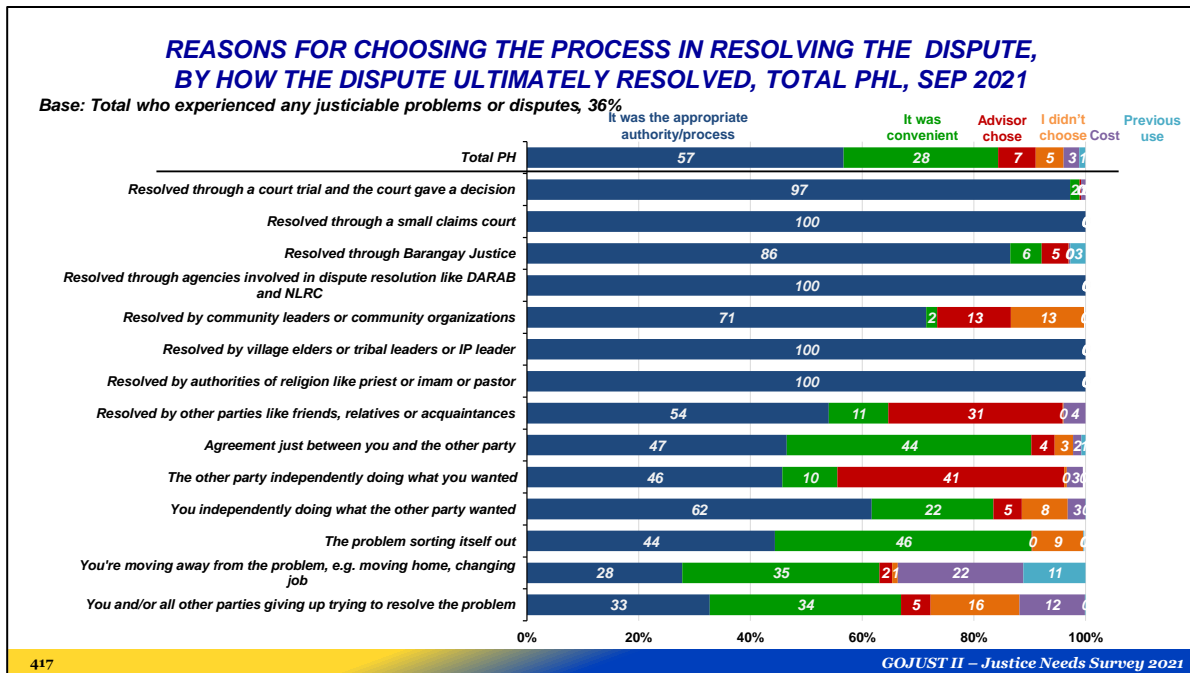


Except among those who went through Barangay Justice, almost all among who went through formal processes chose it because it was the *appropriate authority or process* to resolve the problem. Eighty-six percent chose Barangay Justice because it was the appropriate process or authority. [Chart 184]

Most of those who went through other processes chose it because it was the appropriate authority or process. It is particularly lower among those who moved away from the problem (28%) and them and/or all parties gave up trying to resolve the problem (33%).

Conversely, the process was convenient for 46% among those problem sorted itself out, 35% among those who moved away from the problem and 34% among those who gave up trying to resolve the problem.

**Chart 184**





### 10.1.1. Satisfaction With How The Dispute Was Resolved

Of the 74% whose disputes are already done with, 70% were satisfied (37% *very satisfied*, 33% *satisfied*) with how their problems were resolved, while 17% were not satisfied (10% *not satisfied* and 7% *not at all satisfied*); 13% are undecided. [Chart 185]

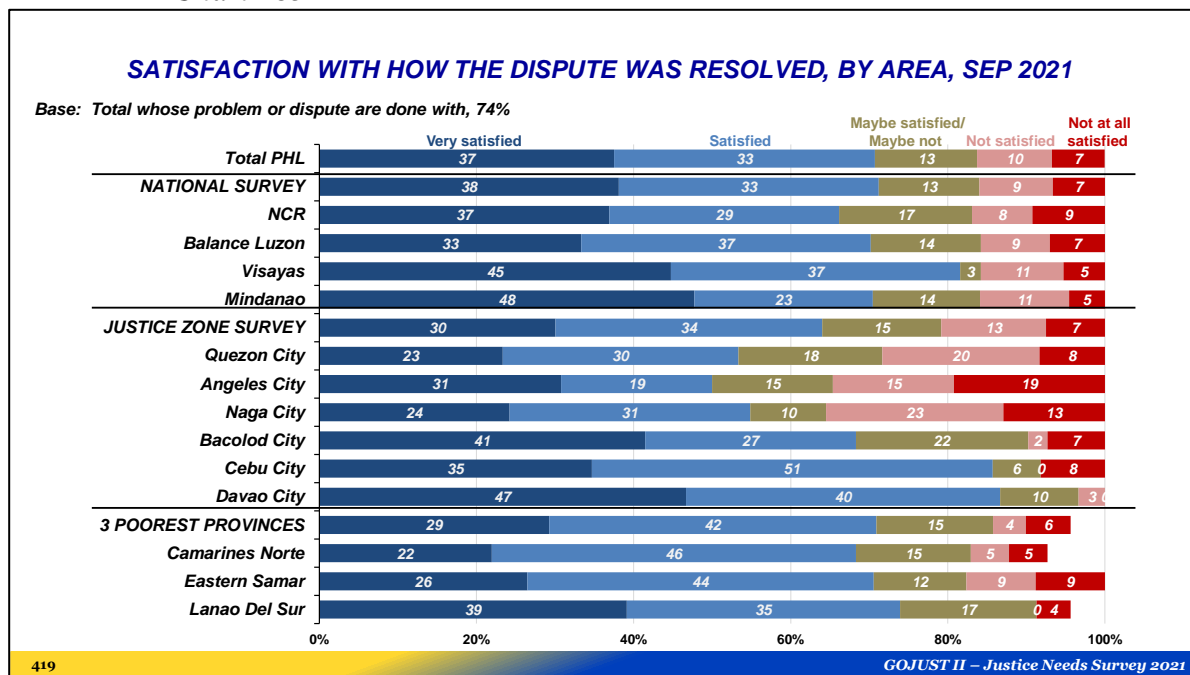
Satisfaction with how their disputes were resolved is slightly higher in the National Survey and in the 3 Poorest Survey than in the 3 Poorest Provinces.

In the National Survey, satisfaction with how their disputes were resolved is highest in Visayas (82%).

In the Justice Zones, satisfaction is highest in Cebu City (86%) and Davao City (87%) than in the other zones.

In the 3 Poorest Provinces, satisfaction is slightly higher in Lanao del Sur (74%) than in the other provinces.

**Chart 185**





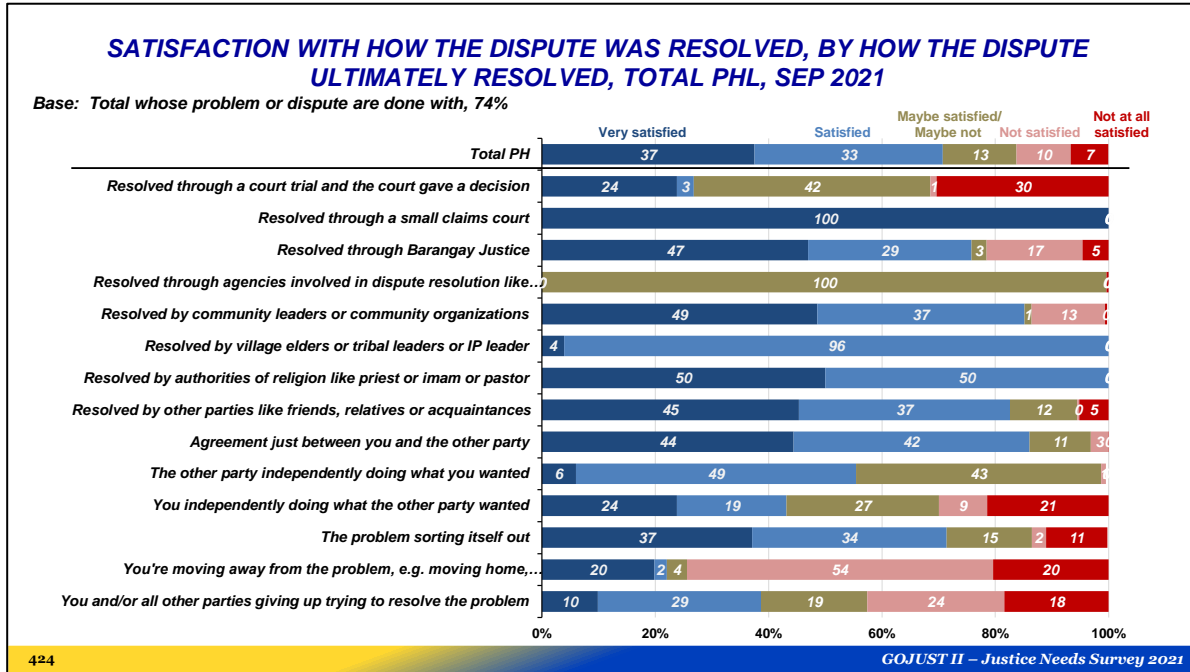


Plurality to majority of those whose disputes have been resolved are satisfied with how their disputes were ultimately resolved. [Chart 186]

All of those who went through the Small Claims court are satisfied.

Among those whose cases went through court trial, 27% are satisfied, 42% are undecided if satisfied or not and 31% are not satisfied.

**Chart 186**





In Total Philippines, satisfaction with how their disputes were resolved is slightly higher among females (75%) than males (66%), among the adults 25 and above (69%-79%), the college graduates (87%), and those the self-ascribed majority (71%). [Chart 187]

In the National Survey, satisfaction with how their disputes were resolved is slightly higher among females (75%) than males (67%), among the adults 25 and above (70%-80%), the college graduates (90%), and those the self-ascribed majority (72%). [Chart 188]

In the Justice Zones, satisfaction is slightly higher among males (66%), among the 35-44 (73%), the elementary graduates (77%), and the self-ascribed majority (66%). [Chart 189]

In the 3 Poorest Provinces, satisfaction is higher among the 25-34 (87%) and 45-54 (81%), the non-elementary graduates (84%), and the self-ascribed majority (72%). [Chart 190]

**Chart 187**

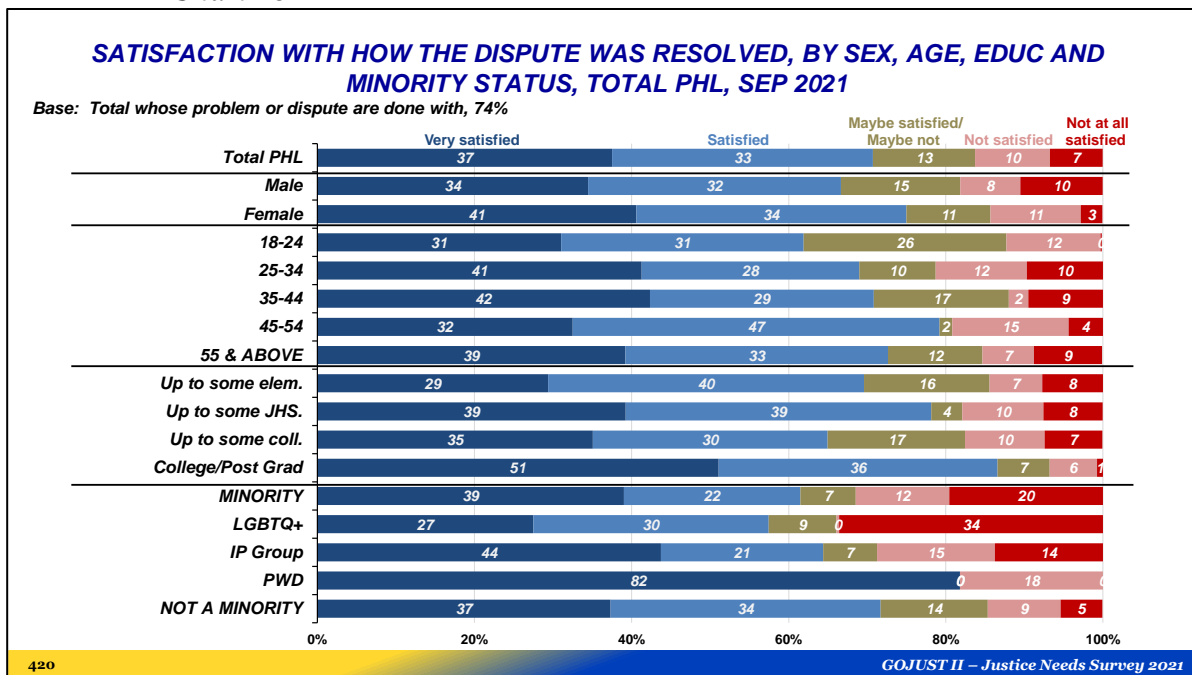




Chart 188

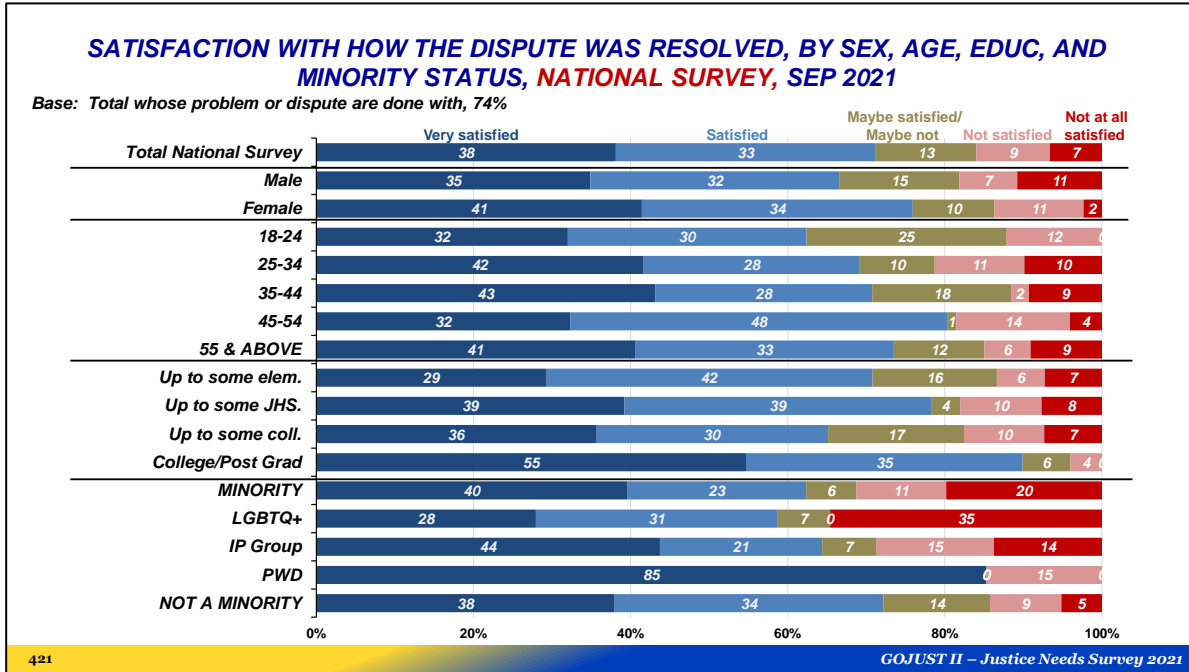


Chart 189

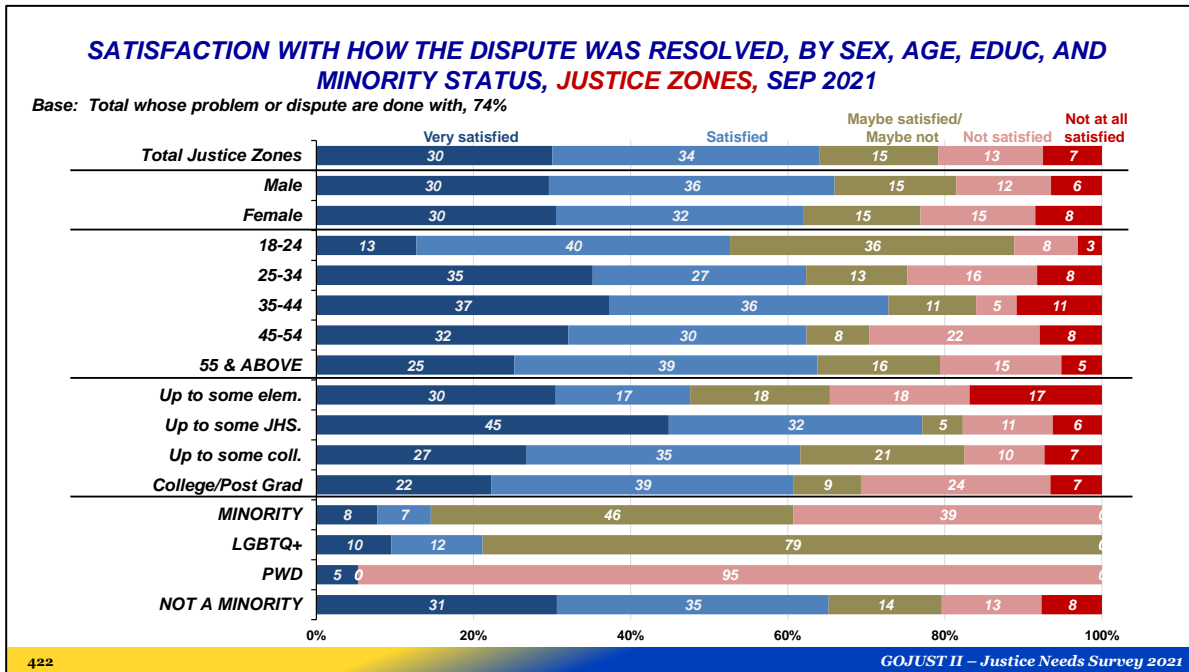
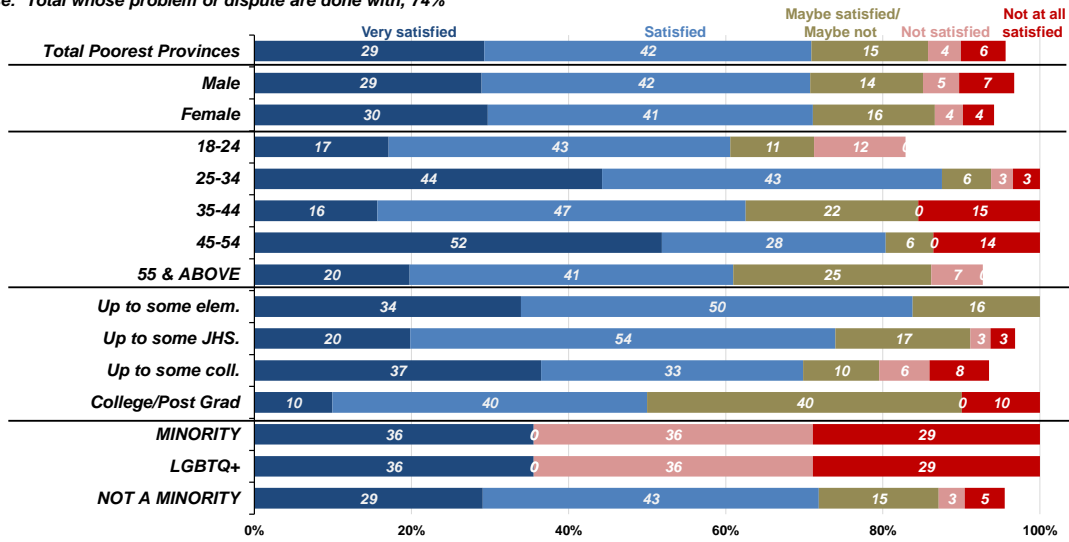




Chart 190

**SATISFACTION WITH HOW THE DISPUTE WAS RESOLVED, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total whose problem or dispute are done with, 74%



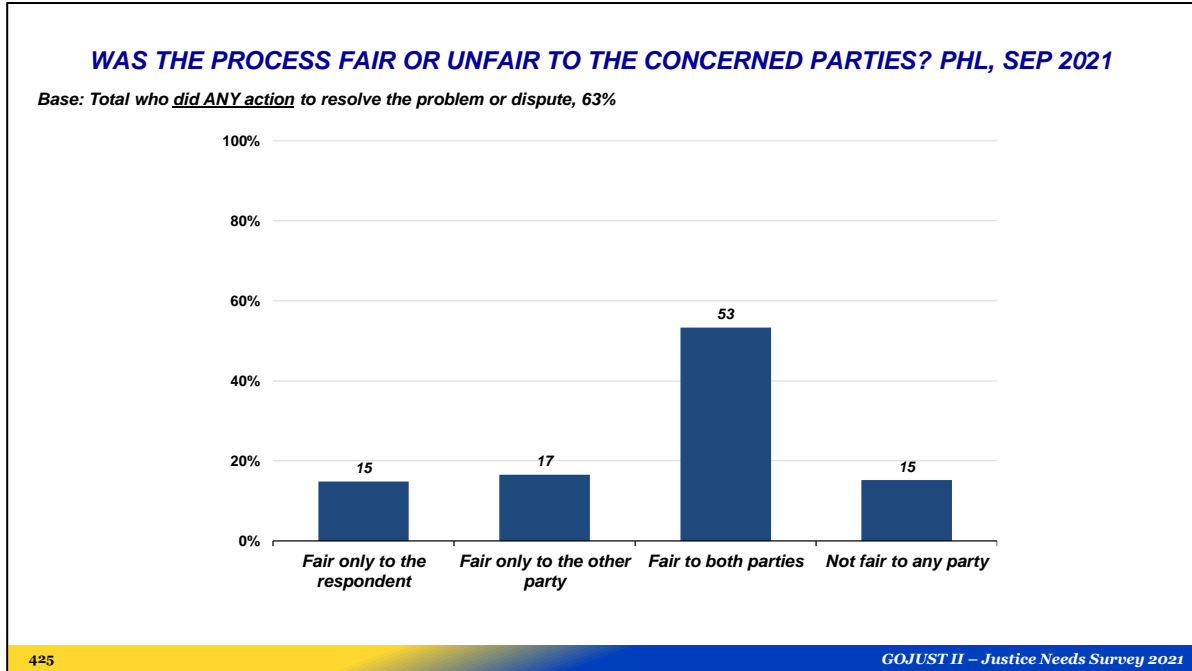


## 10.2. Assessment of Experiences in Resolving the Dispute

### 10.2.1. Was The Process Fair Or Unfair To The Concerned Parties

Of the 63% who did any action to resolve their disputes, a 53% majority say the process was *fair to both parties*, while 15% say the process was *fair to them* and 17% was *fair to the other party*. Fifteen percent say the process was *not fair to any party*. [Chart 191]

*Chart 191*



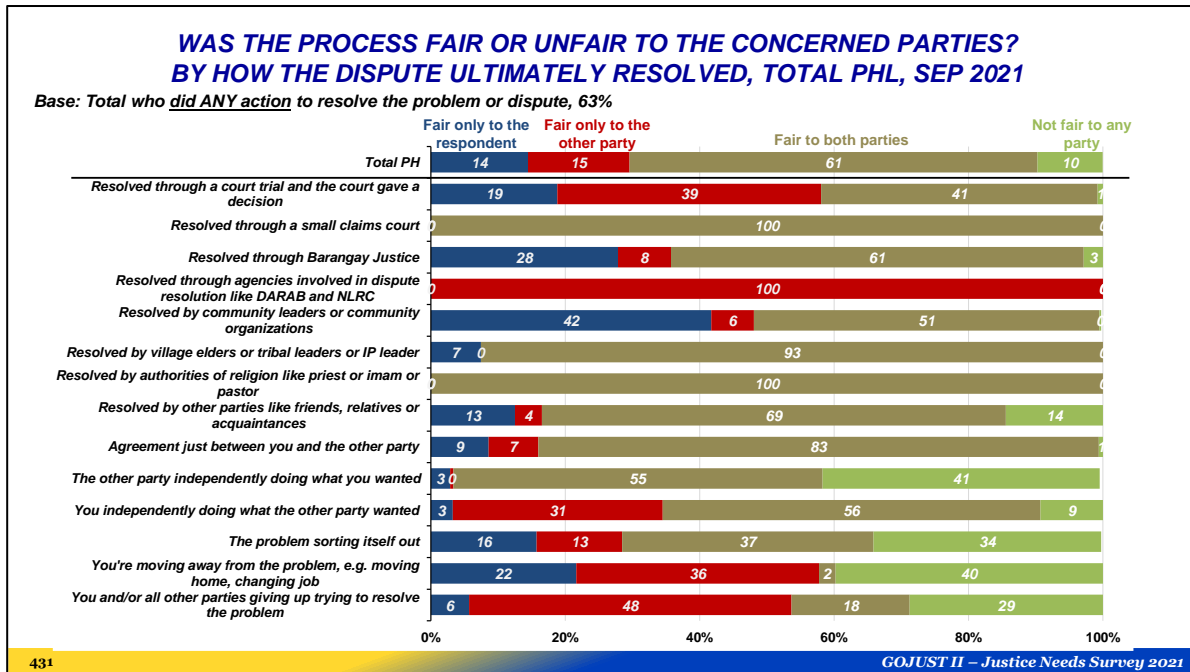


With exceptions, most of those who took any action to resolve their disputes believe that the process was *fair to both parties*. [Chart 192]

Thirty-nine percent of those who went through court trial say the process was *fair only to the other party*. Similarly, all among those who went through agencies involved in dispute resolution like DARAB and NLRC cited it was only fair to the other party.

On the other hand, 42% among those who resolved the problem through community leaders or community organizations say the process was *fair only to them*.

**Chart 192**





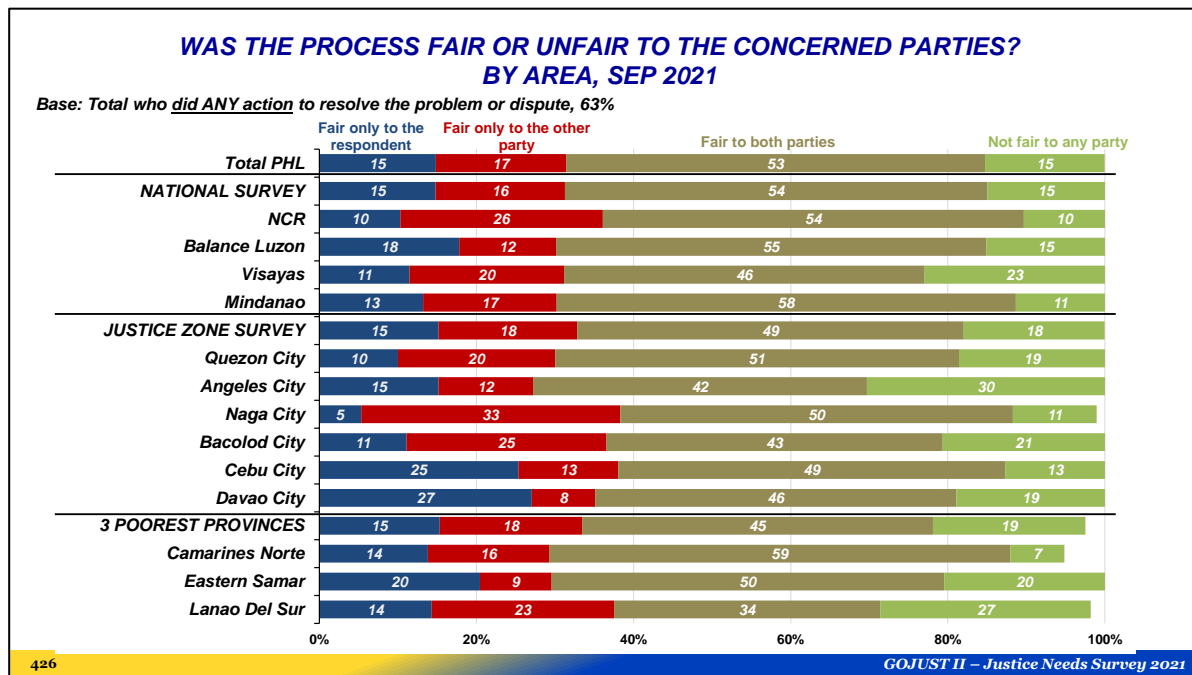
The percentages of those who say the process was *fair to them* are same in all areas (15% each). [Chart 193]

In the National Survey, 18% in Balance Luzon say the process was *fair to them*, slightly higher than in other areas. Alternatively, 26% in NCR cited that it was *fair only to the other party*.

In the Justice Zones, fairness of the process to the respondent is high in Cebu City (25%) and Davao City (27%) but only 5% in Naga City. Fairness to the other party is notably high in Naga City (33%).

Twenty percent in Eastern Samar say the process was fair to them, slightly higher than in the other provinces.

**Chart 193**



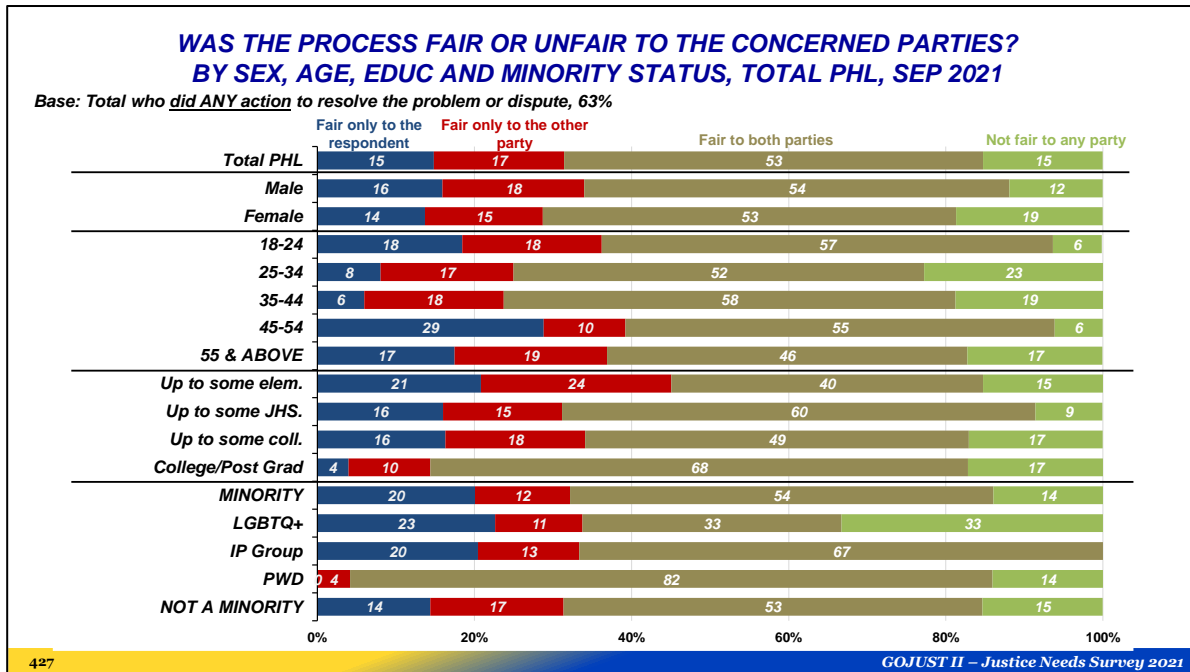


In the Total Philippines, 29% among 45-54 say the process was fair to them, but it is only 6% and 8% among 25-44. [Chart 194]

Only 4% among college graduates say the process was fair to them, lower compared to those with less education (16-21%). On the other hand, 24% among non-elementary graduates say the process was fair to the other party.

The process was fairer for self-ascribed minority (20%) than self-ascribed majority (14%).

**Chart 194**





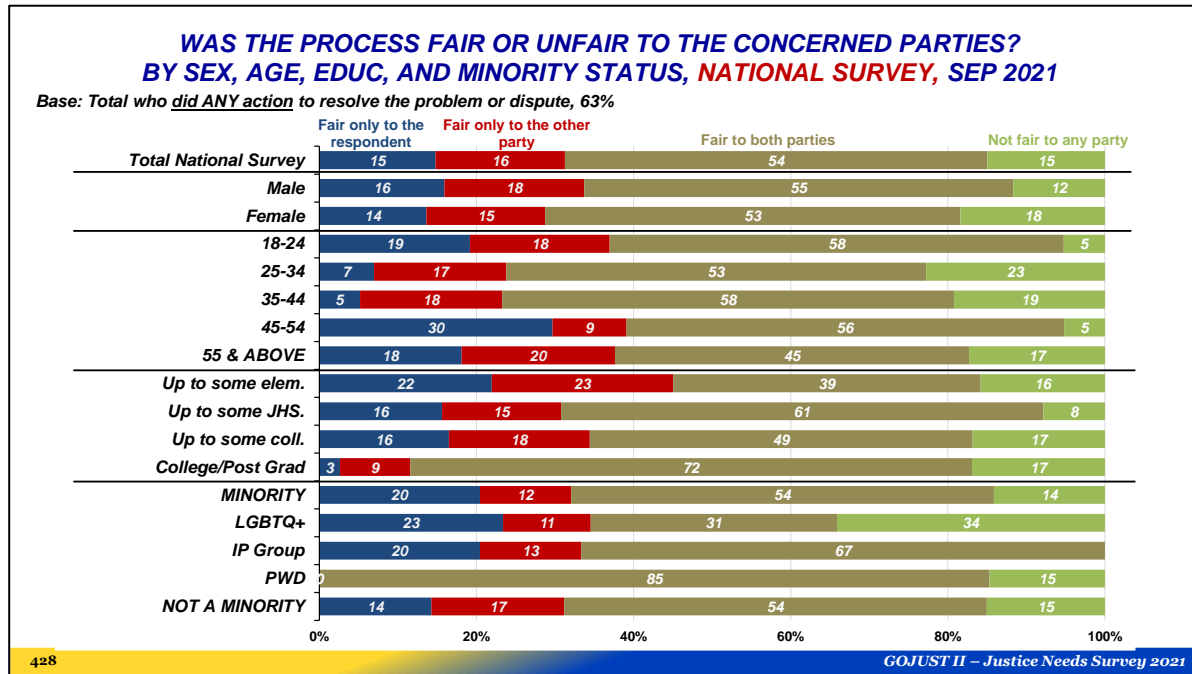


In the National Survey, 30% among 35-54 say the process was fair to them, but it was only 5% among 25-44 and 7% among 25-34. [Chart 195]

Fairness of the process to the respondent is 22% among non-elementary graduates but only 3% among college graduates.

There are more of the self-ascribed minority (20%) than self-ascribed majority (14%) who say the process was fair to them.

**Chart 195**





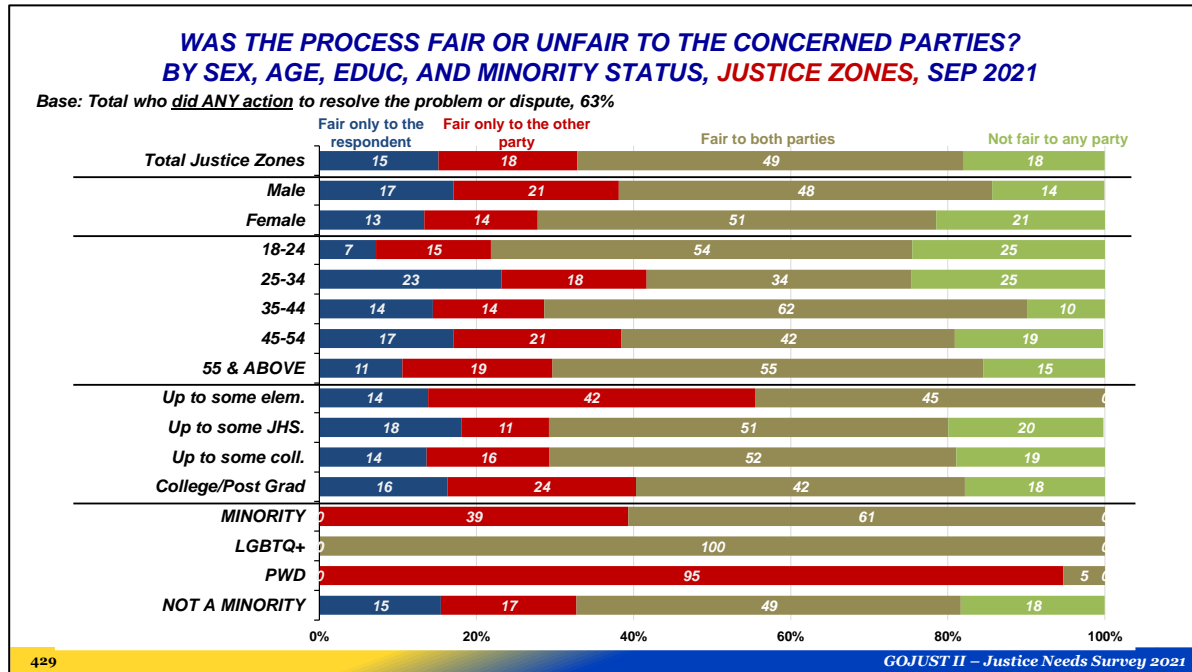
In the Justice Zones, the process was slightly fairer for males (17%) than females (13%). [Chart 196]

Only 7% among 18-24 say the process was fair to them while it is 23% among 25-34.

On the other hand, 42% among non-elementary graduates say the process was fair only to the other party.

The process was also fair to the other party for 39% of self-ascribed minority.

**Chart 196**





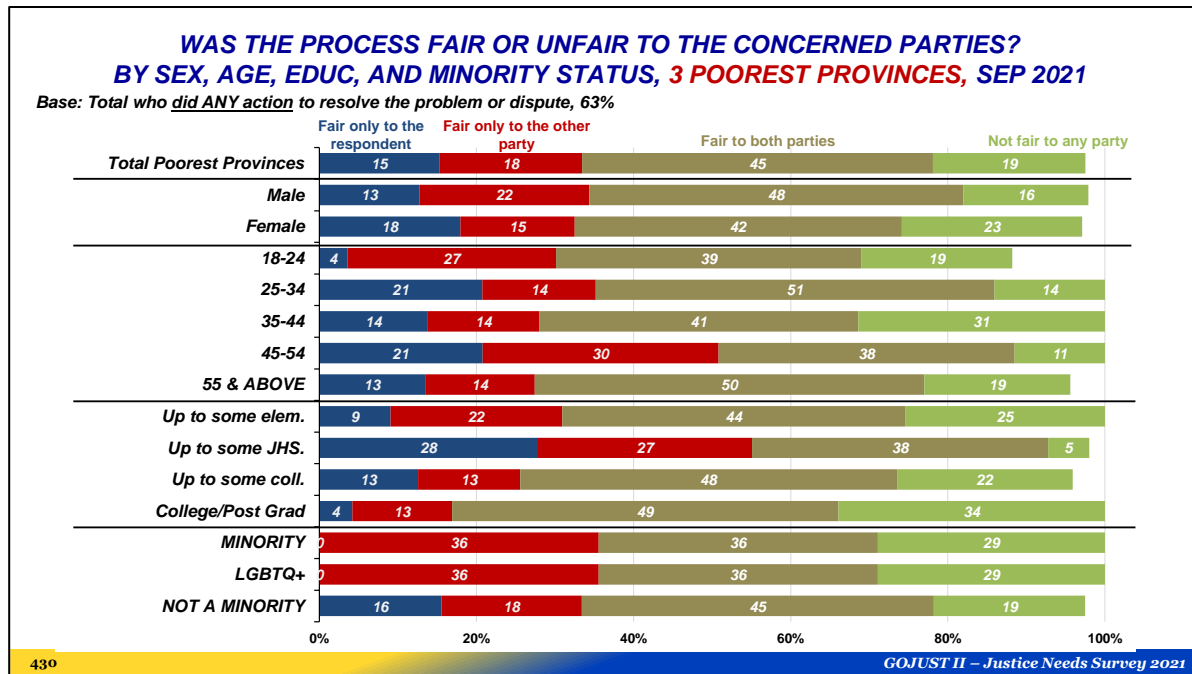
In the 3 Poorest Provinces, the process was fairer for more females (18%) than males (13%). [Chart 197]

Only 4% among non-elementary graduates say the process was only fair to them, lower than 21% each among 25-34 and 45-54.

The process was only fair to 28% of elementary graduates while it is fair to 4% among college graduates and 9% among non-elementary graduates.

Conversely, more self-ascribed minority (36%) than self-ascribed majority (18%) say the process was only fair to the other party.

**Chart 197**





## 10.2.2. Was The Resolution Process Fast, Slow, Or Just Right

Among the 63% who did any action to resolve their disputes, 34% say the process was *fast*, 24% *slow*, and 42% *just right*. [Chart 198]

The resolution process fast for 39% who went through a court trial and 42% who went through Barangay Justice. It was slow for all those went through agencies involved in dispute resolution like DARAB and NLRC. [Chart 199]

Chart 198

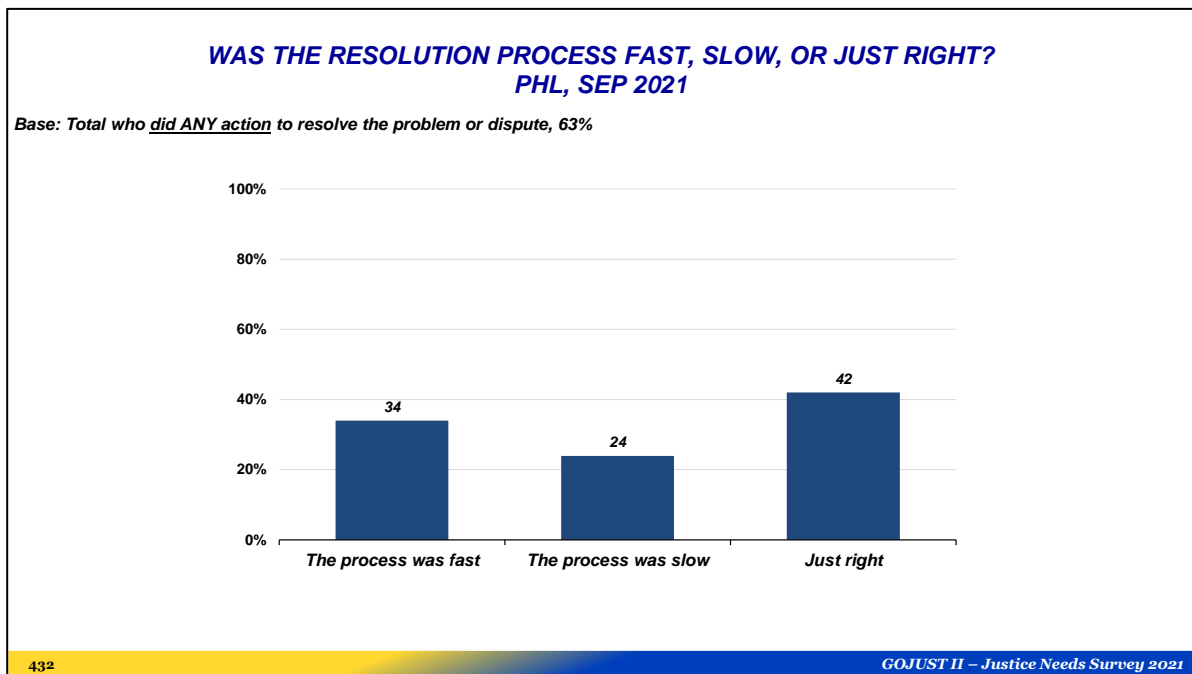
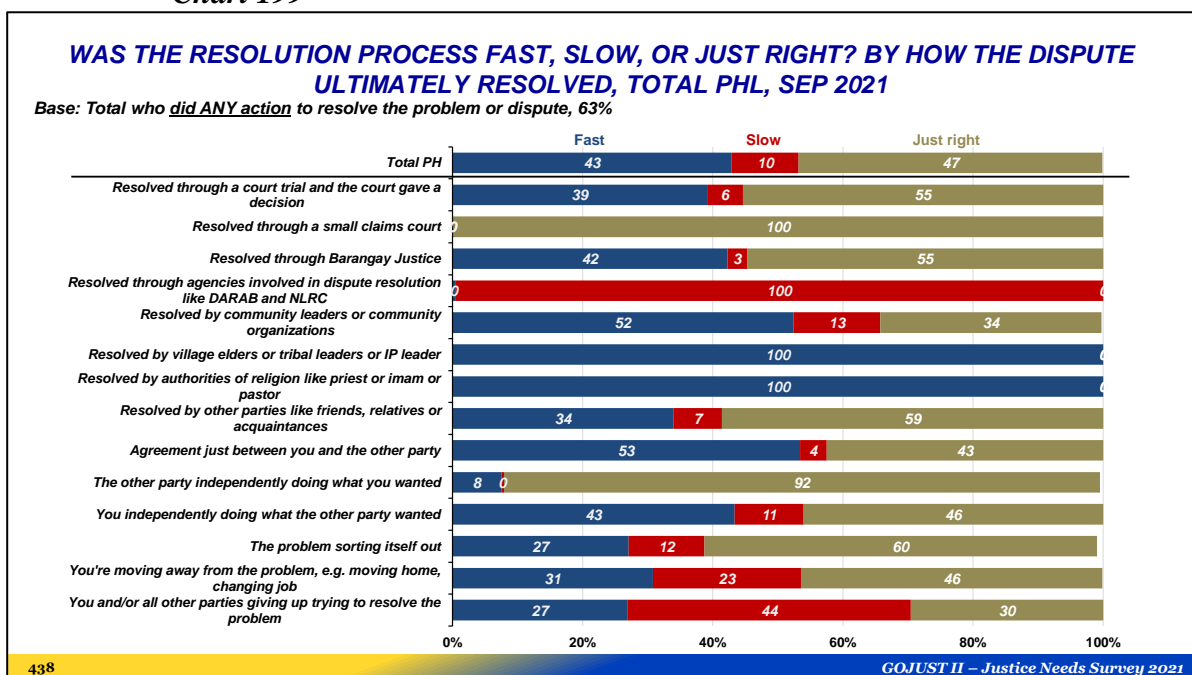


Chart 199





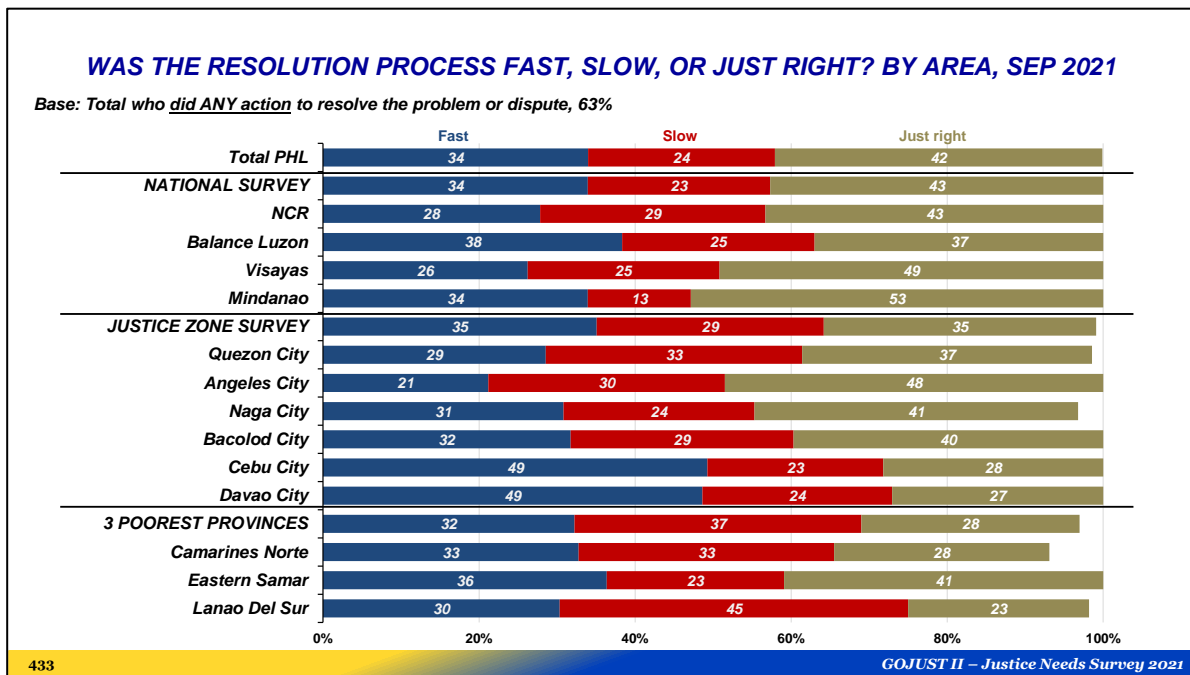
The percentages of those who say their dispute resolution process was *fast* are about the same across the survey components. Those who say the process was *slow*, however, are higher in the 3 Poorest Provinces (37%), than in the Justice Zones (29%) and in the National Survey (23%). [Chart 200]

In the National Survey, 29% in NCR but only 13% in Mindanao say the process was slow.

In the Justice Zones, those who say the process was slow is 30-33% in Quezon City and Angeles City.

In the 3 Poorest Provinces, the process was slow for 45% in Lanao del Sur, higher compared to Eastern Samar (23%) and Camarines Norte (33%).

**Chart 200**

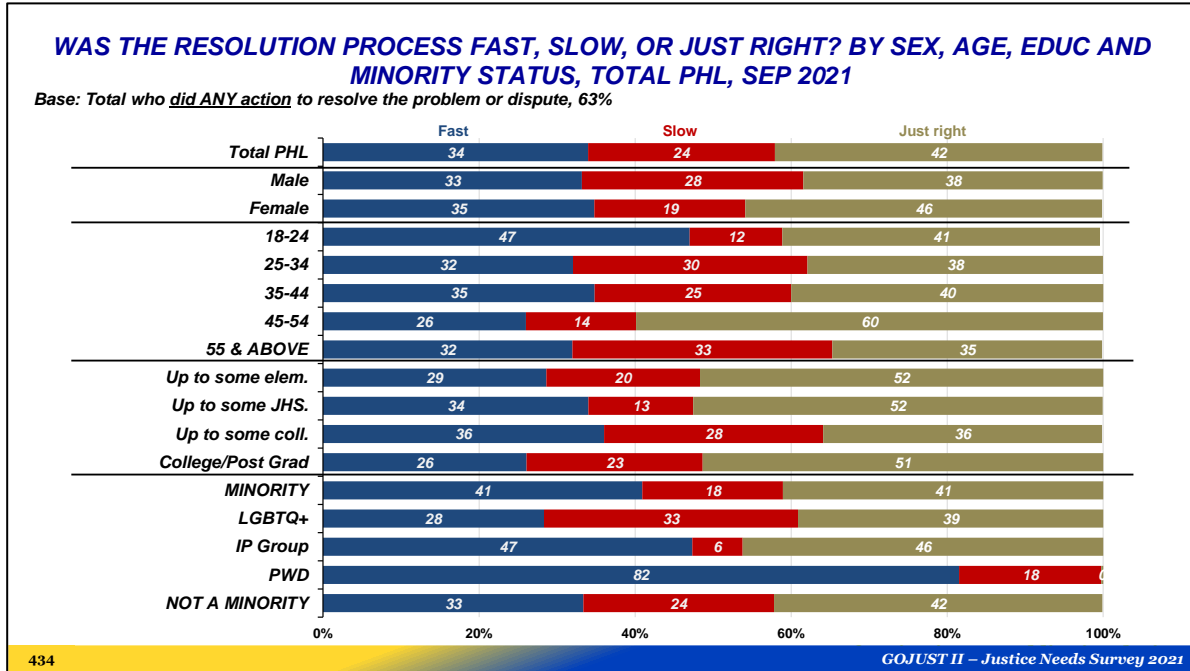




In Total Philippines, the process was slow among 28% males, 33% among 55+, 30% among 25-34, and 28% high school graduates. [Chart 201]

The process was slow for 24% of self-ascribed majority than 18% self-ascribed minority.

**Chart 201**





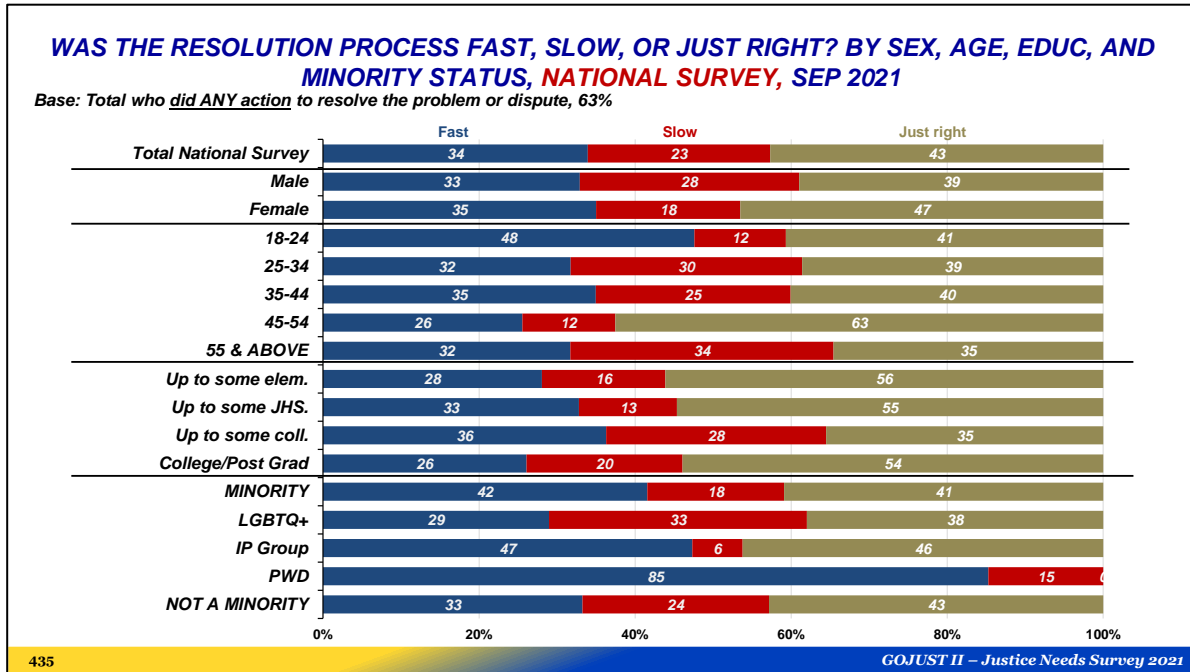
In the National Survey, more males (28%) than females (18%) say the process in resolving the problem was slow. [Chart 202]

The process was also slow for 34% among 55+ and 25-34 (30%).

About three out of ten (28%) among high school graduates say the resolution process was slow.

Slightly more self-ascribed majority (24%) than self-ascribed minority (18%) say the process was slow.

**Chart 202**





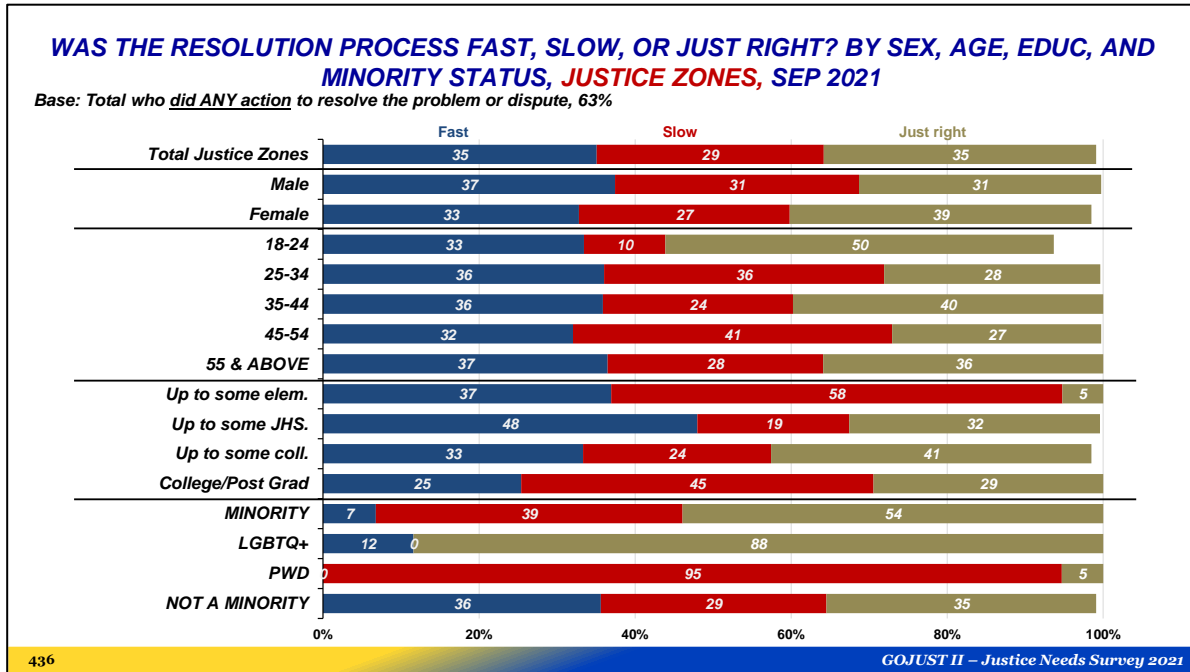
In the Justice Zones, there are slightly more males (31%) than females (27%) who say the process was slow. [Chart 203]

The process was slow for 41% among 45-54, but only for 10% among 18-24.

About six out of ten (58%) among non-elementary graduates say the resolution process was slow, while it is only 19% among elementary graduates.

The process was slow for more self-ascribed minority (39%) than self-ascribed majority (29%).

**Chart 203**







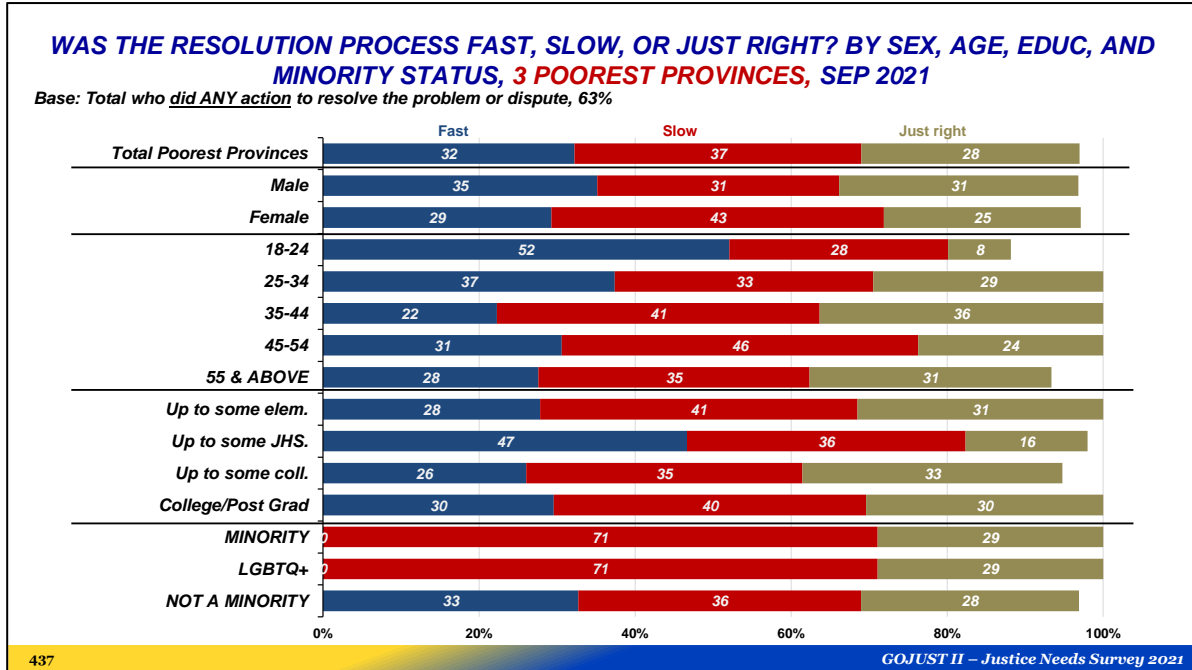
In the 3 Poorest Provinces, the resolution process was slow for more females (43%) than males (31%). [Chart 204]

Forty-six percent among 45-54 say the resolution process was slow.

It is also slow for 41% among non-elementary graduates and 40% college graduates.

The resolution process is also slow for 71% of self-ascribed minority.

**Chart 204**





### 10.2.3. Whether The Process Was Expensive, Just Right Or Not Expensive

Of the 63% who did any action to resolve their disputes, 13% say the process was *expensive*, 9% *somewhat expensive*, 26% *just right*, and 52% *not expensive*. [Chart 205]

The resolution process was mostly *really expensive* among those who went through formal processes: all (100% each) among who went through small claims court and agencies involved in dispute resolution; and 33% who went through court trial. Only 8% among who went through Barangay Justice say the process was really expensive. [Chart 206]

Chart 205

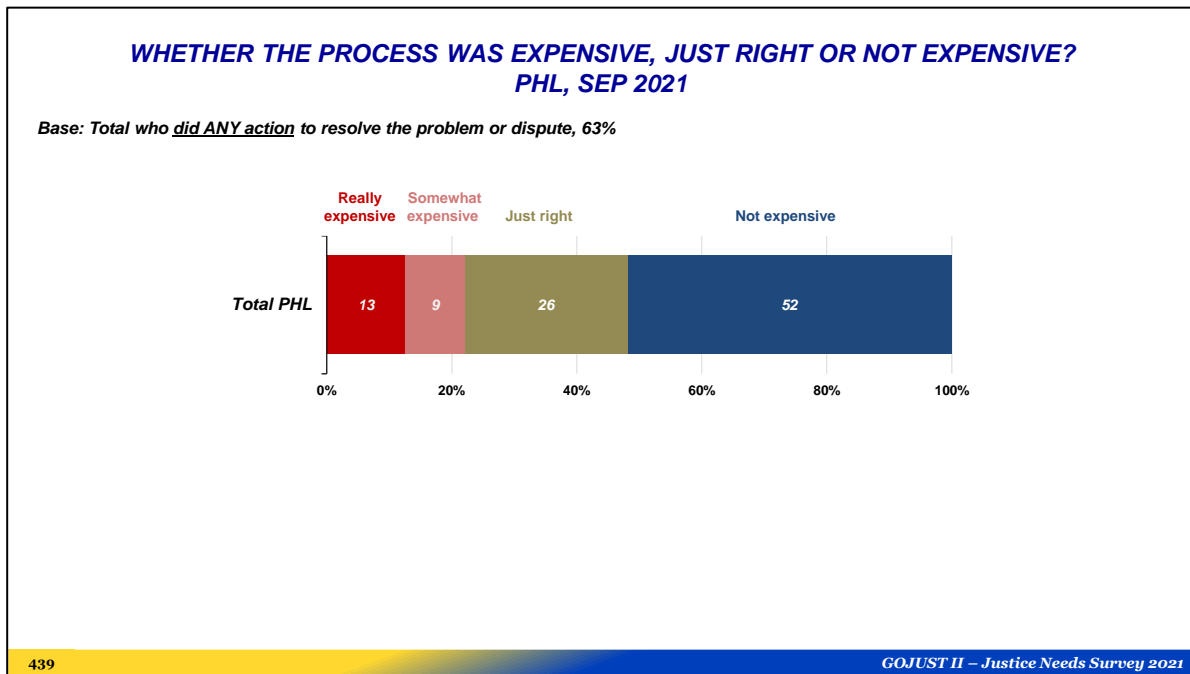
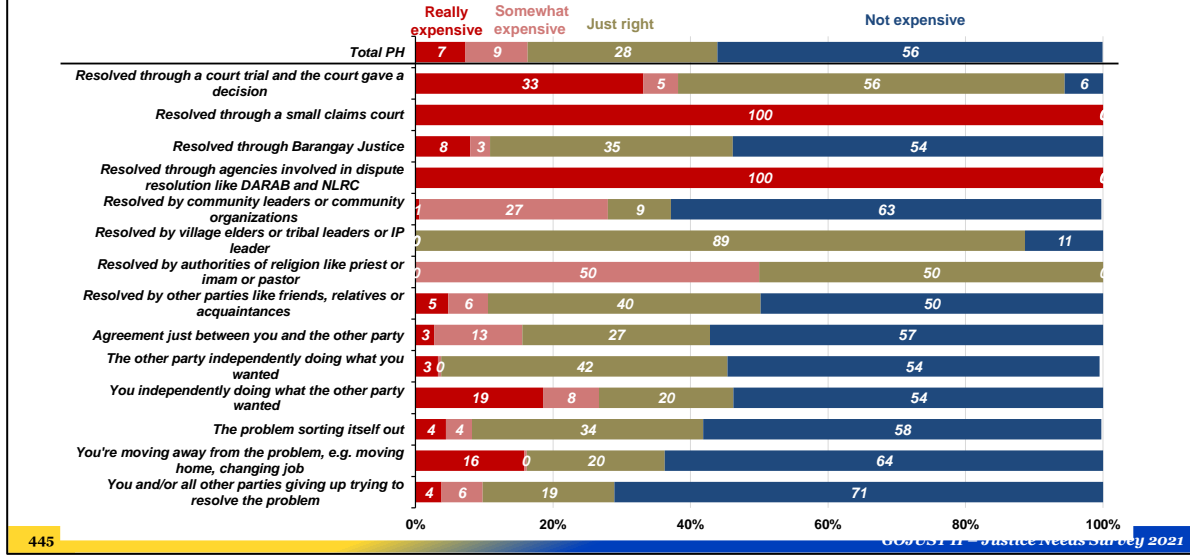




Chart 206

**WHETHER THE PROCESS WAS EXPENSIVE, JUST RIGHT OR NOT EXPENSIVE?  
BY HOW THE DISPUTE ULTIMATELY RESOLVED, TOTAL PHL, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%



445

63% of PHL Justice Needs Survey 2021



In the Total Philippines, pluralities across most areas and socio-demographics say the process was *not expensive*. [Chart 207]

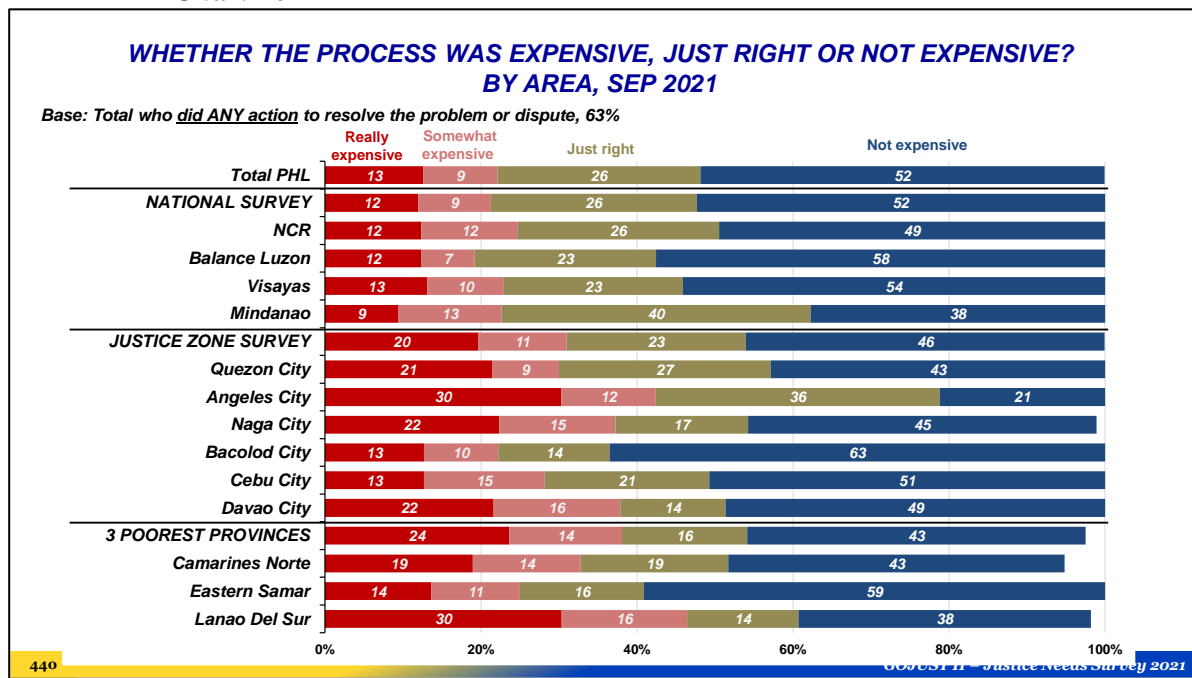
Meanwhile, the process was more *really expensive* in 3 Poorest Provinces (24%) and in the Justice Zones (20%) than in the National Survey (12%).

Percentages who say the process was *really expensive* is about the same in all areas (12% to 13%) but only 9% in Mindanao.

About three out of ten (30%) in Angeles City say it was *really expensive*, but it is only 13% each in Bacolod City and Cebu City.

Also, 30% in Lanao del Sur found the process *really expensive*, higher than 19% in Camarines Norte and 14% in Eastern Samar.

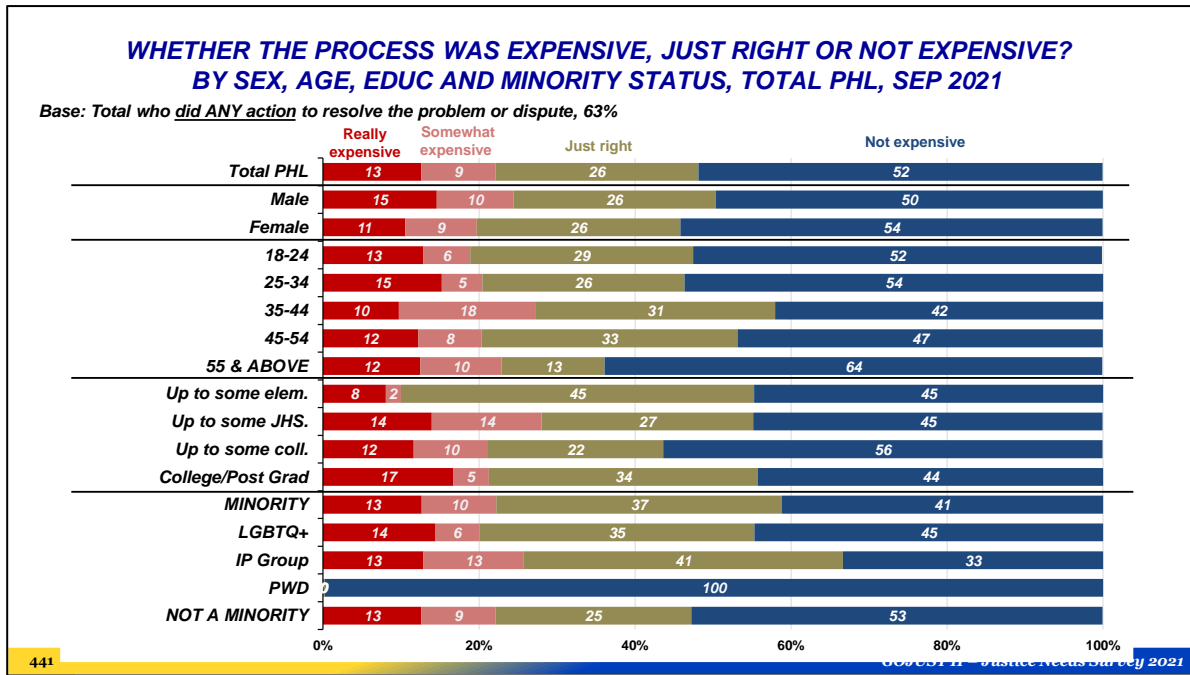
**Chart 207**





In the Total Philippines, those who say the process was *really expensive* is slightly higher among males (15%), 25-34 (15%), and college graduates (17%). [Chart 208]

**Chart 208**



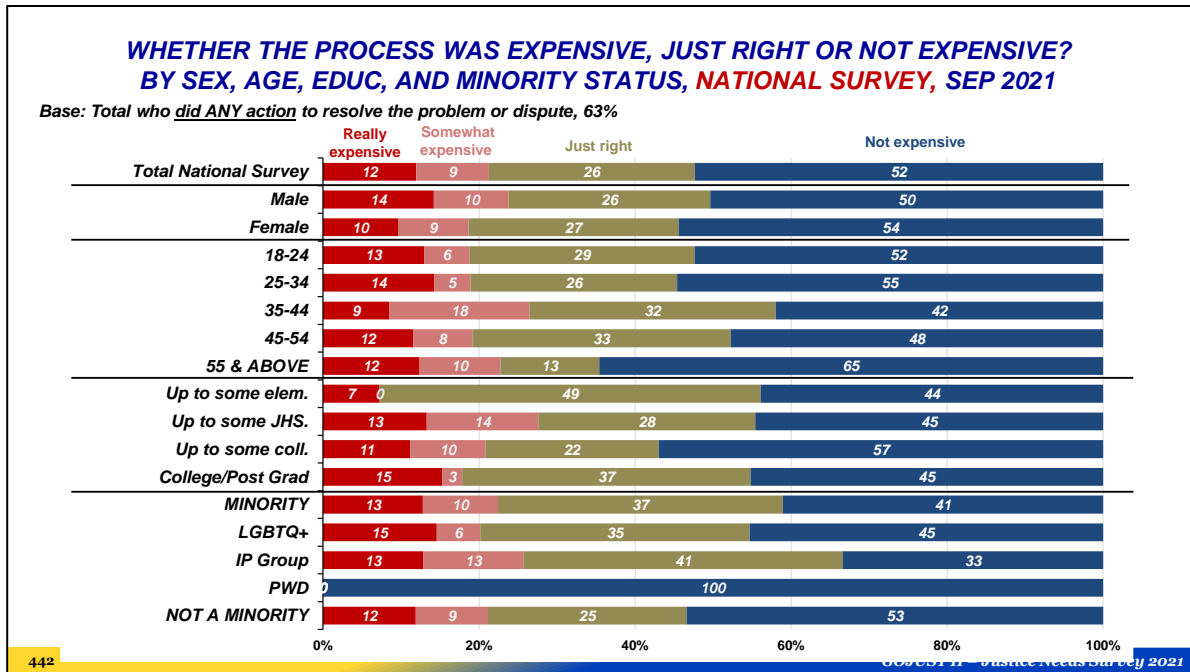


In the National Survey, there are slightly more among males (14%) than females (10%) say the resolution process was *really expensive*. [Chart 209]

Only 9% among 35-44 find the process *really expensive*, slightly fewer than the 12-14% among 18-34 and 45-55+.

The percentages of those who say the process was really expensive increases by education. It is really expensive for only 7% among non-elementary graduates, but 15% among the college graduates.

**Chart 209**



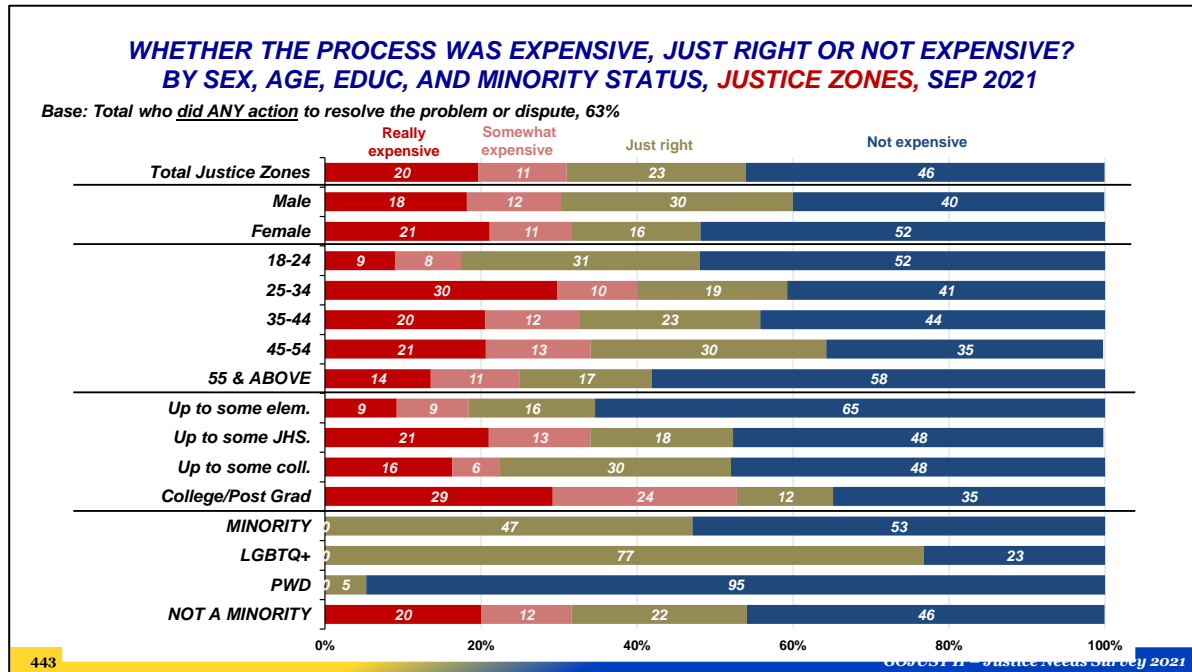


In the Justice Zones, 30% among 25-34 say the process was *really expensive*, but it is only 9% among 18-24. [Chart 210]

The percentages of those who say the process was really expensive is at 29% among the college graduates but only 9% among non-elementary graduates.

The process was really expensive for 20% of the self-ascribed majority, while none among self-ascribed minority answered.

**Chart 210**



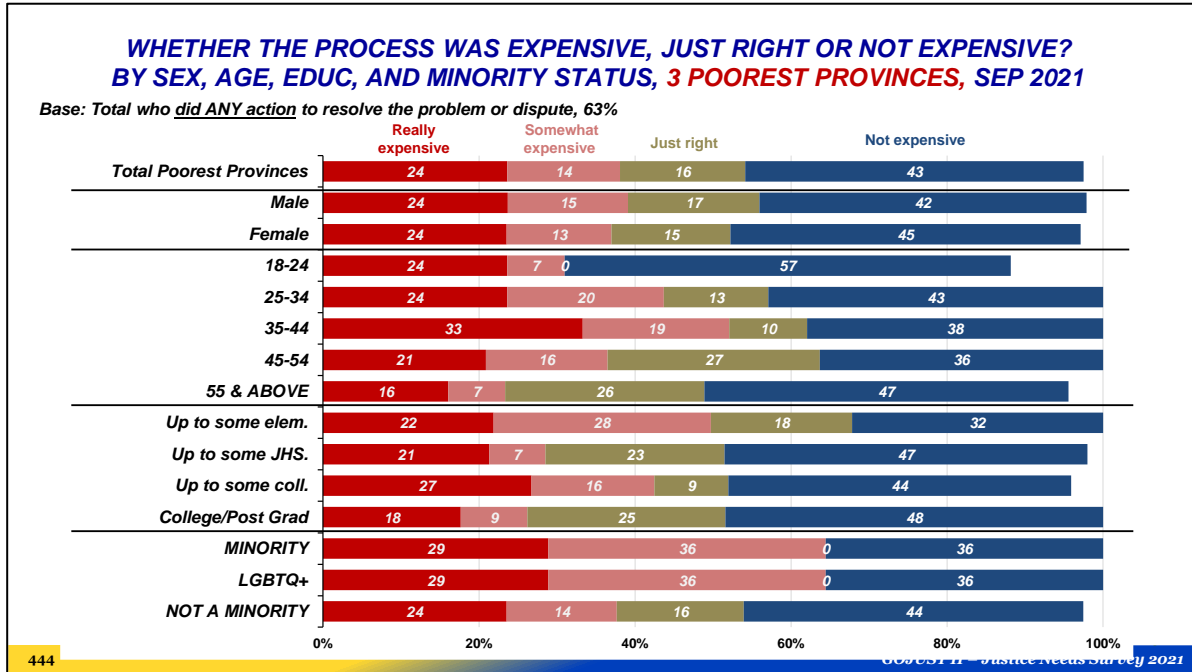


In the 3 Poorest Provinces, 33% among 35-44 say the process was really expensive while it is only 16% among 55+. [Chart 211]

Twenty-seven percent among high school graduates say the process was really expensive, but it is only 18% among college graduates.

More self-ascribed minority (29%) than self-ascribed majority (24%) say the process was really expensive.

**Chart 211**







### 10.2.4. Was The Process Easy Or Difficult To Understand

Generally, the process of resolving the dispute was easy for 69% of those who did any action to resolve the dispute, with 18% who say *very easy*, and 51% *easy*. On the other hand, 30% say the process was difficult to understand, with 24% *difficult*, and 6% *very difficult* to understand. [Chart 212]

About nine-in-ten of those who went through Barangay Justice say the process was *easy* to understand. The process is *difficult* to understand for all of those who went through Small Claims court and dispute resolution agencies. On the other hand, it is *very difficult* to understand for 33% among who went through court trial. [Chart 213]

Chart 212

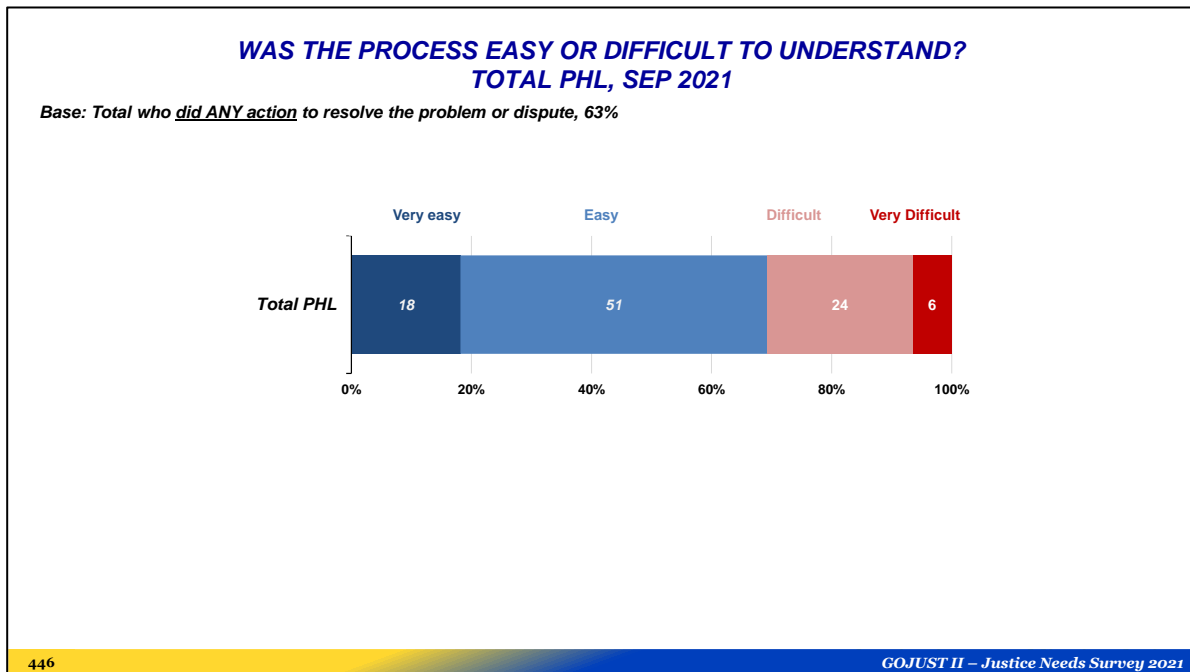
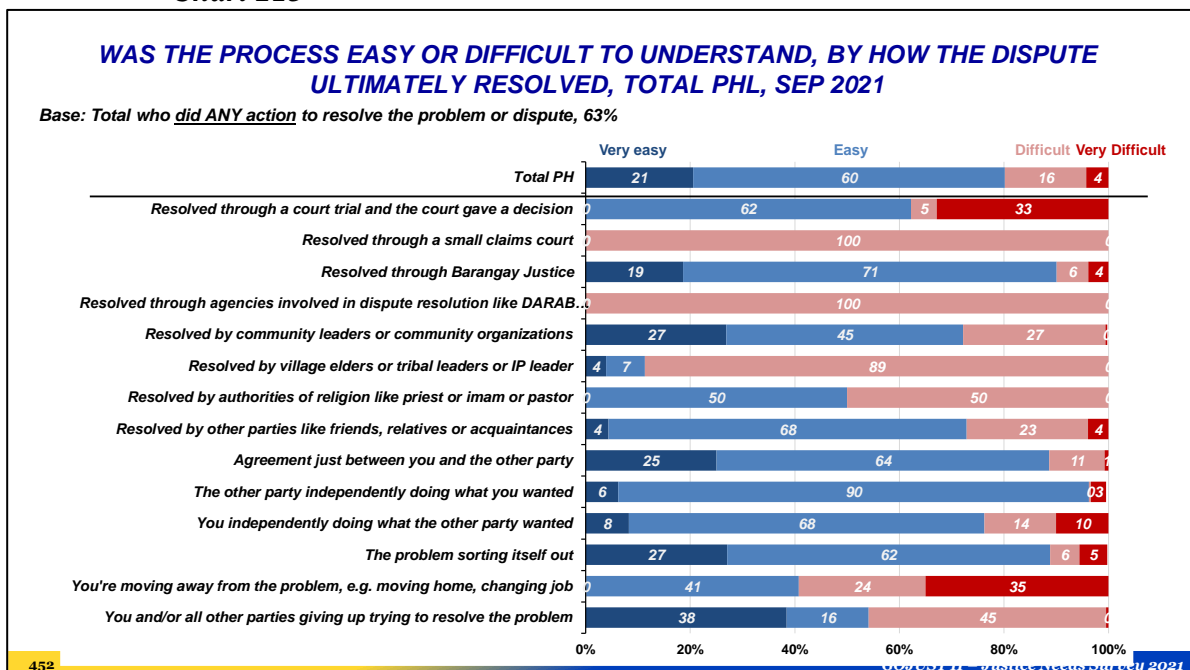


Chart 213





In Total Philippines, the process was *easy* to understand in most areas and socio-demographics groups. [Chart 214]

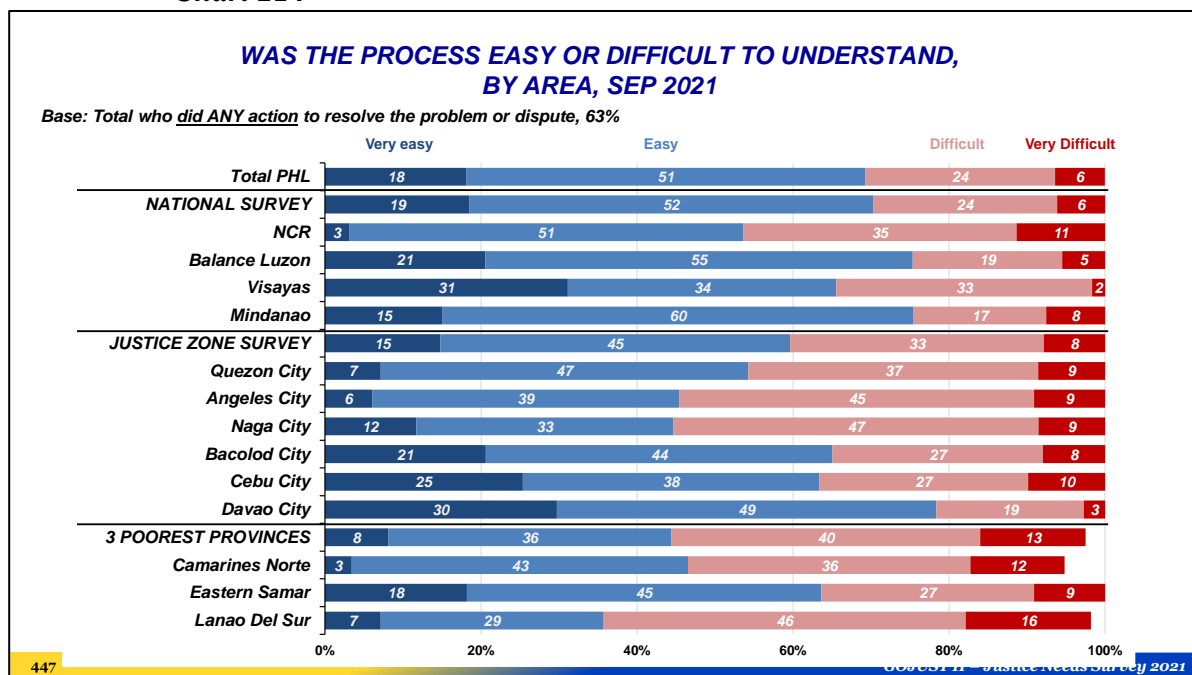
Those who say the process was easy to understand are higher in the National Survey (71%) than in the Justice Zones and in the 3 Poorest Provinces. In the 3 Poorest Provinces, 625 found the process difficult to understand.

In the National Survey, those who found the process easy to understand are higher in the provincial areas (65-76%) than in NCR (58%).

In the Justice Zones, those from Bacolod City (65%), Cebu City (63%) and Davao City (79%) found the process easy to understand, higher than the other zones.

In the 3 Poorest Provinces, six-in-ten in Eastern Samar say the process was easy to understand, higher than in other provinces. Sixty-two percent in Lanao del Sur say the process was difficult to understand.

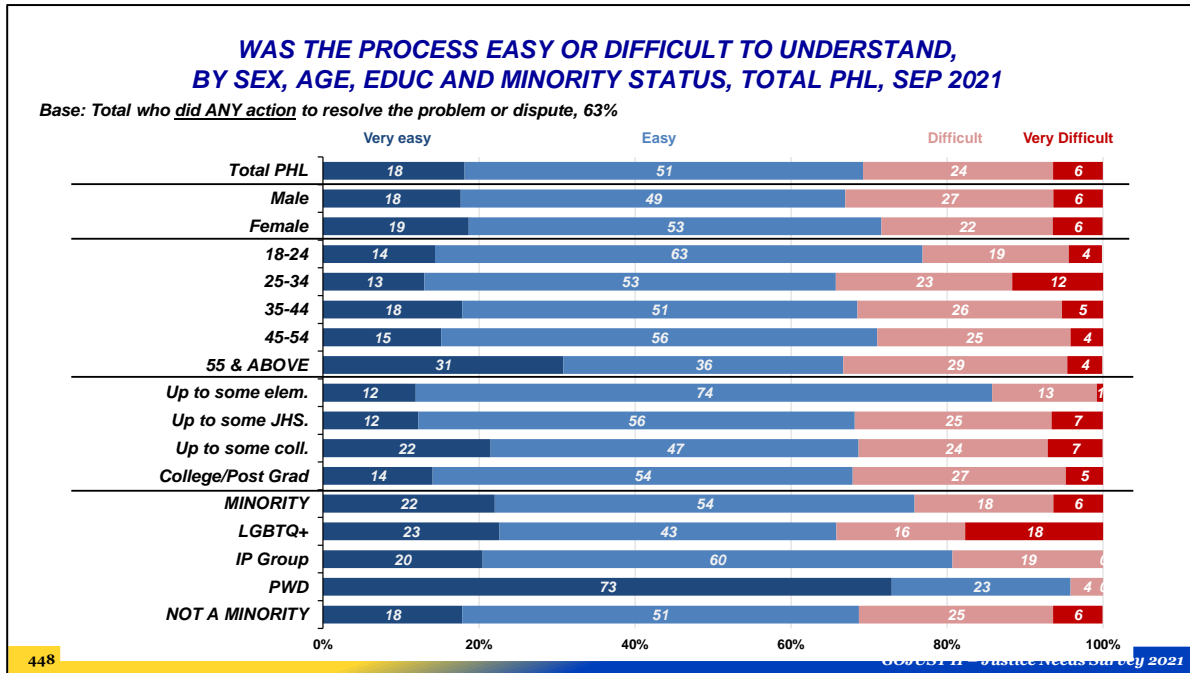
**Chart 214**





In Total Philippines, the process was easy to understand for slightly more females (72%) than males (67%), for the youth 18-24 (77%), for the non-elementary graduates (76%), and the self-ascribed minority (76%). Those who found the process difficult are slightly higher among the males, the older 25 and above (29-35%), those with more education (31-32%), and the self-ascribed majority (31%). [Chart 215]

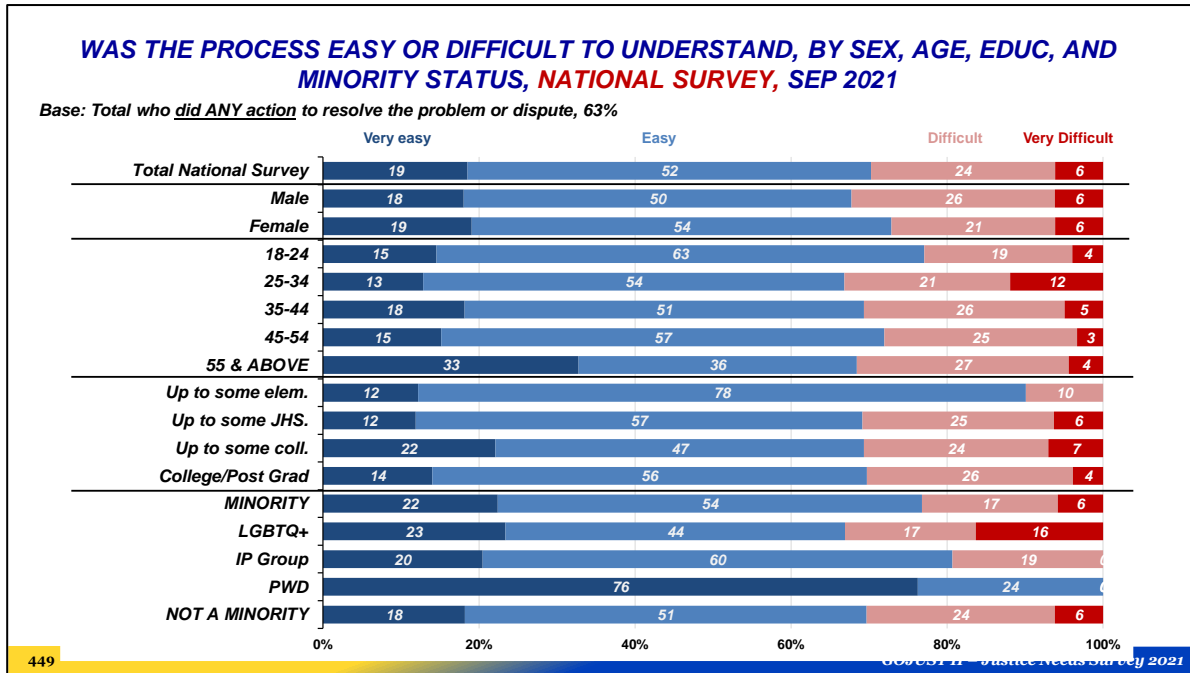
**Chart 215**





In the National Survey, the process was easy to understand for slightly more females (73%) than males (68%), for the youth 18-24 (78%), for the non-elementary graduates (90%), and the self-ascribed minority (76%). Those who found the process difficult are slightly higher among the males (32%), the older 25 and above (28-33%), those with more education (30-31%), and the self-ascribed majority (30%). [Chart 216]

**Chart 216**

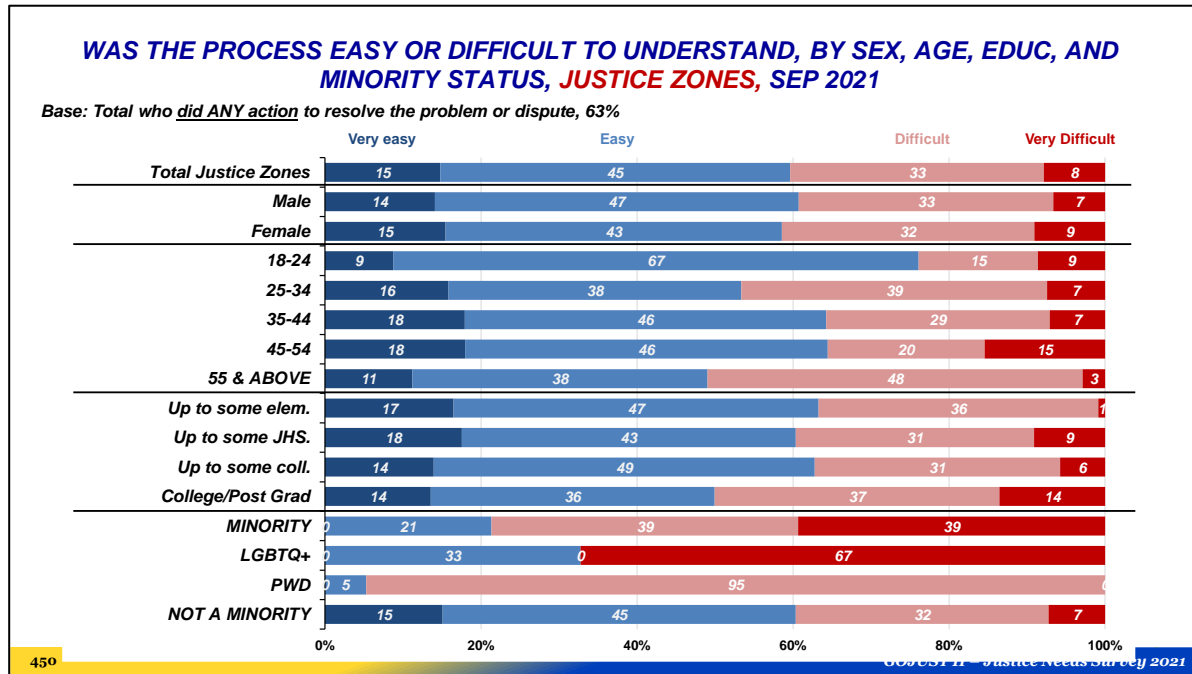




In the Justice Zones, the process was easy to understand for adults age 54 and below (particularly among the youth 18-24), for those without college degrees (50%), and the self-ascribed majority (60%). [Chart 217]

Forty-nine percent of those 55 and above found the process difficult to understand, as do 78% of the self-ascribed minority.

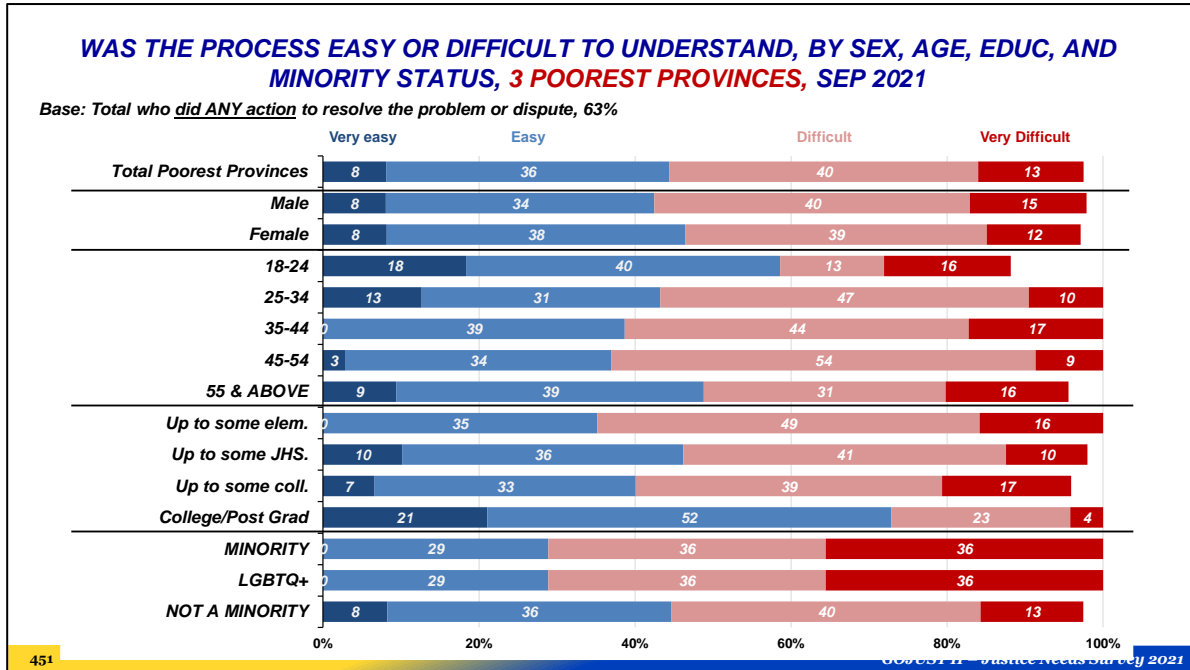
**Chart 217**





In the 3 Poorest Provinces, the process was easy to understand for slightly more females (46%) than males (42%), for the youth 18-24 (58%), for the college graduates (73%), and the self-ascribed majority (44%). Those who found the process difficult are slightly higher among the males (55%), the older 25 and above (47-63%), those without college degrees (75%), and the self-ascribed minority (72%). [Chart 218]

**Chart 218**

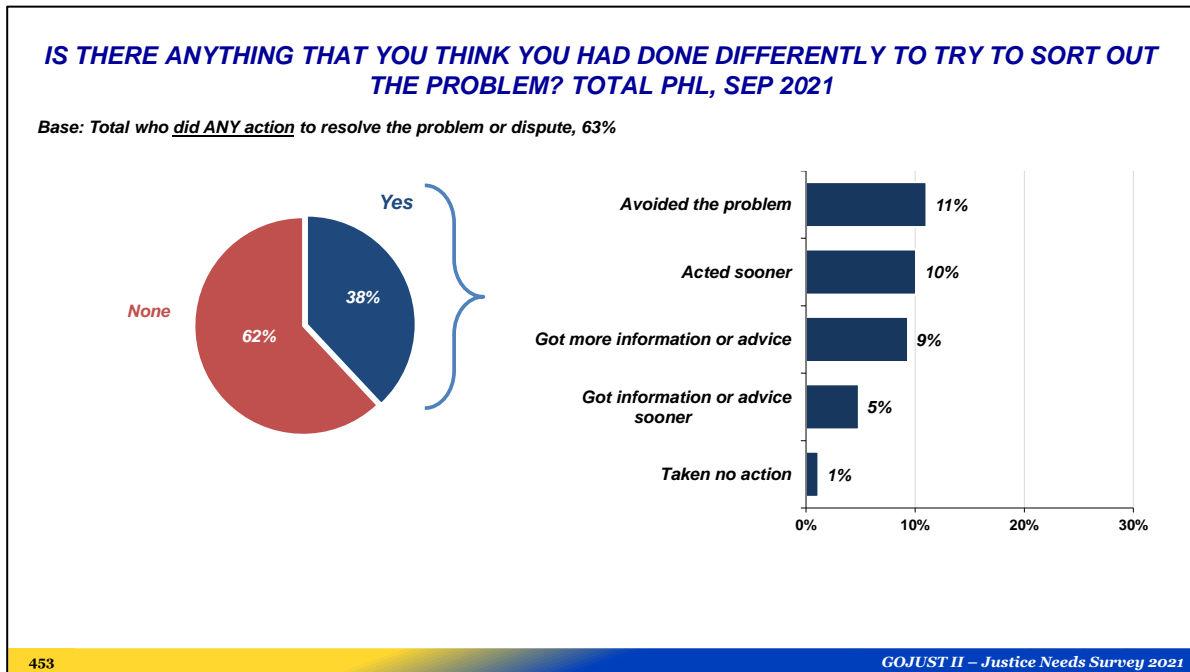




### 10.2.5. Is There Anything That You Think You Had Done Differently To Try To Sort Out The Problem

Of the 63% who did any action to resolve their disputes, 38% say they would have done something differently to sort out their problem, while a larger 62% said none. The top responses as to what would they have done differently are: 11% *would have avoided the problem*, 10% *would have acted sooner*, and 9% *would get more information or advice*. [Chart 219]

Chart 219





Among those who did any action to resolve the problem or dispute, 32% say they would have done differently in trying to sort out their disputes, and 68% would not have done anything different. [Chart 220]

There are notable trends by top actions undertaken to try to resolve the dispute:

- 39% of those who did not communicate with the other party would have done anything differently to resolve the dispute; 61% would not do anything. [Chart 221]
- 37% of those who reported to the barangay or participated in the Barangay Justice would have done differently to resolve the problem; while 63% would not do anything differently. [Chart 222]
- 43% of those who sought help or approached another person would have done differently to resolve the problem, while 57% would not do anything differently. [Chart 223]

**Chart 220**

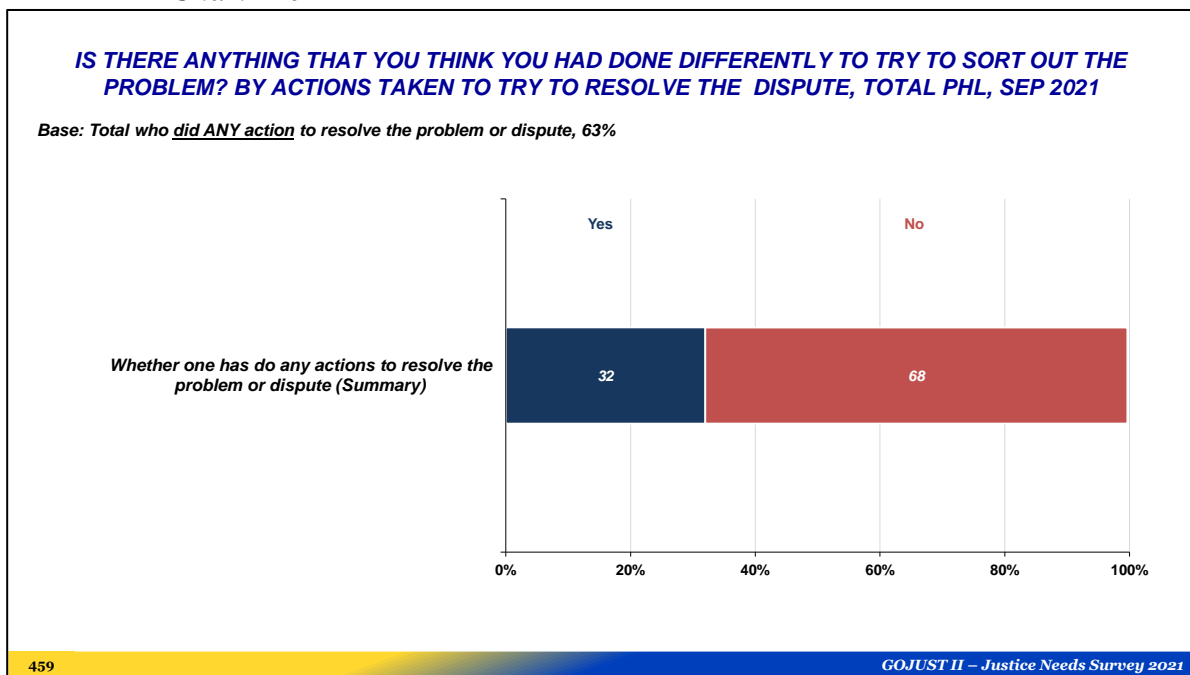






Chart 221

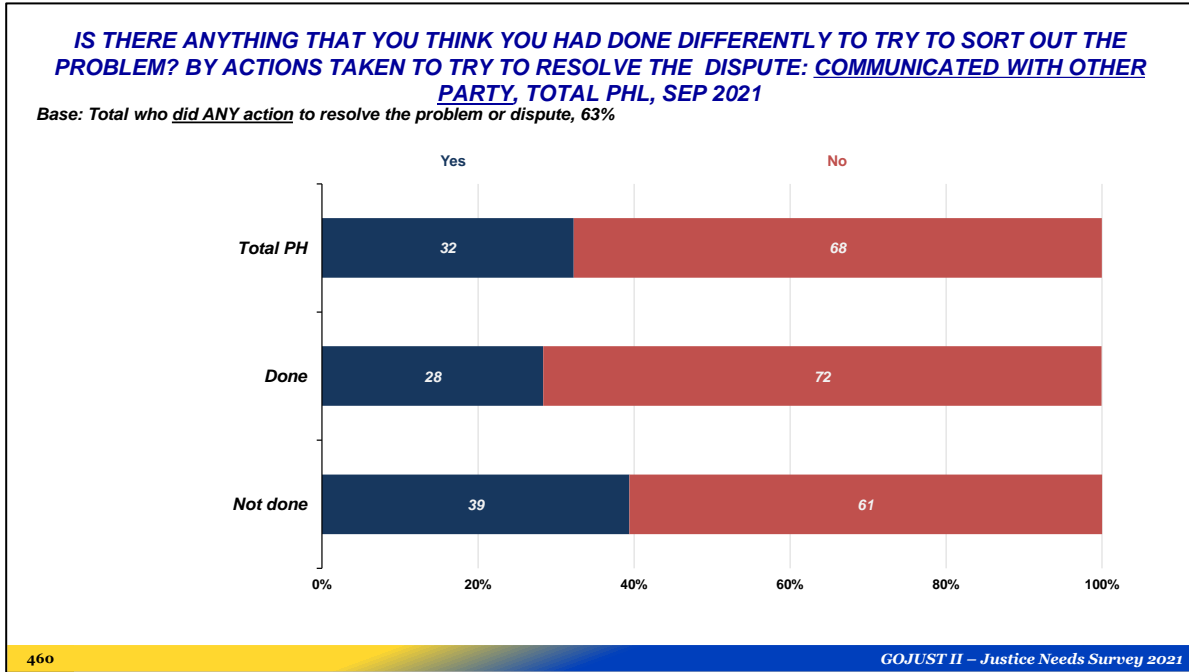
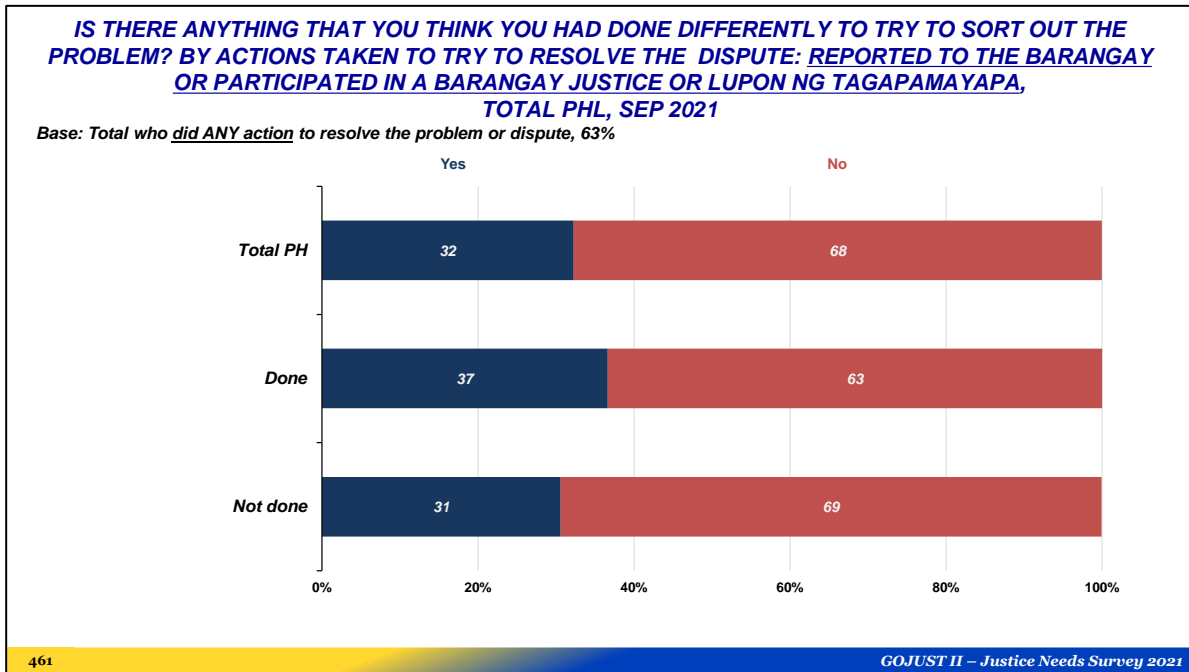


Chart 222

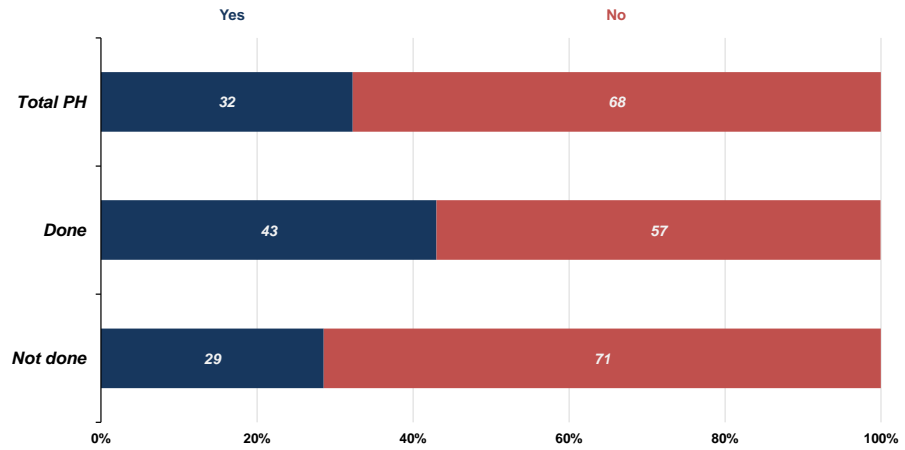




**Chart 223**

**IS THERE ANYTHING THAT YOU THINK YOU HAD DONE DIFFERENTLY TO TRY TO SORT OUT THE PROBLEM? BY ACTIONS TAKEN TO TRY TO RESOLVE THE DISPUTE: SOUGHT HELP OR APPROACHED ANOTHER PERSON, LIKE FRIENDS, RELATIVES OR ACQUAINTANCES, TOTAL PHL, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%

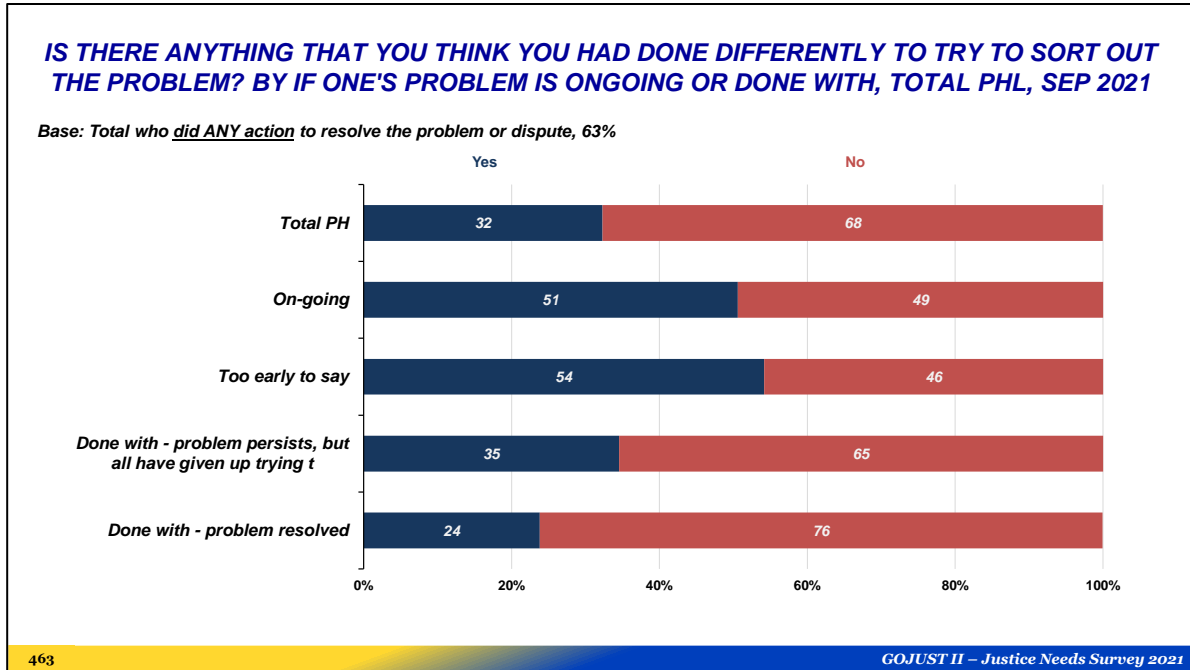




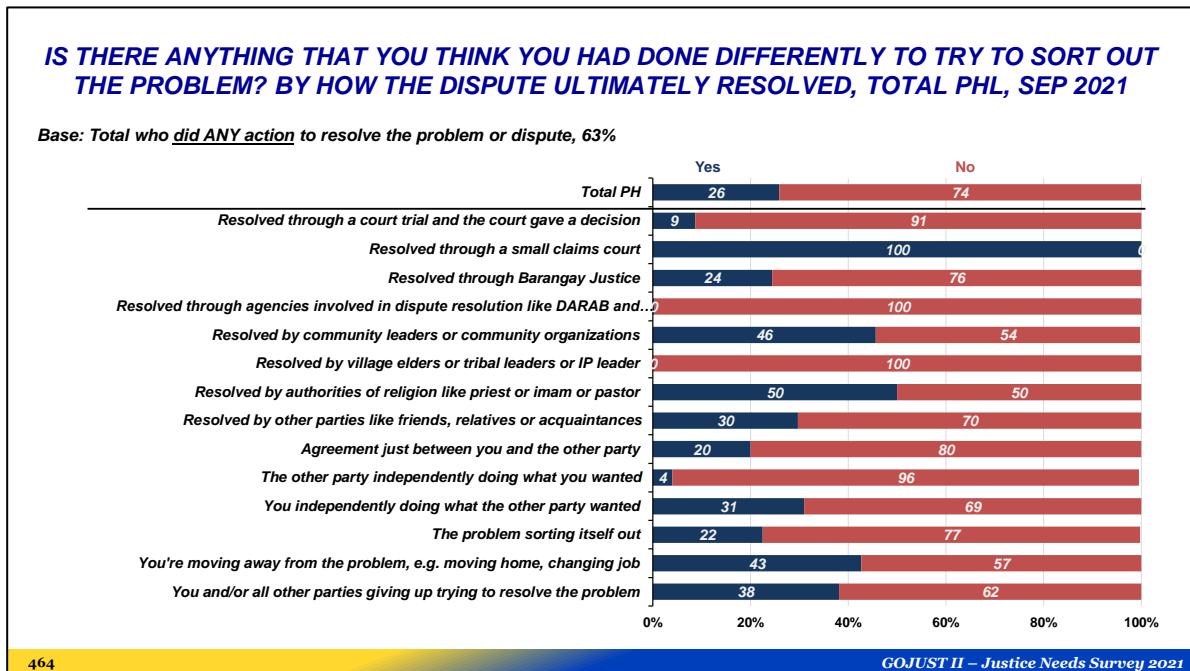
The percentages of those who would have done anything differently to resolve the dispute is higher among those with disputes that are *on-going* (51%) and *problems too early to say* (54%) than those *done with but problem persists* (35%) and *problem resolved* (24%). [Chart 224]

By how the problem was resolved, all of those who went through small claims court would have done differently to solve the problem, while only 9% among who went through court trial would do so. For most forms of dispute resolution, pluralities to majorities would do anything differently to resolve the dispute. [Chart 225]

**Chart 224**



**Chart 225**





**By area and socio-demographics.** Majorities in most areas and socio-demographics would not do anything different to resolve their disputes. [Chart 226]

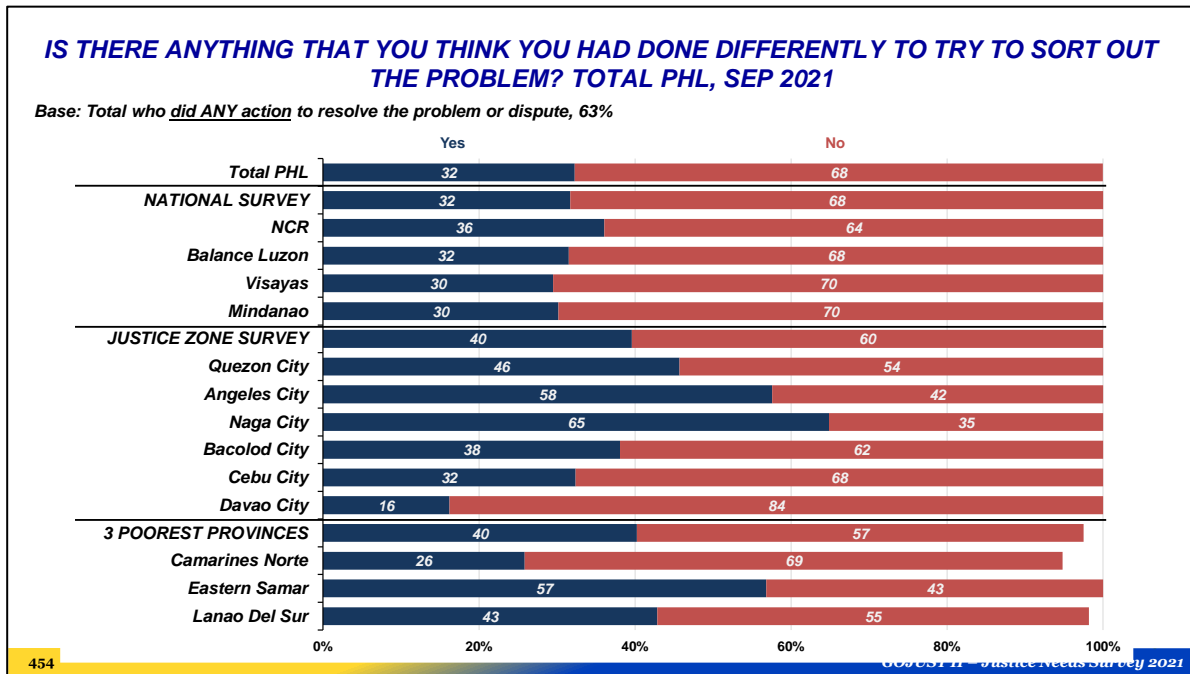
Two-fifths in the Justice Zones (40%) and in the 3 Poorest Provinces (40%) would have done anything different, compared to 32% in the National Survey

In the National Survey, 36% in NCR would do anything different, slightly higher than in other areas

In the Justice Zones, those in Angeles City (58%) and Naga City (65%) would do anything different. Majorities in other areas, however, would not do anything differently; it is particularly higher in Davao City (84%).

In the 3 Poorest Provinces, 57% in Eastern Samar would do anything different. Majorities in Camarines Norte and Lanao del Sur, however, would have done anything different.

Chart 226

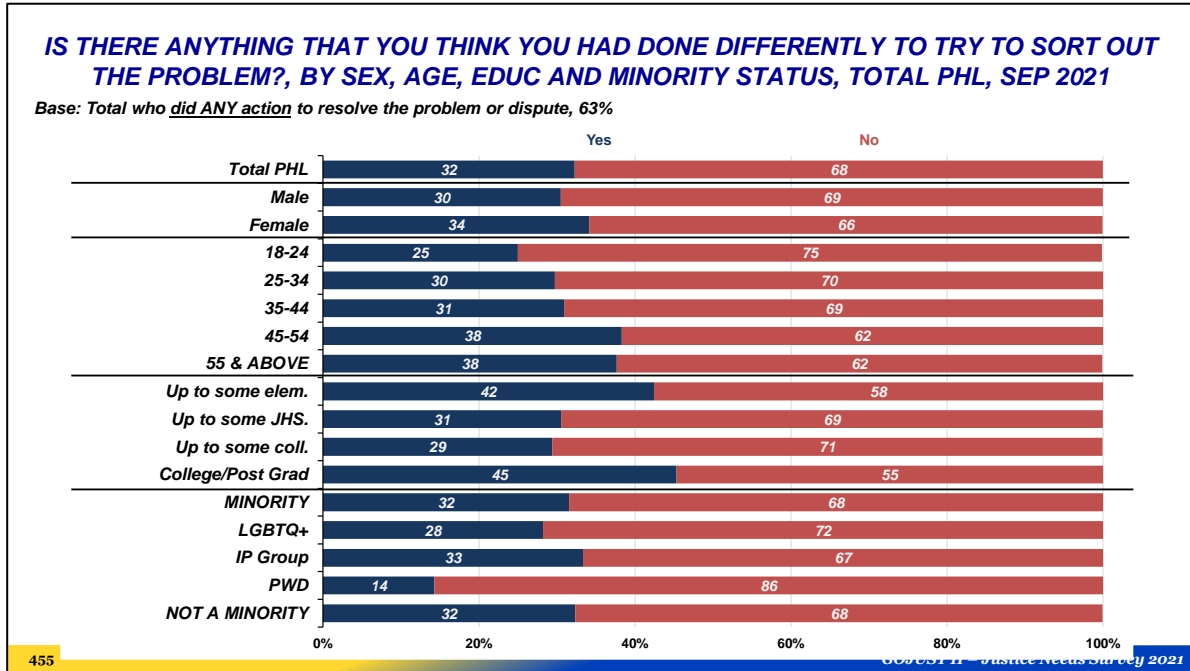




The older 45-54 and 55+ (38% each) would have done anything differently to resolve the problem or dispute, while it is 25% among 18-24. [Chart 227]

By education, more non-elementary graduates (42%) and college graduates (45%) would have done differently, while it is 31% among elementary graduates and 29% among high school graduates.

**Chart 227**



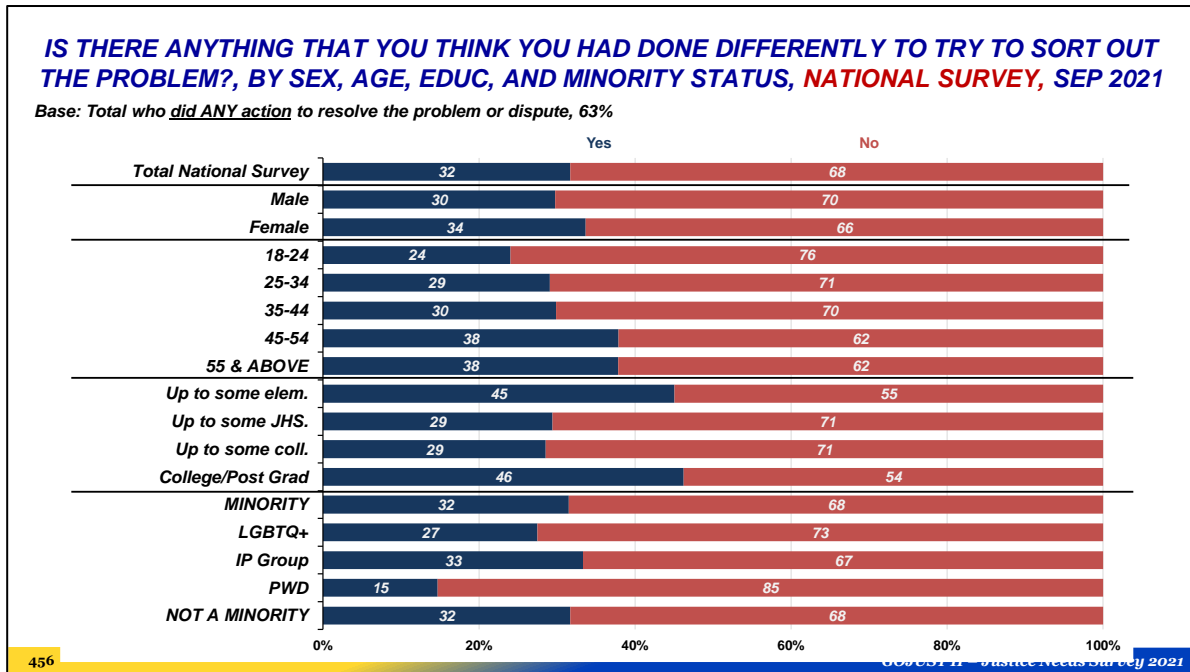


In the National Survey, slightly more females (34%) than males (30%) say they would have done differently to resolve the problem. [Chart 228]

Older 45-54 and 55+ (38% each) would have done anything differently to resolve the problem or dispute, while it is 24% among 18-24.

By education, more non-elementary graduates (45%) and college graduates (46%) would have done differently, while it is 29% each among elementary graduates and high school graduates.

**Chart 228**

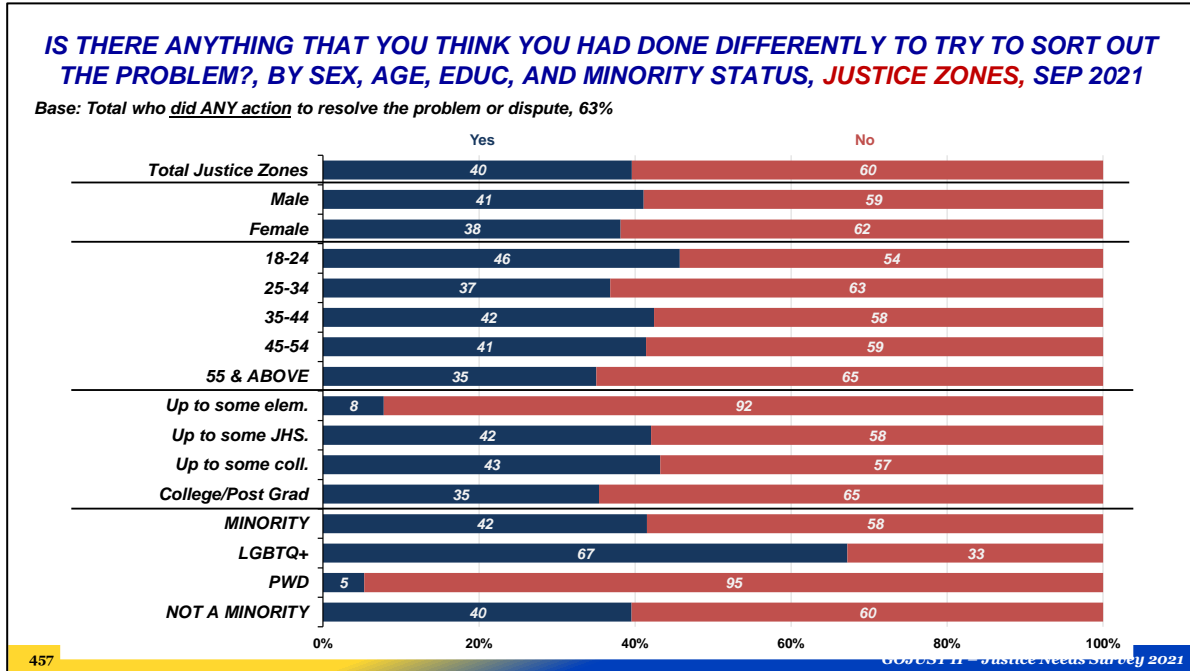




In the Justice Zones, younger 18-24 (46%) would have done differently to resolve the problem more than 55+ (35%) would. [Chart 229]

Only 8% among non-elementary graduates would have done differently, lower than those with more education (35% to 43%).

**Chart 229**





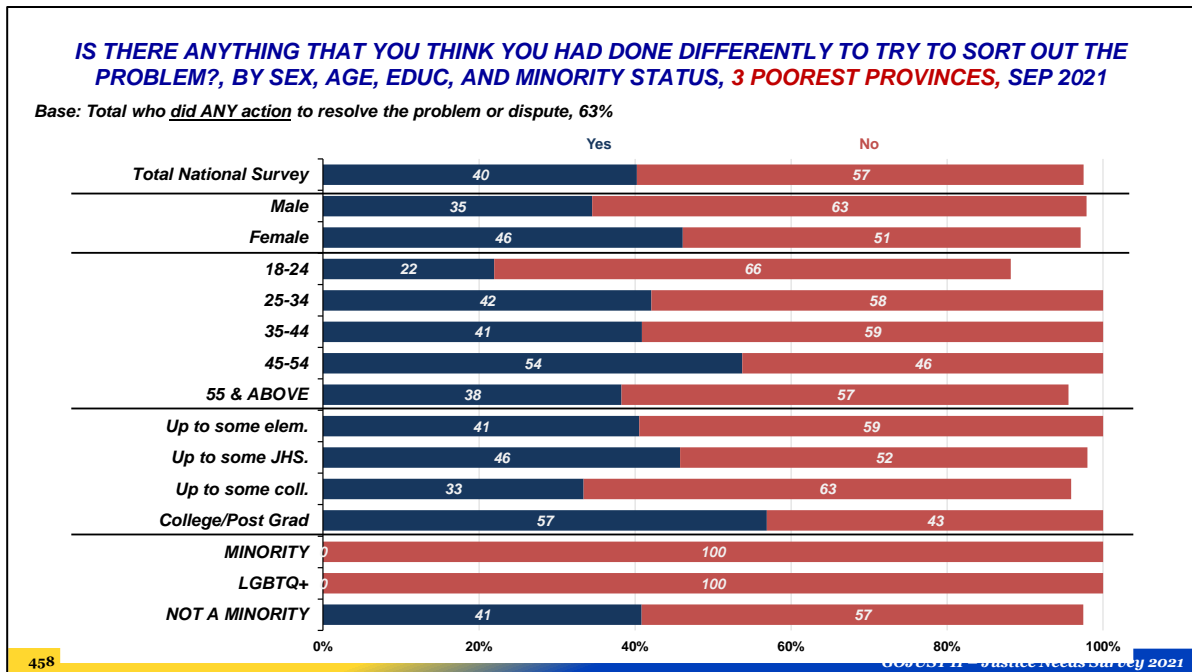
In the 3 Poorest Provinces, 46% among females would have done differently to resolve the problem, compared to 35% among males. [Chart 230]

Fifty-four percent among 45-54 would have one differently while it is 22% among 18-24.

The percentages of those who would have done differently is 57% among college graduates while it is only 33% among high school graduates.

Conversely, all self-ascribed minority would not do anything differently to resolve their problem.

**Chart 230**







## 11. Costs of Resolving the Problem or Dispute

### 11.1. Costs Incurred

Of the 63% who took any action to resolve their disputes, 30% spent or paid for any item or expenses in the process of resolving their disputes, while 70% did not spend or paid for anything. [Chart 231]

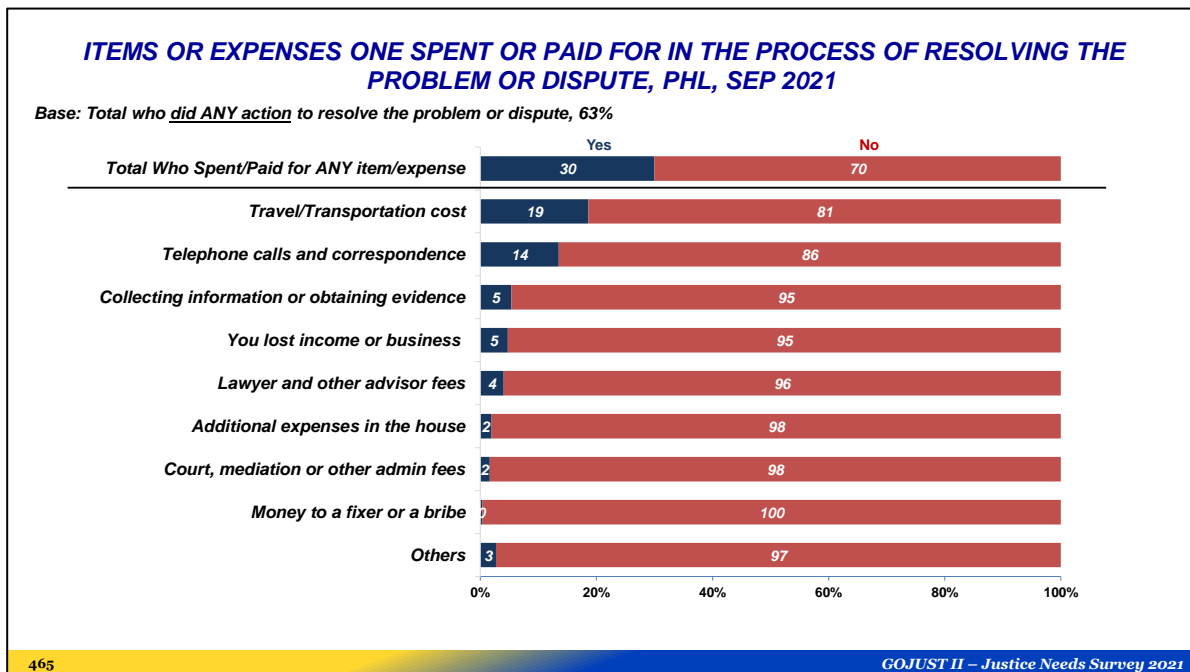
Nineteen percent spent for *travel or transportation costs* and 14% spent or paid for *telephone calls and correspondence*. Smaller percentages spent or paid for *collecting information or obtaining evidence* (5%), *lost income or business* (5%), *lawyer and other advisor fees* (4%), *additional expenses in the house* and *court mediation or other admin fees* (2% each).

Of the 19% who paid or spent for the travel in the process, the average amount spent is PhP 1,537, with minimum of PhP14.00 and maximum of PhP 30,000.

Of the 14% who paid or spent for telephone calls and correspondence, the average amount spent is PhP 438, with minimum of PhP 10.00 and maximum of PhP 8,000.

Higher amounts were spent for lost of income or business, lawyer and other advisor fees, additional expenses in the house, and other expenses. [Table 23]

Chart 231





**Table 23**

**ITEMS OR EXPENSES ONE SPENT OR PAID FOR IN THE PROCESS OF RESOLVING THE DISPUTE, PHL, SEP 2021**

**Base: Total who paid or spent for the process, figures in (%)**

	<b>AVERAGE</b>	<b>MEDIAN</b>	<b>MIN.</b>	<b>MAX.</b>
Travel (e.g. commute fares or gasoline to visit an advisor) <b>(19%)</b>	1,537	200	14	30,000
Telephone calls and correspondence, such as text messages or Internet fees <b>(14%)</b>	438	100	10	8,000
Collecting information or obtaining evidence <b>(5%)</b>	3,140	300	20	35,000
You lost income or business because you were not able to work as you had to take care of things for the case <b>(5%)</b>	25,660	10,000	300	569,400
Lawyer and other advisor fees <b>(4%)</b>	20,879	9,481	100	500,000
Additional expenses in the house <b>(2%)</b>	4,802	2,000	150	328,500
Court, mediation or other administrative fees <b>(2%)</b>	3,893	1,500	20	50,000
You had to give a money to a fixer or a bribe <b>(0%)</b>	228	200	200	1,000
Others <b>(3%)</b>	6,141	2,000	20	250,000

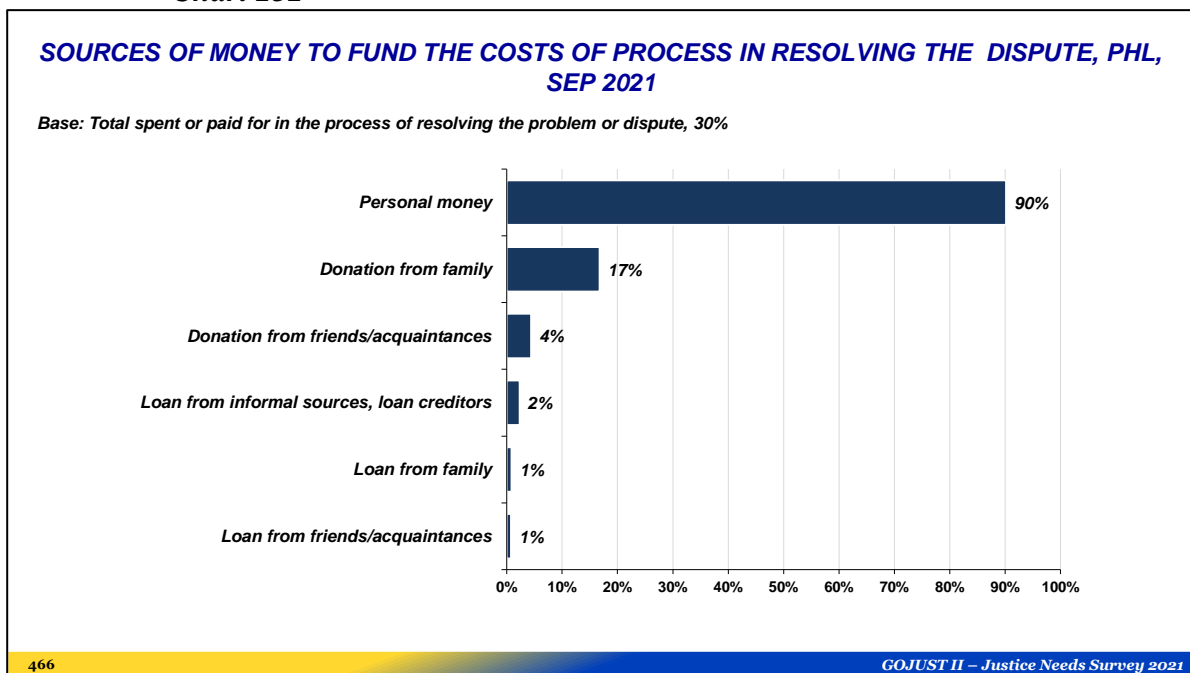


## 11.2. Sources of Funds to Pay for the Costs

Of the 30% who spent or paid anything in the process, 90% used their *personal money* to fund the costs. Smaller percentages cited other sources of fund: *donation from family* (17%), *donation from friends or acquaintances* (4%), *loan from informal sources* like loan creditors (2%), and *loan from family* and *loan from friends or acquaintances* (1% each). [Chart 232]

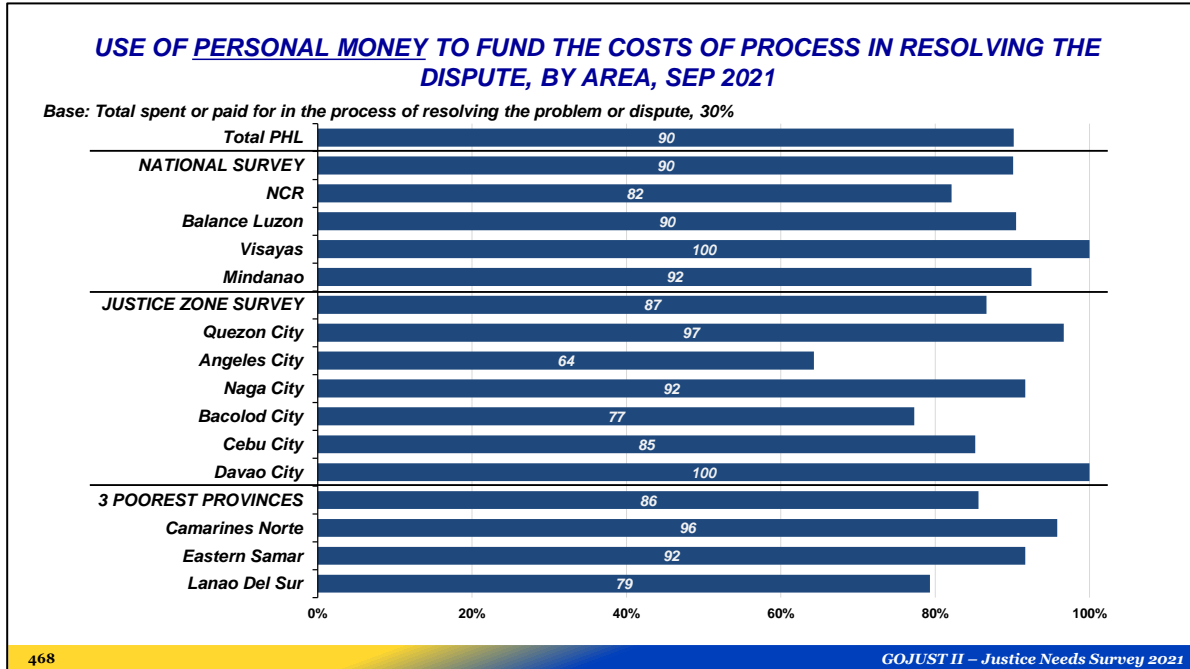
Large majorities in all survey components and across socio-demographic groups, with some exceptions, used their personal money to fund the expenses/costs incurred in the process of resolving their disputes. [Charts 233, 234, 235, 236,237]

Chart 232

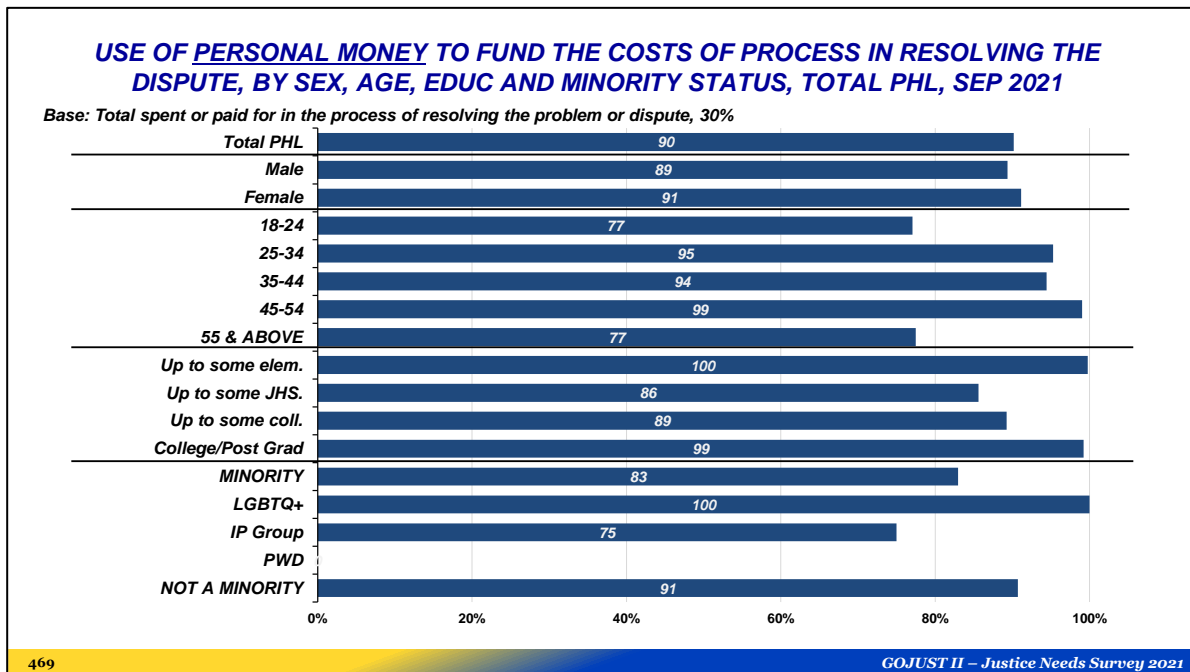




**Chart 233**

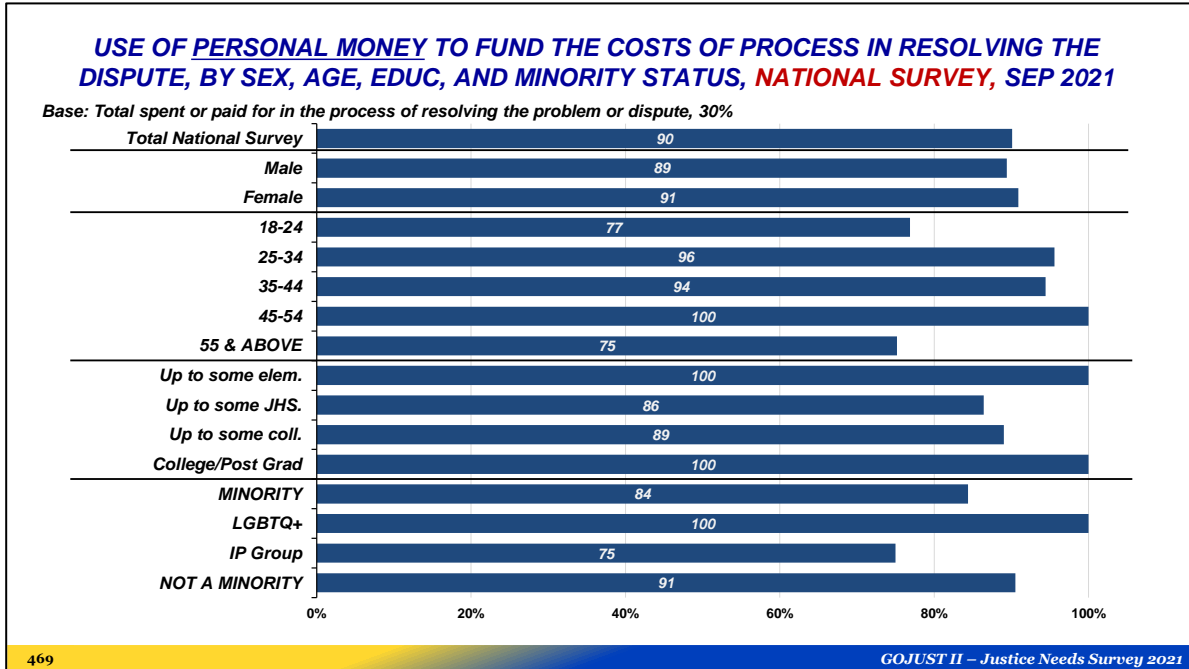


**Chart 234**





**Chart 235**



**Chart 236**

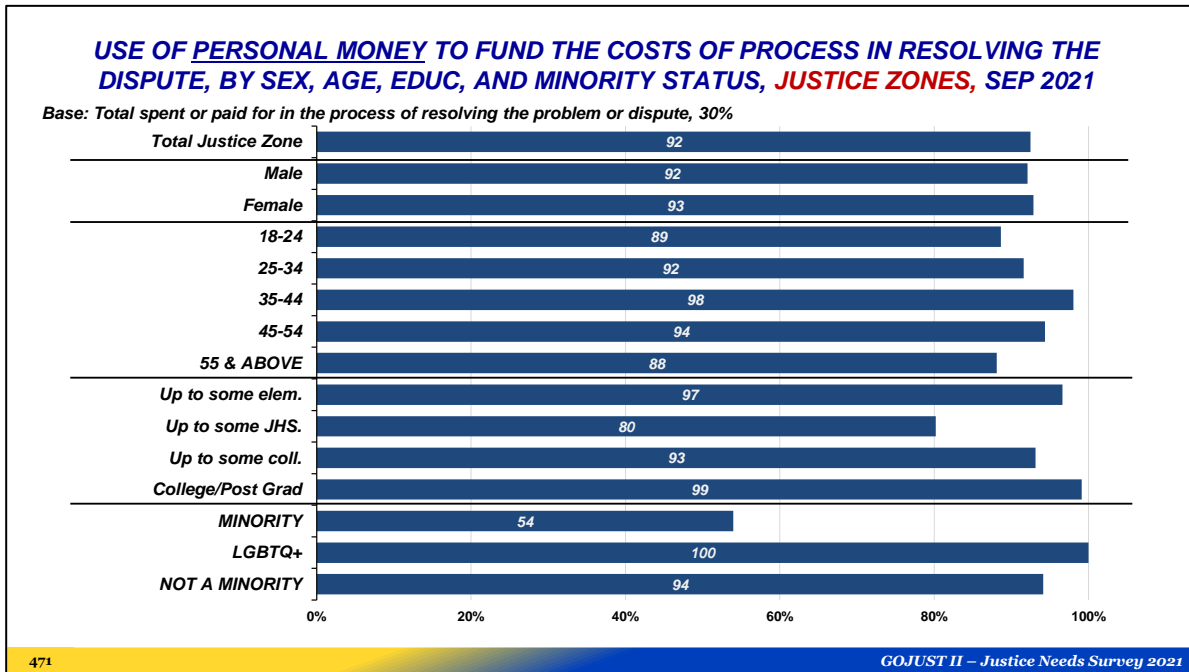
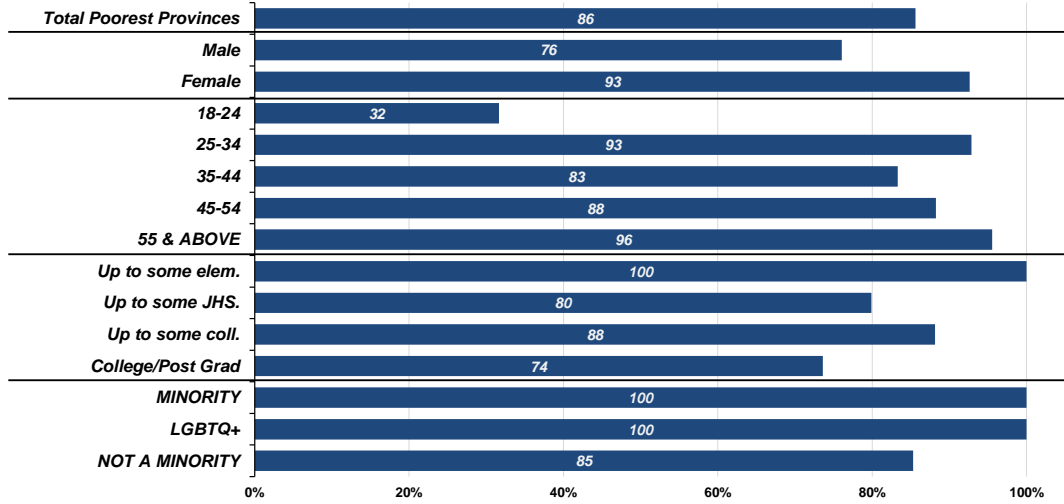




Chart 237

**USE OF PERSONAL MONEY TO FUND THE COSTS OF PROCESS IN RESOLVING THE DISPUTE, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total spent or paid for in the process of resolving the problem or dispute, 30%





### 11.3. Ease of Finding Money to Pay for Costs/Expenses in Resolving the Dispute

Of 30% who spent or paid for anything in the process of resolving their disputes, 68% had difficulties in finding the money to meet the costs or expenses, with 47% saying it was *very difficult*, and 21% *difficult*. Thirty-three percent said it was easy for them to find the money to meet the costs or expenses in resolving the problem, with 20% *easy*, and 13% *very easy*. [Chart 238]

Majorities in all survey components and across socio-demographic groups, with some exceptions, had *difficulties* in finding money to fund the expenses/costs incurred in the process of resolving their disputes.

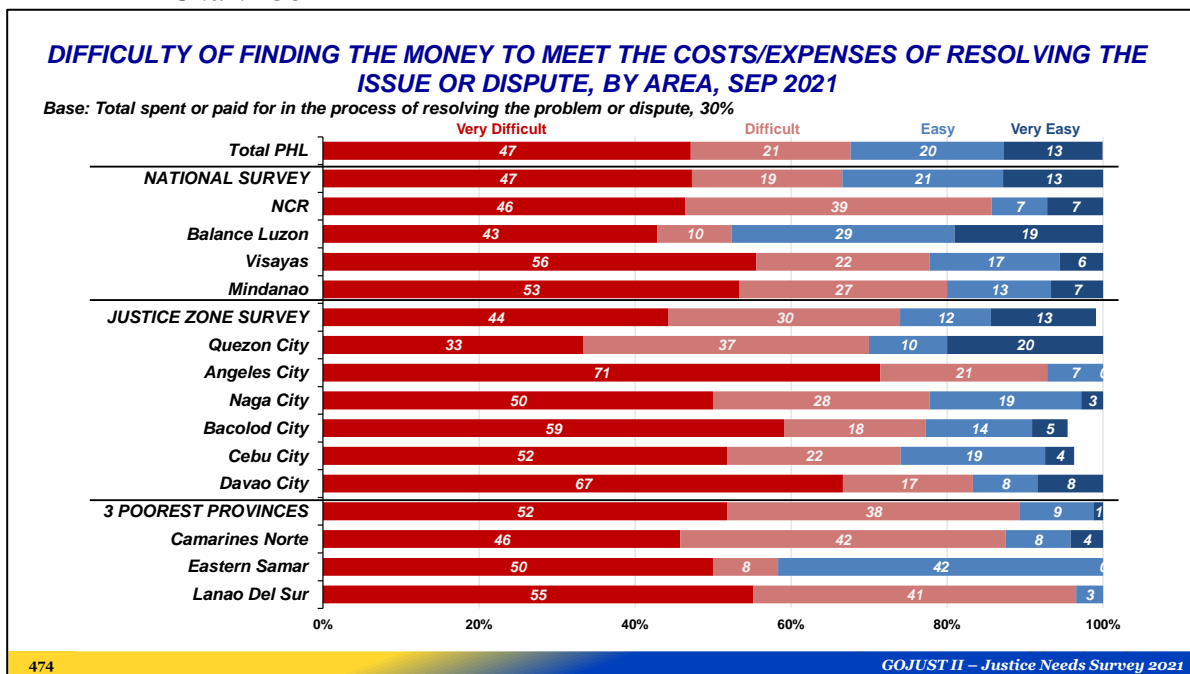
Those in the Justice Zones and in the 3 Poorest Provinces had more difficulties than in the National Survey to find the money for the expenses.

In the National Survey, nine-in-ten in NCR had difficulty finding money, higher than in the other areas; only 53% in Visayas had difficulty, lower than in other areas.

In the Justice Zones, almost all in Angeles City had difficulty finding the money for expenses.

In the 3 Poorest Provinces, 91% in Lanao del Sur had difficulty finding the money for expenses, higher than in other areas.

**Chart 238**





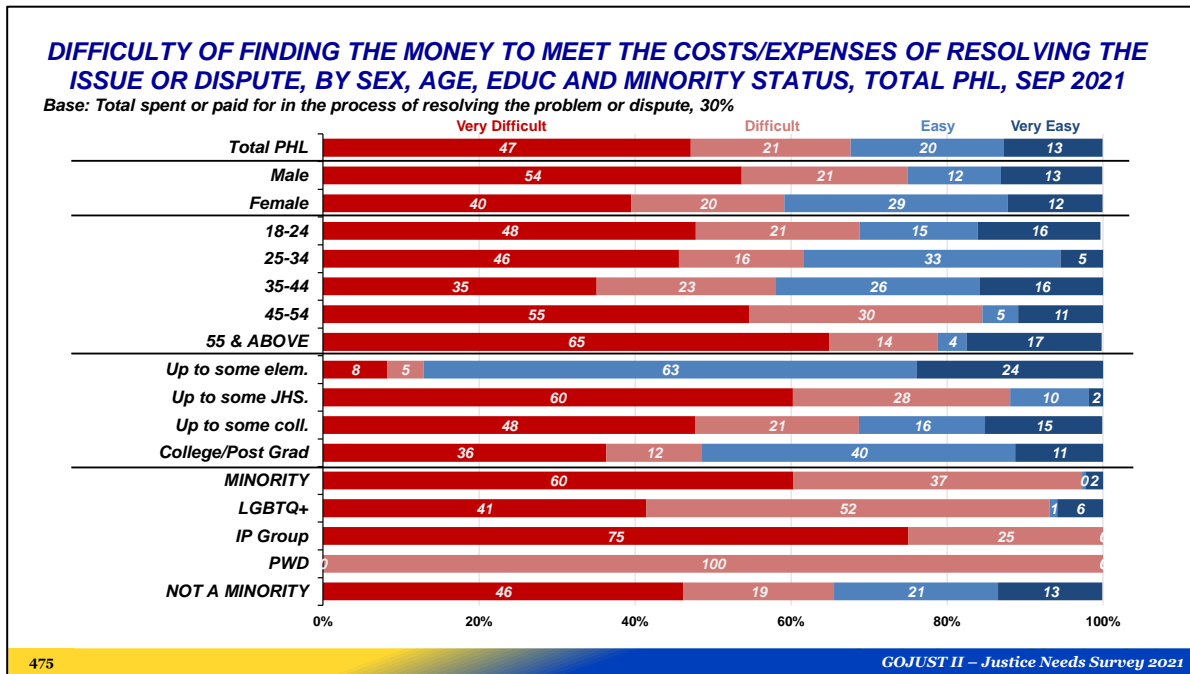
More males (54%) than females (40%) say it very difficult to find the money. [Chart 239]

Sixty-five percent among 55+ say it is very difficult but it is only 35% among 35-44.

Six out of ten (60%) among elementary say it is very difficult but it is only 8% among non-elementary.

Finding money is very difficult among 60% of self-ascribed minority than 46% of self-ascribed majority.

**Chart 239**







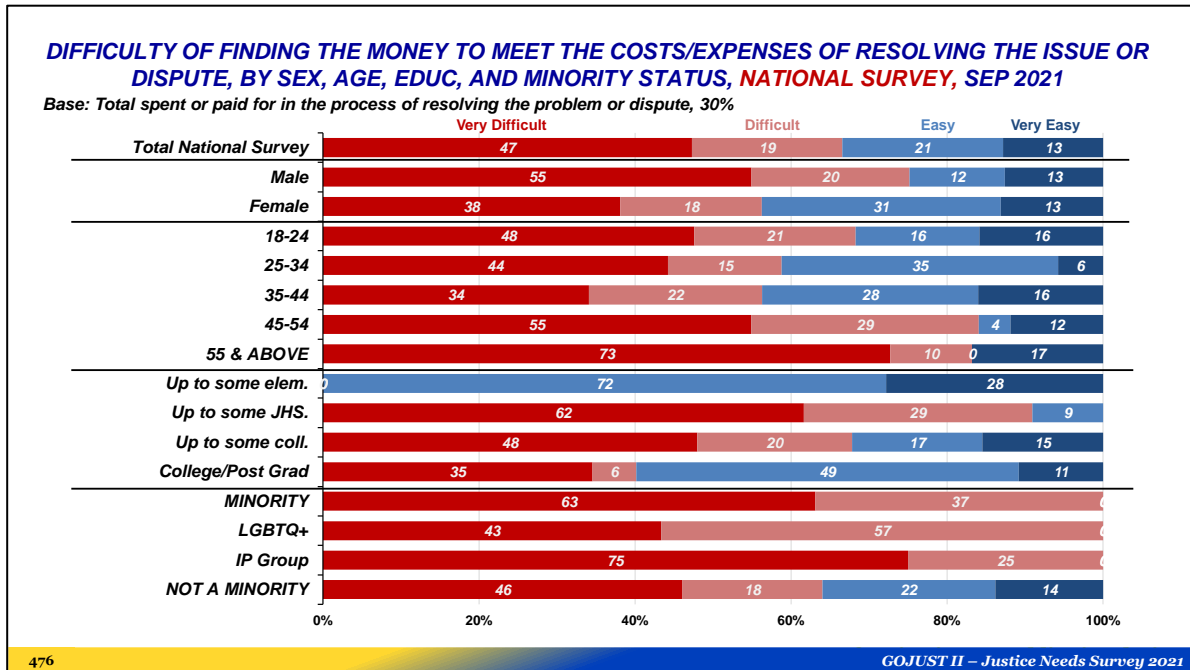
In the National Survey, more males (55%) than females (38%) say it is very difficult to find money to meet the costs or expenses in resolving the problem. [Chart 240]

Older 55+ say it is very difficult to find money while it is only 34% among 35-44.

None among non-elementary graduates say it is very difficult to find money while it is 62% among elementary graduates.

More self-ascribed minority (63%) than self-ascribed majority (46%) find it very difficult.

**Chart 240**





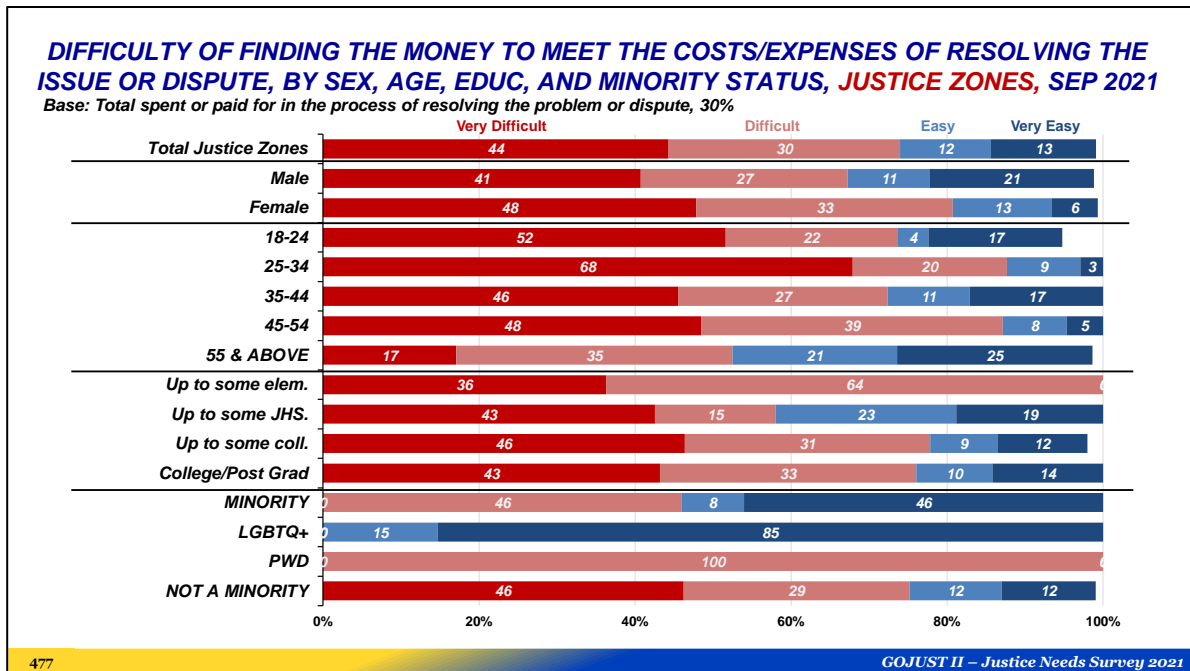
In the Justice Zones, more females (48%) than males (41%) say it is very difficult to find money. [Chart 241]

About seven out of ten (68%) among 25-34 find it very difficult while it is only 17% among older 55+.

Thirty-six percent among non-elementary graduates say it is very difficult, lower compared to those with more education.

None among self-ascribed minority say it is very difficult to find money, while it is 46% among self-ascribed majority.

**Chart 241**





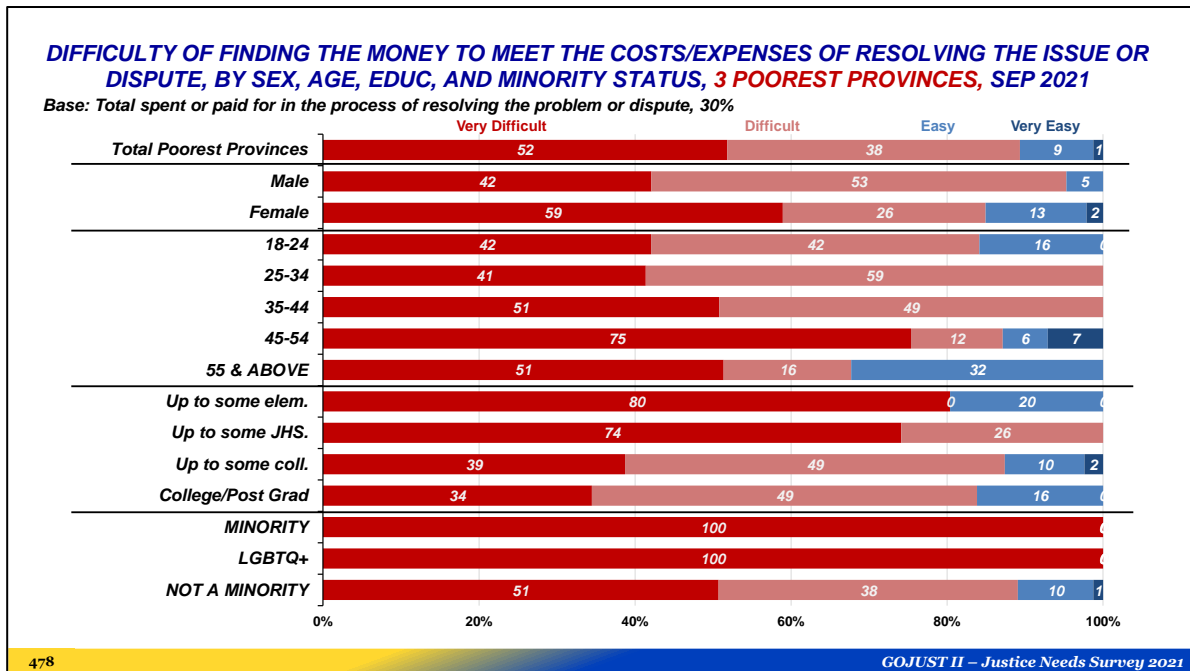
In the 3 Poorest Province, about six out of ten (59%) among females than males (42%) say it is very difficult to find money. [Chart 242]

Seventy-five percent among 45-54 find it very difficult, while it is 41% to 42% among younger 18-34.

Finding money is very difficult for majorities of non-elementary graduates (80%) and elementary graduates (74%) than those with more education (34% to 39%).

All self-ascribed minority say it is very difficult to find money, while it is 51% among self-ascribed non-minority.

**Chart 242**

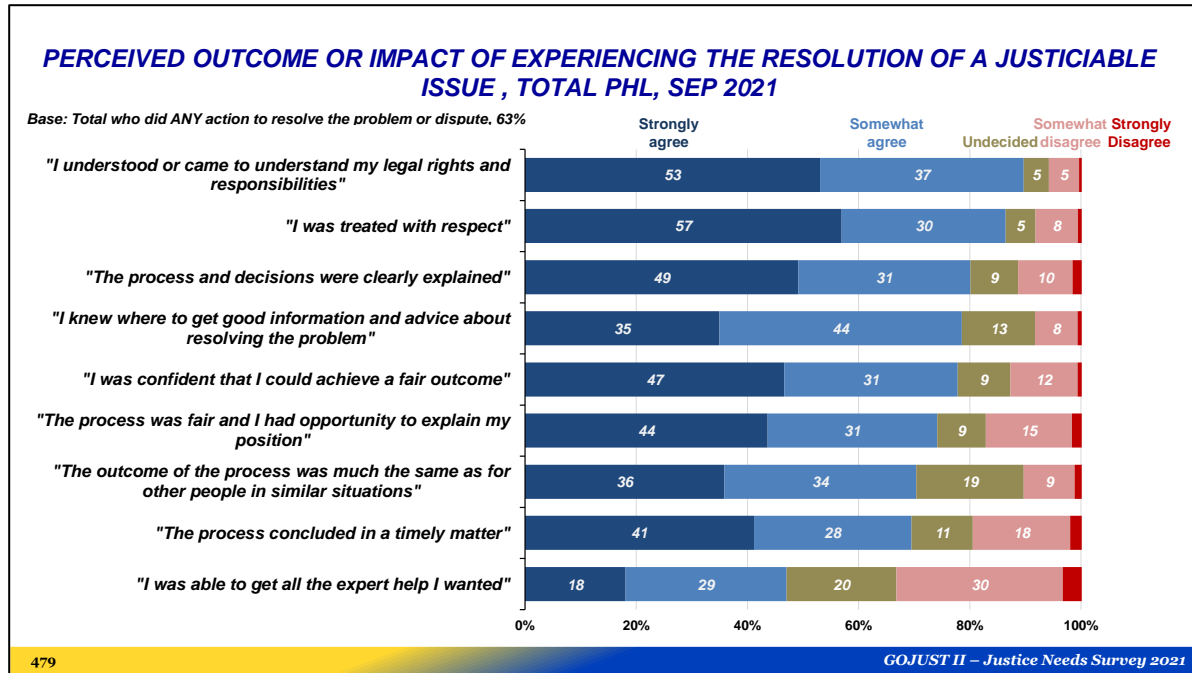




## 12. Outcome of the Dispute

Except for one test statement, large majorities of the 63% who took any action to resolve their disputes had a positive (% strongly agree and % somewhat agree) outcome or impact in the resolution of their justiciable disputes. [Chart 243]

Chart 243





## 12.1. “I understood or came to understand my legal rights and responsibilities”

Nine-in-ten agree (53% *strongly agree* and 35% *somewhat agree*) that, “I understood or came to understand my legal rights and responsibilities,” while 6% disagree (4% *somewhat disagree*, and 2% *strongly disagree*) and 5% are undecided. [Chart 244]

Agreement is strong and hardly vary across all areas and socio-demographic groups. [Charts 245, 246, 247, 248]

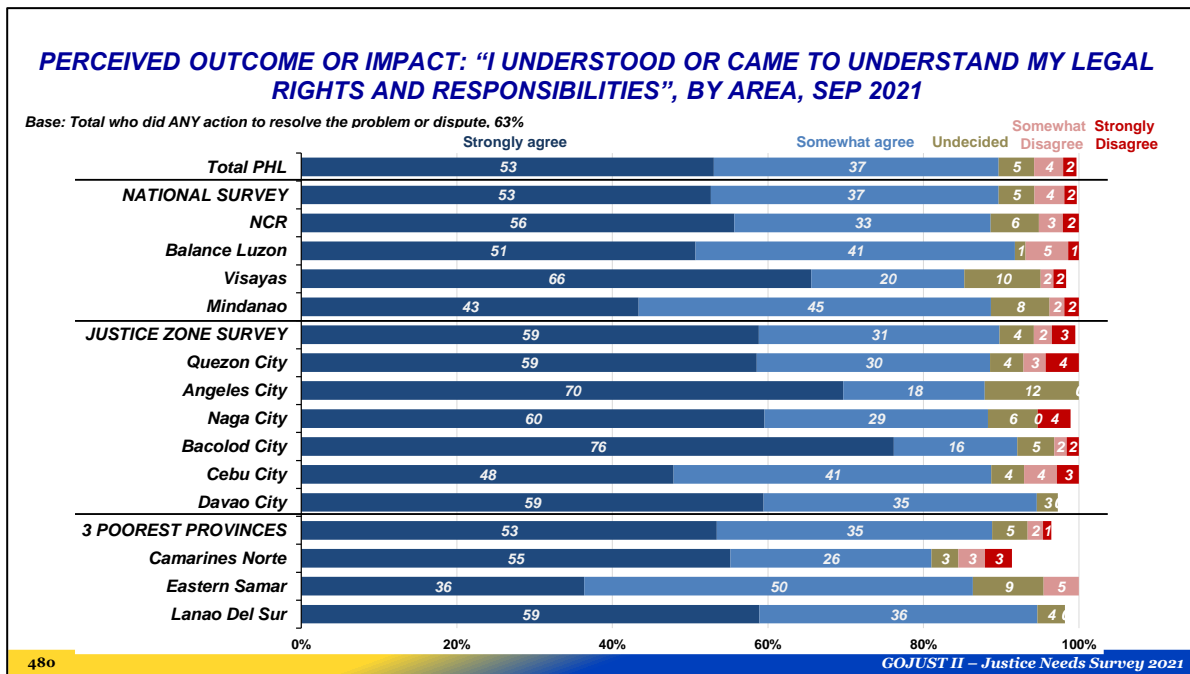
In the National Survey, almost all in Balance Luzon (92%) agree that they understood their legal rights and responsibilities.

In the Justice Zones, it is almost all in Bacolod City (92%) and Davao City (94%).

In the 3 Poorest Provinces, it is 95% in Lanao del Sur.

Large majorities across socio-demographic of survey components agree that they understood or came to understand their legal rights and responsibilities.

Chart 244





In the Total Philippines, almost all agree among 18-34 (94-96%), non-elementary graduates (96%) and college graduates (91%), and self-ascribed majority (90%).

In the National Survey, almost all agree among 18-34 (94-97%), all among non-elementary graduates (100%), and college graduates (92%).

In the Justice Zones, almost all agree among 25-34 (90-97%), high school graduates (94%) and self-ascribed majority (90%).

In the 3 Poorest Provinces, almost all agree among males (91%), 45 and above (91-92%), and all among self-ascribed majority.

**Chart 245**

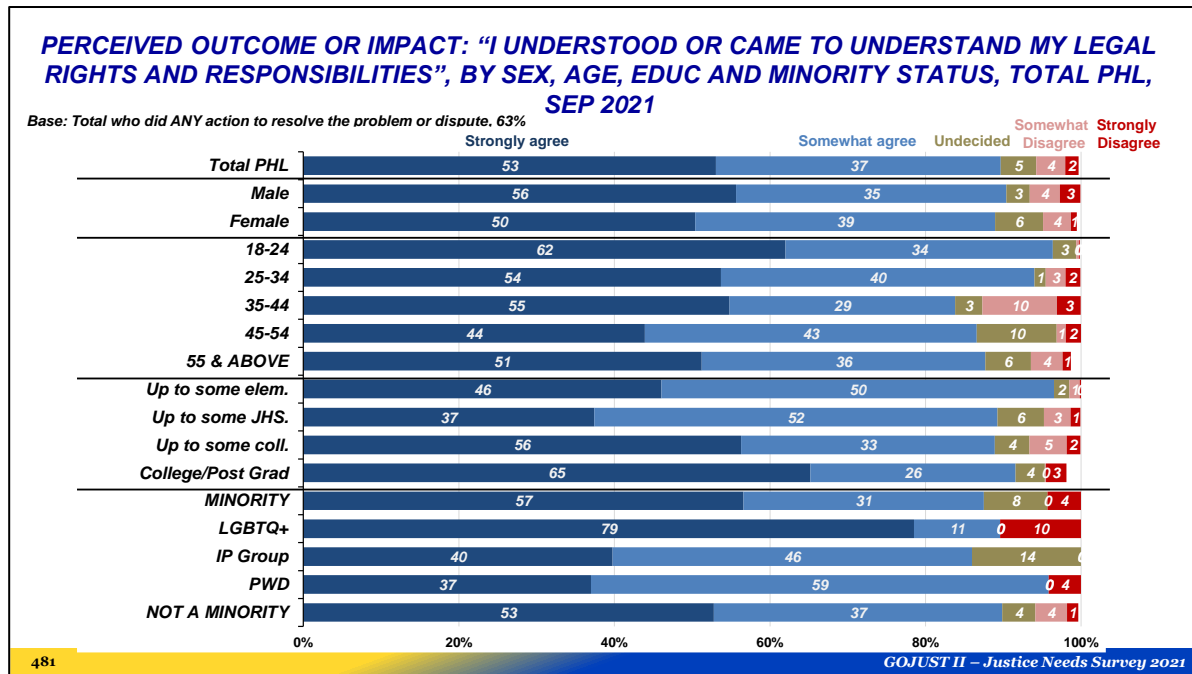




Chart 246

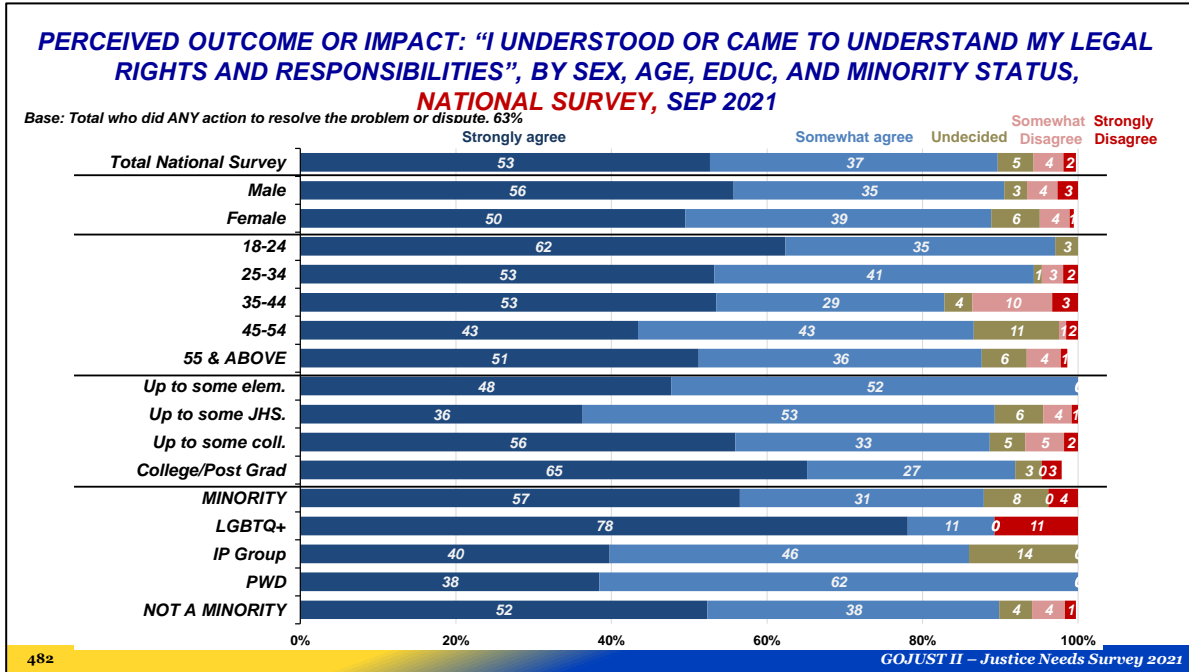




Chart 247

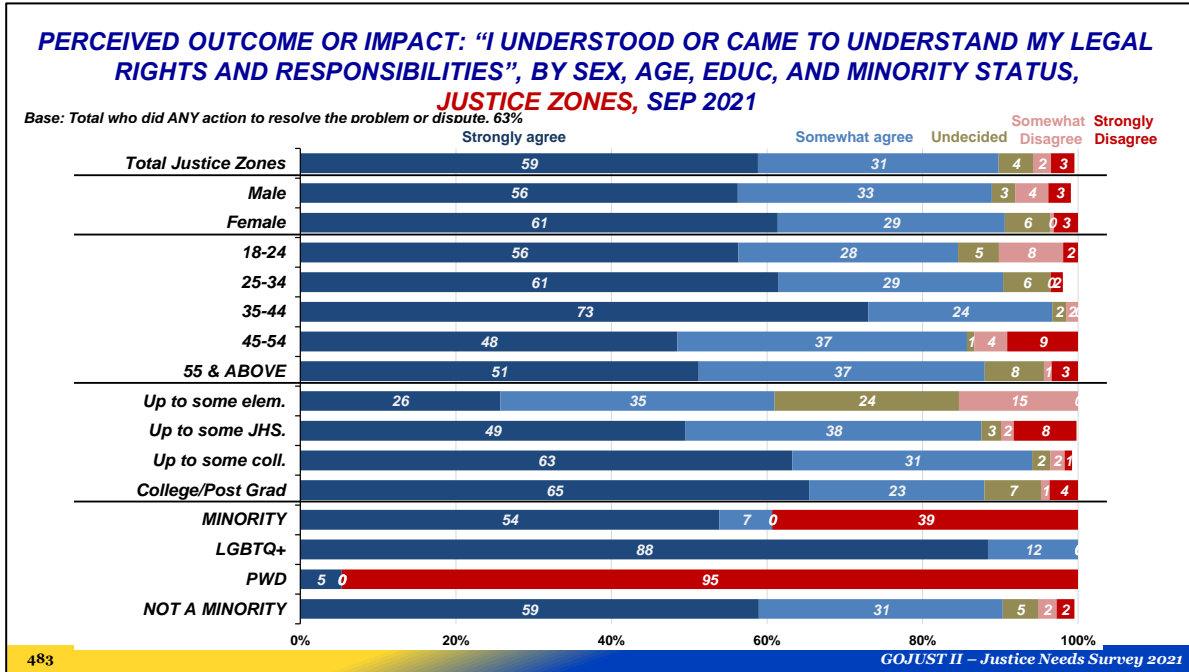
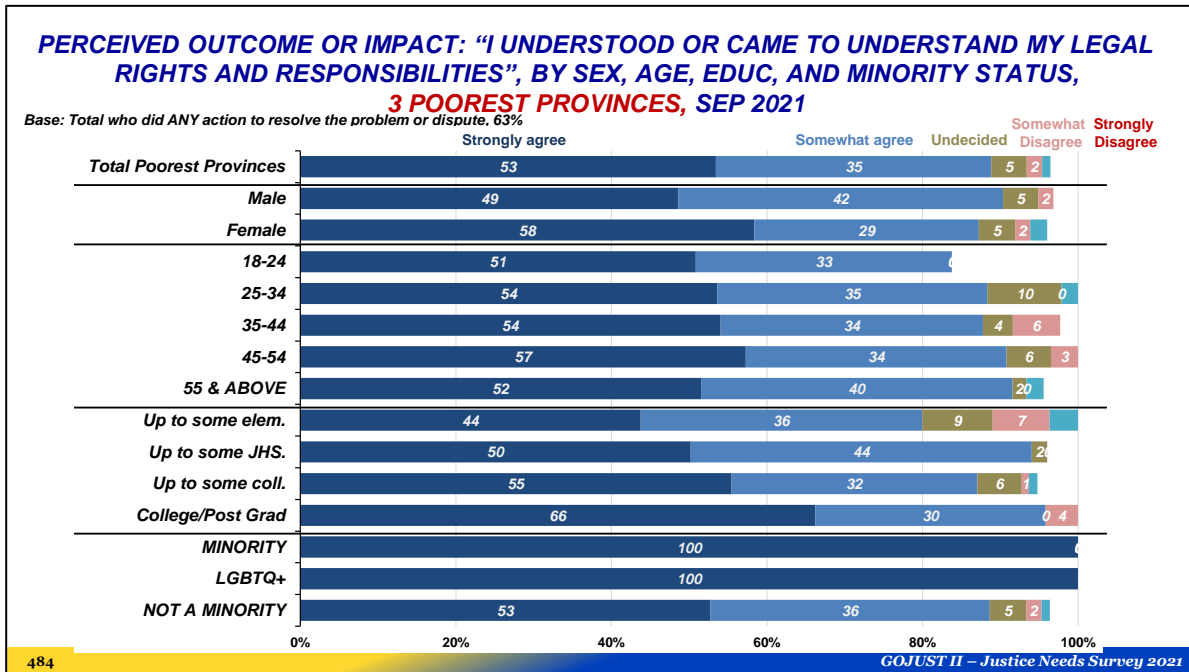


Chart 248







## 12.2. “I was treated with respect”

Eighty-seven percent agree (57% *strongly agree* and 30% *somewhat agree*) that, “I was treated with respect,” while 7% disagree (4% *somewhat disagree*, and 3% *strongly disagree*) and 5% are undecided. [Chart 249]

Agreement is strong and hardly vary across all areas and socio-demographic groups. [Charts 250, 251, 252, 253]

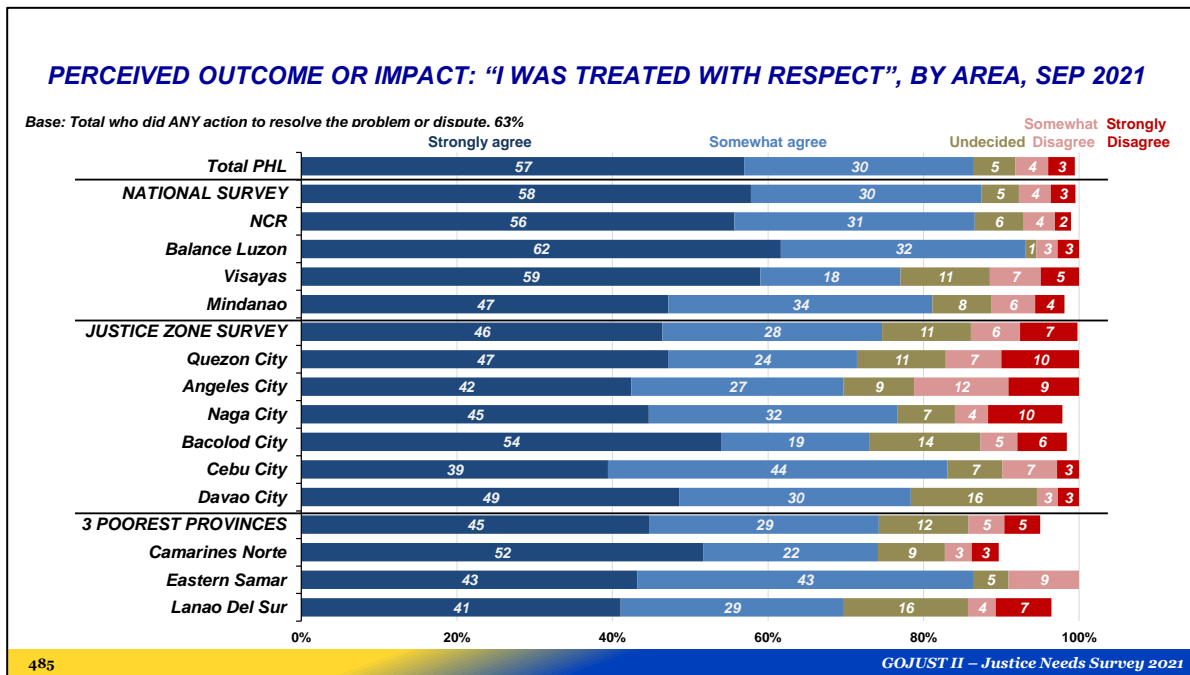
Agreement is somewhat higher in the National Survey (88%) than in the Justice Zones (75%) and in the 3 Poorest Provinces (73%).

In the National Survey, almost all in NCR agree (94%), higher than other areas.

In the Justice Zones, agreement is highest in Cebu City (83%) and Davao City (79%).

In the 3 Poorest Provinces, agreement is highest in Eastern Samar (86%).

**Chart 249**





In the Total Philippines, agreement is higher among 25-34 and 55+ (86% each), those with elementary and more education (86-87%), and self-ascribed majority (87%).

In the National Survey, agreement is highest among 25-34 and 55+ (90% each) and self-ascribed majority (88%).

In the Justice Zones, agreement is higher among 55+ (81%) than 62% among 45-54; among those with elementary education and more (65-76%); and, almost all among self-ascribe minority (93%).

In the 3 Poorest Provinces, more females (76%) than males (72%) agree that they were treated with respect. Agreement is highest among 45-54 (86%), college graduates (96%), and self-ascribed majority (74%).

**Chart 250**

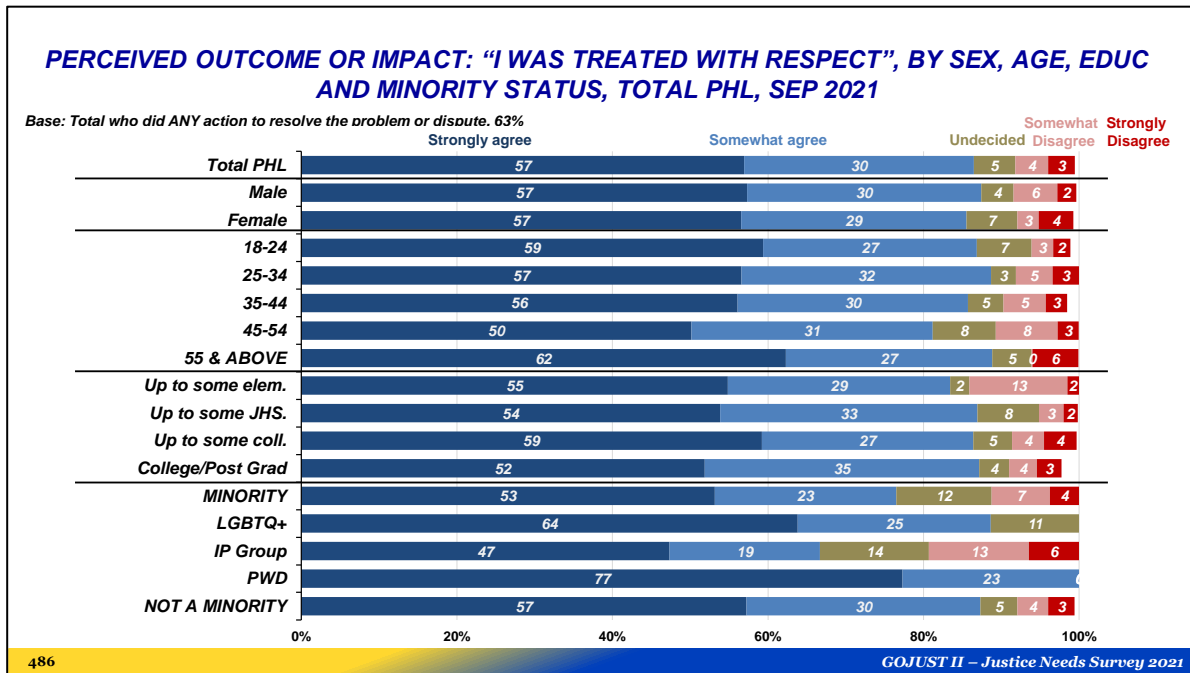




Chart 251

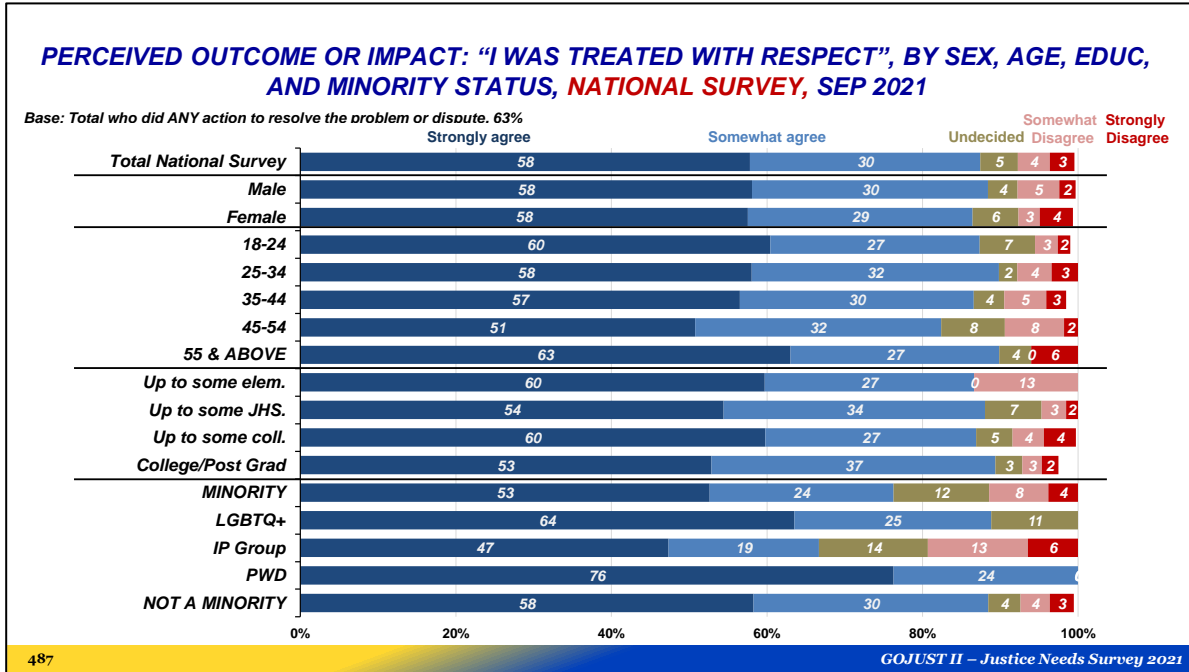


Chart 252

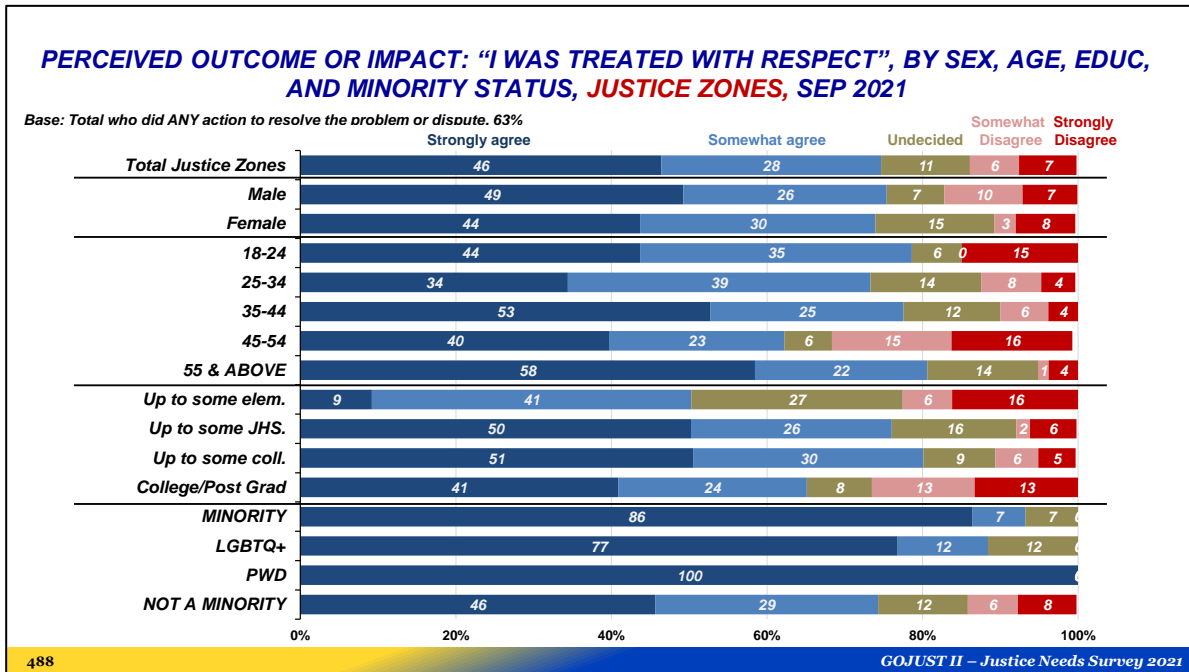
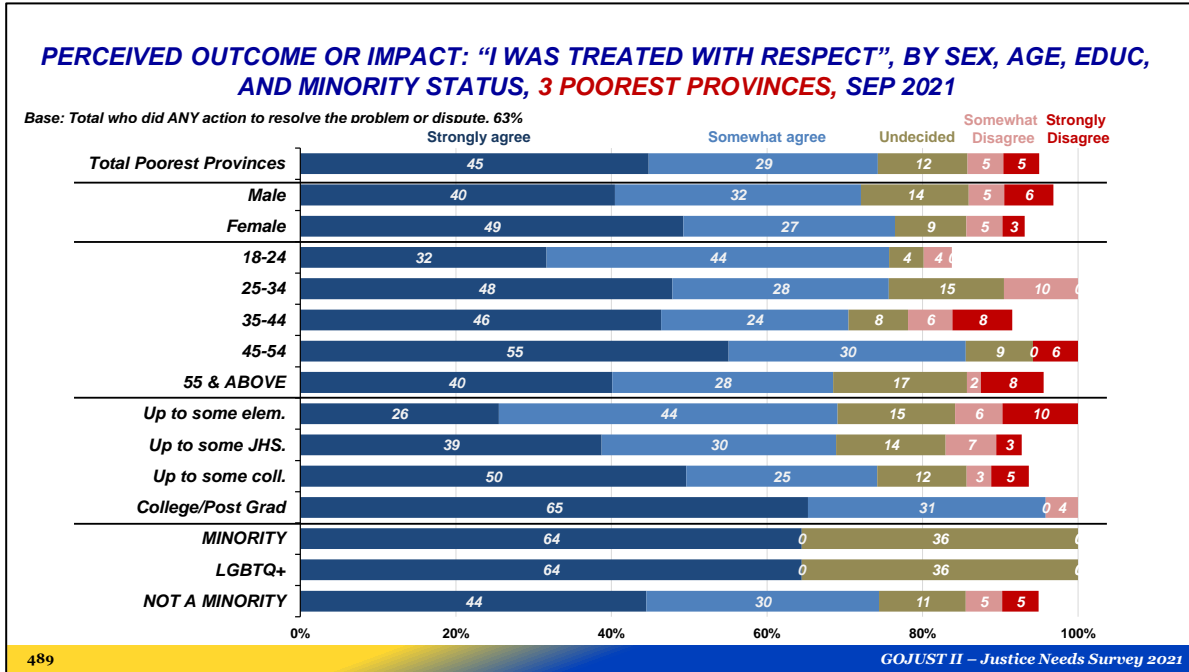




Chart 253





### 12.3. “The process and decisions were clearly explained”

Eighty percent agree (49% *strongly agree* and 31% *somewhat agree*) that, “The process and decisions were clearly explained,” while 10% disagree (5% *somewhat disagree*, and 5% *strongly disagree*) and 9% are undecided. [Chart 254]

Agreement is strong across all areas and socio-demographic groups. [Charts 255, 256, 257, 258]

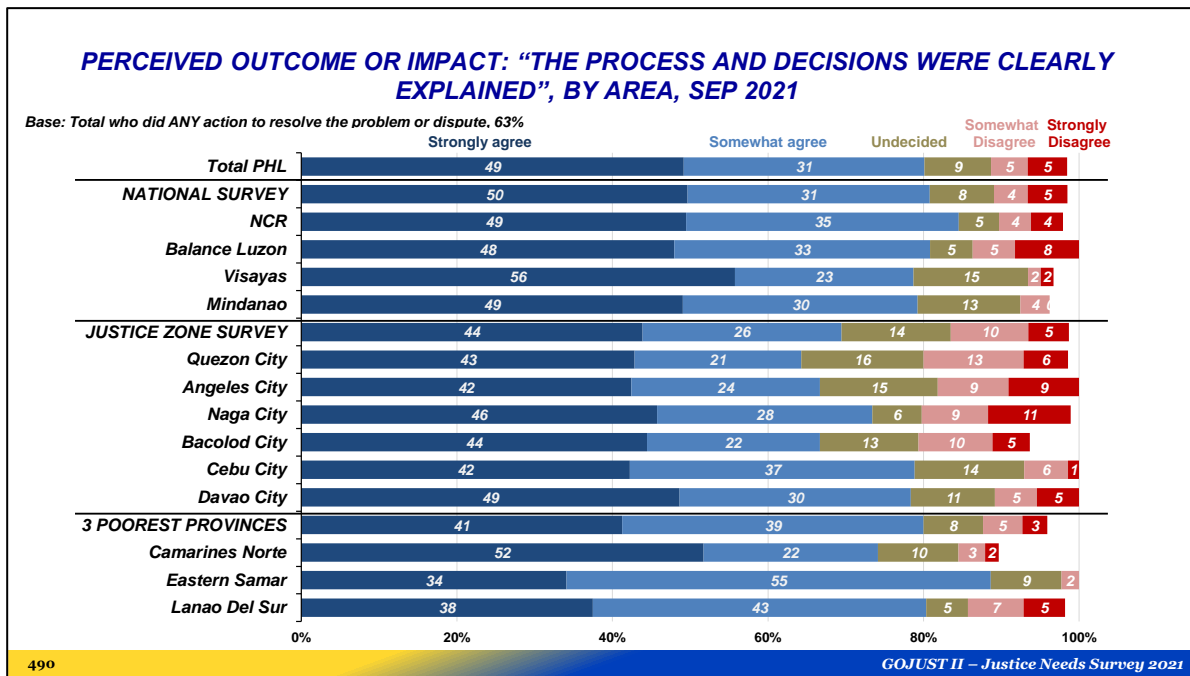
Agreement is higher in the National Survey (81%) and in the 3 Poorest Provinces (80%) than in the Justice Zones (69%).

In the National Survey, agreement is strongest in NCR (85%) and Balance Luzon (81%).

In the Justice Zones, agreement is highest in Cebu City (79%) and Davao City (78%).

In the 3 Poorest Provinces, agreement is highest in Eastern Samar (86%).

Chart 254





In the Total Philippines, agreement is highest among females (82%), 35-54 (83-84%), non-elementary graduates (89%), and self-ascribed majority (82%).

In the National Survey, it is highest among males (83%), 35-54 (84-85%), non-elementary graduates (93%), and self-ascribed majority (83%).

In the Justice Zones, agreement is highest among 45-54 (80%), and self-ascribed majority (70%). It is also higher among 35-44 (80%) but only 42% among non-elementary graduates.

In the 3 Poorest Provinces, agreement is almost to all among 45-54 (91%) and self-ascribed minority (100%). Eight-out-of-ten across education agree except among elementary graduates (75%).

**Chart 255**

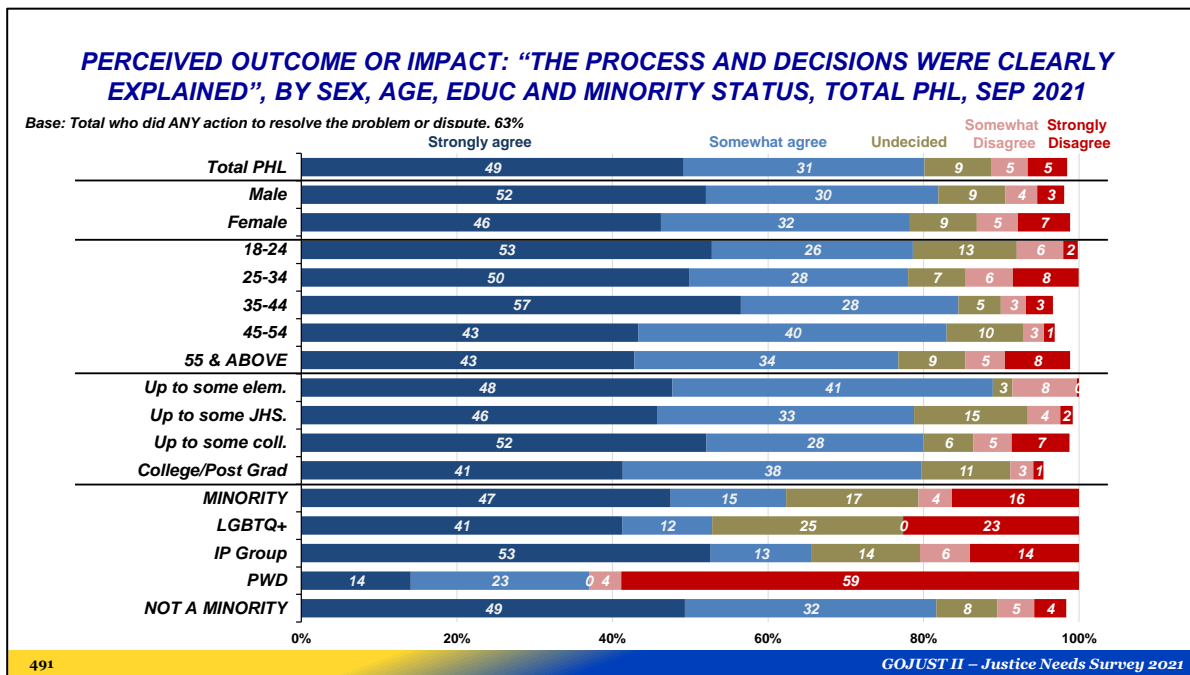




Chart 256

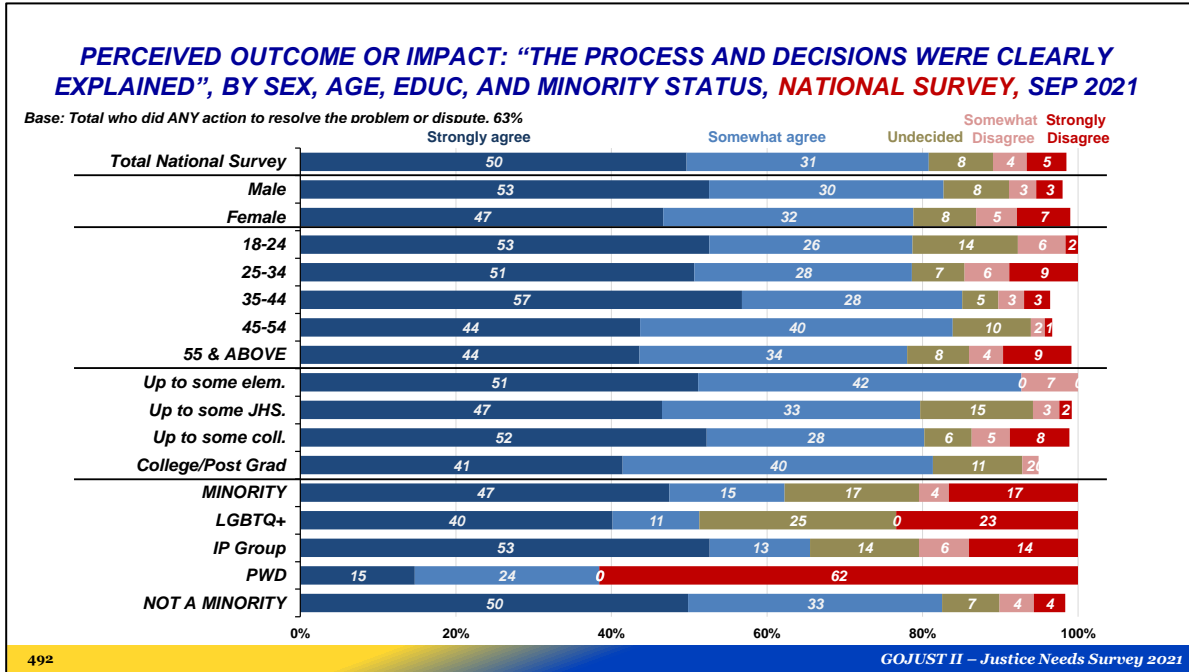


Chart 257

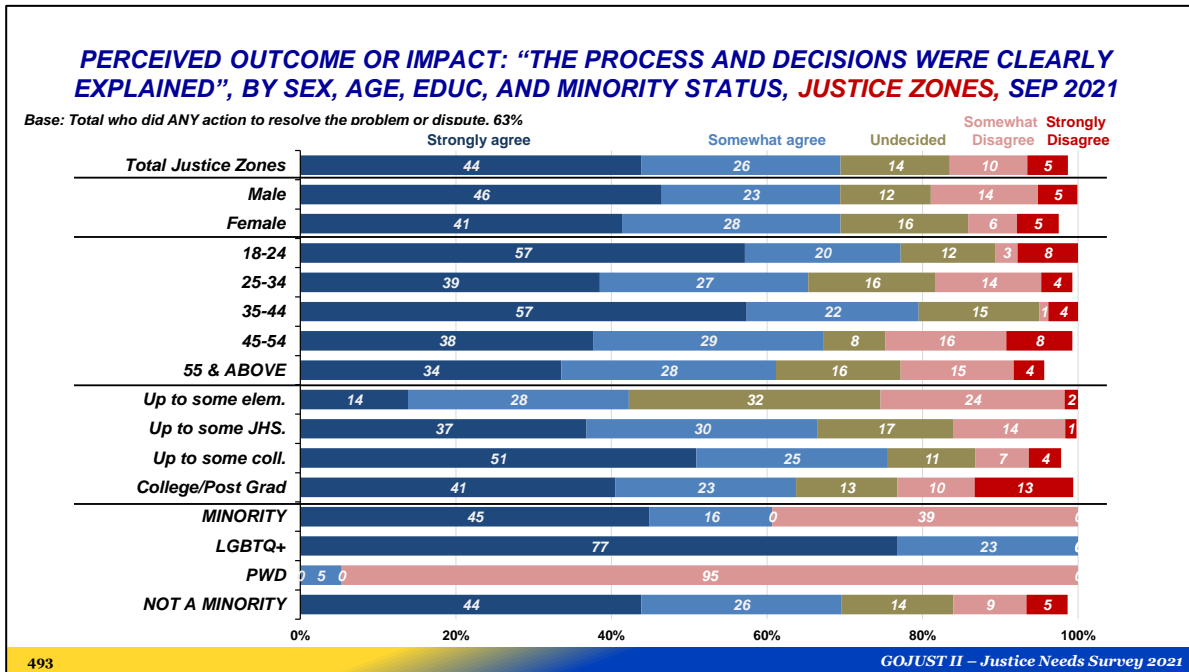
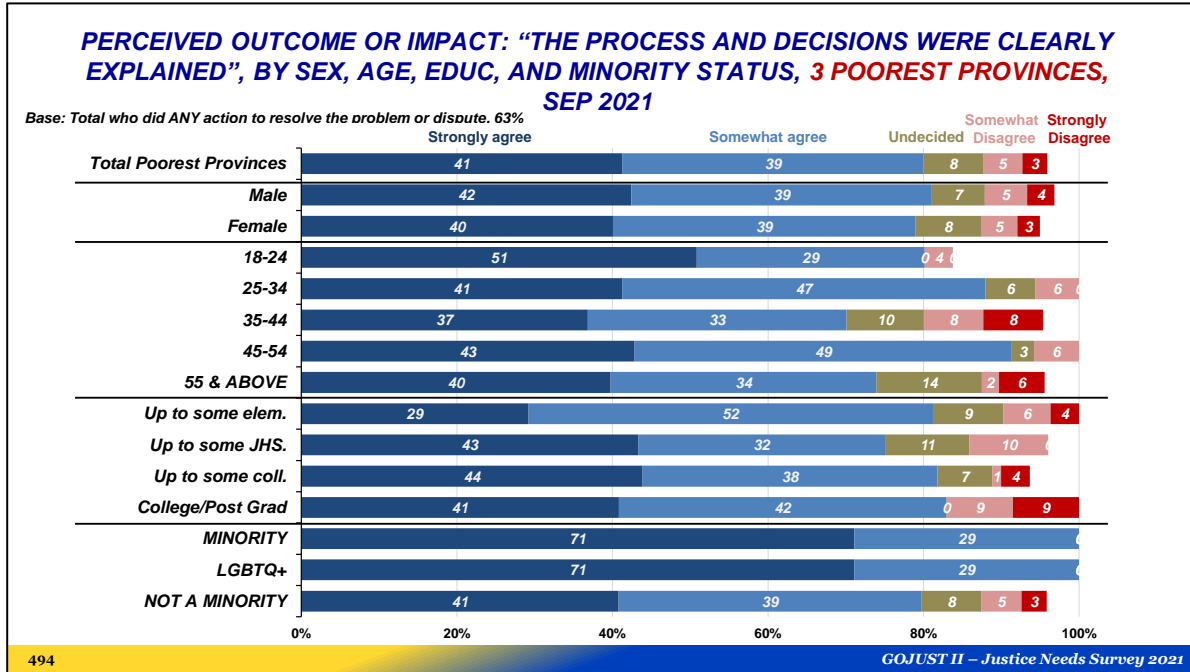




Chart 258







## 12.4. “I knew where to get good information and advice about resolving the problem”

Seventy-nine percent agree (35% *strongly agree* and 44% *somewhat agree*) that, “I knew where to get good information and advice about resolving the problem,” while 8% disagree (6% *somewhat disagree*, and 2% *strongly disagree*) and 13% are undecided. [Chart 259]

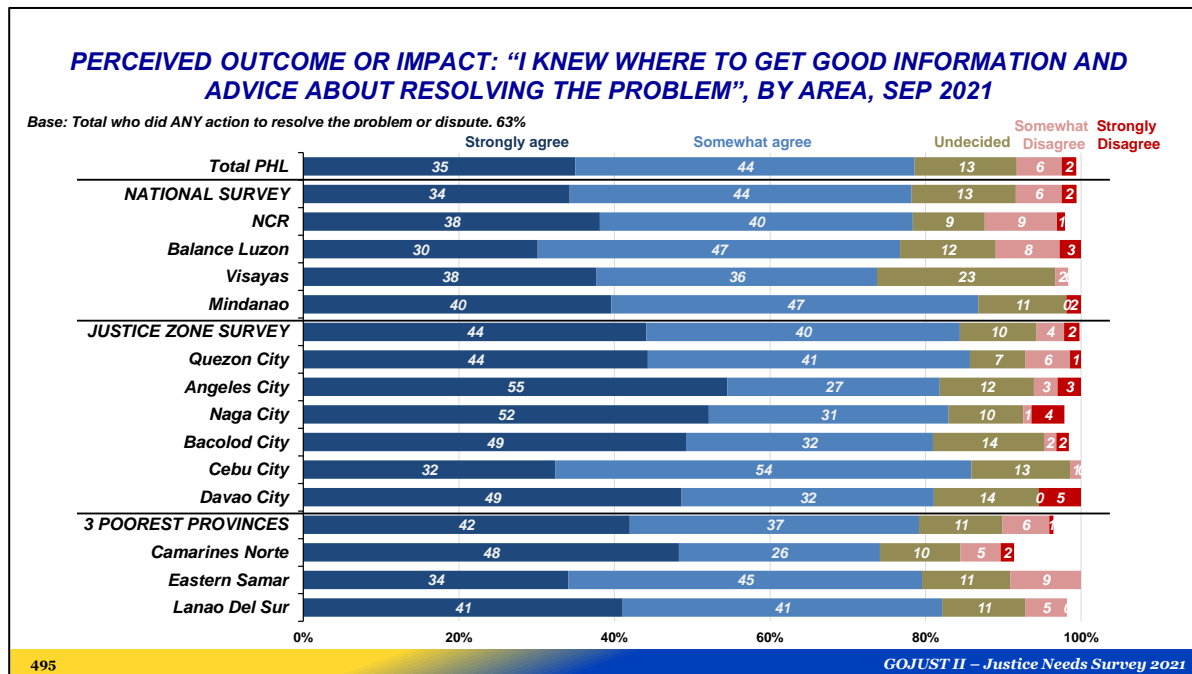
Agreement is strong across all areas and socio-demographic groups. [Charts 260, 261, 262, 263]

Agreement is slightly higher in the Justice Zones (84%) than in the National Survey (79%) and in the 3 Poorest Provinces (79%).

In the National Survey, agreement is highest at 87% in Mindanao.

In the 3 Poorest Provinces, agreement is higher in Eastern Samar (80%) and Lanao del Sur (82%) than in Camarines Norte.

Chart 259





In the Total Philippines, agreement is higher among males (82%) than females (75%); 35-54 (81-82%); and, high school graduates (82%) than those with less education.

Similarly, in National Survey, agreement is higher among males (82%) than females (75%); 35-54 (81-82%); and, high school graduates (82%) than those with less education.

In the Justice Zones, agreement is highest among males (87%), 18-24 (97%) and 35-44 (90%), and self-ascribed minority (93%). By education, 63% among non-elementary graduates agree, higher than those with more education.

In the 3 Poorest Provinces, agreement is higher among females (84%), 45-54 (91%), and college graduates (96%), and all among self-ascribed minority.

**Chart 260**

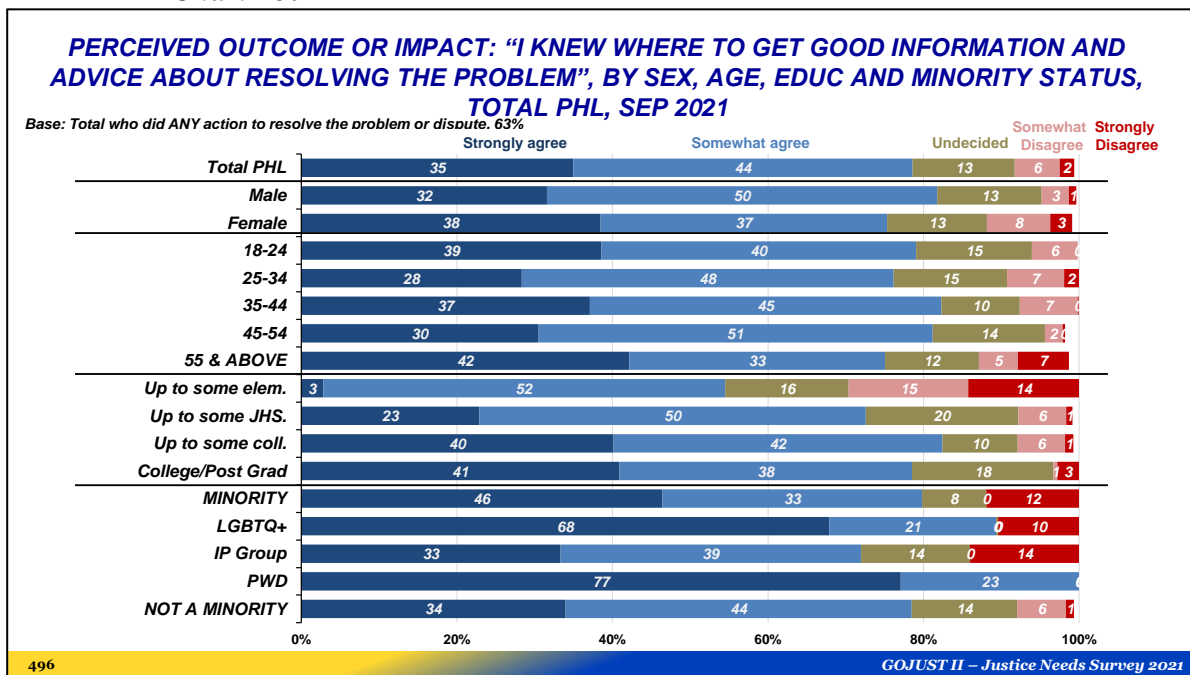




Chart 261

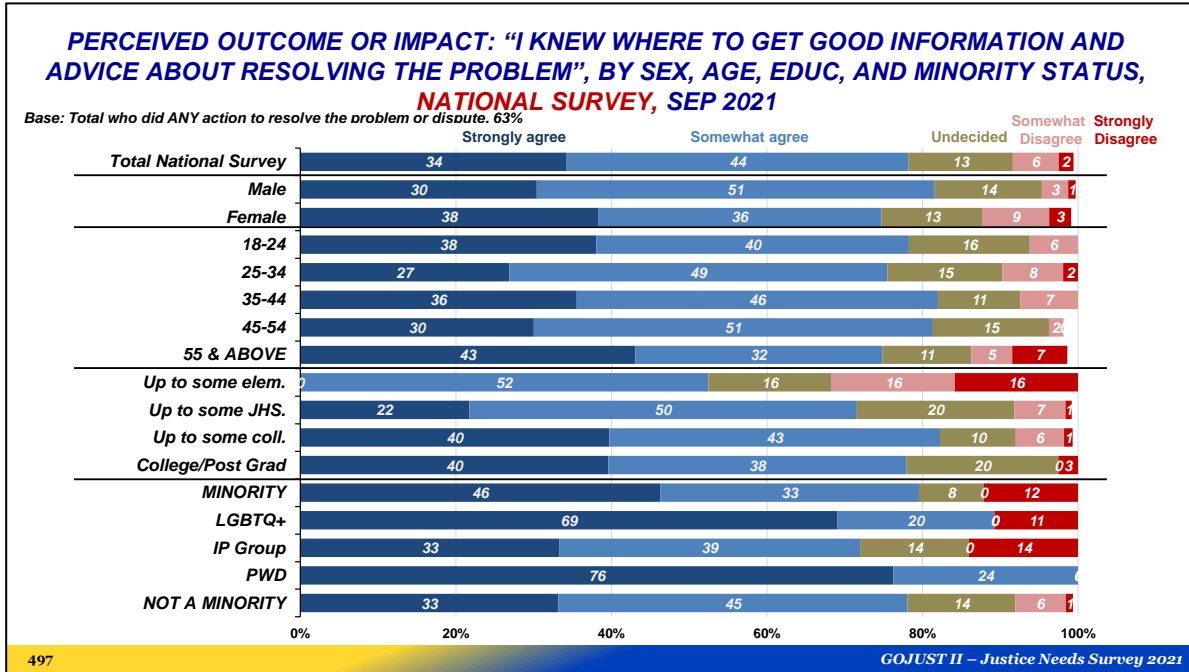


Chart 262

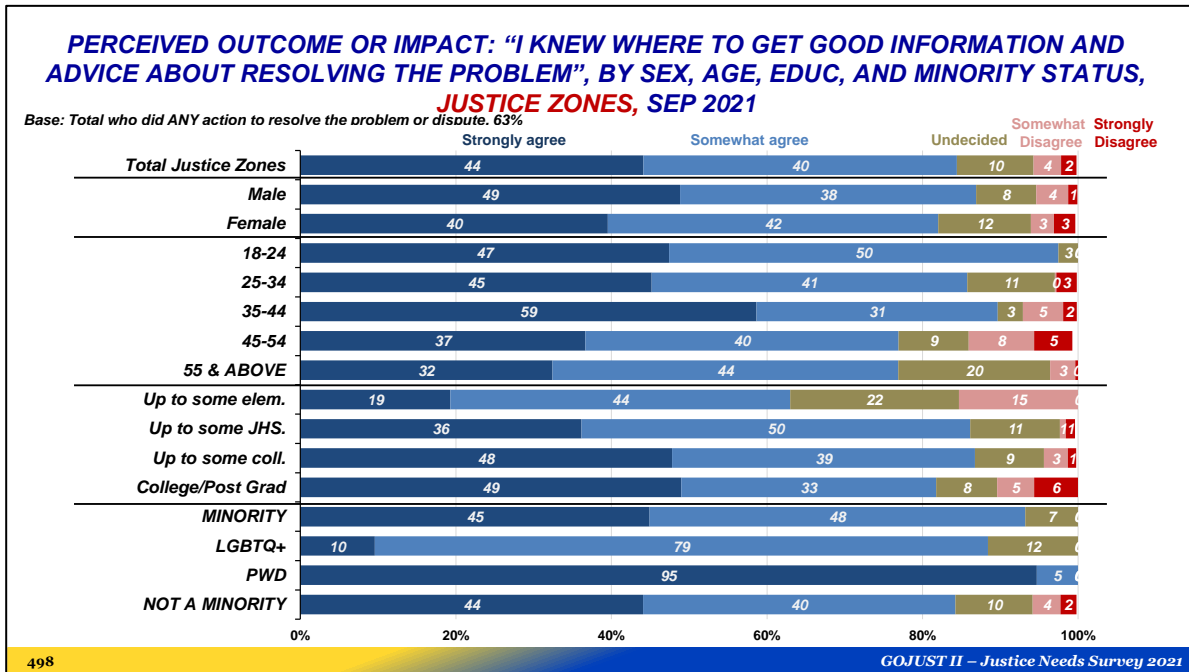
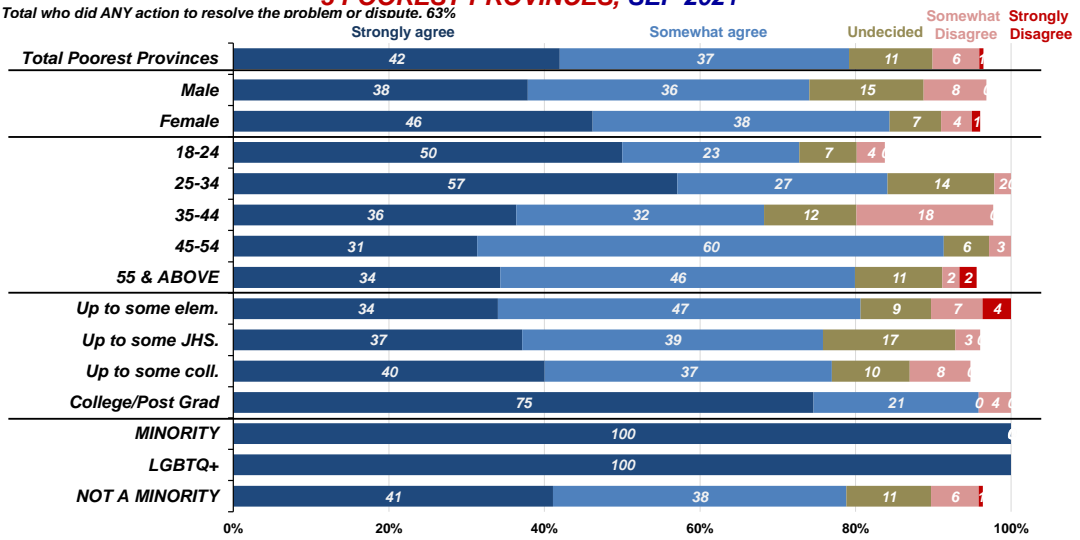




Chart 263

**PERCEIVED OUTCOME OR IMPACT: "I KNEW WHERE TO GET GOOD INFORMATION AND ADVICE ABOUT RESOLVING THE PROBLEM", BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute. 63%





## 12.5. “I was confident that I could achieve a fair outcome”

Seventy-eight percent agree (47% *strongly agree* and 31% *somewhat agree*) that, “I was confident that I could achieve a fair outcome,” while 12% disagree (6% *somewhat disagree*, and 2% *strongly disagree*) and 9% are undecided. [Chart 264]

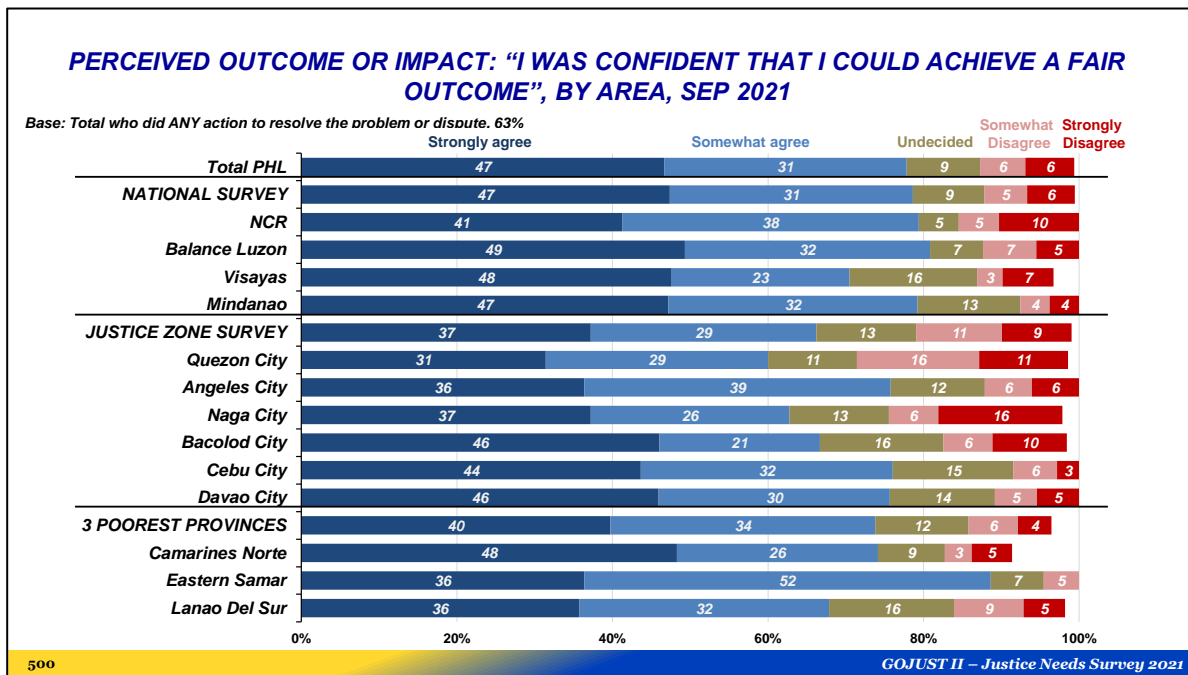
Agreement is strong across all areas and socio-demographic groups. [Charts 265, 266, 267, 268]

Agreement is higher in the National Survey (79%) and in the 3 Poorest Provinces (74%) than in the Justice Zones (66%).

In the Justice Zones, agreement is higher in Cebu City (76%) and Davao City (76%).

In the 3 Poorest Provinces, agreement is higher in Eastern Samar (89%).

Chart 264





In the Total Philippines, agreement is higher among males (80%) than females (75%); 35-54 (81-82%); among 18-24 (81%) and 45-54 (88%); those with elementary education and more (75-89%), and self-ascribed minority (86%).

In National Survey, agreement is highest among males (81%), 45-54 (91%), college graduates (91%), and self-ascribed minority (87%).

In the Justice Zones, agreement is highest among 25-44 (70-71%), and high school graduates (70%), and self-ascribed majority (67%).

In the 3 Poorest Provinces, agreement is higher among males (77%) than females (71%); among 45-54 (79%); those with elementary education and more (73-79%); and, all among self-ascribed minority.

**Chart 265**

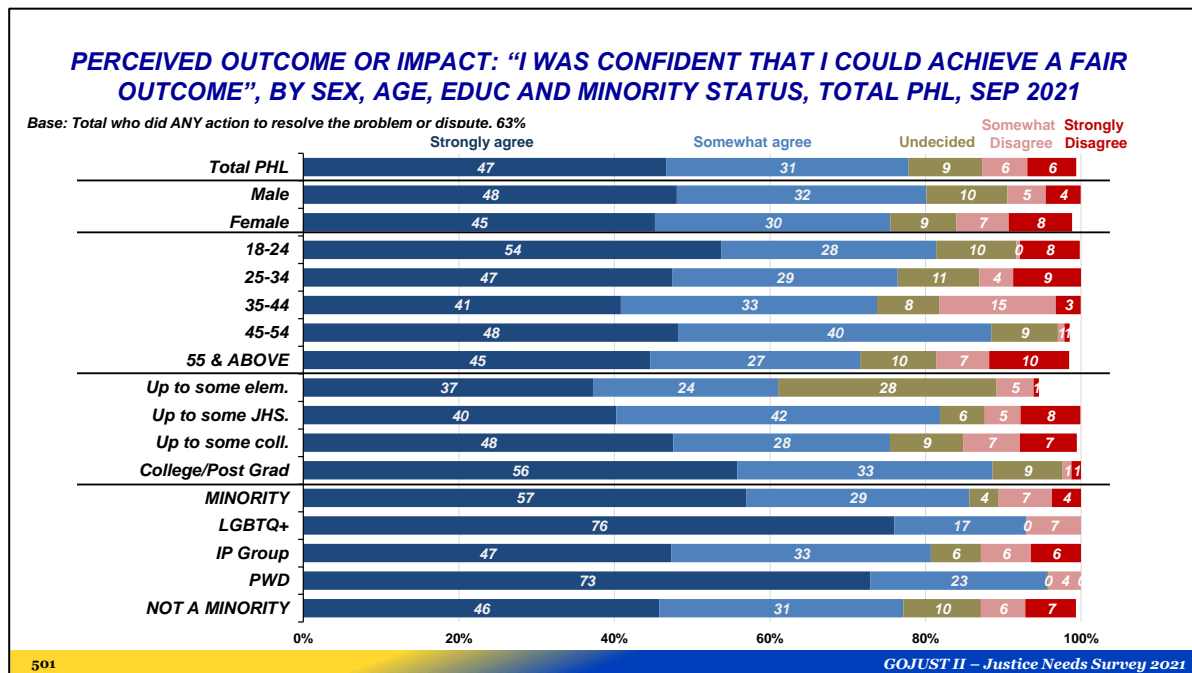




Chart 266

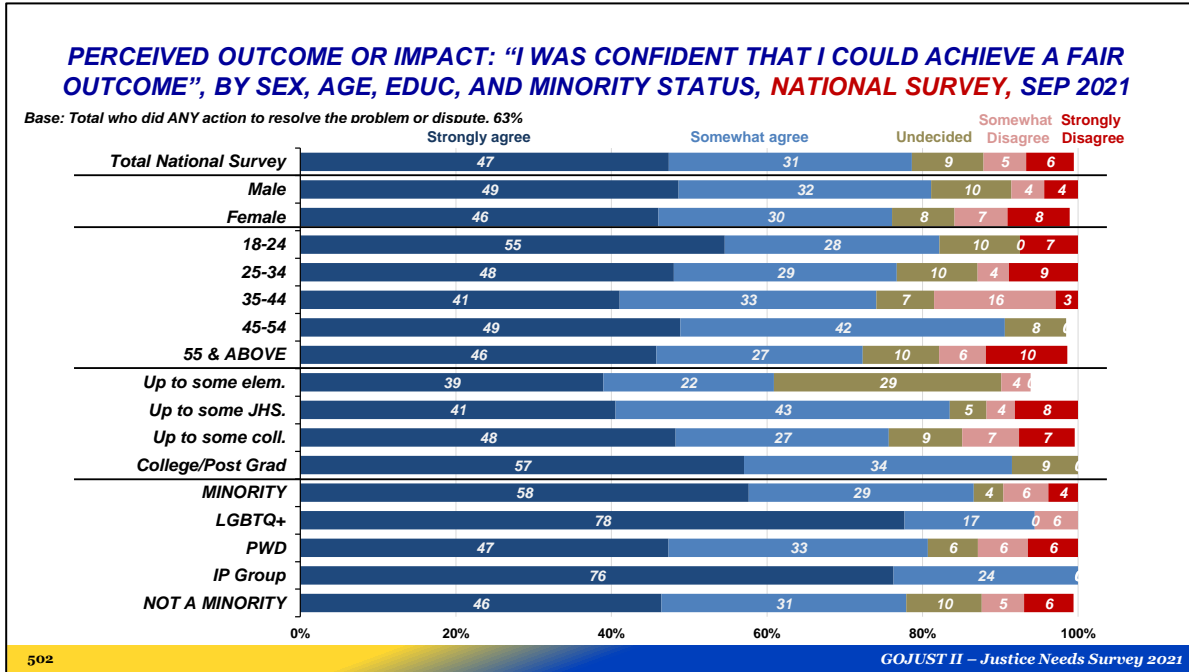


Chart 267

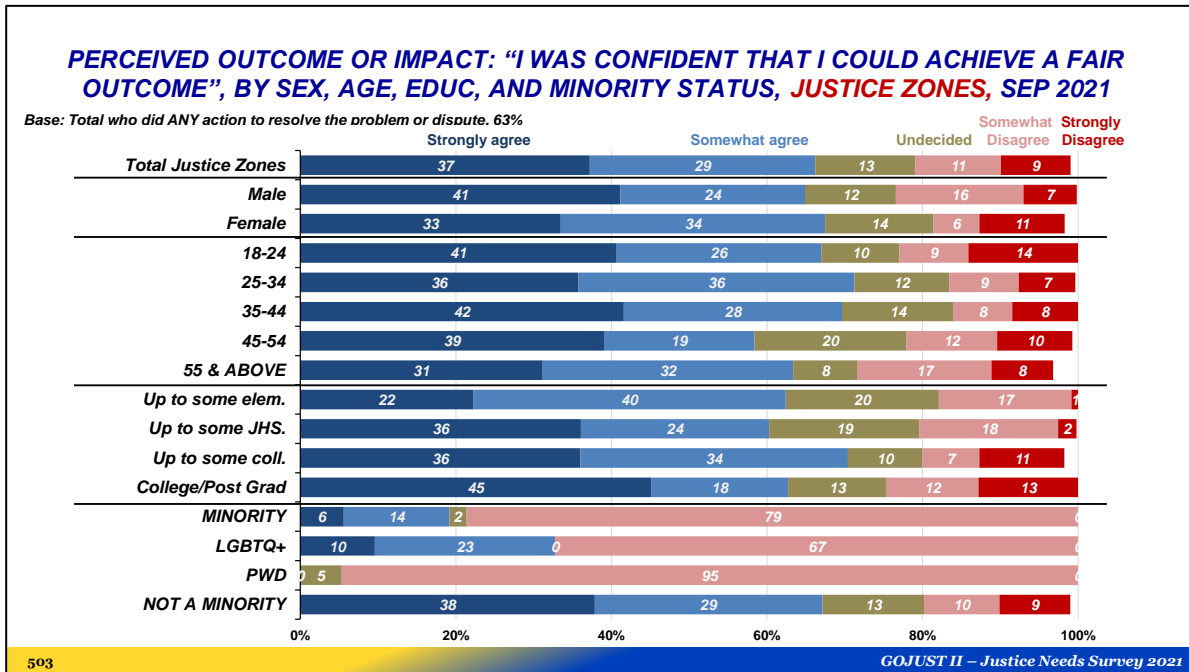
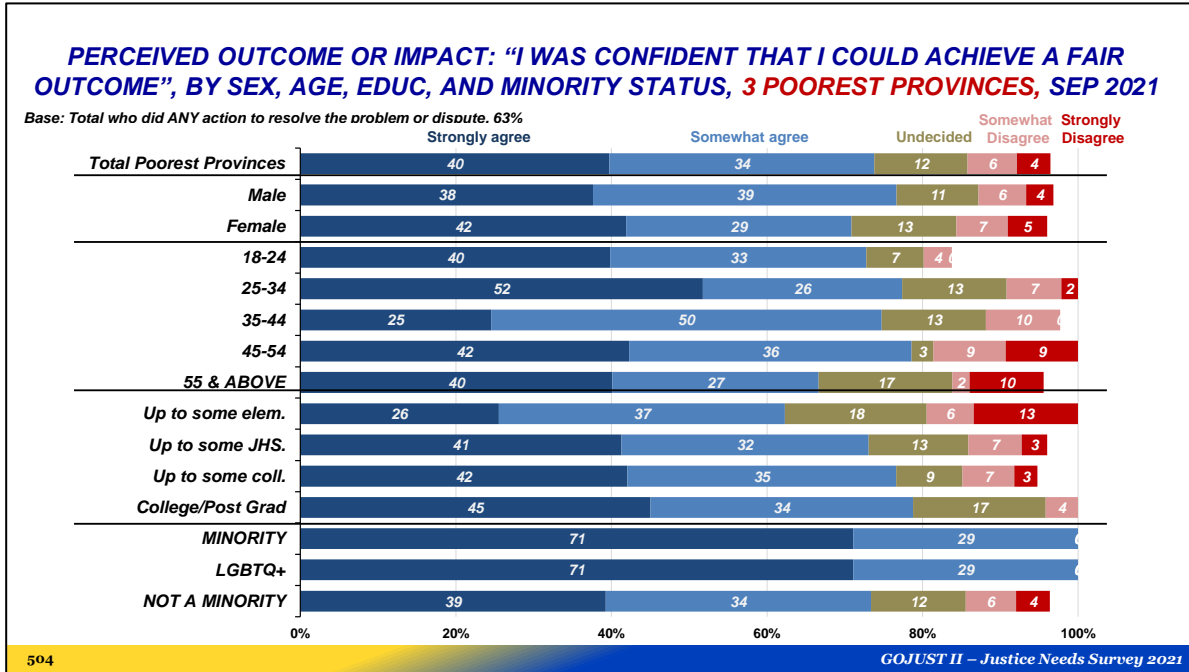




Chart 268







## 12.6. “The process was fair and I had opportunity to explain my position”

Seventy-four percent agree (44% *strongly agree* and 31% *somewhat agree*) that, “The process was fair and I had opportunity to explain my position,” while 15% disagree (9% *somewhat disagree*, and 6% *strongly disagree*) and 9% are undecided. [Chart 269]

Agreement is strong across all areas and socio-demographic groups. [Charts 270, 271, 272, 273]

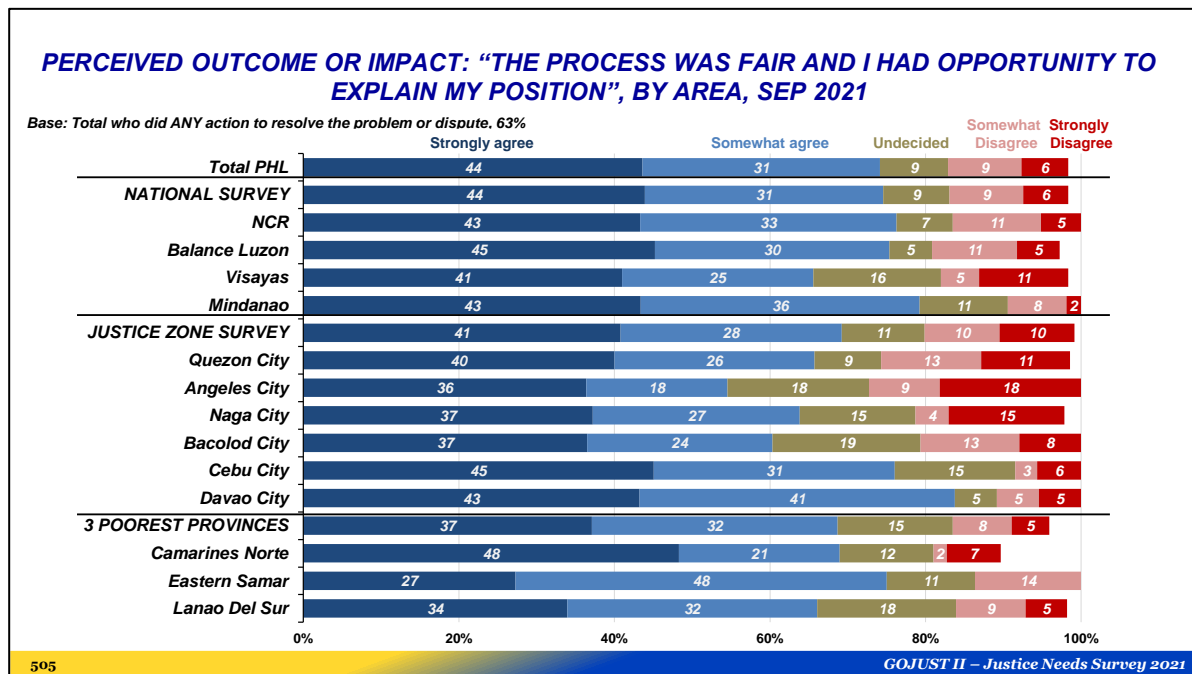
Agreement is slightly higher in the National Survey (75%) than in the Justice Zones (69%) and in the 3 Poorest Provinces (69%).

In the National Survey, agreement is higher in NCR (76%), Balance Luzon (75%) and Mindanao (79%).

In the Justice Zones, agreement is higher in Cebu City (76%) and Davao City (84%).

In the 3 Poorest Provinces, agreement is higher in Eastern Samar (75%).

Chart 269





In the Total Philippines, agreement is highest among females (76%), 45-54 (79%), those with at least elementary education (73-79%), and self-ascribed minority (83%).

Similarly, in National Survey, agreement is highest among females (77%), 45-54 (81%), those with at least elementary education (73-80%), and self-ascribed minority (83%).

In the Justice Zones, agreement is higher among females (73%) than males (66%); among 18-44 (70-76%) than 45+ (59-68%); among high school graduates (72%); and, among self-ascribed minority (93%).

In the 3 Poorest Provinces, agreement is highest among females (71%), 18-34 (76%), college graduates (87%), and all among self-ascribed minority.

**Chart 270**

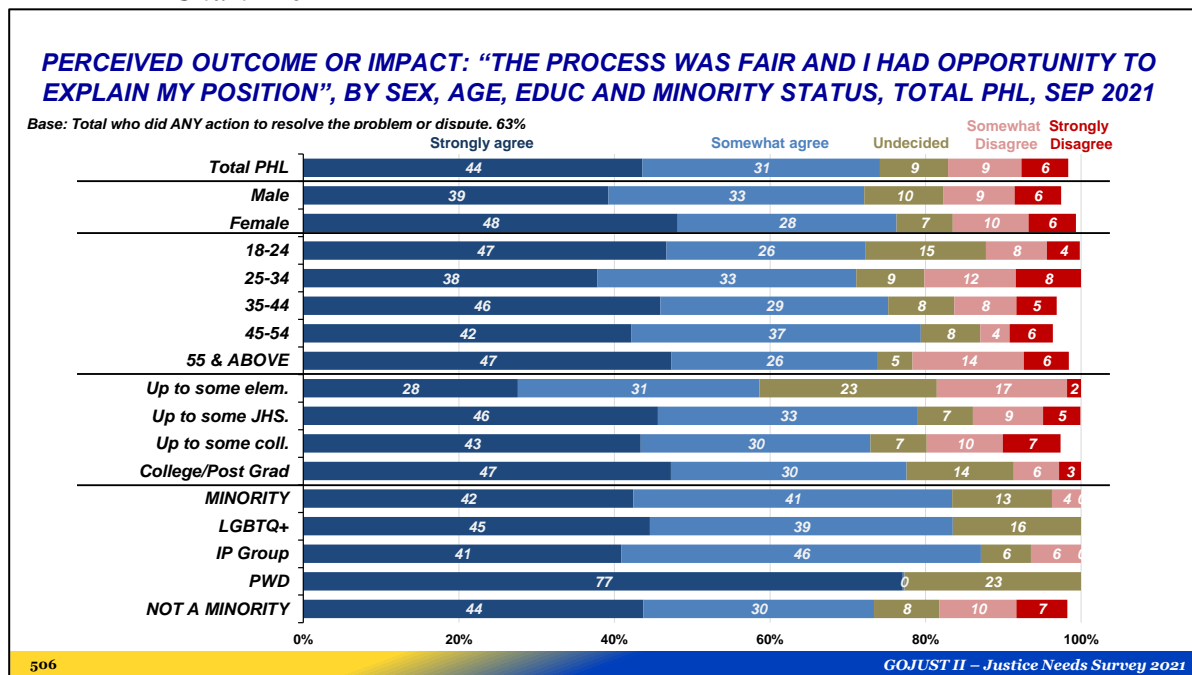




Chart 271

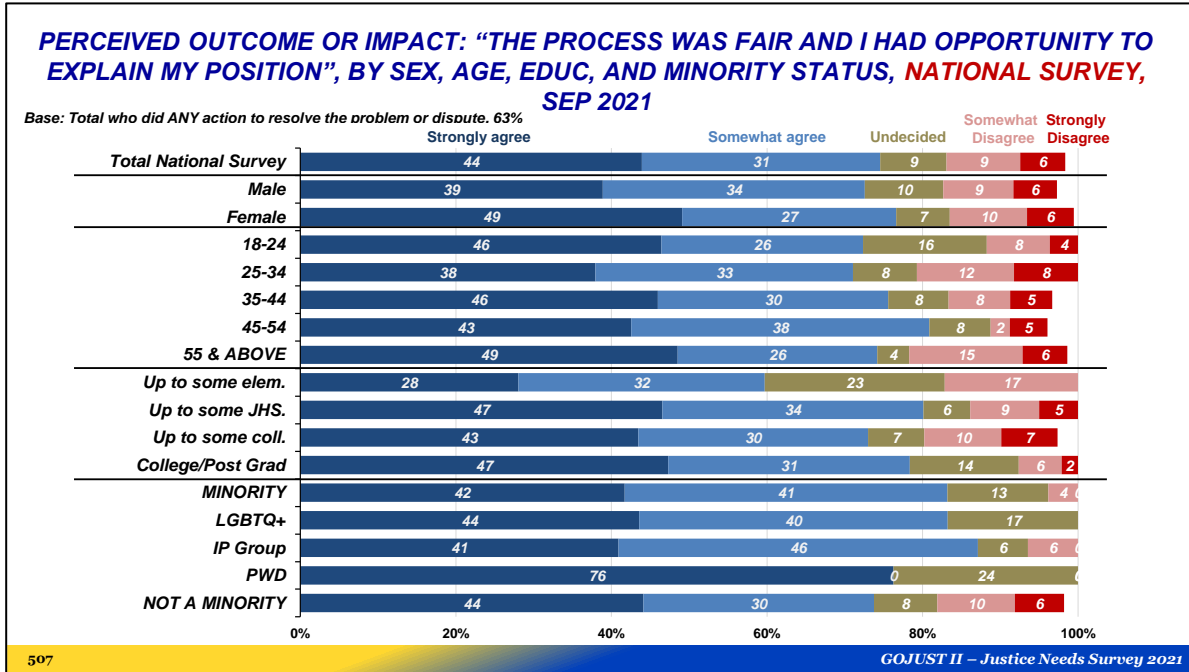


Chart 272

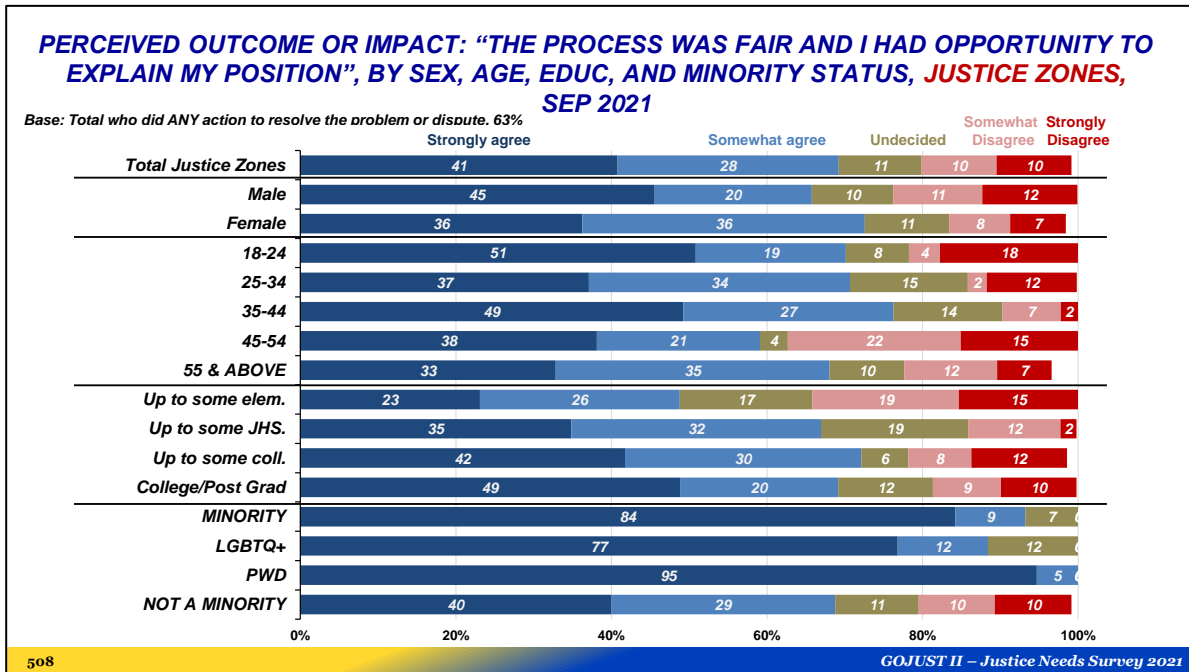
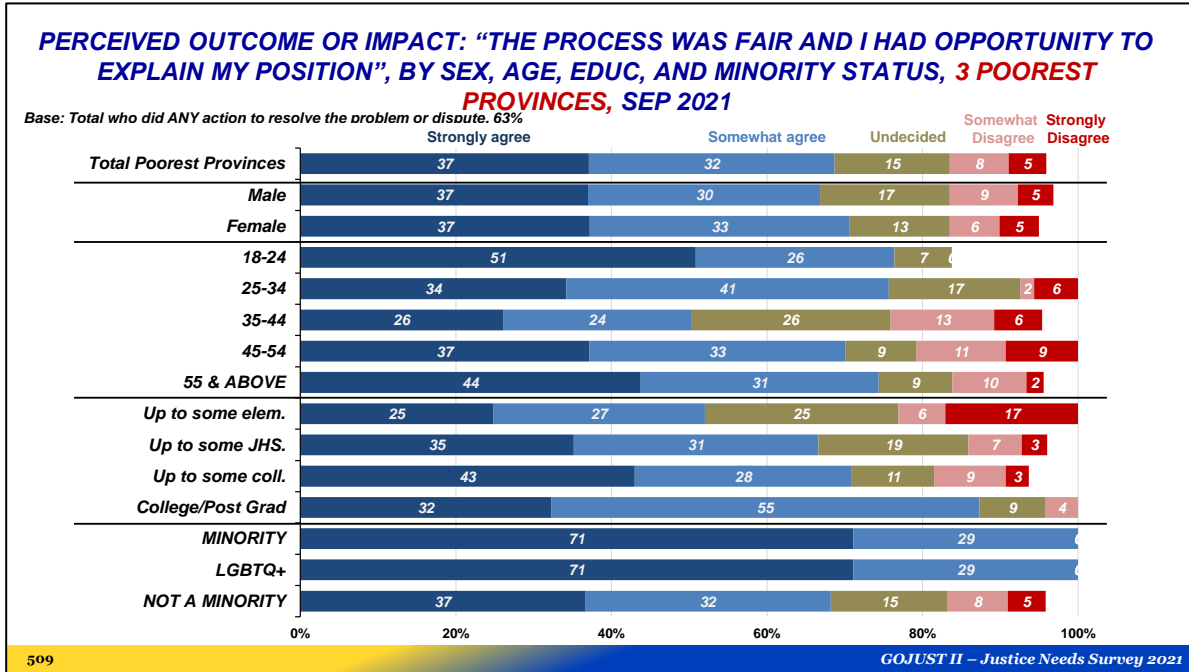




Chart 273





**12.7. “The outcome of the process was much the same as for other people in similar situations”**

Seventy percent agree (36% *strongly agree* and 34% *somewhat agree*) that, “The outcome of the process was much the same as for other people in similar situations,” while 9% disagree (7% *somewhat disagree*, and 2% *strongly disagree*) and 19% are undecided. [Chart 274]

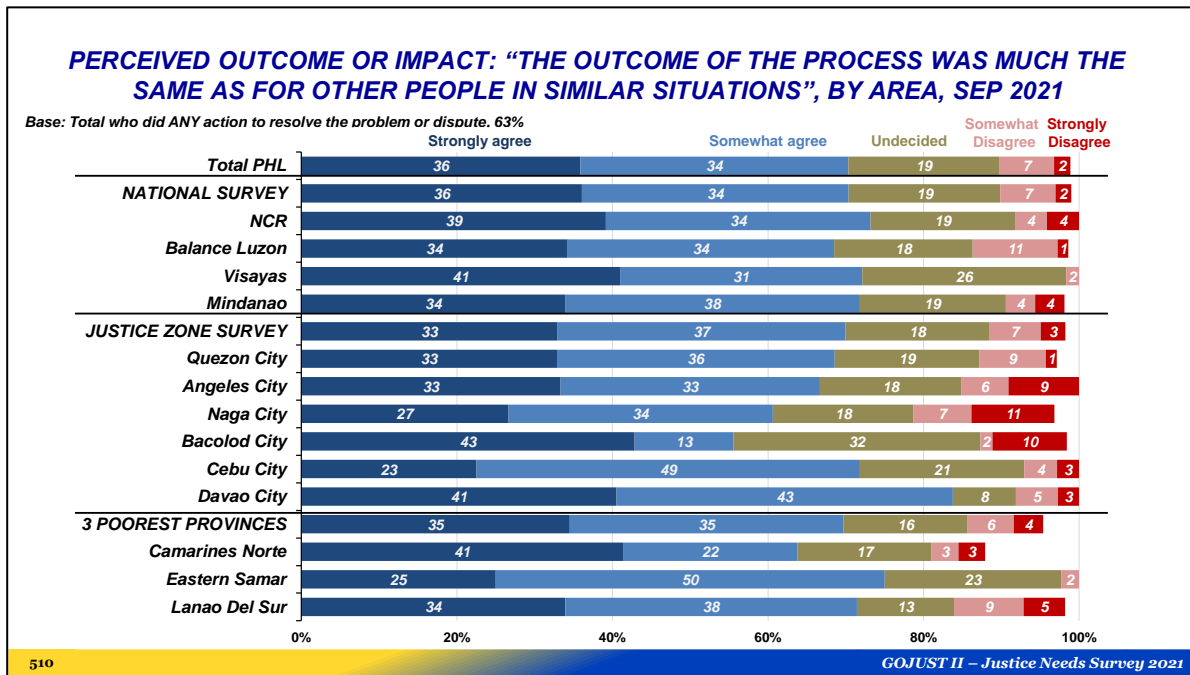
Agreement is high across all areas and socio-demographic groups. [Charts 275, 276, 277, 278]

In the National Survey, agreement is slightly higher in NCR (73%), Visayas (72%) and Mindanao (72%).

In the Justice Zones, agreement is higher in Cebu City (72%) and Davao City (84%).

In the 3 Poorest Provinces, agreement is higher in Eastern Samar (75%).

**Chart 274**





In the Total Philippines, agreement is highest among females (73%), 25-54 (75-76%), those with at least elementary education (70-76%), and self-ascribed majority (73%).

Similarly, in National Survey, it is highest among females (73%), 25-54 (75-76%), those with at least elementary education (70-78%), and self-ascribed majority (73%).

In the Justice Zones, agreement is highest among males (71%), 35-44 (75%), those with elementary to high school education (73-76%), and self-ascribed majority (70%).

In the 3 Poorest Provinces, agreement is highest among males (71%), 45-54 (76%), elementary graduates (77%), and all among self-ascribed minority.

**Chart 275**

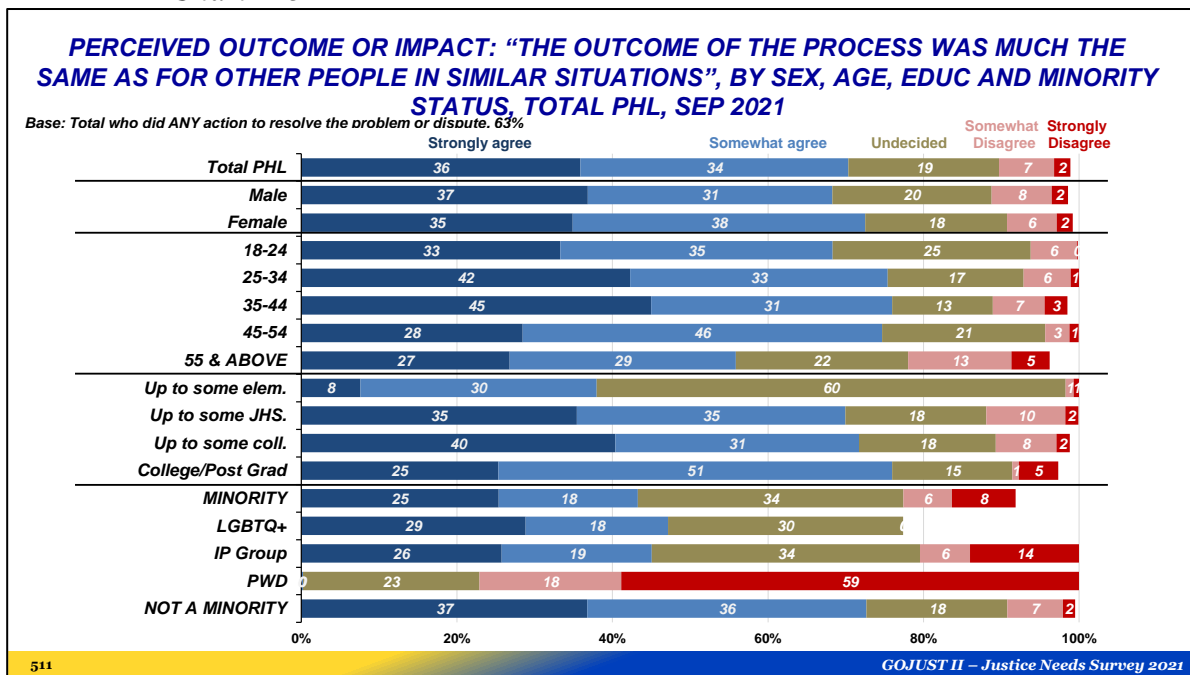




Chart 276

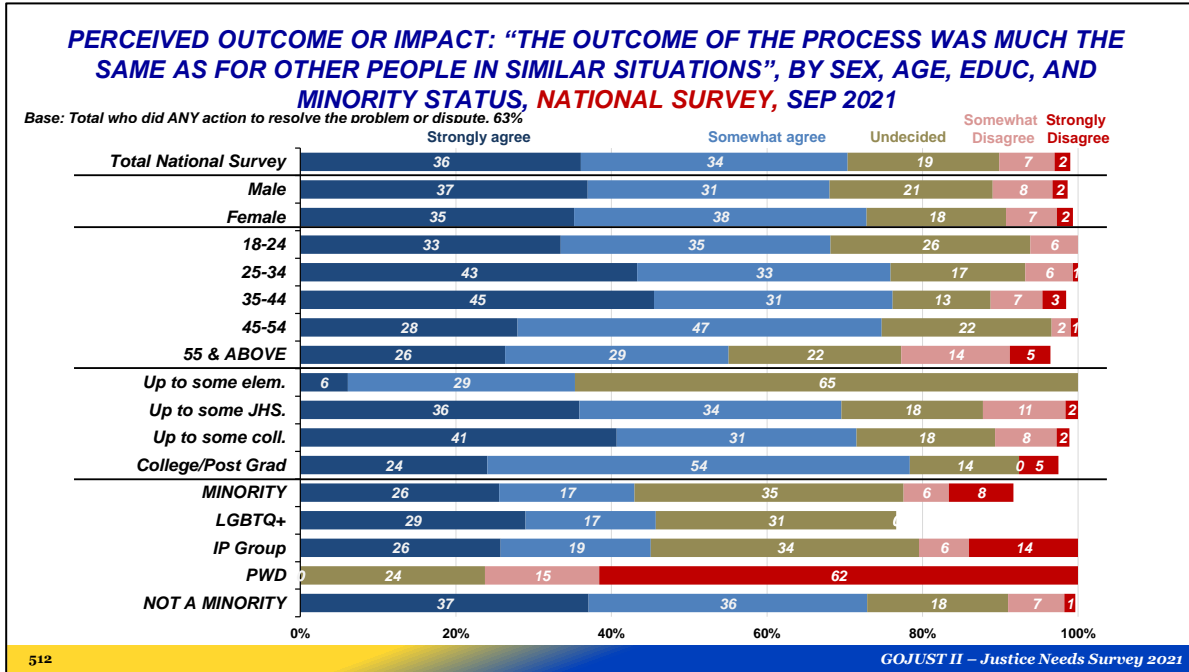


Chart 277

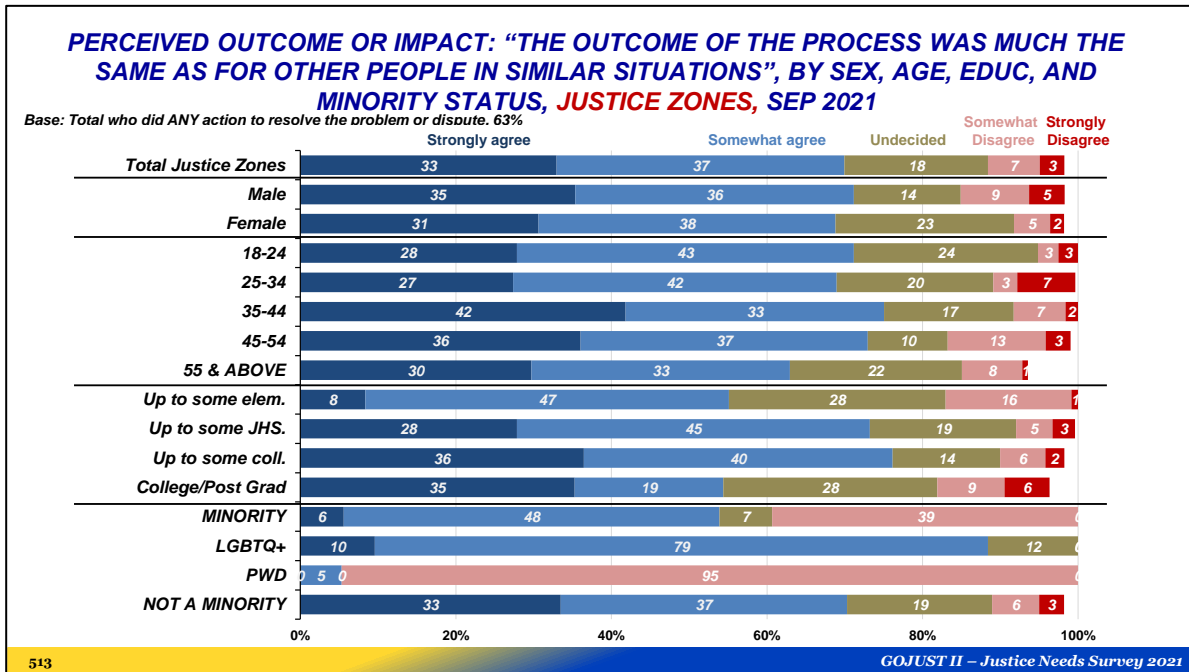
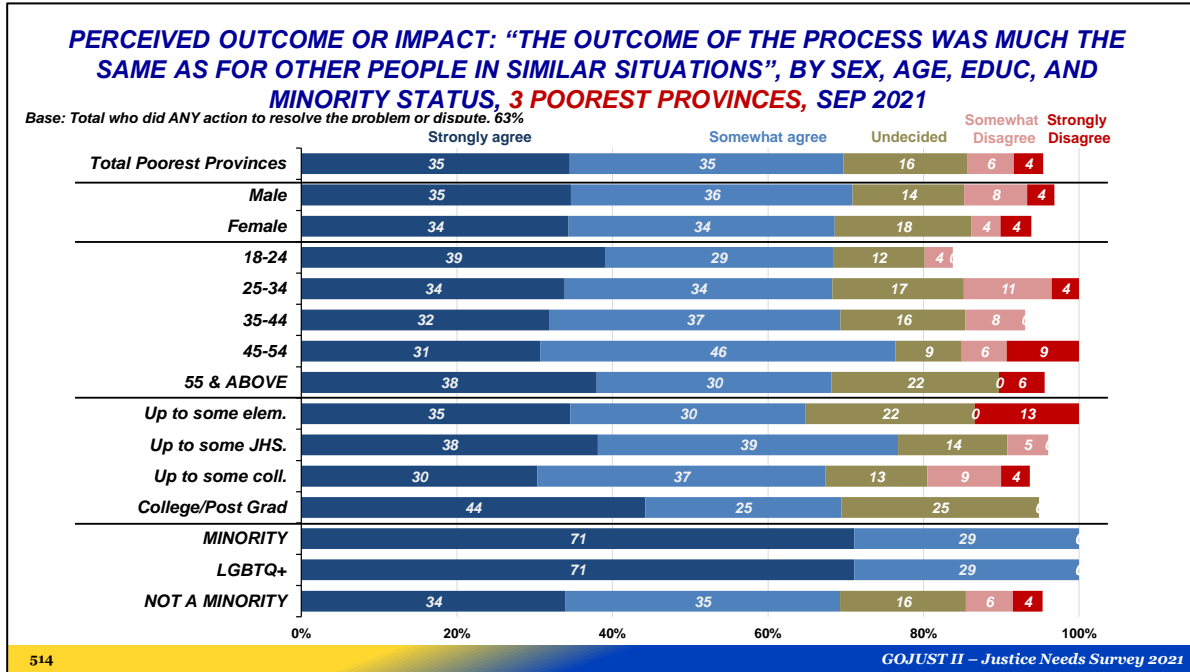




Chart 278







## 12.8. “The process concluded in a timely matter”

Seventy percent agree (41% *strongly agree* and 28% *somewhat agree*) that, “The process concluded in a timely matter,” while 18% disagree (9% *somewhat disagree*, and 9% *strongly disagree*) and 11% are undecided. [Chart 279]

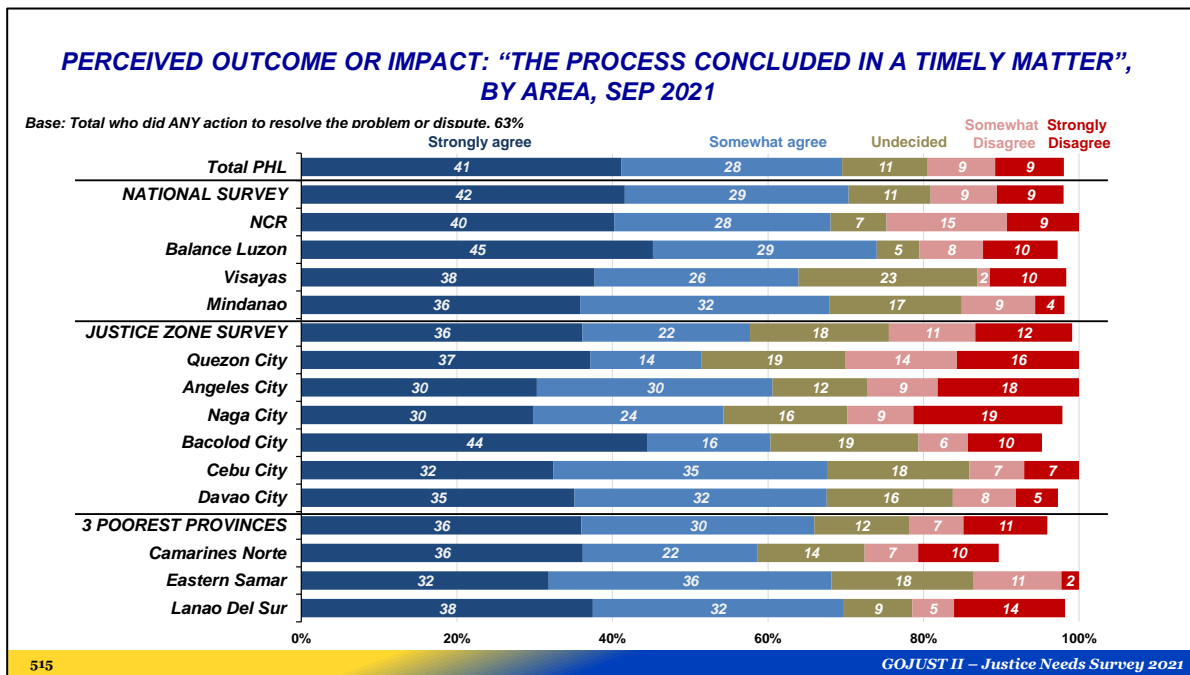
Agreement is high across all areas and socio-demographic groups. [Charts 280, 281, 282, 283]

In the National Survey, agreement is slightly higher in Balance Luzon (74%).

In the Justice Zones, agreement is higher in Cebu City (68%) and Davao City (68%).

In the 3 Poorest Provinces, agreement is higher in Eastern Samar (68%) and Lanao del Sur (70%).

Chart 279





In the Total Philippines, agreement is highest among males (71%), 18-24 (80%), non-elementary graduates (80%), and self-ascribed minority (81%).

In National Survey, it is highest among males (72%), 18-24 (81%), non-elementary graduates (89%), and self-ascribed majority (71%).

In the Justice Zones, agreement is highest among 35-54 (62-64%), high school graduates (63%), and self-ascribed majority (59%).

In the 3 Poorest Provinces, agreement is highest among males (71%), 18-24 (79%), high school graduates (74%), and self-ascribed majority (66%).

**Chart 280**

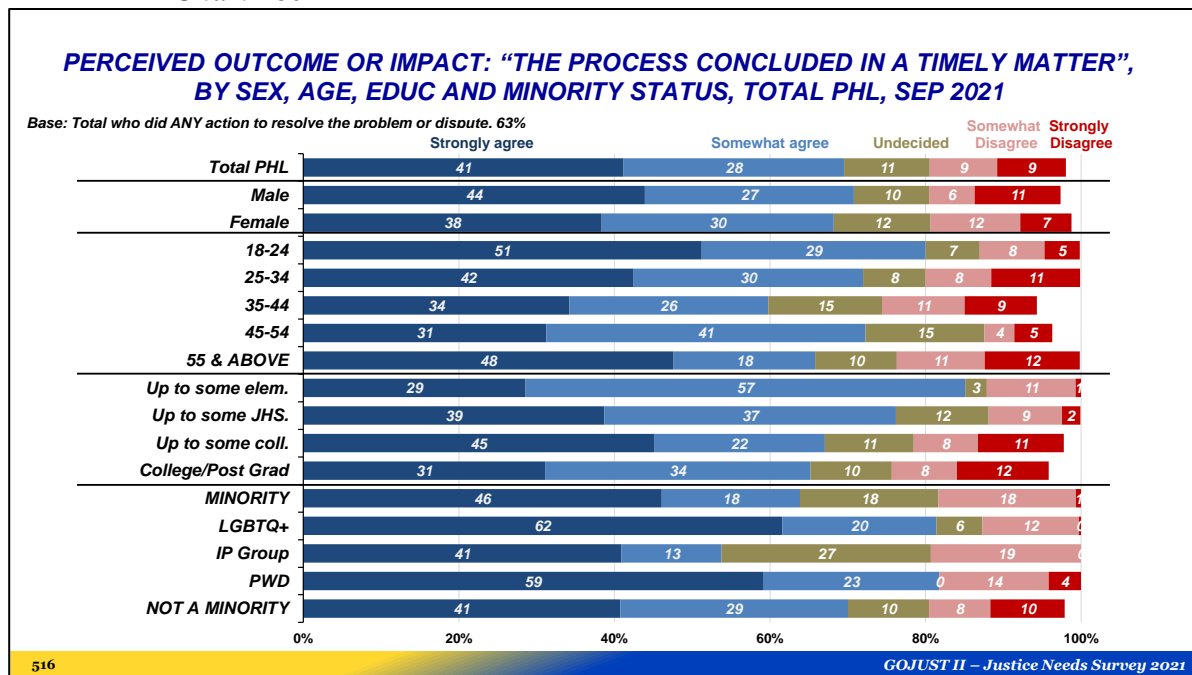




Chart 281

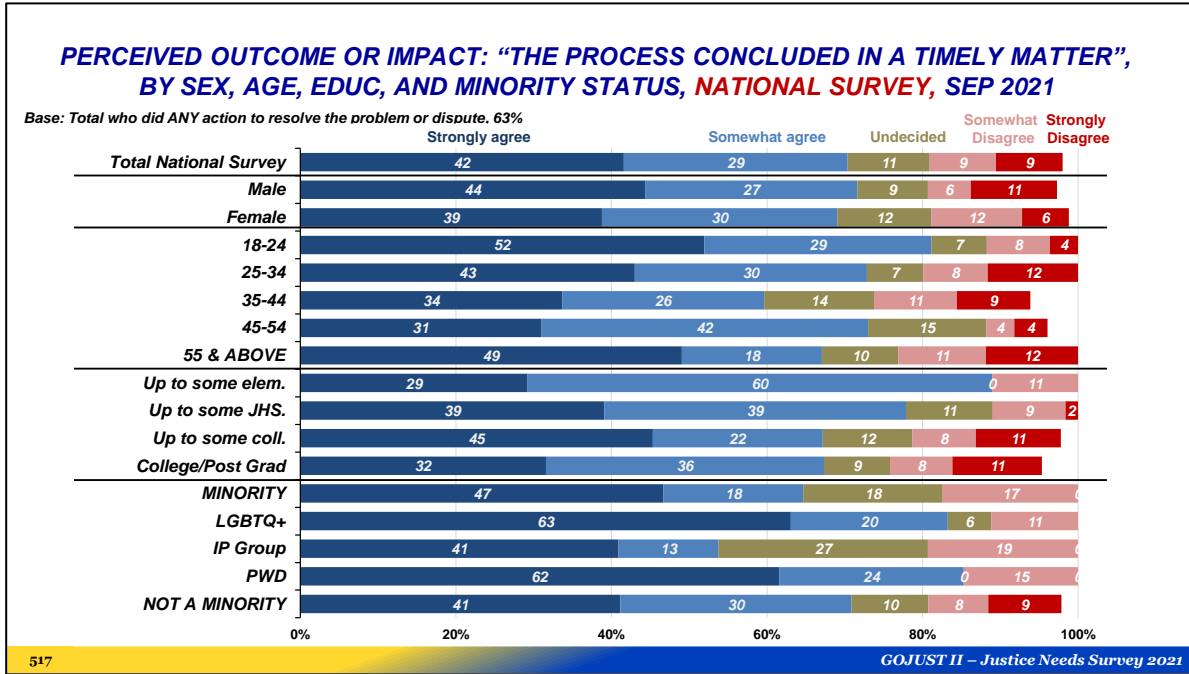


Chart 282

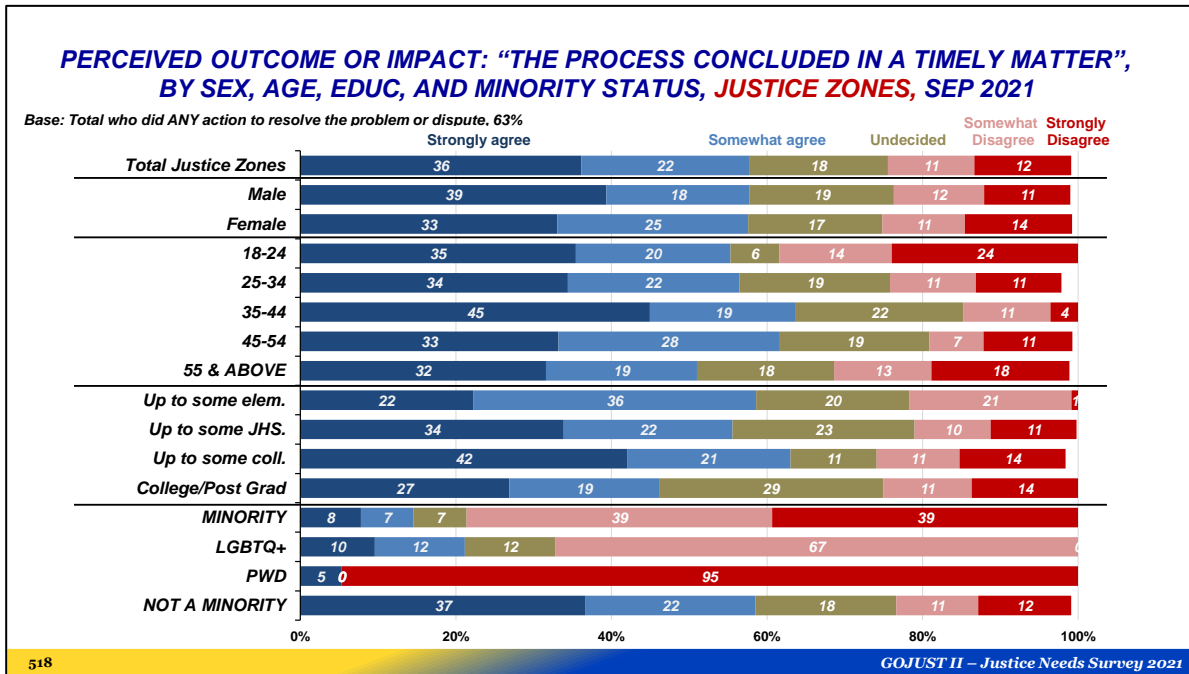
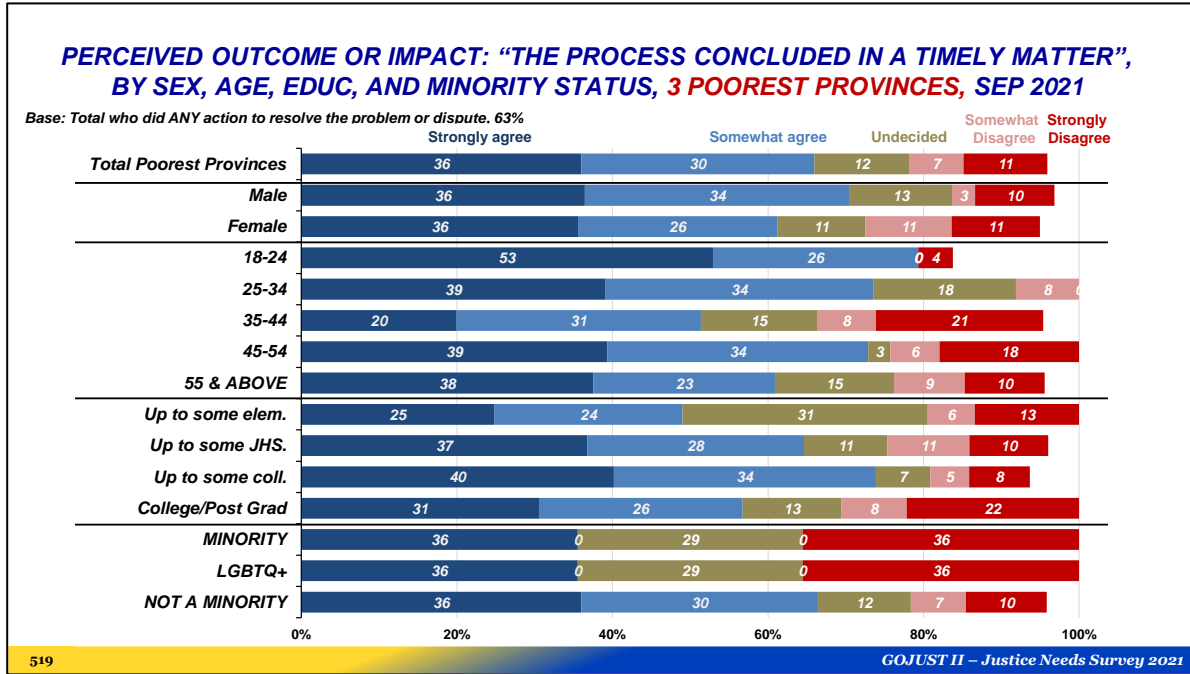




Chart 283





## 12.9. “I was able to get all the expert help I wanted”

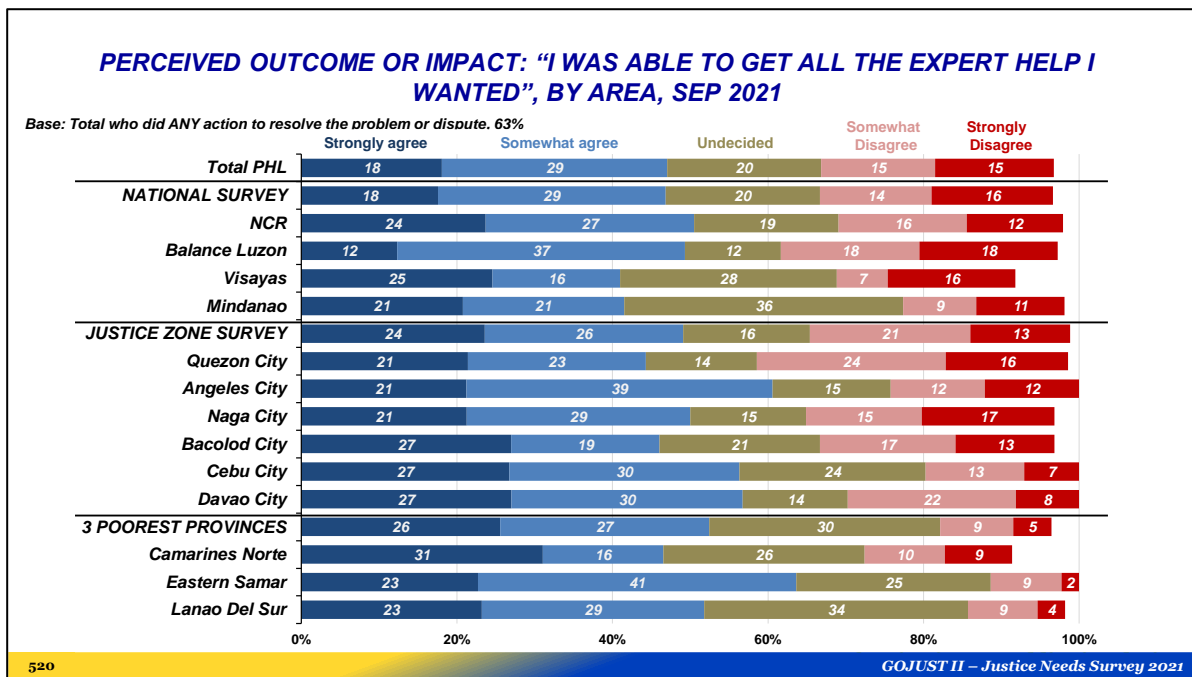
A plurality 47% agree (18% *strongly agree* and 29% *somewhat agree*) that, “I was able to get all the expert help I wanted,” while 30% disagree (15% *somewhat disagree*, and 15% *strongly disagree*) and 15% are undecided. [Charts 284, 285, 286, 287, 288]

In the National Survey, agreement is slightly higher in NCR (51%) and in Balance Luzon (49%).

In the Justice Zones, agreement is slightly higher in Angeles City (61%).

In the 3 Poorest Provinces, agreement is higher in Eastern Samar (64%).

Chart 284





In the Total Philippines, agreement is highest among females (54%), 45-54 (53%), those with at least elementary education (46-49%), and self-ascribed majority (49%).

In National Survey, it is highest among females (54%), 45-54 (53%), elementary graduates (50%), and self-ascribed majority (49%).

In the Justice Zones, agreement is highest among males (50%), 25-34 (58%), college graduates (57%), and self-ascribed majority (49%).

In the 3 Poorest Provinces, agreement is highest among 45-54 (60%), college graduates (74%), and self-ascribed minority (65%).

**Chart 285**

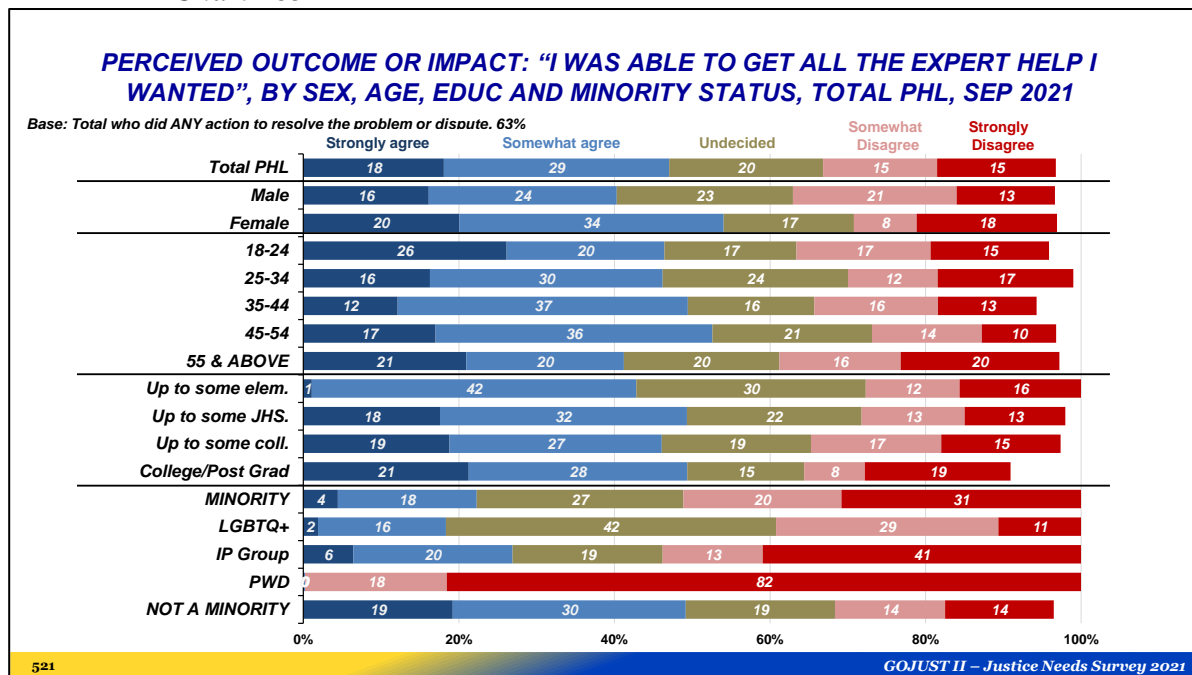




Chart 286

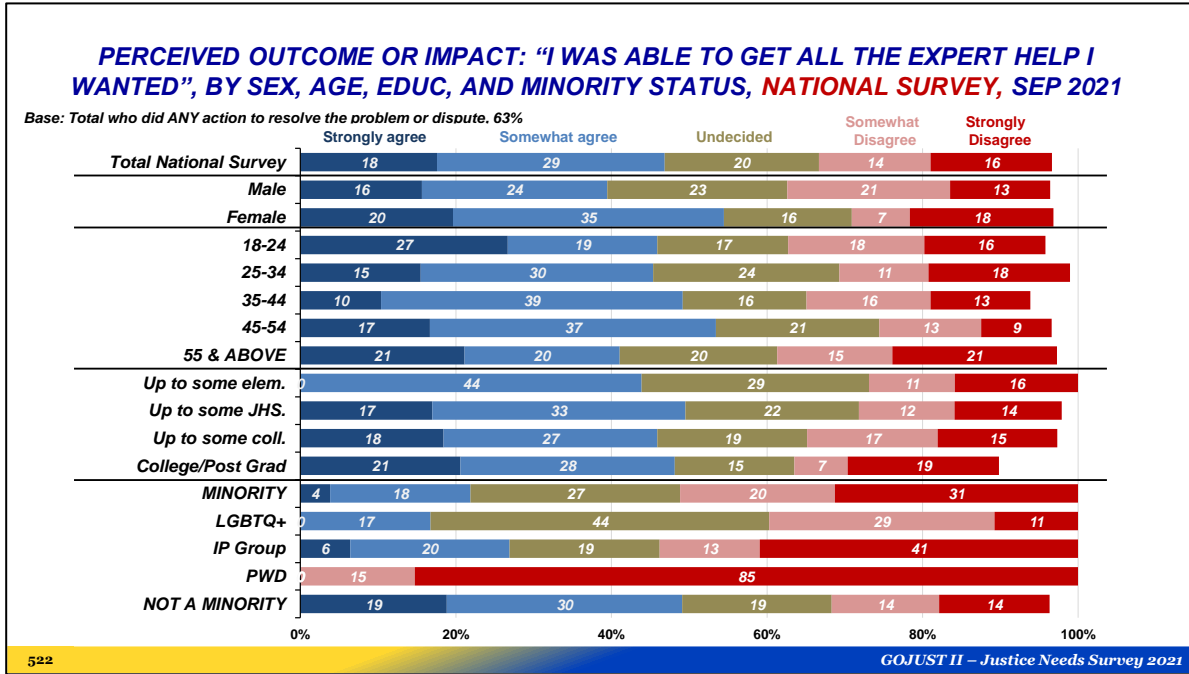


Chart 287

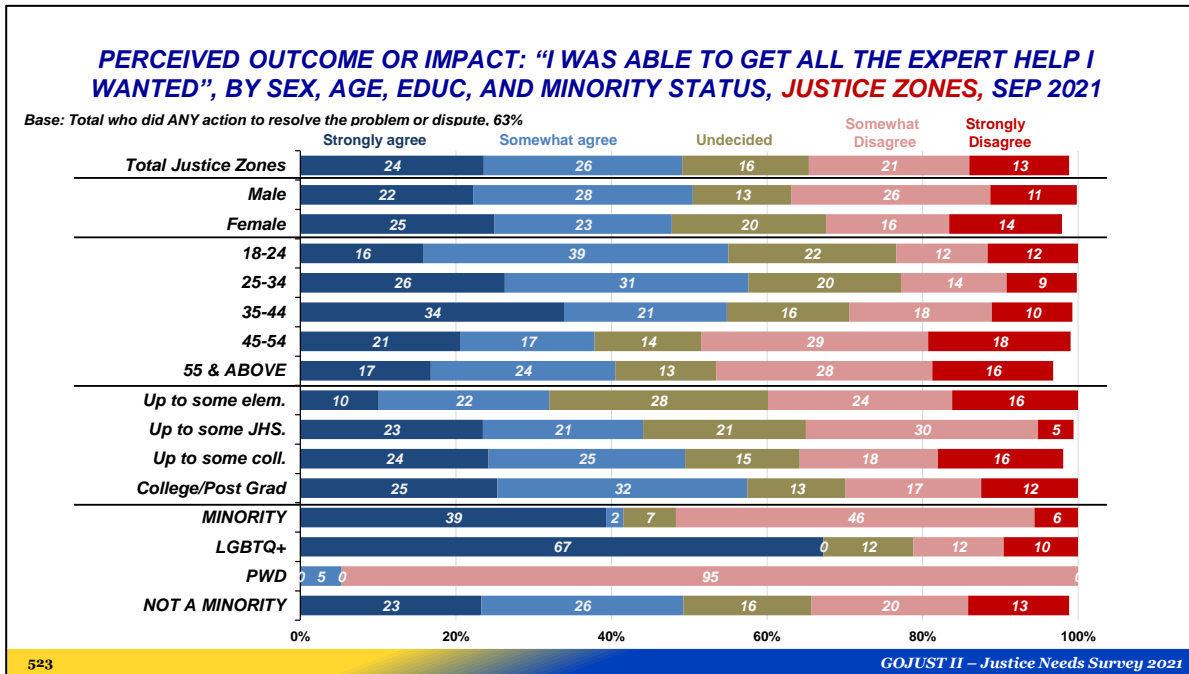
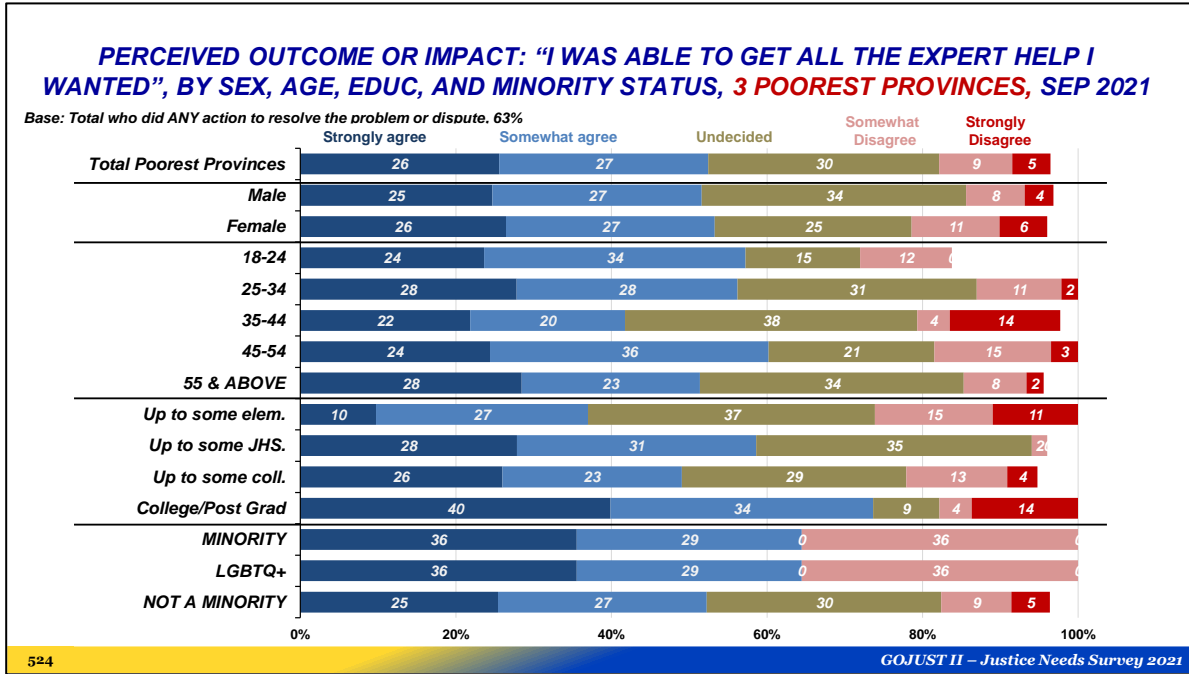




Chart 288





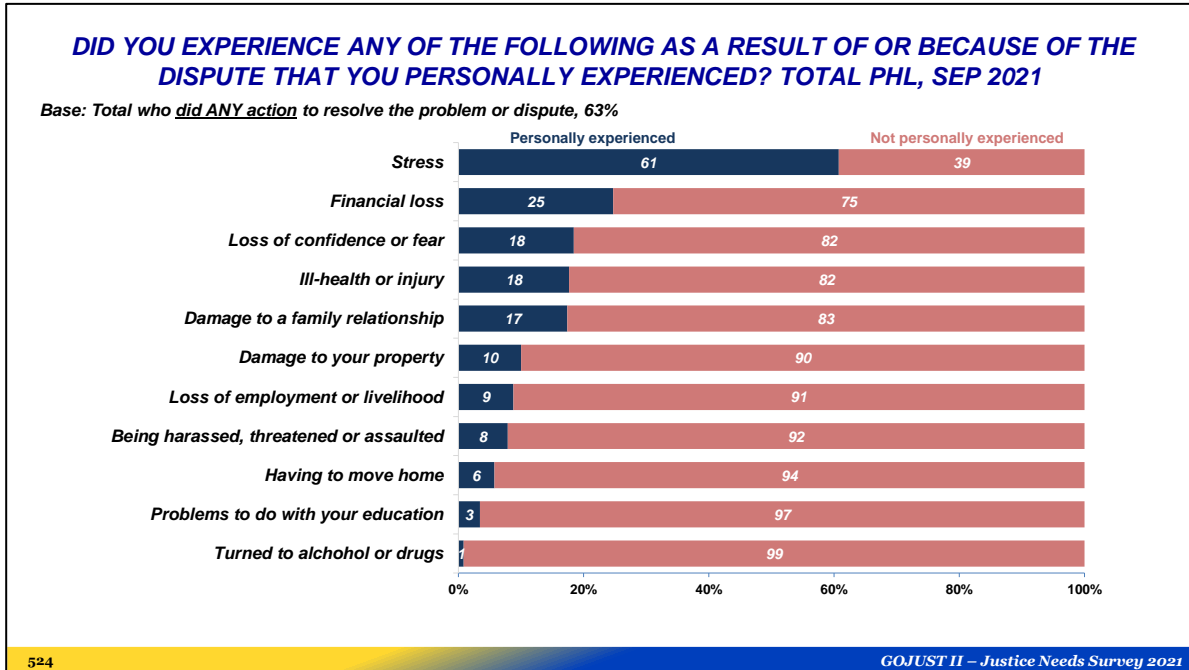


### 13. Impact

Sixty-one personally experienced *stress* as a result of or because of the problem or dispute they experienced. One-fourth (25%) experienced *financial loss*. [Chart 289]

Except among those who experienced stress, large majorities did not experience any of the impact to their health, well-being or relationships, among others, as a result of or because of the problem or dispute they experienced.

**Chart 289**





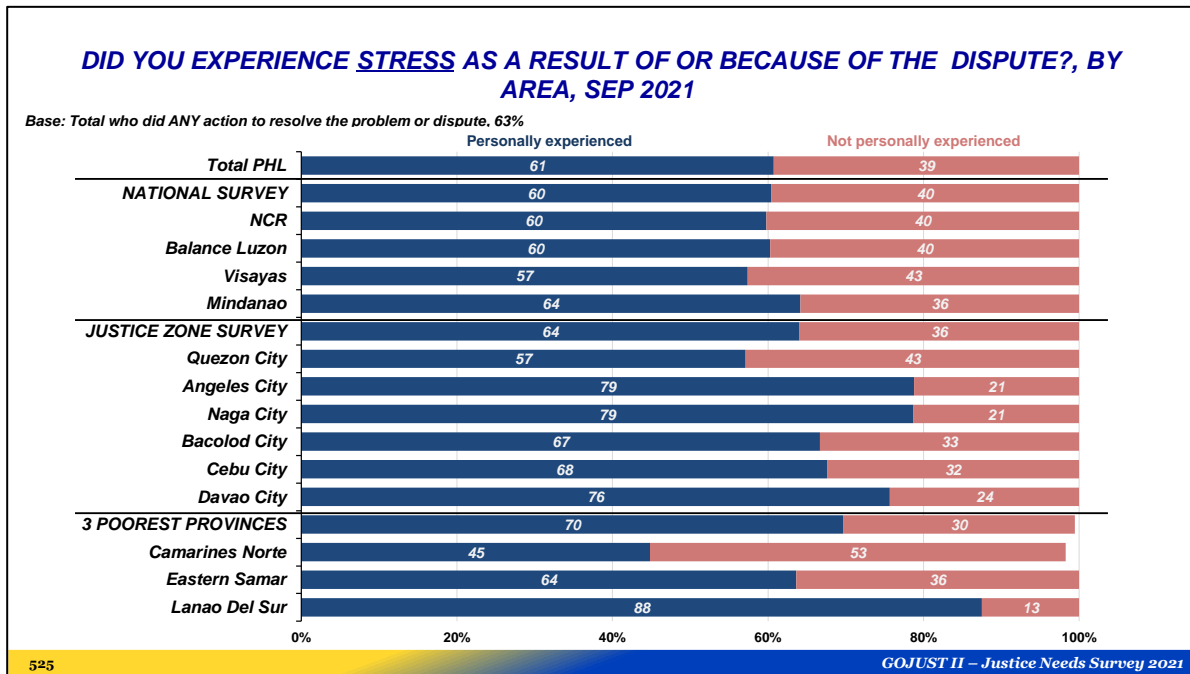
### 13.1. Experienced stress

The percentages of those who experienced stress as a result of or because of their dispute are higher in the 3 Poorest Provinces (70%) and in the Justice Zones (64%) than in the National Survey (60%). [Chart 290]

In the Justice Zones, three-fourths in Angeles City (79%), Naga City (79%) and Davao City (76%) experienced *stress* due to their disputes.

In the 3 Poorest Provinces, 88% in Lanao del Sur and 64% in Eastern Samar experienced stress; only 45% in Camarines Norte experienced stress.

**Chart 290**





In Total Philippines, the percentages of those who experienced stress as a result of or because of the disputes are higher among females (64%), among the 35 and older (62-69%), the non-elementary graduates (77%), and the self-ascribed minority (78%). [Chart 291]

In the National Survey, the percentages of those who experienced stress as a result of or because of the disputes are higher among females (64%), among the 35 and older (63-69%), the non-elementary graduates (77%), and the self-ascribed minority (79%). [Chart 292]

In the Justice Zones, the percentages of those who experienced stress as a result of or because of the disputes are higher among females (70%), among the 25-54 (62-74%), the non-elementary graduates (71%), and the self-ascribed majority (64%). [Chart 293]

In the 3 Poorest Provinces, the percentages of those who experienced stress as a result of or because of the disputes are higher among the 25-34 (82%) and 45-54 (82%), the non-elementary graduates (83%) and the college graduates (78%), and the self-ascribed majority (70%). [Chart 294]

**Chart 291**

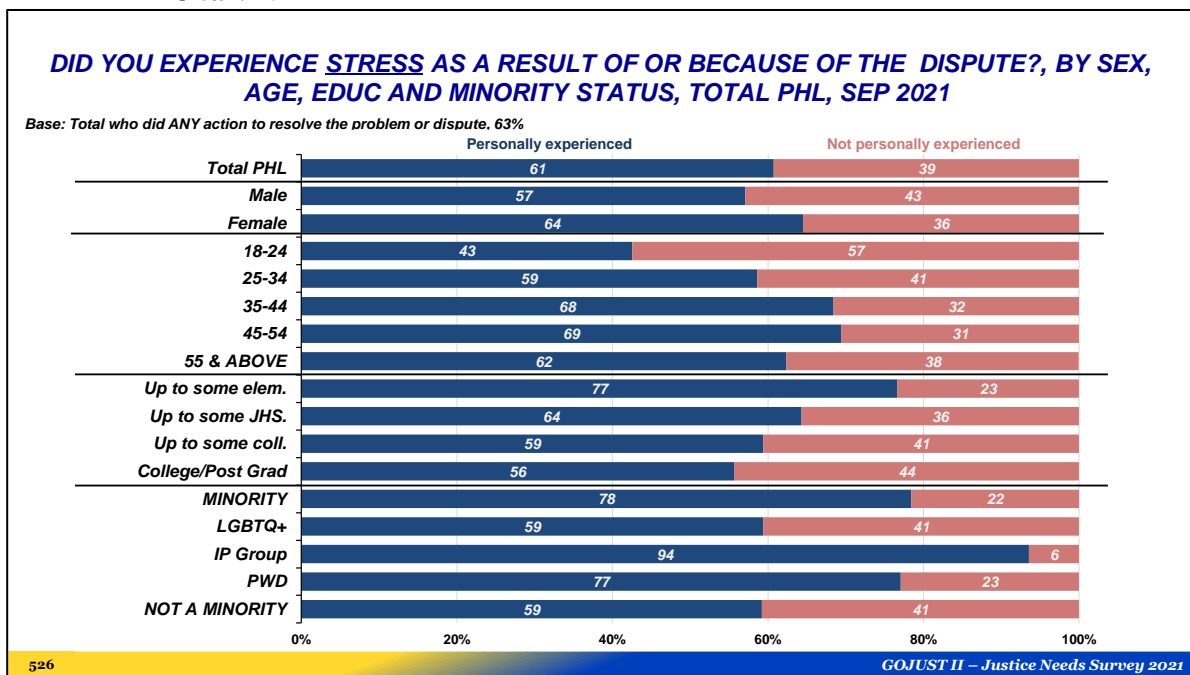




Chart 292

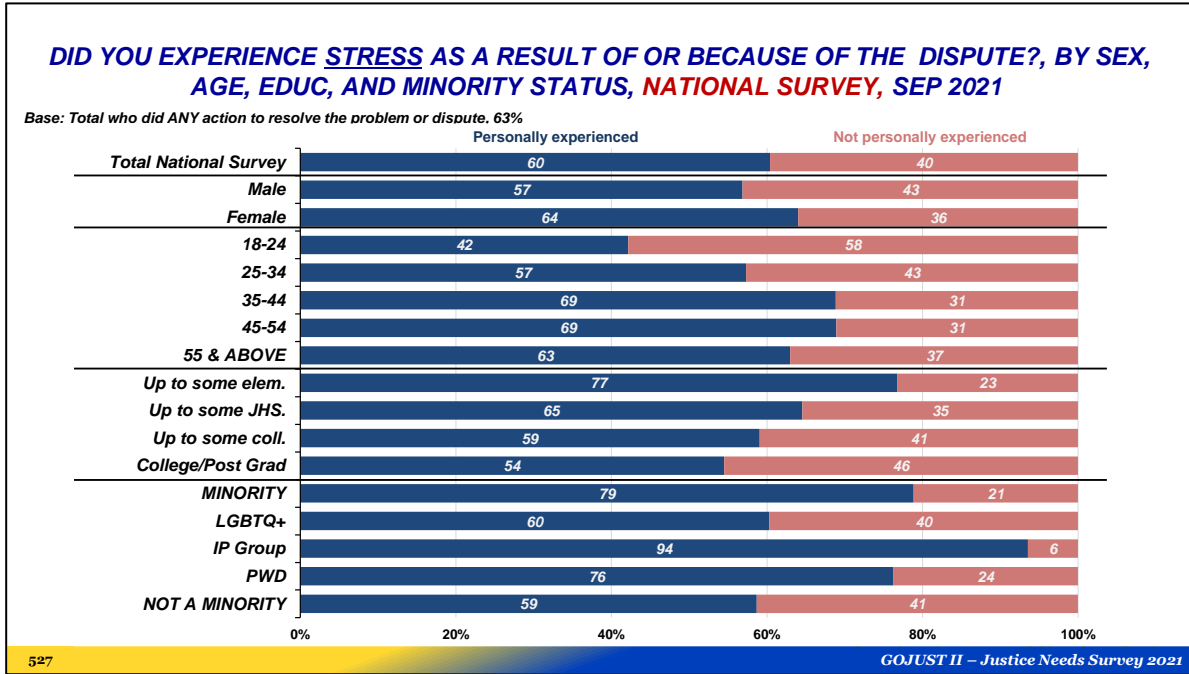


Chart 293

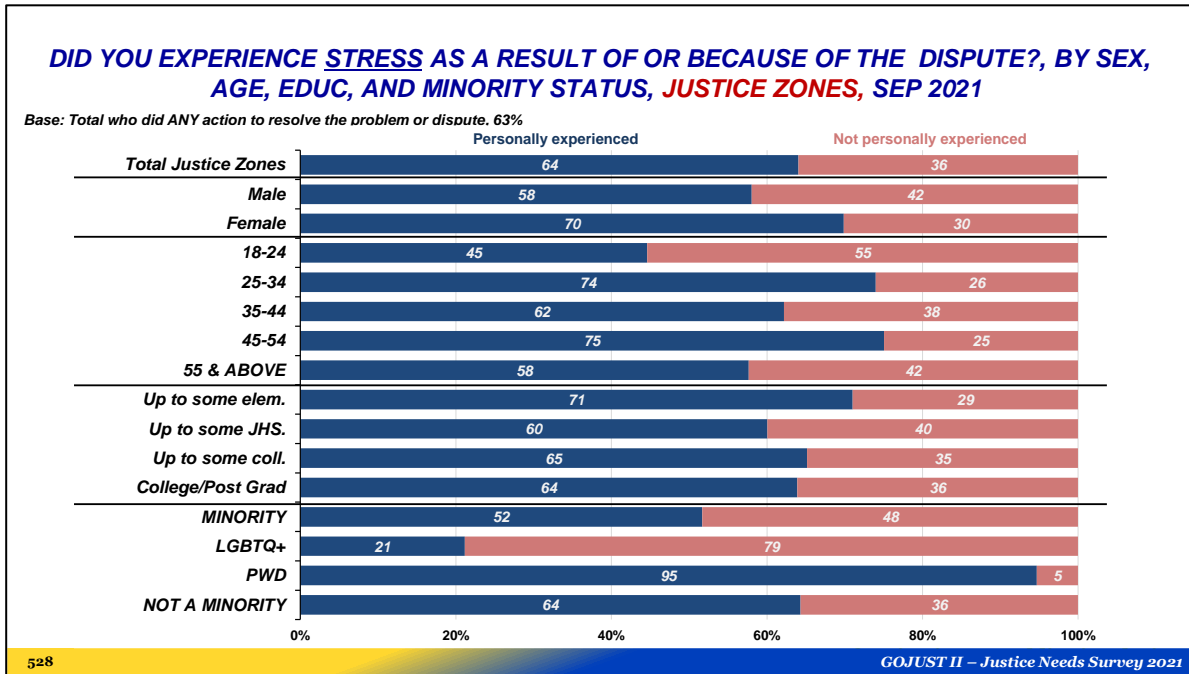
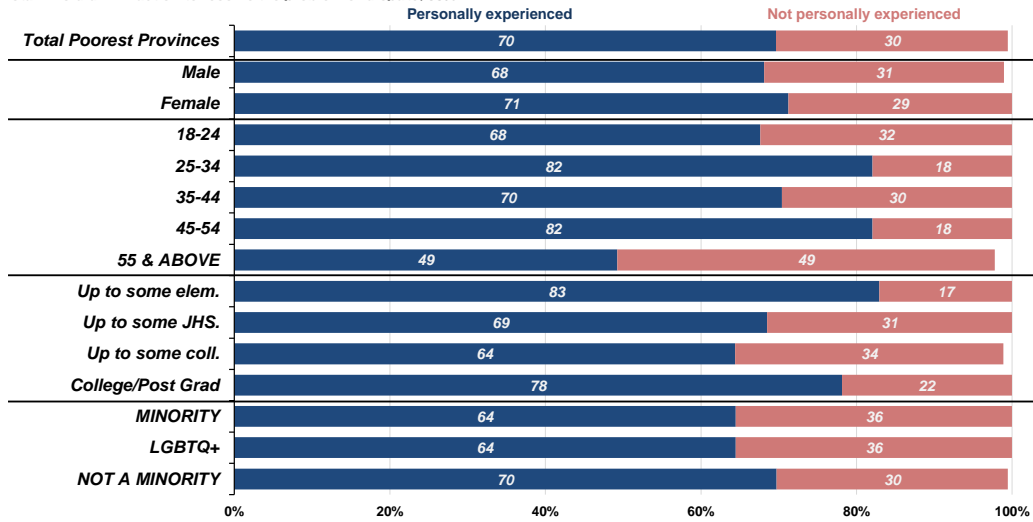




Chart 294

**DID YOU EXPERIENCE STRESS AS A RESULT OF OR BECAUSE OF THE DISPUTE?, BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES, SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute, 63%





### 13.1. Experienced financial loss

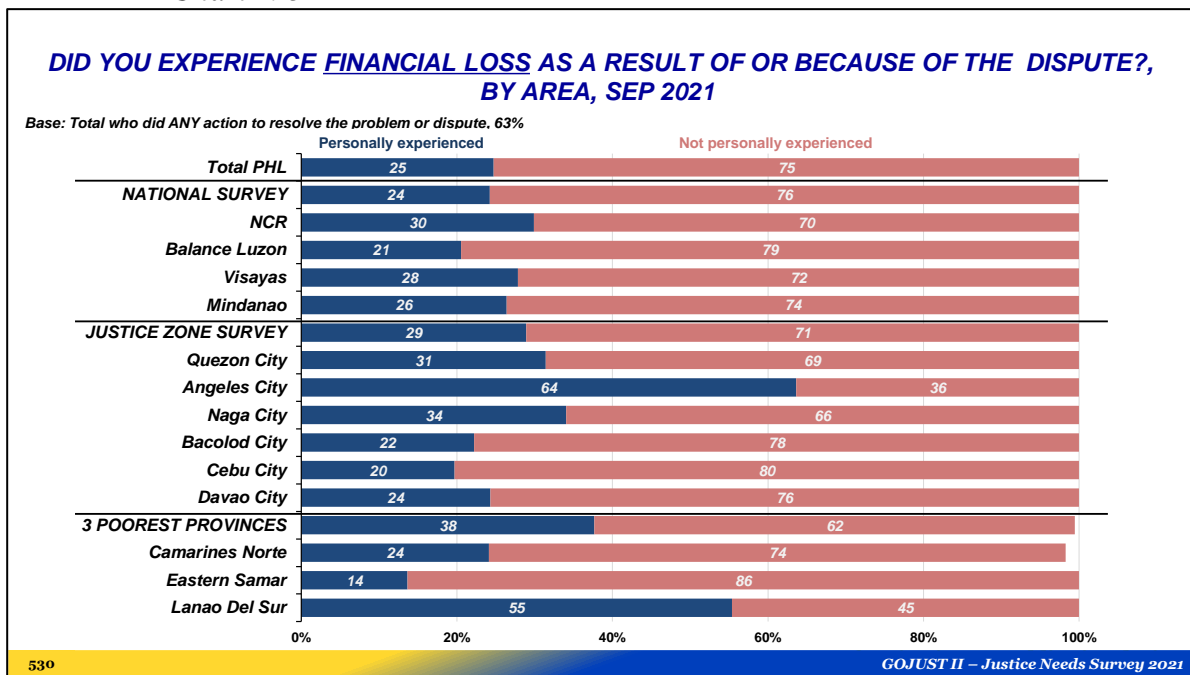
Those who experienced financial loss as a result of or because of their dispute are highest in the 3 Poorest Provinces (38%) than in the Justice Zones (29%) and in the National Survey (24%). [Chart 295]

In the National Survey, there are slightly more in NCR (30%), Visayas (28%) and Mindanao (28%) who experienced financial loss.

In the Justice Zones, 64% in Angeles City experienced *financial loss* due to their disputes, compared to 24-34% in other areas.

In the 3 Poorest Provinces, 55% in Lanao del Sur experienced *financial loss* due to their disputes, compared to 14-24% in other provinces.

**Chart 295**





In Total Philippines, the percentages of those who experienced *financial loss* as a result of or because of the disputes are slightly higher among females (28%), among the 25-44 (27-28%), and the elementary and high school graduates (24-27%). [Chart 296]

In the National Survey, the percentages of those who experienced *financial loss* as a result of or because of the disputes are slightly higher among females (27%), among the 25-44 (27%), and the elementary and high school graduates (25-26%). [Chart 297]

In the Justice Zones, the percentages of those who experienced *financial loss* as a result of or because of the disputes are slightly higher among females (27%), among the 25-44 (27%), and the elementary and high school graduates (25-26%). [Chart 298]

In the 3 Poorest Provinces, the percentages of those who experienced *financial loss* as a result of or because of the disputes are slightly higher among the 25-34 (57%), the non-elementary graduates (40%) and the college graduates (43%), and the self-ascribed majority. [Chart 299]

**Chart 296**

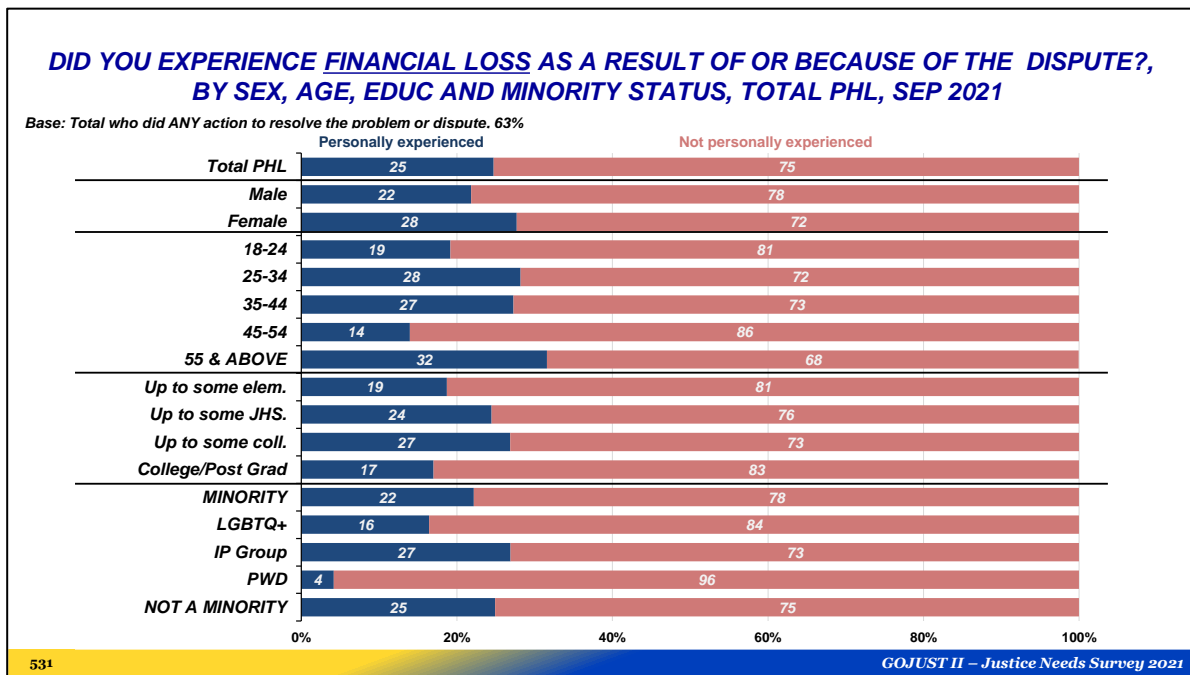




Chart 297

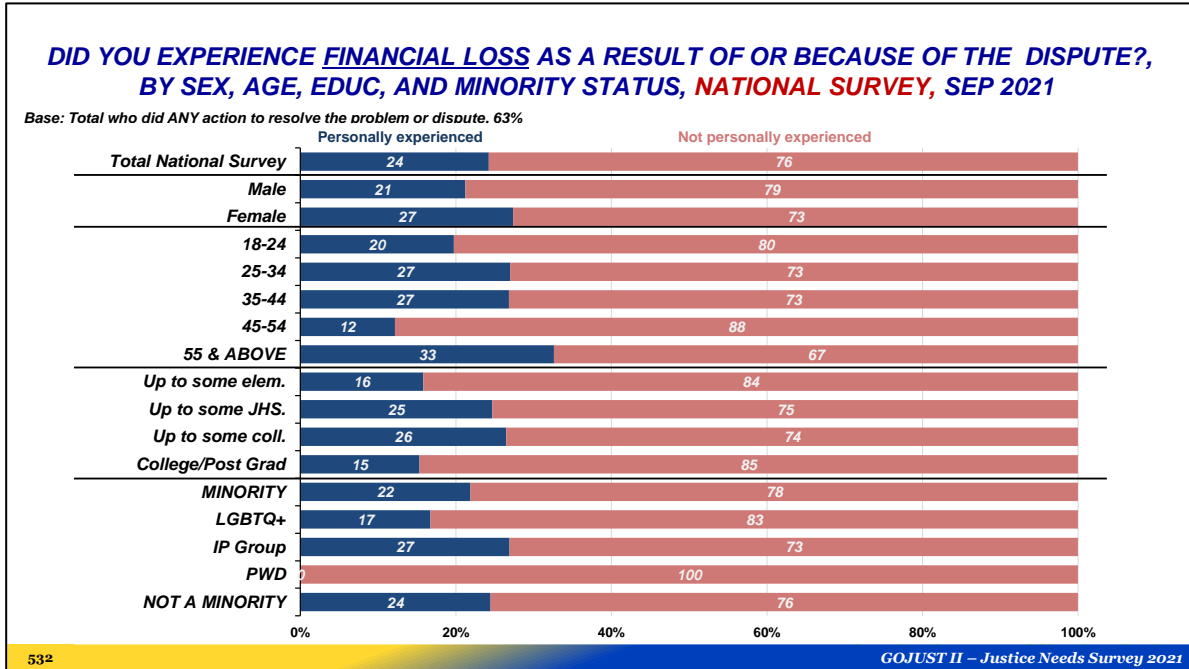


Chart 298

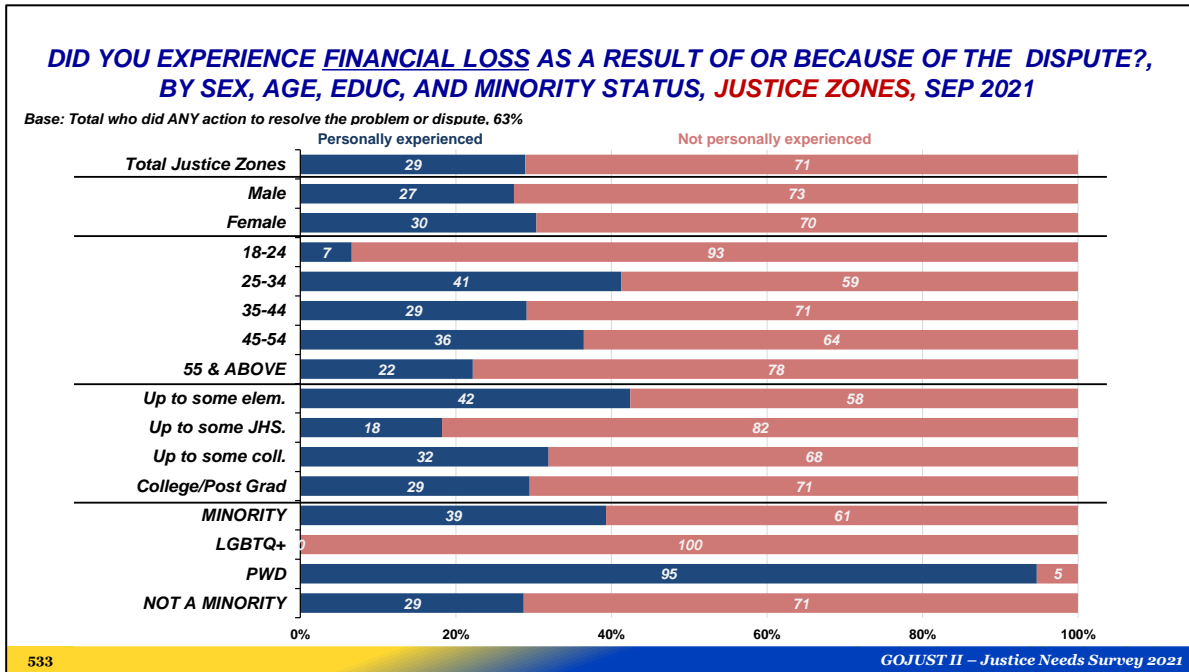


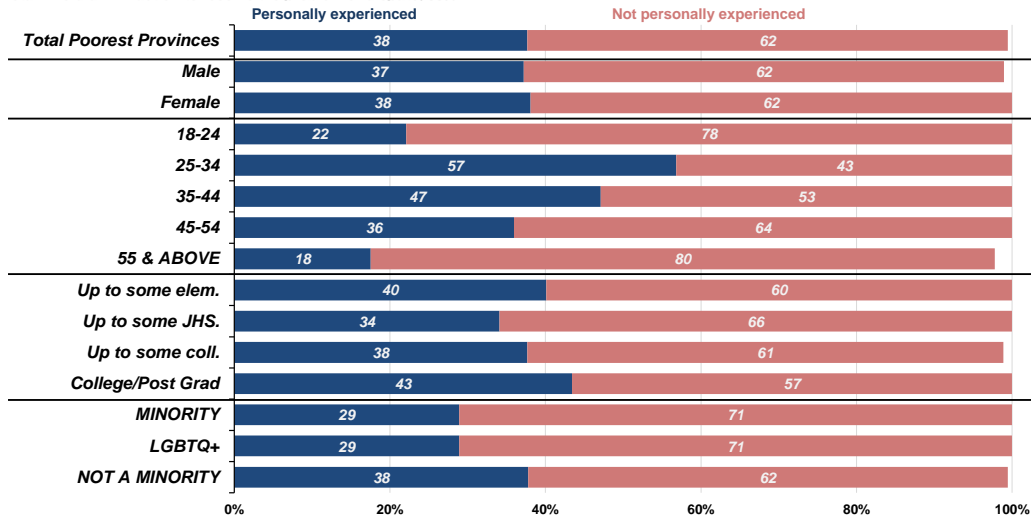




Chart 299

**DID YOU EXPERIENCE FINANCIAL LOSS AS A RESULT OF OR BECAUSE OF THE DISPUTE?,  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES,  
SEP 2021**

Base: Total who did ANY action to resolve the problem or dispute. 63%



534

GOJUST II – Justice Needs Survey 2021



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## **VOLUME 2**

### **D. LEGAL CAPABILITY/LEGAL EMPOWERMENT**

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#### **14. Awareness of Dispute Resolution Options or Options to Access**

Most Filipino adults would prefer to seek negotiated or mediated solution for the resolution of disputes or problem.

Overall, two-fifths (39%) would *report to the barangay* in the case of recovering a small loan, 59% in case of violence against a child, and about one-third (31%) in case of a land dispute.

The percentages of those who would *negotiate* is highest in case of recovering a small loan (44%), compared to 19% who would *negotiate* in case of a land dispute and 13% who would do the same in case of violence against a child.

On the other hand, on issues that are of criminal in nature, most Filipino adults would prefer to engage the justice system when asked about what actions to take when they to access justice to the following representative cases:

Overall, about three-fifths (67%) would *seek help from the barangay* in the case of personally witnessing or experiencing domestic abuse, higher compared to 53% slim majority who would *seek help from the barangay* in case of a close family member (parent, children, sibling, spouse) was arrested by the police, 30% who would do the same in case of a close family member was killed by unknown people.

About a fifth would *go to the police to file a complaint* in case of personally witnessing or experiencing domestic abuse (20%) and in case of a close family member (parent, children, sibling, spouse) was arrested by the police (22%). In case of a close family member was killed by unknown people, two-fifths (40%) would *report the killing to the police*.



## 14.1. Dispute Resolution

The Survey asked adult Filipinos to choose from actions that they would take when faced with particular representative cases: a) collection of a small business loan; b) violence against a child; c) land dispute.

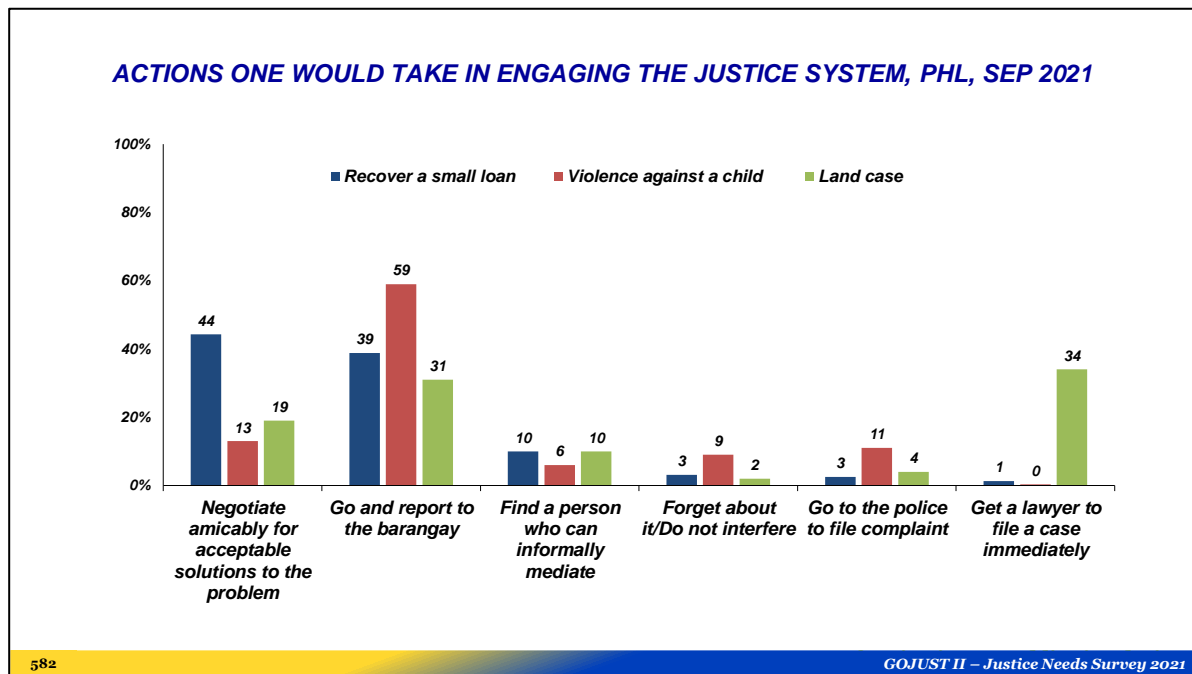
Most of the adult Filipinos in 2021 would prefer to seek a negotiated or mediated solution to representative cases rather than directly engage the justice system by filing a case immediately. This finding remained unchanged since the question was first asked in a series of national surveys in 2013-2017. [Chart 300]

In 2021, in the case of recovering a small loan, the public would rather *negotiate amicably for acceptable solutions* (44%) or *report to the barangay* (39%).

In the case of violence against a child, majority of the public would *report it to the barangay* (59%).

In the case of a land dispute, 34% would *consult a lawyer in order to file a case*, but then 31% would *report to the barangay*, and 19% would *negotiate amicably for acceptable solutions*.

Chart 300



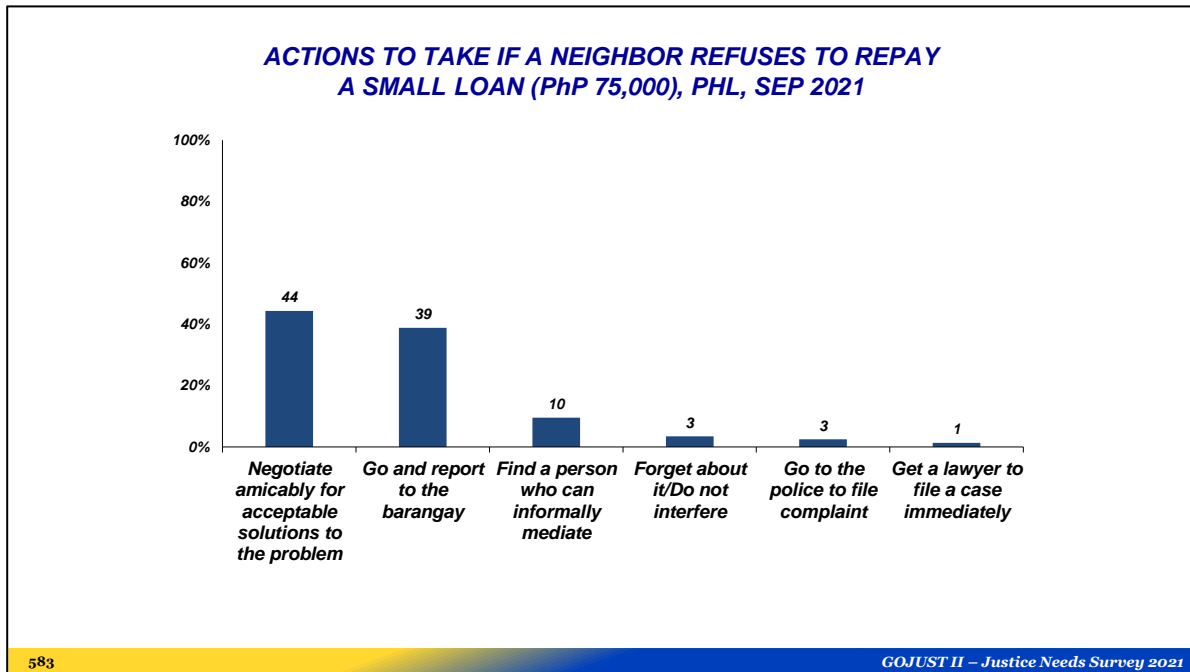


### 14.1.1. Engaging the Justice System to Recover a Small Loan

In 2021, most would prefer a negotiated solution to recover a small loan: 44% would *negotiate amicably to find acceptable solutions* and 39% would *report to the barangay*. A smaller 10% would *find a person to personally mediate*.<sup>3</sup> [Chart 301]

In 2017, a 45% plurality would *report to the barangay*, while 38% would do the same in 2015. Compared in 2013, about two-fifths would prefer to *negotiate amicably to find acceptable solutions*. [Chart 302]

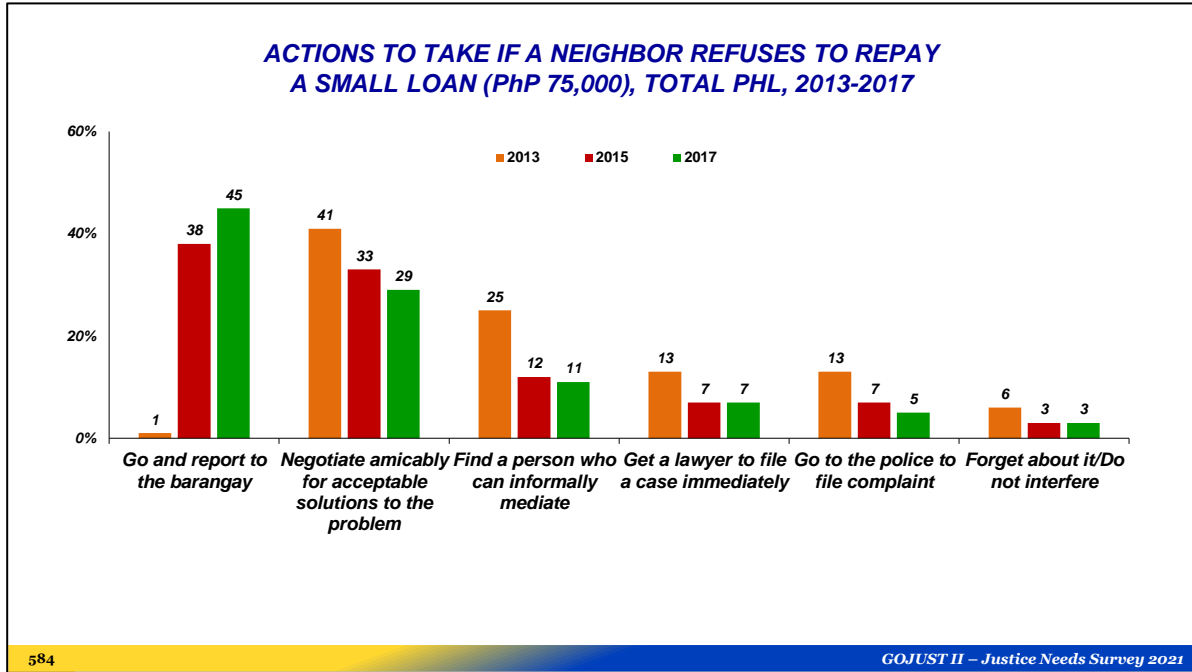
Chart 301



<sup>3</sup> Suppose you have a small business lending money with interest. You lent P75,000 to your neighbor. That neighbor was initially unable to pay for the loan. After 3 months, the neighbor refuses to pay back the loan altogether. Which of the following actions will you take?



Chart 302





Overall, two-fifths (47%) of those who have had justiciable issue would prefer to negotiate amicably to recover a small loan, compared to 43% who did not experience a justiciable issue. Intention to negotiate is 58% in the 3 Poorest Provinces, compared to two-fifths in the National Survey (46%) and in the Justice Zones (45%). [Table 24]

**Table 24**

	<b>ACTIONS TO TAKE IF A NEIGHBOR REFUSES TO REPAY A SMALL LOAN (PhP 75,000), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Negotiate</b>	<b>Report to barangay</b>	<b>Negotiate</b>	<b>Report to barangay</b>	<b>Negotiate</b>	<b>Report to barangay</b>
<b>Total Philippines</b>	<b>47%</b>	<b>38%</b>	<b>45%</b>	<b>39%</b>	<b>43%</b>	<b>39%</b>
<b>Total National Survey</b>	<b>46</b>	<b>38</b>	<b>44</b>	<b>39</b>	<b>43</b>	<b>40</b>
<b>Total Justice Zones</b>	<b>45</b>	<b>35</b>	<b>47</b>	<b>34</b>	<b>43</b>	<b>41</b>
<b>Total Poorest Provinces</b>	<b>58</b>	<b>26</b>	<b>63</b>	<b>26</b>	<b>57</b>	<b>32</b>

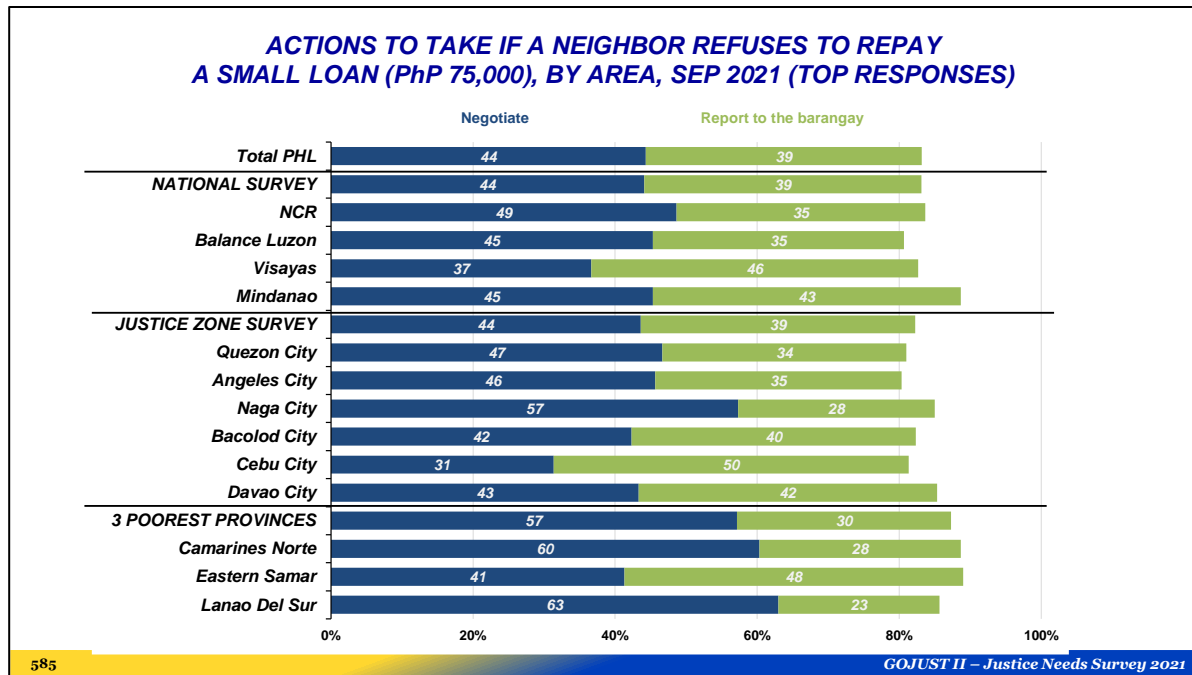


In the National Survey, about half (49%) in NCR and about two-fifths in Balance Luzon (45%), and Mindanao (45%) intend to negotiate amicably, slightly more than the 37% in Visayas (37%). [Chart 303]

In the Justice Zones, intention to negotiate amicably is the top response in all areas, except in Cebu City. A majority 57% in Naga City would negotiate amicably to recover a small loan, compared to about two-fifths in the rest of the areas, except in Cebu City. In Cebu City, half (50%) would prefer to report to the barangay; only 31% intend to negotiate

In the 3 Poorest Provinces, 60% in Camarines Norte and 63% in Lanao Del Sur would negotiate amicably. By contrast, only 41% in Easter Samar would negotiate amicably as a bigger 48% would report the issue to the barangay.

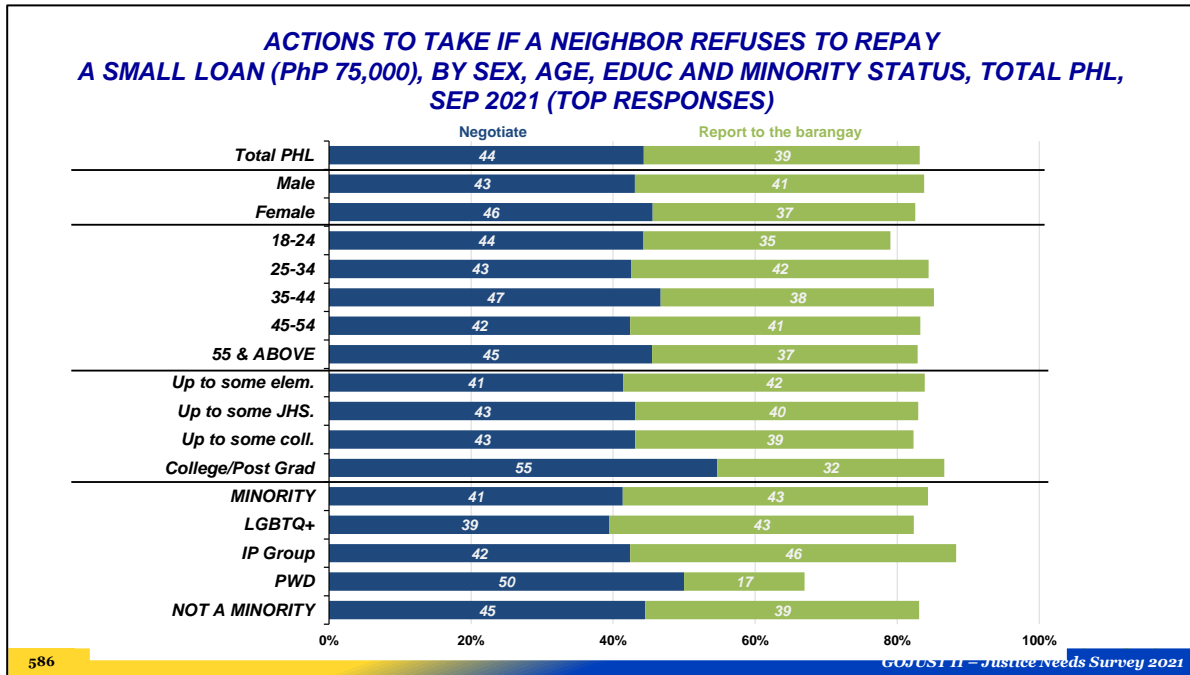
**Chart 303**





Overall, intention to negotiate amicably to recover a small loan is slightly higher among females (46%), among the 35-45 (47%), among the college graduates (55%) and among the self-ascribed majority (45%). [Chart 304]

**Chart 304**



In the National Survey, intention to negotiate amicably to recover a small loan is 55% among the college graduates, slightly higher among those with the non-college graduates. [Chart 305]

In the Justice Zones, about half (46%) of females to negotiate amicably to recover a small loan. Intention to negotiate amicably is highest among the younger age groups and declines by age (only 38-41% among the 45 and above). It increases the higher the educational attainment and is highest among the college graduates (49%); two-fifths of those with elementary education would prefer to report to the barangay. Among the self-ascribed majority, 44% intend to negotiate amicably, in contrast to 32% among the minority; 50% of the minority would rather report to the barangay. [Chart 306]

In the 3 Poorest Provinces, intention to negotiate amicably to recover a small loan hardly varies by socio-demographic groups. In particular, 64% of the middle-age 35-44 would negotiate amicably. A majority 57% of the self-ascribed majority would also prefer to negotiate amicably, compared to 47% among the self-ascribed minority. [Chart 307]





Chart 305

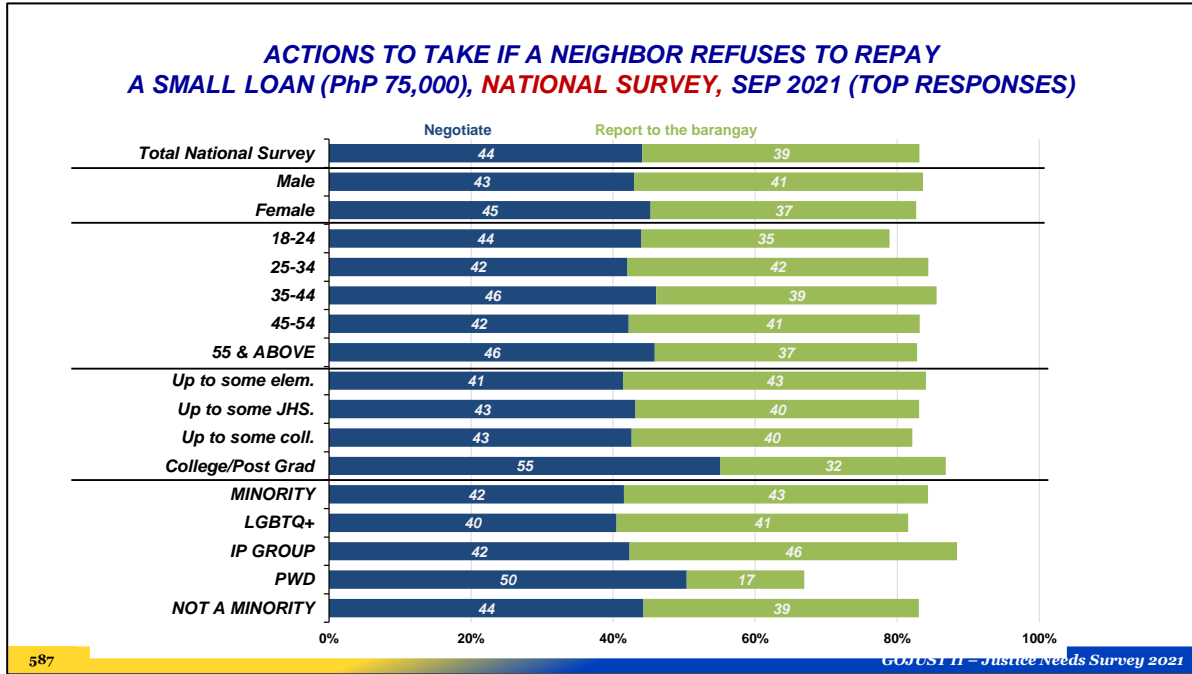


Chart 306

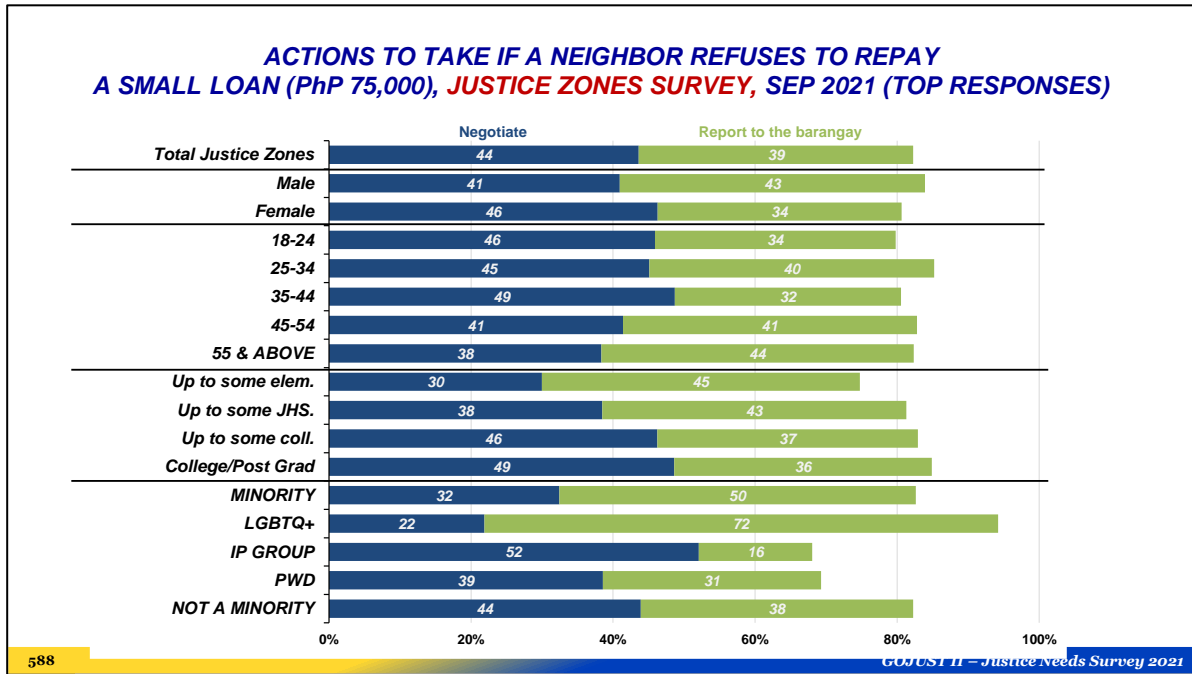
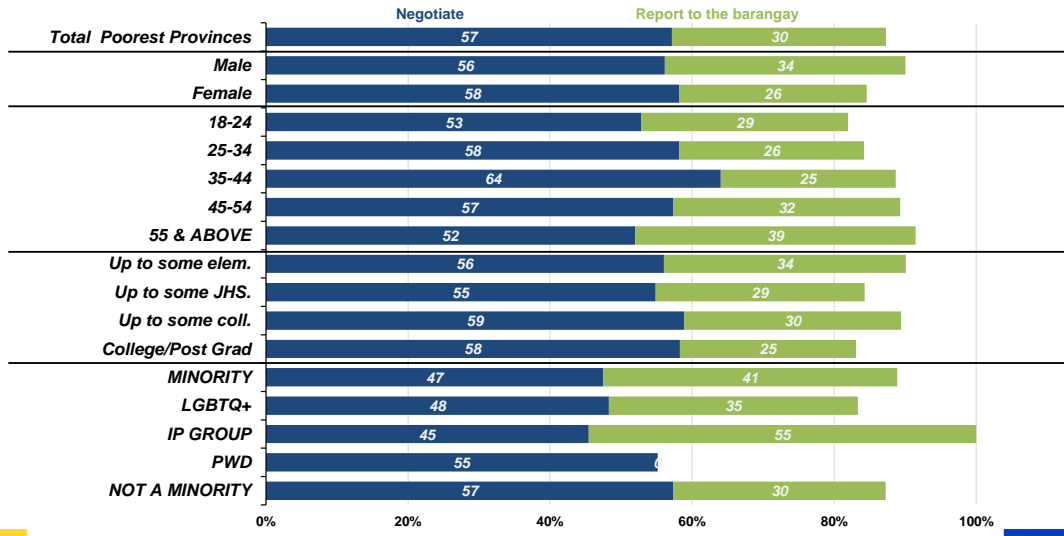




Chart 307

**ACTIONS TO TAKE IF A NEIGHBOR REFUSES TO REPAY  
A SMALL LOAN (Php 75,000), 3 POOREST PROVINCES SURVEY, SEP 2021 (TOP RESPONSES)**



589

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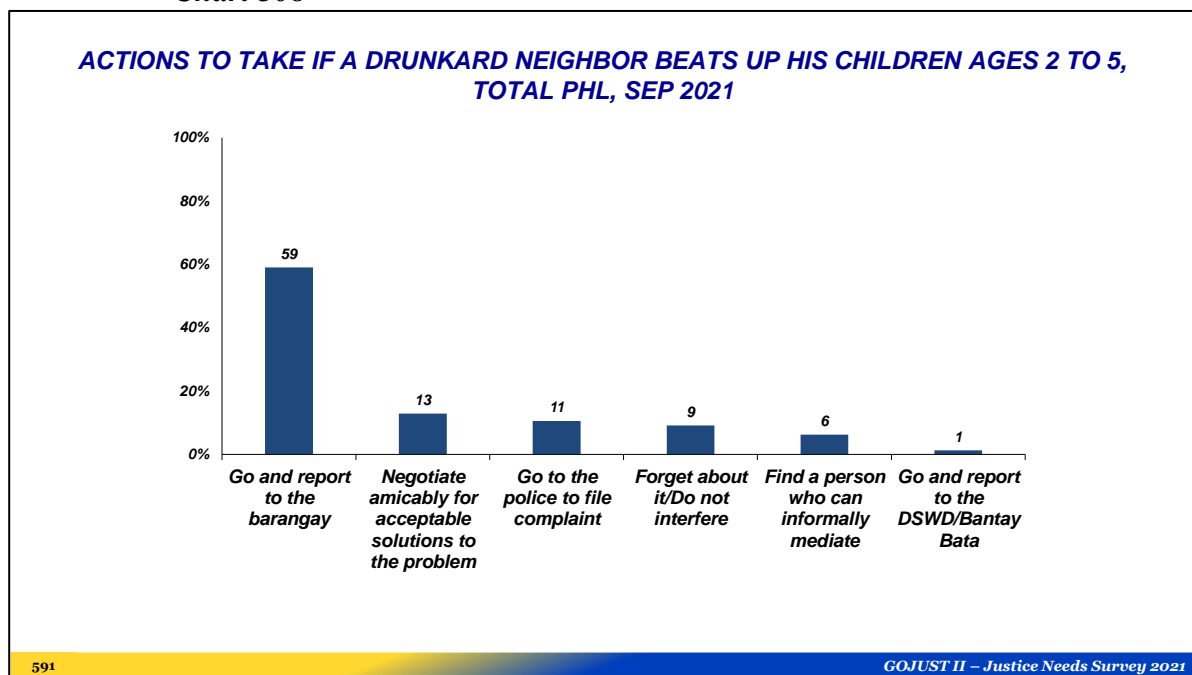
### 14.1.2. Engaging the Justice System If One Witnessed Violence Against a Child

In 2021, most Filipinos would prefer a negotiated solution if they witness a case of violence against a child in their neighborhood, with 59% who would *report to the barangay*, while 13% would *negotiate amicably to find acceptable solutions*, and 11% would *go to the police to file a complaint*.<sup>4</sup> [Chart 308]

Intention to report an incident of violence against a child to the barangay is the top response across all survey areas and across demographic groups.

In 2017, Intention to *report to the barangay* is almost similar from 61%, while 17% would *go to the police to file a complaint*, 8% would *negotiate amicably to find acceptable solutions*, and 7% would *find a person to personally mediate*. [Chart 309]

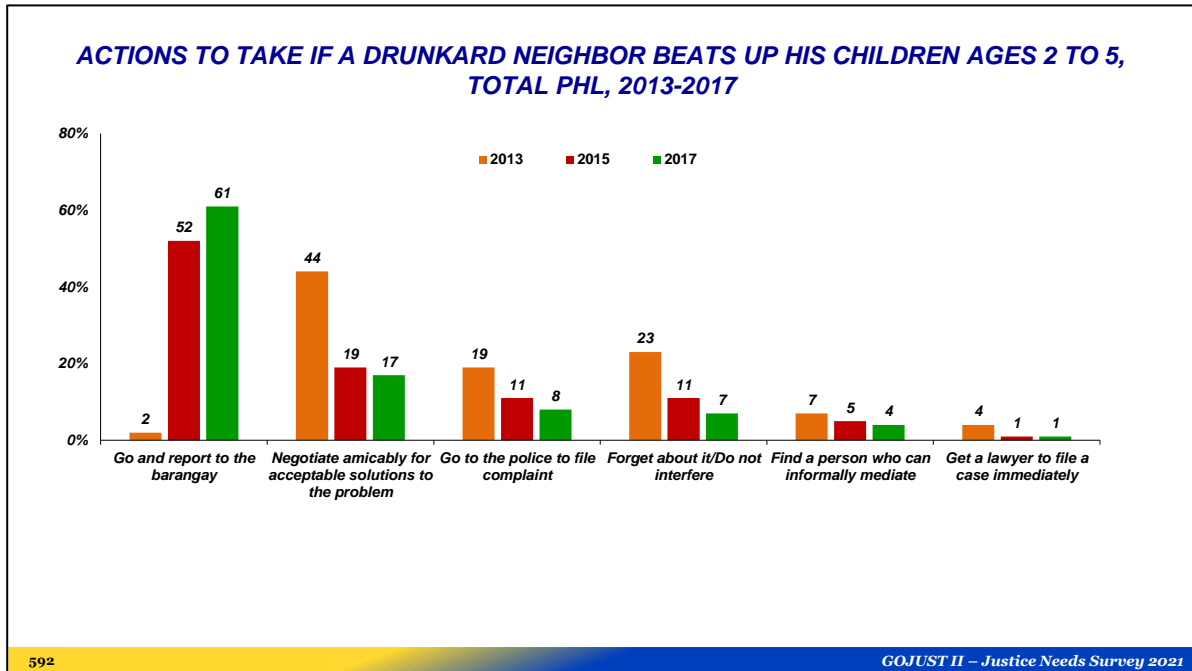
Chart 308



<sup>4</sup> For example, you have a neighbor who is a drunkard, and when he is drunk, he beats up his children ages 2 to 5. Which of the following actions will you take?



Chart 309





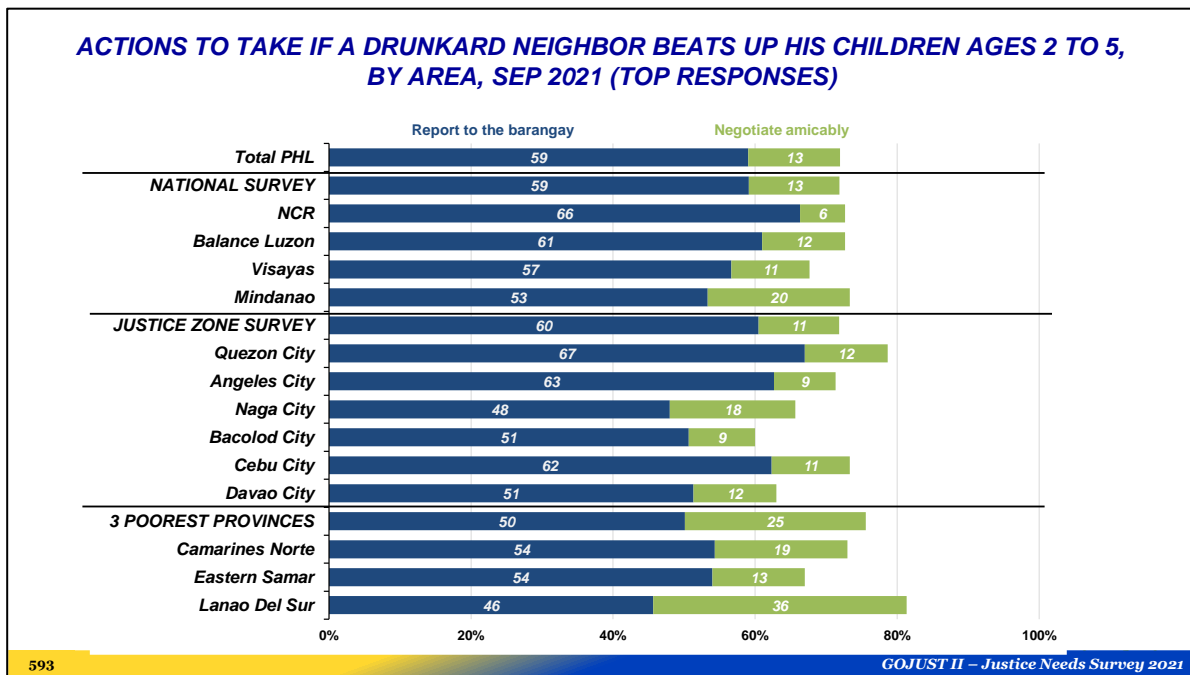
About two-thirds in the National Survey (59%) and in the Justice Zones (60%) intend to report the dispute to the barangay, compared to only half (50%) who would do the same in the 3 Poorest Provinces. [Chart 310]

In the National Survey, there are slightly more in NCR (66%), Balance Luzon (61%) and Visayas (57%) who would report the dispute to the barangay, than in Mindanao (53%).

In the Justice Zones, about three-fifths in Quezon City (67%), Angeles City (63%), and Cebu City (62%) intend to report to the barangay, slightly higher than in other areas.

In the 3 Poorest Provinces, a little more than half in Camarines Norte (54%) and Eastern Samar (54%) intend to report the dispute to the barangay, compared to only two-fifths in Lanao Del Sur (46%).

**Chart 310**





Overall, the intention to report an incident of violence against a child to the barangay is about the same among those who have had a justiciable issue (61%) and those who have yet to experience one (58%). Intention to report to the barangay is about three-fifths in the National Survey (61%) and in the Justice Zones (58%), but a smaller 50% in the 3 Poorest Provinces. [Table 25]

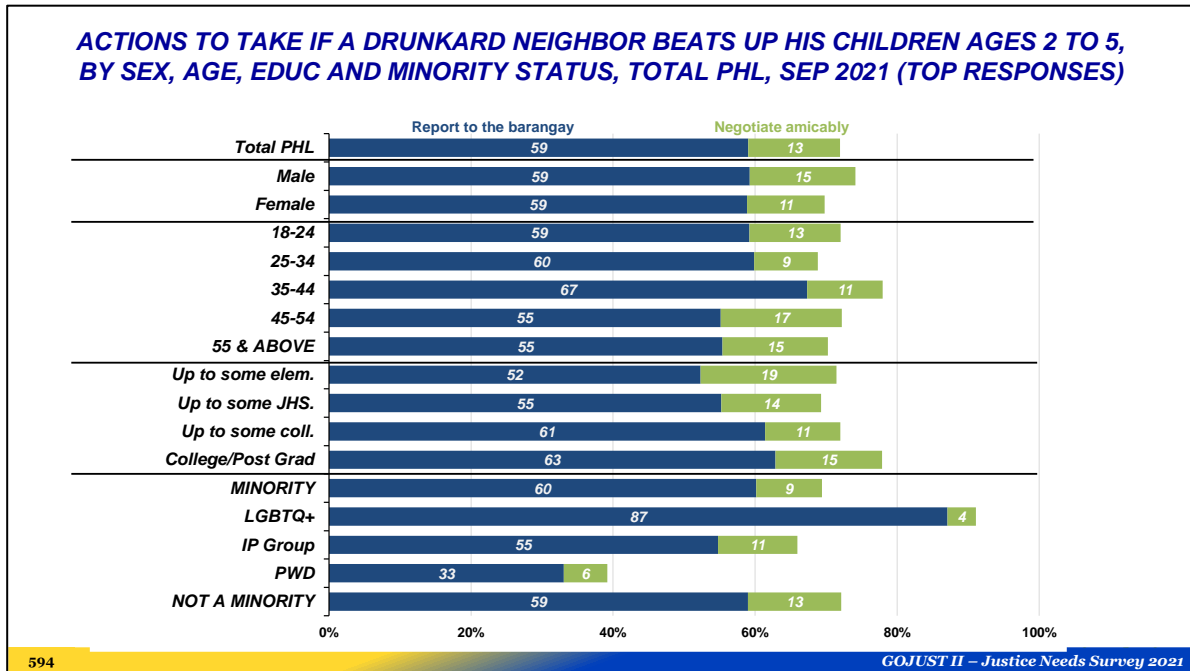
**Table 25**

	<b>ACTIONS TO TAKE IF A DRUNKARD NEIGHBOR BEATS UP HIS CHILDREN AGES 2 TO 5, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Report to barangay</b>	<b>Negotiate</b>	<b>Report to barangay</b>	<b>Negotiate</b>	<b>Report to barangay</b>	<b>Negotiate</b>
<b>Total Philippines</b>	<b>61%</b>	<b>12%</b>	<b>61%</b>	<b>12%</b>	<b>58%</b>	<b>13%</b>
<b>Total National Survey</b>	<b>61</b>	<b>12</b>	<b>62</b>	<b>12</b>	<b>58</b>	<b>13</b>
<b>Total Justice Zones</b>	<b>58</b>	<b>12</b>	<b>55</b>	<b>13</b>	<b>61</b>	<b>11</b>
<b>Total Poorest Provinces</b>	<b>50</b>	<b>25</b>	<b>52</b>	<b>26</b>	<b>50</b>	<b>26</b>



Overall, intention to report to report an incident of violence against a child to the barangay hardly varies by socio-demographic groups. In particular, 67% of the middle-age 35-44 intend to report the incident to the barangay, higher compared to other age groups. By education, intention to report increases the higher the educational attainment – about three-fifths (61-63%) of those with college education would report to the barangay. Among the self-ascribed minority, 87% of the LGBTQ+ would report the incident, much higher than other minority groups. [Chart 311]

**Chart 311**



In the National Survey, intention to report an incident of violence against a child to the barangay hardly varies by socio-demographic groups. There are still more of the middle-age 35-44 intend to report the incident to the barangay, higher compared to other age groups. By education, intention to report increases with education: about three-fifths (62-64%) of those with college education would report to the barangay. Among the self-ascribed minority, 89% of the LGBTQ+ would report the incident, much higher than other minority groups. [Chart 312]

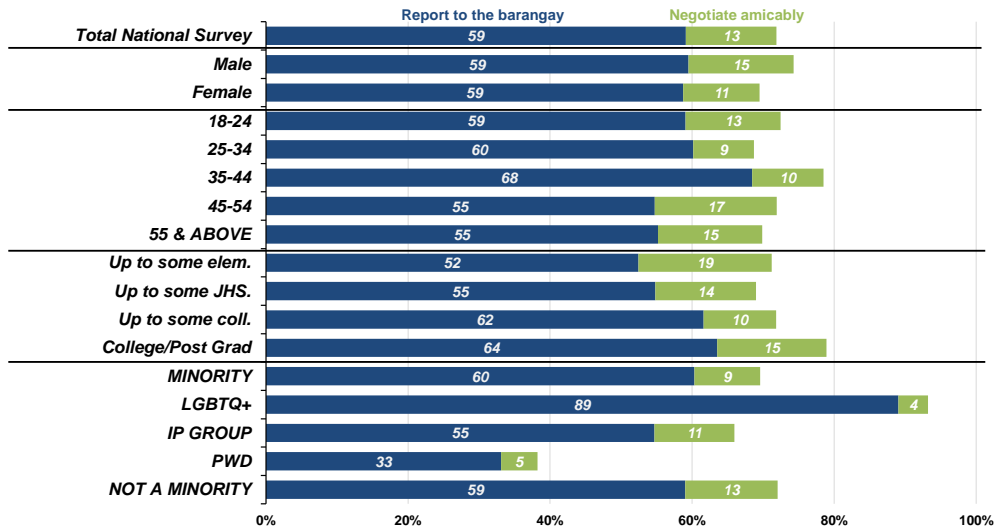
In the Justice Zones, intention to report an incident of violence against a child to the barangay also hardly varies by socio-demographic groups. There are slightly more of the 25-44 age groups who intend to report the incident to the barangay. Those with at least some high school education (61-62%) are also more likely to report the incident to the barangay. [Chart 313]

In the 3 Poorest Provinces, intention to report an incident of violence against a child to the barangay is slightly higher among the females (53%) than males (47%). Intention to report is slightly higher among the age groups 18-54 than the oldest 55 and above, as well as among those with higher education (51-54%) than non-elementary graduates. Fifty-percent of the self-ascribed majority would report to the barangay, compared to only 39% among the self-ascribed minority. [Chart 314]



Chart 312

**ACTIONS TO TAKE IF A DRUNKARD NEIGHBOR BEATS UP HIS CHILDREN AGES 2 TO 5, NATIONAL SURVEY, SEP 2021 (TOP RESPONSES)**

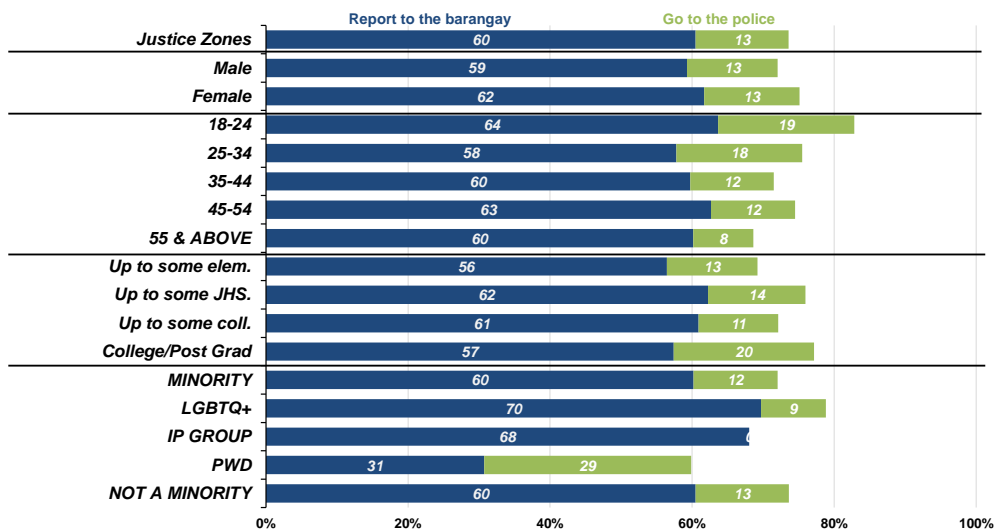


595

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Chart 313

**ACTIONS TO TAKE IF A DRUNKARD NEIGHBOR BEATS UP HIS CHILDREN AGES 2 TO 5, JUSTICE ZONES SURVEY, SEP 2021 (TOP RESPONSES)**



596

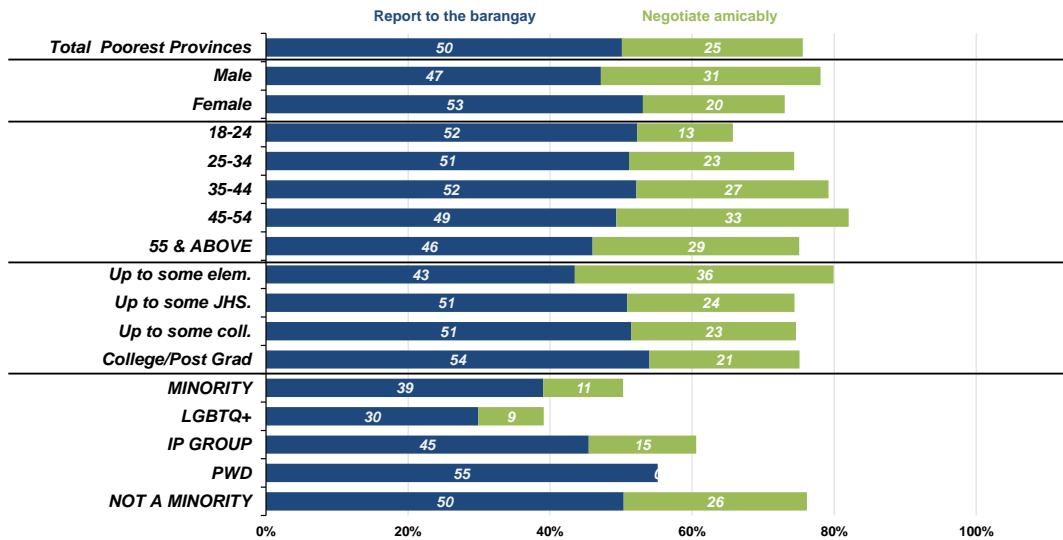
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Chart 314

**ACTIONS TO TAKE IF A DRUNKARD NEIGHBOR BEATS UP HIS CHILDREN AGES 2 TO 5, 3 POOREST PROVINCES SURVEY, SEP 2021 (TOP RESPONSES)**



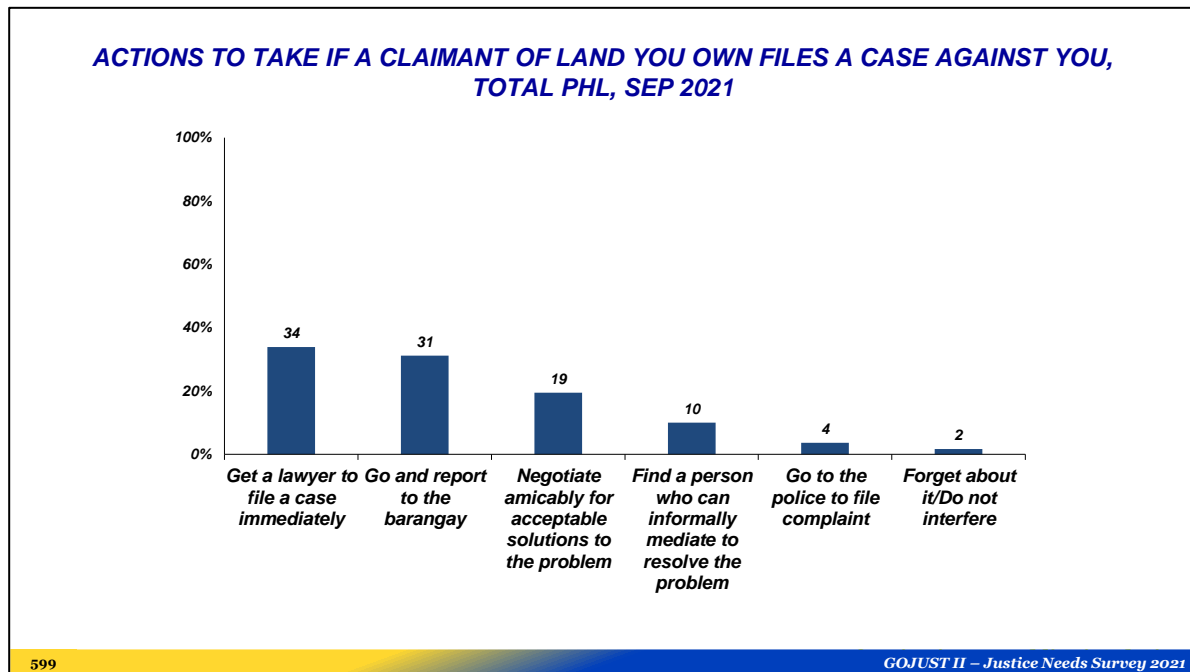


### 14.1.3. Engaging the Justice System in a Land Case

In 2021, one-third (34%) would get a lawyer to file a case immediately to settle a land dispute<sup>5</sup>. Nonetheless, most would still seek various means of negotiated solution to the issue: 31% would report to the barangay, 19% would negotiate amicably to find acceptable solutions, and 10% would find a person to personally mediate. [Chart 315]

In 2017, 33% would get a lawyer to file a case immediately, while 30% would report to the barangay, 20% would negotiate amicably to find acceptable solutions, and 11% would find a person to personally mediate. [Chart 316]

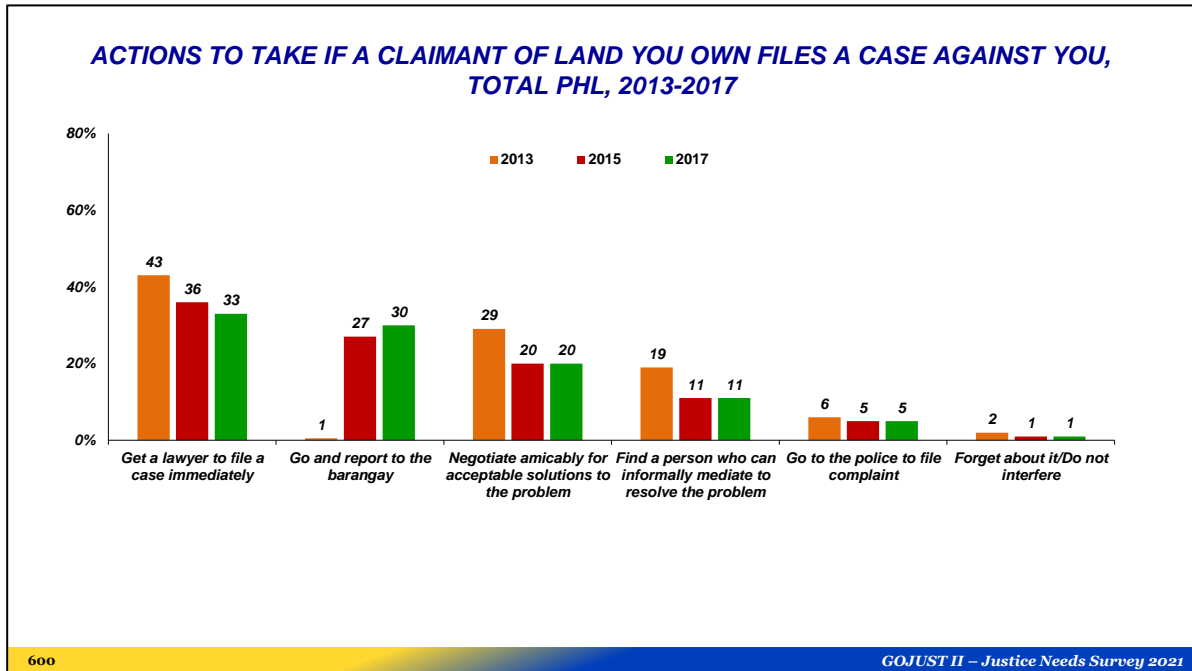
Chart 315



<sup>5</sup> Now let's talk about a different case. Suppose you own a piece of land, but someone is claiming to own that land, and he filed a case in court against you because of this. Which of the following actions will you take?



Chart 316





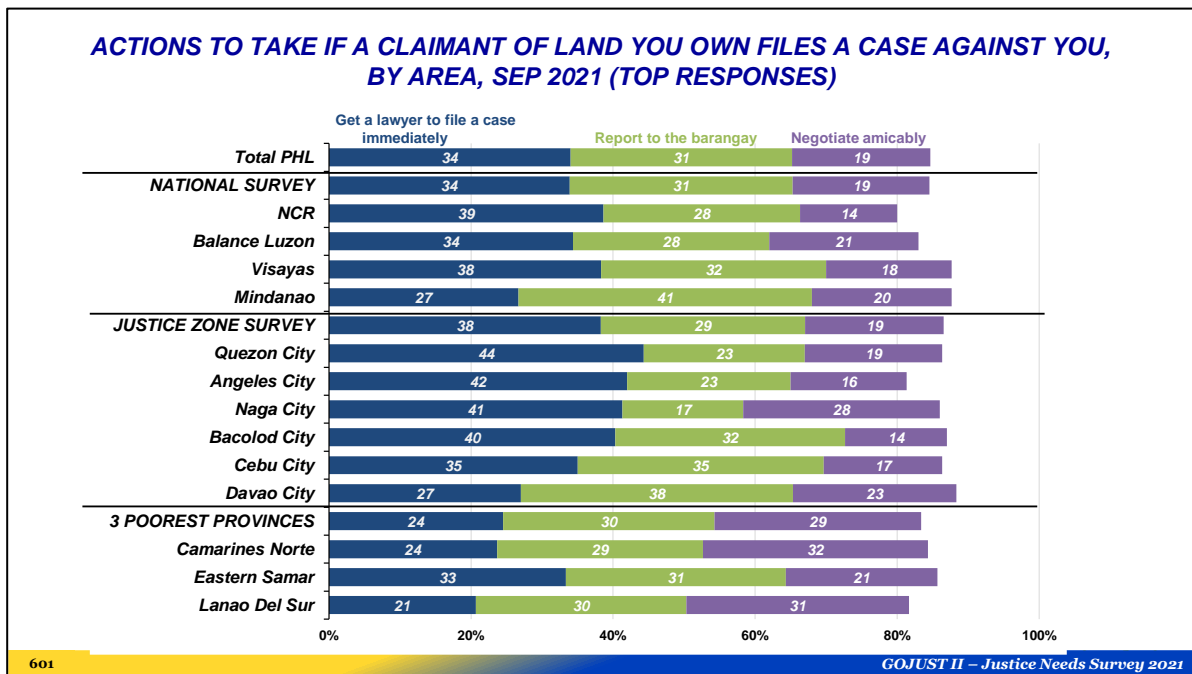
About one-third in the National Survey (34%) and in the Justice Zone (38%) intend to *get a lawyer to file a case immediately*, compared to 24% in 3 Poorest Provinces. In the 3 Poorest Provinces, there are slightly more who would *report to the barangay* (30%) or *negotiate amicably* (29%). [Chart 317]

In the National Survey, only 27% in Mindanao would *get a lawyer to file a case immediately*, lower than the about one-third in Luzon and Visayas who would do the same. In Mindanao, most (42%) would report the incident to the barangay.

In the Justice Zones, about two-fifths in Quezon City (44%), Angeles City (42%), Naga City (41%) and Bacolod City (40%) would *get a lawyer to file a case immediately*, compared to 35% in Cebu City and 27% in Davao City. In Davao City, most (38%) would report the incident to the barangay.

In the 3 Poorest Provinces, 33% in Eastern Samar would *get a lawyer to file a case immediately*, higher than in the other two areas. By comparison, there are slightly more in Camarines Norte (30%) and Lanao Del Sur (30%) who would rather report the dispute to the barangay.

**Chart 317**





Overall and across survey areas, the intention to call lawyer immediately to settle a land dispute is more likely among those who have had justiciable issue than those who have not yet experienced a justiciable issue. On the other hand, preference for reporting to the barangay is slightly higher among those who have yet had a justiciable issue. [Table 26]

Intention to get a lawyer is about two-fifths among those who had had justiciable issues in the National Survey (40%) and in the Justice Zones (46%), but only 27% in the 3 Poorest Provinces.

**Table 26**

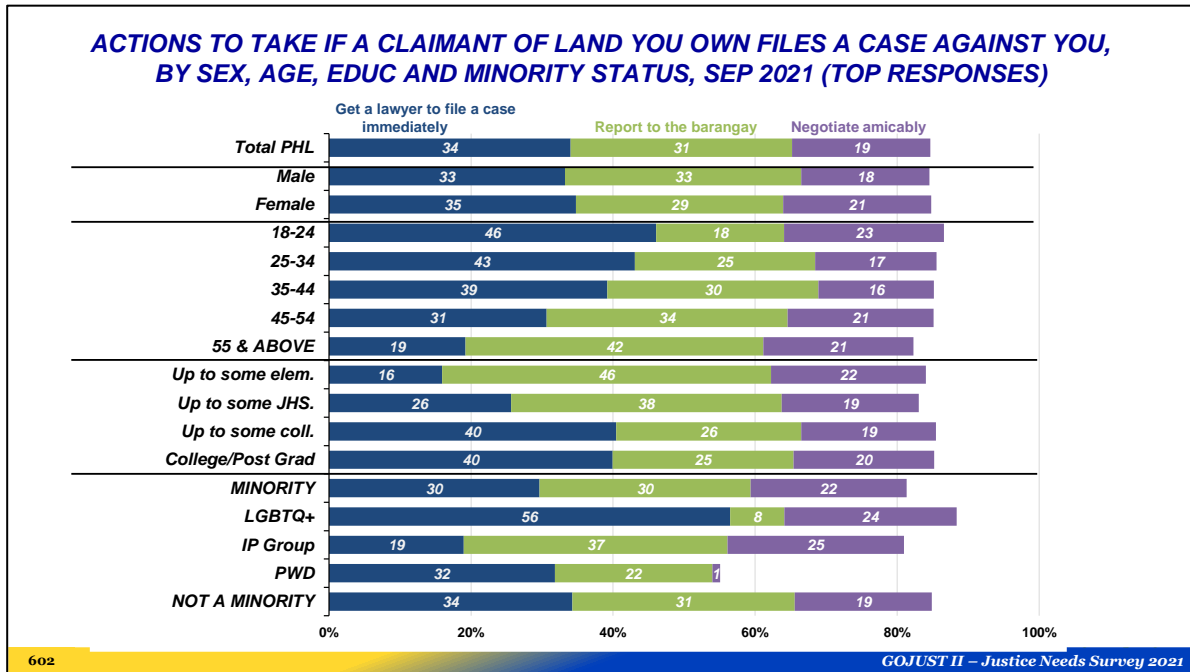
	<b>ACTIONS TO TAKE IF A CLAIMANT OF LAND YOU OWN FILES A CASE AGAINST YOU, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>								
	<b>With justiciable issue</b>			<b>Took ANY action</b>			<b>W/O justiciable issue</b>		
	<b>Get a lawyer</b>	<b>Report to barangay</b>	<b>Negotiate</b>	<b>Get a lawyer</b>	<b>Report to barangay</b>	<b>Negotiate</b>	<b>Get a lawyer</b>	<b>Report to barangay</b>	<b>Negotiate</b>
<b>Total Philippines</b>	<b>40%</b>	<b>26%</b>	<b>20%</b>	<b>40%</b>	<b>26%</b>	<b>18%</b>	<b>30%</b>	<b>34%</b>	<b>19%</b>
<b>Total National Survey</b>	<b>40</b>	<b>26</b>	<b>20</b>	<b>40</b>	<b>26</b>	<b>18</b>	<b>30</b>	<b>35</b>	<b>19</b>
<b>Total Justice Zones</b>	<b>46</b>	<b>22</b>	<b>15</b>	<b>43</b>	<b>26</b>	<b>16</b>	<b>35</b>	<b>32</b>	<b>22</b>
<b>Total Poorest Provinces</b>	<b>27</b>	<b>27</b>	<b>30</b>	<b>29</b>	<b>26</b>	<b>30</b>	<b>23</b>	<b>31</b>	<b>29</b>



In Total Philippines and across the three survey components, intention to call lawyer immediately to settle a land dispute is highest among the youth and declines among the older adults. At the same time, intention to get a lawyer increases the higher the educational attainment and is highest among the college-education, if not the college graduates.

Overall, in total Philippines, intention to *get a lawyer to file a case immediately* is highest among the younger 18-34 years old (43-46%) and declines among older adults. Only 19% of the oldest 55 and above intend to get a lawyer as most (42%) of them would report the incident to the barangay. By education, intention to get a lawyer increases with education, and is highest among the college-educated (40%). Only 16% of the non-elementary graduates would get a lawyer, as most (46%) of them would report it to the barangay. [Chart 318]

**Chart 318**





In the National Survey, intention to *get a lawyer to file a case immediately* is highest among the 18-34 years old (43-46%) and declines among older adults. Only 19% of the oldest 55 and above intend to get a lawyer as most (42%) of them would report the incident to the barangay. By education, intention to get a lawyer increases with education, and is highest among the college-educated (39-40%). Only 15% of the non-elementary graduates would get a lawyer, as most (47%) of them would report it to the barangay. [Chart 319]

In the Justice Zones, there are slightly more of males (41%) than females (35%) who would *get a lawyer to file a case*. Intention to get a lawyer to file a case is remains higher among the youth and declines by age – a small majority (52%) of the 18-24 and 49% of the 24-34 intend to get a lawyer, compared to 24% among the oldest 55 and above, most of whom (38%) would prefer to report to the barangay. By education, intention to get a lawyer increases with education, and is highest among the college graduates (47%). Among those with at most some high school education, there are slightly more who would prefer to report to the police. Forty-five percent of the self-ascribed minority also intends to get a lawyer immediately, compared to 38% among the self-ascribed majority. [Chart 320]

In the 3 Poorest Provinces there are slightly more of males (32%) than females (27%) who would *get a lawyer to file a case*. Intention to get a lawyer to file a case is remains higher among the youth and declines by age – about one-third of the 18-34 (33-36%) would *get a lawyer to file a case*. By comparison, about one-third of the 45 and above would prefer to report to the barangay. By education, intention to get a lawyer increases with education, and is highest among the college graduates (45%). Thirty-nine percent of the self-ascribed minority would report to the barangay, compared to 30% among the self-ascribed majority. [Chart 321]

Chart 319

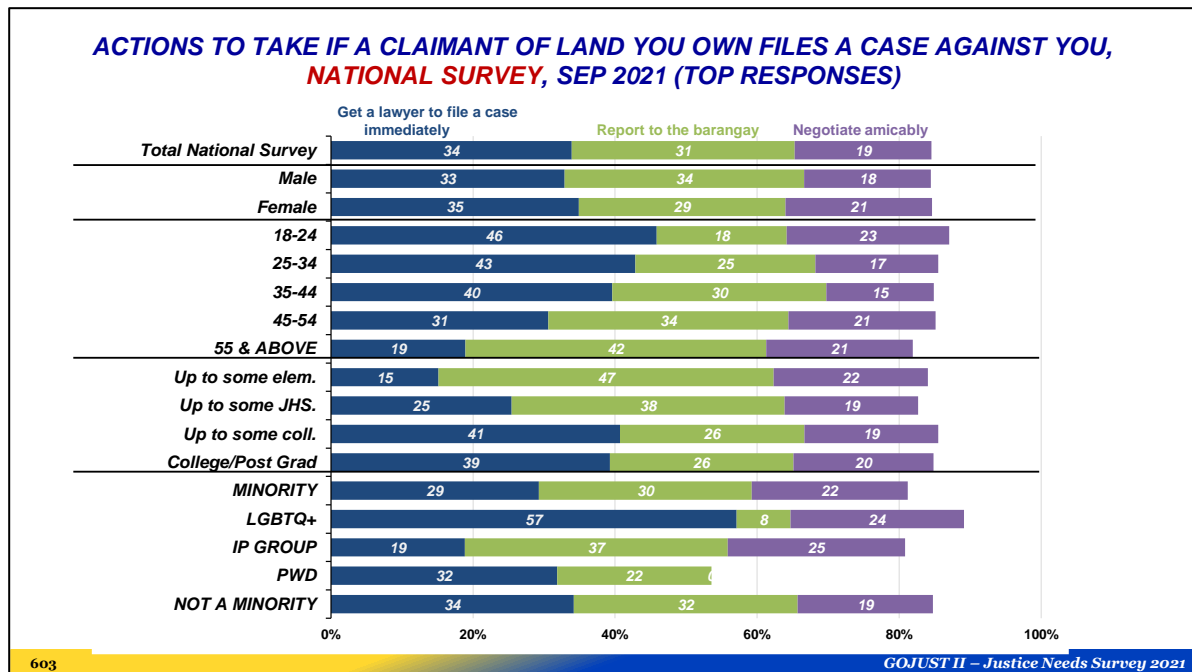




Chart 320

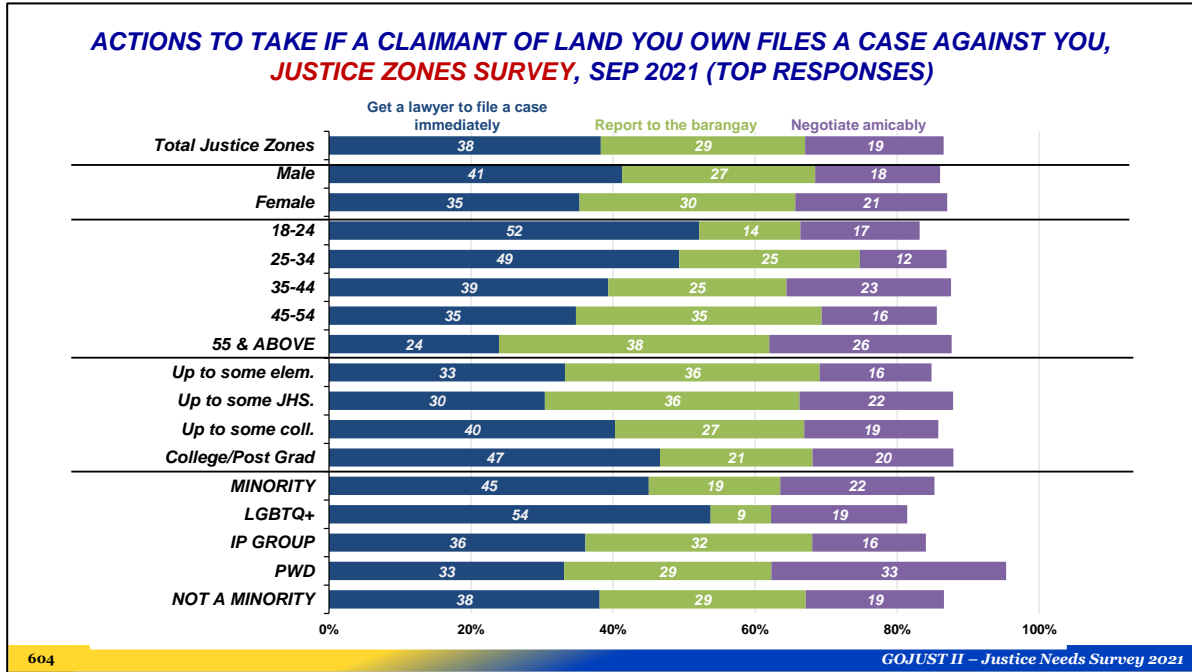
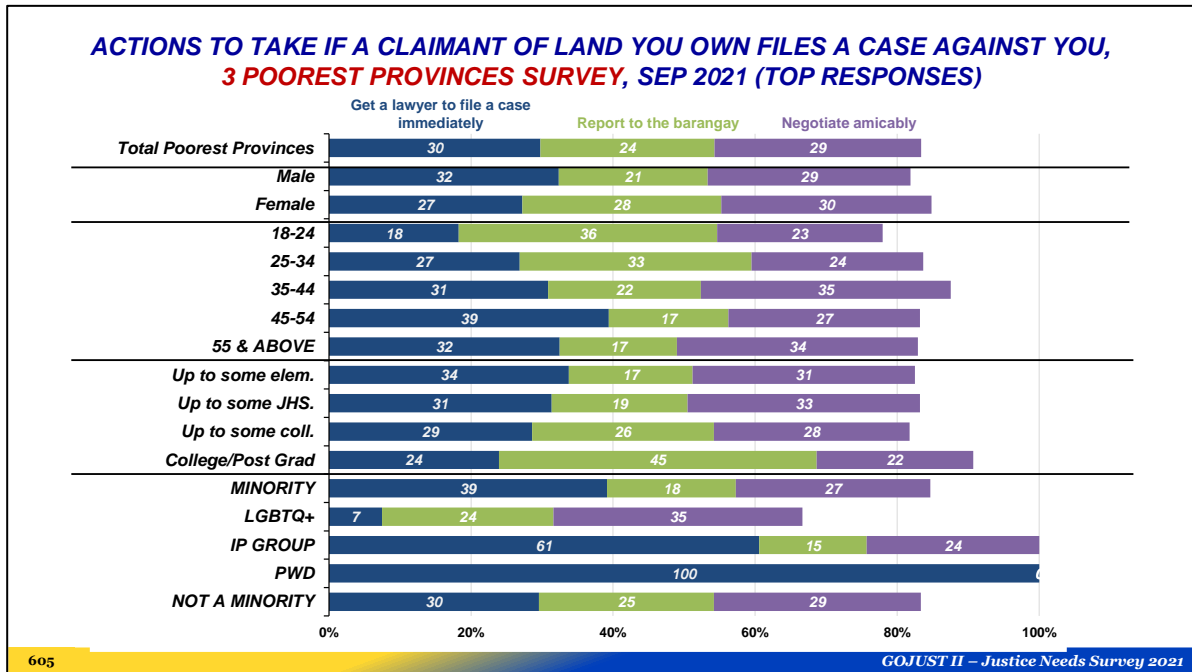


Chart 321







## 14.2. Criminal Justice

The Survey asked adult Filipinos to choose from actions that they would take when faced with particular representative cases: a) personally witnessing or experiencing domestic abuse; b) a close family member (parent, children, sibling, spouse) was arrested by the police; c) a close family member was killed by unknown people.

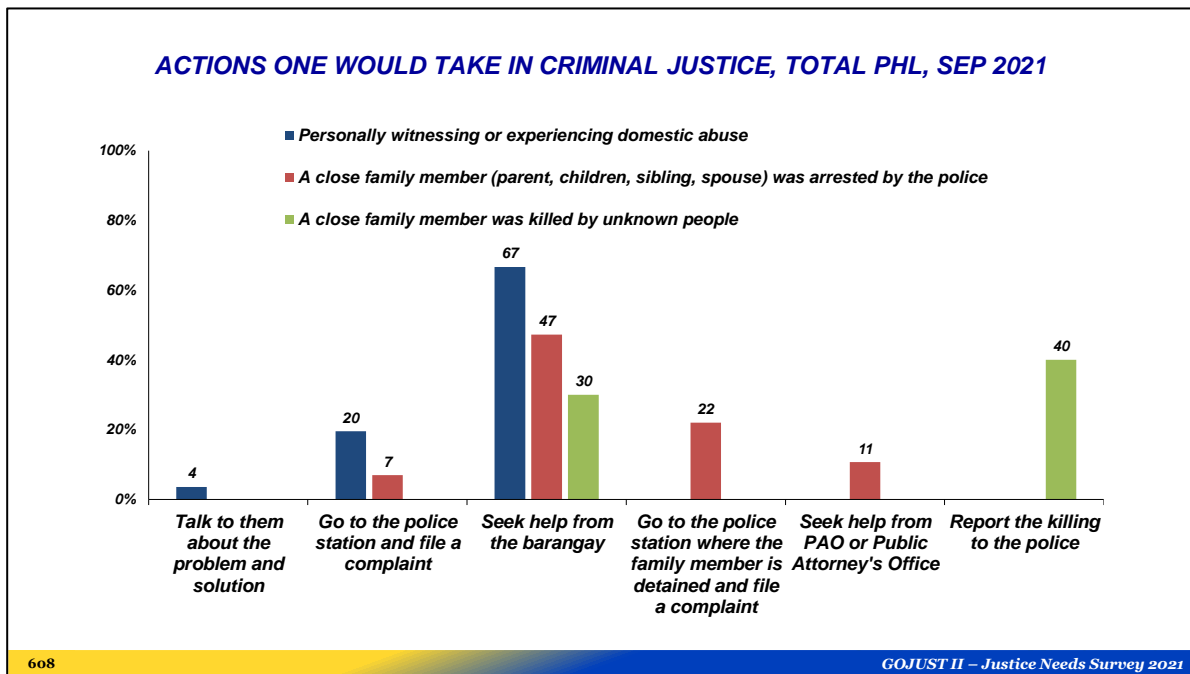
Except in the case of a close family member was killed by unknown people, majority of the adult Filipinos in 2021 would prefer to first seek help from the barangay in all representative cases.

In 2021, in the case of personally witnessing or experiencing domestic abuse, the public would rather *seek help from the barangay* (67%). [Chart 322]

In the case of a close family member (parent, children, sibling, spouse) was arrested by the police, plurality of the public would *seek help from the barangay* (47%).

In the case of a close family member was killed by unknown people, 40% would *report the killing to the police*, but then 30% would *seek help from the barangay*.

Chart 322



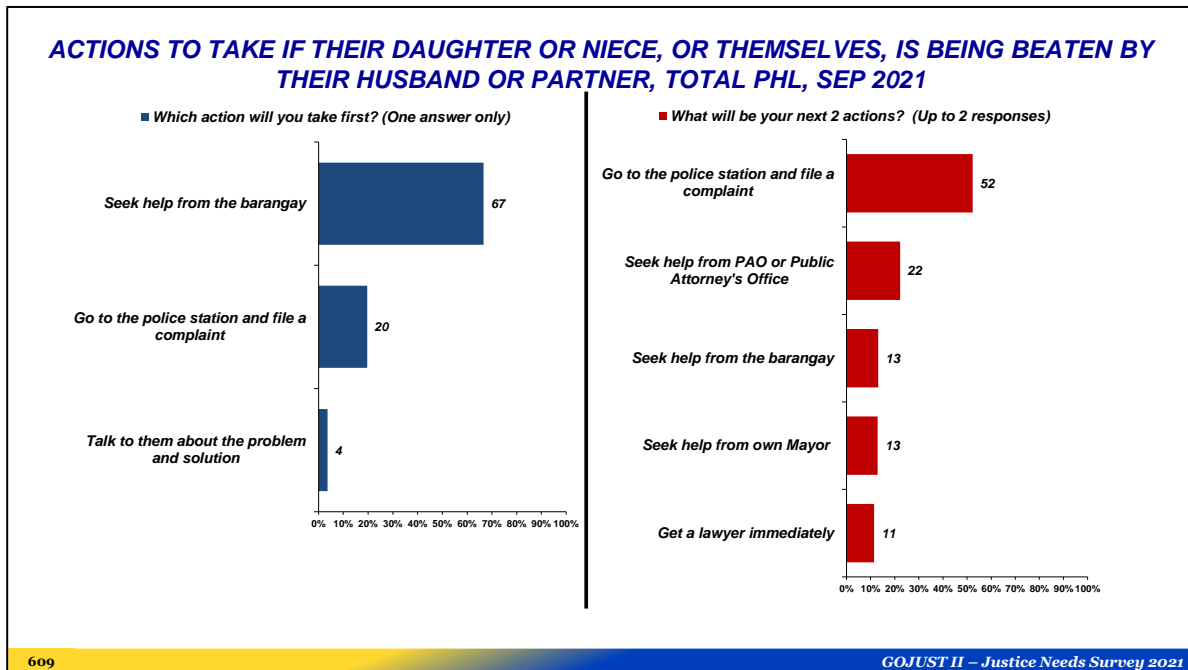


### 14.2.1. Actions to Take If Their Daughter or Niece, or Themselves, is Being Beaten by their Husband or Partner

In a hypothetical situation of personally witnessing or experiencing domestic abuse<sup>6</sup>, 67% would **first** seek help from the barangay. This is followed in distant second by those who would go to the police station to file a complaint (20%). [Chart 323]

As to what actions they would do **next**, 52% would go to the police station to file a complaint. This is followed by those who would seek help from the PAO (22%), their barangay (13%), their own mayor (13%), and private lawyers (11%).

Chart 323



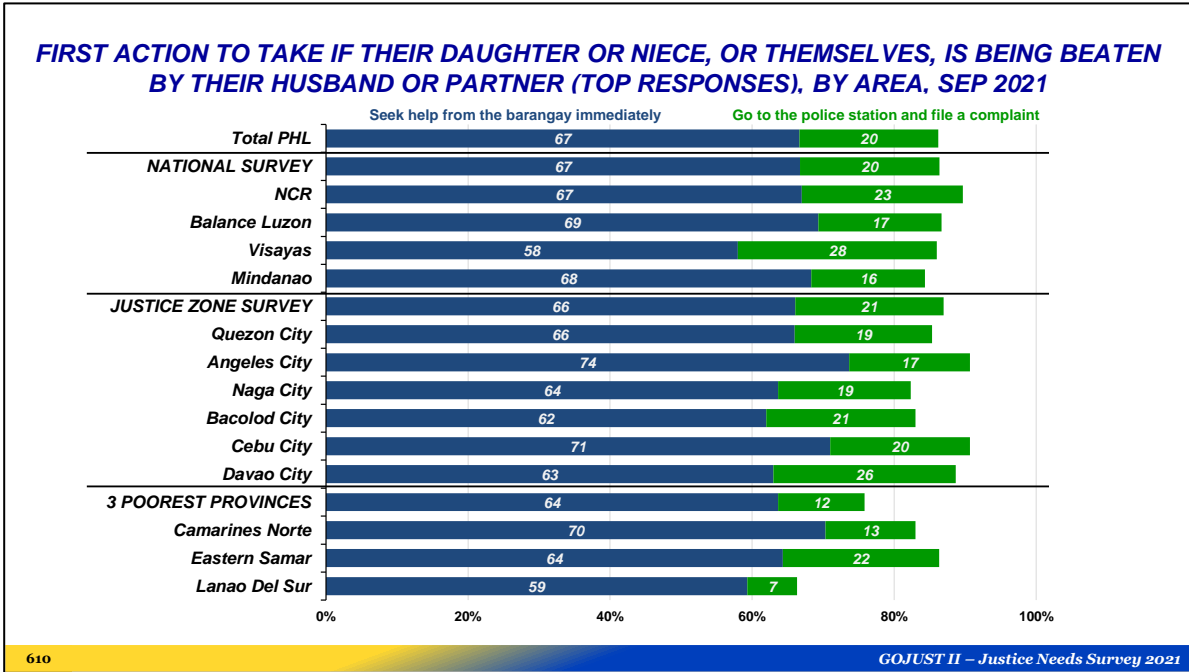
Those who would first seek help from the barangay hardly vary across areas: National Survey (67%), Justice Zones (66%), and 3 Poorest Provinces (64%). In the National Survey, there are slightly more in Balance Luzon (69%), Mindanao (68%), and NCR (67%) than Visayas (58%) who would seek help from the barangay.

In the Justice Zones, three-fourths in Angeles City (74%) and in Cebu City (71%) would seek help from the barangay first, slightly higher than in other areas. In the 3 Poorest Provinces, 70% in Camarines Norte and 64% in Eastern Samar would seek help from the barangay first, compared to 59% in Lanao del Sur. [Chart 324]

<sup>6</sup> For example, your daughter or niece (READ IF RESPONDENT IS A FEMALE: or you yourself) is being beaten by their/your husband or partner. Which of the following actions will you take first? After doing this, what will be the next action that you will take?



**Chart 324**





Overall and across survey areas, those who have not had any justiciable issue are more likely to *seek help from the barangay* first than those who have already experienced a justiciable issue. [Table 27]

**Table 27**

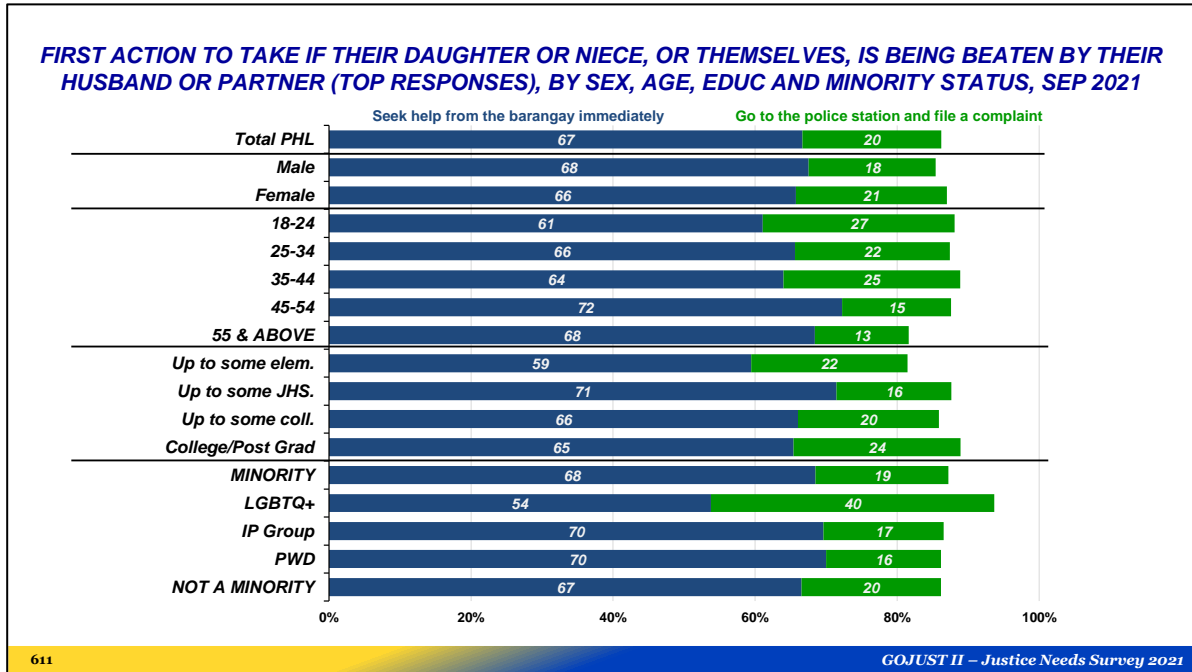
	<b>FIRST ACTION TO TAKE IF THEIR DAUGHTER OR NIECE, OR THEMSELVES, IS BEING BEATEN BY THEIR HUSBAND OR PARTNER (TOP RESPONSES), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Seek help from the barangay</b>	<b>Go to the police and file a complaint</b>	<b>Seek help from the barangay</b>	<b>Go to the police and file a complaint</b>	<b>Seek help from the barangay</b>	<b>Go to the police and file a complaint</b>
<b>Total Philippines</b>	<b>63%</b>	<b>20%</b>	<b>64%</b>	<b>22%</b>	<b>69%</b>	<b>19%</b>
<b>Total National Survey</b>	<b>64</b>	<b>20</b>	<b>65</b>	<b>21</b>	<b>69</b>	<b>20</b>
<b>Total Justice Zones</b>	<b>58</b>	<b>26</b>	<b>56</b>	<b>28</b>	<b>70</b>	<b>18</b>
<b>Total Poorest Provinces</b>	<b>58</b>	<b>16</b>	<b>63</b>	<b>13</b>	<b>66</b>	<b>11</b>



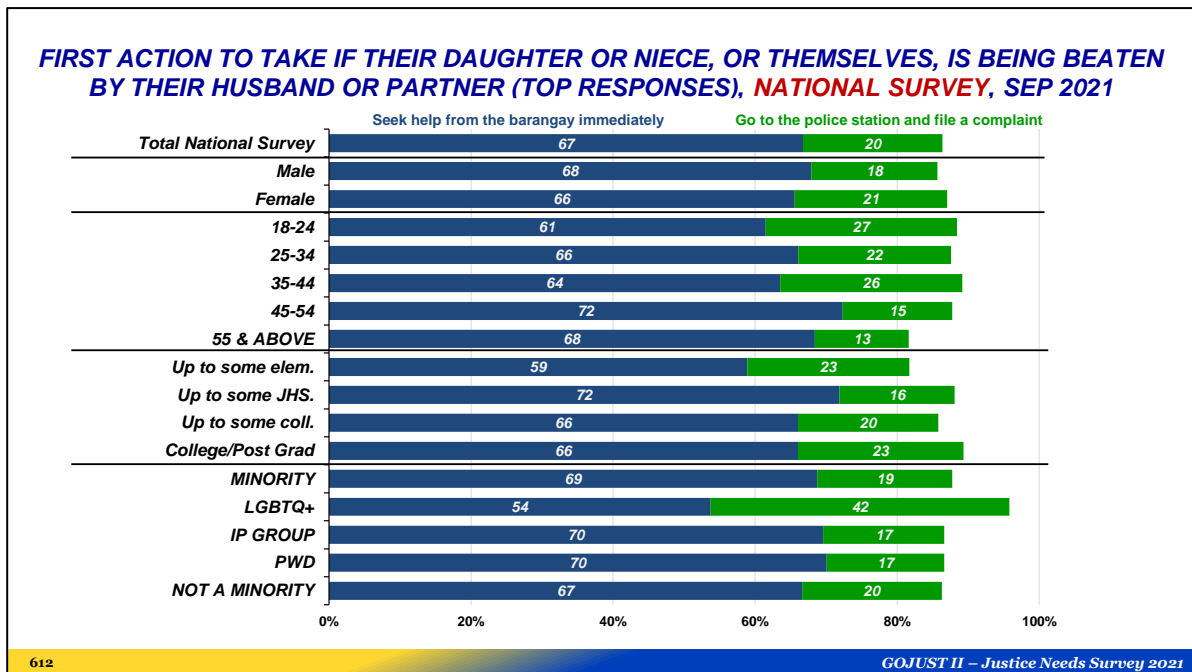
In Total Philippines and across the three survey components, intention to *seek help from the barangay* first if they personally witnessed or experienced domestic abuse is the top response across socio-demographic groups.

In Total Philippines and in the National Survey and in the Justice Zones, intention to *seek help form the barangay* first tends to be higher among the 45 and above (68-72%), and the elementary graduates (71-72%). [Charts 325-326]

**Chart 325**



**Chart 326**





In the Justice Zones, intention to *seek help from the barangay* first in case of a domestic abuse first increases with age and is highest among the older 35 and above age groups (68-73%). Intention to *go to the police to file a complaint* first is slightly higher among the younger 18-34 (28-31%). On the other hand, intention to *seek help from the barangay* is highest among the non-elementary graduates (72%) and declines the higher the education. Only 58% of the college graduates would *seek help from the barangay*. In contrast, intention to go to the police first is 29% among the college graduates, higher than those with less education. Sixty-six percent of the self-ascribed majority would seek help from the barangay first, compared to 59% among the self-ascribed minority. [Chart 327]

In the 3 Poorest Provinces, there are slightly more of females (67%) than males (61%) who would *seek help from the barangay* first. By age, three-fifths of those 25 and above intend to *seek help from the barangay*, compared to 56% among the 18-24. Intention to go to the police is 20% among the 18-24, slightly higher among the older adults. There are also slightly more of those with more than elementary education who would *seek help from the barangay* first. Seventy-three percent of the self-ascribed minority would *seek help from the barangay* first, compared to 63% among the self-ascribed majority. [Chart 328]

**Chart 327**

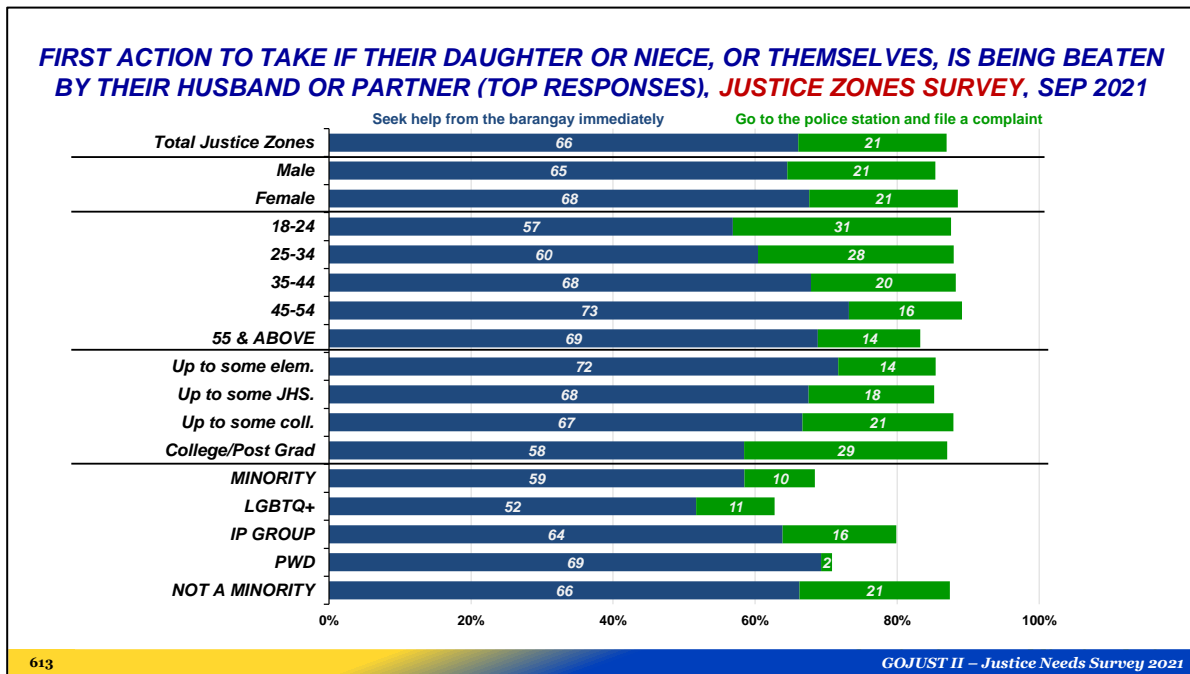
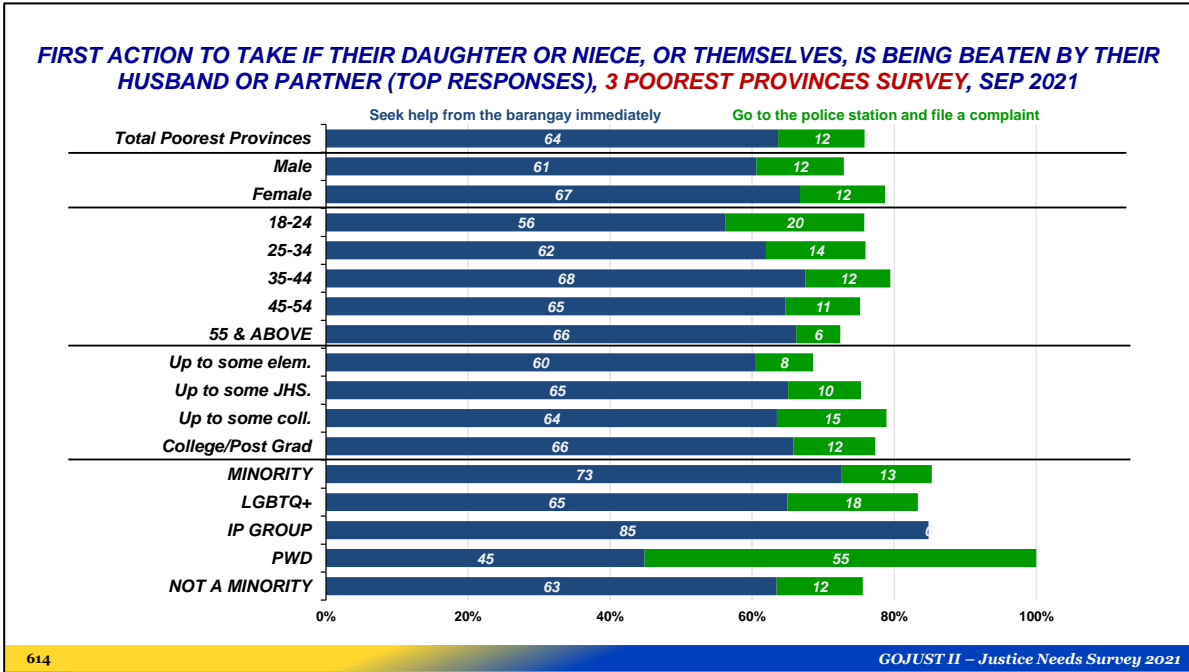




Chart 328





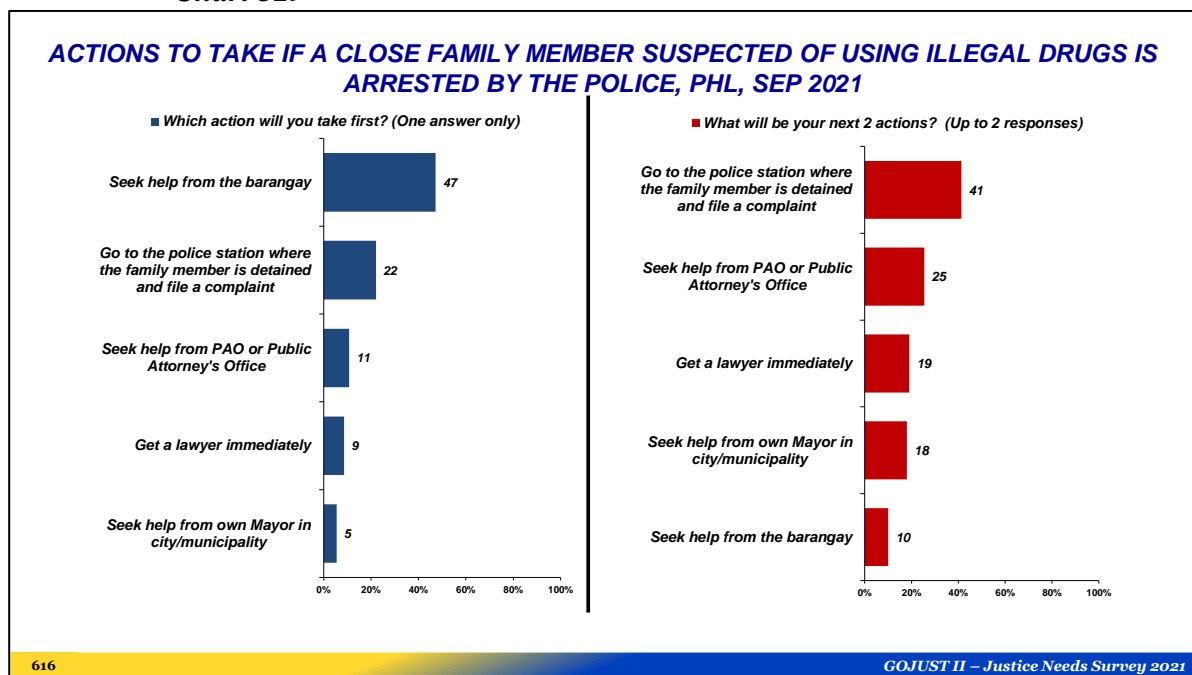
### 14.2.2. Arrest of Close Family Member Suspected of Using Illegal Drugs

In 2021, in a hypothetical situation in which a close family member (parent, children, sibling, spouse) was arrested by the police because of suspicion of using illegal drugs, 47% would **first** seek help from the barangay.<sup>7</sup> This is followed in distant second by 22% who would go to the police station to file a complaint. [Chart 329]

As to what actions they would do **next**, 41% would go to the police station to file a complaint (41%), followed by those who would seek help from the PAO (25%), (private) lawyers (19%), and their own mayor (18%). [Chart 330]

The results remained the same from 2017 with 45% who would **first** seek help from the barangay, while 25% who would go to the police station to file a complaint.

Chart 329



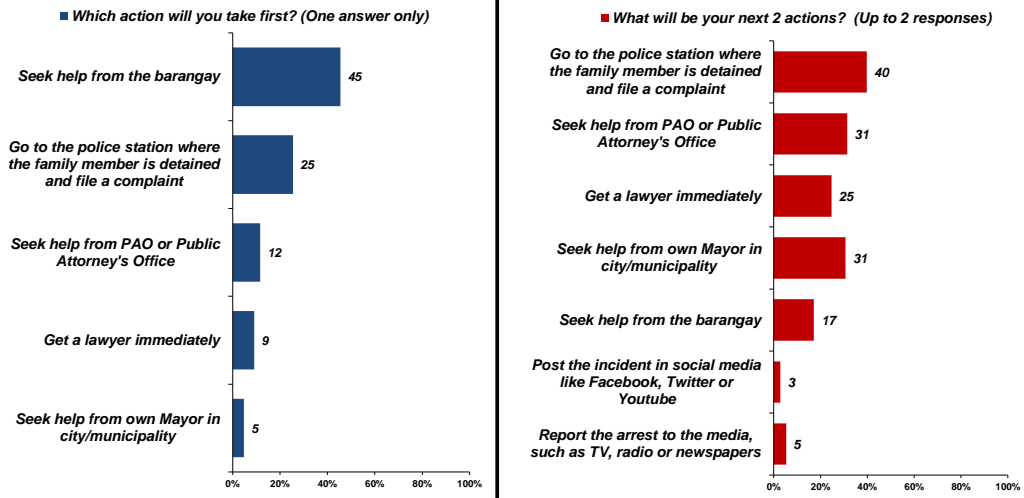
<sup>7</sup> For example, you have a close family member (parent, child/ren, sibling, spouse) who was arrested by the police because he/she is suspected to be using illegal drugs. Which of the following actions will you take first? After doing this, what will be the next action that you will take?





Chart 330

**ACTIONS TO TAKE IF A CLOSE FAMILY MEMBER SUSPECTED OF USING ILLEGAL DRUGS IS ARRESTED BY THE POLICE, PHL, 2017**



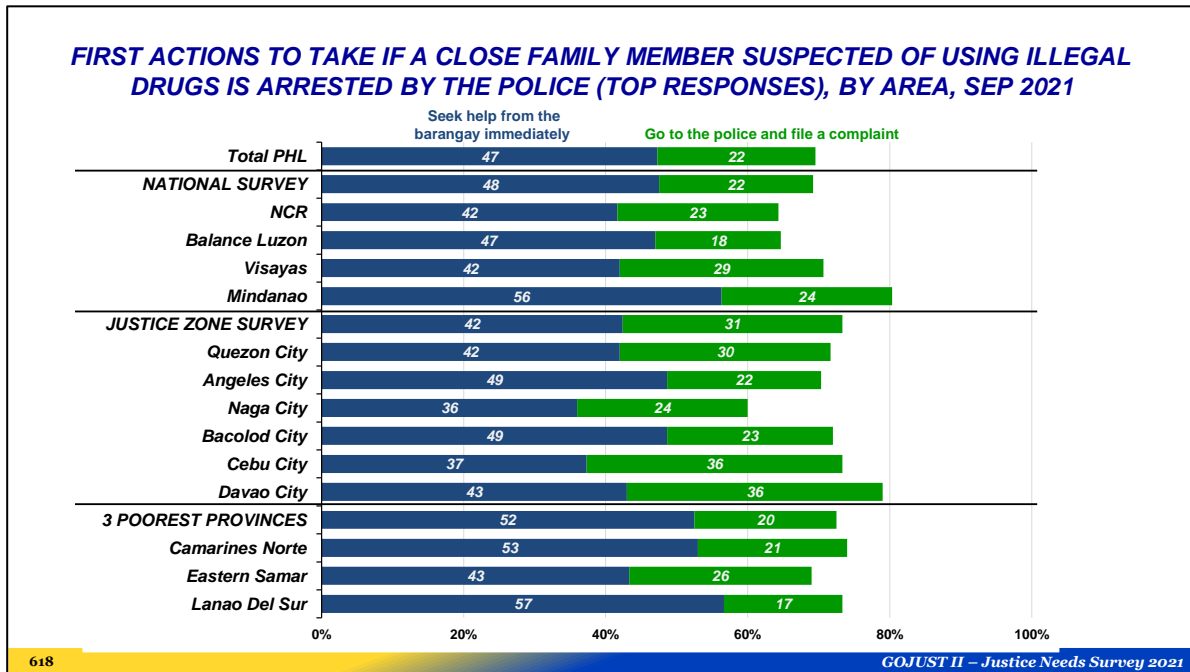


In the National Survey, 56% in Mindanao would seek help from the barangay first if a close family member is arrested on suspicion of illegal drugs, compared to two-fifths in the other areas who would do the same. [Chart 331]

In the Justice Zones, about half in Angeles City (49%) and Bacolod City (49%) seek help from the barangay first, more than in the other areas. In Cebu, 37% would also seek help from the barangay first, as 36% said they would go to the police. In Davao, 36% would go to the police.

In the 3 Poorest Provinces, 57% in Lanao Del Sur and 53% in Camarines Norte seek help from the barangay, compared to only 43% in Eastern Samar who would do the same.

**Chart 331**





In the Total Philippines and in the National Survey, intention to *seek help from the barangay* first is about the same among those who have experienced and have not experienced a justiciable issue.

However, in the Justice Zones and in the 3 Poorest Provinces, those who have not had any justiciable issue are more likely to *seek help from the barangay* first than those who have already experienced a justiciable issue. [Table 28]

**Table 28**

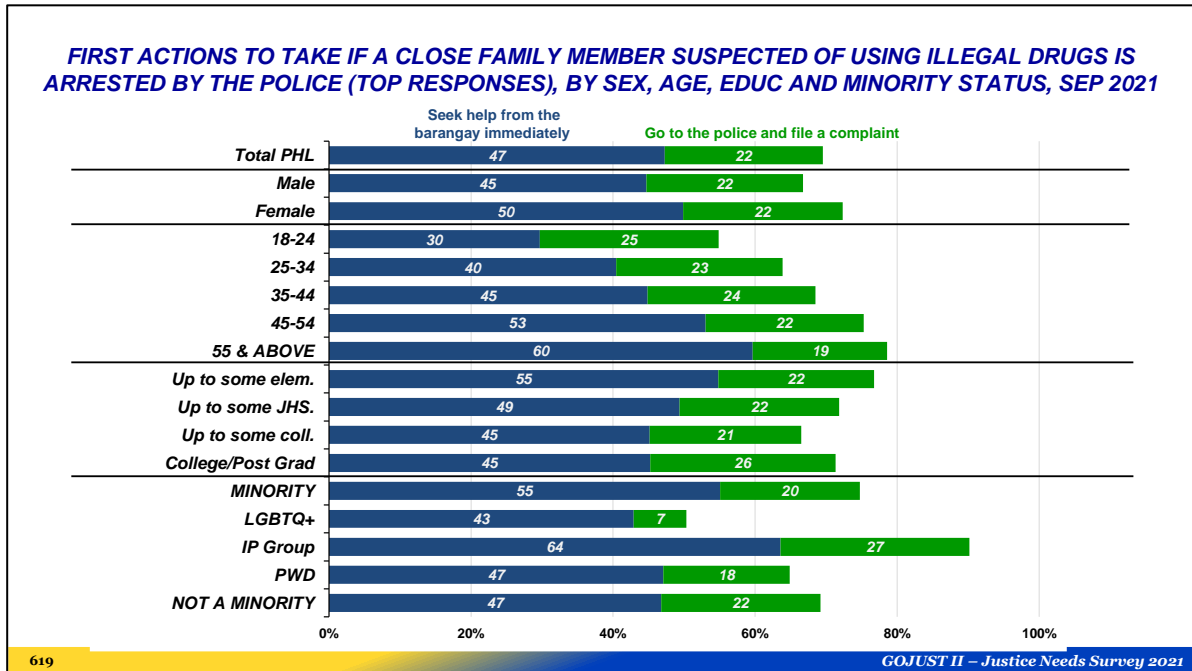
	<b>FIRST ACTIONS TO TAKE IF A CLOSE FAMILY MEMBER SUSPECTED OF USING ILLEGAL DRUGS IS ARRESTED BY THE POLICE (TOP RESPONSES), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Seek help from the barangay</b>	<b>Go to the police and file a complaint</b>	<b>Seek help from the barangay</b>	<b>Go to the police and file a complaint</b>	<b>Seek help from the barangay</b>	<b>Go to the police and file a complaint</b>
<b>Total Philippines</b>	<b>46%</b>	<b>24%</b>	<b>50%</b>	<b>23%</b>	<b>48%</b>	<b>21%</b>
<b>Total National Survey</b>	<b>47</b>	<b>23</b>	<b>50</b>	<b>23</b>	<b>48</b>	<b>21</b>
<b>Total Justice Zones</b>	<b>35</b>	<b>32</b>	<b>40</b>	<b>30</b>	<b>46</b>	<b>30</b>
<b>Total Poorest Provinces</b>	<b>45</b>	<b>23</b>	<b>49</b>	<b>22</b>	<b>55</b>	<b>19</b>



In Total Philippines and across the three survey components, intention to *seek help from the barangay* first if they personally witnessed or experienced domestic abuse is the top response across socio-demographic groups. Females are more likely than males to seek help from the barangay. In addition, intention to seek help from the barangay increases with age and declines the older the adults. [Charts 332, 333, 334,335]

In Total Philippines and in the National Survey, the self-ascribed minority were more likely than the majority to seek help from the barangay. But in the Justice Zones and the 3 Poorest Provinces, the self-ascribed majority are more likely than the minority to seek help from the barangay.

**Chart 332**



**Chart 333**

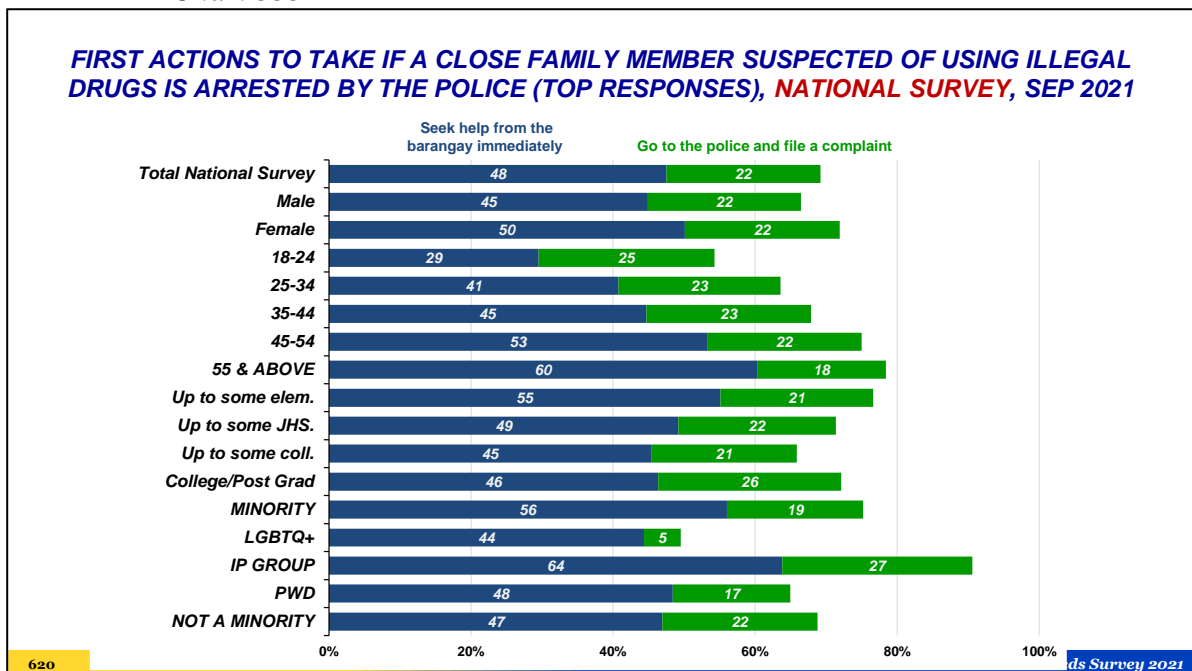




Chart 334

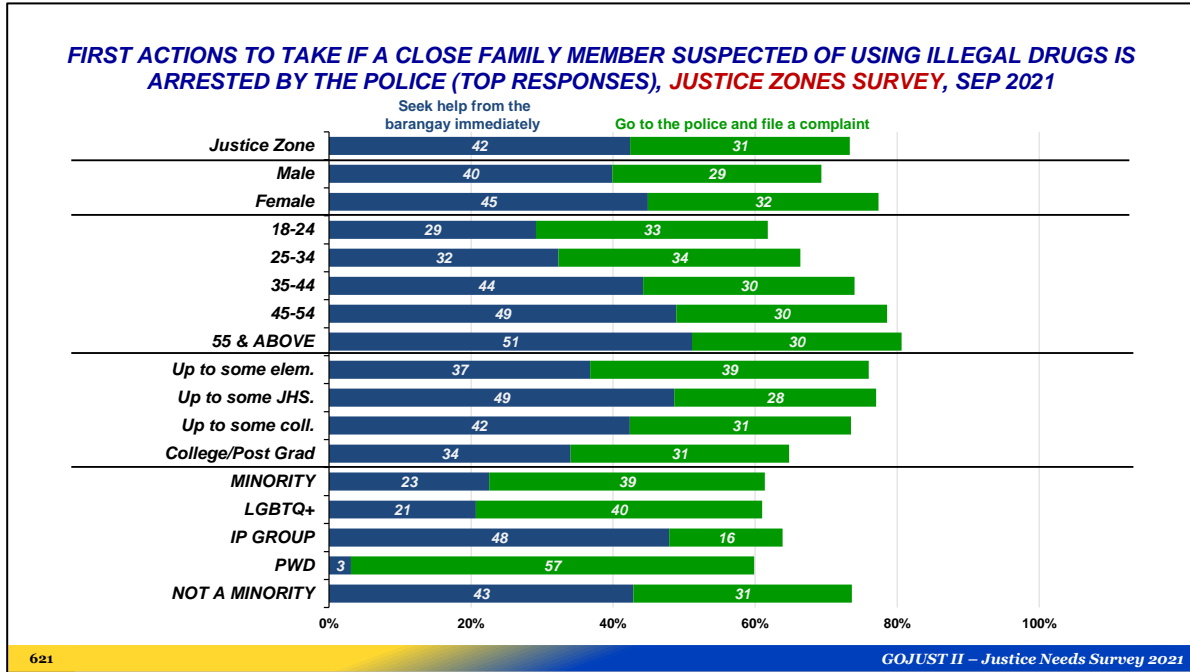
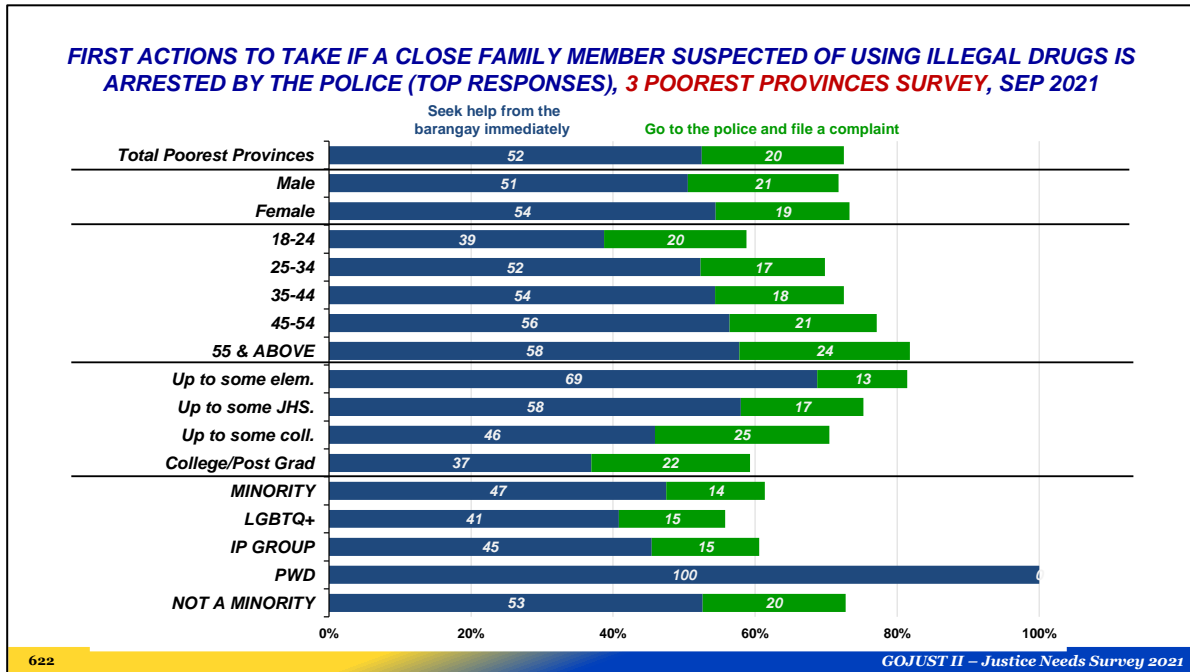


Chart 335



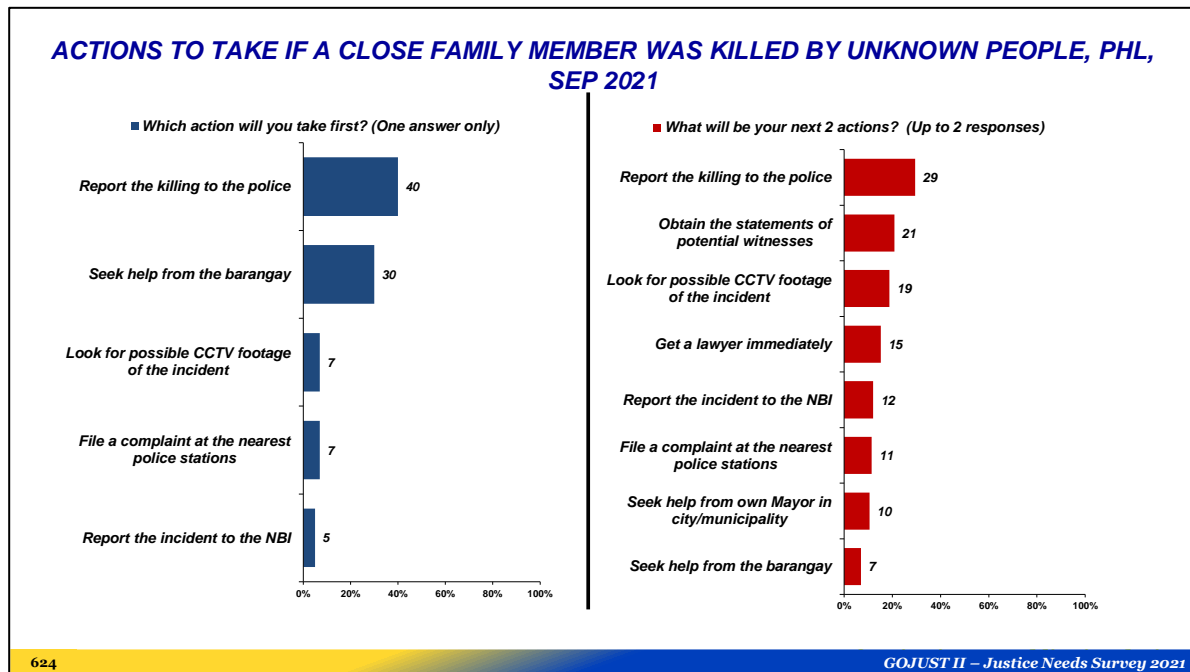


### 14.2.3. A Close Family Member Was Killed by Unknown People

In a hypothetical situation in which a close family member was killed by unknown people, 40% would **first** report the killing to the police, while 30% who would seek help from the barangay.<sup>8</sup> These were also the top responses when the question was first asked in 2017. [Chart 336]

As to what actions they would do **next**, 29% would contact the police by reporting the killing (29%), closely followed by 21% who would obtain the statements of potential witnesses (21%). In the 2017 survey, most would contact the police next either by reporting the killing (25%) or to file a complaint to the police (19%). [Chart 337]

Chart 336

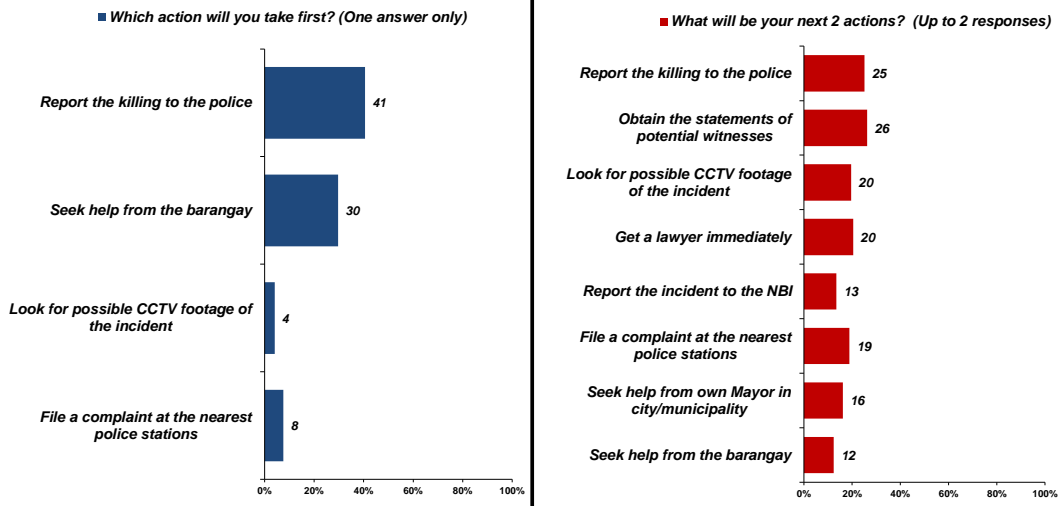


<sup>8</sup> For example, you have a close family member (parent, child/ren, sibling, spouse) who was killed by unknown people. Which of the following actions will you take first? After doing this, what will be the next action that you will take?



Chart 337

**ACTIONS TO TAKE IF A CLOSE FAMILY MEMBER WAS KILLED BY UNKNOWN PEOPLE, PHL, 2017**





In Total Philippines and across the three survey components, intention to *report the killing to the police first* if a close family member was killed by unknown people is the top response across most areas and socio-demographic groups.

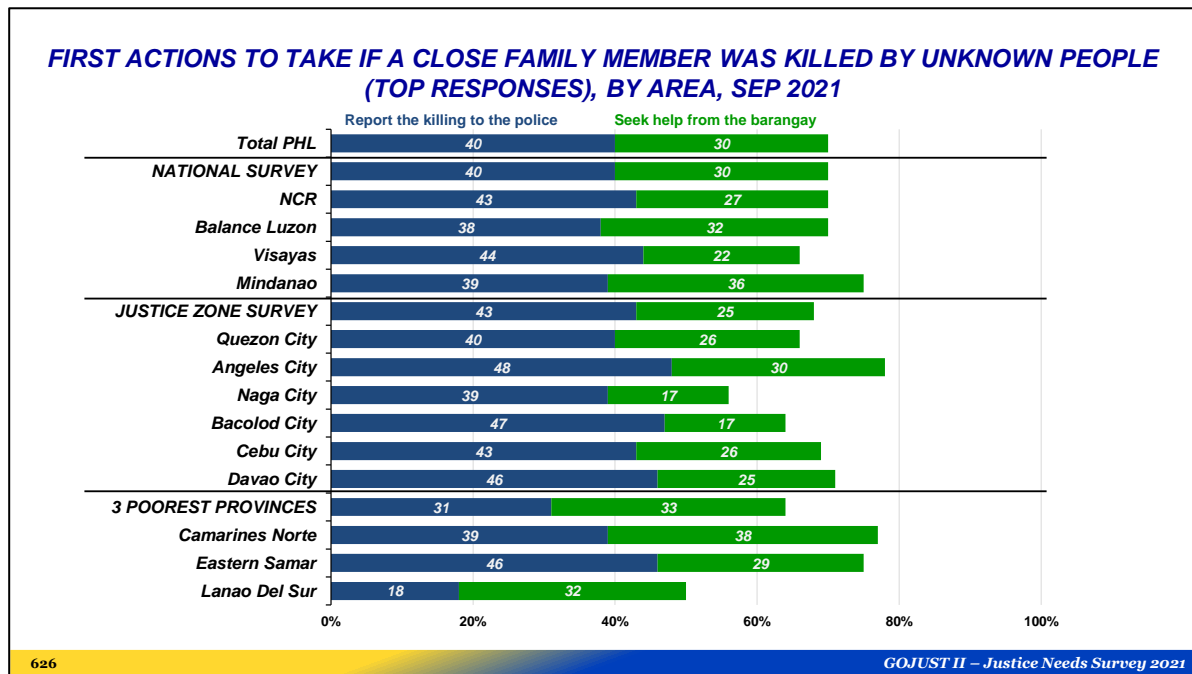
About two-fifths in the National Survey (40%) and in the Justice Zones (43%) would *report to the police*, compared to only 31% in the 3 Poorest Provinces. In the 3 Poorest Provinces, in addition to reporting to the police, 33% would also *seek help from the barangay*. [Chart 338]

In the National Survey, in Mindanao, while 39% would *report to the police*, 36% would also seek help from the barangay.

In the Justice Zones, intention to *report to the police* is particularly higher in Angeles City (48%), Bacolod City (47%), and Davao City (46%). In Angeles City, 30% would also seek help from the barangay.

In the 3 Poorest Provinces, about two-fifths in Eastern Samar (46%) would *report to the police*. In Camarines Norte, 39% would report to the police while 38% would seek help from the barangay. In Lanao del Sur, only 18% would report the killing to the police as most (32%) would seek help from the barangay.

**Chart 338**







Overall and across survey areas, those who have experienced any justiciable issue are more likely to *report the killing to the police* first than those who have not experienced a justiciable issue. [Table 29]

Forty-five percent of those who have had justiciable issue in the National Survey and about half (48%) in the Justice Zones would report the killing to the barangay, compared to only 33% in the 3 Poorest Provinces who would do the same.

**Table 29**

	<b>FIRST ACTIONS TO TAKE IF A CLOSE FAMILY MEMBER WAS KILLED BY UNKNOWN PEOPLE (TOP RESPONSES), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Report the killing to the police</b>	<b>Seek help from the barangay</b>	<b>Report the killing to the police</b>	<b>Seek help from the barangay</b>	<b>Report the killing to the police</b>	<b>Seek help from the barangay</b>
<b>Total Philippines</b>	<b>45%</b>	<b>28%</b>	<b>43%</b>	<b>32%</b>	<b>37%</b>	<b>31%</b>
<b>Total National Survey</b>	<b>45</b>	<b>28</b>	<b>43</b>	<b>33</b>	<b>37</b>	<b>31</b>
<b>Total Justice Zones</b>	<b>48</b>	<b>18</b>	<b>51</b>	<b>19</b>	<b>41</b>	<b>28</b>
<b>Total Poorest Provinces</b>	<b>33</b>	<b>26</b>	<b>33</b>	<b>27</b>	<b>30</b>	<b>36</b>



In Total Philippines and across the three survey components, intention to *report the killing* first is the top response across socio-demographic groups. Females are more likely than males to seek help from the barangay. In addition, intention to seek help from the barangay increases with age and declines the older the adults.

In Total Philippines and in the National Survey, intention to report the killing to the police is slightly higher among the 25-34, among the elementary graduates and among the college graduates. On the other hand, intention to seek help from the barangay is slightly higher among the oldest 55 and above, as well as among the non-elementary graduates. In addition, there are more of the self-ascribed minority who would report the killing. [Charts 339, 340]

In the Justice Zones, intention to report the killing to the police is slightly higher among the elementary graduates and the college graduates, as well as among the self-ascribed majority. [Chart 341]

In the 3 Poorest Provinces, intention to report the killing to the police increases with age and is highest among the older 45 and above. At the same time, it increases with education and is highest among the college graduates. On the other hand, intention to seek help from the barangay is highest among the older 45 and above. A small 51% majority of the non-elementary graduates would also prefer to seek help from the barangay. [Chart 342]

**Chart 339**

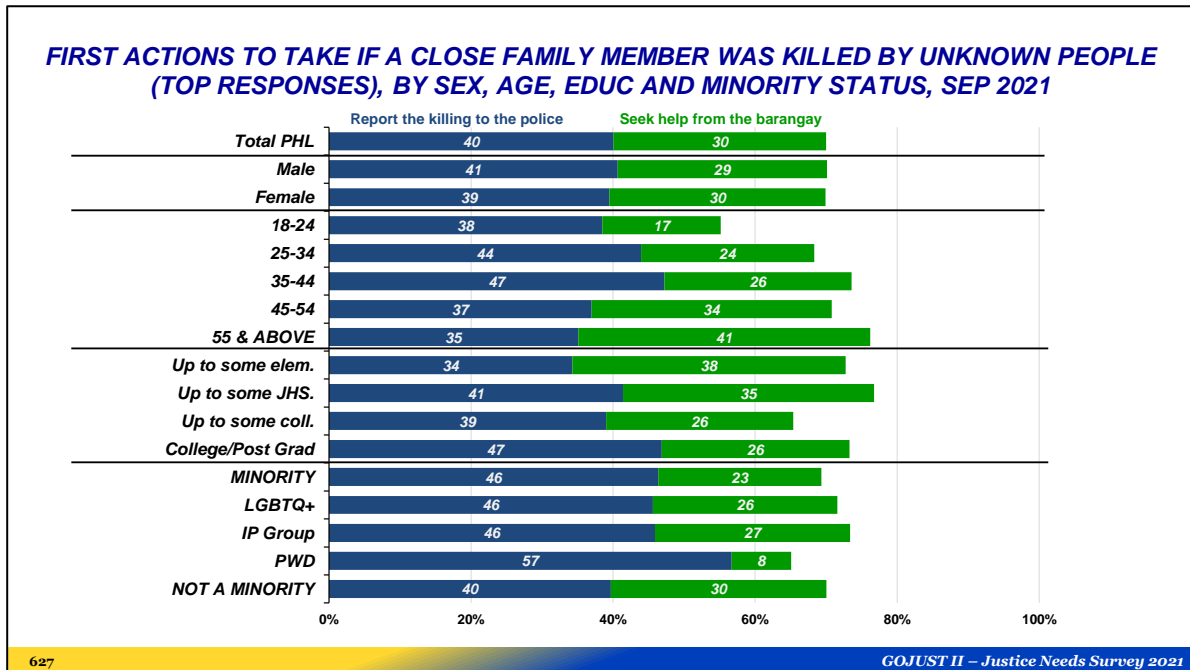




Chart 340

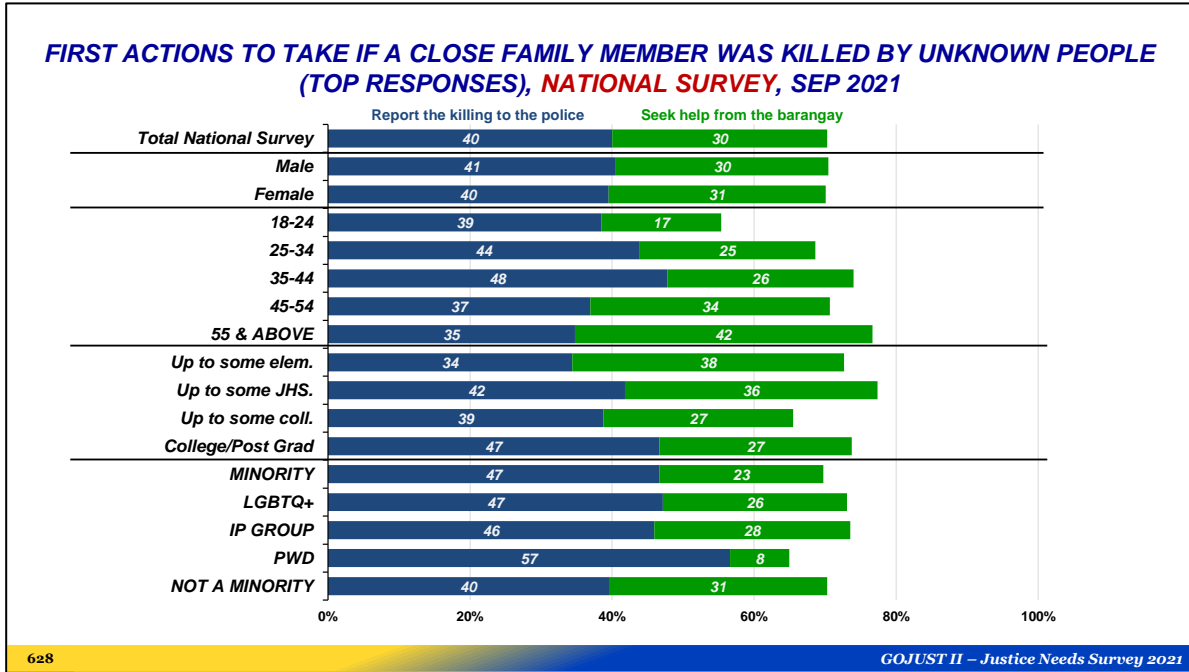


Chart 341

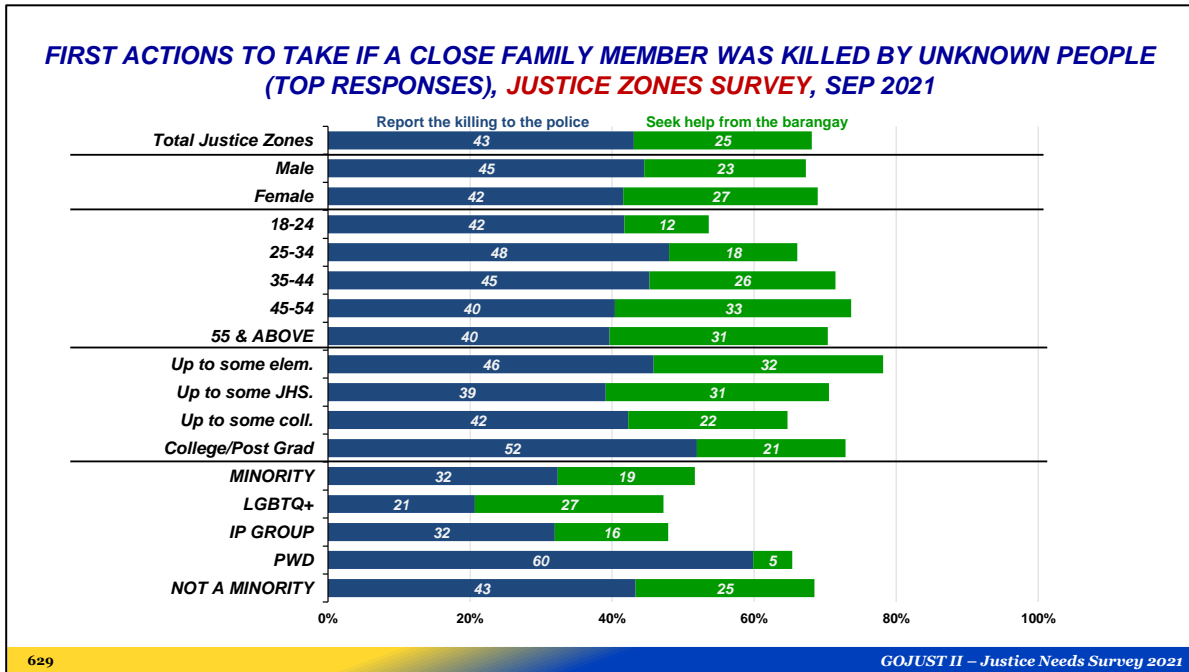
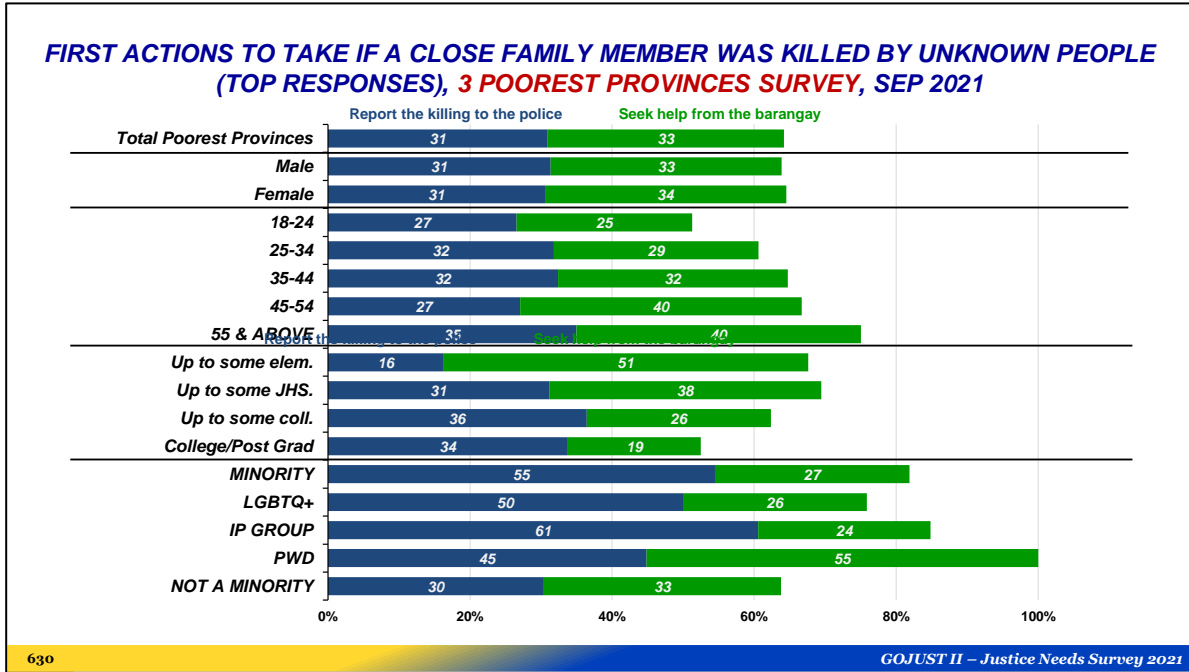




Chart 342





## 15. Legal Capability

The Survey tested 10 statements to determine the legal capability of adult Filipinos. The questions were adapted from the recommended questions in the OECD Legal Needs report. The OECD Legal Needs report suggested the 10-item battery, adopted from Pleasance and Beamer (2018), to measure legal self-efficacy and legal anxiety.

Six questions comprise the Legal Self-Efficacy (LEF) scale:

1. I can manage to solve difficult problems if I try hard enough
2. If someone opposes me, I can find the means and ways to get what I want
3. It is easy for me to stick to my aims and accomplish my goals
4. I can remain calm when facing difficulties because I can rely on my coping abilities
5. When I am confronted with a problem, I can usually find several solutions
6. I am good at finding information to help resolve problems

Four questions comprise the Legal Anxiety (LAX) scale:

1. I am afraid to speak to people directly to press my rights
2. I worry that if I don't express myself clearly, I will not be able to do any action
3. I avoid pressing my rights because I am not confident that I will be successful
4. I do not always get the best outcome for myself because I try to avoid conflict

In the 2021 survey, the actual question wording used was, “For example, you are to experience a serious legal problem such as non-payment of debt, land disputes with a neighbor, or a serious vehicle accident. How would the following statements describe you?”. Respondents were asked to choose from these four options: Exactly true, moderately true, hardly true, not at all true. Answers of exactly true and moderately true indicate legal capability.

Overall, large majorities of adult Filipinos say the legal efficacy statements are *exactly true* and *moderately true* to them.



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Overall, about nine-in-ten say these statements are true (exactly + moderately true) for them, “When I am confronted with a problem, I can usually find several solutions,” (88%, 46% exactly true) and “I can remain calm when facing difficulties because I can rely on my coping abilities,” (85%, 48% exactly true). Meanwhile, about four-fifths say these statements hold true to them, “I can manage to solve difficult problems if I try hard enough,” (81%, 42% exactly true), “I am good at finding information to help resolve problem,” (79%, 34% exactly true), and “It is easy for me to stick to my aims and accomplish my goals,” (79%, 37% exactly true). Six-in-ten (61%) say this statement is true for them, “If someone opposes me, I can find the means and ways to get what I want.”

Around three-fifths of adult Filipinos say three of the four legal anxiety statements are *exactly true* and *moderately true* to them.

Overall, about seven-in-ten say this statement is true (exactly + moderately true) for them, “I do not always get the best outcome for myself because I try to avoid conflict” (67%, 28% exactly true). Meanwhile, about three-fifths say these statements hold true to them, “I worry that if I don't express myself clearly, I will not be able to do any action” (64%, 25% exactly true),” and “I avoid pressing my rights because I am not confident that I will be successful” (60%, 19% exactly true). A slim majority of 51% say this statement is true for them, “I am afraid to speak to people directly to press my rights.”



## 15.1. Legal Self-Efficacy

Large majorities of Filipinos in the National Survey, in the Justice Zones and in the 3 Poorest Provinces consider themselves to be self-efficient on legal matters.

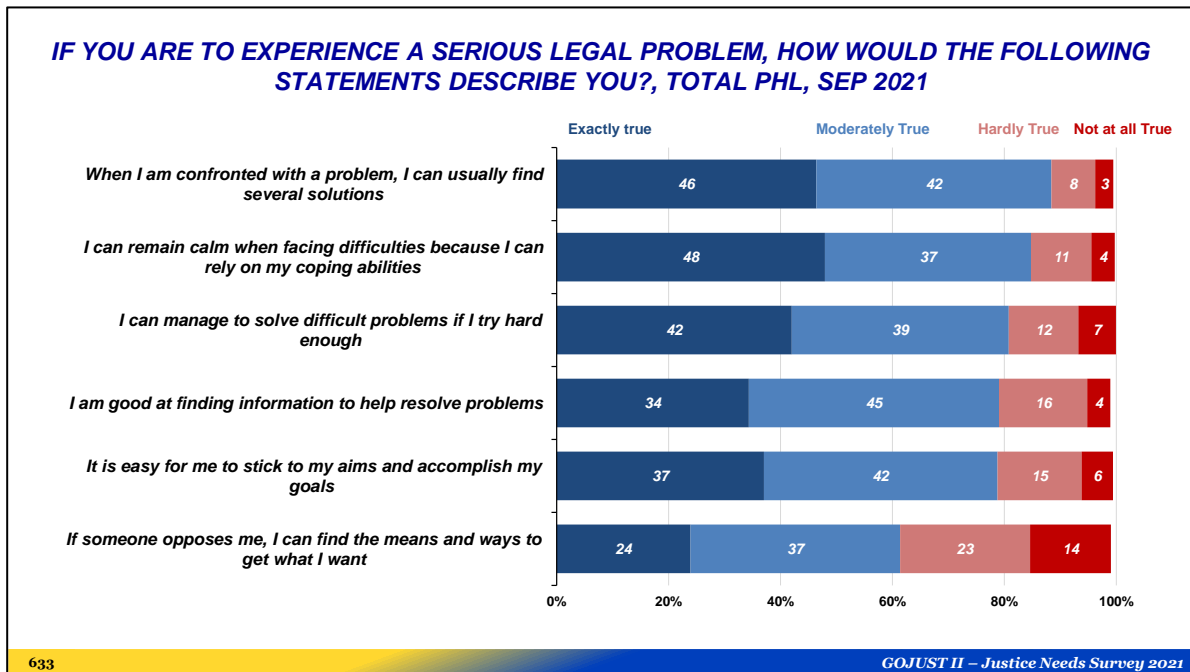
In the Total Philippines, about eight in ten say these statements are *exactly true* and *moderately true* for them: [Chart 343]

- When I am confronted with a problem, I can usually find several solutions, 88%;
- I can remain calm when facing difficulties because I can rely on my coping abilities, 85%;
- I can manage to solve difficult problems if I try hard enough, 81%;
- I am good at finding information to help resolve problems, 79%; and,
- It is easy for me to stick to my aims and accomplish my goals, 79%

On the other hand, a smaller six in ten say this statement is true for them:

- If someone opposes me, I can find the means and ways to get what I want, 66%.

Chart 343





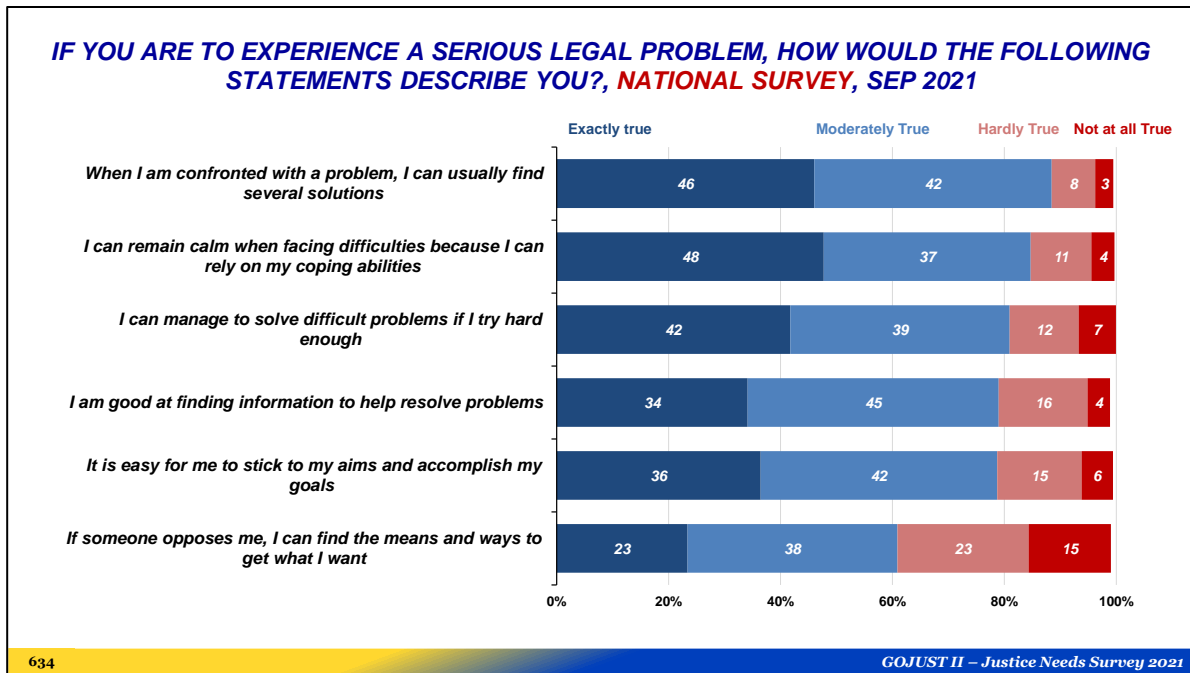
In the National Survey, about eight in ten say these statements are *exactly true* and *moderately true* for them: [Chart 344]

- When I am confronted with a problem, I can usually find several solutions, 88%;
- I can remain calm when facing difficulties because I can rely on my coping abilities, 85%;
- I can manage to solve difficult problems if I try hard enough, 81%;
- I am good at finding information to help resolve problems, 79%; and,
- It is easy for me to stick to my aims and accomplish my goals, 79%

A smaller six in ten say this statement is true for them:

- If someone opposes me, I can find the means and ways to get what I want, 61%.

**Chart 344**







In the Justice Zones, large majorities also say the legal efficacy statements are *exactly true* and *moderately true* for them. [Chart 345]

Nine in ten say these statements are true to them:

- When I am confronted with a problem, I can usually find several solutions, 93%; and,
- I can remain calm when facing difficulties because I can rely on my coping abilities, 90%.

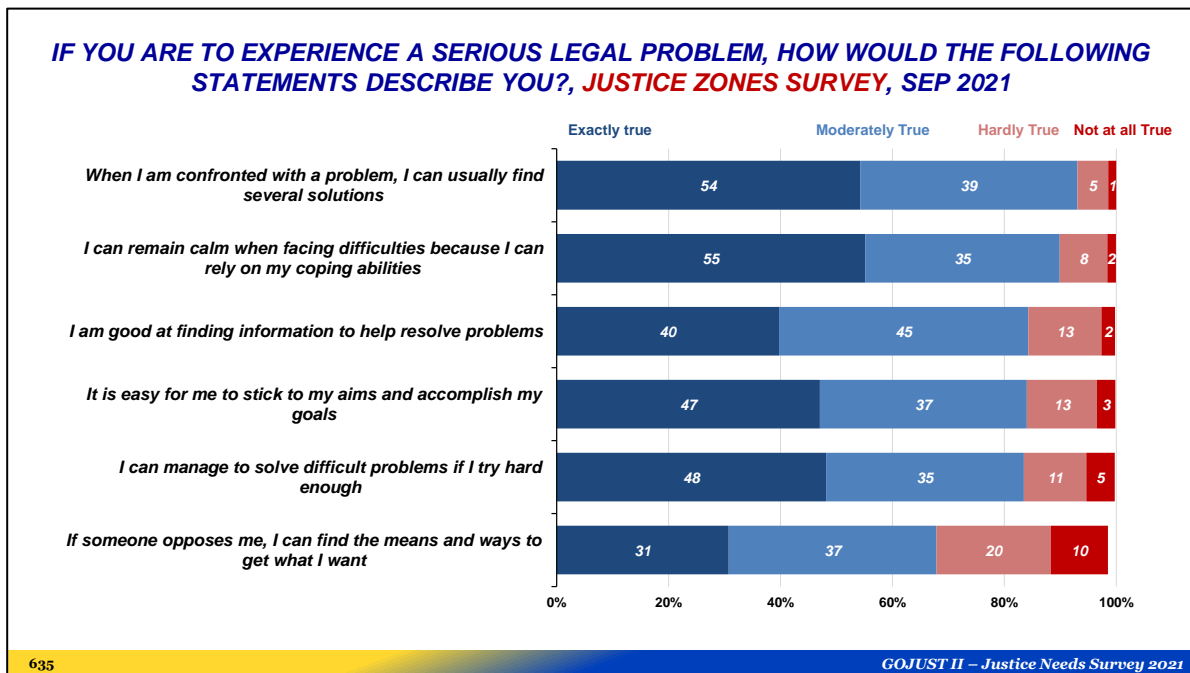
About four-fifths say these are true for them:

- I am good at finding information to help resolve problems, 84%;
- It is easy for me to stick to my aims and accomplish my goals, 84%, and
- I can manage to solve difficult problems if I try hard enough, 83%.

Six in ten say this statement is true to them:

- If someone opposes me, I can find the means and ways to get what I want, 68%.

**Chart 345**





In the 3 Poorest Provinces, majorities of adult Filipinos also say the legal efficacy statements are *exactly true* and *moderately true* for them. [Chart 346]

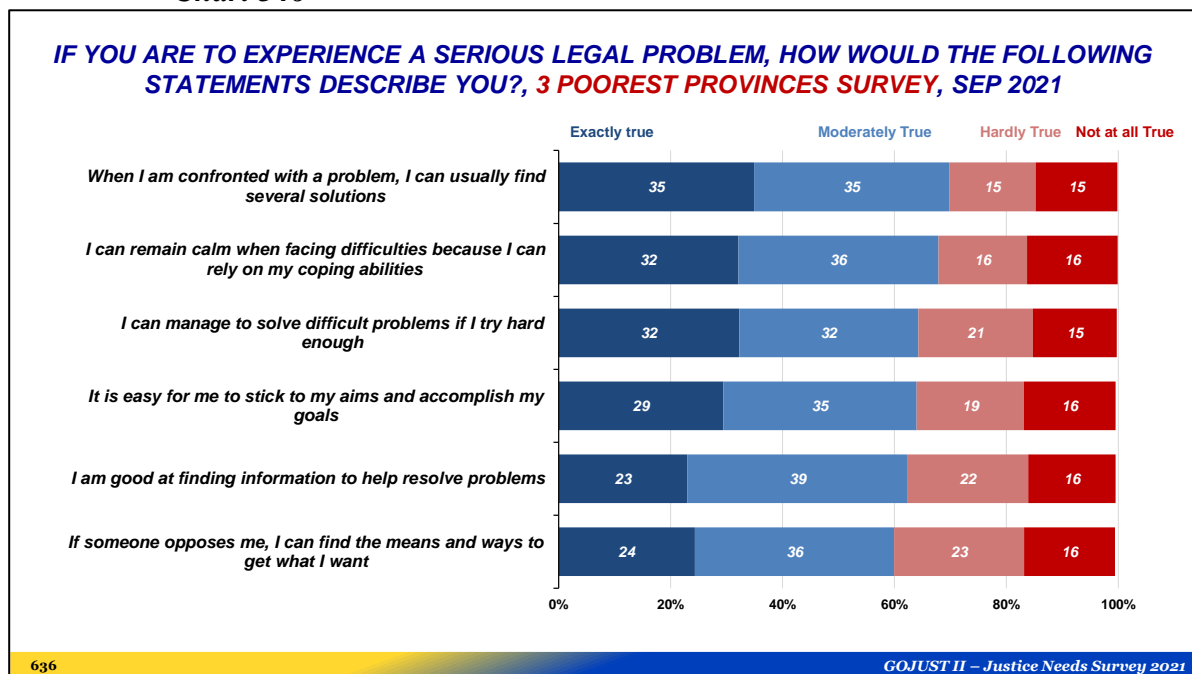
About seven in ten say these statements are true for them:

- When I am confronted with a problem, I can usually find several solutions, 70%;
- I can remain calm when facing difficulties because I can rely on my coping abilities, 68%;
- If someone opposes me, I can find the means and ways to get what I want, 68%.

About six in ten say these statements are true for them:

- I can manage to solve difficult problems if I try hard enough, 64%;
- It is easy for me to stick to my aims and accomplish my goals, 64%; and,
- I am good at finding information to help resolve problems, 62%.

**Chart 346**





### 15.1.1. “When I am confronted with a problem, I can usually find several solutions”

Overall, four-fifths say it applies to them that, “When I am confronted with a problem, I can usually find several solutions,” with 46% who say this *exactly true*, 42% *moderately true* for them.

The percentages of those who say this statement is true for them (% *exactly* + % *moderately true*) are high and hardly vary by area and survey component. [Chart 347]

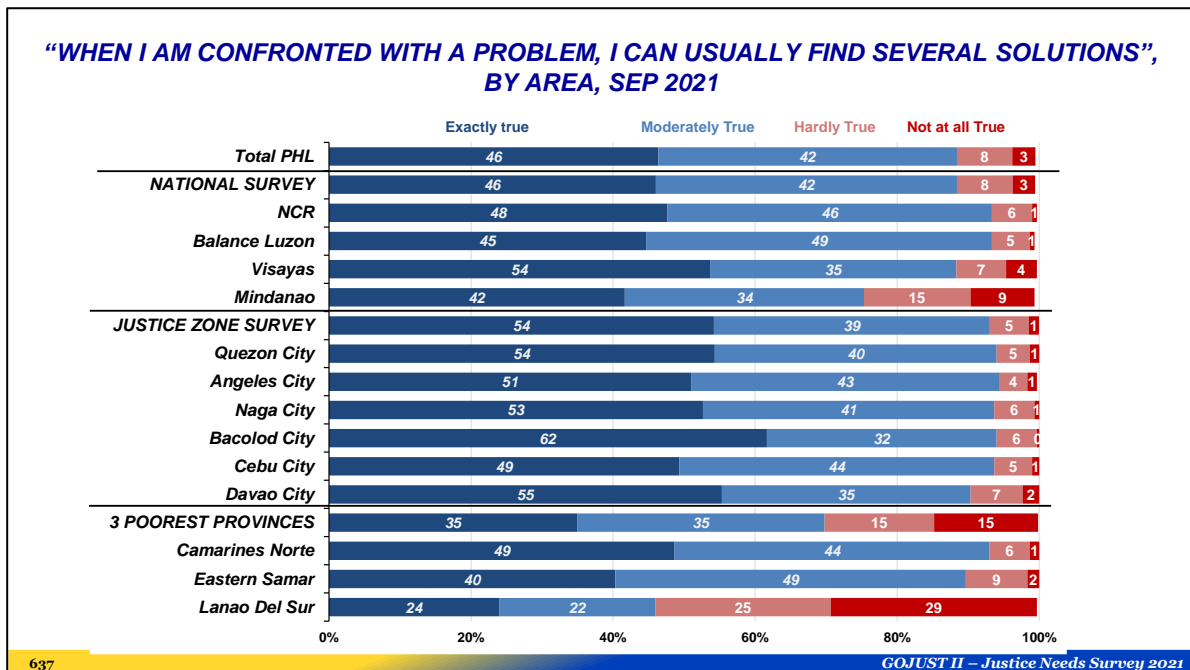
Ninety-three percent in the Justice Zones and 88% in the National Survey say the statement is true for them. By comparison, a smaller 75% in the 3 Poorest Provinces say this statement is true for them.

In the National Survey, a notable 54% in Visayas say this statement is exactly true, the highest across areas.

In the Justice Zones, 62% in Bacolod City say this statement is exactly true, the highest across the Justice Zones.

In the 3 Poorest Provinces, 93% in Camarines Norte and 89% in Eastern Samar say this statement is *true* for them. By comparison, only a plurality 46% in Lanao del Sur say this statement is *true*, as a 54% majority say this statement is *not true* to them.

Chart 347





Those who have had a justiciable issue in the National Survey are more likely to say this statement is true for them, “When I am confronted with a problem, I can usually find several solutions”. In the Justice Zones and in the 3 Poorest Provinces, those who say this statement is true are about the same among those who had and have not had a justiciable issue. [Table 30]

Notably, in the 3 Poorest Provinces, only 71% of those who have had a justiciable issue say this statement is true for them, the lowest across all survey components.

**Table 30**

**“WHEN I AM CONFRONTED WITH A PROBLEM, I CAN USUALLY FIND SEVERAL SOLUTIONS”,  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	True	Not true	True	Not true	True	Not true
Total Philippines	93%	7%	93%	7%	86%	13%
Total National Survey	93	7	93	7	86	14
Total Justice Zones	94	6	95	5	93	7
Total Poorest Provinces	71	29	73	27	69	31

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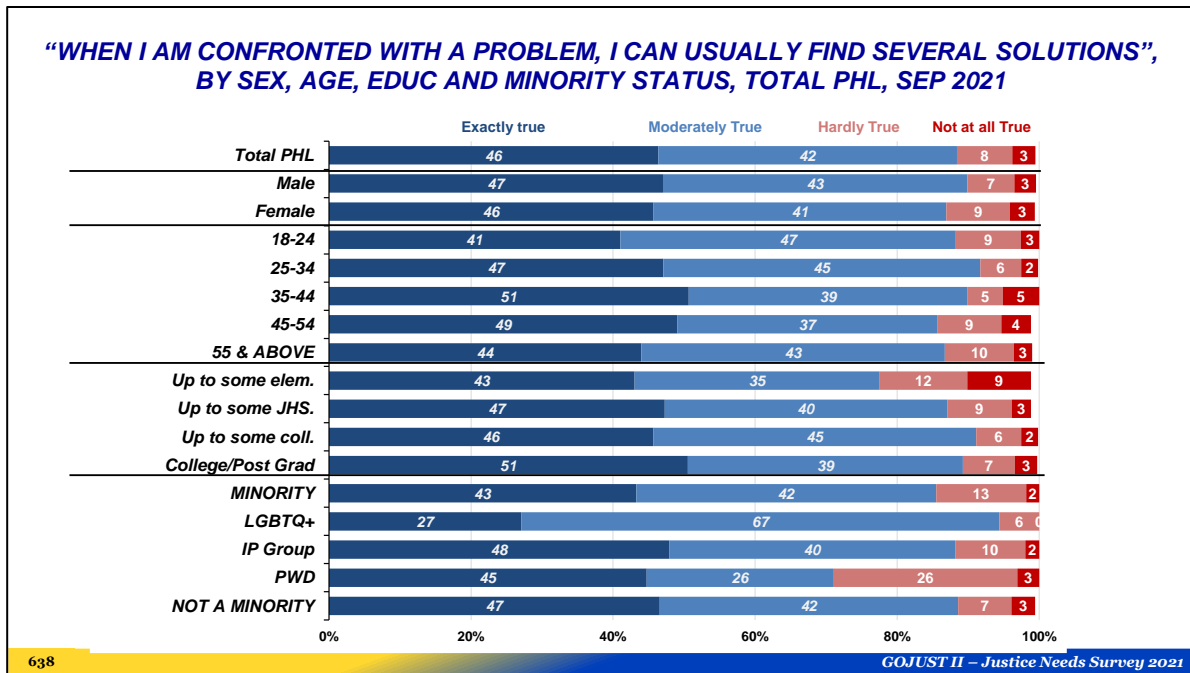


Overall and across survey components, the percentages of those who say the statement, “When I am confronted with a problem, I can usually find several solutions,” is true (exactly + moderately true) for them are high and hardly vary across most socio-demographic groups.

In particular, those who say the statement is *exactly true* seems to be higher among the middle-age, those with more than elementary education (particularly among the college graduates), and among the self-ascribed majority.

In the Total Philippines, those who say the statement is *exactly true* are slightly higher among the 35-44 (49-50%), the college graduates (51%), and those who are self-ascribed majority (47%). Notably, the 21% of non-elementary graduates who say the statement is not true is slightly higher than those with more education. [Chart 348]

**Chart 348**



In the National Survey, those who say the statement is *exactly true* are slightly higher among the 35-54 (49-50%), the college graduates (50%), and those who are self-ascribed majority (47%). [Chart 349]

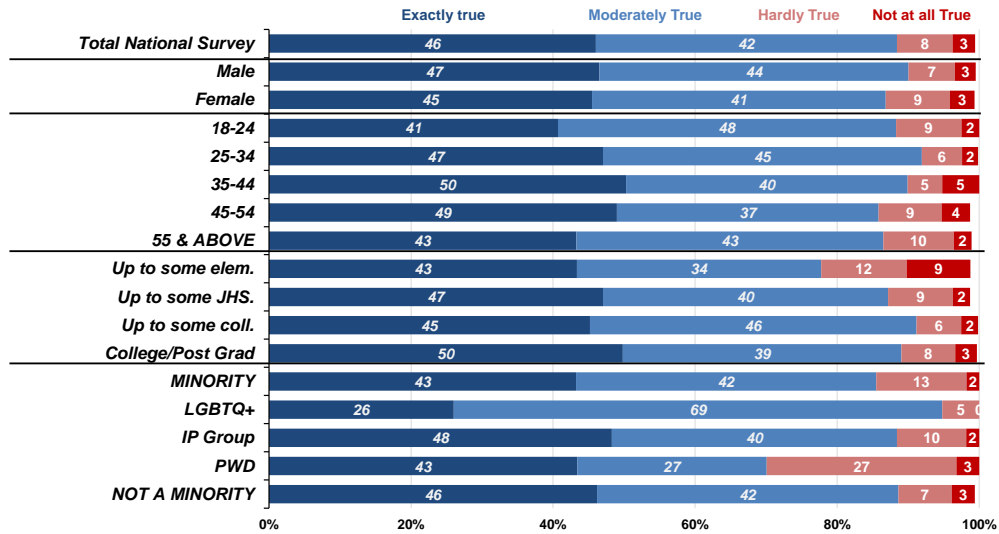
In the Justice Zones, those who say the statement is *exactly true* are slightly higher among the 35-54 (60%), the college graduates (60%), and those who are self-ascribed majority (54%). [Chart 350]

In the 3 Poorest provinces, those who say the statement is true (exactly + moderately true) are particularly higher among males (77%) than females (68%), among the oldest 55 and above (82%, with 44% exactly true), and the high school graduates (around 70%). All (100%) of the self-ascribed minority in the 3 Poorest Provinces say this statement is *true* for them, with majorities who say this is only *moderately* true for them. By contrast, 74% of the self-ascribed majority say this statement is *true* for them, as 31% say this is *not true*. [Chart 351]



Chart 349

**“WHEN I AM CONFRONTED WITH A PROBLEM, I CAN USUALLY FIND SEVERAL SOLUTIONS”,  
NATIONAL SURVEY, SEP 2021**

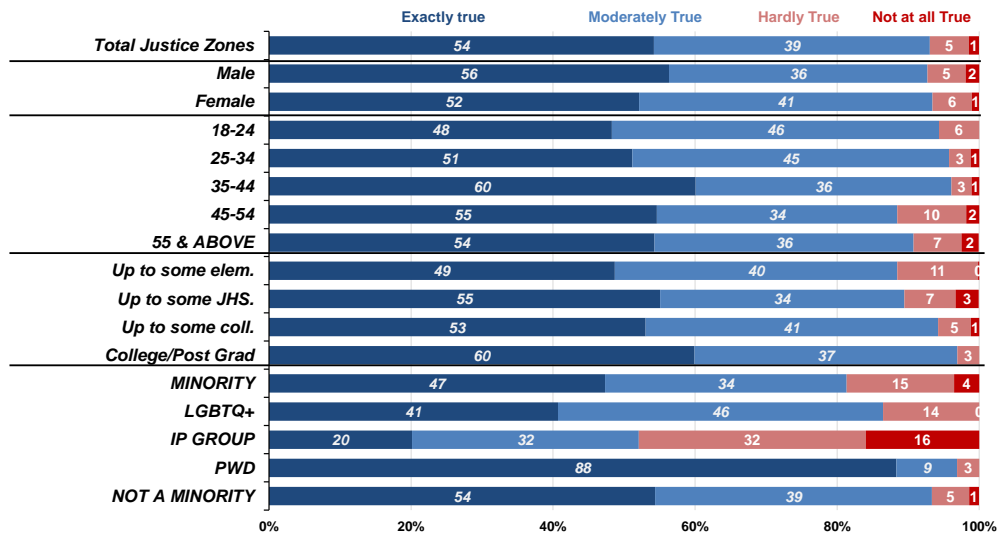


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GOJUST II – Justice Needs Survey 2021

Chart 350

**“WHEN I AM CONFRONTED WITH A PROBLEM, I CAN USUALLY FIND SEVERAL SOLUTIONS”,  
JUSTICE ZONES SURVEY, SEP 2021**



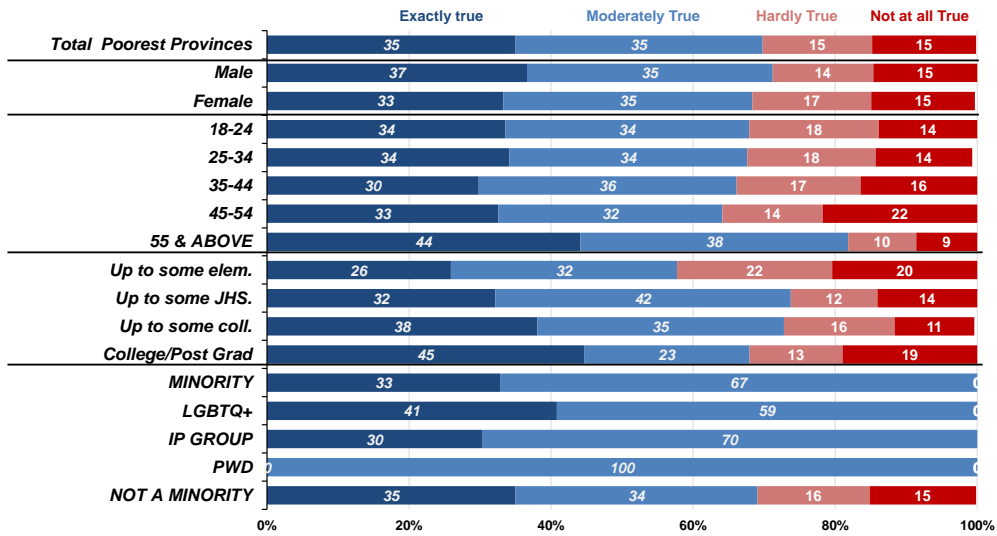
640

GOJUST II – Justice Needs Survey 2021



Chart 351

**“WHEN I AM CONFRONTED WITH A PROBLEM, I CAN USUALLY FIND SEVERAL SOLUTIONS”,  
3 POOREST PROVINCES SURVEY, SEP 2021**





### 15.1.2. “I can remain calm when facing difficulties because I can rely on my coping abilities”

Overall, four-fifths say it applies to them that, “I can remain calm when facing difficulties because I can rely on my coping abilities,” with 48% who say this *exactly true*, 37% *moderately true* for them.

The percentages of those who say this statement is true for them (% *exactly* + % *moderately true*) are high across areas and survey components. [Chart 352]

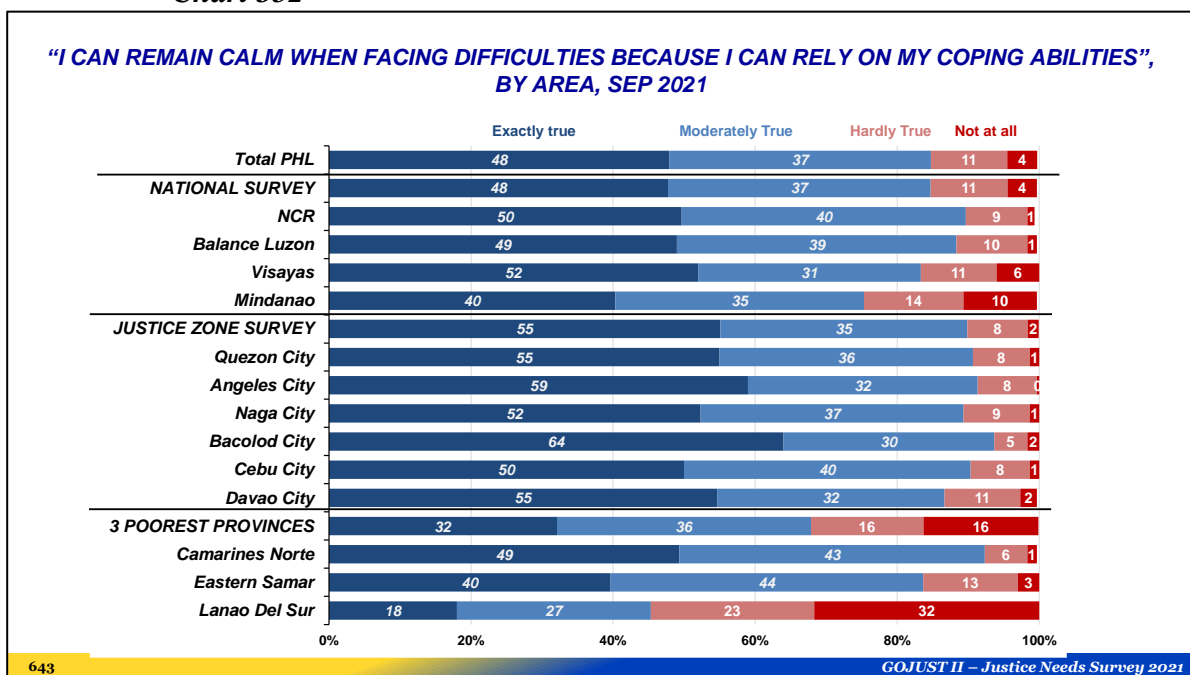
Nine-in-ten in the Justice Zones and National Survey say the statement is true for them, but only 68% in the 3 Poorest Provinces say this statement is true for them.

In the National Survey, about half in Visayas (52%), NCR (50%), and Balance Luzon (49%) say this statement is *exactly true*; a smaller 40% in Mindanao say this statement is *exactly true*.

In the Justice Zones, 64% in Bacolod City say this statement is *exactly true*, the highest across the Justice Zones.

In the 3 Poorest Provinces, 92% in Camarines Norte and 84% in Eastern Samar say this statement is *true* for them. By comparison, only a plurality 45% in Lanao del Sur say this statement is *true*, as another 45% say this statement is *not true* to them.

Chart 352







In the National Survey and in the Justice Zones, those who have had a justiciable issue are slightly more likely to say this statement is true for them, “I can remain calm when facing difficulties because I can rely on my coping abilities”. [Table 31]

In the 3 Poorest Provinces, 69% of those who have had a justiciable issue say this statement is true for them, the lowest across all survey components.

**Table 31**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	True	Not true	True	Not true	True	Not true
	89%	11%	89%	11%	82%	17%
Total Philippines	89	11	89	11	82	17
Total National Survey	92	8	92	8	89	11
Total Justice Zones	69	31	69	31	68	32

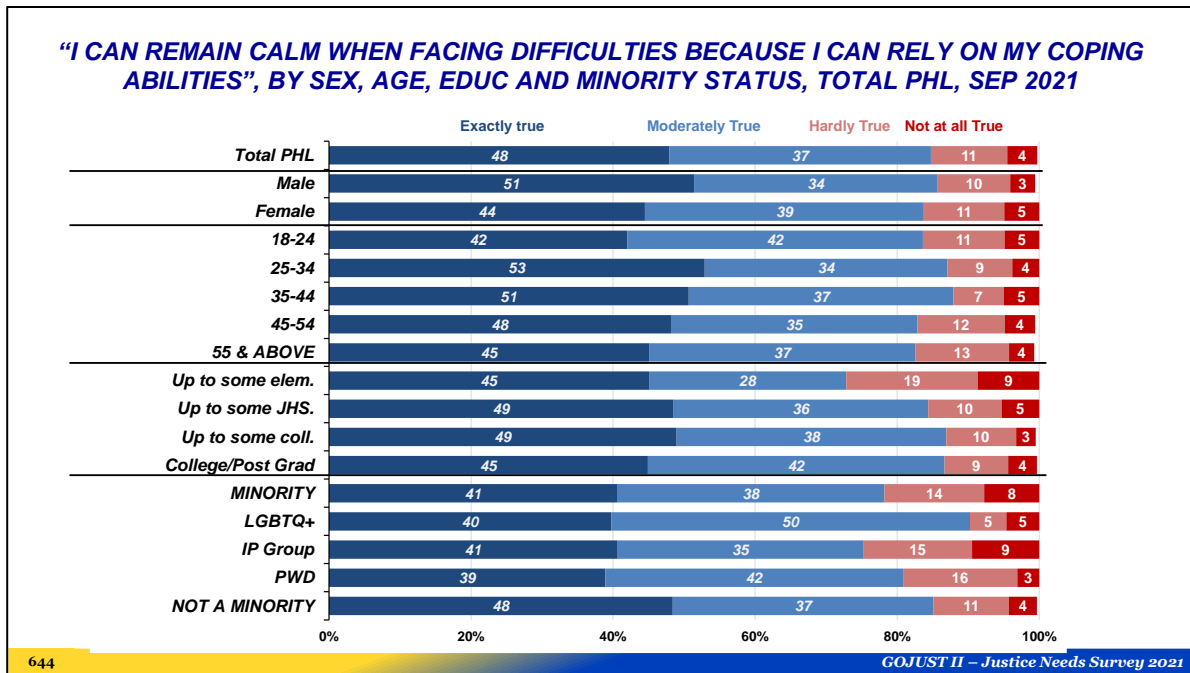


Overall and across survey components, the percentages of those who say the statement, “I can remain calm when facing difficulties because I can rely on my coping abilities,” is true (exactly + moderately true) for them are high and hardly vary across most socio-demographic groups.

In particular, those who say the statement is *exactly true* seems to be higher among the young adults, those with more than elementary education (particularly among the college graduates), and among the self-ascribed majority.

In the Total Philippines, those who say the statement is *exactly true* are slightly higher among males (51%), 25-54 (48-53%), the elementary and high school graduates (49%) each, and those who are self-ascribed majority (48%). [Chart 353]

**Chart 353**





In the National Survey, those who say the statement is *exactly true* are slightly higher among males (57%), 45-54 (61%), those with more elementary education (55%-57%), and those who are self-ascribed majority (47%). [Chart 354]

In the Justice Zones, those who say the statement is *exactly true* are slightly higher among the 35-54 (60%), the college graduates (60%), and those who are self-ascribed minority (65%). [Chart 355]

In the 3 Poorest provinces, about eight-in-ten (79%) of the oldest 55 and above say this statement is *true* for them, with 39% *exactly true* and 40% say this is *moderately true*.

Nine-in-ten of the self-ascribed minority in the 3 Poorest Provinces say this statement is *true* for them, with 50% who say this is *exactly true*. By contrast, only 67% of the self-ascribed majority say this statement is *true* for them, as 33% say this is not true. [Chart 356]

**Chart 354**

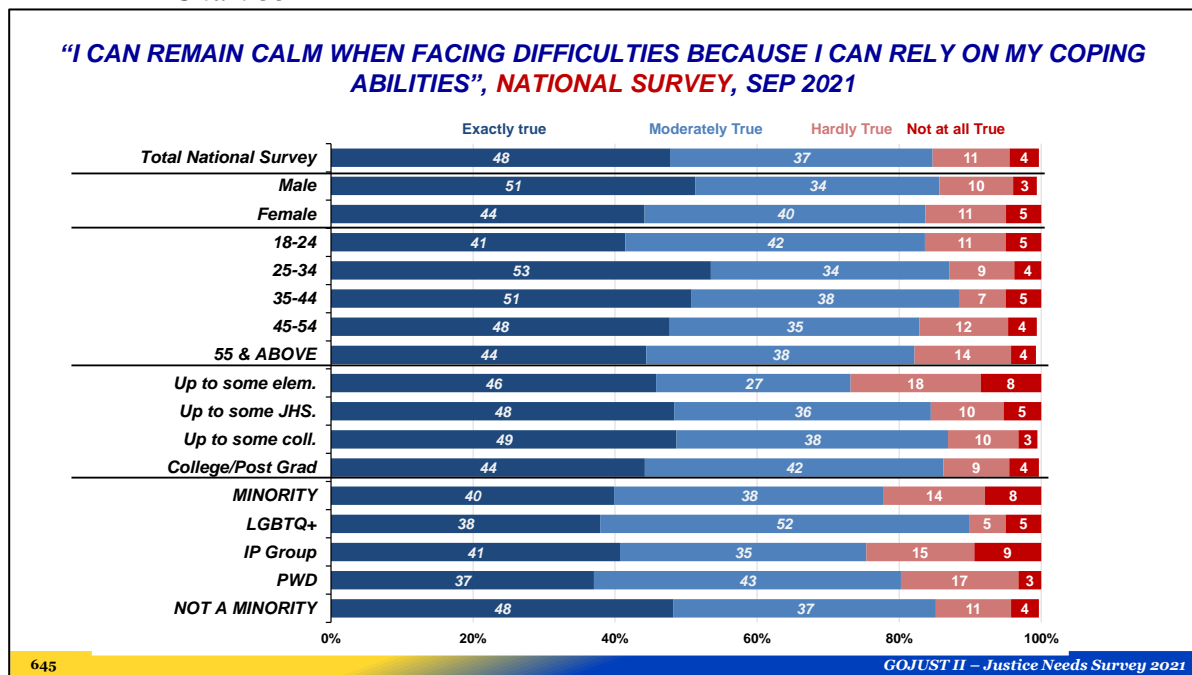




Chart 355

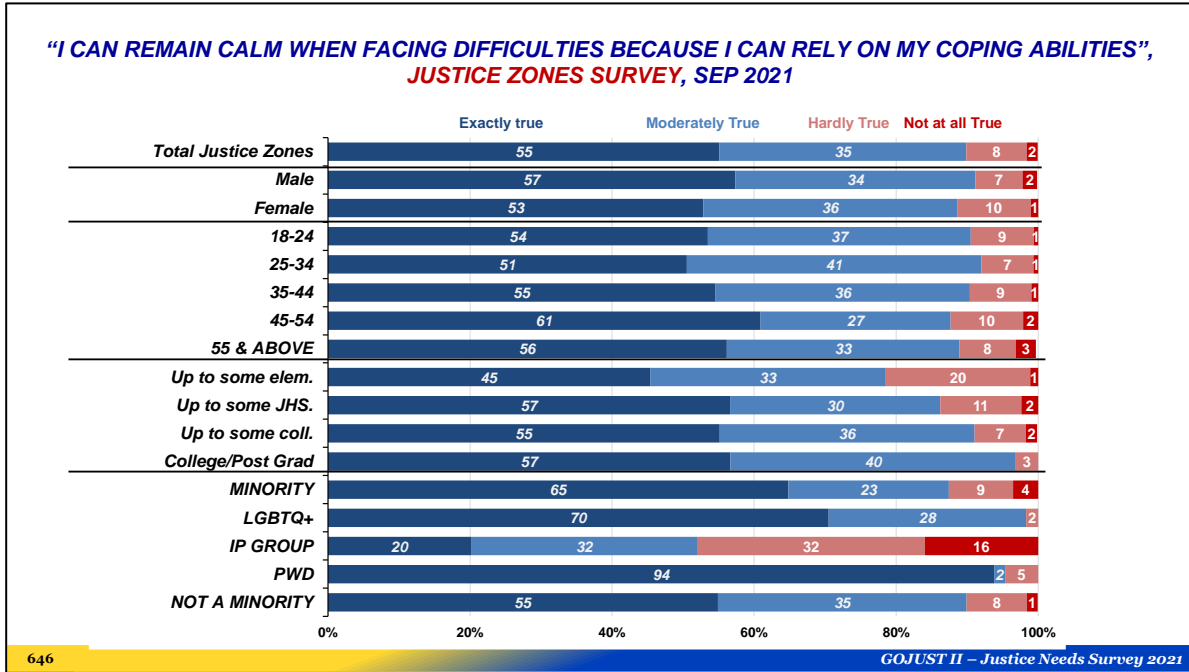
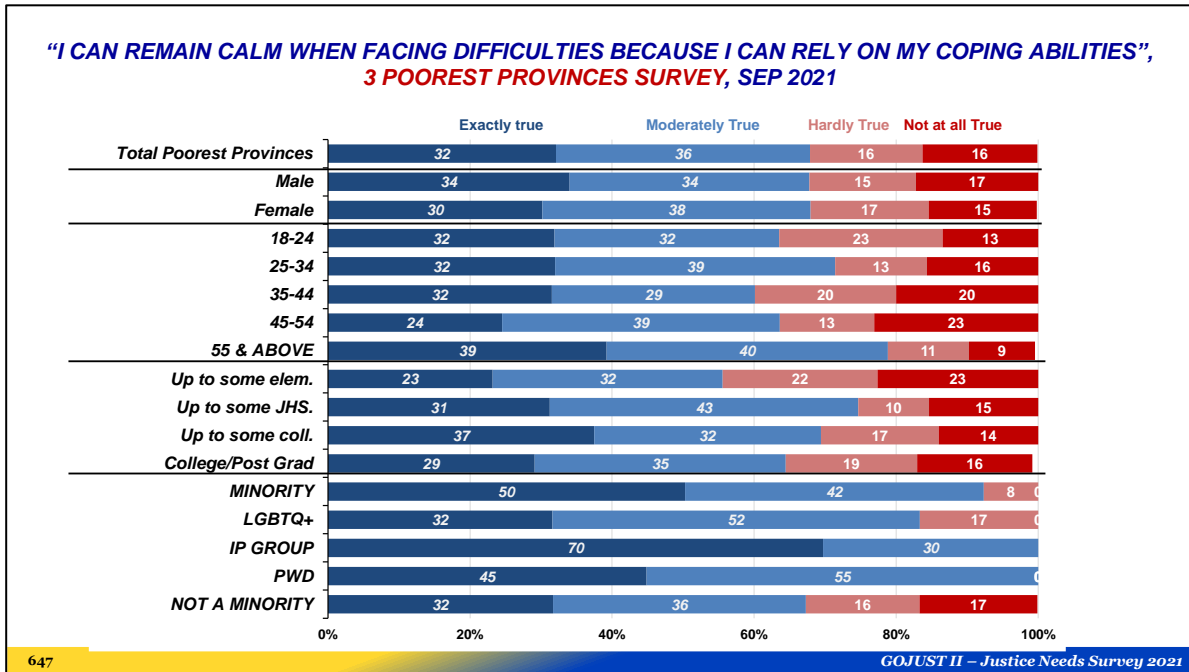


Chart 356





### 15.1.3. “I can manage to solve difficult problems if I try hard enough”

Overall, four-fifths say it applies to them that, “I can manage to solve difficult problems if I try hard enough,” with 42% who say this *exactly true*, 39% *moderately true* to them.

The percentages of those who say this statement is true for them (% *exactly* + % *moderately true*) are high across areas, except in Mindanao and in the 3 Poorest Provinces. [Chart 357]

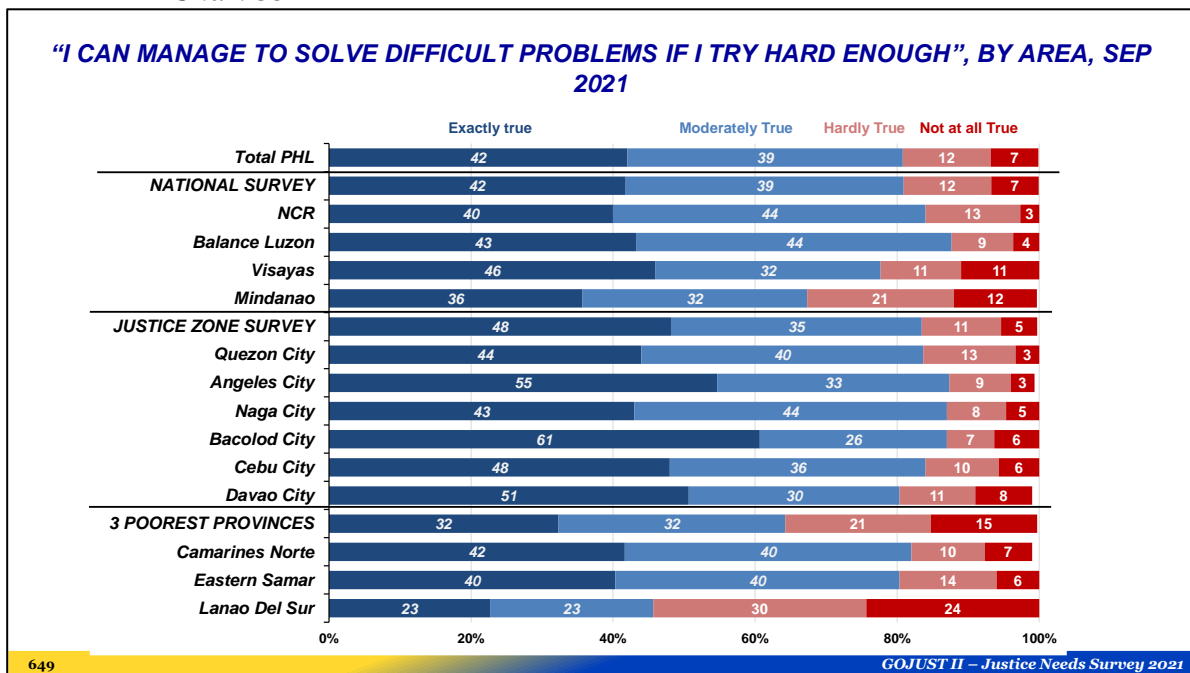
Four-in-five in the Justice Zones (48%) and National Survey (42%) say the statement is true for them. By comparison, only 64% in the 3 Poorest Provinces say this statement is true for them.

In the National Survey, 88% in Balance Luzon, 84% in NCR, and 78% in Visayas say this statement is true to them. By comparison, a smaller 67% majority in Mindanao say this statement is true for them, as 32% say the statement is *not* true for them.

In the Justice Zones, 61% in Bacolod City (61%) and 55% in Angeles City say this statement is exactly true to them. Only pluralities in the other Justice Zones say this statement applies to them.

In the 3 Poorest Provinces, 82% in Camarines Norte and 80% in Eastern Samar say this statement is *true* for them. Only a plurality 46% in Lanao del Sur say this statement is *true*, as a 54% majority say this statement is *not true* to them.

Chart 357





Those who have had a justiciable issue in the National Survey and Justice Zones are more likely to say this statement is true for them, “I can manage to solve difficult problems if I try hard enough”. In the 3 Poorest Provinces, those who say this statement is true are about the same among those who had and have not had a justiciable issue. [Table 32]

Notably, 65% of those who have had a justiciable issue in the 3 Poorest Provinces say this statement is true for them, the lowest across all survey components.

**Table 32**

	<b>“I CAN MANAGE TO SOLVE DIFFICULT PROBLEMS IF I TRY HARD ENOUGH”, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>
<b>Total Philippines</b>	<b>87%</b>	<b>13%</b>	<b>87%</b>	<b>13%</b>	<b>78%</b>	<b>22%</b>
<b>Total National Survey</b>	<b>87</b>	<b>13</b>	<b>87</b>	<b>13</b>	<b>78</b>	<b>22</b>
<b>Total Justice Zones</b>	<b>87</b>	<b>12</b>	<b>86</b>	<b>14</b>	<b>82</b>	<b>18</b>
<b>Total Poorest Provinces</b>	<b>65</b>	<b>35</b>	<b>65</b>	<b>34</b>	<b>64</b>	<b>36</b>

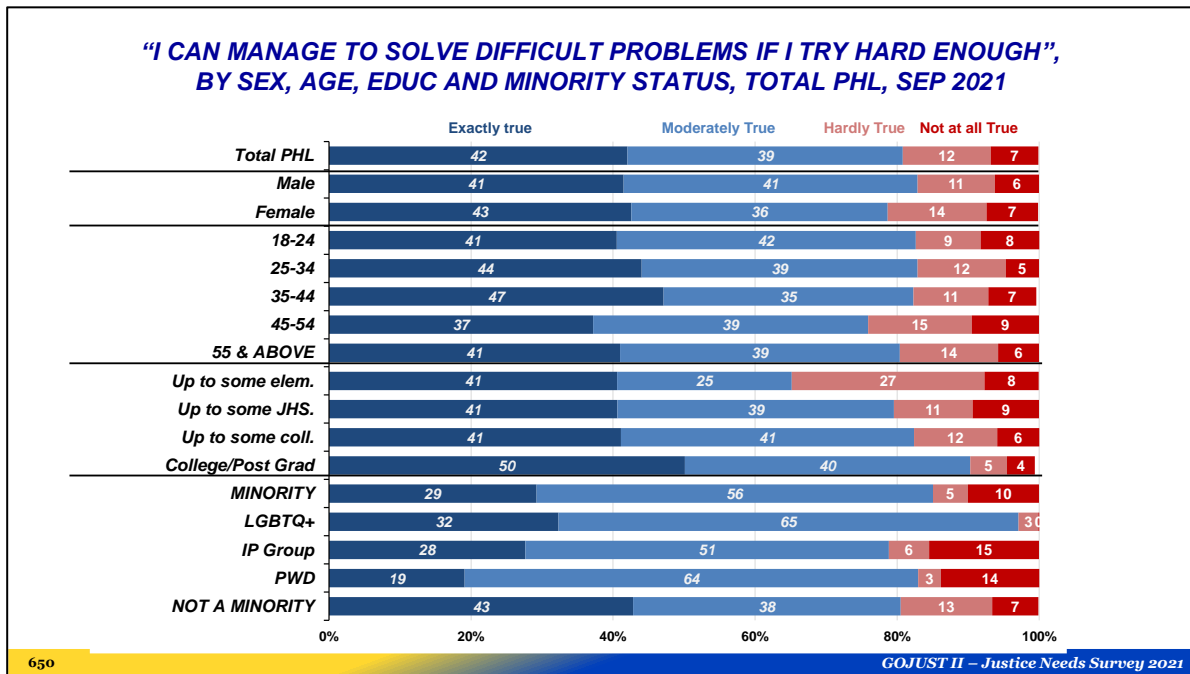


The percentages of those who say the statement, “I can manage to solve difficult problems if I try hard enough,” is true (exactly + moderately true) for them are high across most socio-demographic groups.

In particular, those who say the statement is *exactly true* seems to be higher among males, the young adults 18-44, those with more than elementary education (particularly among the college graduates), and among the self-ascribed majority.

In the Total Philippines, those who say the statement is *exactly true* are slightly higher among 35-44 (47%) and the college graduates (50%). [Chart 358]

**Chart 358**





In the National Survey, those who say the statement is *exactly true* are slightly higher among 35-44 (47%), college graduates (49%), and those who are self-ascribed majority (43%). [Chart 359]

In the Justice Zones, those who say the statement is *exactly true* are slightly higher among the 18-34 (50%-52%), the college graduates (61%), and those who are self-ascribed majority (48%). [Chart 360]

In the 3 Poorest provinces, those who say the statement is *exactly true* increases with education and is highest among the college graduates (39%). Around nine-in-ten (94%) of the self-ascribed minority in the 3 Poorest Provinces say this statement is *true* for them, with 44% *exactly true*. [Chart 361]

**Chart 359**

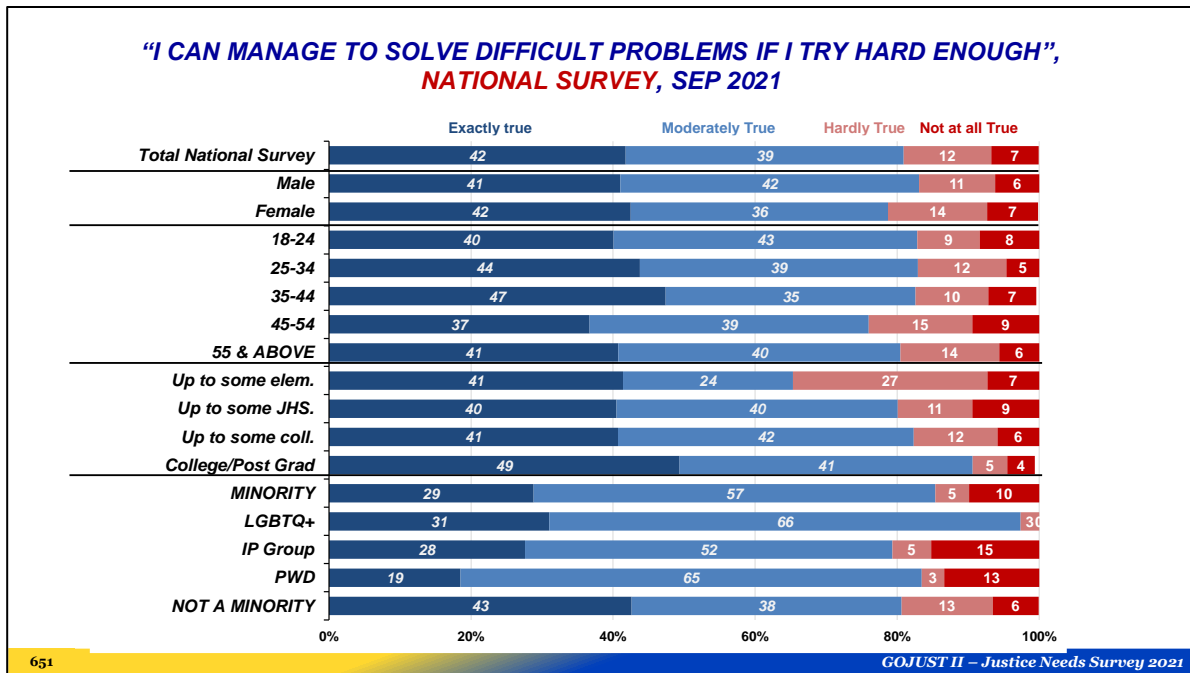






Chart 360

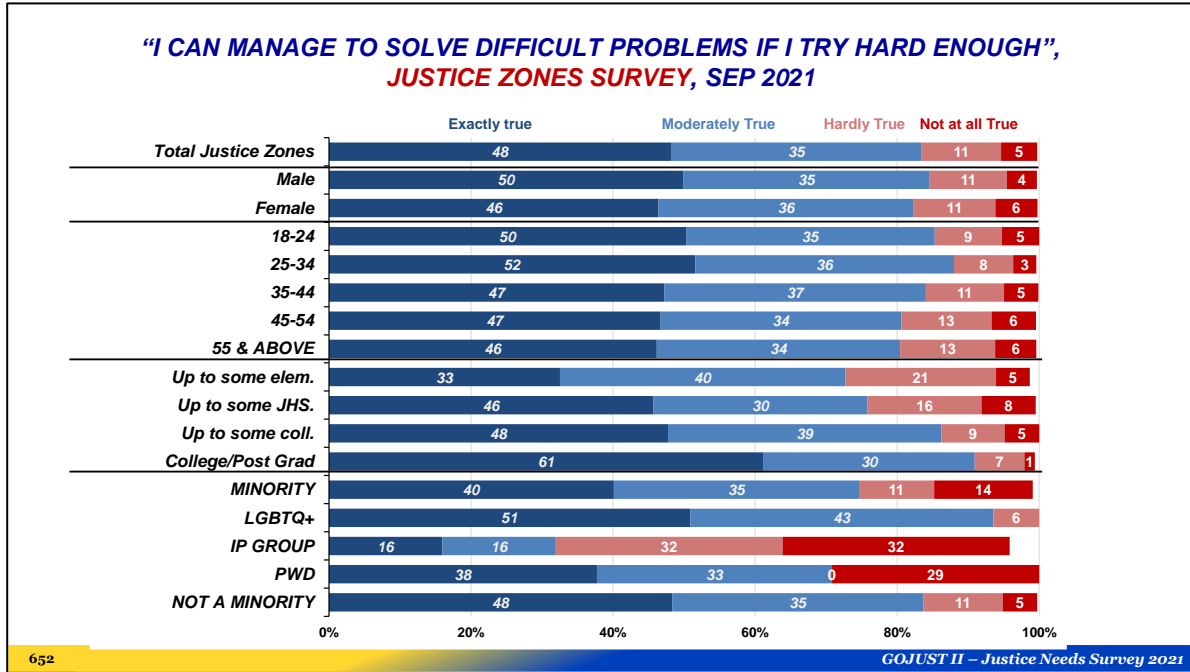
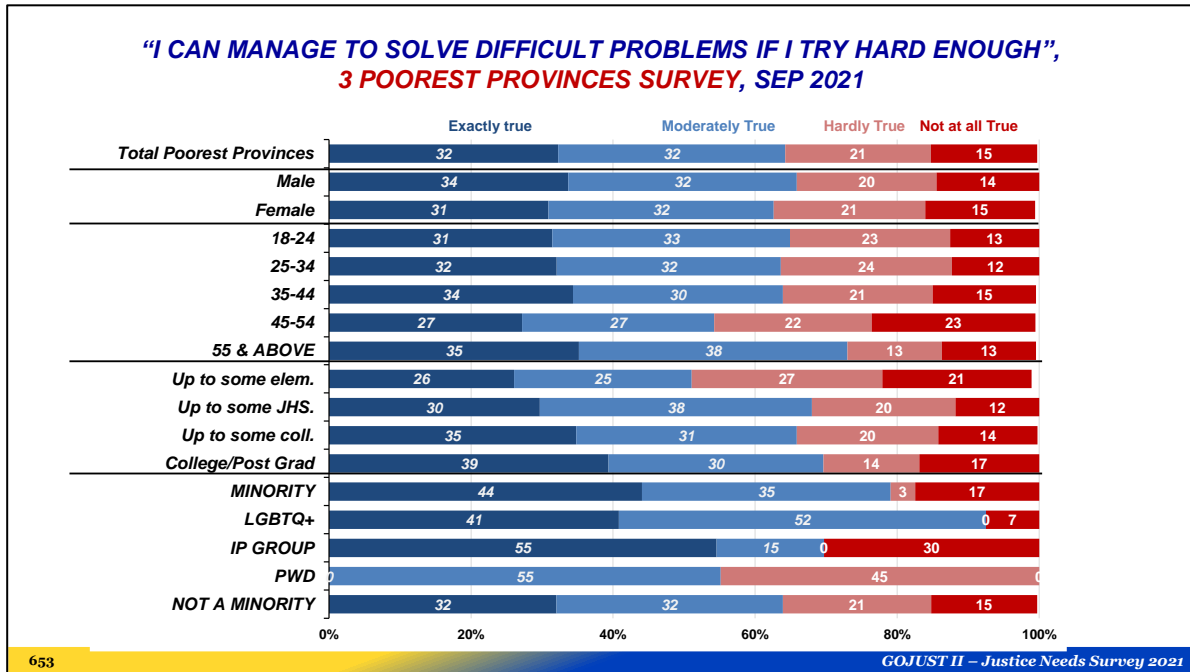


Chart 361





### 15.1.4. “I am good at finding information to help resolve problem”

Overall, four-fifths say it applies to them that, “I am good at finding information to help resolve problem,” with 34% who say this *exactly true*, 45% *moderately true* to them.

The percentages of those who say this statement is true for them (% *exactly* + % *moderately true*) are high across areas, except in Lanao Del Sur. [Chart 362]

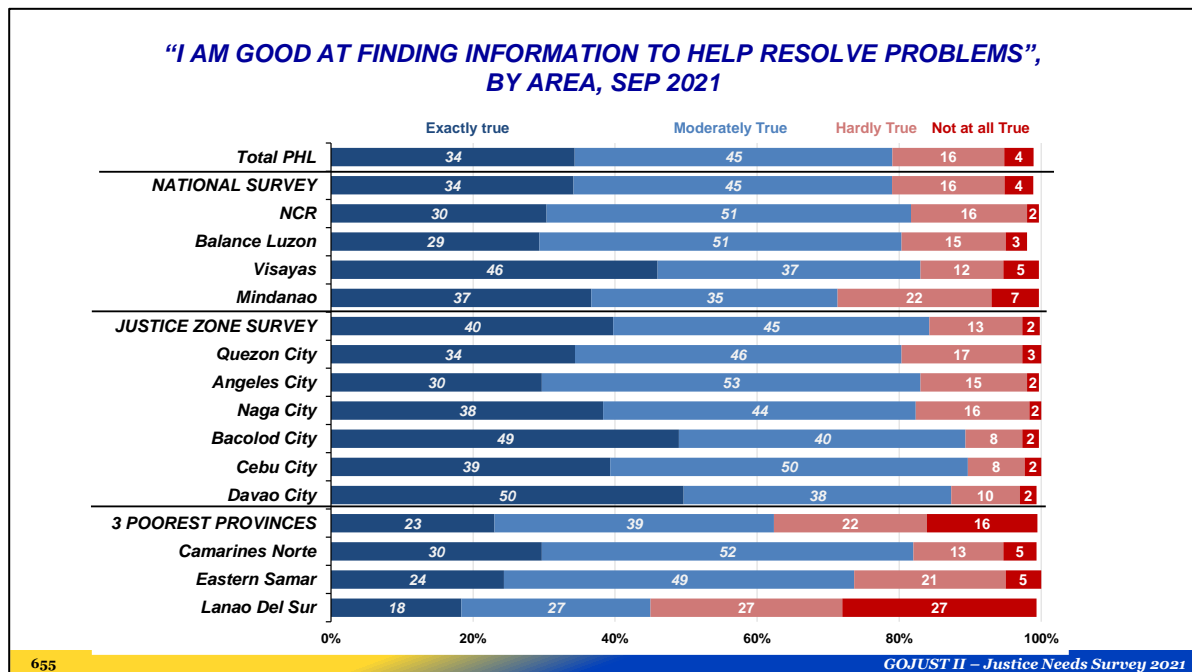
Eighty-four percent in the Justice Zones and 79% in the National Survey say the statement is *true* for them. Only 62% in the 3 Poorest Provinces say this statement is *true* for them.

In the National Survey, a 46% plurality in Visayas say this statement is *exactly* true for them, the highest across areas.

In the Justice Zones, 50% in Davao City say this statement is *exactly* true for them, the highest across the justice zones.

In the 3 Poorest Provinces, 82% in Camarines Norte and 74% in Eastern Samar say this statement is *true* for them. By comparison, only a plurality 45% in Lanao del Sur say this statement is *true*, as a 54% majority say this statement is *not true* to them.

Chart 362





The percentages of those who say it is true for them that, “I am good at finding information to help resolve problem,” hardly vary whether the adults have had or have not had experienced a justiciable issue across survey components are more likely to say this statement is true for them. [Table 33]

**Table 33**

	<b>“I AM GOOD AT FINDING INFORMATION TO HELP RESOLVE PROBLEMS”, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>
<b>Total Philippines</b>	<b>81%</b>	<b>18%</b>	<b>83%</b>	<b>15%</b>	<b>78%</b>	<b>21%</b>
<b>Total National Survey</b>	<b>81</b>	<b>17</b>	<b>83</b>	<b>15</b>	<b>78</b>	<b>21</b>
<b>Total Justice Zones</b>	<b>83</b>	<b>17</b>	<b>85</b>	<b>15</b>	<b>85</b>	<b>15</b>
<b>Total Poorest Provinces</b>	<b>62</b>	<b>38</b>	<b>62</b>	<b>38</b>	<b>62</b>	<b>37</b>

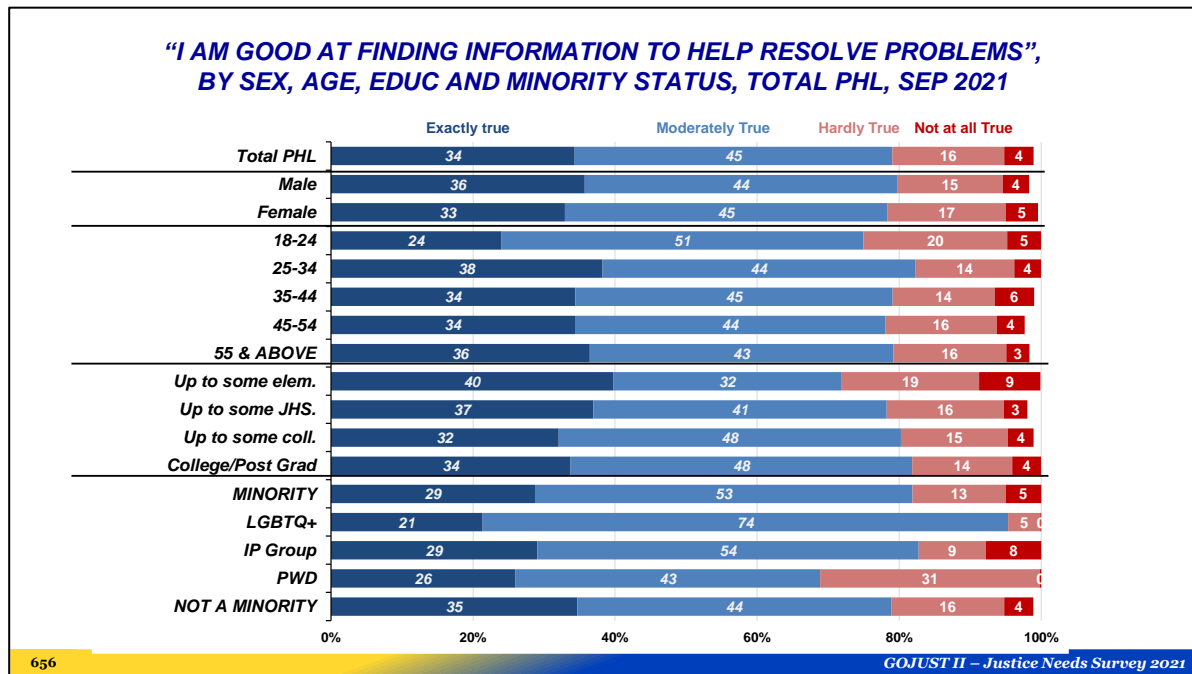


The percentages of those who say the statement, “I am good at finding information to help resolve problem,” is true (exactly + moderately true) for them are high and hardly vary across most socio-demographic groups.

In particular, those who say the statement is *exactly true* seems to be higher among males, the 25-34, those with less education (particularly among the non-elementary graduates), and among the self-ascribed majority.

In the Total Philippines, those who say the statement is *exactly true* are slightly higher among 25-34 (38%) and among the non-elementary graduates and elementary graduates (37%-40%). [Chart 363]

**Chart 363**



In the National Survey, those who say the statement is *exactly true* are slightly higher among 25-34 (39%) and the non-elementary graduates and elementary graduates (37%-40%). [Chart 364]

In the Justice Zones, those who say the statement is *exactly true* are slightly higher among the 35-54 (42%-44%), the elementary graduates (42%) and college graduates (43%). [Chart 365]

In the 3 Poorest provinces, those who say this statement is *exactly true* are slightly higher among the 25-34 (27%), and among the college-educated (25-27%). Almost all of the self-ascribed minority (93%) say this statement is *true* for them, with 36% *exactly true*. [Chart 366]



Chart 364

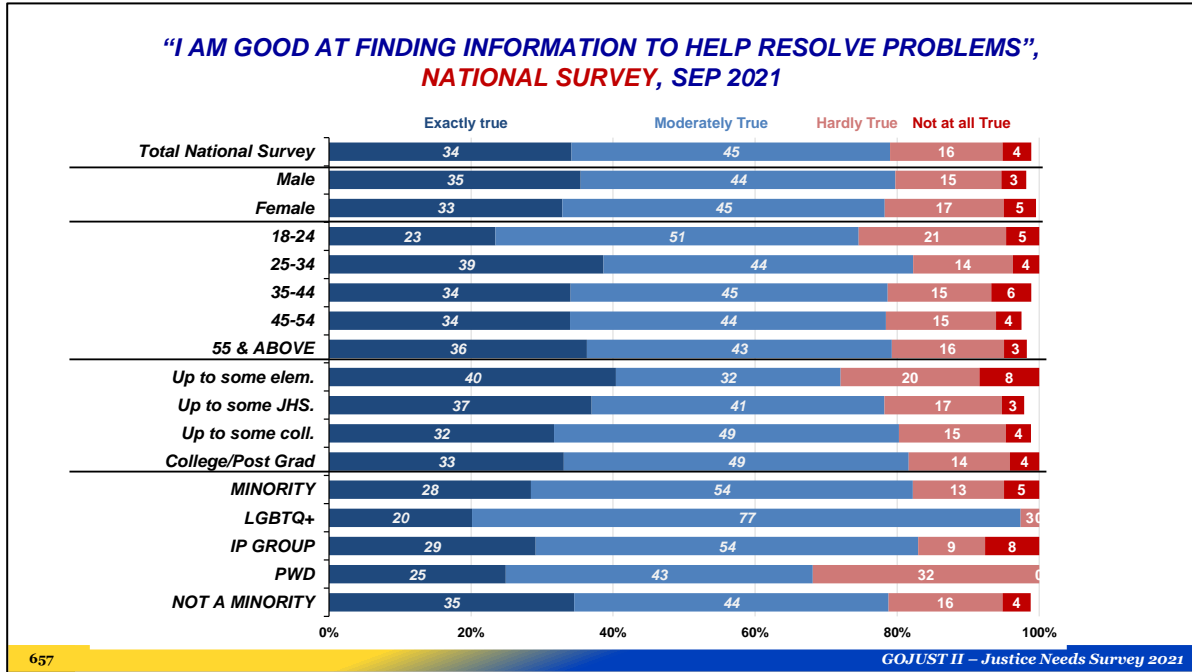


Chart 365

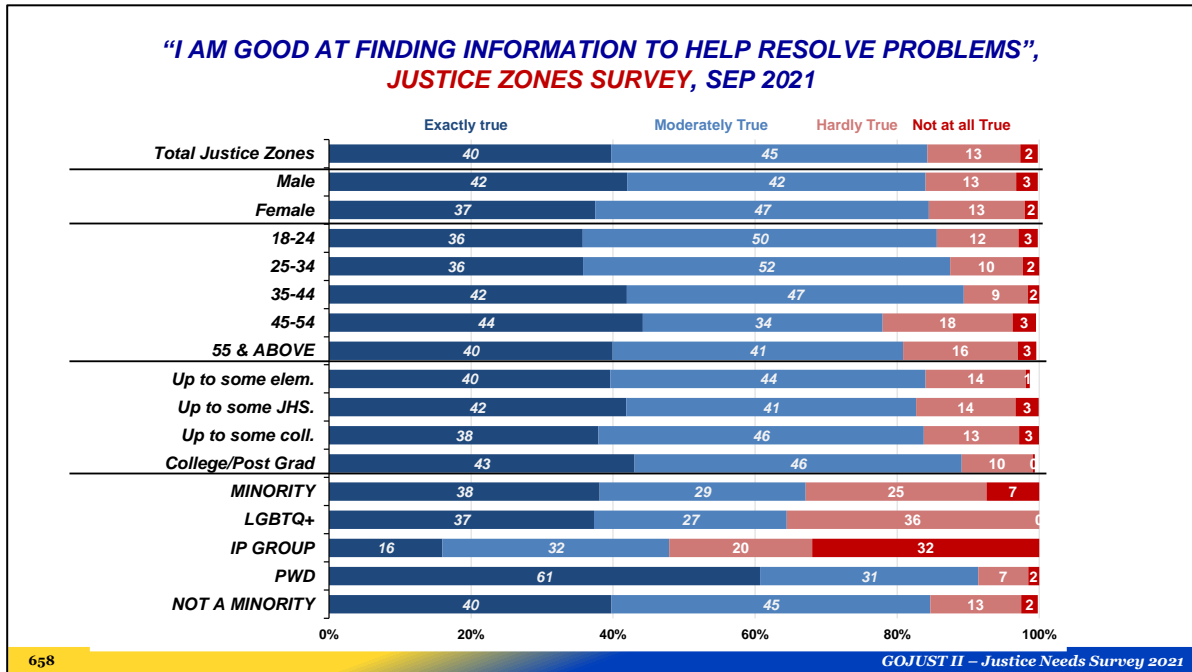
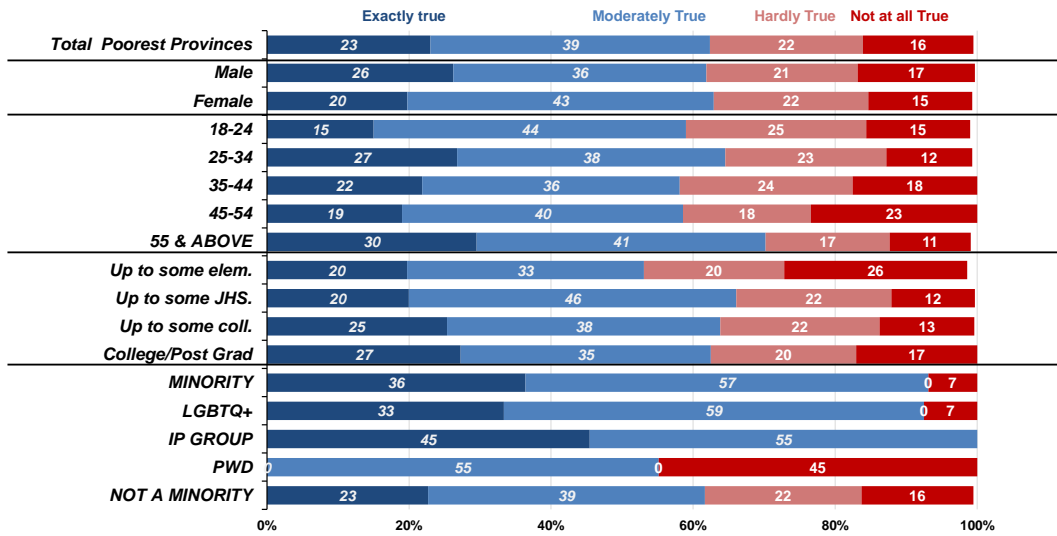




Chart 366

**“I AM GOOD AT FINDING INFORMATION TO HELP RESOLVE PROBLEMS”,  
3 POOREST PROVINCES SURVEY, SEP 2021**



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GOJUST II – Justice Needs Survey 2021



### 15.1.5. “It is easy for me to stick to my aims and accomplish my goals”

Overall, four-fifths say it applies to them that, “It is easy for me to stick to my aims and accomplish my goals,” with 37% who say this *exactly true*, 42% *moderately true* to them.

The percentages of those who say this statement is true for them (% *exactly* + % *moderately true*) are high across areas, except in Lanao Del Sur. [Chart 367]

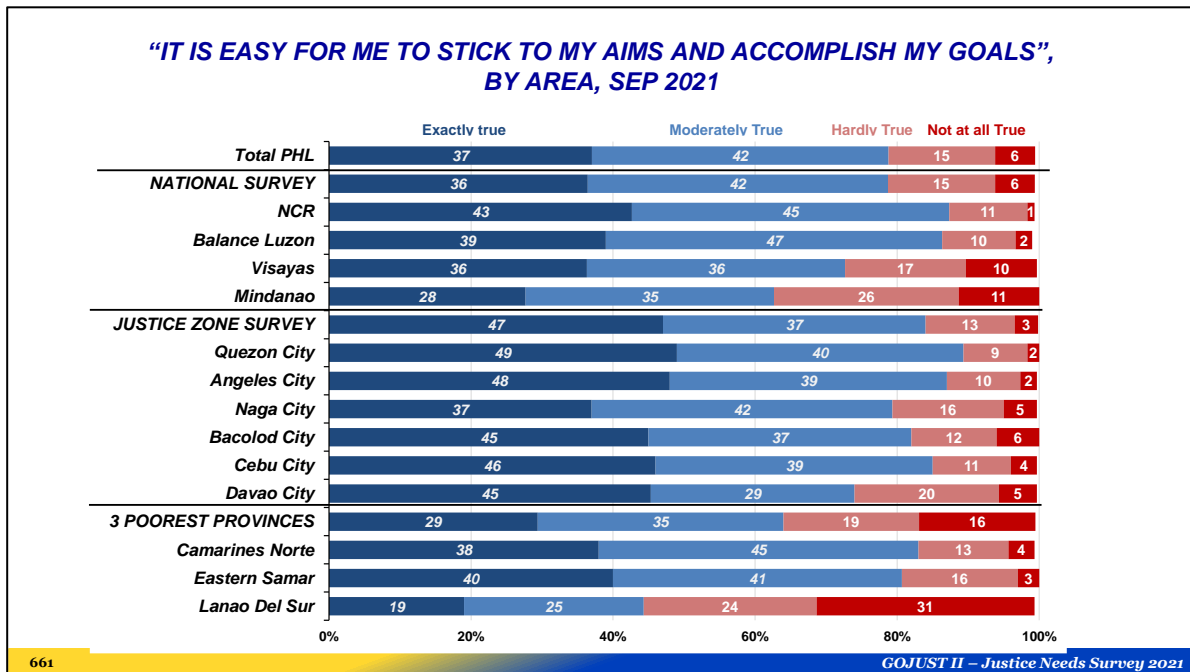
Eighty-four percent in the Justice Zones and 79% in the National Survey say the statement is true for them, while only 64% in the 3 Poorest Provinces say this statement is true for them.

In the National Survey, 43% in NCR say this statement is exactly true for them, the highest across areas.

In the Justice Zones, about half in Quezon City (49%) and in Angeles City (48%) say this statement is exactly true to them, slightly higher than in other areas.

In the 3 Poorest Provinces, 83% in Camarines Norte and 81% in Eastern Samar say this statement is *true* for them. By comparison, only a plurality of 44% in Lanao del Sur say this statement is *true*, as a 55% majority say this statement is *not true* to them.

Chart 367





In the National Survey and in the Justice Zones, those who have had a justiciable issue are more likely to say this statement is true for them, “It is easy for me to stick to my aims and accomplish my goals”. [Table 34]

Only 66% of those had a justiciable issue in the 3 Poorest Provinces say this statement for them, the lowest across survey components.

**Table 34**

**“IT IS EASY FOR ME TO STICK TO MY AIMS AND ACCOMPLISH MY GOALS”,  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		WO justiciable issue	
	True	Not true	True	Not true	True	Not true
Total Philippines	83%	17%	83%	17%	76%	23%
Total National Survey	83	17	83	17	76	23
Total Justice Zones	88	12	86	14	82	18
Total Poorest Provinces	66	33	67	32	63	36

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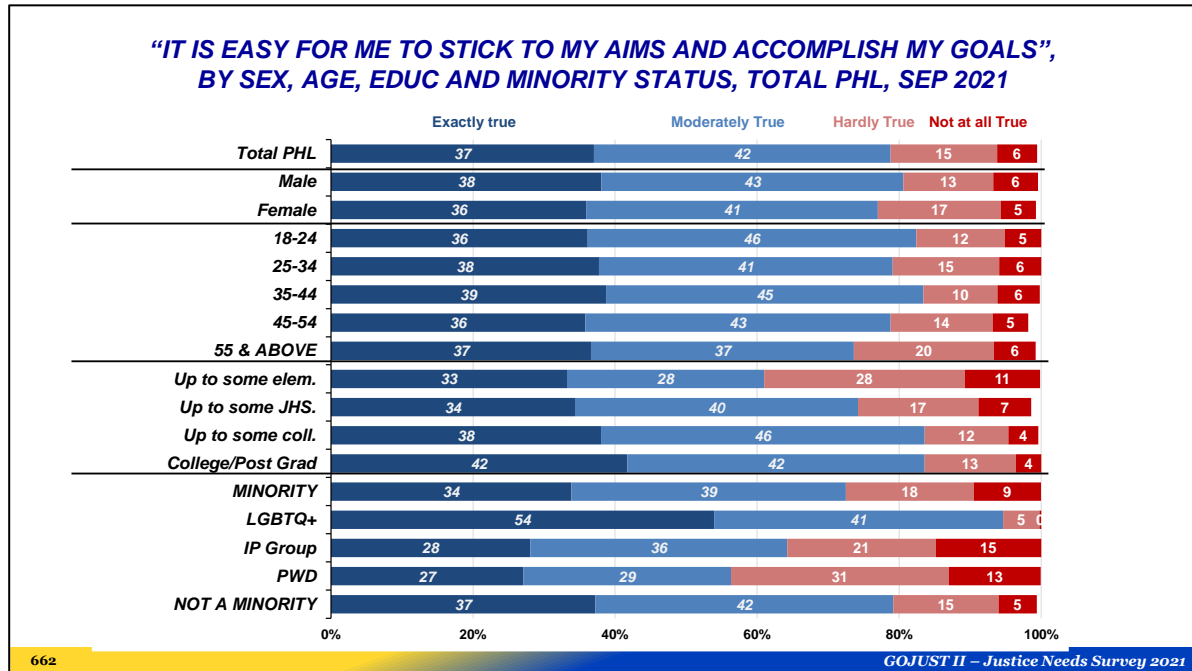




Overall, the percentages of those who say the statement, “It is easy for me to stick to my aims and accomplish my goals,” is true (exactly + moderately true) for them are high and hardly vary across most socio-demographic groups.

In Total Philippines, those who say the statement is true (exactly + moderately true) seems to be higher among males (81%), the 35-44 (83%) and 18-24 (82%), among the high school and college graduates (84% each), and among the self-ascribed majority (79%). [Chart 368]

**Chart 368**



In the National Survey, those who say the statement is *exactly true* are increases with education, and is higher among the college-educated. There are slightly more among the majority who say this is true. [Chart 369]

In the Justice Zones, those who say the statement is *exactly true* are slightly higher among the 18-54 (47-51%). It increases with education, and it is highest among the college graduates (55%). About half (47%) of the self-ascribed majority say this is *exactly true*, compared to only 31% among the self-ascribed minority. [Chart 370]

In the 3 Poorest provinces, about one-third of the 55% and above (36%), and the college graduates say the statement is *exactly true*. Notably, about nine-in-ten of the self-ascribed minority say this statement is true for them, with a 55% majority who say this is exactly true. Fifty-five percent of the self-ascribed minority, compared to 29% of the self-ascribed majority, say this is true for them. [Chart 371]



Chart 369

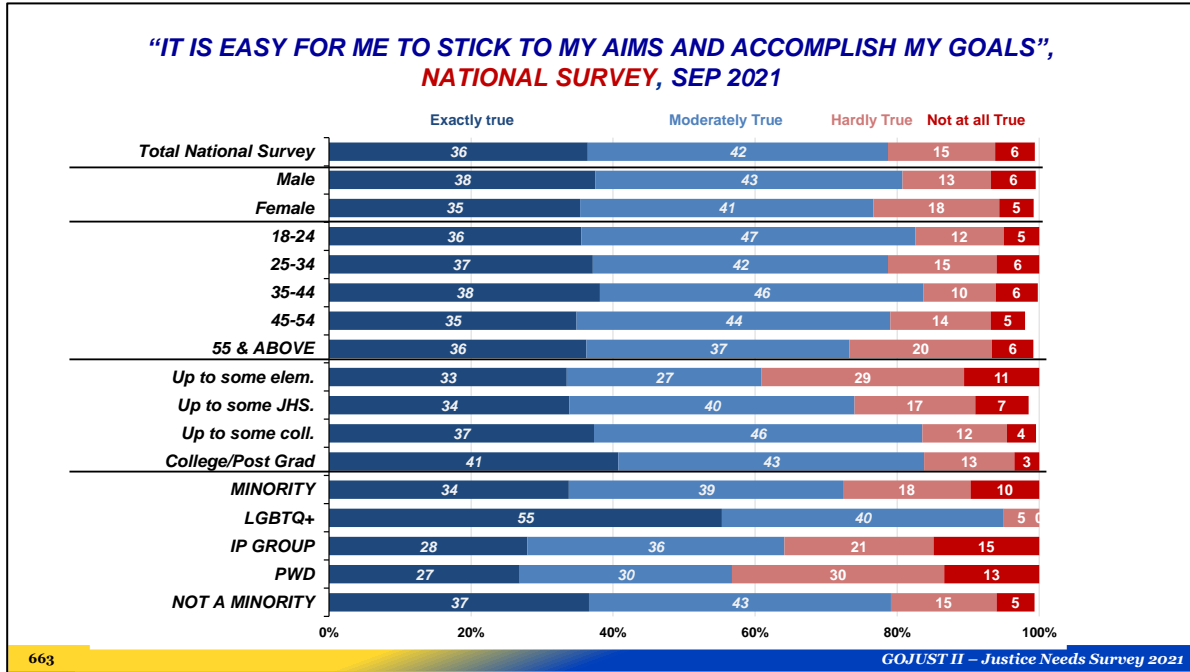


Chart 370

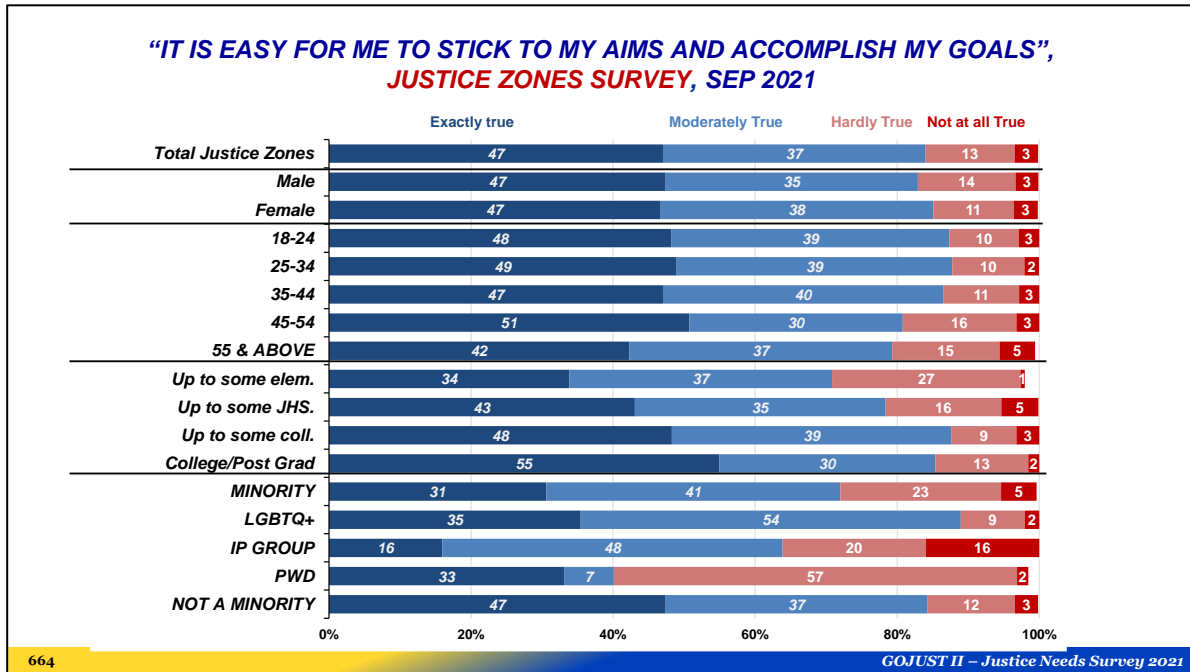
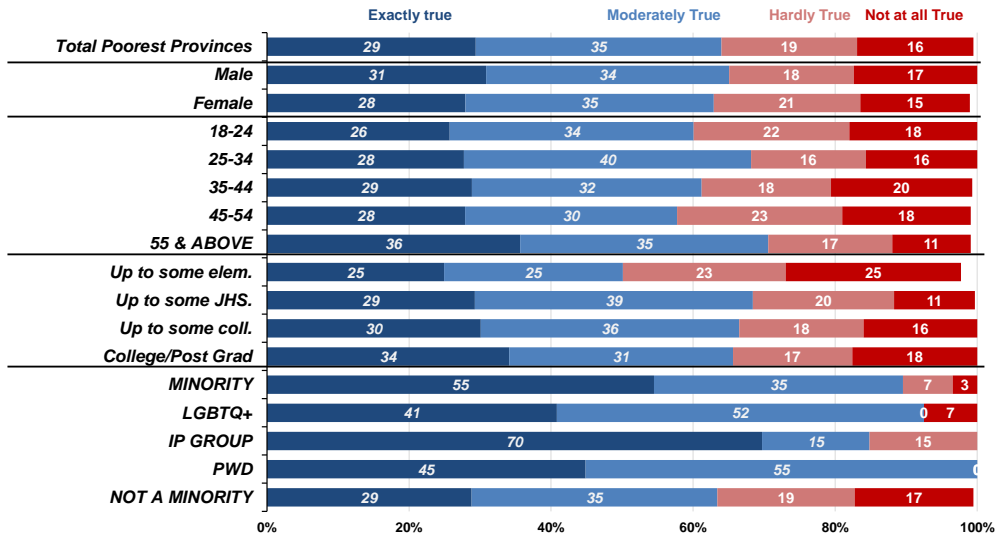




Chart 371

**“IT IS EASY FOR ME TO STICK TO MY AIMS AND ACCOMPLISH MY GOALS”,  
3 POOREST PROVINCES SURVEY, SEP 2021**



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GOJUST II – Justice Needs Survey 2021



### 15.1.6. “If someone opposes me, I can find the means and ways to get what I want”

Overall, three-fifths say it applies to them that, “If someone opposes me, I can find the means and ways to get what I want,” with 24% who say this *exactly true*, 37% *moderately true* to them. [Chart 372]

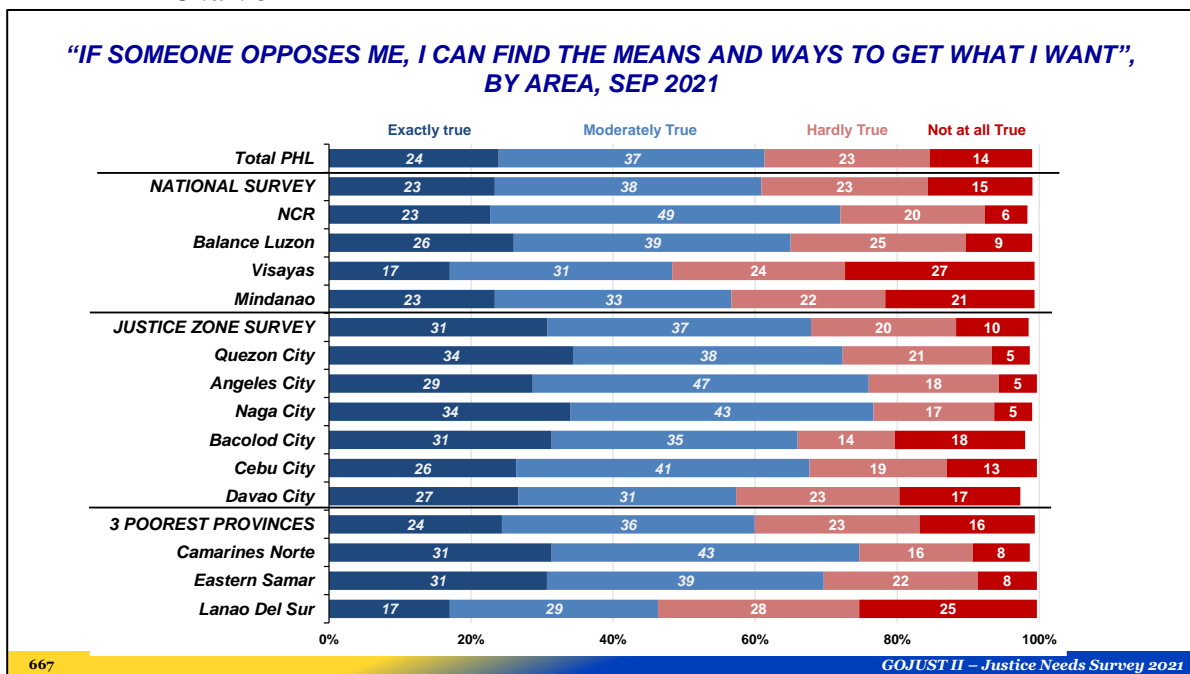
Sixty-eight percent in the Justice Zones say this statement is true for them (% *exactly* + % *moderately true*), slightly higher than in the National Survey (61%) and in the 3 Poorest Provinces (60%).

The percentages of those who say this statement is true for them (% *exactly* + % *moderately true*) are particularly higher in NCR (72%) than in the provincial areas. Only 48% in Visayas say this is true for them, with only 17% exactly true, as a 51% majority say this statement is *not true* to them.

In the Justice Zones, about three-fifths (34%) in both Quezon City and Naga City say this statement is *exactly true* to them, slightly higher than in other Justice Zones.

In the 3 Poorest Provinces, 75% in Camarines Norte and 70% in Eastern Samar say this statement is *true* for them. By comparison, only a plurality 46% in Lanao del Sur say this statement is *true*, as a 53% majority say this statement is *not true* to them.

Chart 372





In the National Survey and in the 3 Poorest Provinces, those who have had a justiciable issue are slightly more to say this statement holds true for them, “If someone opposes me, I can find the means and ways to get what I want”. [Table 35]

**Table 35**

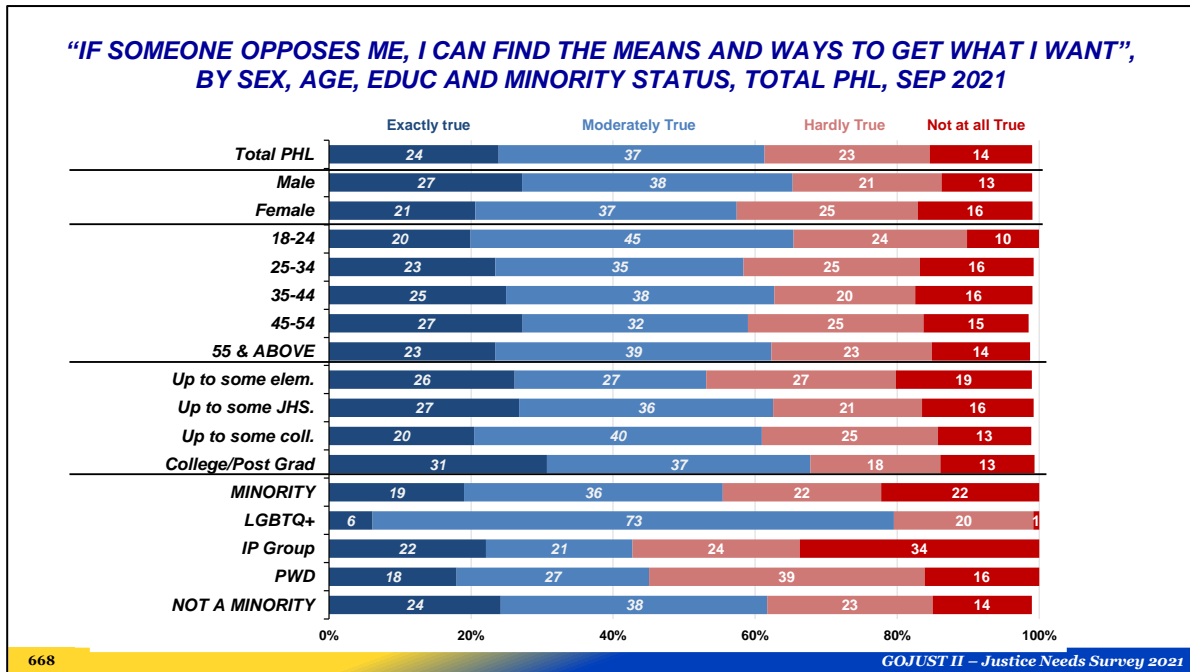
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>WO justiciable issue</b>	
	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>
	<b>Total Philippines</b>	<b>66%</b>	<b>33%</b>	<b>67%</b>	<b>32%</b>	<b>59%</b>
<b>Total National Survey</b>	<b>66</b>	<b>33</b>	<b>67</b>	<b>32</b>	<b>58</b>	<b>41</b>
<b>Total Justice Zones</b>	<b>69</b>	<b>29</b>	<b>69</b>	<b>29</b>	<b>67</b>	<b>31</b>
<b>Total Poorest Provinces</b>	<b>63</b>	<b>37</b>	<b>64</b>	<b>36</b>	<b>59</b>	<b>40</b>



The percentages of those who say the statement, “If someone opposes me, I can find the means and ways to get what I want,” is *exactly* true for them hardly vary across socio-demographic groups.

In the Total Philippines, those who say the statement is true (exactly + moderately true) are higher among males (65%), and among the college graduates (68%, 31% exactly true). [Chart 373]

**Chart 373**



In the National Survey, those who say the statement is *exactly true* are slightly higher among males (27%), among the 25 and above (23-27%) and college graduates (30%). One-fourth of the self-ascribed majority say this statement is true for them slightly higher among the 19% self-ascribed minority [Chart 374]

In the Justice Zones, those who say the statement is *exactly true* are slightly higher among the 35 and above (35%). Those who say it is true are slightly higher among the high school- and college-educated, as well as among the self-ascribed majority. [Chart 375]

In the 3 Poorest provinces, those who say the statement is *exactly true* are slightly higher among males (26%), among the college graduates (30%) and the self-ascribed minority (32%). Those who say it is true are slightly higher among the 25-34 (67%) and 55 and above (68%), among the elementary (65%) and college graduates (66%); about four-fifths of the self-ascribed minority say the statement holds true for them, compared to only 59% of the self-ascribed majority. [Chart 376]



Chart 374

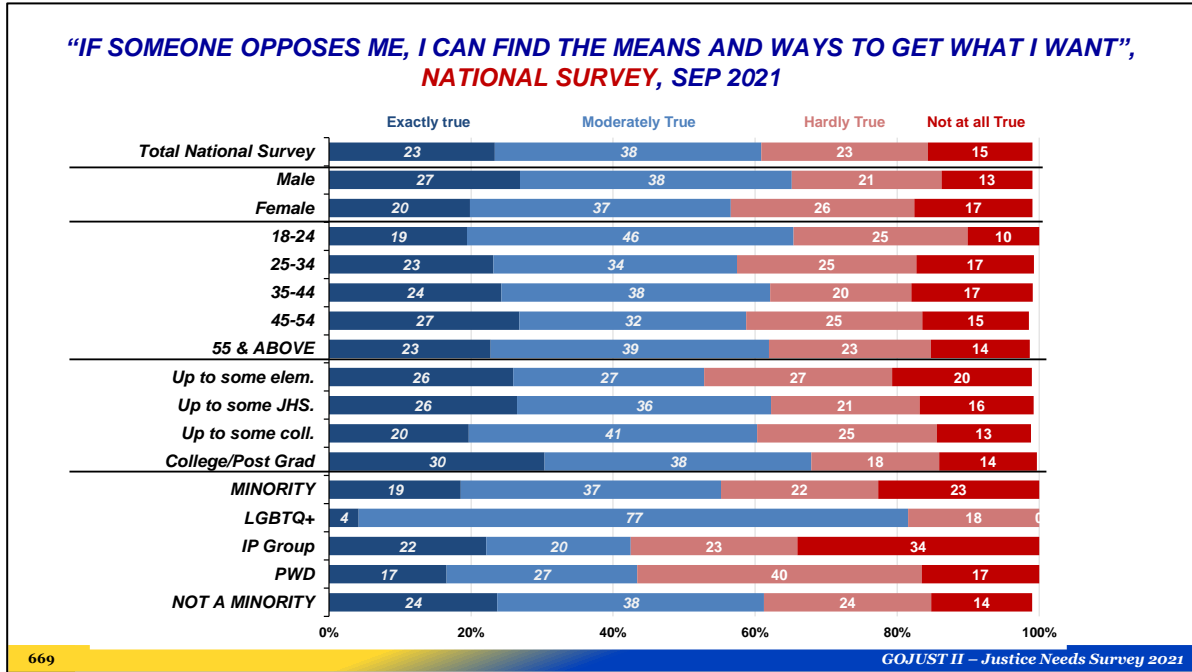


Chart 375

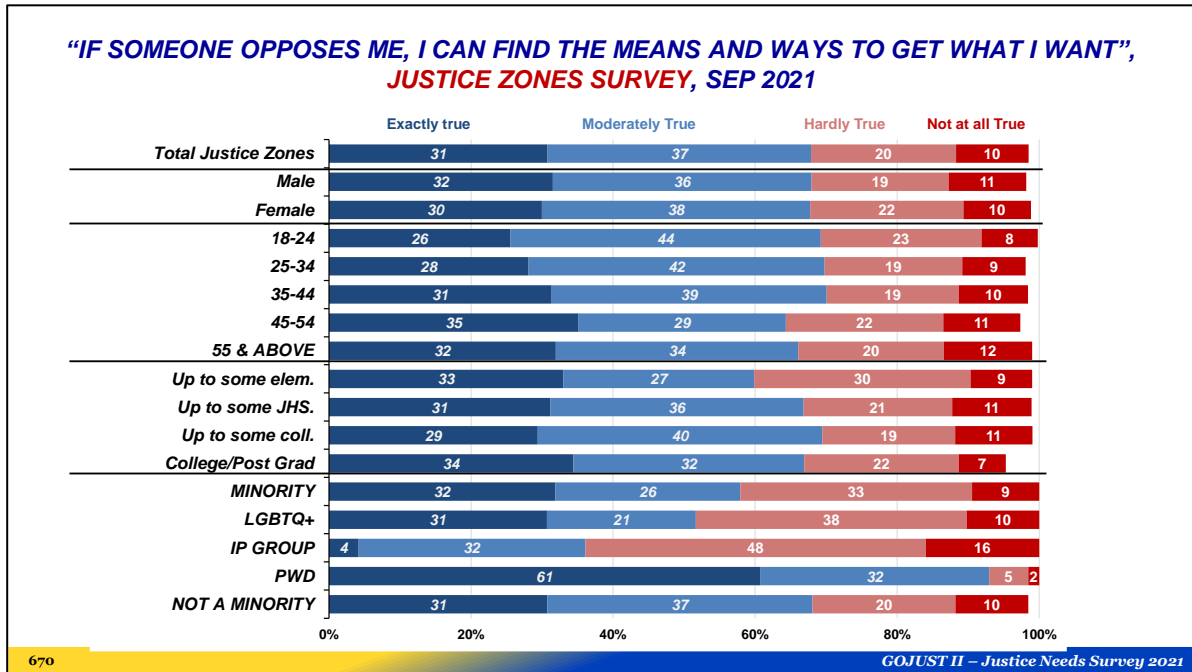
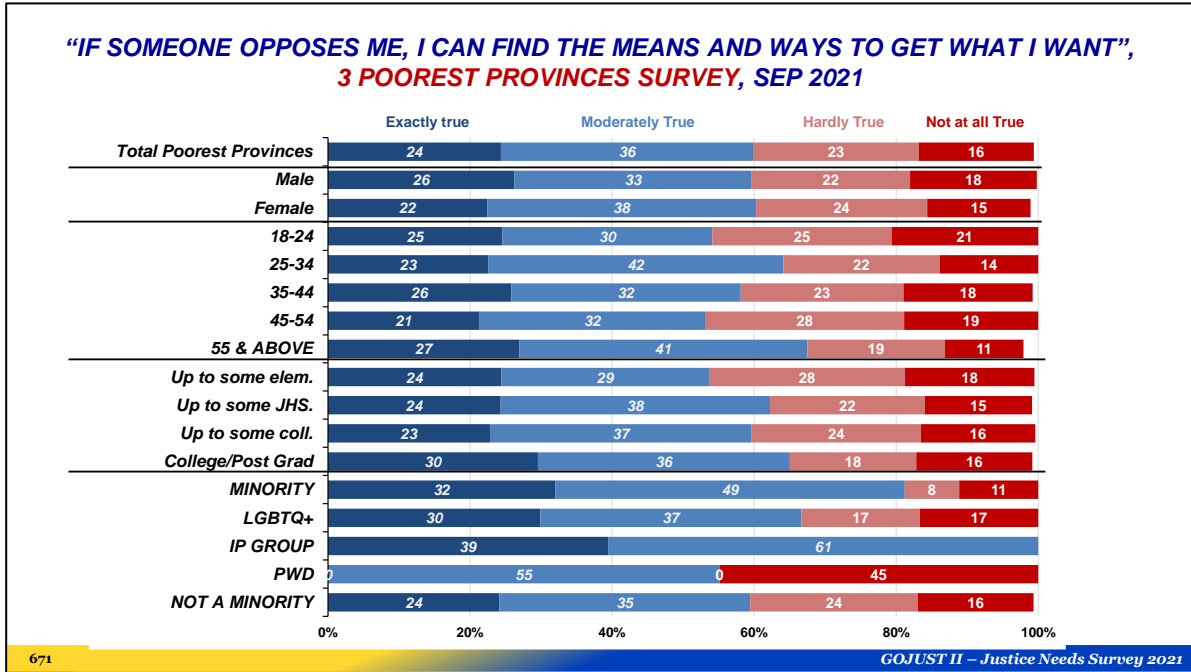




Chart 376







## 15.2. Legal Anxiety

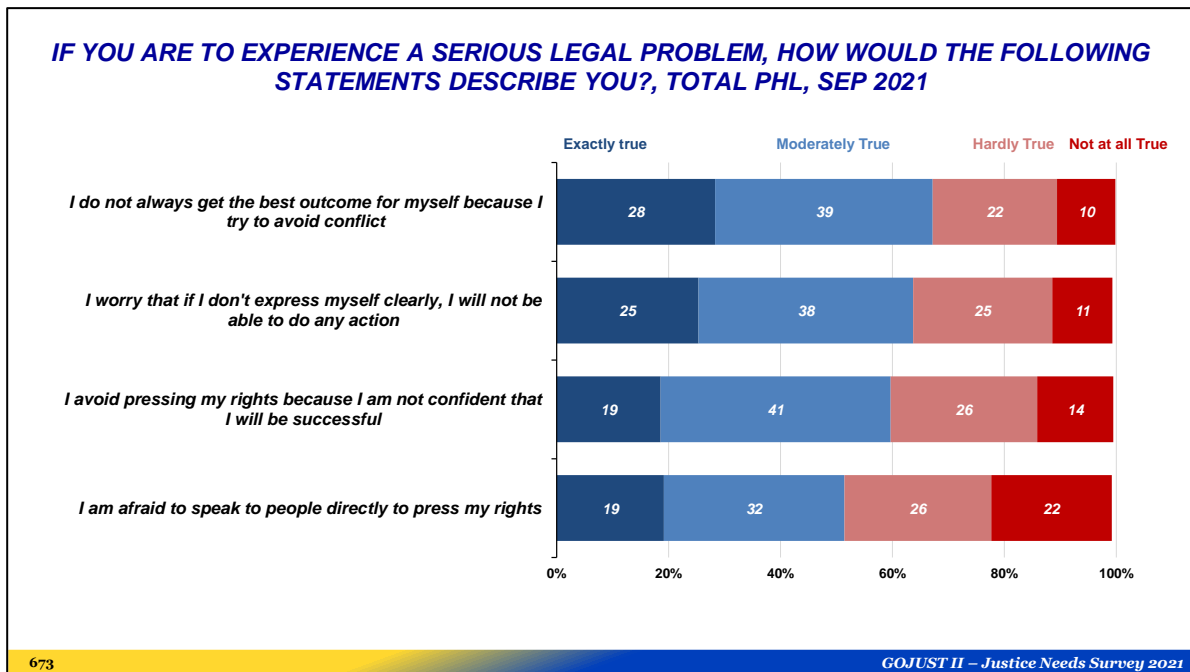
Around three-fifths of adult Filipinos say three of the four legal anxiety statements are *exactly true* and *moderately true* to them. [Chart 377]

- I do not always get the best outcome for myself because I try to avoid conflict, 67%;
- I worry that if I don't express myself clearly, I will not be able to do any action, 64%;
- I avoid pressing my rights because I am not confident that I will be successful, 60%.

On the other hand, a small majority say this statement is true to them:

- I am afraid to speak to people directly to press my rights, 51%.

Chart 377





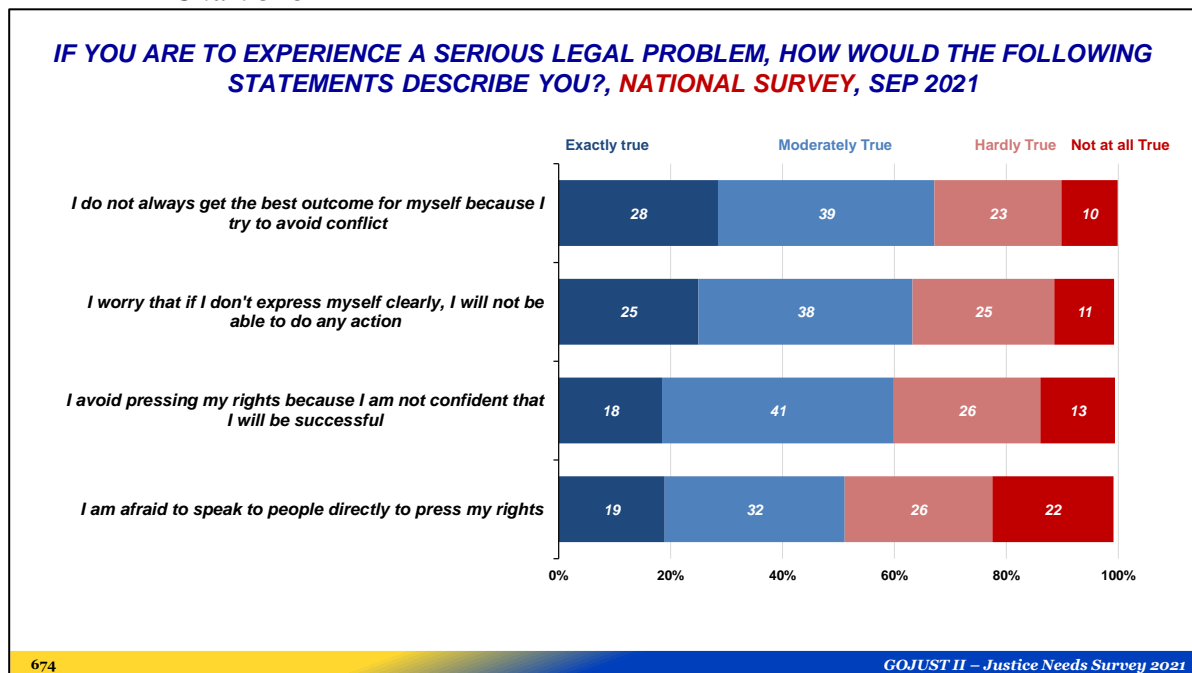
In the National Survey, around three-fifths of adult Filipinos say three of the four legal anxiety statements are *exactly true* and *moderately true* to them. [Chart 378]

- I do not always get the best outcome for myself because I try to avoid conflict, 67%;
- I worry that if I don't express myself clearly, I will not be able to do any action, 63%;
- I avoid pressing my rights because I am not confident that I will be successful, 60%.

On the other hand, a small majority say this statement is true to them:

- I am afraid to speak to people directly to press my rights, 51%.

**Chart 378**





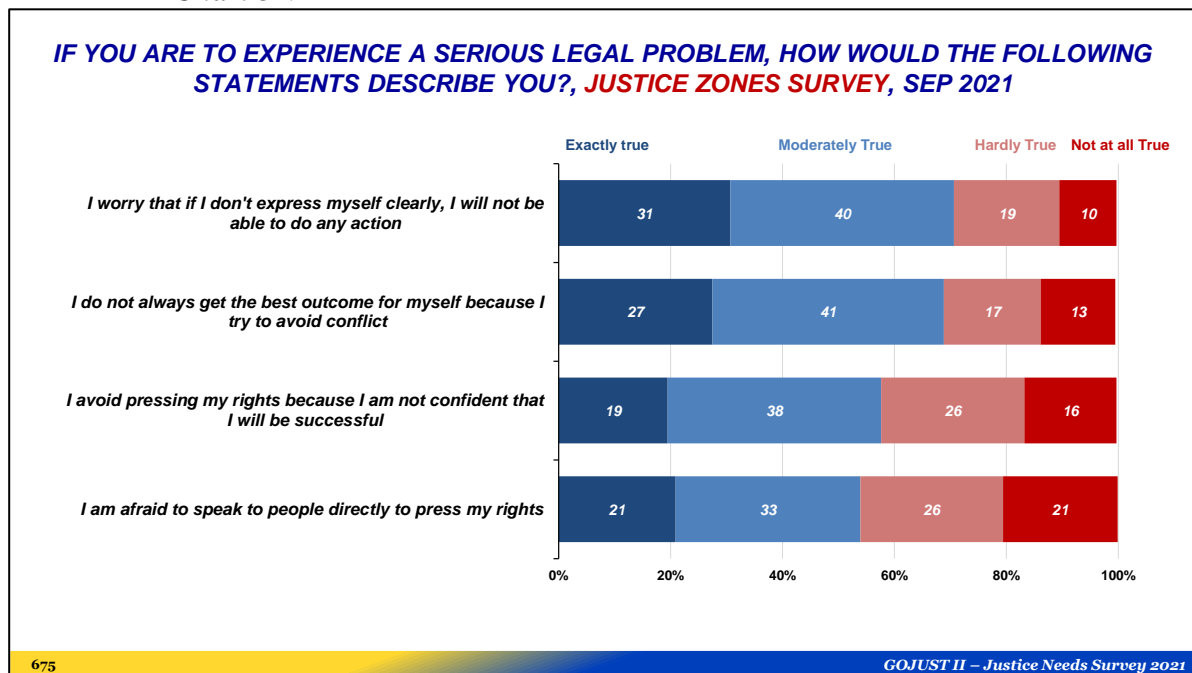
In the Justice Zones, seven-in-ten adult Filipinos say two of the four legal anxiety statements are *exactly true* and *moderately true* to them. [Chart 379]

- I worry that if I don't express myself clearly, I will not be able to do any action, 71%; and,
- I do not always get the best outcome for myself because I try to avoid conflict, 69%.

On the other hand, a little more than half say this statement is true to them:

- I avoid pressing my rights because I am not confident that I will be successful, 58%.
- I am afraid to speak to people directly to press my rights, 54%.

**Chart 379**





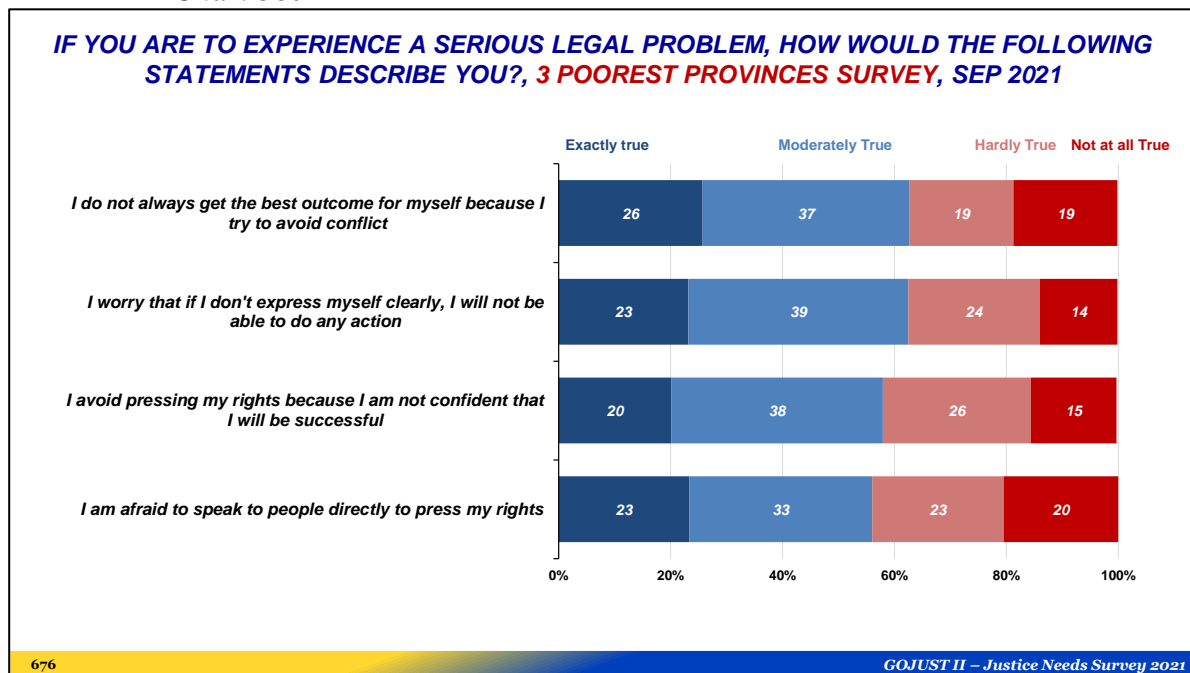
In the 3 Poorest Provinces, around three-fifths adult Filipinos say three of the four legal anxiety statements are *exactly true* and *moderately true* to them. [Chart 380]

- I do not always get the best outcome for myself because I try to avoid conflict, 63%;
- I worry that if I don't express myself clearly, I will not be able to do any action, 62%;
- I avoid pressing my rights because I am not confident that I will be successful, 58%.

On the other hand, a small majority say this statement is true to them:

- I am afraid to speak to people directly to press my rights, 56%.

**Chart 380**





### 15.2.1. “I do not always get the best outcome for myself because I try to avoid conflict”

Sixty-seven percent say it is *true* (28% say *exactly true*, 39% *moderately true*) that, “I do not always get the best outcome for myself because I try to avoid conflict,” while 32% say this statement is not true for them (22% *hardly true* and 10% *not at all true*).

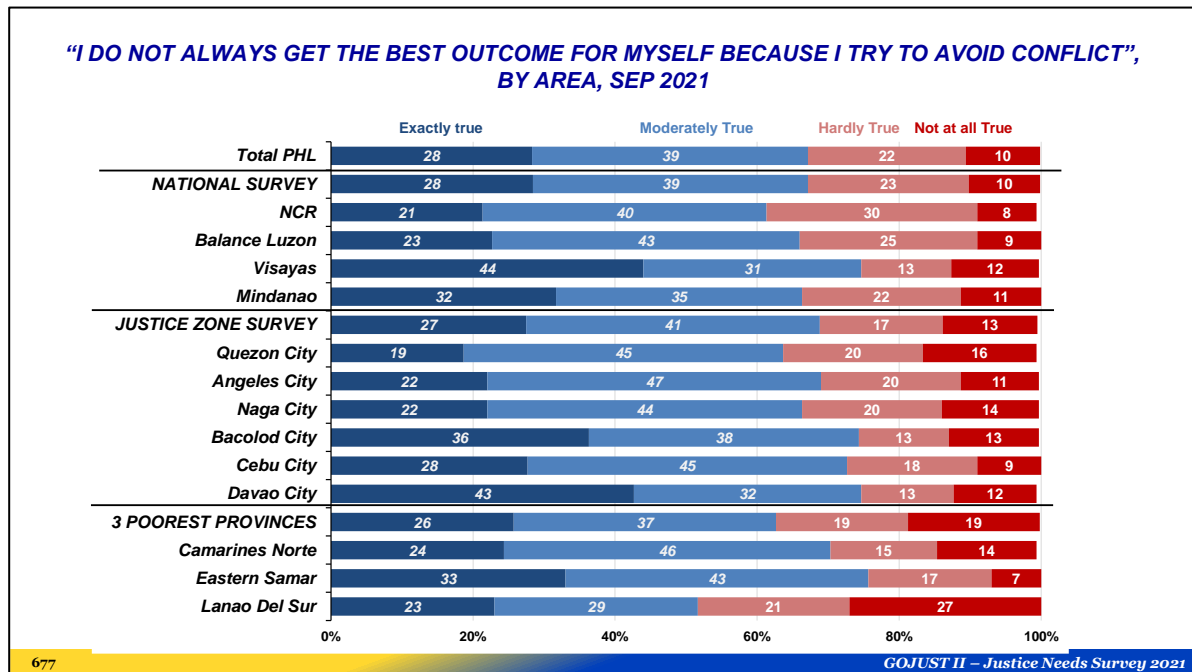
The percentages of those who say the statement is *true* for them are slightly higher in the National Survey (67%) and in the Justice Zones (69%) than in the 3 Poorest Provinces (63%). [Chart 381]

In the National Survey, about three-fourth in Visayas (75%, with 44% exactly true) say the statement is true for them, slightly higher than the other areas.

In the Justice Zones, there are slightly more in Angeles City (69%), Bacolod City (74%), Cebu City (73%) and Davao City (75%, with 43% exactly true) who say the statement is true for them.

In the 3 Poorest Provinces, 76% in Eastern Samar and 70% in Camarines Norte say the statement is true for them. By comparison, a small 52% majority in Lanao del Sur say this is *not true* for them, as 48% say this is *not true* for them.

Chart 381





The percentages of those who say this statement is true for them, “I do not always get the best outcome for myself because I try to avoid conflict,” are about the same among those who have had and have never experienced a justiciable issue. [Table 36]

Notably only 63% of those who have had a justiciable issue say this statement is true for them, the lowest across all survey components.

**Table 36**

	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>
	<b>Total Philippines</b>	<b>68%</b>	<b>31%</b>	<b>69%</b>	<b>31%</b>	<b>67%</b>
<b>Total National Survey</b>	<b>68</b>	<b>31</b>	<b>69</b>	<b>30</b>	<b>66</b>	<b>34</b>
<b>Total Justice Zones</b>	<b>68</b>	<b>32</b>	<b>65</b>	<b>34</b>	<b>69</b>	<b>30</b>
<b>Total Poorest Provinces</b>	<b>63</b>	<b>37</b>	<b>68</b>	<b>32</b>	<b>62</b>	<b>37</b>

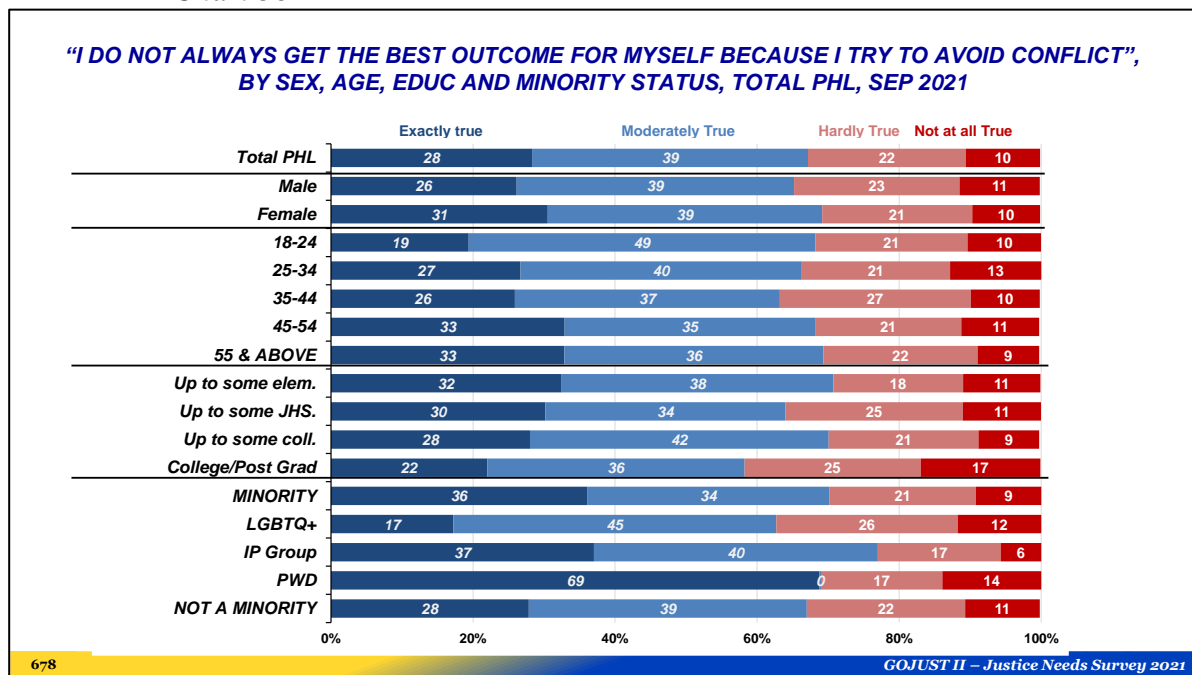


Overall and across survey components, the percentages of those who say the statement, “When I am confronted with a problem, I can usually find several solutions,” is true (exactly + moderately true) for them are hardly vary across most socio-demographic groups.

With some exceptions, those who say the statement is *true* seems to be slightly higher among females, among the youth and oldest adults, among those with elementary or high school education at most, and among the self-ascribed minority. [Chart 382]

In the Total Philippines, there are slightly more of the females (69%, with 31% exactly true) than males (65%) who say this statement is *true*. By age, those aged 18-24 (68%), and 45 and above (68%-69%) also say the statement is true for them. By education, around 70% of the non-elementary graduates (with 32% exactly true), and high school graduates (70%) consider the statement true. There are slightly more of the self-ascribed minority (36% exactly true) who say this statement is true for them.

**Chart 382**





In the National Survey, those who say the statement is *true* are slightly higher among females (69%), the 18-24 (69%) and 45 and above (68-69%), the non-elementary graduates (71%), and the self-ascribed minority (71%). Notably, 37% of the minority say those is exactly true for them (70% among the PWDs), compared to 28% among the self-ascribed majority. [Chart 383]

In the Justice Zones, those who say the statement is *true* are slightly higher among the females (71%), among the 25-34 (72%), the elementary and high school graduates (71% each), and the self-ascribed majority (70%). There are notable trends: those who say the statement is *exactly true* increases with age and is highest among the oldest 45 and above. And among the self-ascribed minority, a slim 52% majority say the statement is true, as 49% say this is *not true* for them. [Chart 384]

In the 3 Poorest Provinces, those who say the statement is *true* for them are slightly higher among the among the 25-34 (65%) and the oldest 55 and above (71%). Those who say the statement is *exactly true* increases with age and is highest among the oldest 55 and above (71%). Seventy-eight percent of the self-ascribed minority say the statement *true* for them, with one-third exactly true. A smaller 62% of the self-ascribed majority say this statement holds *true* for them, as 38% say this is not true for them. [Chart 385]

**Chart 383**

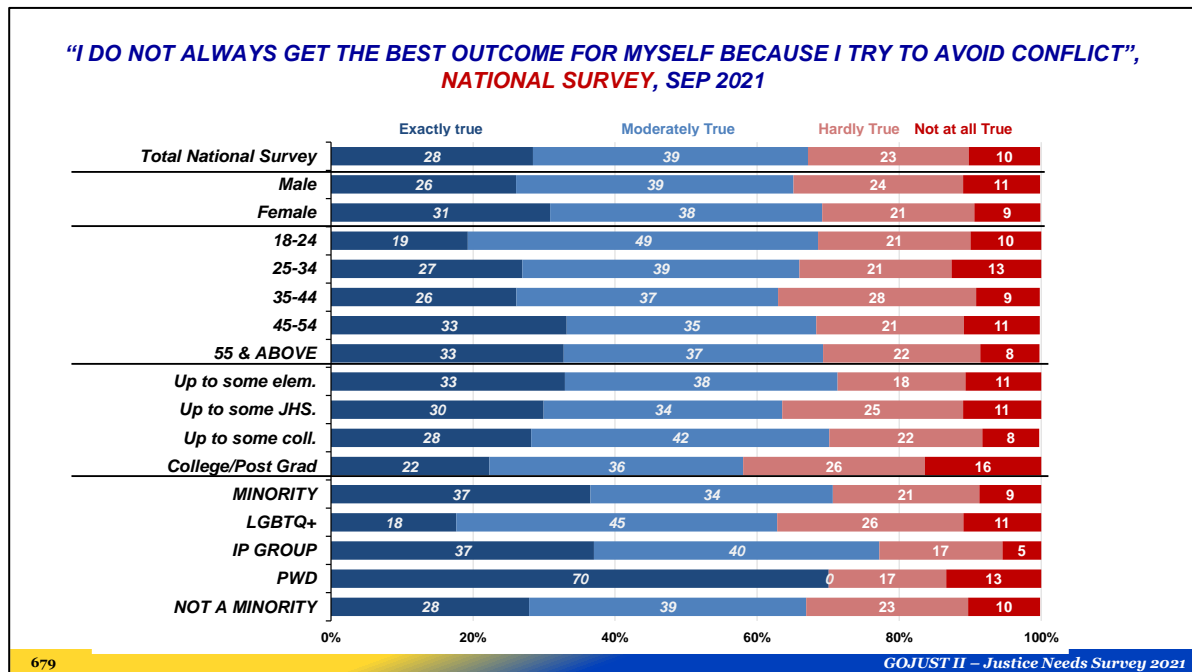






Chart 384

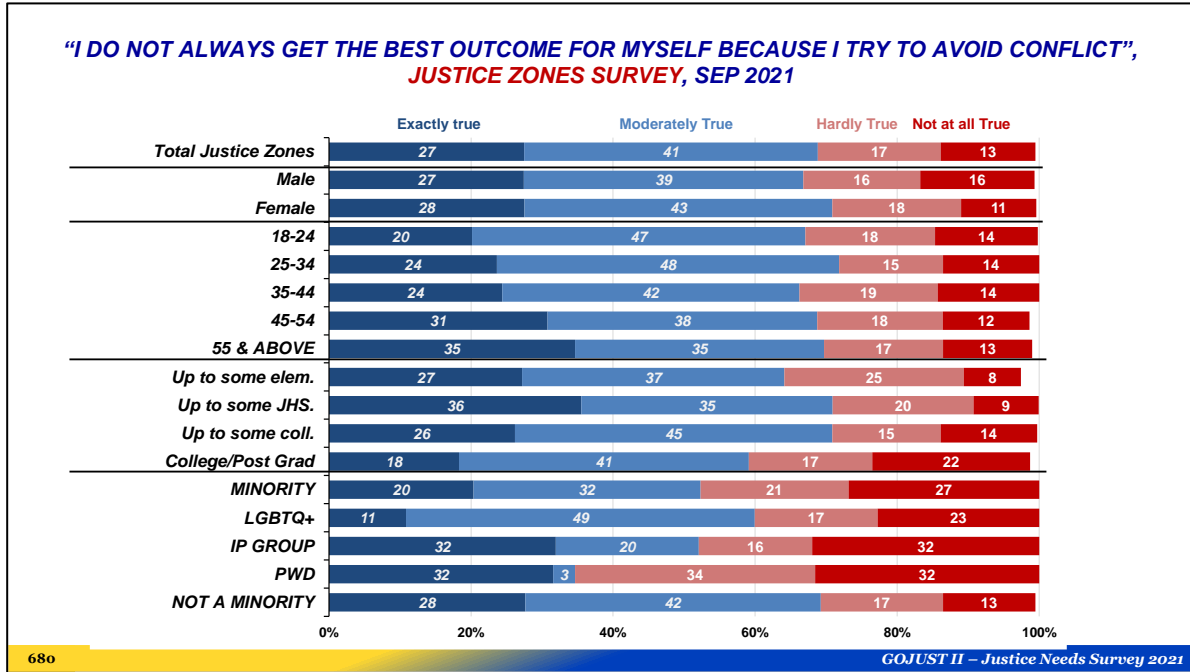
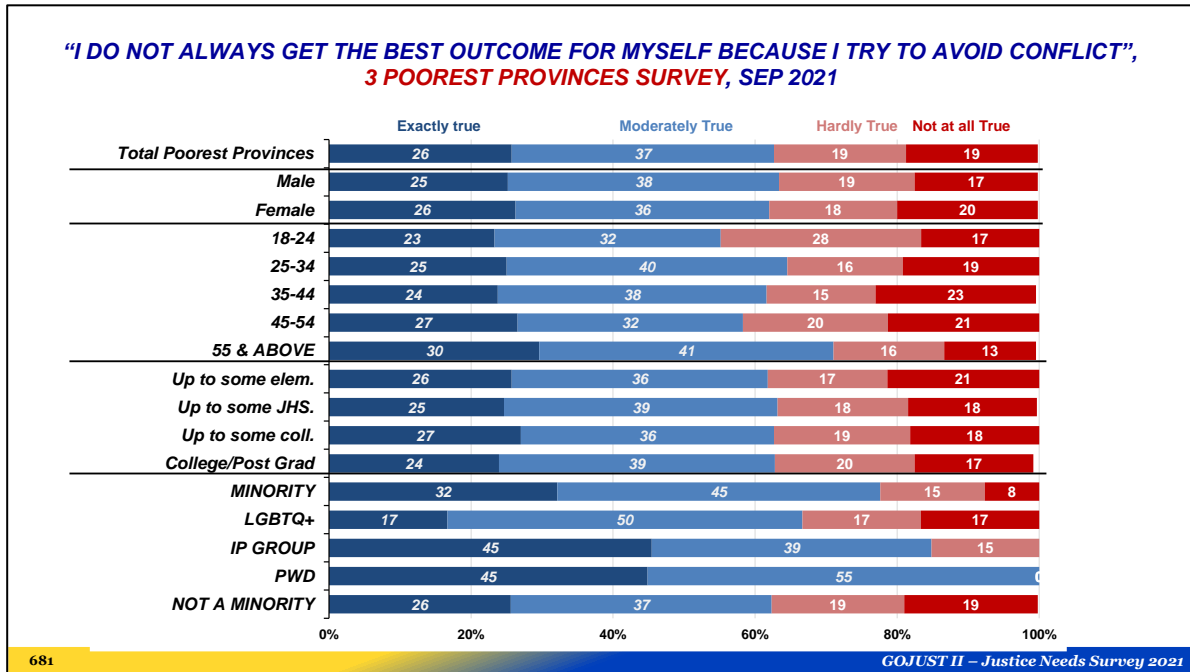


Chart 385





### 15.2.2. “I worry that if I don’t express myself clearly, I will not be able to do any action”

Sixty-four percent say it is *true* (25% say *exactly true*, 38% *moderately true*) that, “I worry that if I don’t express myself clearly, I will not be able to do any action,” while 36% say this statement is not true for them (25% *hardly true* and 11% *not at all true*).

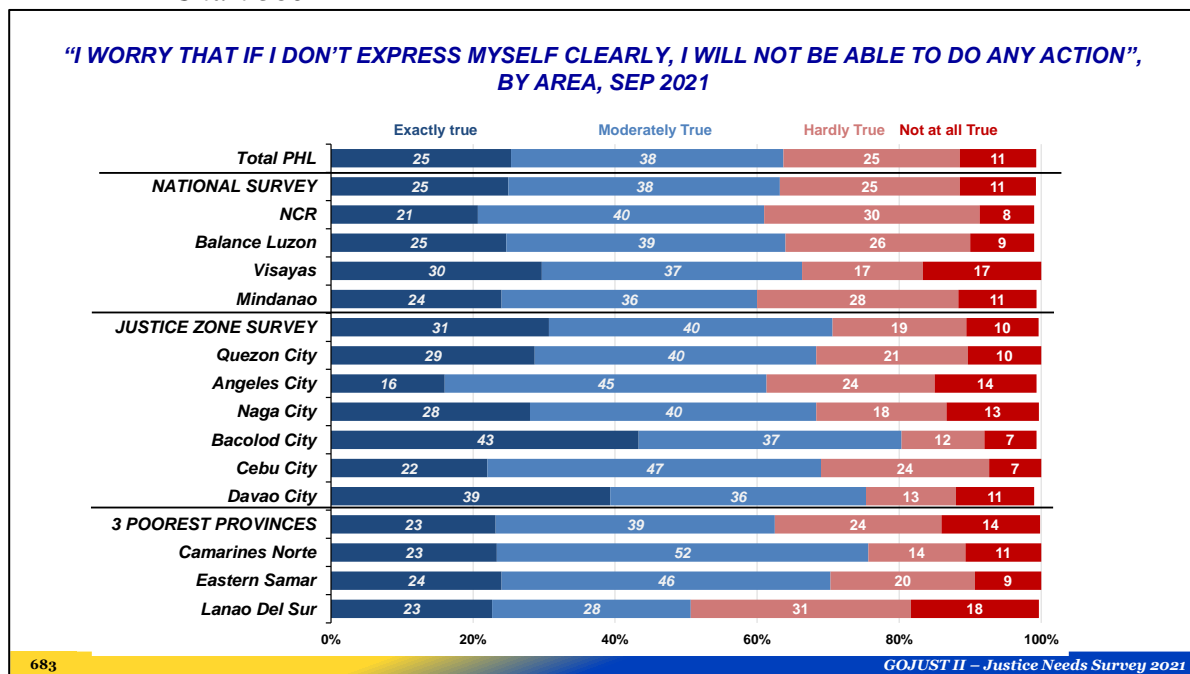
Seventy-one percent in the Justice Zones (71%) say the statement is *true* for them, slightly higher than in the National Survey (63%) and in the 3 Poorest Provinces (62%). [Chart 386]

In the National Survey, 66% in Visayas (with 30% exactly true) and 64% in Balance Luzon say the statement is true for them, slightly higher than the other areas.

In the Justice Zones, about four-fifths in Bacolod City (80%, with 43% exactly true) and Davao City (75%) who say the statement is true for them.

In the 3 Poorest Provinces, 76% in Camarines Norte and 70% Eastern Samar in say the statement is true for them. By comparison, a small 51% majority in Lanao del Sur say this is true for them, as 49% say this is *not true* for them.

**Chart 386**





In the National Survey, there are slightly more of those who have had a justiciable issue to say this statement is true for them, “I worry that if I don't express myself clearly, I will not be able to do any action”. [Table 37]

**Table 37**

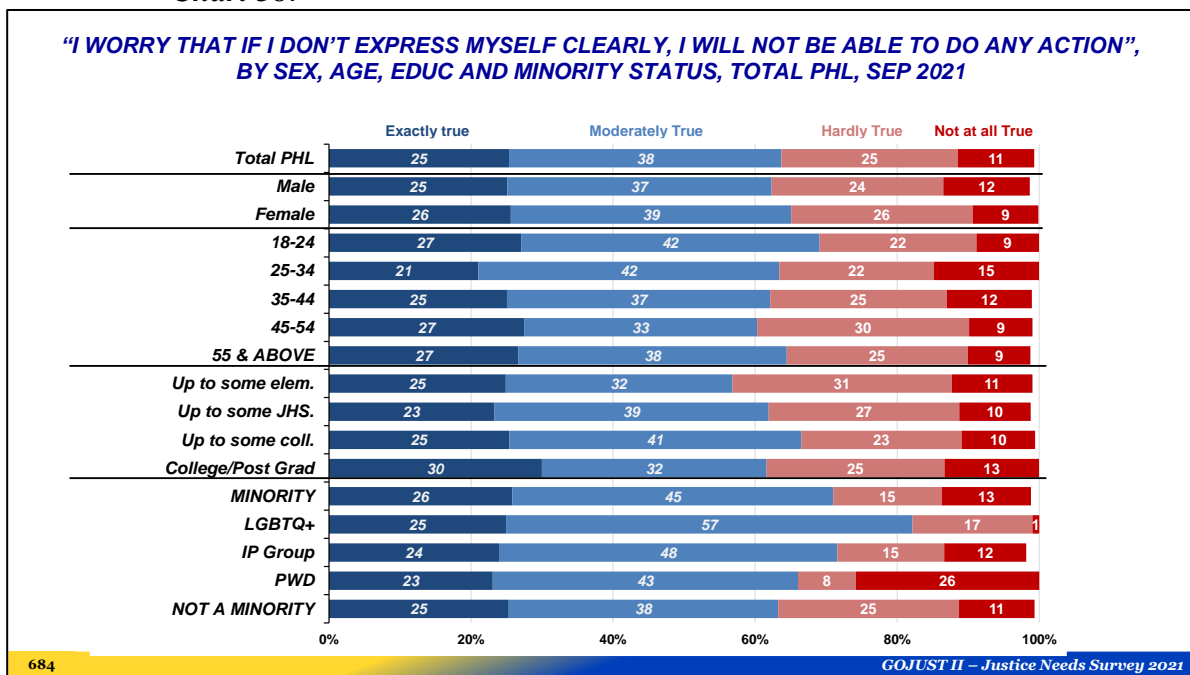
	With justiciable issue		Took ANY action		WO justiciable issue	
	True	Not true	True	Not true	True	Not true
	<b>Total Philippines</b>	<b>67%</b>	<b>32%</b>	<b>67%</b>	<b>32%</b>	<b>62%</b>
<b>Total National Survey</b>	<b>67</b>	<b>32</b>	<b>67</b>	<b>32</b>	<b>61</b>	<b>38</b>
<b>Total Justice Zones</b>	<b>69</b>	<b>31</b>	<b>68</b>	<b>32</b>	<b>71</b>	<b>28</b>
<b>Total Poorest Provinces</b>	<b>60</b>	<b>40</b>	<b>62</b>	<b>38</b>	<b>63</b>	<b>36</b>



Overall and across survey components, the percentages of those who say the statement, “I worry that if I don’t express myself clearly, I will not be able to do any action,” is true (exactly + moderately true) for them are hardly vary across most socio-demographic groups. Those who say the statement is *true* seems to be slightly higher among the youth and oldest adults, among those with more education (particularly among the high school graduates), and among the self-ascribed minority. [Chart 387]

In the Total Philippines, 69% among 18-24 say this statement is *true* for them, higher than other age groups. By education, 66% of the high school graduates consider the statement true, slightly higher among other education. There are slightly more of the self-ascribed minority (71%) who say this statement is true for them, compared to only 63% among the self-ascribed majority.

**Chart 387**



In the National Survey, those who say the statement is true for them is slightly higher among 18-24 (69%), the high school graduates (66%), and the self-ascribed minority (71%). [Chart 388]

In the Justice Zones, those who say the statement is *true* are slightly higher among the females (73%), among the 25-34 (78%), the high school and the college-educated (70%-73%), and the self-ascribed majority (71%, with 31% *exactly* true). [Chart 389]

In the 3 Poorest Provinces, those who say the statement is *true* for them are slightly higher among the 25-34 (68%) and the elementary and high school graduates (65%), and the self-ascribed minority (86%, 44% *exactly* true). A smaller 62% of the self-ascribed majority say this statement holds *true* for them, as 38% say this is *not true* for them. [Chart 390]



Chart 388

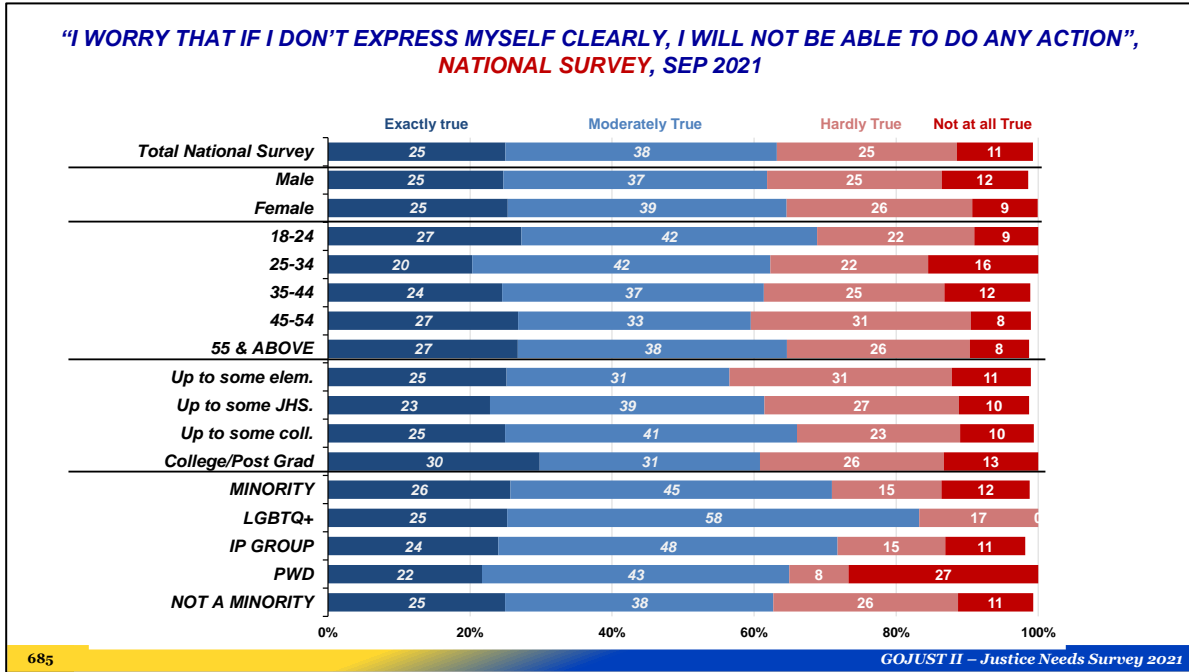


Chart 389

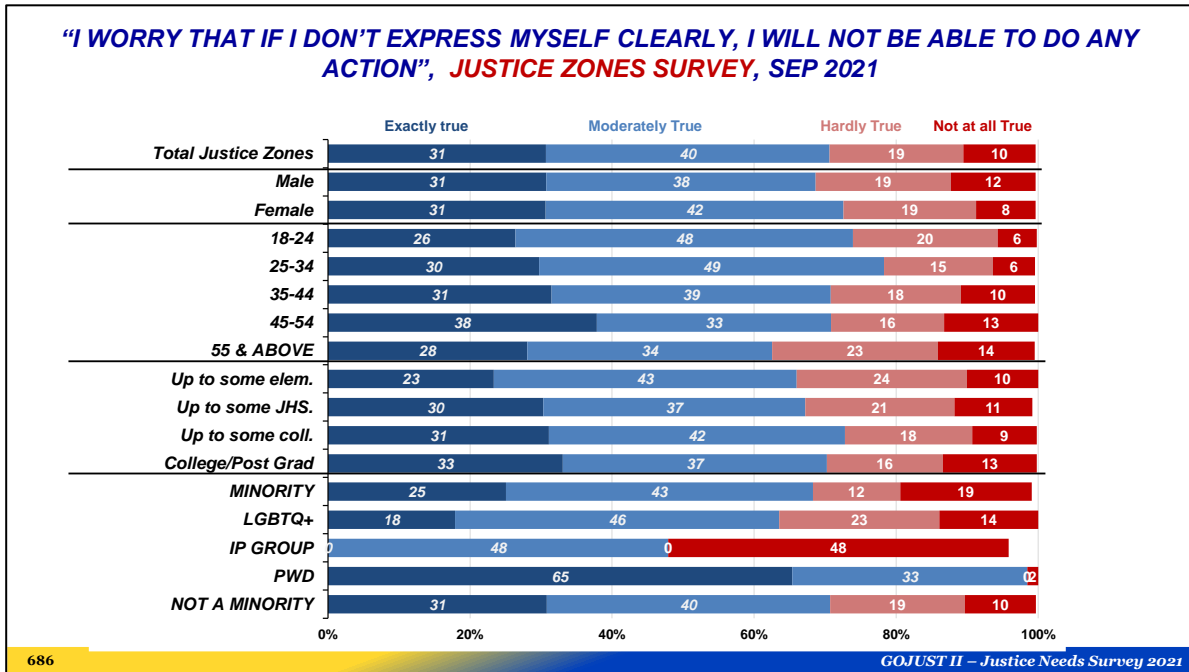
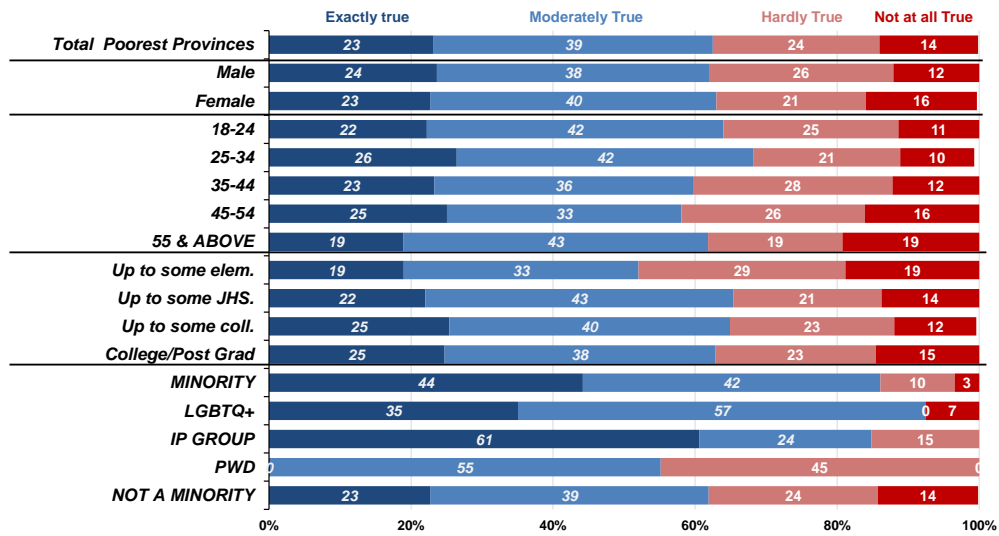




Chart 390

**“I WORRY THAT IF I DON’T EXPRESS MYSELF CLEARLY, I WILL NOT BE ABLE TO DO ANY ACTION”, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 15.2.3. “I avoid pressing my rights because I am not confident that I will be successful”

Three-fifths say it is *true* (19% say *exactly true*, 41% *moderately true*) that, “I avoid pressing my rights because I am not confident that I will be successful,” while 40% say this statement is not true for them (26% *hardly true* and 14% *not at all true*).

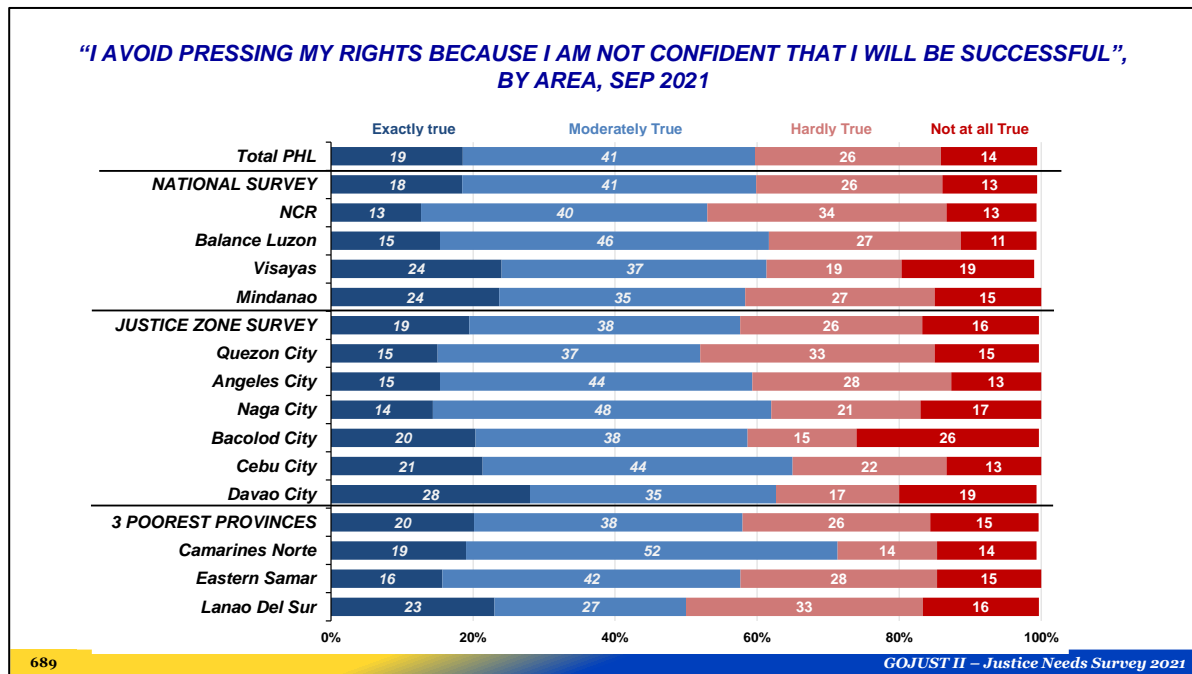
The percentages of those who say the statement is *true* for them are hardly vary in the National Survey (60%), Justice Zones (58%), and in the 3 Poorest Provinces (58%). [Chart 391]

In the National Survey, 64% in Balance Luzon and 61% in Visayas (with 24% *exactly true* in both areas) say the statement is true for them, slightly higher than the other areas.

In the Justice Zones, 62% in Cebu City and 63% in Davao City (63%, with 28% exactly true) say the statement is *true* for them, slightly higher compared to other justice zones areas.

In the 3 Poorest Provinces, 71% in Camarines Norte say the statement is true for them, higher compared to the 58% in Eastern Samar and 51% in Lanao del Sur.

**Chart 391**





Those who have *not* had a justiciable issue in the Justice Zones are slightly more likely to say this statement is true for them, “I avoid pressing my rights because I am not confident that I will be successful” with 61%, compared among the 51% among those who have had a justiciable issue in the Justice Zones. [Table 38]

**Table 38**

	<b>“I AVOID PRESSING MY RIGHTS BECAUSE I AM NOT CONFIDENT THAT I WILL BE SUCCESSFUL”, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>	<b>True</b>	<b>Not true</b>
<b>Total Philippines</b>	<b>59%</b>	<b>40%</b>	<b>61%</b>	<b>38%</b>	<b>60%</b>	<b>40%</b>
<b>Total National Survey</b>	<b>60</b>	<b>40</b>	<b>62</b>	<b>38</b>	<b>60</b>	<b>40</b>
<b>Total Justice Zones</b>	<b>51</b>	<b>49</b>	<b>51</b>	<b>48</b>	<b>61</b>	<b>39</b>
<b>Total Poorest Provinces</b>	<b>59</b>	<b>41</b>	<b>60</b>	<b>40</b>	<b>58</b>	<b>42</b>



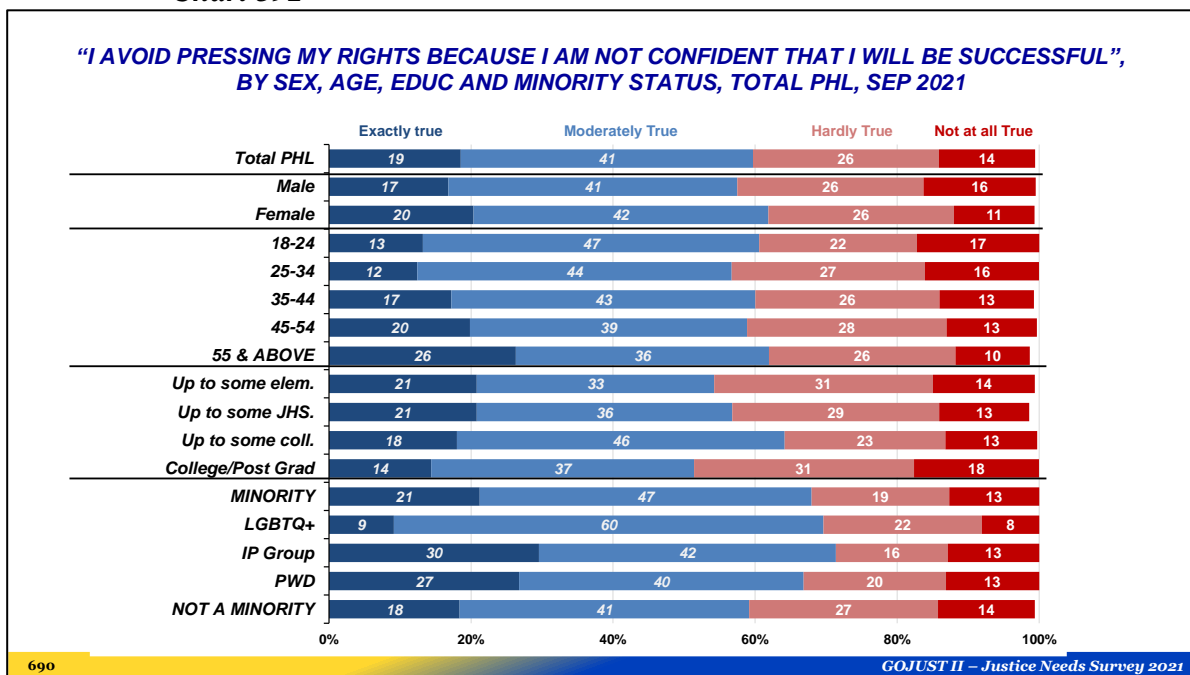


Overall and across survey components, the percentages of those who say the statement, “I avoid pressing my rights because I am not confident that I will be successful,” is true (exactly + moderately true) for them are hardly vary across most socio-demographic groups. [Chart 392]

In the Total Philippines, percentages of those who say the statement is *true* are slightly higher among the females (62%). By education, 64% of the high school graduates consider the statement true, slightly higher among other education groups. There are slightly more of the self-ascribed minority (68%) who say this statement is true for them.

There are notable trends. By age, those who say the statement is *exactly true* increases with age and is highest among the oldest 55 and above (26%). By education, those who say the statement is *exactly true* is highest among non-elementary graduates and declines among those with more education.

**Chart 392**



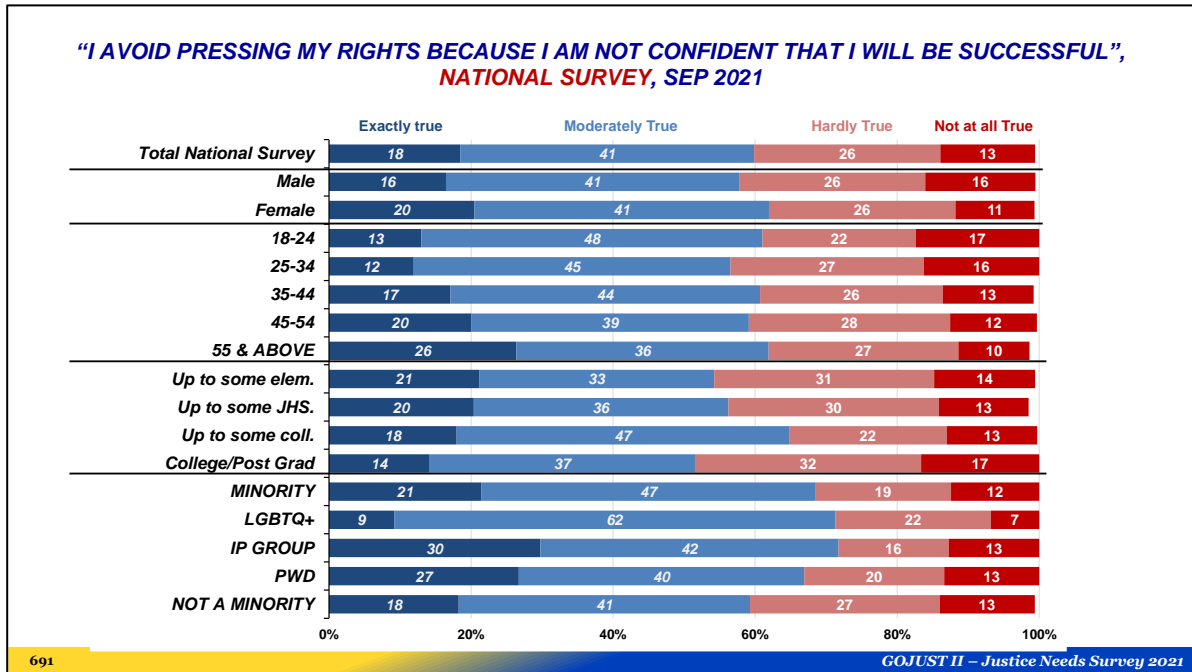
In the National Survey, those who say the statement is *true* for them is slightly higher among females (61%), the high school graduates (56%), and the self-ascribed minority (68%). There are notable trends among those who responded *exactly true*: By age, those who say the statement is *exactly true* increases with age and is highest among the oldest 55 and above. By education, those who say the statement is *exactly true* is highest among non-elementary graduates and declines among with more education. [Chart 393]

In the Justice Zones, those who say the statement is *true* are slightly higher among the females (62%), among the oldest 55 and above (62%, with 26% exactly true), among the non-elementary graduates and elementary graduates (61%-62%), and the self-ascribed majority (58%). [Chart 394]



In the 3 Poorest Provinces, those who say the statement is *true* for them are slightly higher among the 25-34 (61%) and 55 and above (62%), and the elementary graduates (68%, 22% exactly true), and the self-ascribed minority (75%). [Chart 395]

**Chart 393**



**Chart 394**

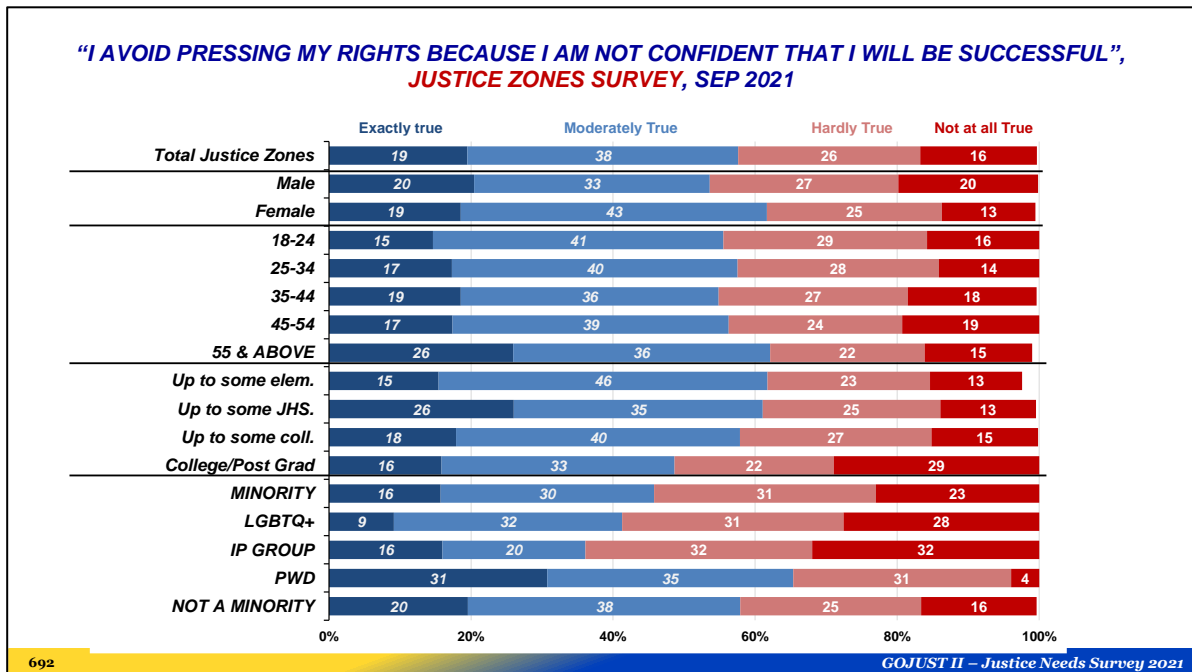
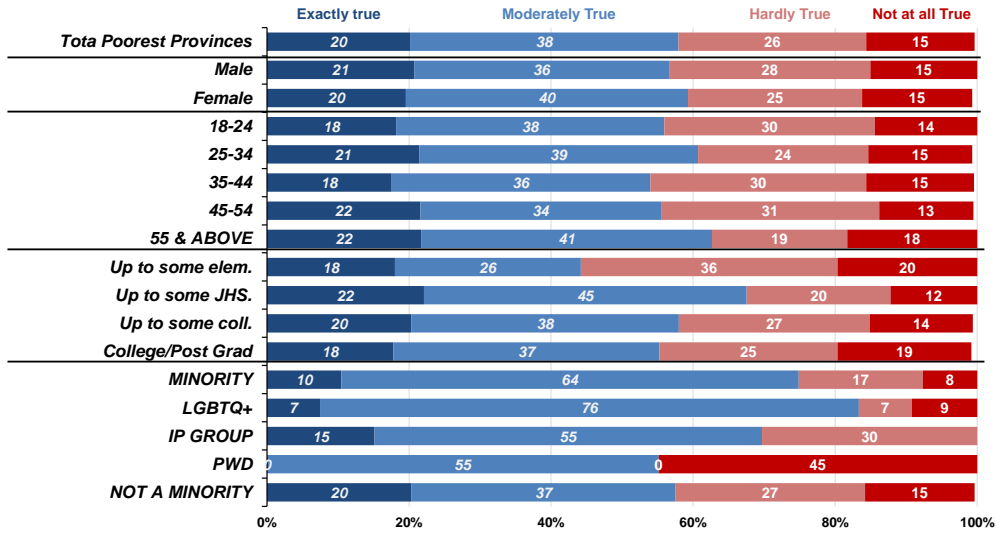




Chart 395

**"I AVOID PRESSING MY RIGHTS BECAUSE I AM NOT CONFIDENT THAT I WILL BE SUCCESSFUL",  
3 POOREST PROVINCES SURVEY, SEP 2021**



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GOJUST II – Justice Needs Survey 2021



### 15.2.4. “I am afraid to speak to people directly to press my rights”

A slim 51% majority say it is *true* (19% say *exactly true*, 32% *moderately true*) that, “I am afraid to speak to people directly to press my rights,” while 48% say this statement is *not true* for them (26% *hardly true* and 22% *not at all true*).

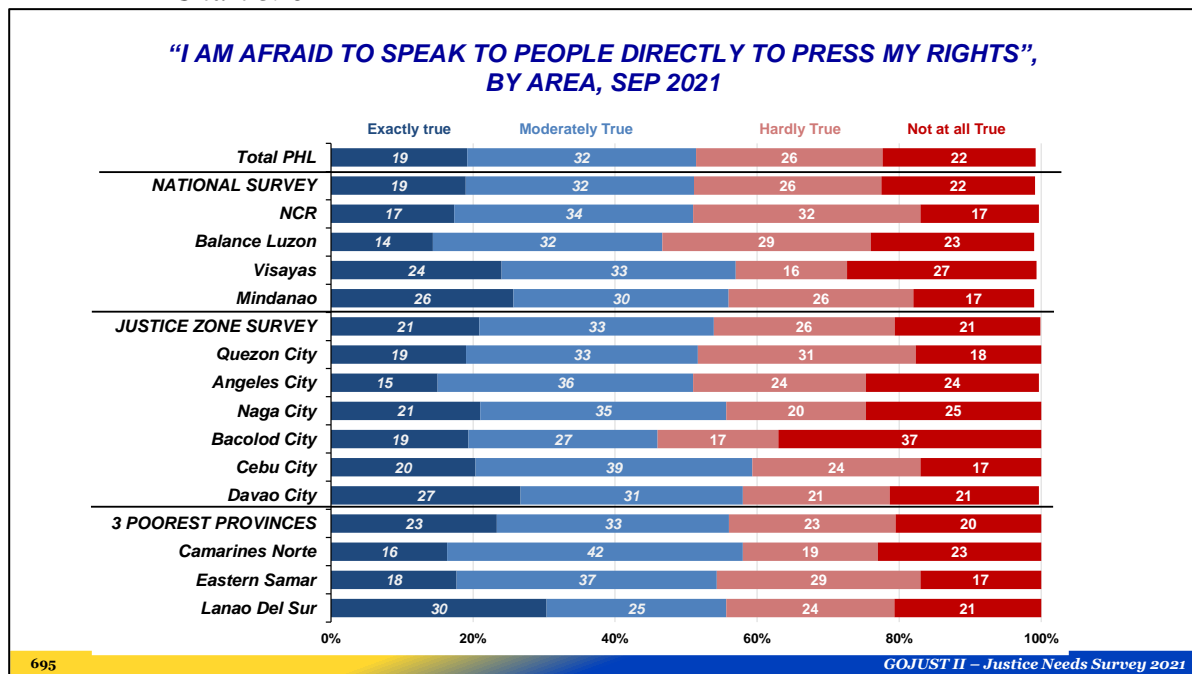
Fifty-six percent in the 3 Poorest Provinces and 54% in the Justice Zones say the statement is true for them, slightly higher than the 51% in the National Survey. [Chart 396]

In the National Survey, the percentage who say the statement is true for them are slightly higher in Visayas (57%, with 24% exactly true) and Mindanao (56%), compared with other areas.

In the Justice Zones, those who say the statement is *true* for them is slightly higher in Cebu City (59%) and Davao City (58%) than in other justice zones areas.

In the 3 Poorest Provinces, 58% in Camarines Norte say the statement is *true* for them, slightly higher than the 54% in Eastern Samar and 56% in Lanao del Sur say this is true for them.

Chart 396





In the Justice Zones, there are slightly more of those who have not had a justiciable issue (56%) to likely to say this statement is true for them, “I am afraid to speak to people directly to press my rights”. [Table 39]

**Table 39**

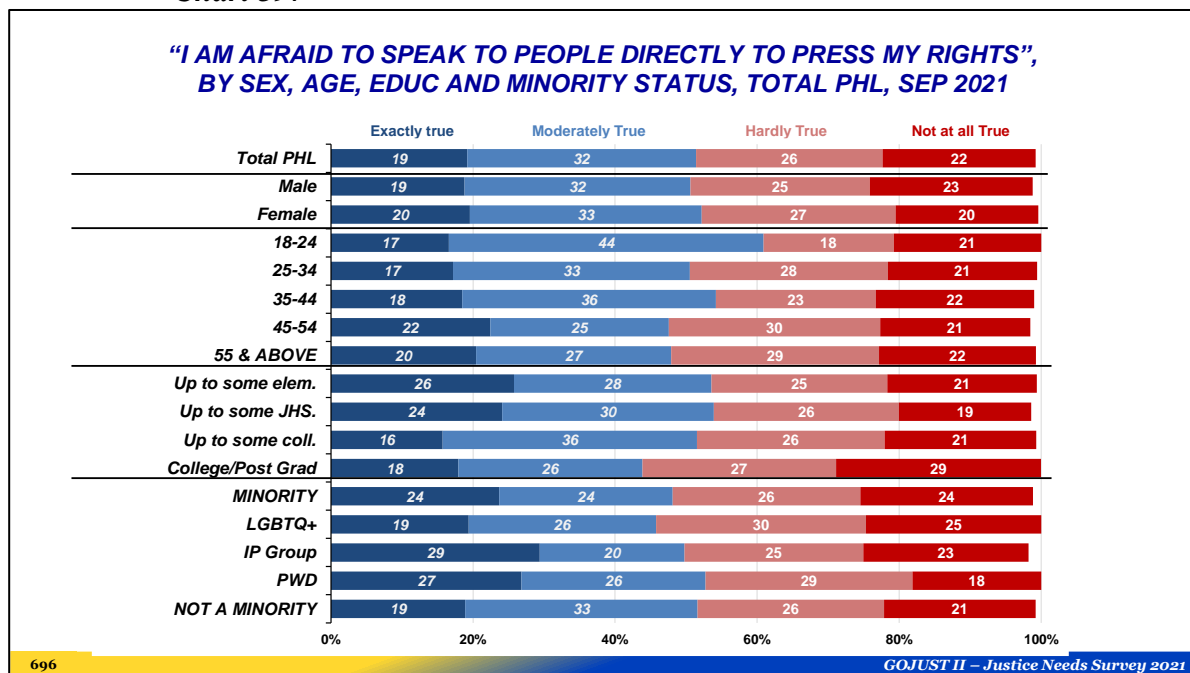
	With justiciable issue		Took ANY action		WO justiciable issue	
	True	Not true	True	Not true	True	Not true
	<b>Total Philippines</b>	<b>52%</b>	<b>47%</b>	<b>49%</b>	<b>49%</b>	<b>51%</b>
<b>Total National Survey</b>	<b>52</b>	<b>47</b>	<b>49</b>	<b>50</b>	<b>51</b>	<b>49</b>
<b>Total Justice Zones</b>	<b>50</b>	<b>50</b>	<b>53</b>	<b>47</b>	<b>56</b>	<b>44</b>
<b>Total Poorest Provinces</b>	<b>56</b>	<b>44</b>	<b>57</b>	<b>43</b>	<b>56</b>	<b>44</b>



Overall and across survey components, the percentages of those who say the statement, “I am afraid to speak to people directly to press my rights,” is true (exactly + moderately true) for them are hardly vary across most socio-demographic groups. Those who say the statement is *true* seems to be slightly higher among the youth 18-24, and among those with less education (particularly among the non-elementary graduates). [Chart 397]

In the Total Philippines, percentages of those who say the statement is *true* are slightly higher among the 18-24 (61%) and among those with less than college-education (52- 54%). There are notable trends by age: those who say the statement is exactly true increases with age and is slightly highest among the older 45 and above (20-22%). It is slightly higher among those with elementary and high school education (24-26%) and declines the higher the education.

**Chart 397**



In the National Survey, those who say the statement is *true* for them is slightly higher among the 18-24 (61%), as is among half (51-54%) of the non-elementary graduates to high school graduates. There are notable trends by age: those who say the statement is exactly true increases with age and is highest among the older 45 and above (20-22%). It is slightly higher among those with elementary and high school education (24-25%) and declines the higher the education. About one-fourth (24%) of the self-ascribed minority say the statement holds exactly true for them, compared to 19% among the self-ascribed majority. [Chart 398]

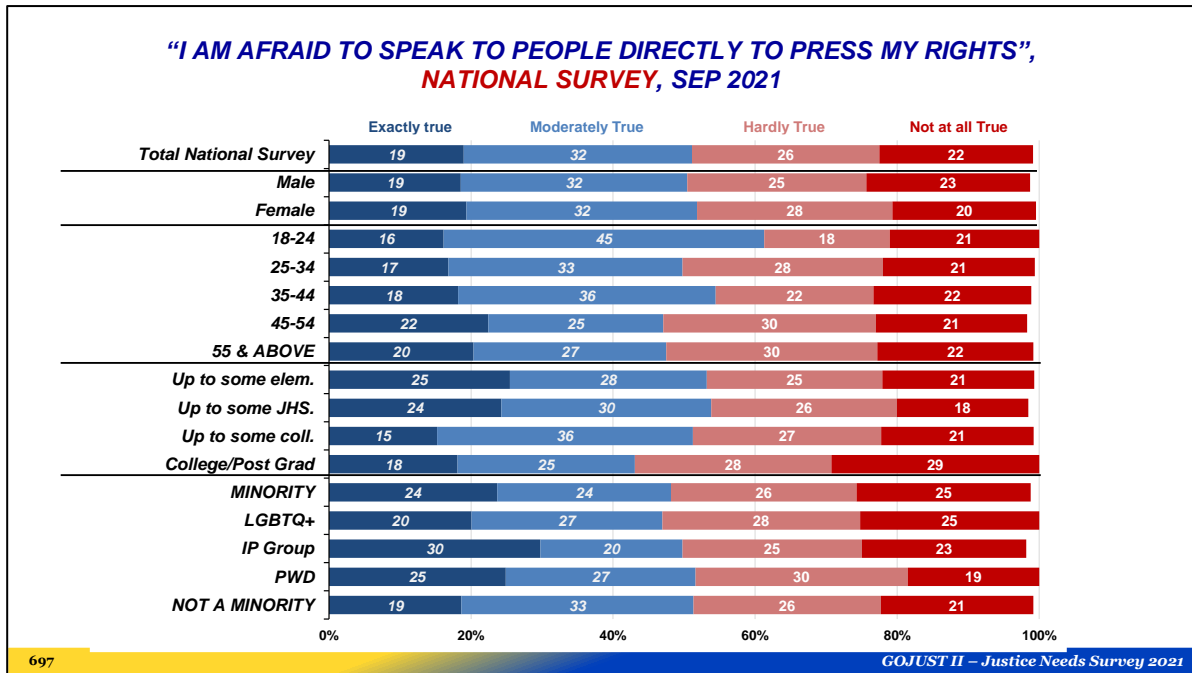
In the Justice Zones, those who say the statement is *true* are slightly higher among the females (57%) and among the youth 18-34 (58%-59%). Forty-one percent of the self-ascribed minority in the Justice Zones say the statement holds true for them, fewer than the majority 54% of the self-ascribed majority who say the same. [Chart 399]

In the 3 Poorest Provinces, those who say the statement is *true* for them are slightly higher among the males (58%) and among the 25-44 (60%-61%). By education, those who say the statement is true is highest among the non-elementary graduates (64%, with 33% exactly true) and declines the higher the educational attainment. Sixty-five percent of the self-



ascribed minority (65%) also say the statement holds true for them, compared to 55% among the self-ascribed majority. [Chart 400]

**Chart 398**



**Chart 399**

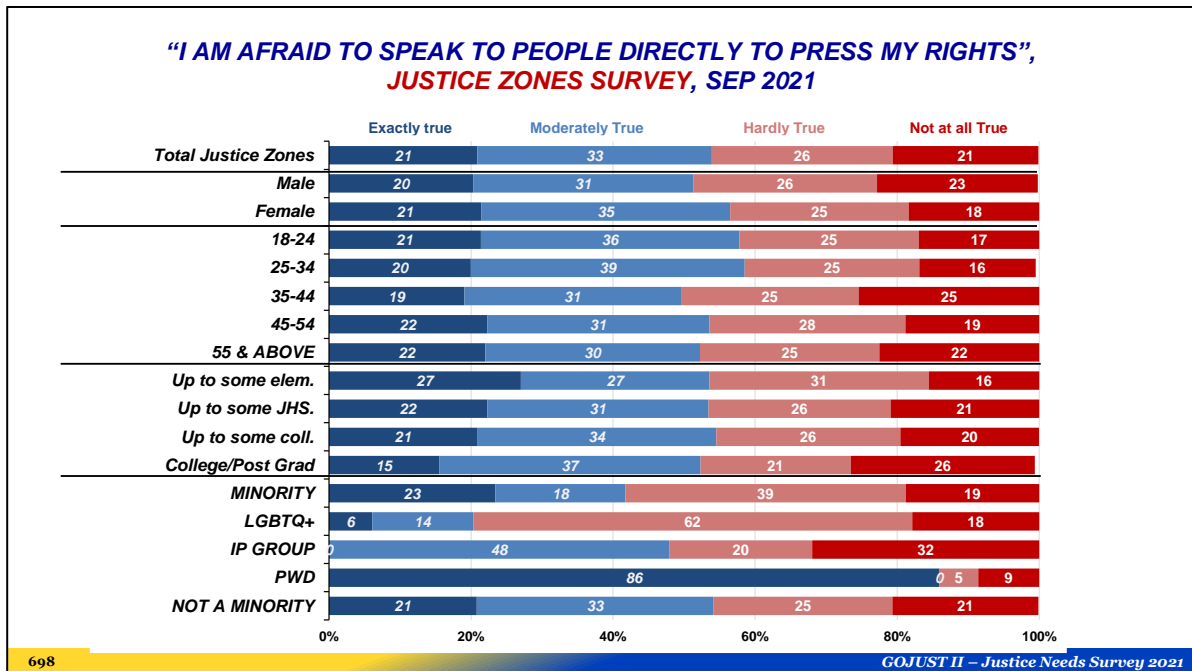
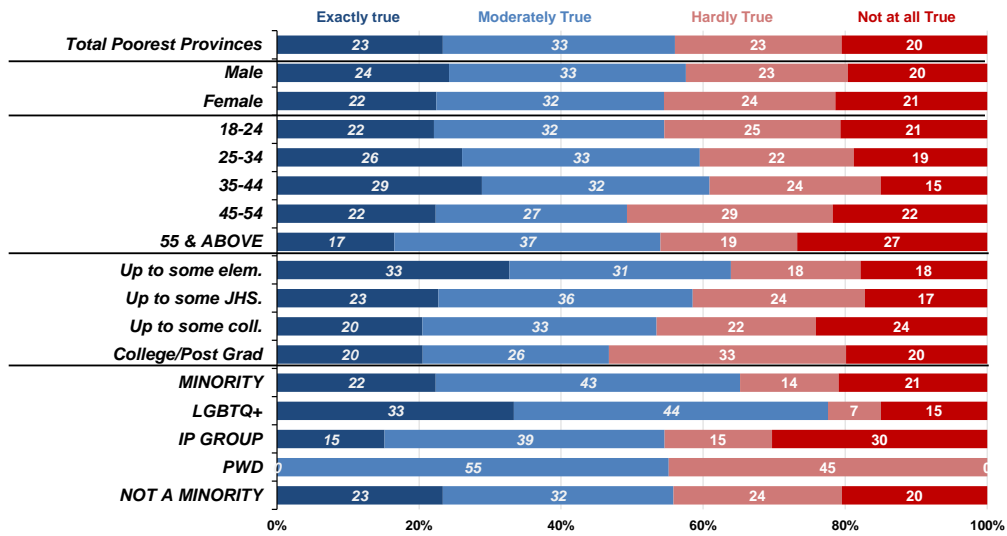




Chart 400

**"I AM AFRAID TO SPEAK TO PEOPLE DIRECTLY TO PRESS MY RIGHTS",  
3 POOREST PROVINCES SURVEY, SEP 2021**



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GOJUST II – Justice Needs Survey 2021





### 15.3. Confidence that one will achieve a fair outcome if they had a dispute with an official authority

In a hypothetical situation in which one would have a dispute with an official authority regarding, such as a government official or police, about serious legal problems, three-in-five (61%) are *confident* (26% *very confident*, 35% *quite confident*) that they could achieve a fair outcome about dispute, whereas the remaining 39% are *not confident* (26% *not very confident*, 13% *not confident at all*).

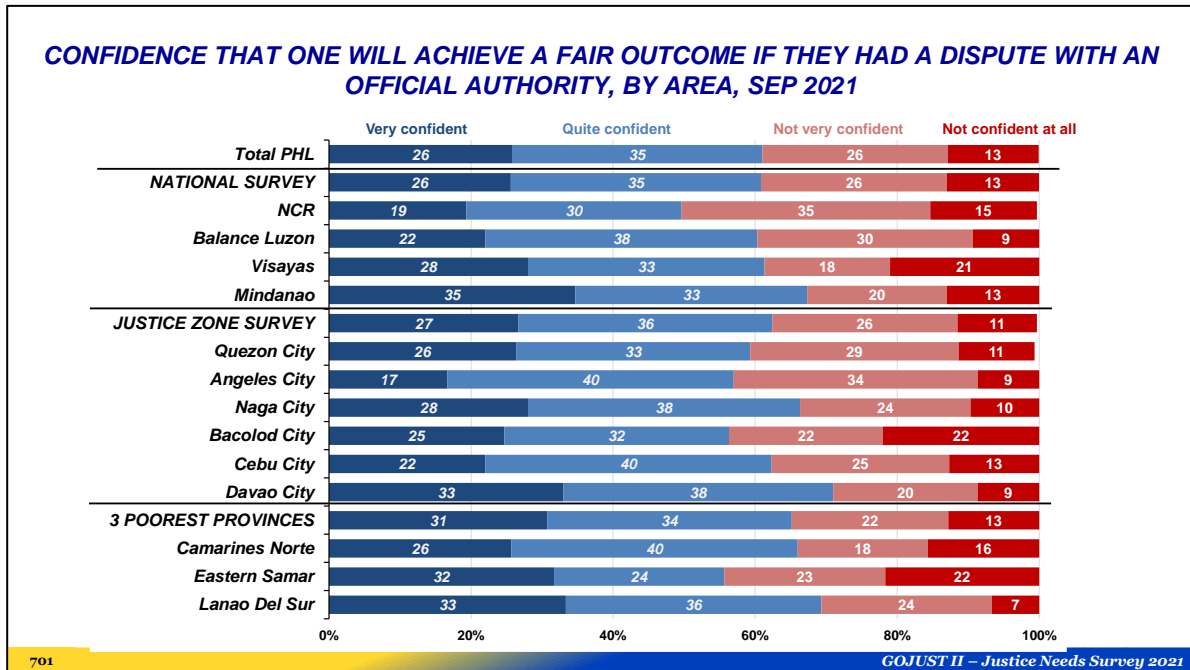
The percentages of those who are *confident* hardly vary across the three survey components. However, those who are very confident are slightly higher in the 3 Poorest Provinces (31%) than in the National Survey (26%) and in the Justice Zones (27%). [Chart 401]

In the National Survey, the percentage who say they are *confident* that they could achieve a fair outcome in a dispute are slightly higher in Mindanao (68%) than other areas. Those who are very confident increases the farthest from NCR and is highest in Mindanao at 35%.

In the Justice Zones, 71% in Davao City (with 33% very confident) and 66% in Naga City are *confident* that they could achieve a fair outcome in a dispute.

In the 3 Poorest Provinces, 69% in Lanao del Sur (32% very confident) and 66% in Camarines Norte are also *confident* that they could achieve a fair outcome in a dispute, higher compared to the 56% in Eastern Samar.

Chart 401





In the Justice Zones, there are slightly more of those who have not had a justiciable issue (66%) who are confident that they could achieve a fair outcome in a dispute. [Table 40]

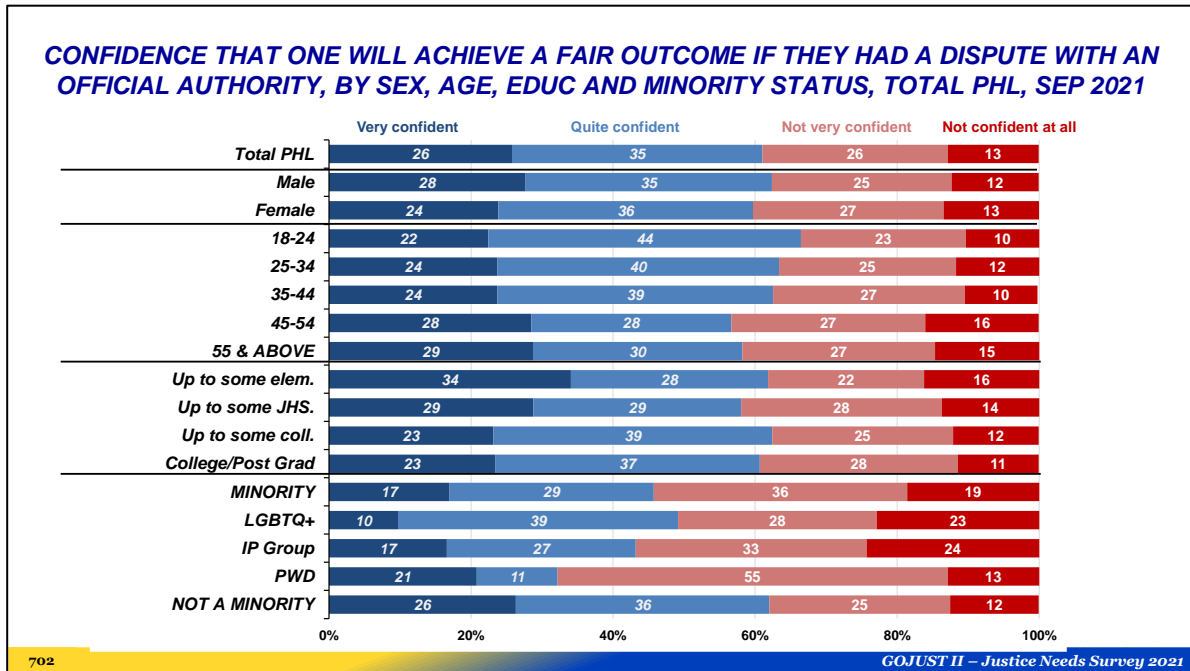
**Table 40**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Confident	Not confident	Confident	Not confident	Confident	Not confident
Total Philippines	61%	39%	64%	36%	61%	39%
Total National Survey	61	39	65	35	61	39
Total Justice Zones	55	45	56	44	66	34
Total Poorest Provinces	67	33	69	31	65	35



In the Total Philippines, percentages of those who say they are *confident* are slightly higher among males (28%) than females (24%). By age, total confidence is highest among the youth 18-24 (66%) and declines among older respondents; however, the older 45 and above are more likely to be *very confident* than the younger ones. By education, one-third of the non-elementary graduates are very confident, slightly higher among those with more education. Confidence is likewise higher among the self-ascribed majority, 58% (26% very), than the self-ascribed minority. [Chart 402]

**Chart 402**



In the National Survey, total confidence is slightly higher among the males (28%). By age, total confidence is highest among the youth 18-24 (22%) and declines among older respondents; however, the older 45 and above are more likely to be *very confident* than the younger ones. By education, one-third (35%) of the non-elementary graduates are *very confident*, slightly higher among those with more education. Confidence is likewise higher among the self-ascribed majority, 58% (26% very), than the self-ascribed minority, of whom a 55% majority are not confident. [Chart 403]

In the Justice Zones, those who say they are *confident* are slightly higher among the 35-44 (69 %, 31% *very confident*), and the self-ascribed minority (34%). Among the self-ascribed minority, 90% among PWDs are *very confident*. [Chart 404]

In the 3 Poorest Provinces, those who say they are *confident* are slightly higher among the 18-24 (70%) and 35-54 (67%) and among the non-elementary graduates (68%). Those who are very confident are highest among the 35 and above (67%). Around seven-in-ten (72%) of the self-ascribed minority are confident, slightly higher than the 65% among the self-ascribed majority. [Chart 405]



Chart 403

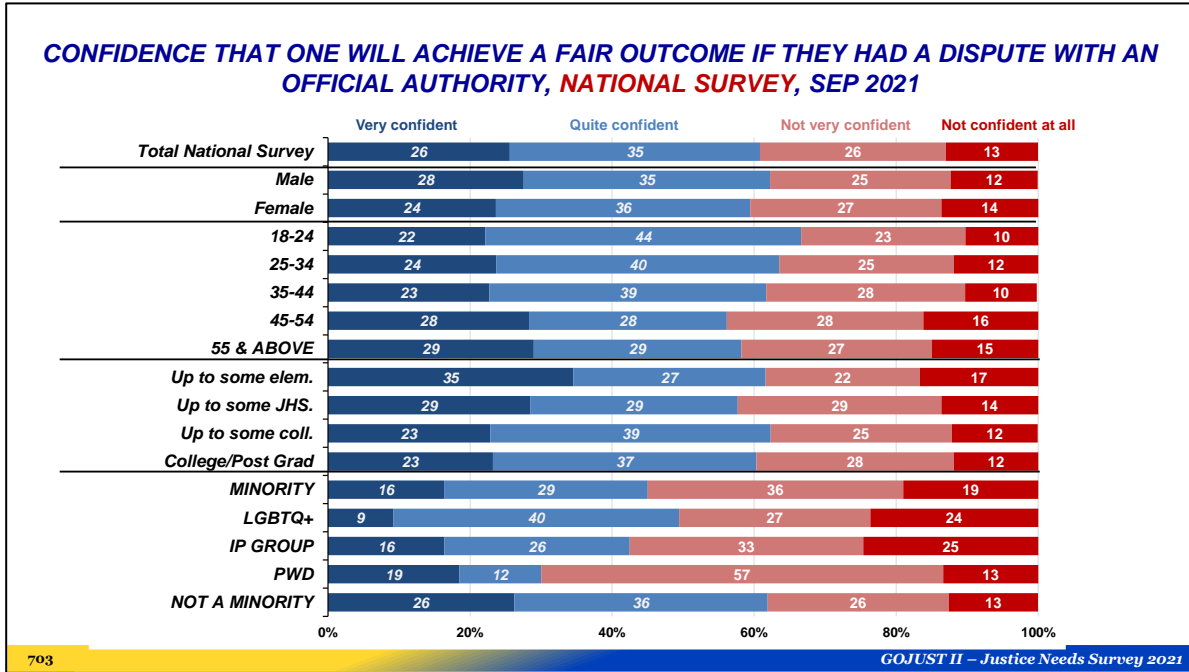


Chart 404

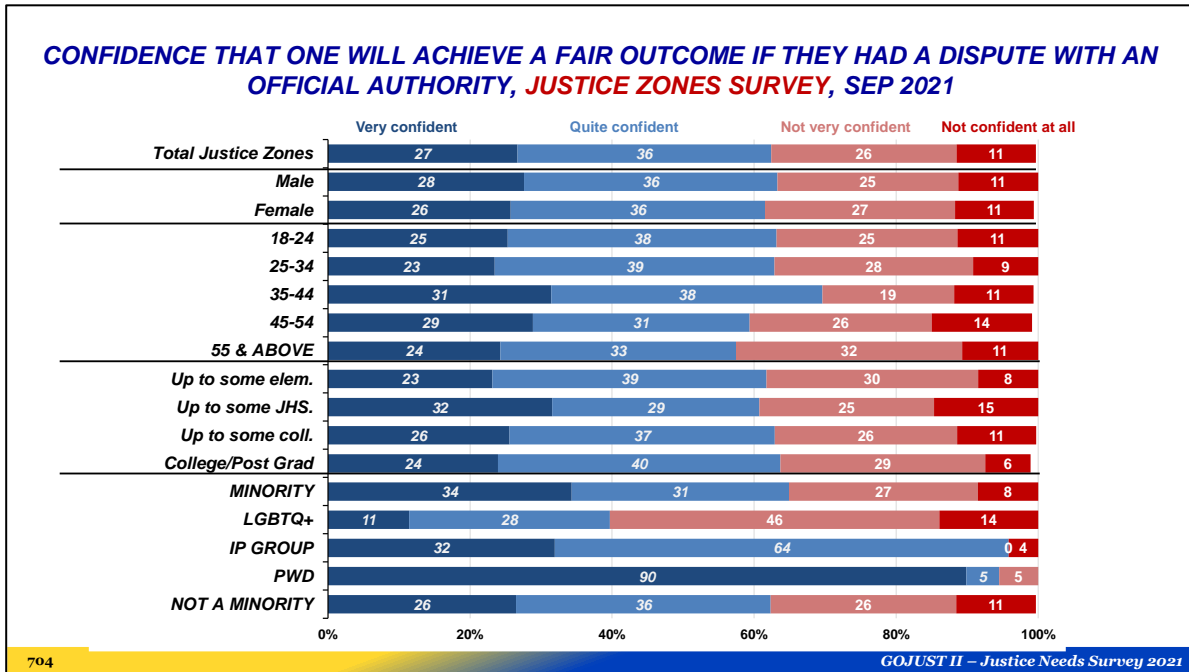
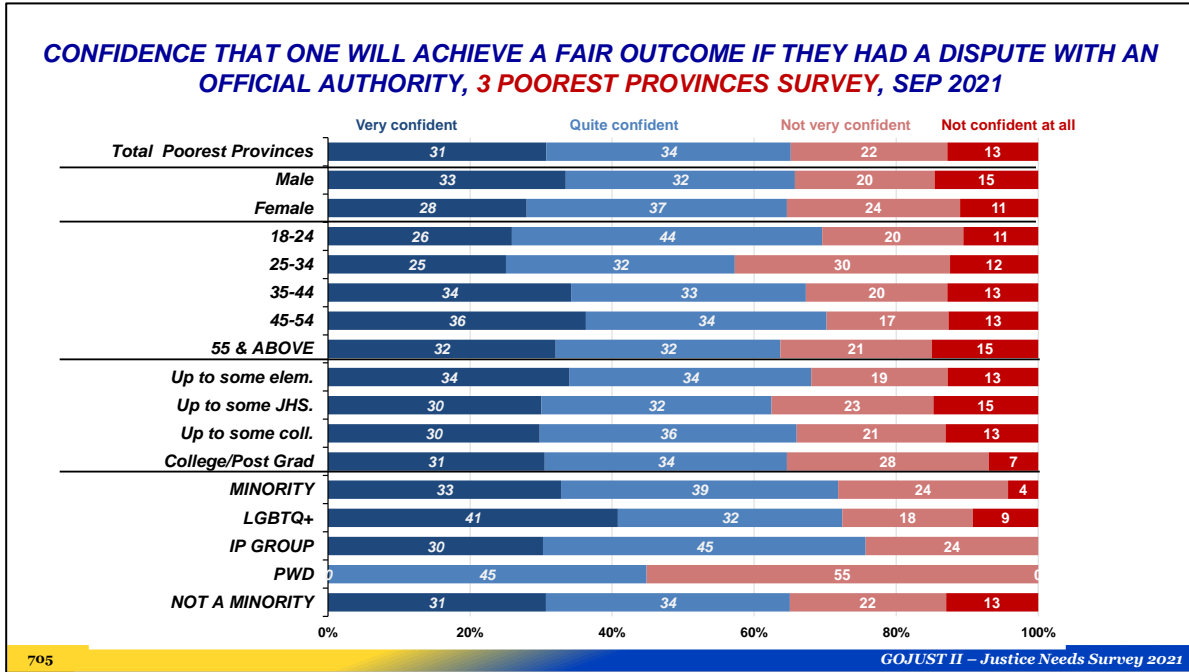




Chart 405





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## **E. SOCIAL AND INSTITUTIONAL TRUST**

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The 2021 Survey tested for social trust and institutional trust among adult Filipinos.

Social trust is at low 14% in Total Philippines and in the National Survey, almost the same in the Justice Zones (11%). Social trust is slightly higher in the 3 Poorest Provinces (28%).

The 2021 Survey tested for trust in seven (7) professions in the justice system along with priests/imams/pastors. All eight (8) personalities scored positive net trust ratings. The lawyers in PAO or Public Attorney's Office obtained the highest net trust rating among the justice system professions.

The 2021 Survey also tested for trust in institutions in the judiciary along with other government institutions. All twelve (12) institutions scored positive net trust ratings. Among the twelve (12) institutions, the Public attorney's office (PAO), Barangay government and City/town government obtained the highest net trust ratings.



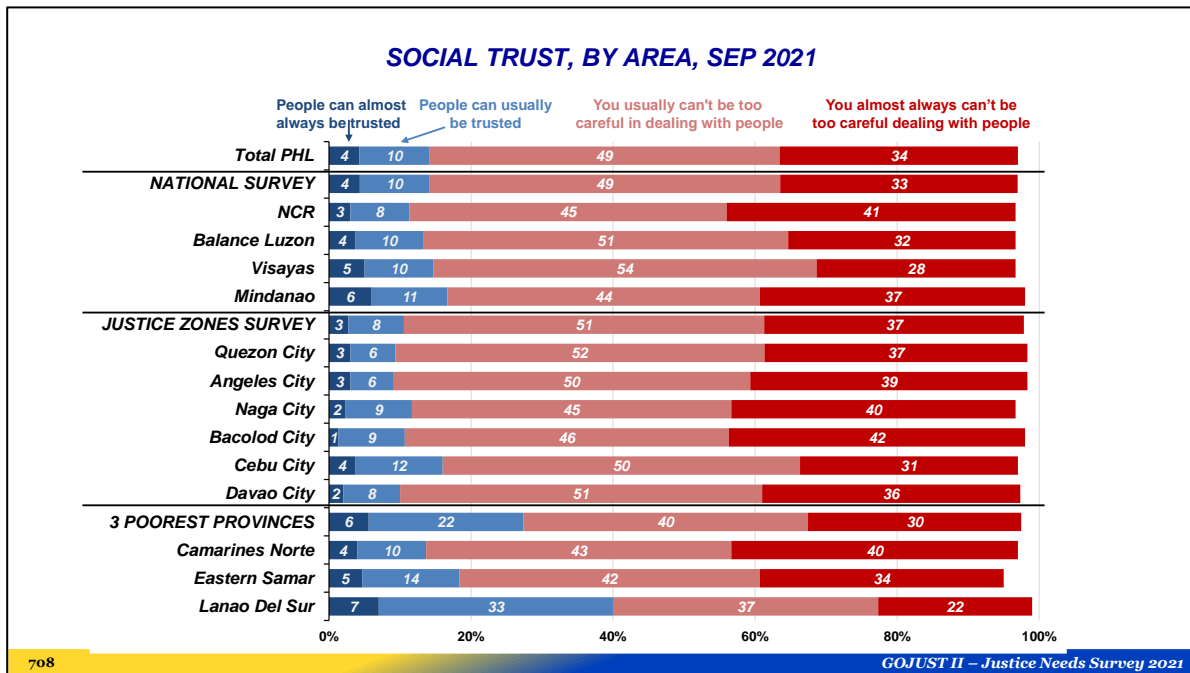
## 16. Social Trust

Social trust among adult Filipinos is at low 14%, with 4% who say, “People can almost always be trusted” and 10% who say, “People can usually be trusted”. [Chart 406]

A large 84% majority, however, say one can’t be too careful in dealing with people, with 49% who say, “You usually can’t be too careful in dealing with people,” and 34% who say, “You almost always can’t be too careful in dealing with people”.

In a 2019 survey done by SWS for the International Social Survey Programme (ISSP), social trust in the Philippines was at 18%, with 5% who said, “People can almost always be trusted” and 13% who said, “People can usually be trusted”. Compared to other 14 other nationalities, Filipinos have one of the lowest social trust. Filipinos is among the bottom three, only higher than the Russians (16%) and Chileans (14%). The Danes have the highest social trust with 82%, followed by the Finns with 72%.

Chart 406





Social trust is low, and hardly vary in Total Philippines and across the three survey components. [Chart 407]

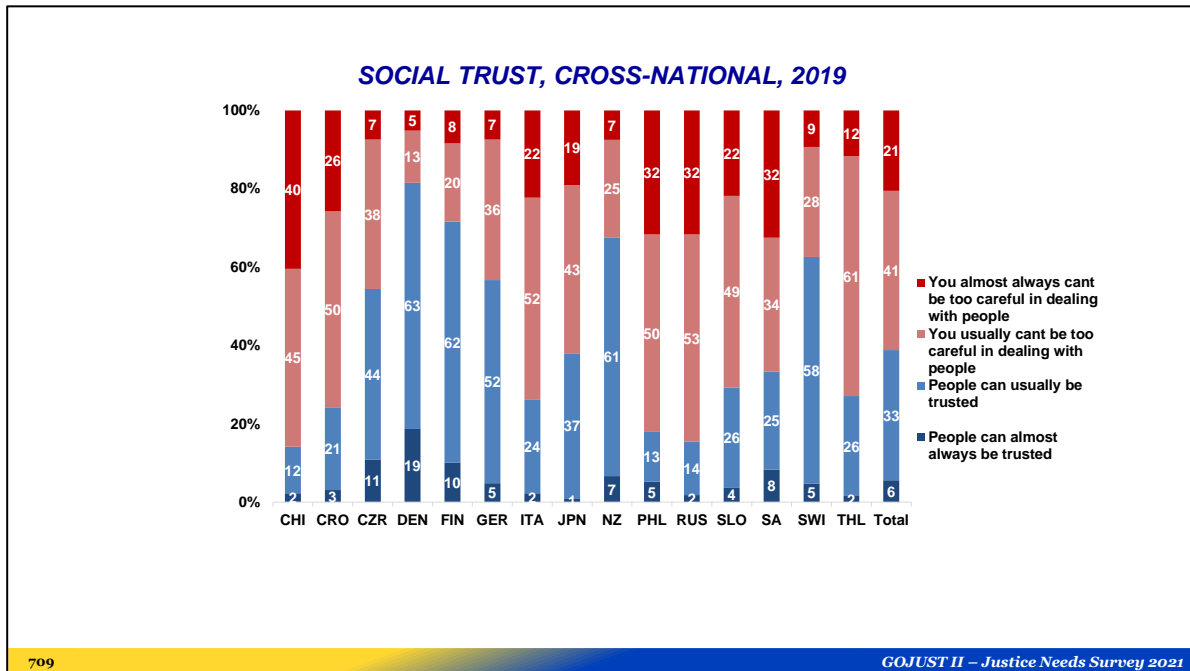
Social trust is slightly higher in the 3 Poorest Provinces, 28%, than in the National Survey (14%) and in the Justice Zones (11%).

In the National Survey, social trust is slightly higher outside of NCR.

In the Justice Zones, social trust is at 16% in Cebu City, slightly higher than in other areas.

In the 3 Poorest Provinces, social trust is 40% in Lanao del Sur, almost twice as much as the social trust in Camarines Norte and Eastern Samar.

**Chart 407**







Social trust hardly vary between those who have had justiciable issue and those who have not had a justiciable issue. [Table 24]

Across the survey area, social trust is higher those who have had justiciable issue in the 3 Poorest Provinces (29% Much trust), twice as much as social trust in the National Survey areas (12%) and thrice as much as social trust in the Justice Zones (8%).

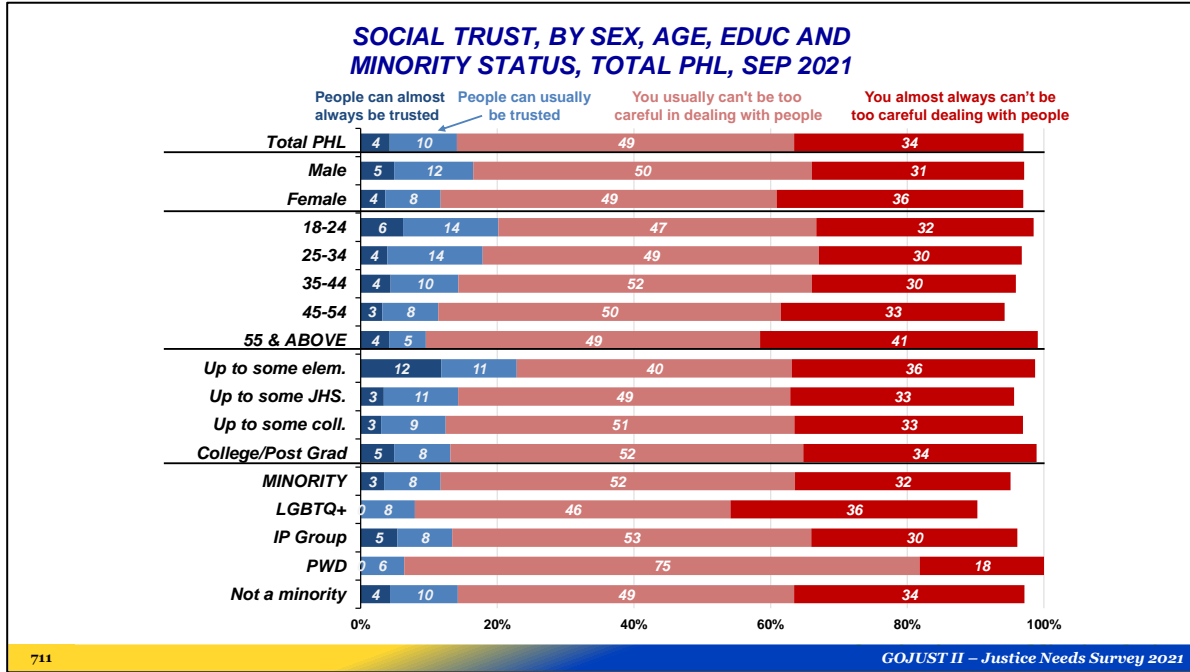
**Table 24**

	<b>SOCIAL TRUST, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Most people can be trusted</b>	<b>You can't be too careful</b>	<b>Most people can be trusted</b>	<b>You can't be too careful</b>	<b>Most people can be trusted</b>	<b>You can't be too careful</b>
<b>Total Philippines</b>	12%	85%	13%	85%	15%	82%
<b>National Survey</b>	12	85	13	85	15	81
<b>Justice Zones Survey</b>	8	91	8	92	12	85
<b>3 Poorest Provinces</b>	29	67	28	69	27	71



In Total Philippines, social trust is slightly higher among males (17%) than females (12%). By age, social trust is highest among the younger 18-35 (18-20%) and declines with age. Social trust is highest among the non-elementary graduates, at 23%, and declines the higher the educational attainment. [Chart 408]

Chart 408



In the National Survey, social trust is also slightly higher among males than females, among the younger 18-35, and among the non-elementary graduates. [Chart 409]

In the Justice Zones, social trust is slightly higher among males than females, and among the youth 18-24. By education, social trust is slightly higher among the college graduates. Seventeen percent of the self-ascribed minority also have social trust, slightly higher than the 13% among the non-ascribed majorities. [Chart 410]

In the 3 Poorest Provinces, social trust remains higher among males than females, similar to the other survey areas. By age, it is slightly higher among the 18-24 and the 35-44. By education, one-third (35%) of the non-elementary graduates have social trust, higher than those with more education – this same pattern was observed in the National Survey. Unlike in the Justice Zones, social trust is higher among the non-ascribed majority, 28%, than the self-ascribed minority. [Chart 411]



Chart 409

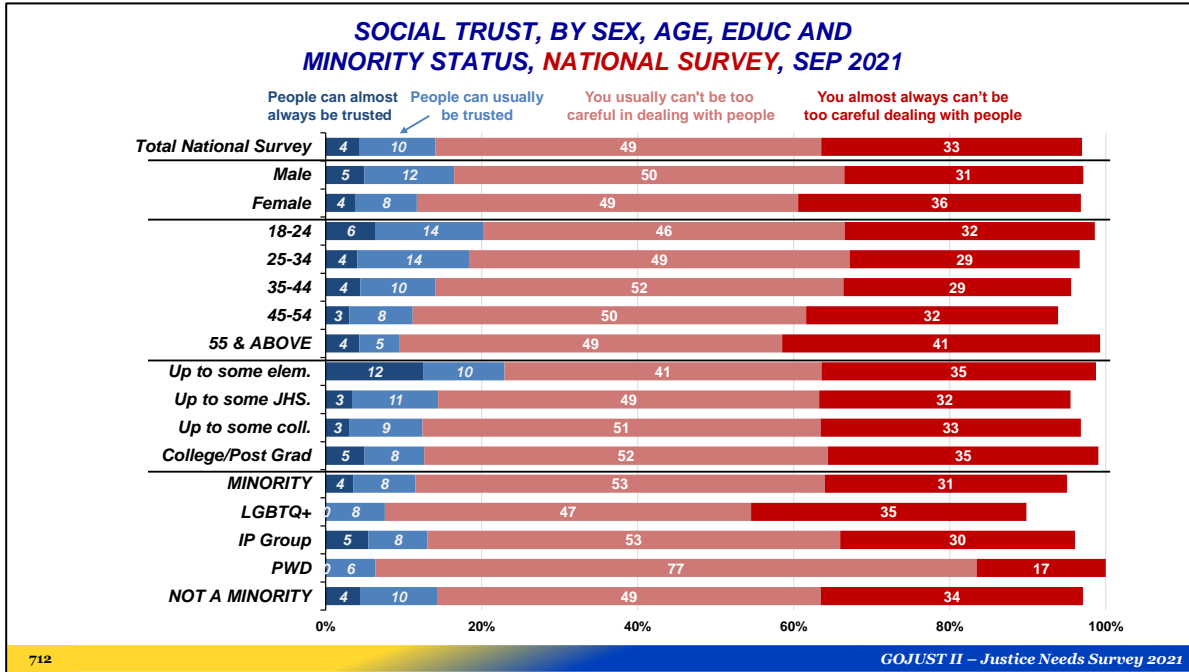


Chart 410

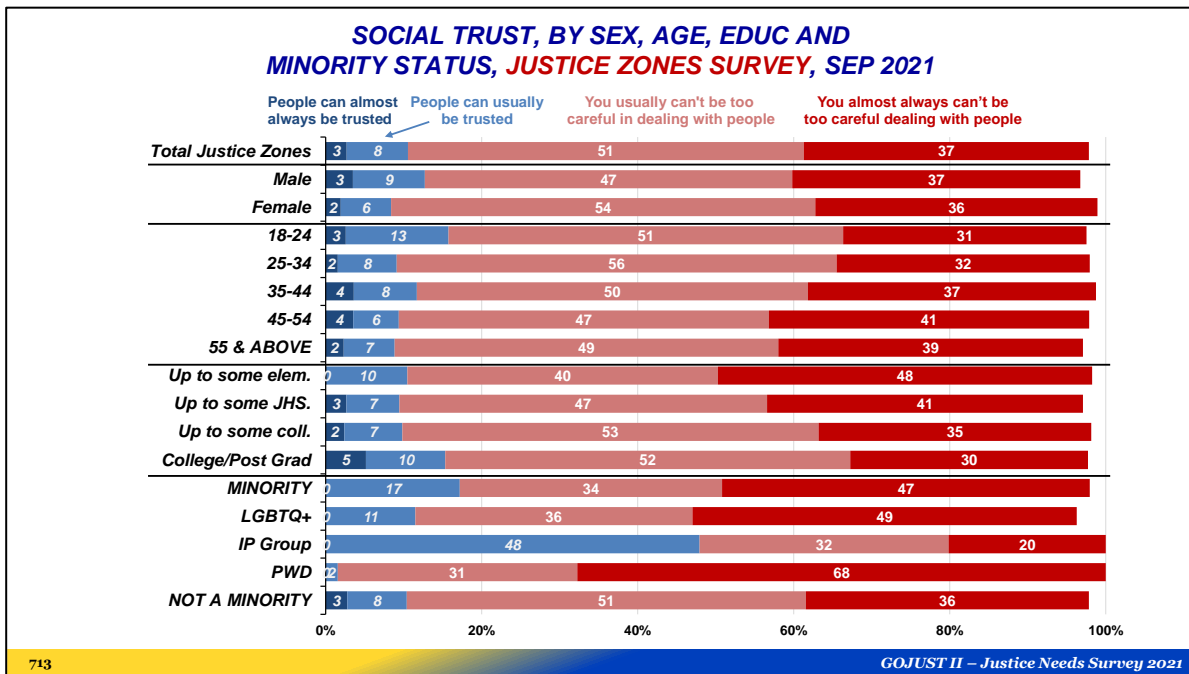
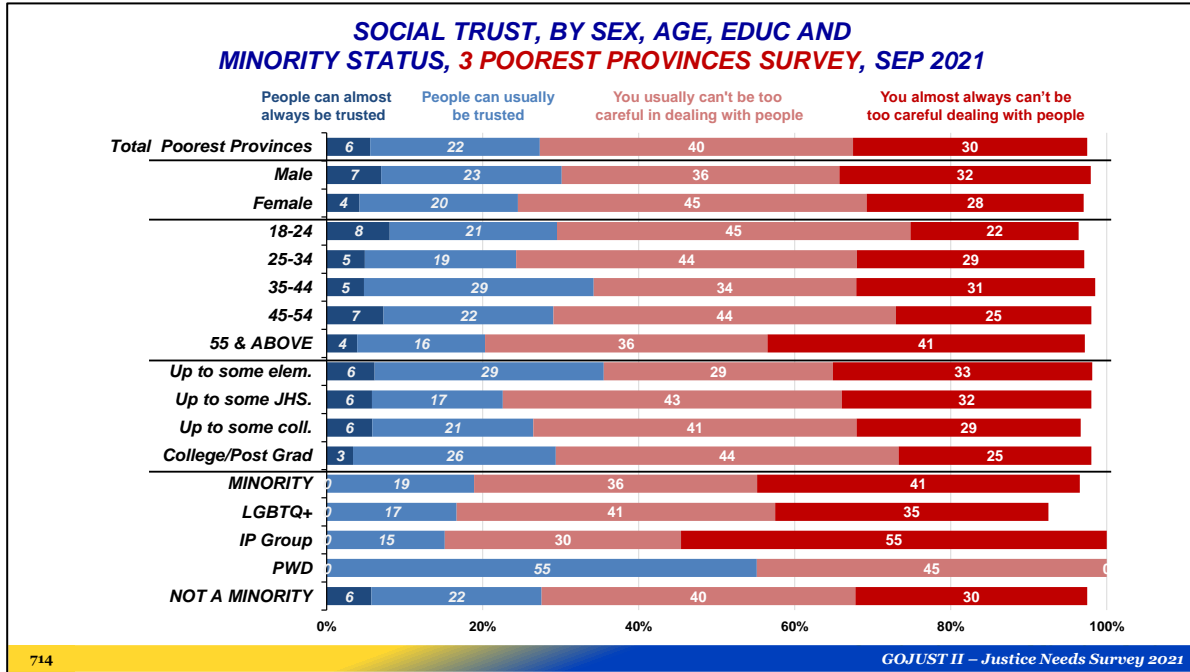




Chart 411





## 17. Trust in Professions in the Justice System

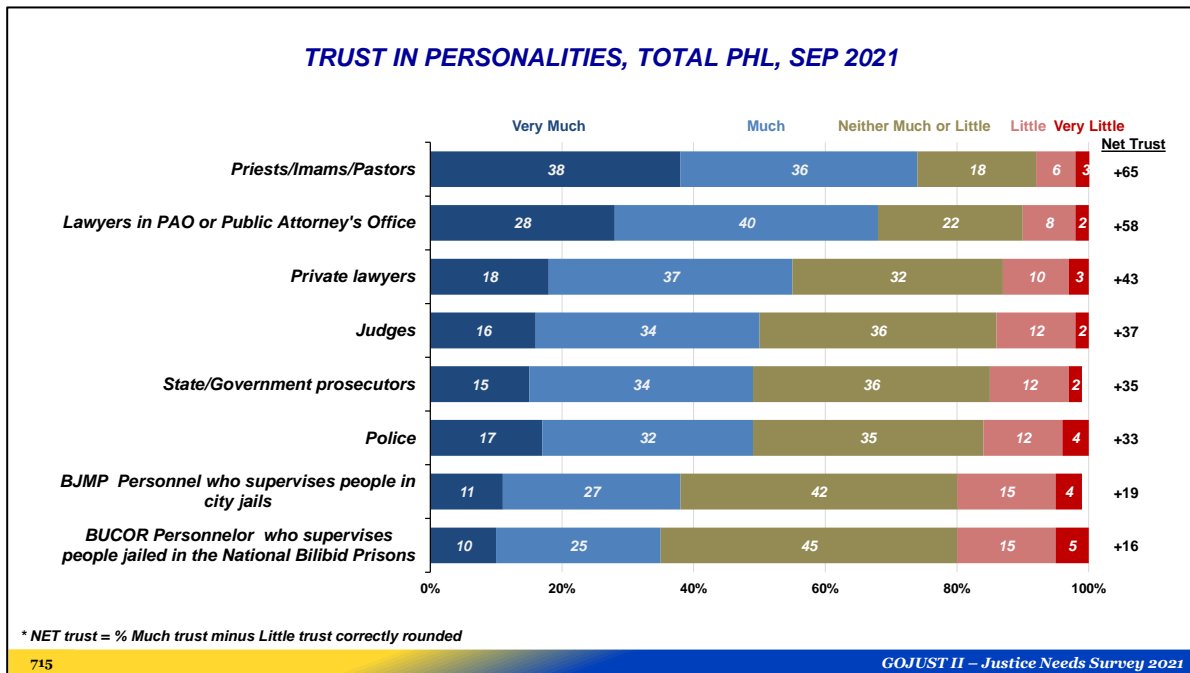
The 2021 Survey tested for trust in seven (7) professions in the justice system along with priests/imams/pastors. All eight (8) personalities scored positive net trust ratings.<sup>9</sup>

Priests/Imams/pastors obtained the highest net trust rating, a *very good* +65. [Chart 412]

The lawyers in PAO or Public Attorney’s Office obtained the highest net trust rating among the justice system professions, with a *very good* +58 net trust rating. The *private lawyers* (+43), *judges* (+37), *state/government prosecutors* (+35) and *police* (+33) all obtained *good* net trust rating.

Both the personnel of the Bureau of Jail Management and Penology (BJMP) who supervises people in city jails **and** personnel at the Bureau of Corrections (BuCor) who supervises people jailed in the National Bilibid Prisons scored *moderate* net trust ratings with +19 and +16, respectively.

Chart 412

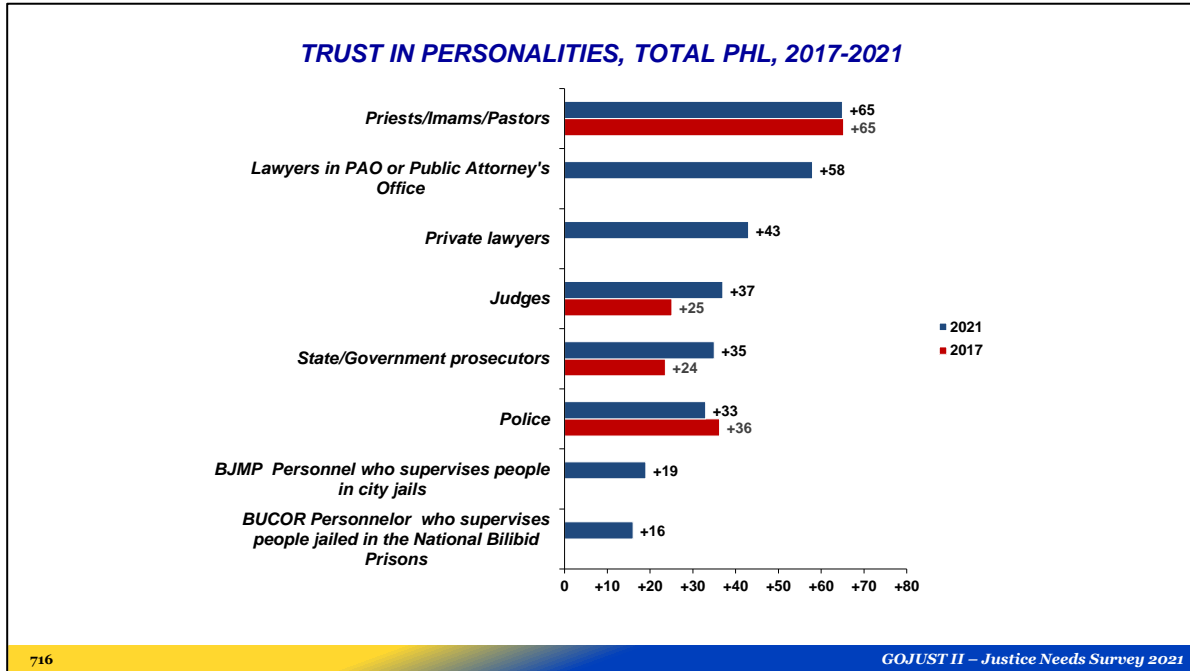


<sup>9</sup> SWS terminology for Net Trust Ratings: +70 and above, “excellent”; +50 to +69, “very good”; +30 to +49, “good”; +10 to +29, “moderate”, +9 to -9, “neutral”; -10 to -29, “poor”; -30 to -49, “bad”; -50 to -69, “very bad”; -70 and below, “execrable”. Changes are considered “notable” when the rating moved in a different grade.



In a 2017 National Survey, the police obtained a *good* +36 net trust rating, while lawyers (+29), judges (+29) and state/government prosecutors (+24) all obtained *moderate* net trust ratings. Priests/imams/pastors also received a *very good* +65. [Chart 413]

Chart 413





## 17.1. Priests/Imams/Pastors

In 2021, priest/imams/pastors obtained a *very good* +65 net trust rating, with 73% who have *Much trust* and 8% *Little trust*[Chart 414]

Priests/imams/pastors obtained *very good* net trust ratings in the National Survey (+66) and in the Justice Zones (+66), but only a *good* +36 net trust rating in Poorest provinces. [Chart 415]

In the National Survey, priests/imams/pastors obtained an *excellent* +71 net trust rating in Balance Luzon and very good in all other areas.

In the Justice Zones, priests/imams/pastors obtained *excellent* net trust ratings in Naga City (+72) and Bacolod City (+74), and very good in other areas.

In the 3 Poorest Provinces, priests/imams/pastors *excellent* net trust ratings in Camarines Norte (+75) and Eastern Samar (+71), but only a neutral -4 in Lanao del Sur.

Chart 414

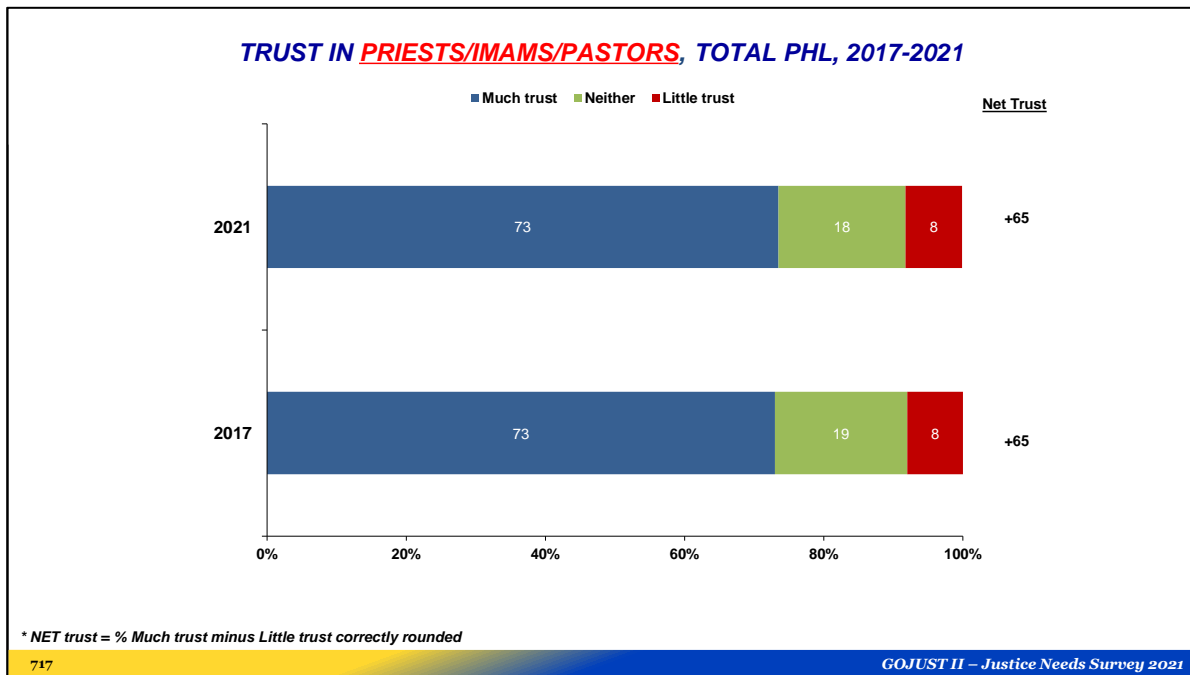
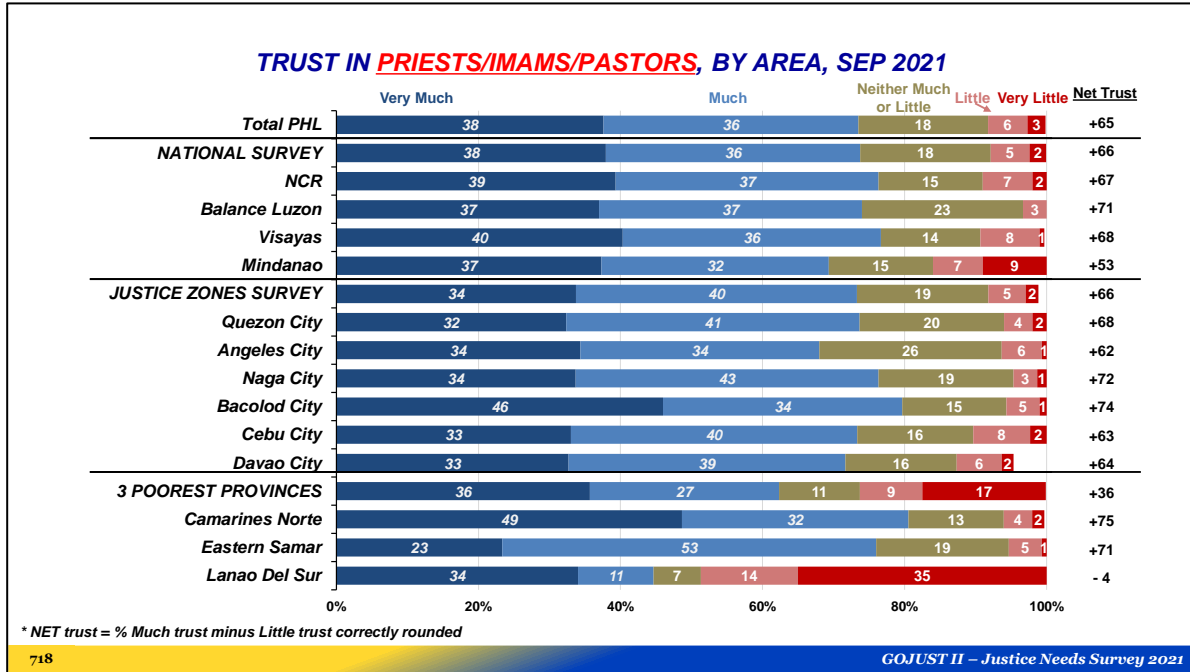




Chart 415







In the National Survey, those who have had justiciable issues are more likely to have trust in priests/imams/priests than those who have yet to experience a justiciable issue. [Table 41]

Across the survey areas, trust in priests/imams/priests is higher those who have had justiciable issues in the National Survey areas (78% Much trust) and in the Justice Zones (71% Much trust) than in the 3 Poorest Provinces (63%).

In the Justice Zones and in the 3 Poorest Provinces, trust in priests/imams/priests are about the same among those who have had a justiciable issue and have not had a justiciable issue.

**Table 41**

	<b>TRUST IN <i>PRIESTS/IMAMS/PASTORS</i>, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>77%</b>	<b>5%</b>	<b>77%</b>	<b>5%</b>	<b>71%</b>	<b>10%</b>
<b>National Survey</b>	<b>78</b>	<b>4</b>	<b>78</b>	<b>5</b>	<b>71</b>	<b>10</b>
<b>Justice Zones Survey</b>	<b>71</b>	<b>6</b>	<b>70</b>	<b>6</b>	<b>74</b>	<b>7</b>
<b>3 Poorest Provinces</b>	<b>63</b>	<b>26</b>	<b>63</b>	<b>27</b>	<b>62</b>	<b>26</b>



In Total Philippines and in National Survey, priest/imams/pastors obtained *excellent* net trust ratings among the youth 18-24 (+73) and the elementary graduates (+70). It obtained *very good* net trust ratings in other socio-demographic groups. [Charts 416-417]

In the Justice Zones, priest/imams/pastors obtained *excellent* net trust ratings among females (+70), among the youth 18-24 (+72), the non-elementary graduates (+71) and the elementary graduates (+73). [Chart 418]

In the 3 Poorest Provinces, priest/imams/pastors obtained *very good* net trust ratings among those 55 years old and above, and an *excellent* among the self-ascribed minority (+85). [Chart 419]

**Chart 416**

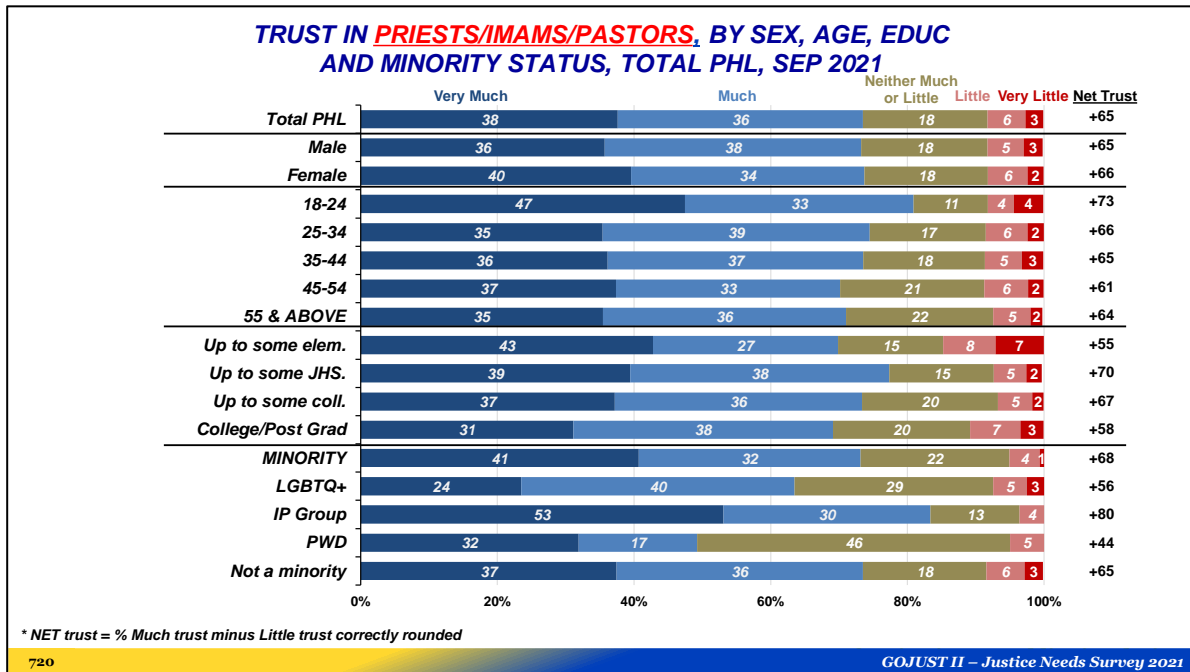




Chart 417

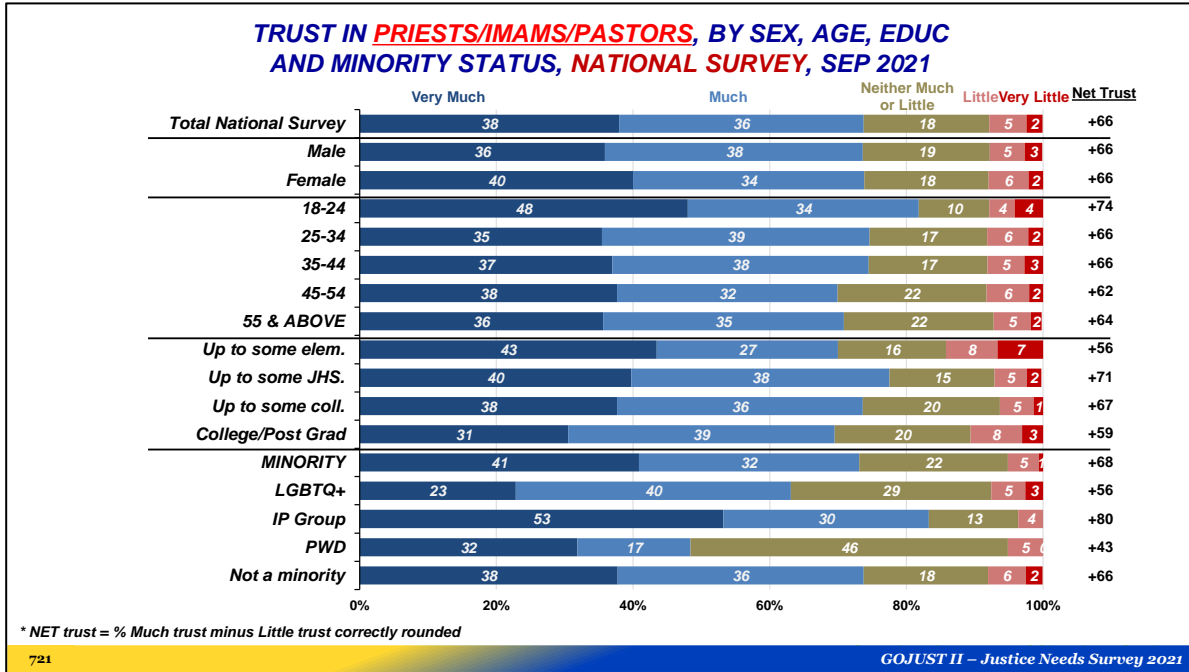


Chart 418

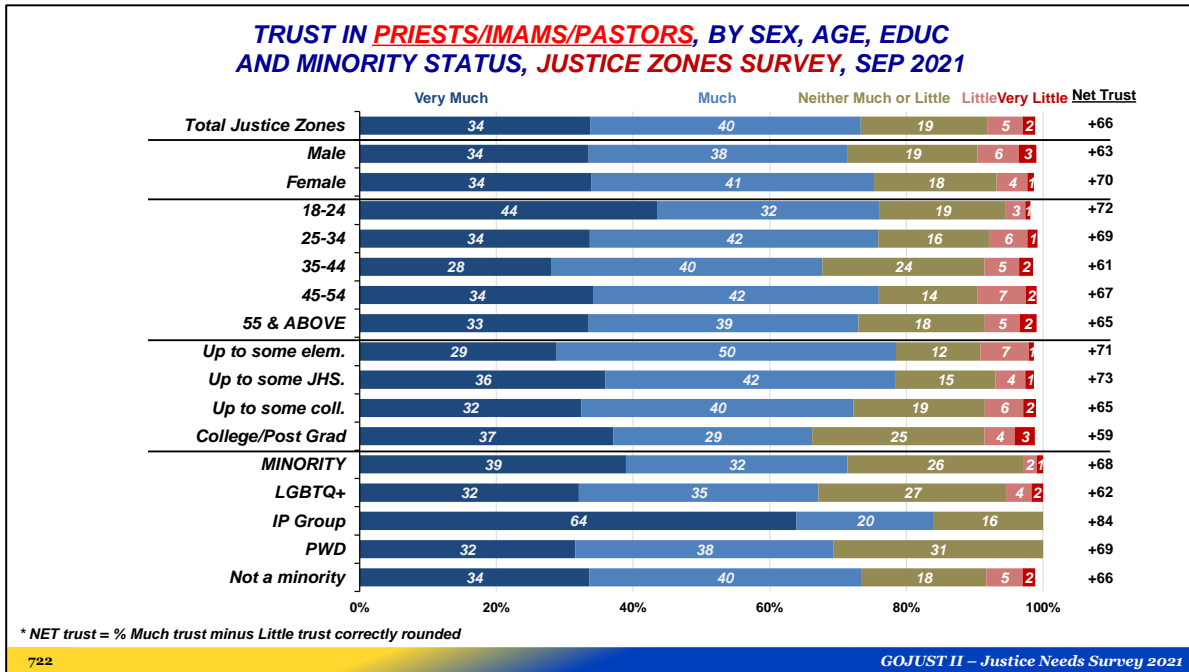
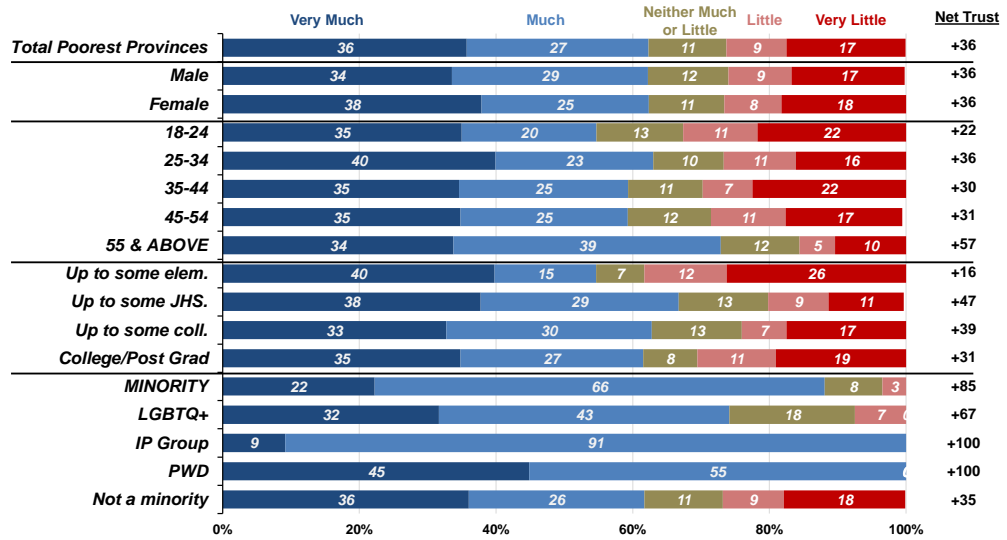




Chart 419

**TRUST IN *PRIESTS/IMAMS/PASTORS*, BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 17.2. Lawyers in PAO or Public Attorney's Office

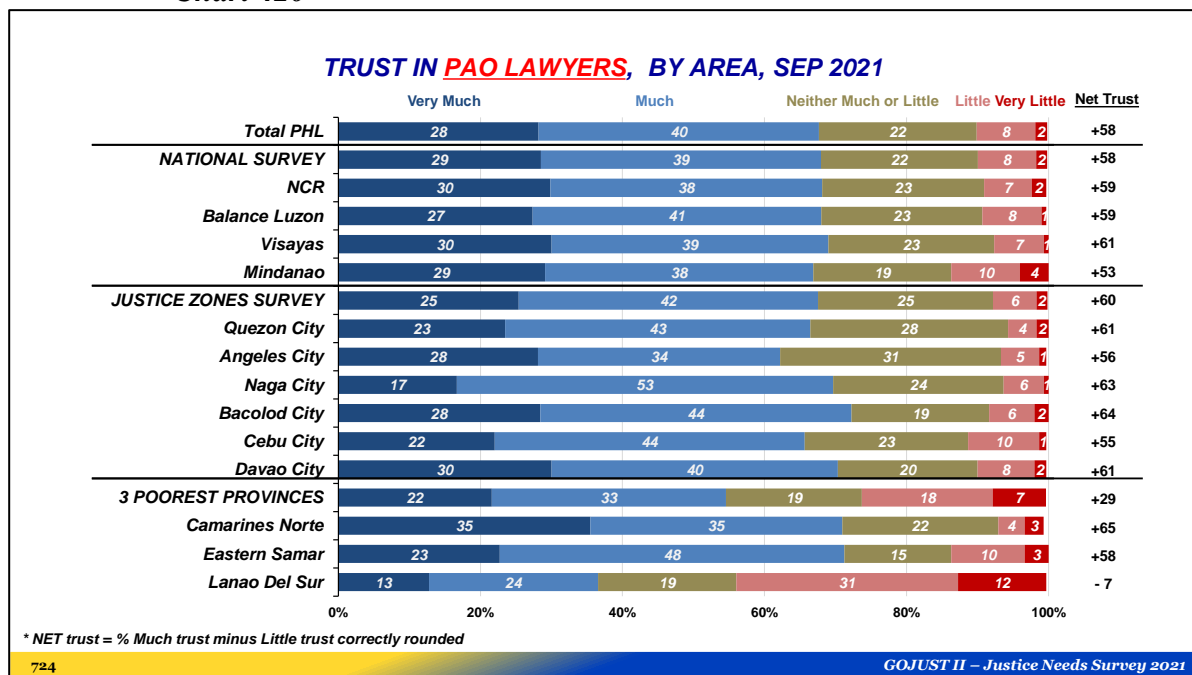
In 2021, lawyers in PAO or Public Attorney's Office obtained a *very good* +58 net trust rating.

PAO lawyers obtained *very good* net trust ratings in the National Survey (+58) and in the Justice Zones (+60), but only a *moderate* +29 net trust rating in the 3 Poorest Provinces. [Chart 420]

In the National Survey and in the Justice Zones, PAO lawyers obtained *very good* net trust ratings across all areas.

In the 3 Poorest Provinces, PAO lawyers obtained *very good* net trust ratings in Camarines Norte (+65) and Easter Samar (+58), but only a *neutral* -7 in Lanao del Sur.

Chart 420





Across the survey areas, trust in PAO lawyers is slightly higher among those who have had justiciable issues in the National Survey than in the 3 Poorest Provinces and in the Justice Zones. [Table 42]

In the 3 Poorest Provinces, those who have had justiciable issues are more likely to have trust in PAO lawyers than those who have not had a justiciable issue. In the Justice Zones, however, trust is slightly higher among those who have not had a justiciable issue.

**Table 42**

	<b>TRUST IN PAO LAWYERS, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>69%</b>	<b>9%</b>	<b>71%</b>	<b>8%</b>	<b>67%</b>	<b>10%</b>
<b>National Survey</b>	<b>70</b>	<b>9</b>	<b>72</b>	<b>7</b>	<b>67</b>	<b>10</b>
<b>Justice Zones Survey</b>	<b>64</b>	<b>8</b>	<b>63</b>	<b>7</b>	<b>69</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>59</b>	<b>25</b>	<b>56</b>	<b>28</b>	<b>53</b>	<b>26</b>

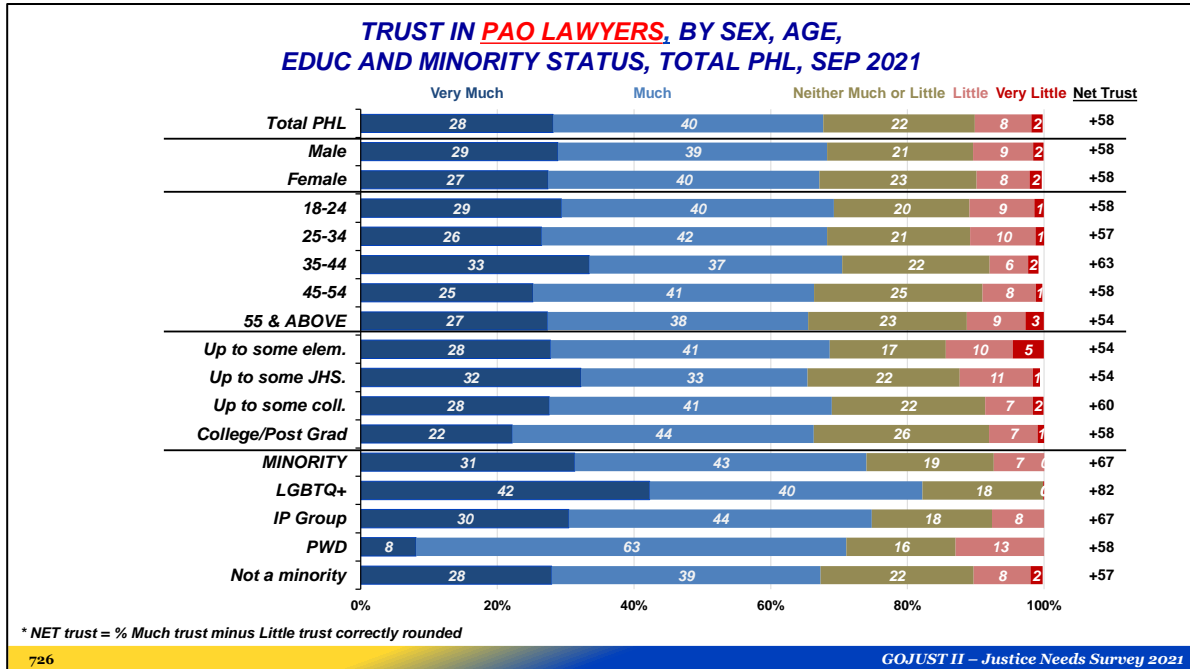


In Total Philippines and in National Survey, PAO lawyers obtained *very good* net trust ratings in all socio-demographic groups. [Charts 421-422]

In the Justice Zones, PAO lawyers obtained *very good* net trust ratings in all socio-demographic groups. Among the self-ascribed minority, PAO lawyers obtained an excellent +85, compared to *very good* among the self-ascribed majority. [Chart 423]

In the 3 Poorest Provinces, lawyers in PAO obtained *excellent* +85 net trust rating among the self-ascribed minority and *very good* net trust ratings in other socio-demographic groups. [Chart 424]

**Chart 421**



**Chart 422**

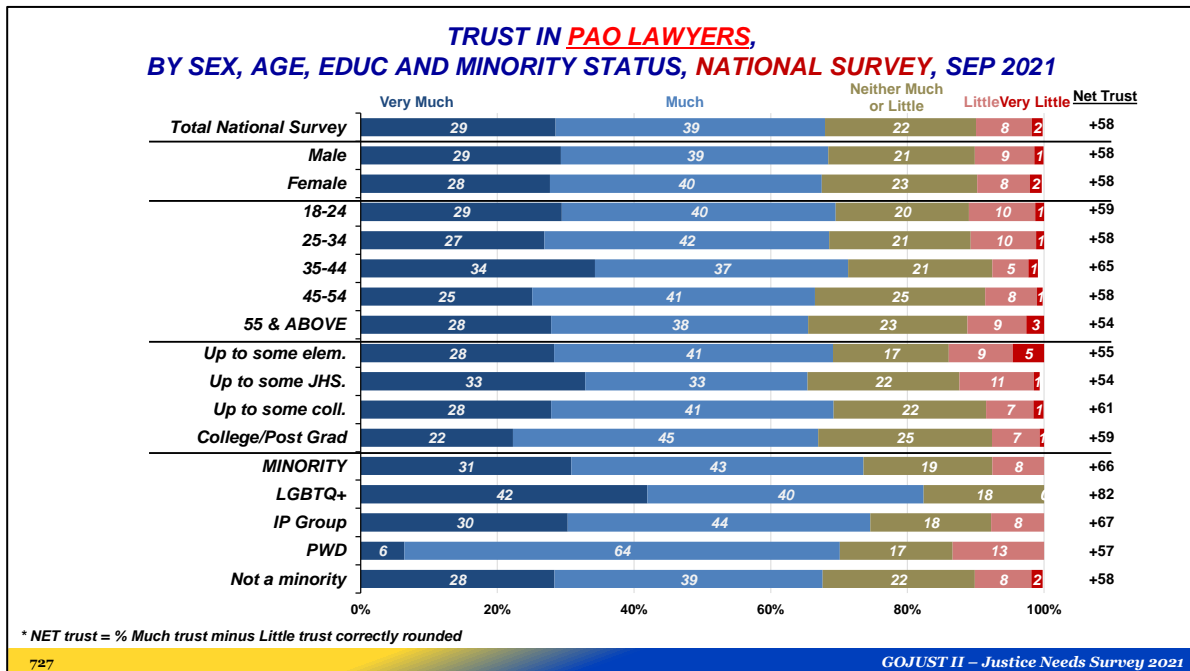




Chart 423

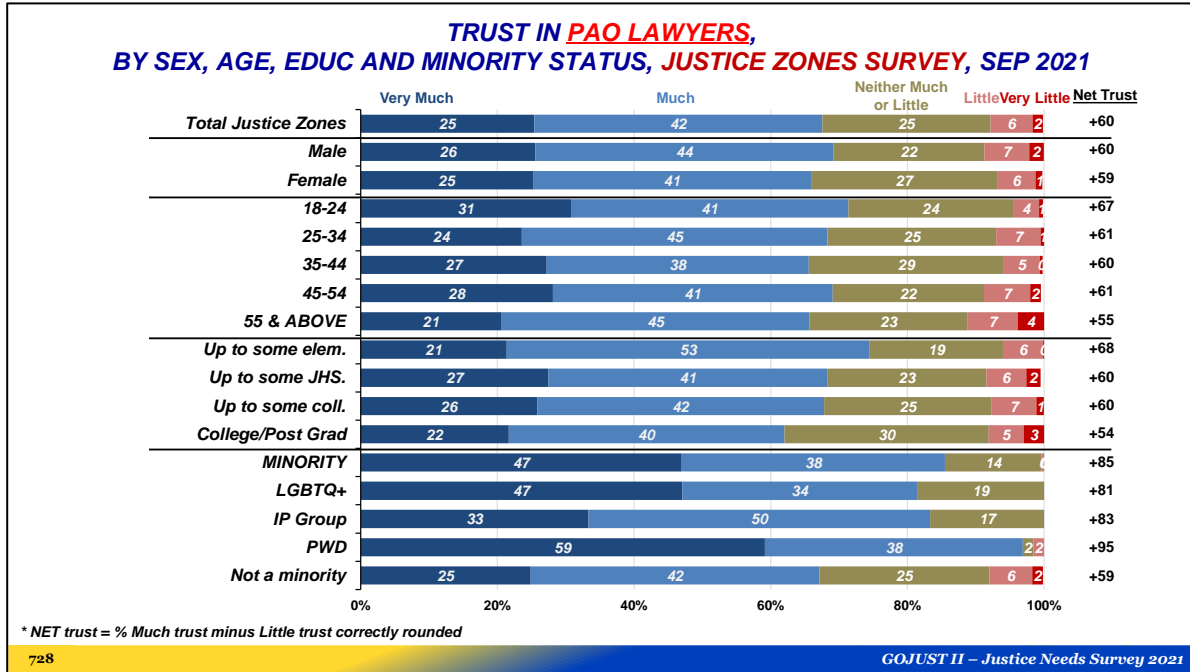
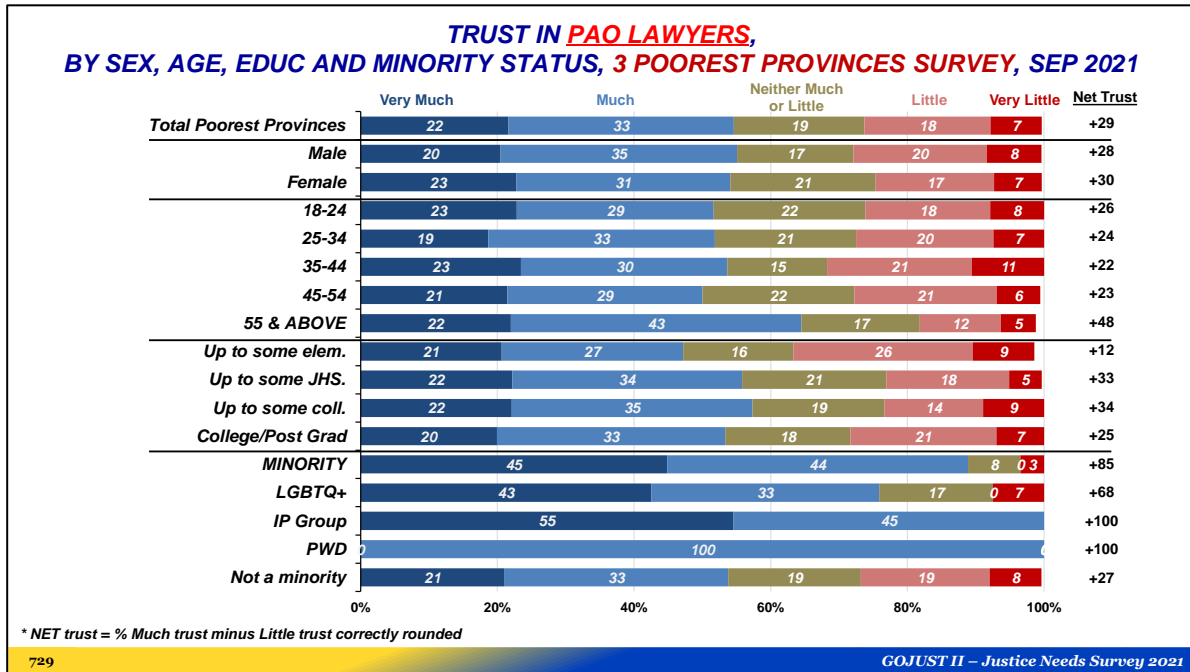


Chart 424







### 17.3. Private Lawyers

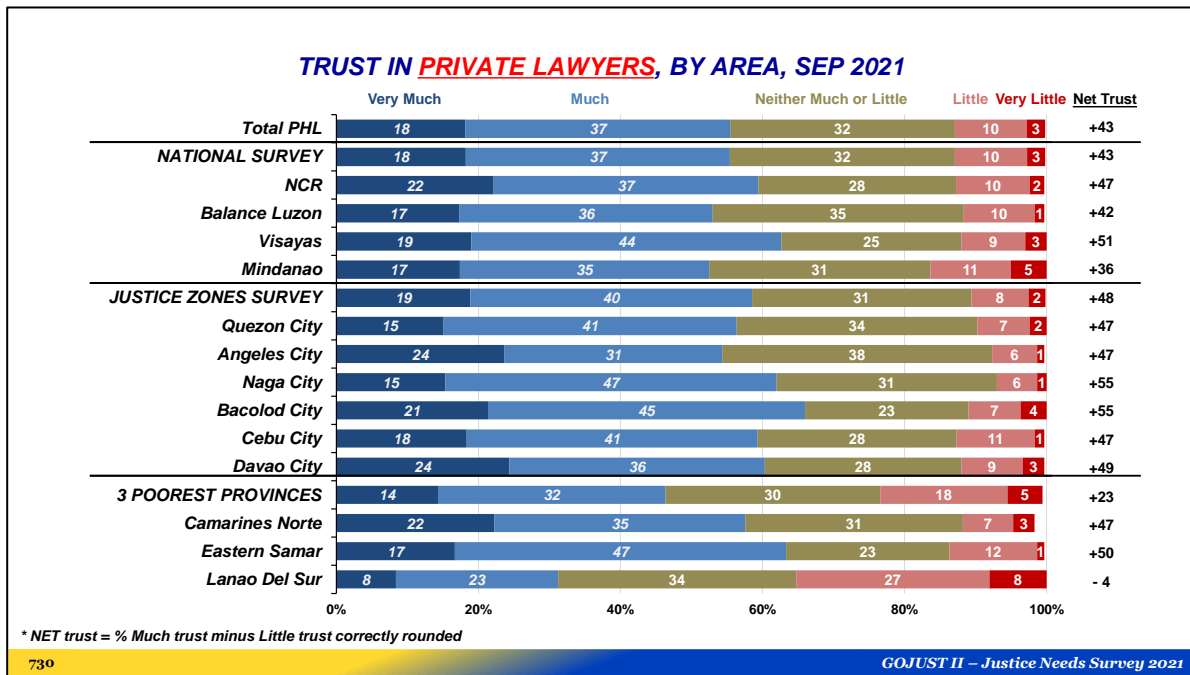
Private lawyers obtained *good* net trust ratings in the National Survey (+43) and in the Justice Zones (+48), and *moderate* +23 net trust rating in the 3 Poorest Provinces. [Chart 425]

In the National survey, private lawyers obtained a *very good* +51 net trust rating in Visayas and *good* net trust rating in other areas.

In the Justice Zones, private lawyers obtained *very good* +55 net trust ratings in Naga City and Bacolod City, and *good* net trust ratings in other areas.

In the 3 Poorest Provinces, private lawyers obtained a *very good* +50 net trust rating in Eastern Samar and *good* +47 in Camarines Norte, but only a *neutral* -4 net trust rating in Lanao del Sur.

Chart 425





In the National Survey and in the 3 Poorest Provinces, those who have had justiciable issues are more likely to have trust in private lawyers than those who have not had a justiciable issue. In the Justice Zones, however, trust is slightly higher among those who have not had a justiciable issue. [Table 43]

Across the survey areas, trust in private lawyers is slightly higher among those who have had justiciable issues in the National Survey and in the Justice Zones than in the 3 Poorest Provinces.

**Table 43**

	<b>TRUST IN PRIVATE LAWYERS, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>57%</b>	<b>12%</b>	<b>57%</b>	<b>10%</b>	<b>54%</b>	<b>13%</b>
<b>National Survey</b>	<b>57</b>	<b>12</b>	<b>57</b>	<b>10</b>	<b>54</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>56</b>	<b>10</b>	<b>53</b>	<b>7</b>	<b>60</b>	<b>11</b>
<b>3 Poorest Provinces</b>	<b>51</b>	<b>25</b>	<b>48</b>	<b>24</b>	<b>45</b>	<b>22</b>



In Total Philippines and in the National Survey, private lawyers obtained *very good* net trust ratings among the youth 18-24 and the adult 35-44. It obtained *good* net trust ratings in other socio-demographic groups. [Chart 426 and 427]

In the Justice Zones, private lawyers obtained *good* net trust ratings in most demographics. They obtained *very good* net trust ratings among the 18-34, and *good* among older adults. They also obtained *very good* net trust ratings among the non-elementary graduates and the college graduates. Private lawyers obtained a *very good* +60 among the self-ascribed minority, compared to *good* +48 among the self-ascribed majority. [Chart 428]

In the 3 Poorest Provinces, private lawyers obtained *very good* +54 net trust rating among the self-ascribed minority, compared to *moderate* +23 among the self-ascribed majority. [Chart 429]

**Chart 426**

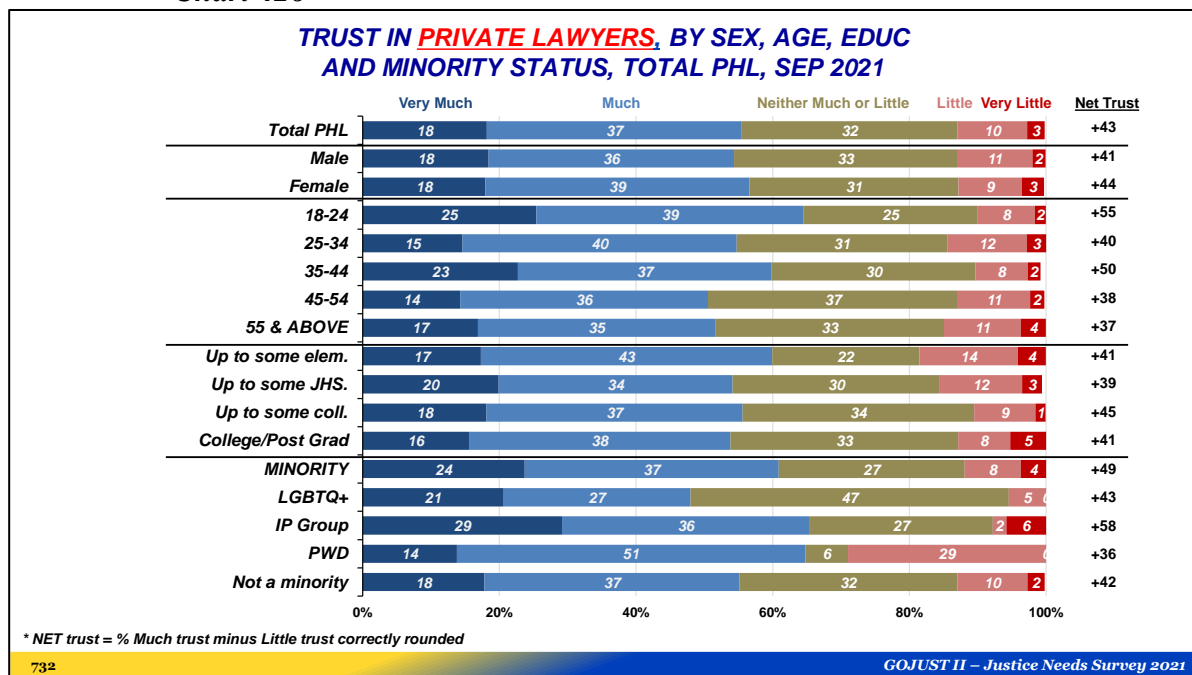




Chart 427

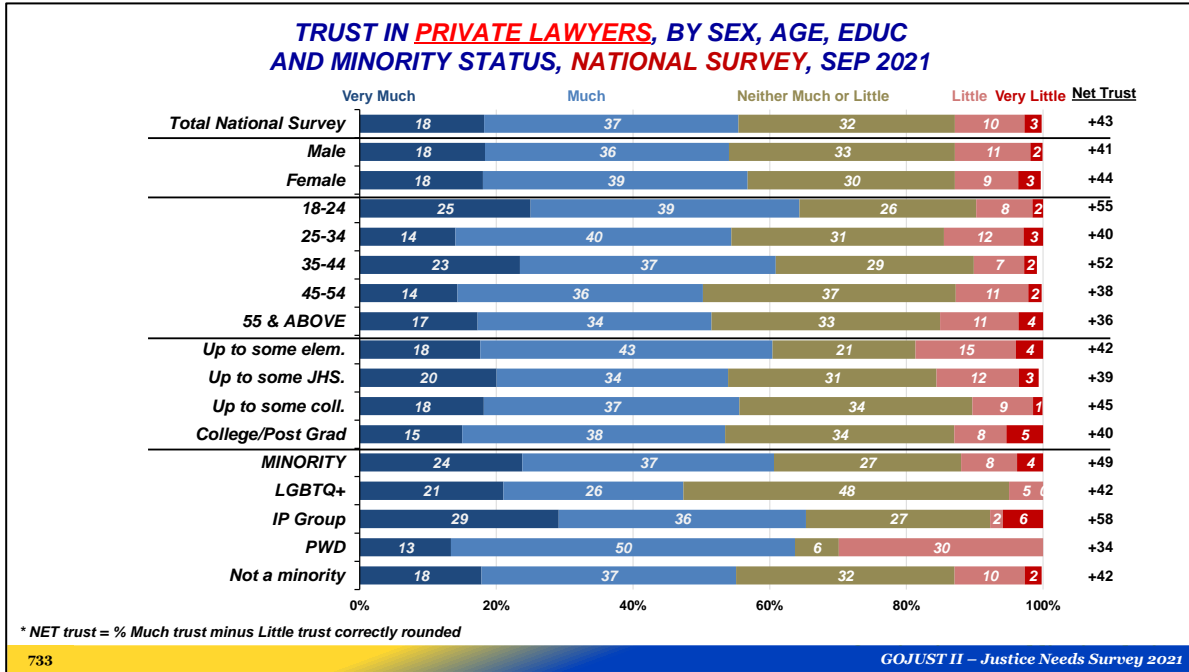


Chart 428

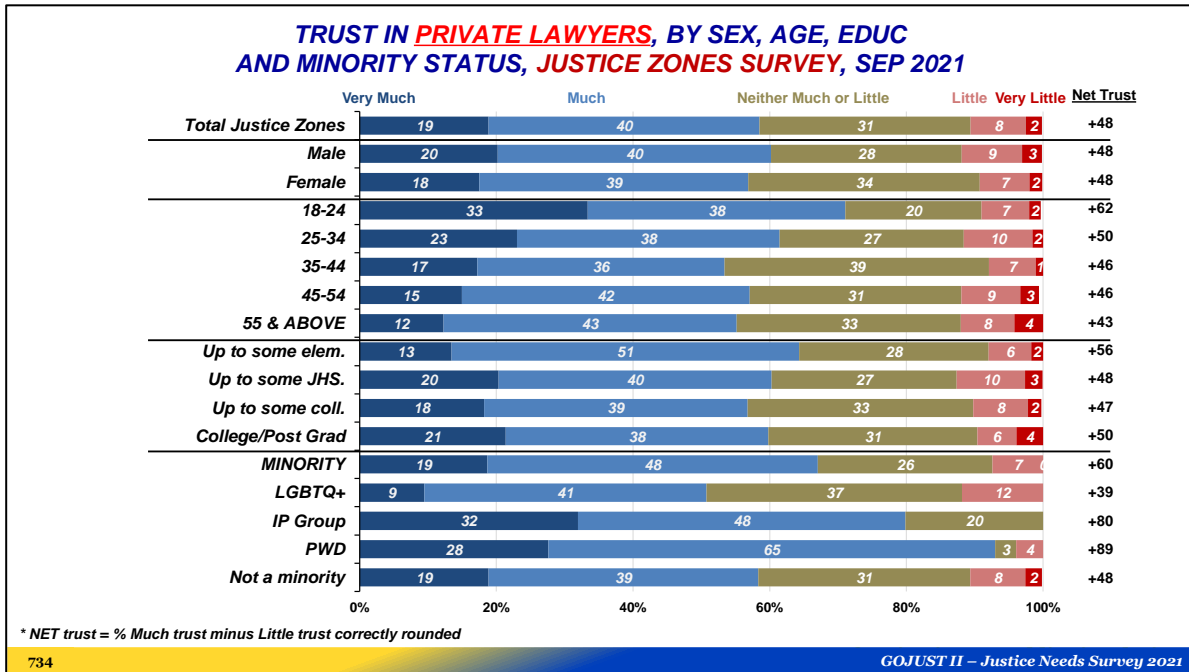
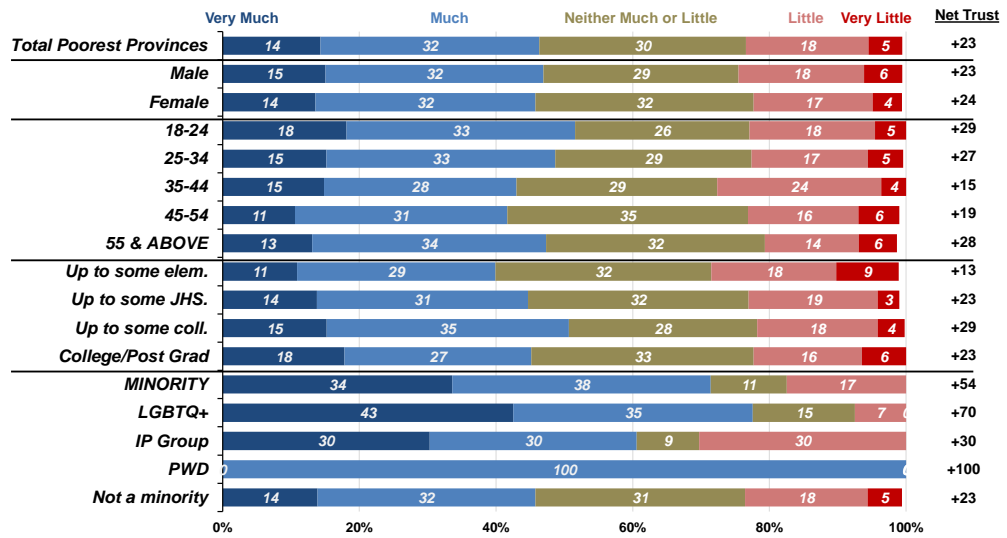




Chart 429

**TRUST IN PRIVATE LAWYERS, BY SEX, AGE, EDUC AND  
MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 17.4. Judges

The net trust ratings of judges hardly changed across the years – judges have scored *moderate* net trust ratings in five data points since 1999. [Chart 430]

In the 2021 survey, judges obtained *good* net trust ratings in the National Survey (+37) and in the Justice Zones (+38), and *moderate* +21 net trust rating in the 3 Poorest Provinces. [Chart 431]

In the National Survey, judges scored *good* net trust ratings across all areas.

In the Justice Zones, judges obtained a *very good* +54 net trust rating in Naga City and *good* net trust ratings in other areas.

In the 3 Poorest Provinces, judges obtained *good* net trust ratings in Camarines Norte (+37) and Eastern Samar (+48), but only a *neutral* -1 net trust rating in Lanao del Sur.

Chart 430

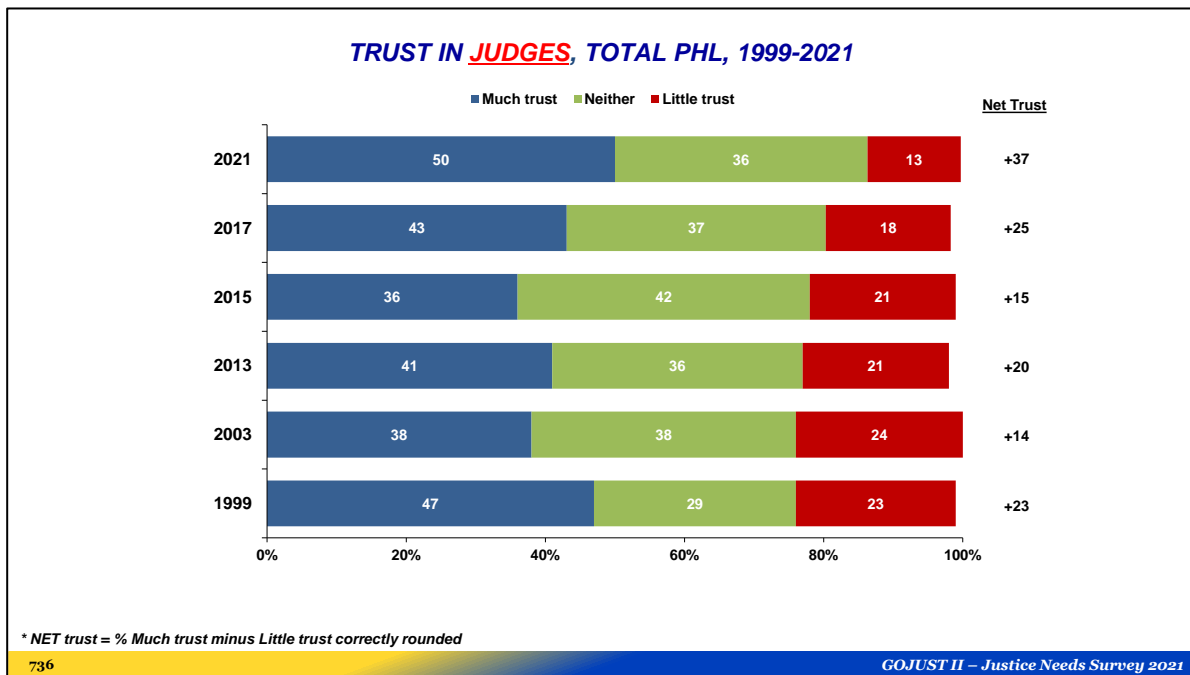
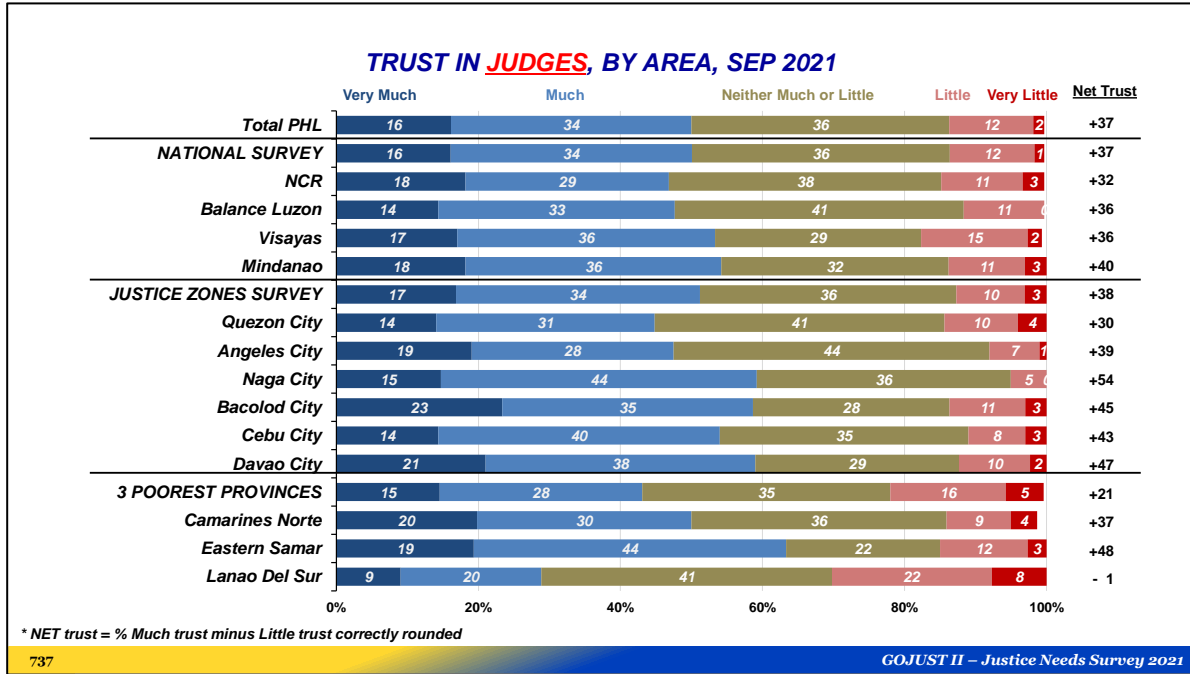




Chart 431





In the National Survey and in the 3 Poorest Provinces, those who have had justiciable issues are more likely to have trust in judges than those who have not had a justiciable issue. In the Justice Zones, however, trust is slightly higher among those who have not had a justiciable issue. [Table 44]

Across the survey areas, trust in judges is slightly higher among those who have had justiciable issues in the National Survey and in the 3 Poorest Provinces than in the Justice Zones.

**Table 44**

<b>TRUST IN <u>JUDGES</u>, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>						
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>52%</b>	<b>12%</b>	<b>56%</b>	<b>11%</b>	<b>49%</b>	<b>14%</b>
<b>National Survey</b>	<b>53</b>	<b>12</b>	<b>57</b>	<b>11</b>	<b>48</b>	<b>14</b>
<b>Justice Zones Survey</b>	<b>44</b>	<b>14</b>	<b>41</b>	<b>13</b>	<b>55</b>	<b>12</b>
<b>3 Poorest Provinces</b>	<b>50</b>	<b>16</b>	<b>50</b>	<b>20</b>	<b>40</b>	<b>24</b>





In Total Philippines and in National Survey, judges obtained good net trust ratings in all socio-demographics, except among the non-elementary graduates. By education, judges obtained only *moderate* net trust rating among the non-elementary graduates, but *good* net trust rating among those with more education. [Charts 432-433]

In the Justice Zones, judges obtained a *very good* +52 net trust rating in non-elementary graduates, and *good* among those with more education. Judges obtained an *excellent* +74 net trust rating among the self-ascribed minority, compared to *good* +38 among the self-ascribed majority. [Chart 434]

In the 3 Poorest Provinces, judges obtained a *good* +30 among the oldest 55 and above, and *moderate* among the younger adults. By education, judges obtained a *neutral* +5 among the non-elementary graduates, *good* +30 among the elementary graduates and *moderate* among those the college-educated. [Chart 435]

**Chart 432**

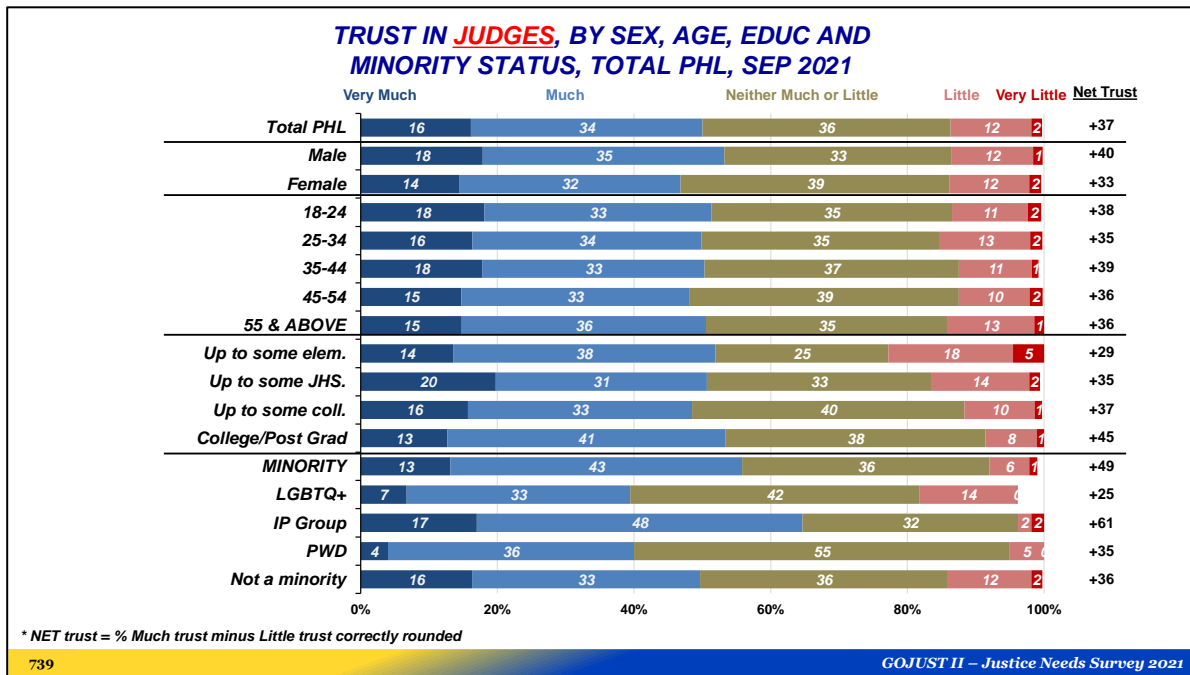




Chart 433

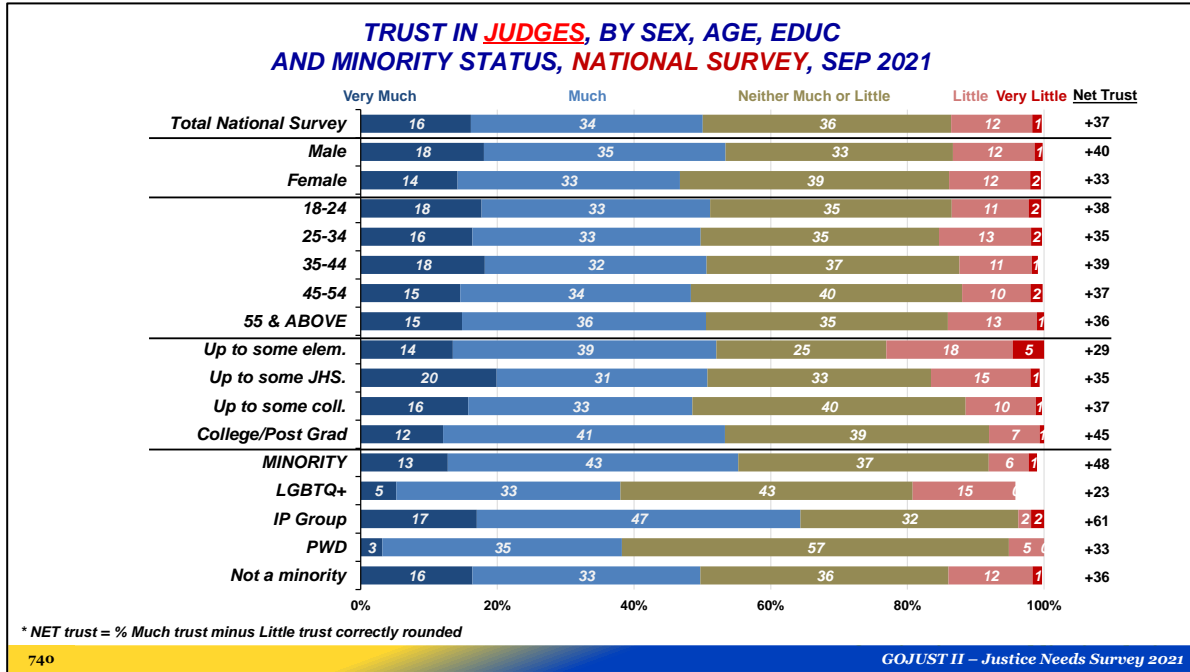


Chart 434

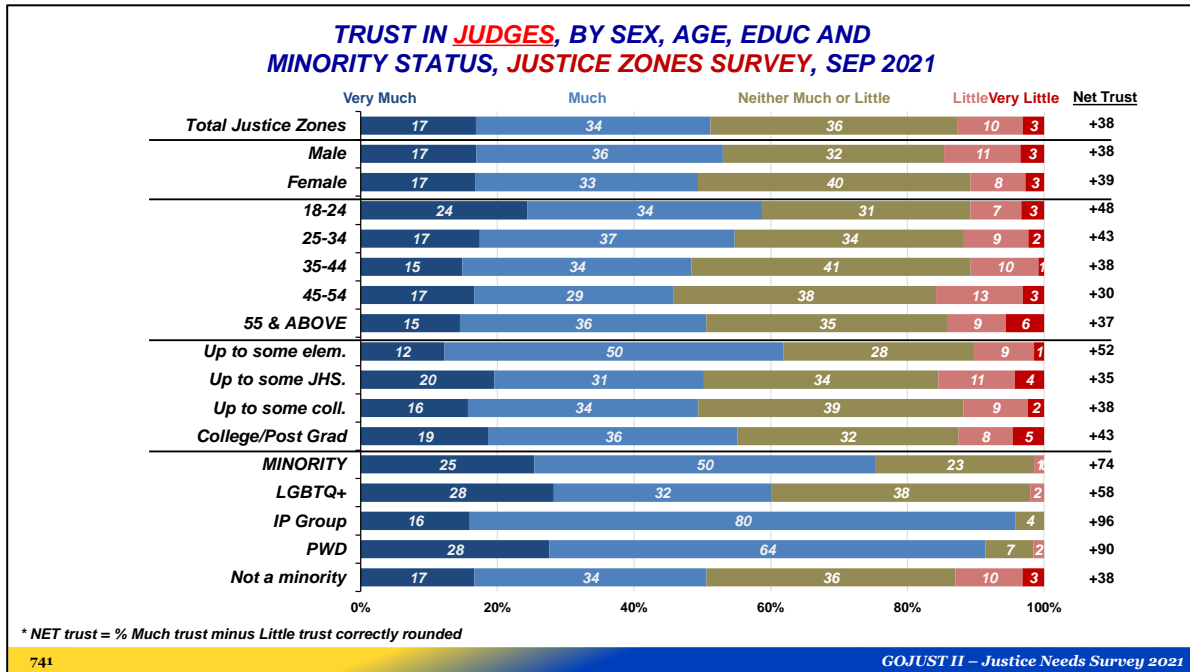
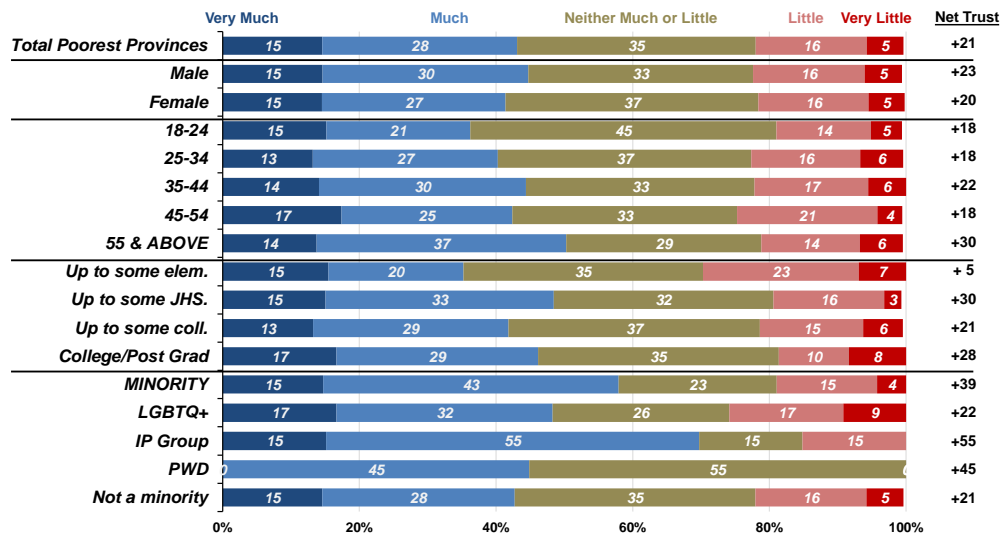




Chart 435

**TRUST IN JUDGES, BY SEX, AGE, EDUC AND MINORITY STATUS,  
3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 17.5. State/Government Prosecutors

The *good* +35 net trust rating of state/government prosecutors in 2021 is one grade higher than its *moderate* net trust ratings in 2003-2015. [Chart 436]

In 2021, state/government prosecutors obtained *good* net trust ratings in the National Survey (+35) and in the Justice Zones (+38), and *moderate* +22 in 3 Poorest Provinces.

In the National Survey, state/government prosecutors obtained *good* net trust rating in all areas. [Chart 437]

In the Justice Zones, state/government prosecutors obtained a *very good* +57 net trust rating in Naga City and *good* net trust rating elsewhere.

In the 3 Poorest Provinces, state/government prosecutors obtained *good* net trust ratings in Camarines Norte (+43) and Eastern Samar (+42), but only a *neutral* +0 net trust rating in Lanao del Sur.

Chart 436

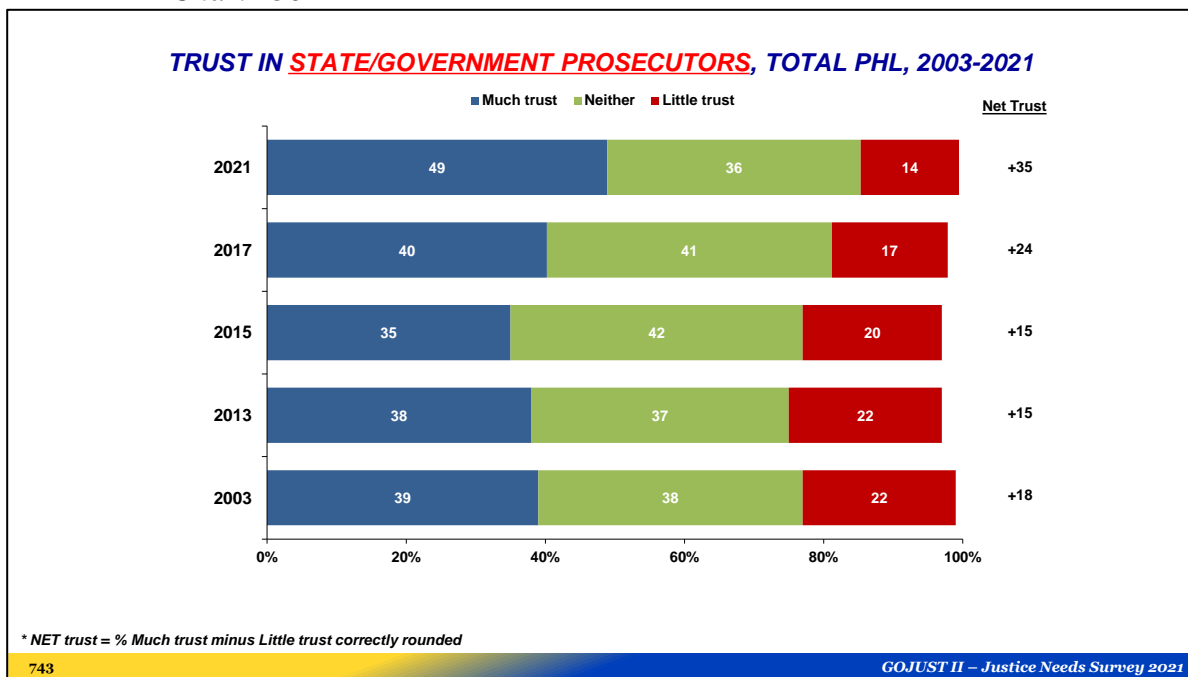
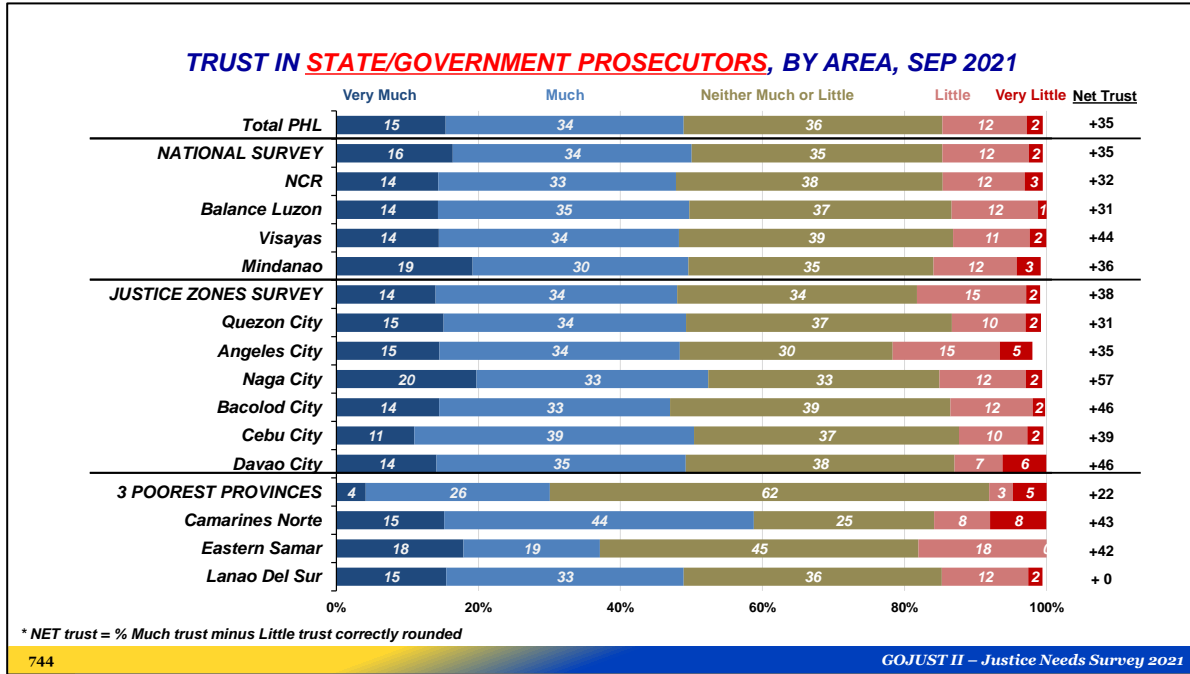




Chart 437





In the National Survey and in the 3 Poorest Provinces, those who have had justiciable issues are more likely to have trust in state/government prosecutors than those who have not had a justiciable issue. In the Justice Zones, however, trust is slightly higher among those who have not had a justiciable issue. [Table 45]

Across the survey areas, trust in state/government prosecutors is slightly higher among those who have had justiciable issues in the National Survey and in the 3 Poorest Provinces than in the Justice Zones.

**Table 45**

	<b>TRUST IN STATE/GOVERNMENT PROSECUTORS, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>52%</b>	<b>13%</b>	<b>54%</b>	<b>11%</b>	<b>47%</b>	<b>15%</b>
<b>National Survey</b>	<b>53</b>	<b>13</b>	<b>54</b>	<b>11</b>	<b>47</b>	<b>15</b>
<b>Justice Zones Survey</b>	<b>45</b>	<b>14</b>	<b>43</b>	<b>12</b>	<b>52</b>	<b>10</b>
<b>3 Poorest Provinces</b>	<b>48</b>	<b>21</b>	<b>50</b>	<b>21</b>	<b>44</b>	<b>24</b>



In Total Philippines and in National Survey, state/government prosecutors obtained *good* net trust ratings in all socio-demographics, except among the non-elementary graduates. By education, state/government prosecutors obtained only *moderate* net trust rating among the non-elementary graduates, but *good* net trust rating among those with more education. [Charts 438-439]

In the Justice Zones, state/government prosecutors obtained *very good* +54 net trust rating among the self-ascribed minority, and only a *good* +38 among the self-ascribed majority. [Chart 440]

In the 3 Poorest Provinces, state/government prosecutors obtained a *good* +31 among the oldest 55 and above, and *moderate* among the younger adults. By education, state/government prosecutors obtained *neutral* +8 among the non-elementary graduates, but *moderate* net trust ratings among those with more education. State/government prosecutors obtained a *good* +39 net trust rating among the self-ascribed minority, and *moderate* +21 among the self-ascribed majority. [Chart 441]

Chart 438

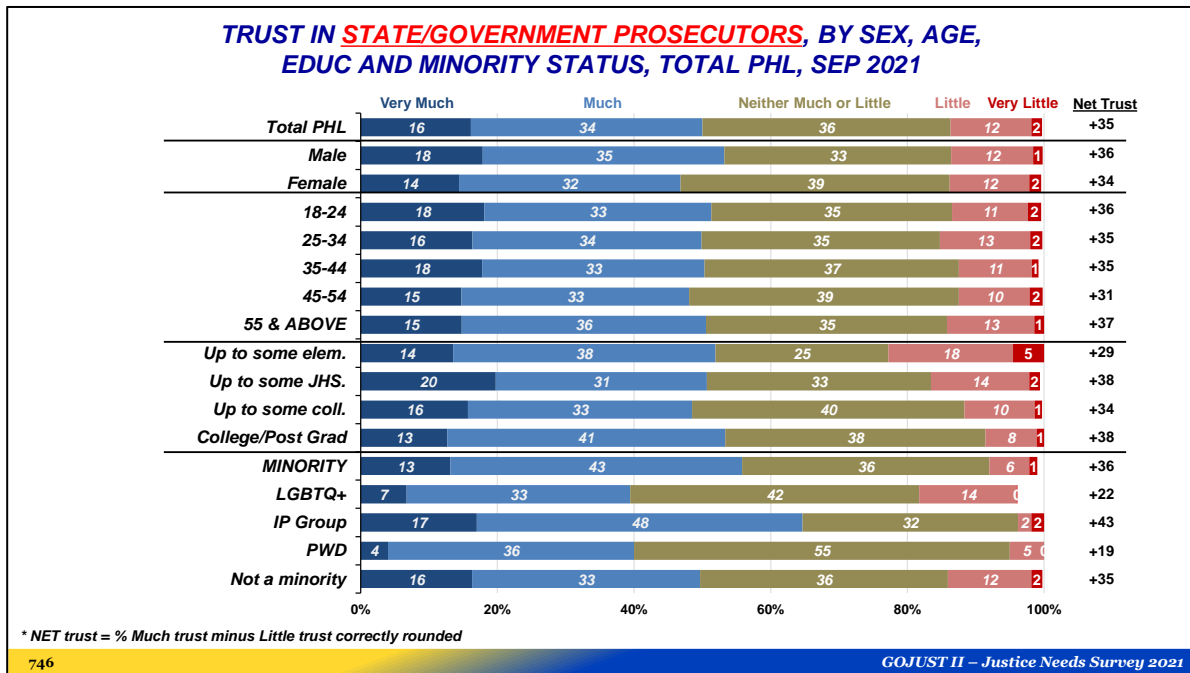
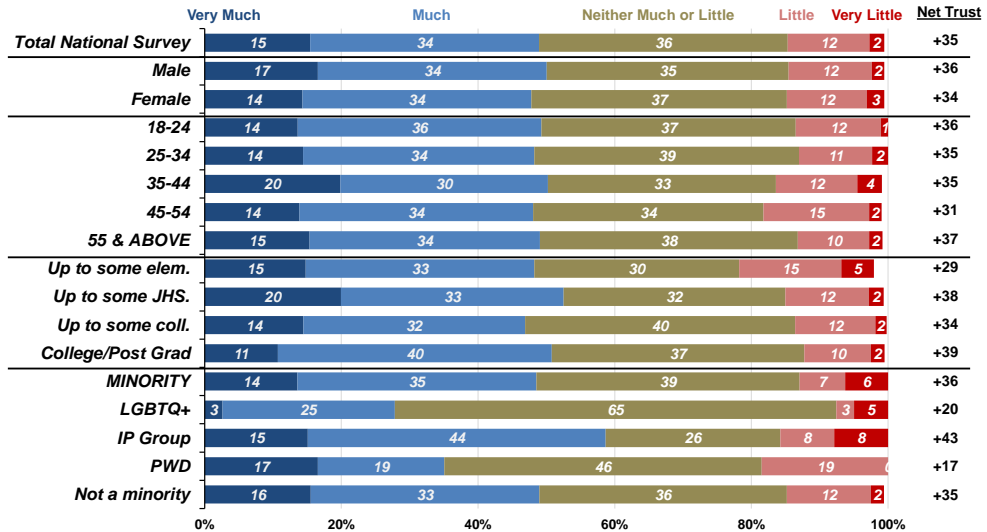




Chart 439

**TRUST IN STATE/GOVERNMENT PROSECUTORS,  
BY SEX, AGE, EDUC AND MINORITY STATUS, NATIONAL SURVEY, SEP 2021**



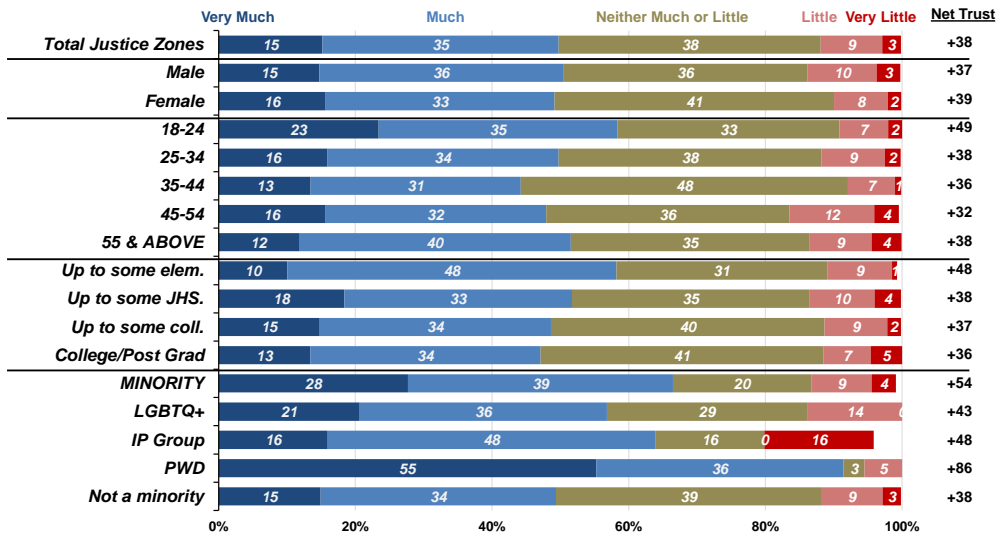
\* NET trust = % Much trust minus Little trust correctly rounded

747

GOJUST II – Justice Needs Survey 2021

Chart 440

**TRUST IN STATE/GOVERNMENT PROSECUTORS,  
BY SEX, AGE, EDUC AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded

748

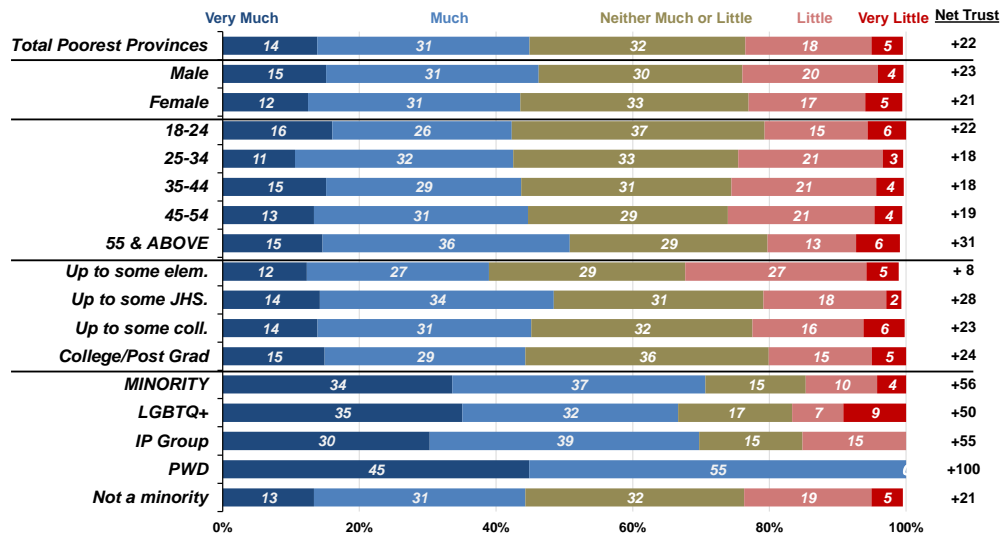
GOJUST II – Justice Needs Survey 2021





Chart 441

**TRUST IN STATE/GOVERNMENT PROSECUTORS, BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 17.6. Police

The police maintained its *good* net trust rating from 2017 (+36) to 2021 (+33). [Chart 442]

The police obtained a *good* +42 in 1999 and scored *moderate* ratings in 2003-2015.

In 2021, the police obtained a *good* +34 net trust rating in the National Survey, but *moderate* net trust ratings in the Justice Zones (+28) and in the 3 Poorest provinces (+22). [Chart 443]

In the National survey, the police obtained *good* net trust rating in Visayas (+43) and Mindanao (+44) and *moderate* elsewhere.

In the Justice Zones, the police obtained *good* net trust ratings in Davao city (+48), Bacolod City (+35) and Naga City (+39), and *moderate* in other areas.

In the 3 Poorest Provinces, the police obtained *good* net trust rating in Camarines Norte (+33) and Eastern Samar (+44), but only a *neutral* +5 net trust rating in Lanao del Sur.

Chart 442

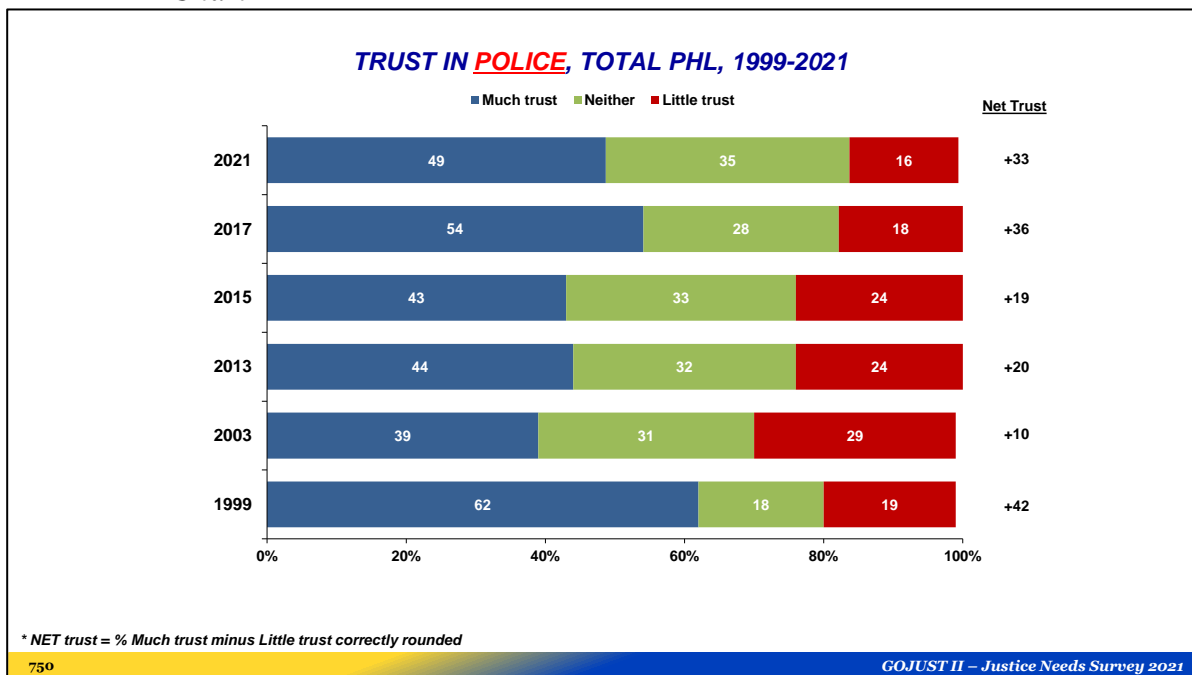
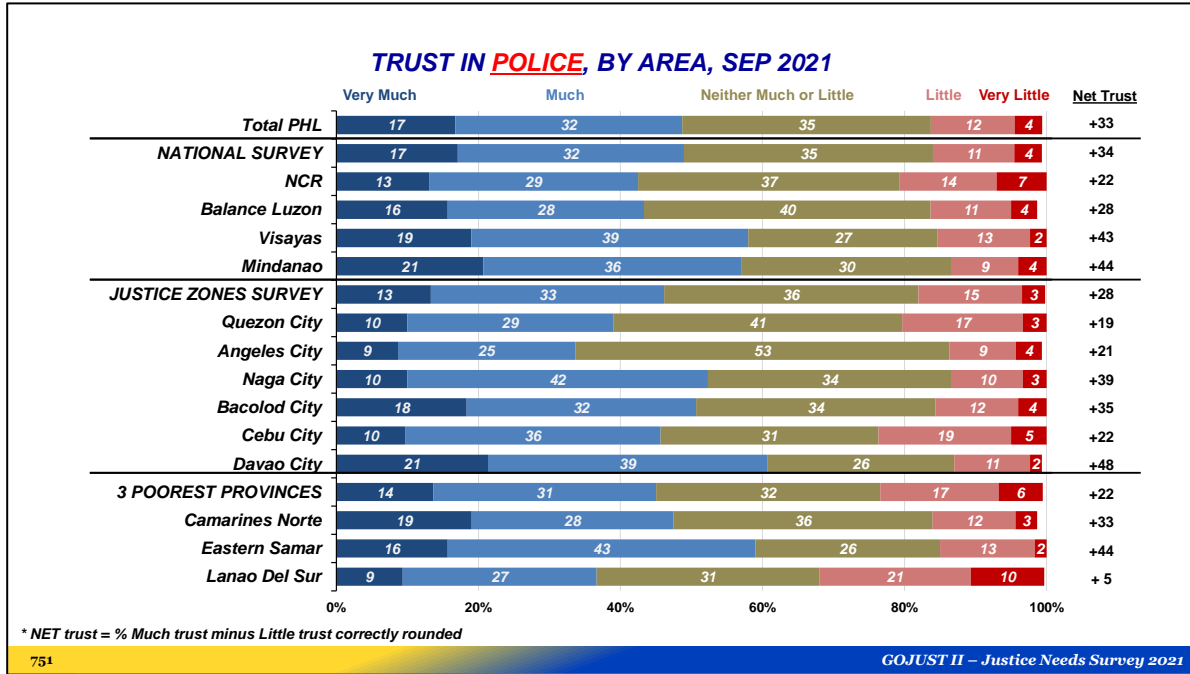




Chart 443





Across the survey areas, trust in the police is slightly higher among those who have had justiciable issues in the National Survey and in the 3 Poorest Provinces than in the Justice Zones. [Table 46]

In the Justice Zones, those who trust in the police is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 46**

	<b>TRUST IN POLICE, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>48%</b>	<b>15%</b>	<b>53%</b>	<b>14%</b>	<b>49%</b>	<b>16%</b>
<b>National Survey</b>	<b>49</b>	<b>15</b>	<b>54</b>	<b>14</b>	<b>49</b>	<b>16</b>
<b>Justice Zones Survey</b>	<b>39</b>	<b>22</b>	<b>40</b>	<b>21</b>	<b>49</b>	<b>16</b>
<b>3 Poorest Provinces</b>	<b>45</b>	<b>26</b>	<b>48</b>	<b>26</b>	<b>45</b>	<b>22</b>

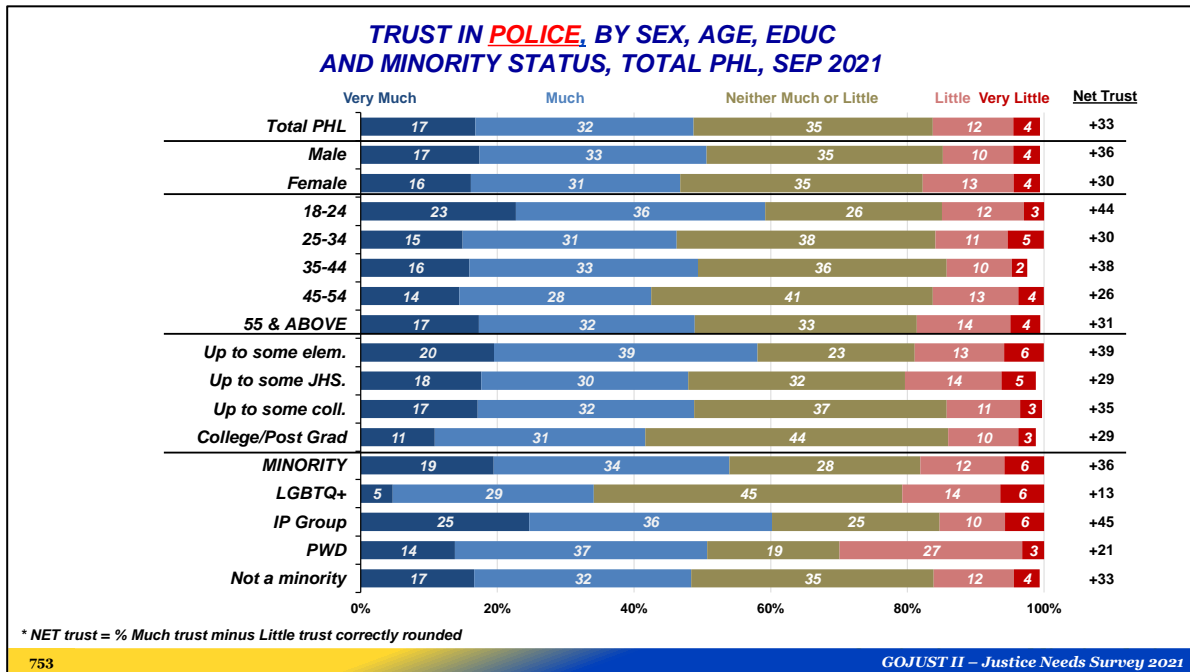


In Total Philippines and in the National Survey, the police obtained *good* net trust ratings across most demographic groups. They obtained *moderate* net trust ratings among the adults 45-54, the elementary graduates and the college graduates. [Charts 444-445]

In the Justice Zones, the police obtained *good* net trust ratings most demographic groups. They obtained *moderate* net trust ratings among the adults 25-34 (+28), the 55 and above (+26) and the high school graduates (+26). [Chart 446]

In the 3 Poorest Provinces, the police obtained *moderate* net trust ratings across sex, age, and education. Among the self-ascribed minority, it obtained a *good* +43 net trust rating, compared to *moderate* +22 among the self-ascribed majority. [Chart 447]

**Chart 444**



**Chart 445**

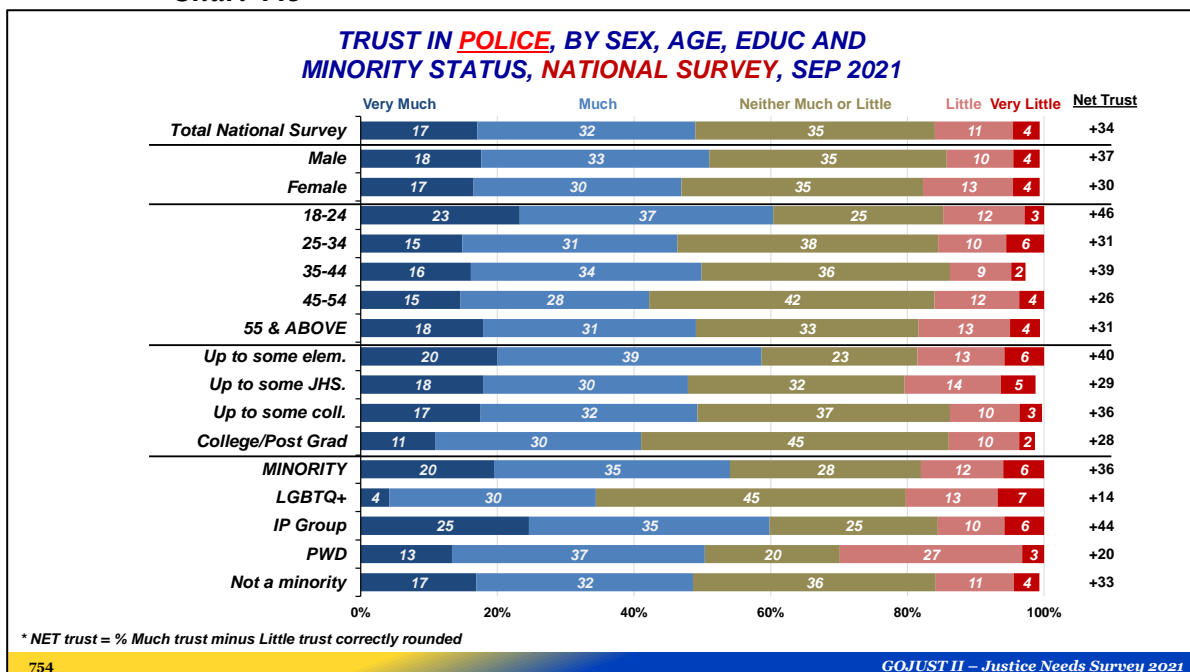




Chart 446

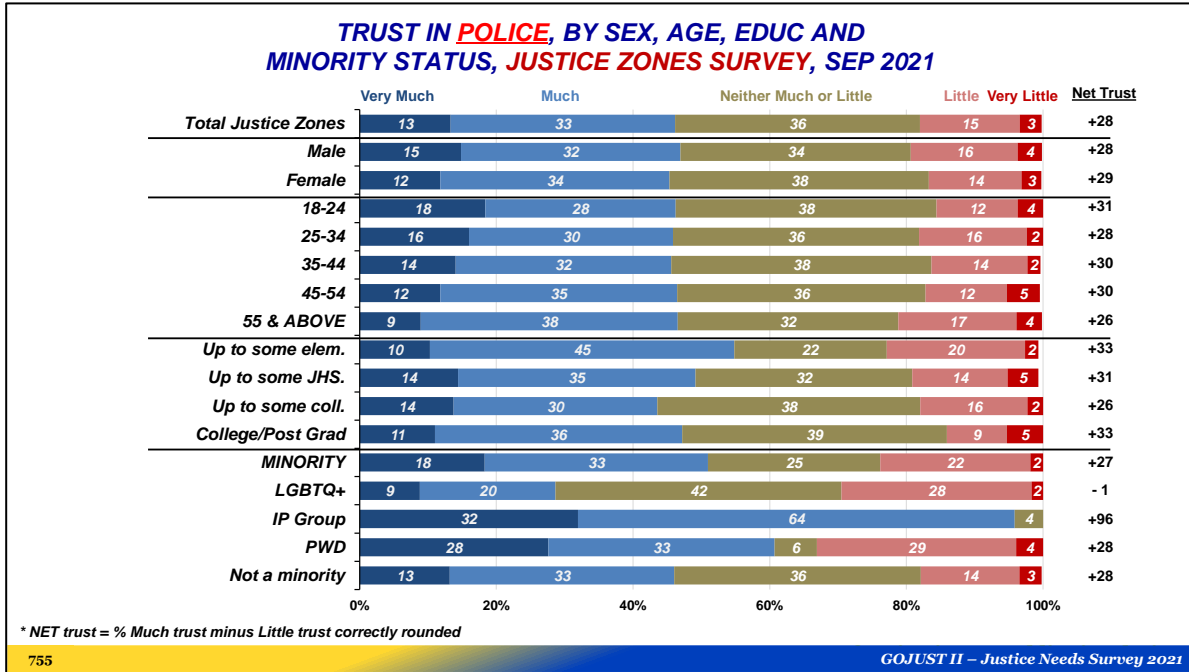
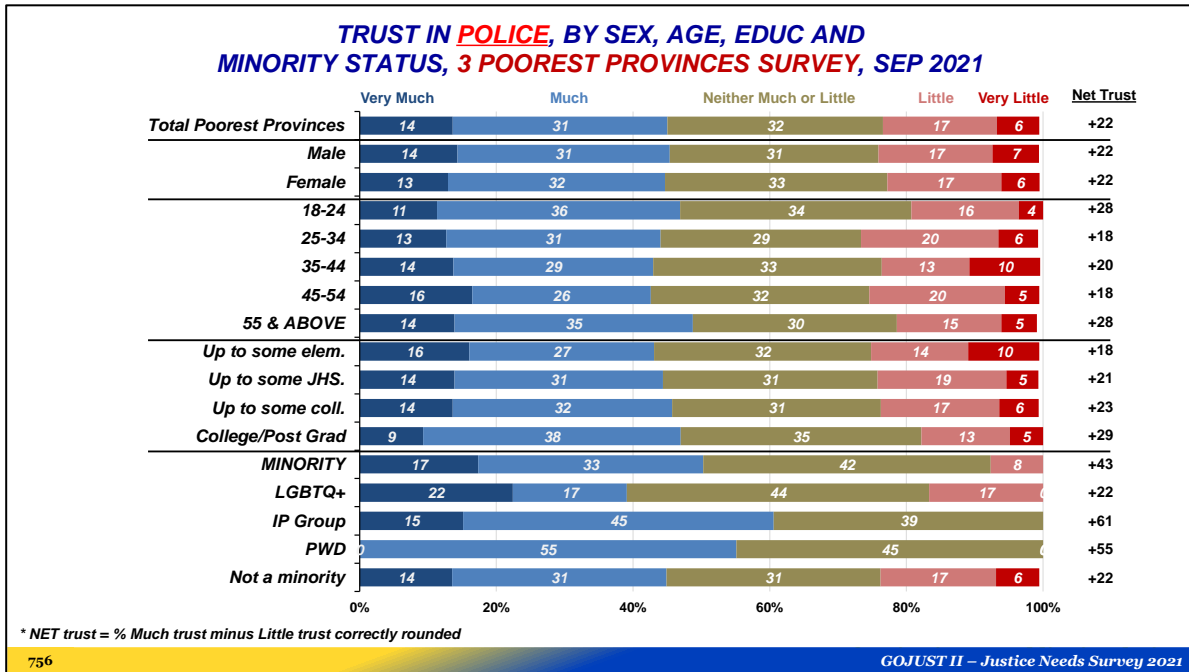


Chart 447





### 17.7. BJMP Personnel Who Supervises People in City Jails

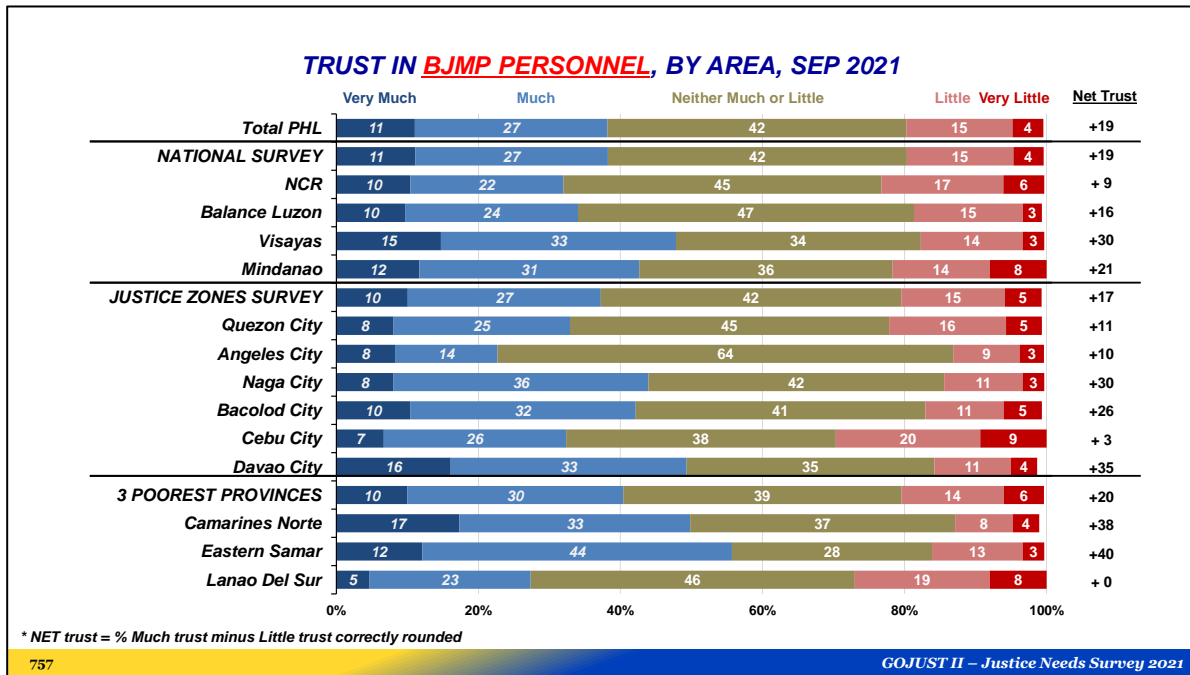
In 2021, BJMP personnel obtained a *moderate* +19 net trust rating in Total Philippines, and in across survey components. [Chart 448]

In the National survey, BJMP personnel obtained higher net trust ratings outside of NCR, where they obtained only a *neutral* +9 net trust rating in NCR: *good* +30 in Visayas and *moderate* in Balance Luzon and Mindanao.

In the Justice Zones, BJMP personnel obtained *good* net trust ratings in Naga City (+30) and Davao City (+35), but only a *neutral* +3 in Cebu City. It obtained *moderate* net trust ratings in other areas.

In the 3 Poorest Provinces, BJMP personnel obtained *good* net trust ratings in Camarines Norte (+38) and Eastern Samar (+40), but only a *neutral* +0 in Lanao del Sur.

Chart 448





Trust in BJMP personnel is slightly higher among those who have had justiciable issues in the National Survey (42%) and in the 3 Poorest Provinces (39%) than in the Justice Zones (32%). [Table 47]

In the National Survey, those who have had justiciable issues are more likely to have trust in BJMP personnel than those who have yet to experience a justiciable issue.

In the Justice Zones and in the 3 Poorest Provinces, trust in BJMP personnel is slightly higher among those who have yet to experience a justiciable issue.

**Table 47**

	<b>TRUST IN BJMP PERSONNEL, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>41%</b>	<b>18%</b>	<b>41%</b>	<b>18%</b>	<b>37%</b>	<b>20%</b>
<b>National Survey</b>	<b>42</b>	<b>18</b>	<b>42</b>	<b>18</b>	<b>36</b>	<b>20</b>
<b>Justice Zones Survey</b>	<b>32</b>	<b>22</b>	<b>31</b>	<b>22</b>	<b>39</b>	<b>19</b>
<b>3 Poorest Provinces</b>	<b>39</b>	<b>21</b>	<b>41</b>	<b>20</b>	<b>41</b>	<b>20</b>



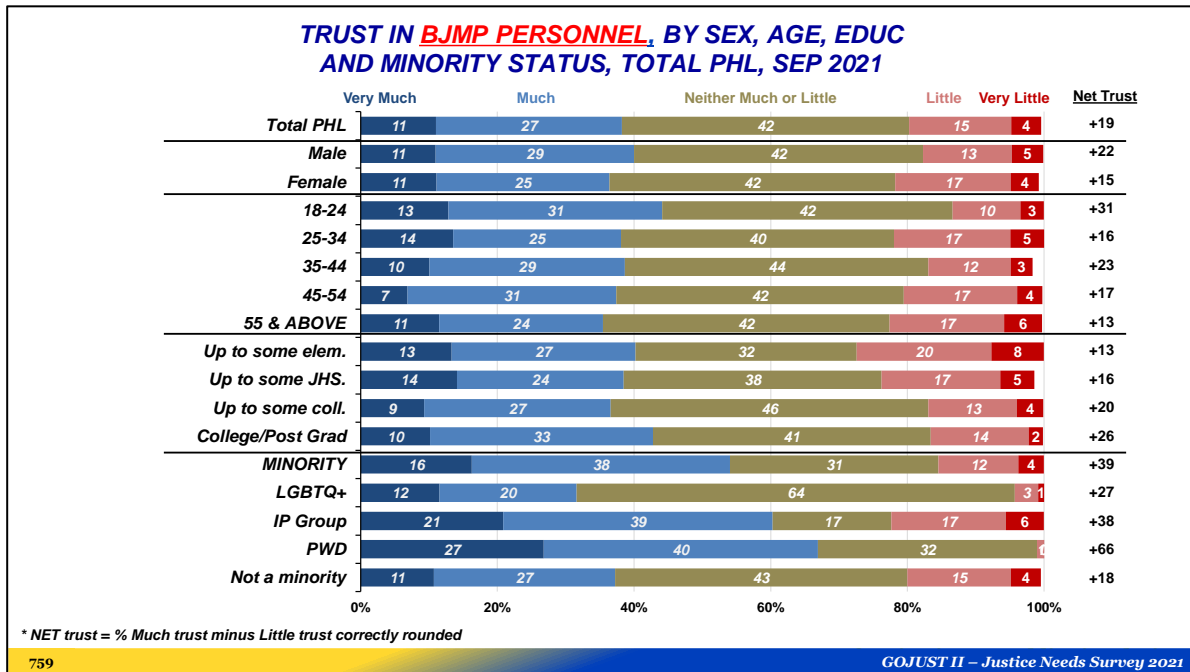


In Total Philippines and in the National Survey, BJMP personnel obtained *good* net trust ratings among the youth 18-24 (+31), and *moderate* among the older adults. BJMP personnel obtained *good* ratings among the self-ascribed minority (+39), compared to a *moderate* among the self-ascribed majority (+18). [Charts 449-450]

In the Justice Zones, BJMP personnel obtained *moderate* net trust ratings across all demographics. [Chart 451]

In the 3 Poorest Provinces, BJMP personnel obtained *moderate* net trust ratings across sex, age, and education. Among the self-ascribed minority, it obtained a *good* +47 net trust rating, compared to *moderate* +20 among the self-ascribed majority. [Chart 452]

**Chart 449**



**Chart 450**

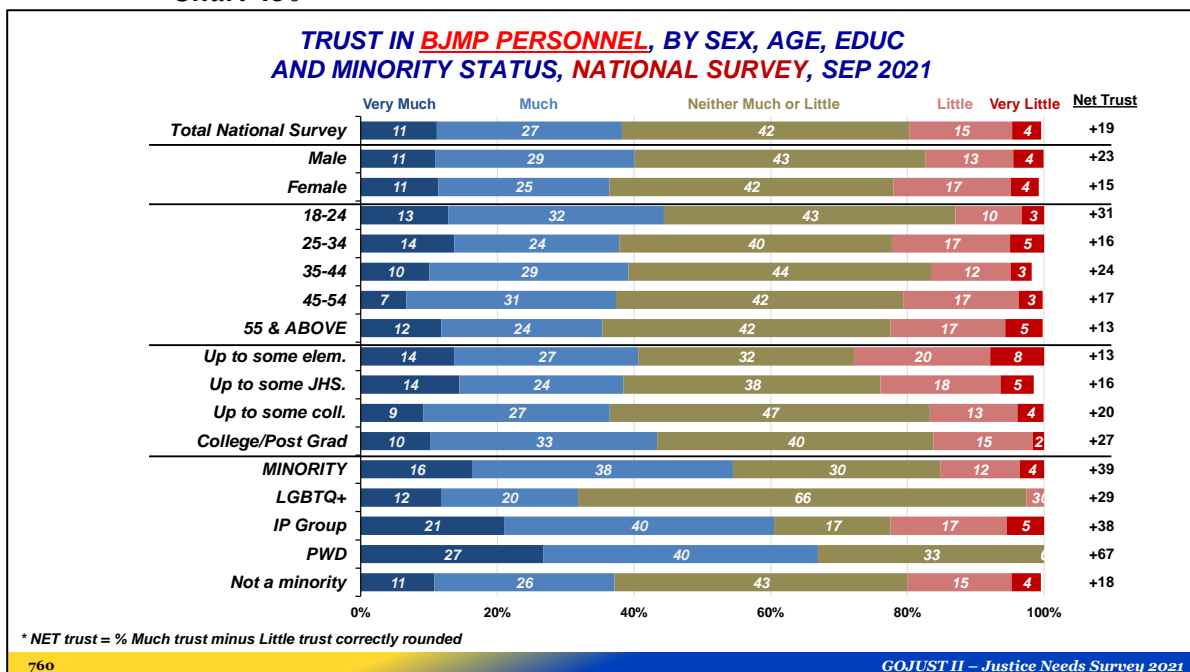




Chart 451

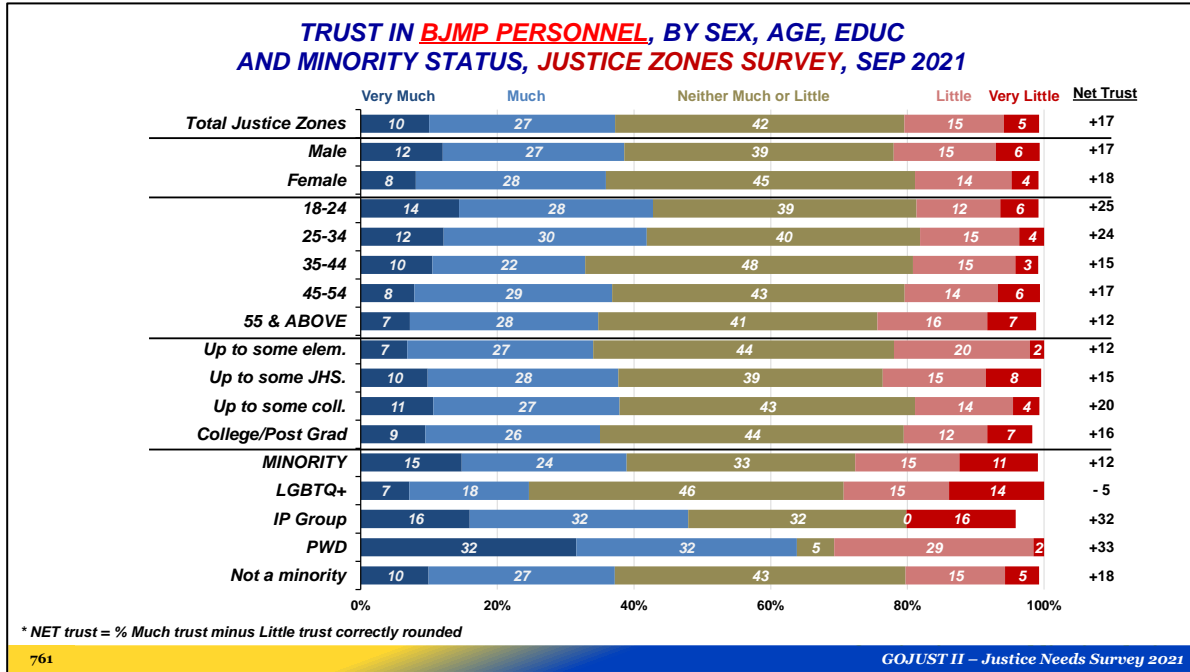
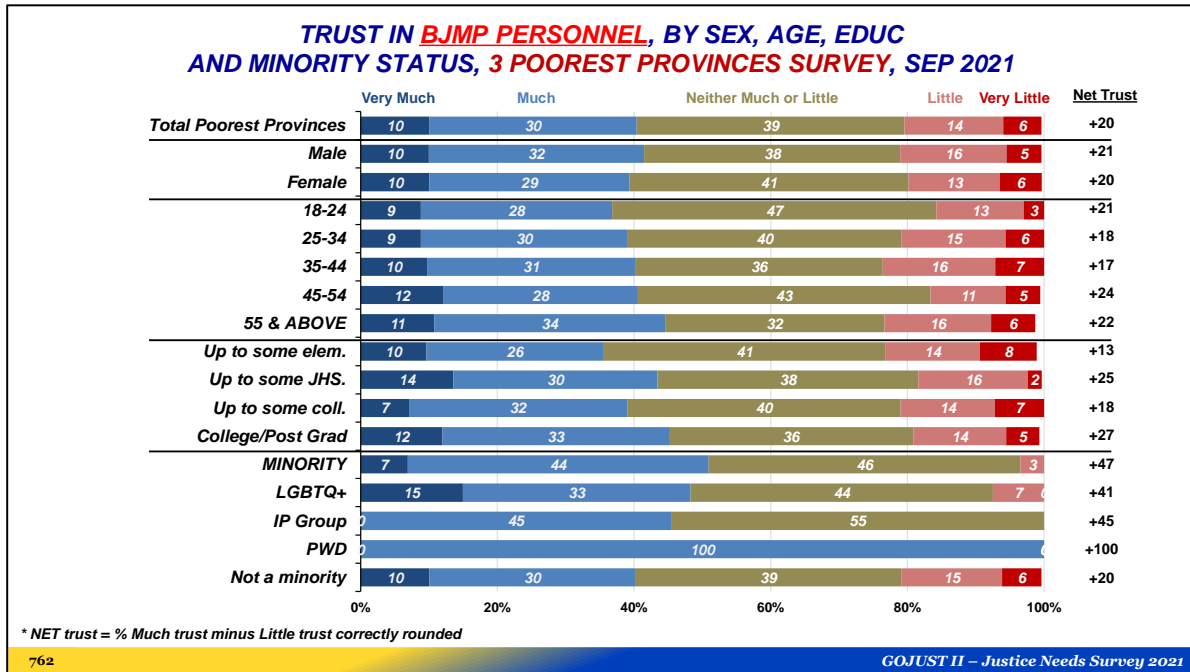


Chart 452





## 17.8. BUCOR Personnel who Supervises People Jailed in the National Bilibid Prisons

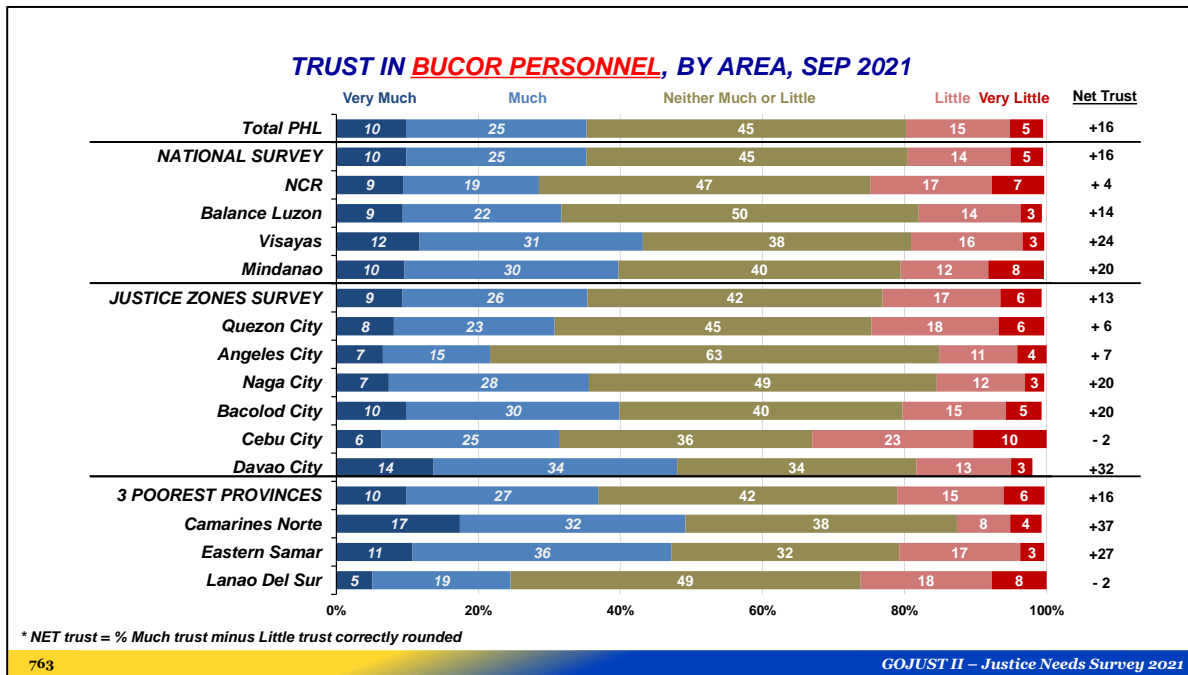
In 2021, BUCOR personnel obtained a *moderate* +16 net trust rating in Total Philippines, and in across survey components. [Chart 453]

In the National survey, BUCOR personnel obtained only a *neutral* +4 net trust rating in NCR, compared to *moderate* in the provincial areas.

In the Justice Zones, BUCOR personnel obtained a *good* +32 net trust rating in Davao City, *moderate* net trust ratings in Naga City and Bacolod City, and *neutral* in other areas.

In the 3 Poorest Provinces, BUCOR personnel obtained a *good* +37 net trust rating in Camarines Norte and *moderate* +27 in Eastern Samar, compared to only a *neutral* -2 in Lanao del Sur.

Chart 453





Trust in BUCOR personnel is slightly higher among those who have had justiciable issues in the National Survey (39%) and in the 3 Poorest Provinces (36%) than in the Justice Zones (29%). [Table 48]

In the National Survey, those who have had justiciable issues are more likely to have trust in BUCOR personnel than those who have yet to experience a justiciable issue.

In the Justice Zones, trust in BUCOR personnel is slightly higher among those who have yet to experience a justiciable issue.

**Table 48**

	<b>TRUST IN PERSONNEL OF THE BUCOR, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>38%</b>	<b>17%</b>	<b>38%</b>	<b>18%</b>	<b>34%</b>	<b>21%</b>
<b>National Survey</b>	<b>39</b>	<b>17</b>	<b>38</b>	<b>18</b>	<b>33</b>	<b>20</b>
<b>Justice Zones Survey</b>	<b>29</b>	<b>24</b>	<b>28</b>	<b>22</b>	<b>38</b>	<b>22</b>
<b>3 Poorest Provinces</b>	<b>36</b>	<b>19</b>	<b>35</b>	<b>18</b>	<b>37</b>	<b>21</b>



In Total Philippines and in the National Survey, BUCOR personnel obtained *good* net trust ratings among the youth 18-24, and *moderate* among the older adults. [Charts 454-455]

In the Justice Zones, BUCOR personnel obtained *moderate* net trust ratings across all demographics, except among the oldest 55 and above, the non-elementary graduates and the self-ascribed minority where they obtained *neutral* net trust ratings. [Chart 456]

In the 3 Poorest Provinces, BUCOR personnel obtained *moderate* net trust ratings across all demographics, except among the 35-44 and the non-elementary graduates where they obtained *neutral* net trust ratings. Among the self-ascribed minority, BUCOR personnel obtained a *good* +39, compared to a *moderate* +16 among the self-ascribed majority. [Chart 457]

**Chart 454**

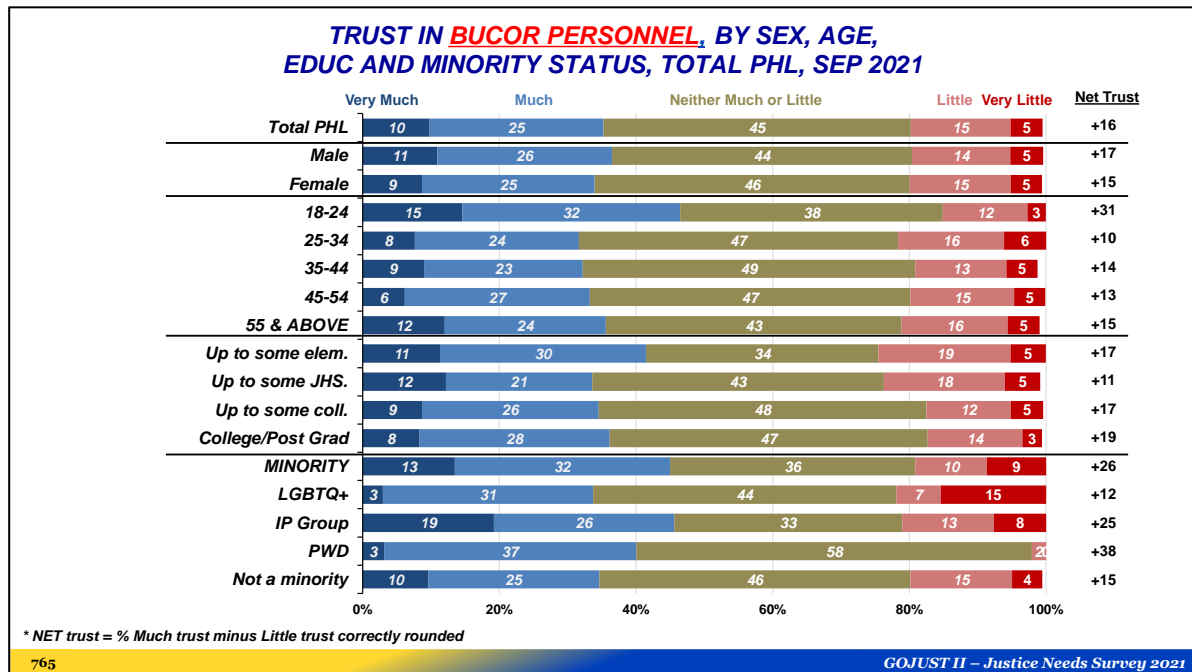




Chart 455

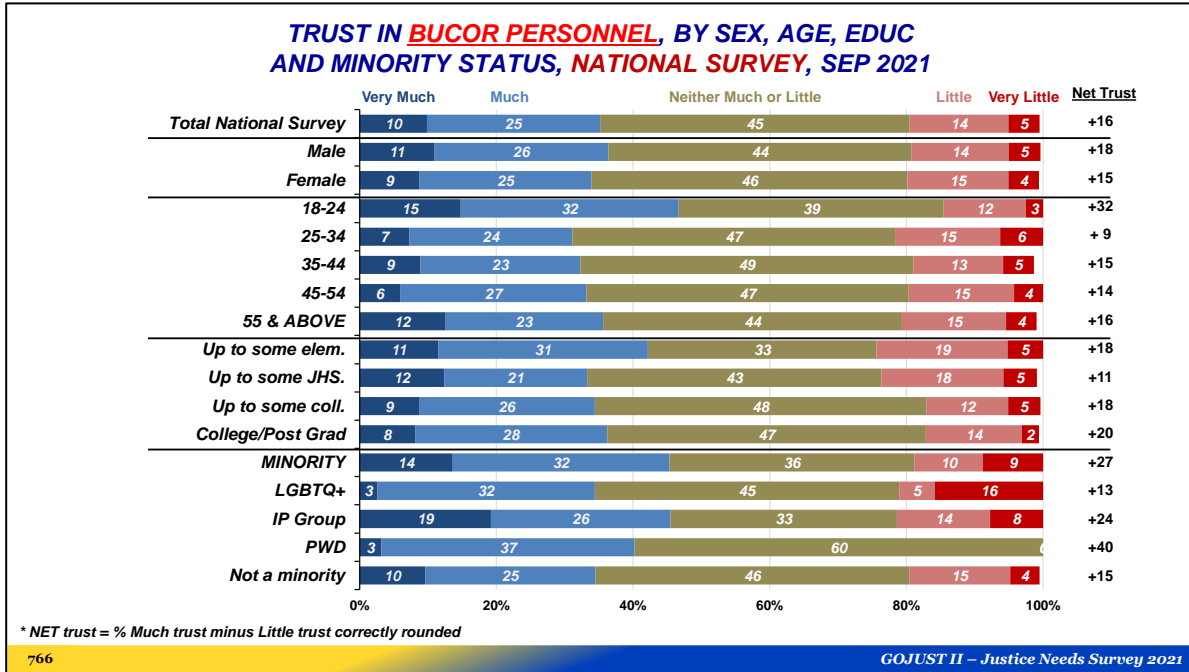


Chart 456

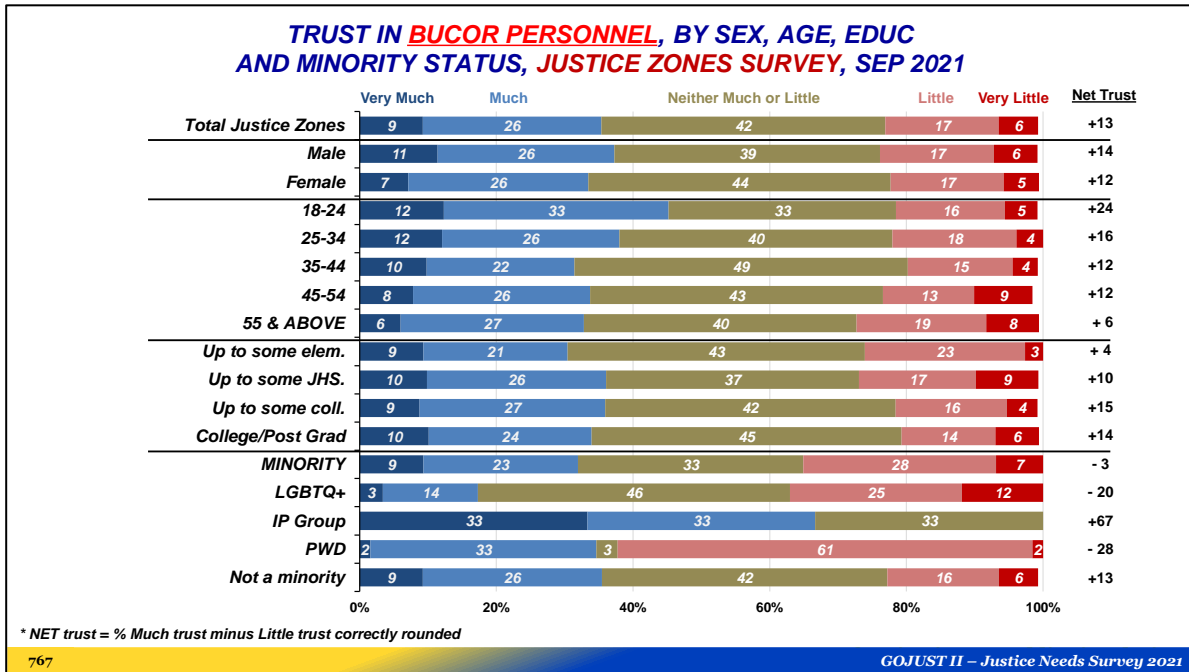
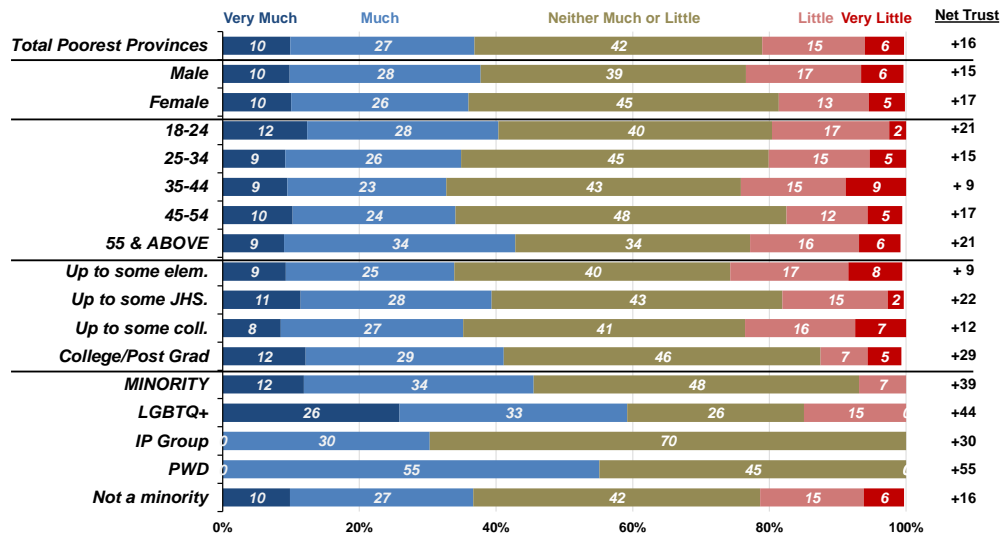




Chart 457

**TRUST IN BUCOR PERSONNEL, BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 18. Trust in Institutions in the Justice System

The 2021 Survey tested for trust in institutions in the judiciary along with other government institutions. All twelve (12) institutions scored positive net trust ratings. [Chart 458]

Among the 12 institutions, three obtained *very good* net trust ratings: the Public Attorney's Office (PAO) (+57), barangay government (+50) and city/town governments (+52). The Bureau of Corrections (BUCOR) obtained the lowest net trust rating with *moderate* +29. The rest obtained *good* net trust ratings.

In a 2017 survey, city/town government obtained the highest net trust rating with a *very good* +52, while trial Courts obtained the lowest with a *moderate* +24. Four institutions scored *good* net trust ratings: Philippine National Police (PNP) (+43), the National Government (+45), the Supreme Court (+30) and the Department of Justice (DOJ) (+39) [Chart 459]

Chart 458

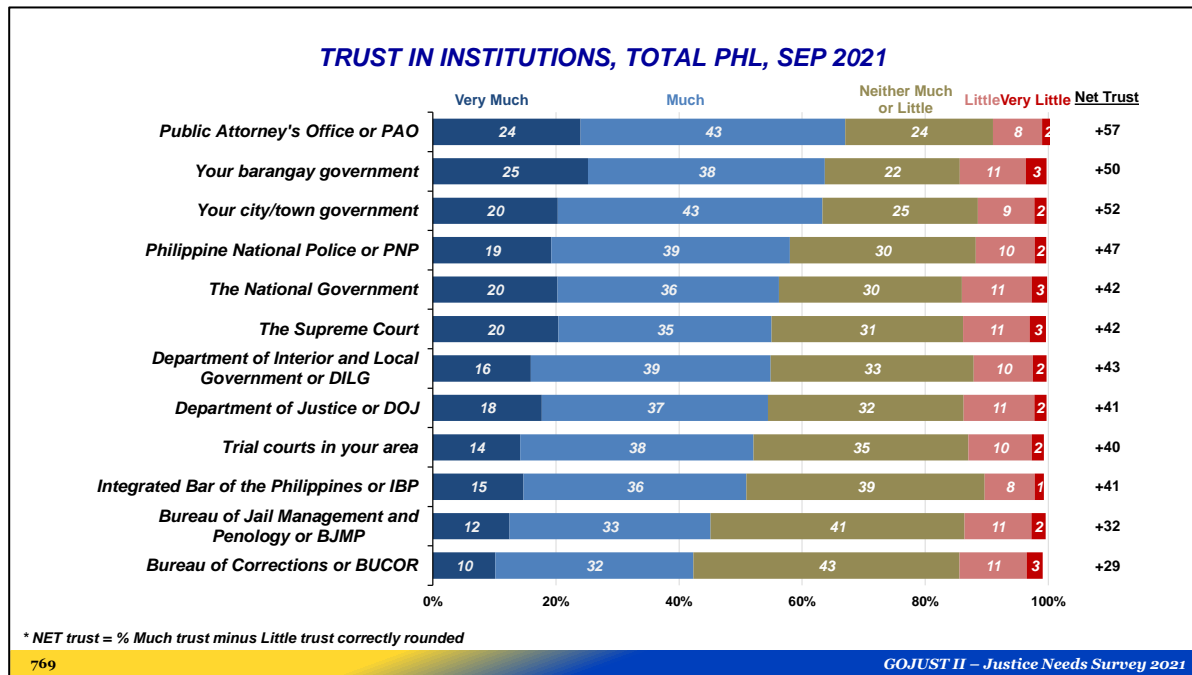
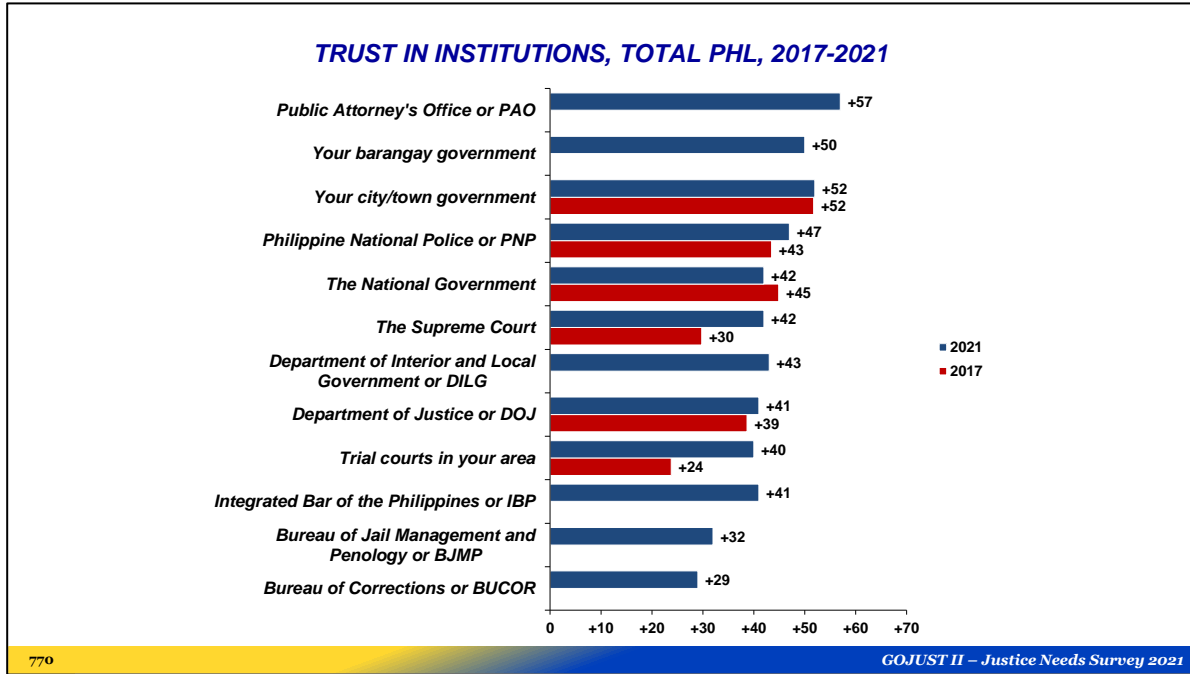






Chart 459





## 18.1. Public Attorney's Office or PAO

In 2021, the Public Attorney's Office (PAO) obtained *very good* +57 net trust rating.

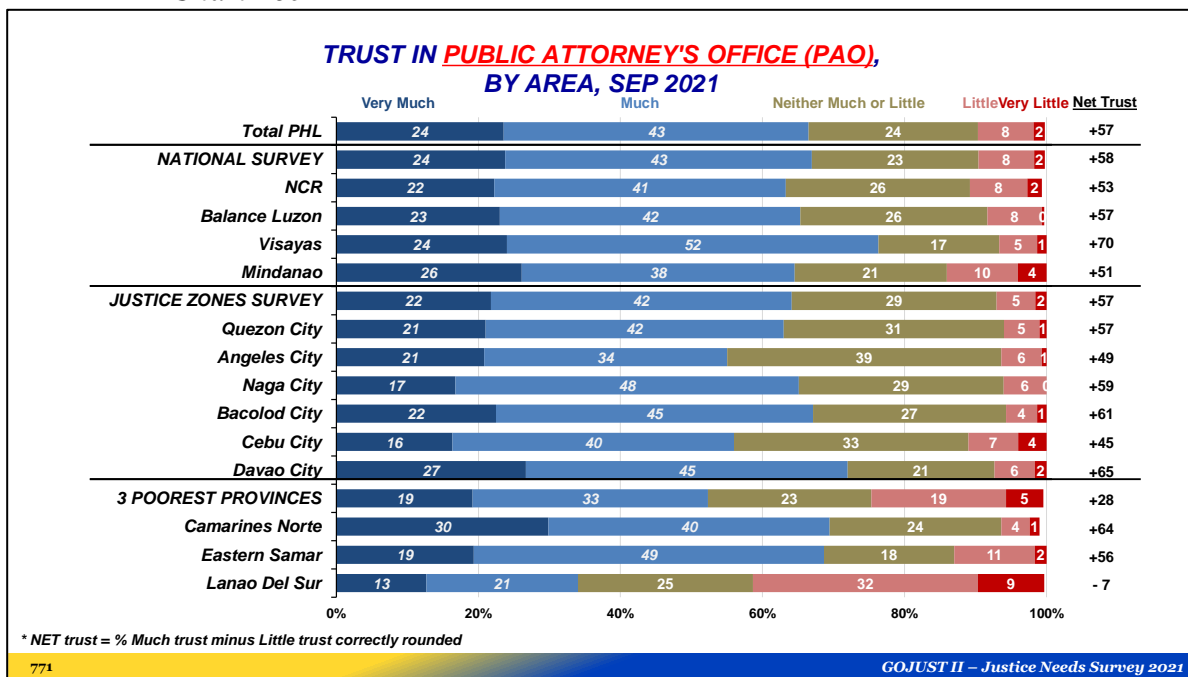
PAO obtained *very good* net trust ratings in the National Survey (+58) and in the Justice Zones (+57) but only a *moderate* +28 net trust rating in the 3 Poorest Provinces. [Chart 460]

In the National Survey, PAO obtained an *excellent* +70 net trust rating in Visayas and *very good* net trust ratings in all other areas.

In the Justice Zones, PAO obtained *very good* net trust ratings in Quezon City (+57), Naga City (+59), Bacolod City (+61) and Davao City (+65) and *good* net trust rating elsewhere.

In the 3 Poorest Provinces, PAO obtained *very good* net trust ratings in Camarines Norte (+64) and Eastern Samar (+56), but only a *neutral* -7 in Lanao del Sur.

Chart 460





Across the survey areas, trust in the PAO is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 49]

In the Justice Zones, those who trust in PAO is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

In the National Survey and in the 3 Poorest Provinces, trust in PAO is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

**Table 49**

	<b>TRUST IN PUBLIC ATTORNEY'S OFFICE (PAO), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>68%</b>	<b>7%</b>	<b>70%</b>	<b>7%</b>	<b>66%</b>	<b>11%</b>
<b>National Survey</b>	<b>69</b>	<b>7</b>	<b>70</b>	<b>6</b>	<b>66</b>	<b>11</b>
<b>Justice Zones Survey</b>	<b>61</b>	<b>9</b>	<b>60</b>	<b>6</b>	<b>66</b>	<b>6</b>
<b>3 Poorest Provinces</b>	<b>55</b>	<b>24</b>	<b>54</b>	<b>26</b>	<b>51</b>	<b>24</b>



In Total Philippines and in the National Survey, PAO obtained *very good* net trust ratings in all socio-demographic groups. [Charts 461- 462]

In the Justice Zones, PAO obtained *excellent* net trust ratings among the non-elementary graduates (+71), and *very good* ratings among those with more education. PAO lawyers obtained an *excellent* (+80) among the self-ascribed minority, compared to *very good* +57 among the self-ascribed majority. [Chart 463]

In the 3 Poorest Provinces, POA obtained good net trust ratings among the 18-24 (+30) and the 55 and above (+42), and among the elementary graduates (+35) and high school graduates (+32). PAO lawyers obtained an *excellent* (+74) among the self-ascribed minority, compared to *moderate* +27 among the self-ascribed majority. [Chart 464]

**Chart 461**

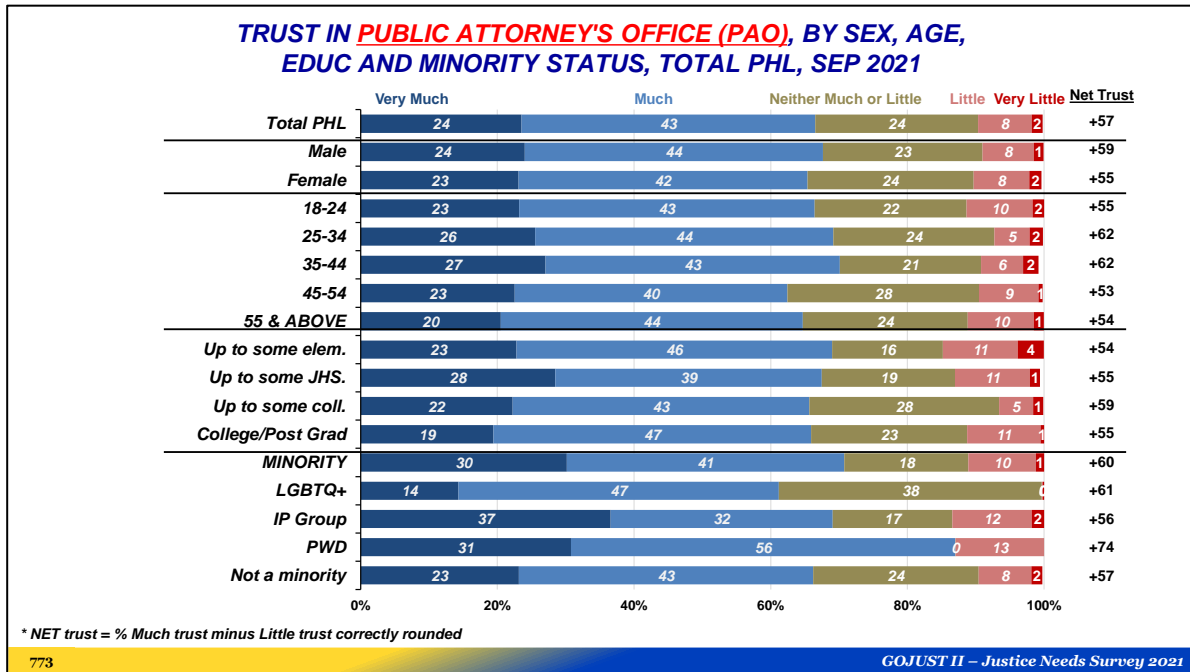




Chart 462

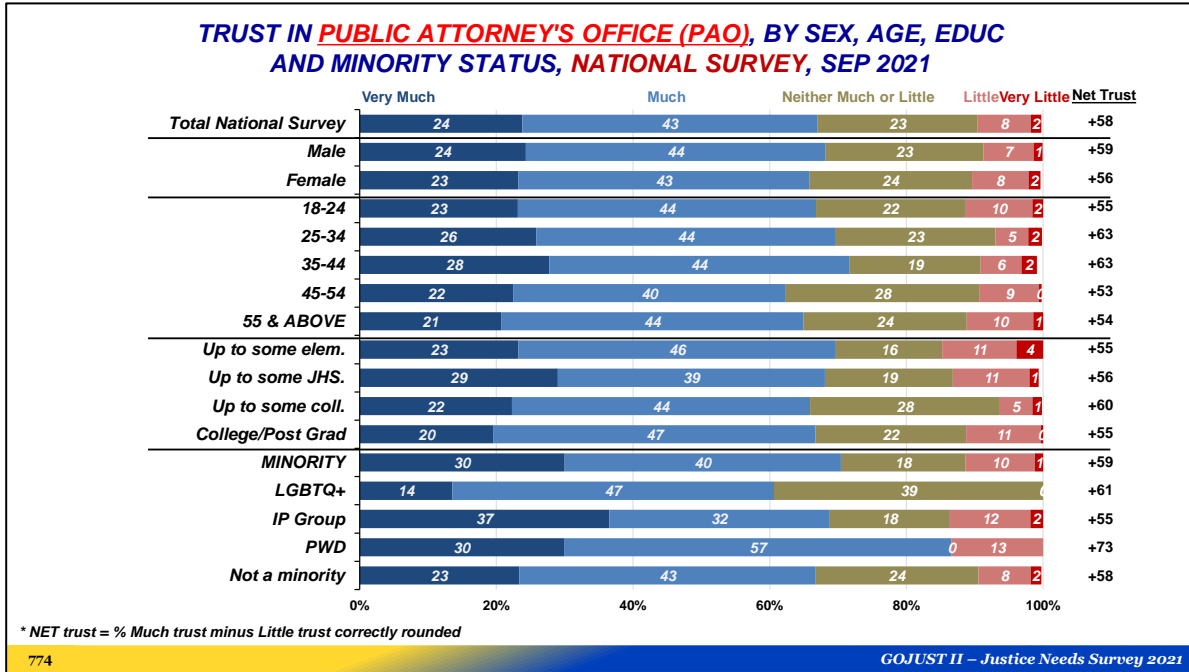


Chart 463

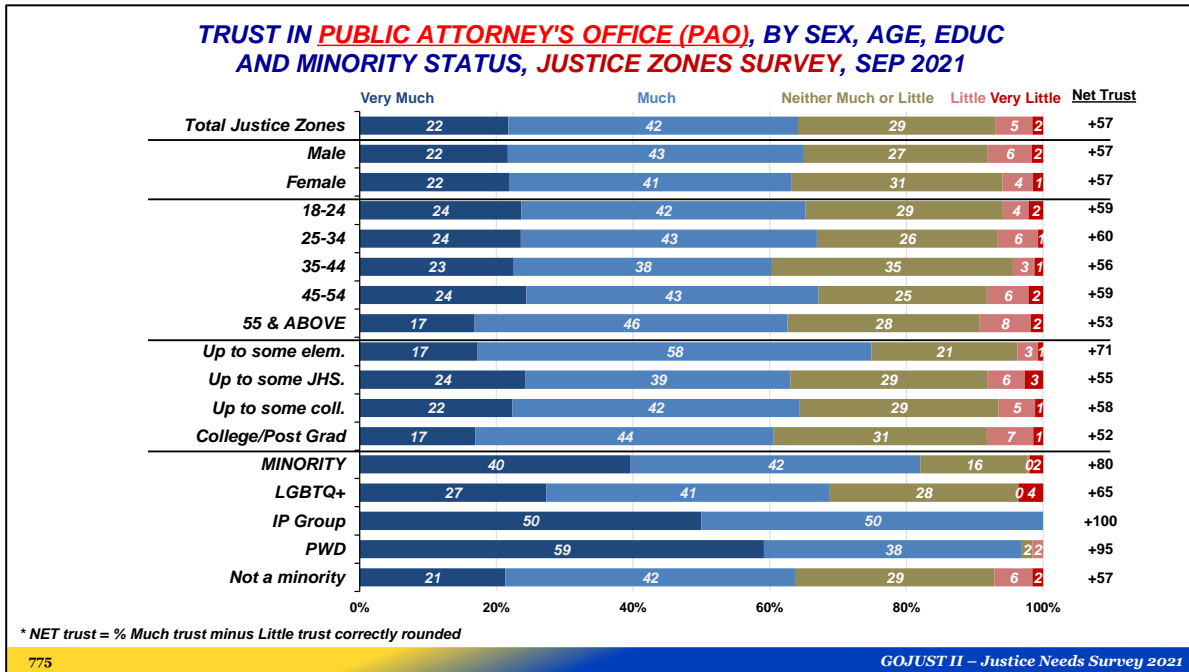
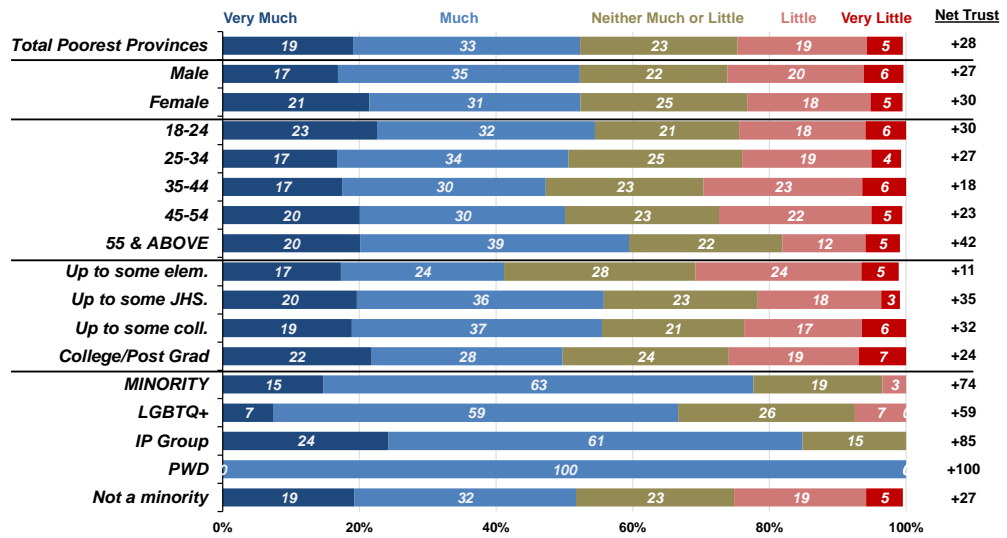




Chart 464

**TRUST IN PUBLIC ATTORNEY'S OFFICE (PAO), BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 18.2. Your Barangay Government

In 2021, barangay governments obtained *very good* +50 net trust rating.

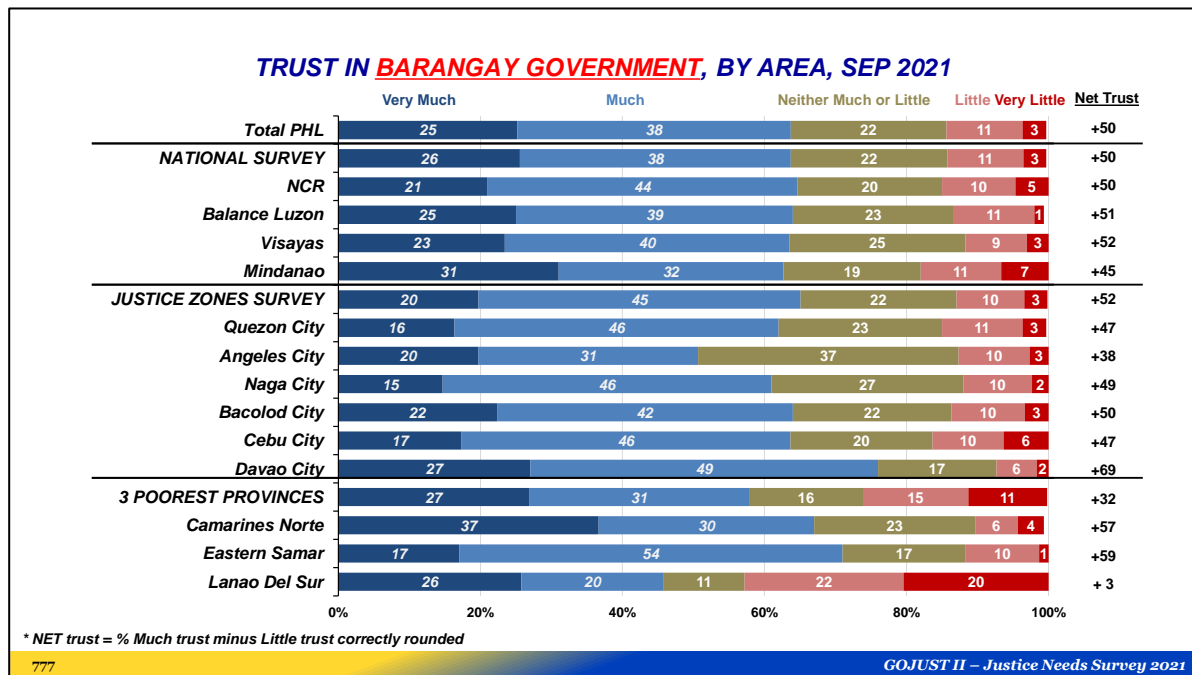
Barangay governments obtained *very good* net trust ratings in the National Survey (+50) and in the Justice Zones (+52), and *good* +32 net trust rating in the 3 Poorest Provinces. [Chart 465]

In the National Survey, barangay governments obtained *very good* net trust ratings in NCR, Balance Luzon and Visayas, and *good* +45 net trust rating in Mindanao.

In the Justice Zones, barangay governments obtained *very good* net trust ratings in Bacolod City (+50) and Davao City (+69), and *good* net trust ratings in all other areas.

In the 3 Poorest Provinces, barangay government obtained *very good* net trust ratings in Camarines Norte (+57) and Eastern Samar (+59), but only a *neutral* +3 in Lanao del Sur.

Chart 465





Across the survey areas, trust in barangay governments is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 50]

In the Justice Zones, those who trust in barangay governments is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 50**

	<b>TRUST IN BARANGAY GOVERNMENT, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>62%</b>	<b>13%</b>	<b>66%</b>	<b>11%</b>	<b>64%</b>	<b>15%</b>
<b>National Survey</b>	<b>63</b>	<b>12</b>	<b>67</b>	<b>10</b>	<b>64</b>	<b>15</b>
<b>Justice Zones Survey</b>	<b>56</b>	<b>19</b>	<b>56</b>	<b>19</b>	<b>70</b>	<b>10</b>
<b>3 Poorest Provinces</b>	<b>56</b>	<b>28</b>	<b>58</b>	<b>29</b>	<b>58</b>	<b>25</b>





In Total Philippines and in the National Survey, barangay governments obtained *very good* net trust ratings among males (+53), those aged 45 and above (+54-58), and the high school graduates (+50-51). Barangay governments obtained *good* net trust ratings in other demographics. [Charts 466- 467]

In the Justice Zones, barangay governments obtained a *good* +48 among the youth, and *very good* ratings among the older adults. By education, barangay governments obtained an *excellent* +70 among the non-elementary graduates, *very good* among the elementary (+57) and high school (+50) graduates, and *good* among the college graduates (+46). [Chart 468]

In the 3 Poorest Provinces, barangay governments obtained *moderate* net trust ratings among the 18-24 (+23) and 35-44 (+18), *good* among the 25-34 and 45-54, and *very good* among the adults 55 and above (+50). Barangay governments obtained a *good* +44 among the elementary graduates and *moderate* among other education groups. [Chart 469]

Chart 466

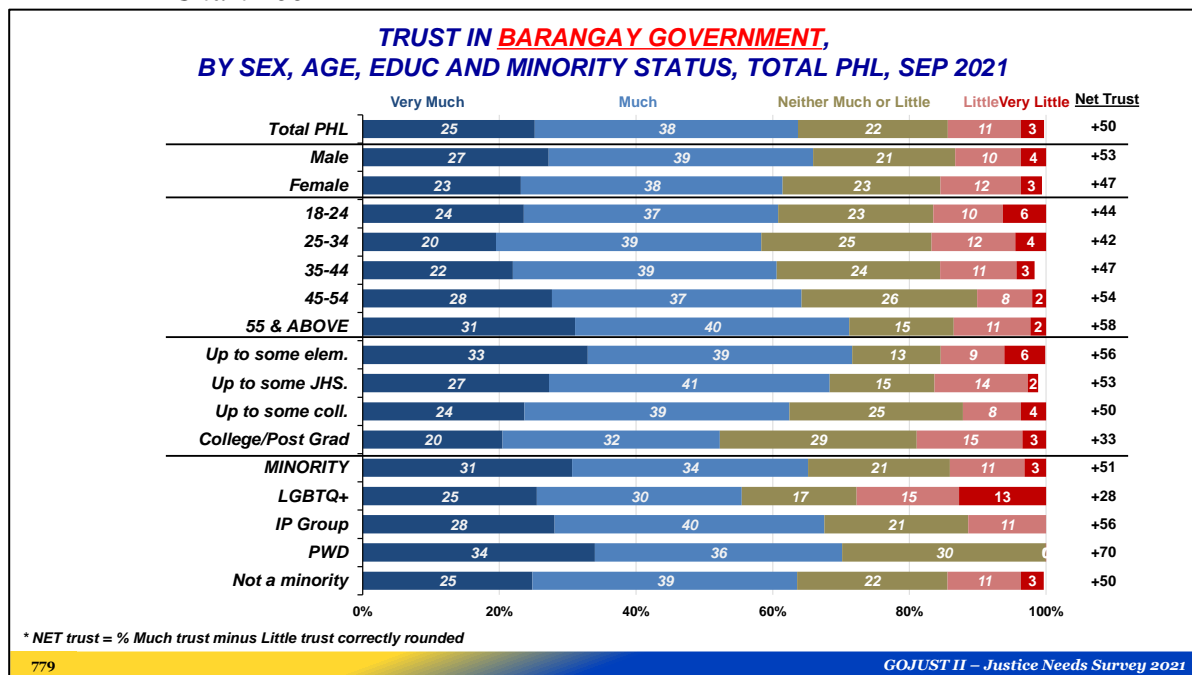




Chart 467

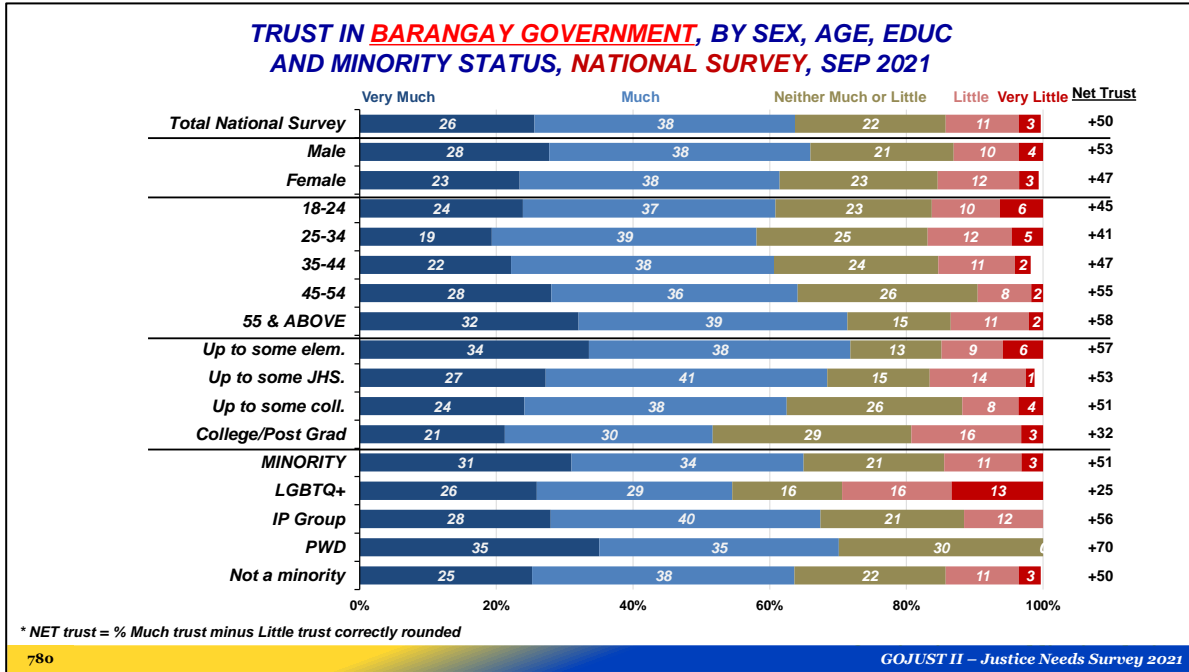


Chart 468

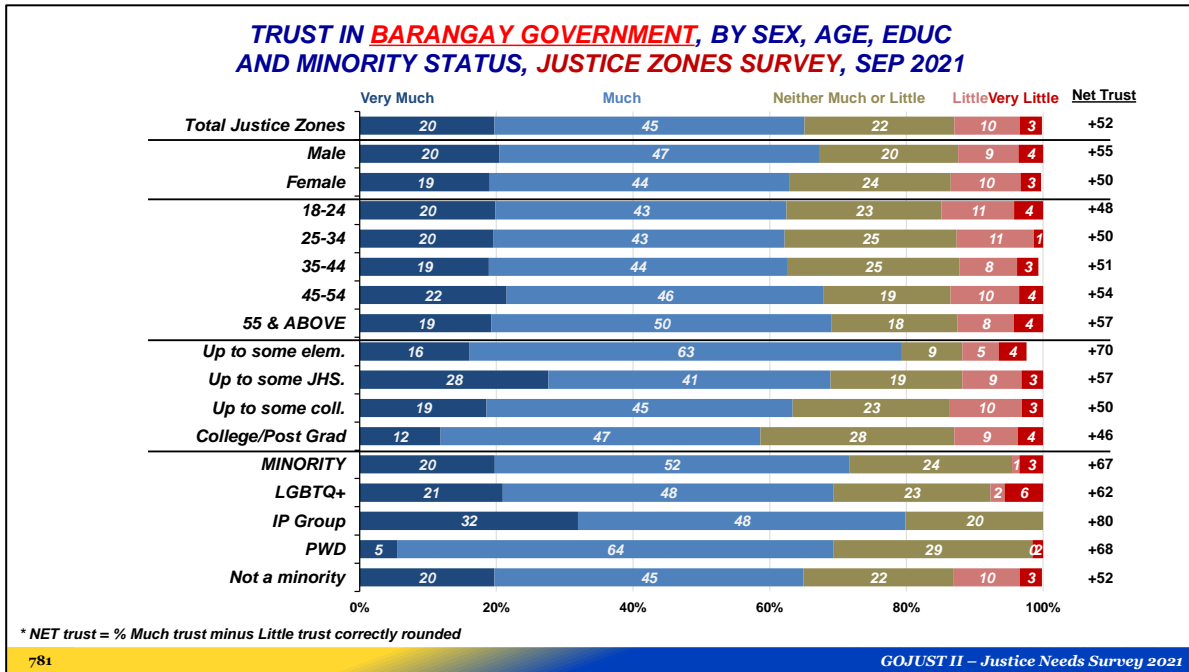
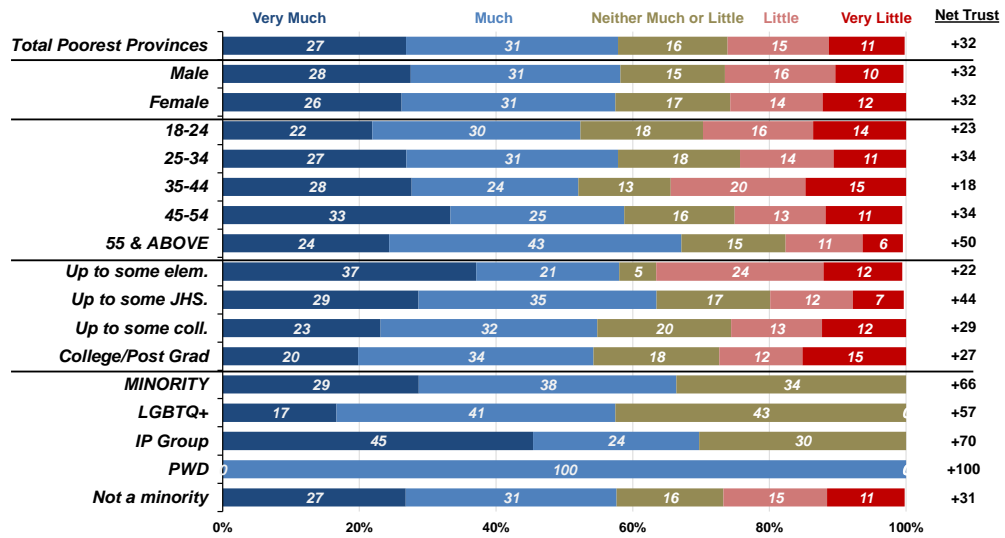




Chart 469

**TRUST IN BARANGAY GOVERNMENT, BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded

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### 18.3. Your City/Town Government

City/town governments maintained its *very good* +52 net trust rating in 2021 from 2017. [Chart 470]

In 2021, city/town governments obtained *very good* net trust ratings in the National Survey (+52) and in the Justice Zones (+56), and *good* +31 net trust rating in the 3 Poorest Provinces. [Chart 471]

In the National Survey, city/town governments obtained a *very good* net trust ratings in NCR (+59), Balance Luzon (+56) and Visayas (+51), and *good* +43 net trust rating in Mindanao.

In the Justice Zones, city/town governments obtained *excellent* +79 net trust rating in Davao City and *very good* in Quezon City and Naga City. It obtained *good* net trust ratings in other areas.

In the 3 Poorest Provinces, city/town governments obtained *very good* net trust ratings in Camarines Norte (+61) and Eastern Samar (+56), but only a *neutral* +0 net trust rating in Lanao del Sur.

Chart 470

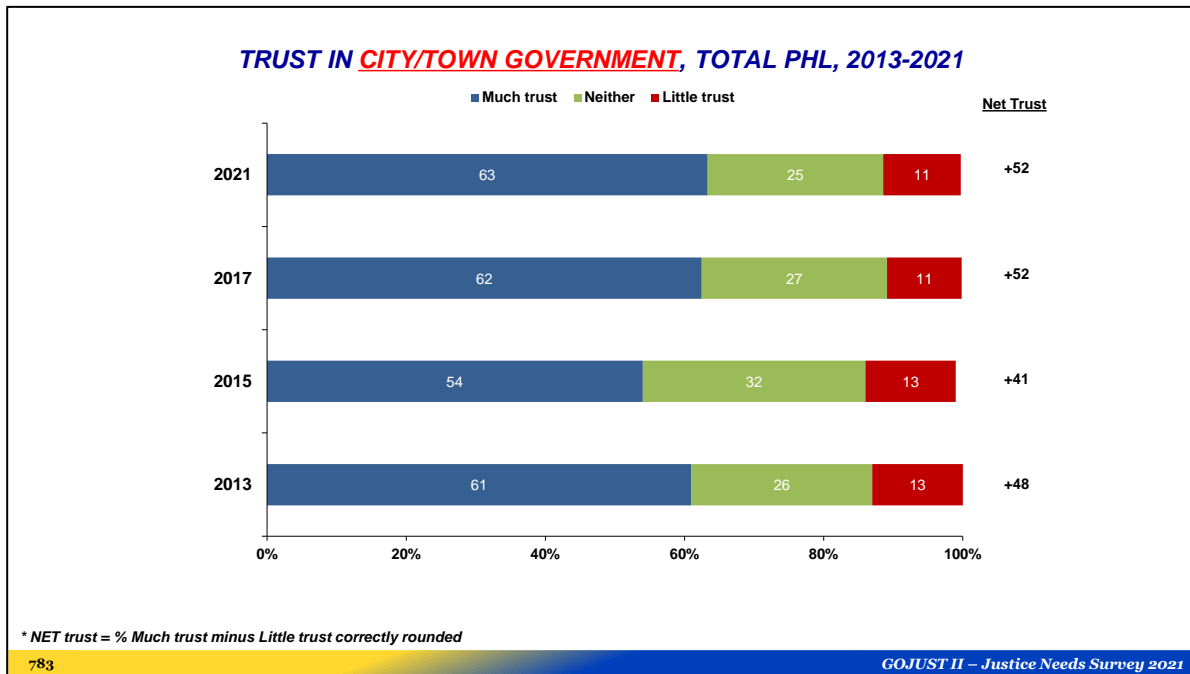
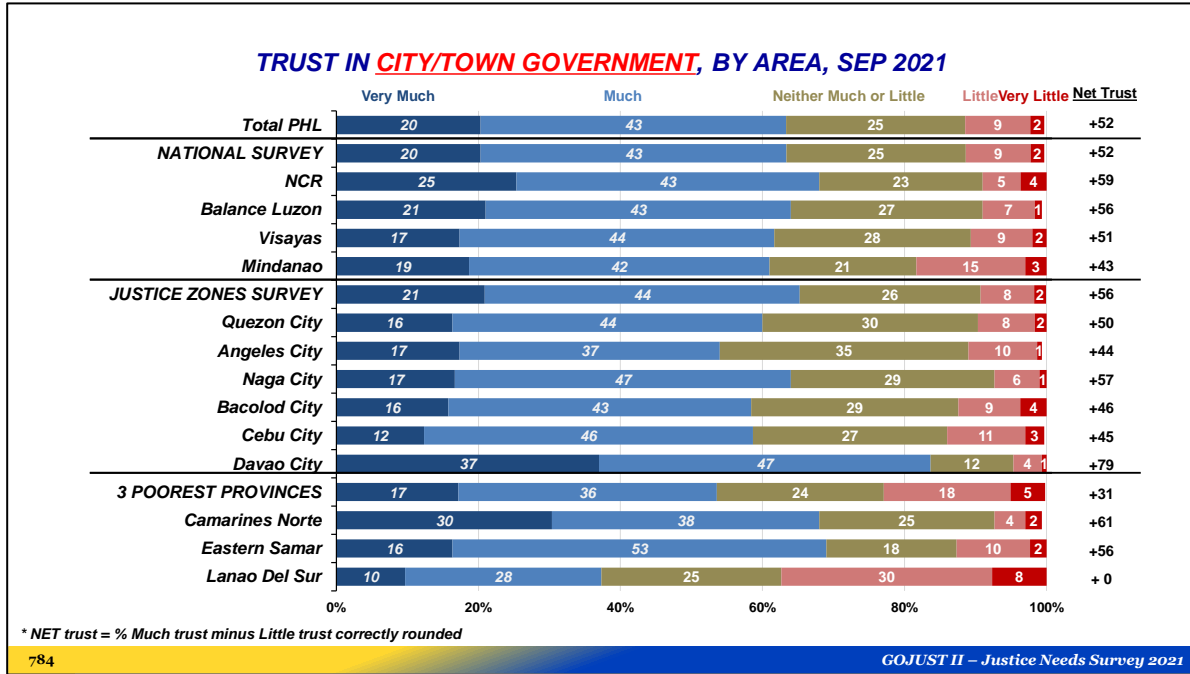




Chart 471





Across the survey areas, trust in city/town governments is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 51]

In the Justice Zones, trust in city/town governments is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

In 3 Poorest Provinces, trust in city/town governments is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

**Table 51**

	<b>TRUST IN CITY/TOWN GOVERNMENT, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>63%</b>	<b>9%</b>	<b>63%</b>	<b>8%</b>	<b>63%</b>	<b>12%</b>
<b>National Survey</b>	<b>64</b>	<b>9</b>	<b>63</b>	<b>7</b>	<b>63</b>	<b>12</b>
<b>Justice Zones Survey</b>	<b>57</b>	<b>12</b>	<b>56</b>	<b>12</b>	<b>69</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>58</b>	<b>22</b>	<b>58</b>	<b>22</b>	<b>52</b>	<b>23</b>

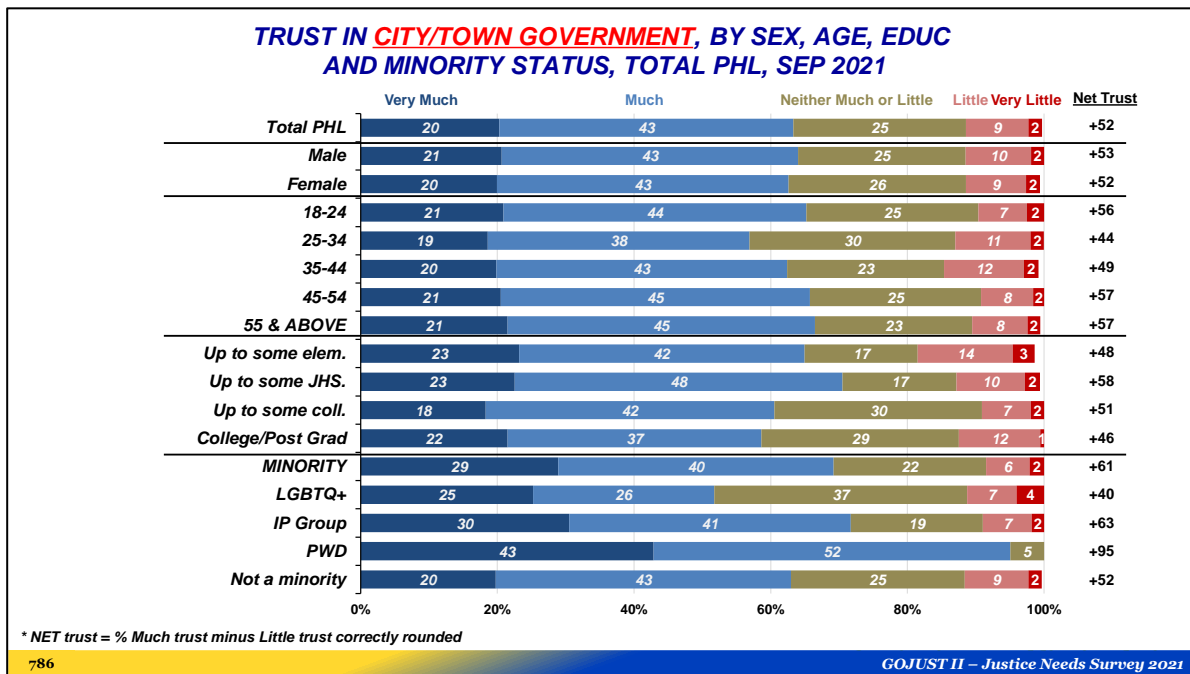


In Total Philippines and in the National Survey, city/town governments obtained *very good* net trust ratings among the youth 18-24 (+56) and the 45 and above (+57), the elementary graduates (+58-59) and high school graduates (+51-52). [Charts 472- 473]

In the Justice Zones, city/town governments obtained *very good* net trust ratings in all socio-demographic groups. [Chart 474]

In the 3 Poorest Provinces, city/town governments obtained *moderate* net trust ratings in most demographic groups. City/governments obtained *good* +49 among the 55 and above. City/town governments obtained a *very good* (+56) among the self-ascribed minority, compared to *good* +30 among the self-ascribed majority. [Chart 475]

**Chart 472**



**Chart 473**

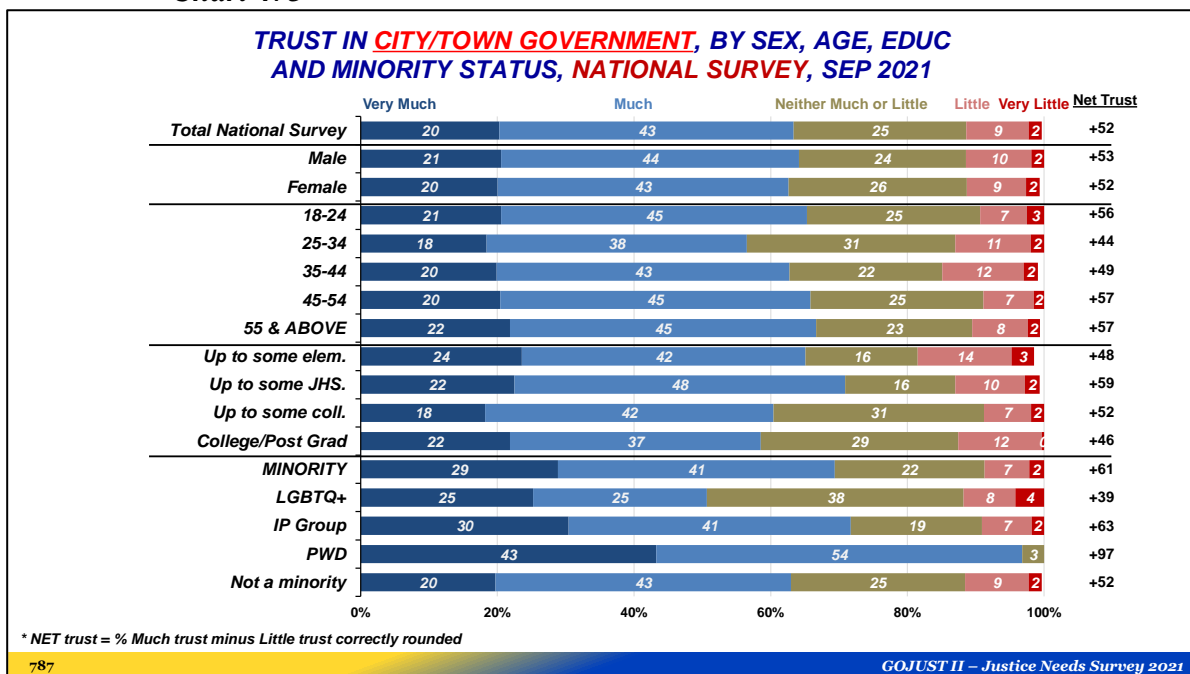




Chart 474

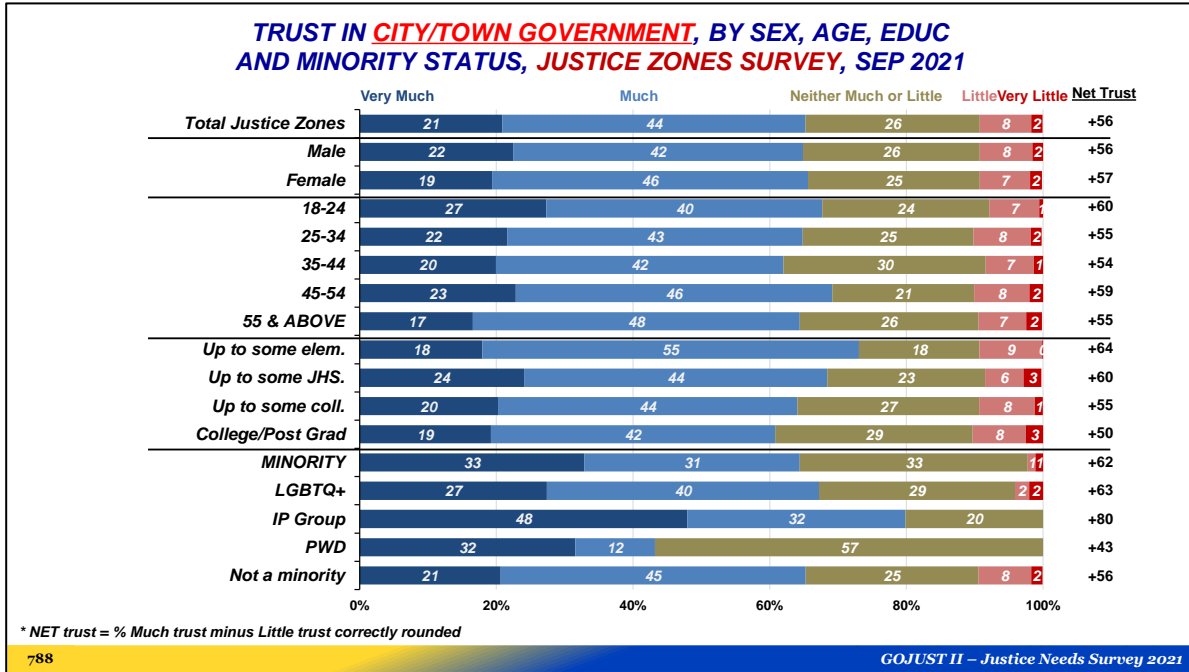
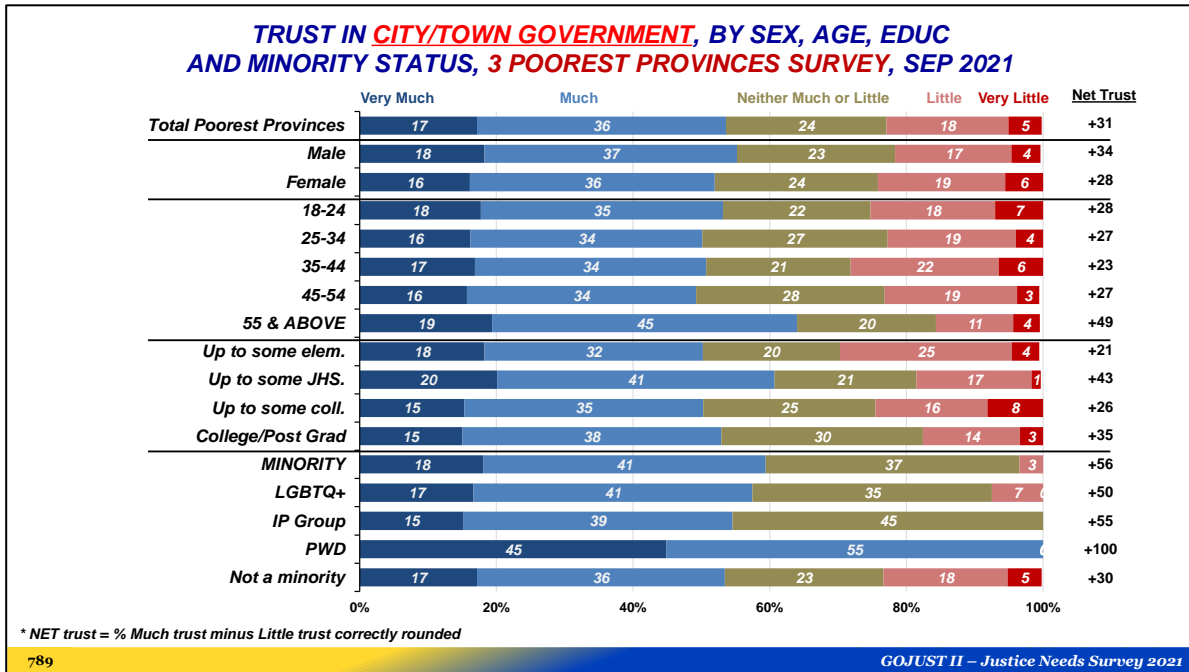


Chart 475







## 18.4. Philippine National Police or PNP

The Philippine National Police (PNP) obtained *good* net trust ratings both in 2021 and in an earlier survey in 2017. [Chart 476]

The PNP obtained *good* net trust ratings in the National Survey (+47) and in the Justice Zones (+40), and *moderate* +29 net trust rating in the 3 Poorest Provinces. [Chart 477]

In the National Survey, the PNP obtained *very good* net trust ratings in Visayas (+53) and Mindanao (+50) and *good* net trust rating in other areas.

In the Justice Zones, the PNP obtained *very good* +59 net trust rating in Davao City and *good* net trust ratings in all other areas.

In the 3 Poorest Provinces, the PNP obtained *very good* +56 net trust rating in Eastern Samar and *good* +45 in Camarines Norte, but only a *neutral* +6 net trust rating in Lanao del Sur.

Chart 476

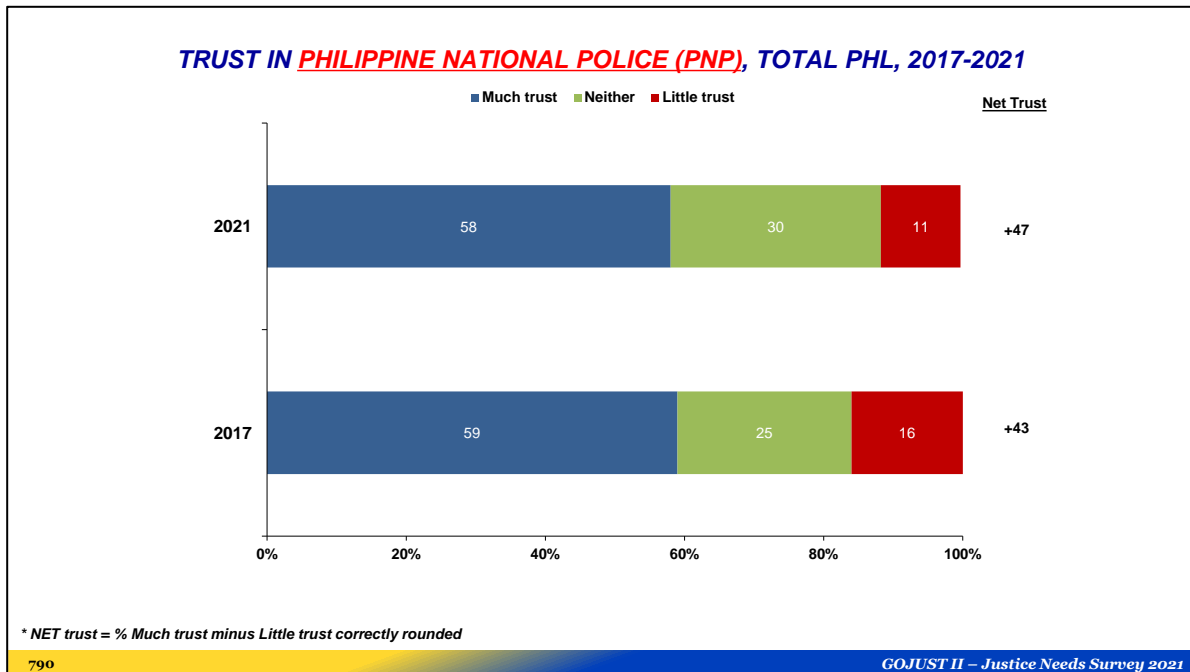
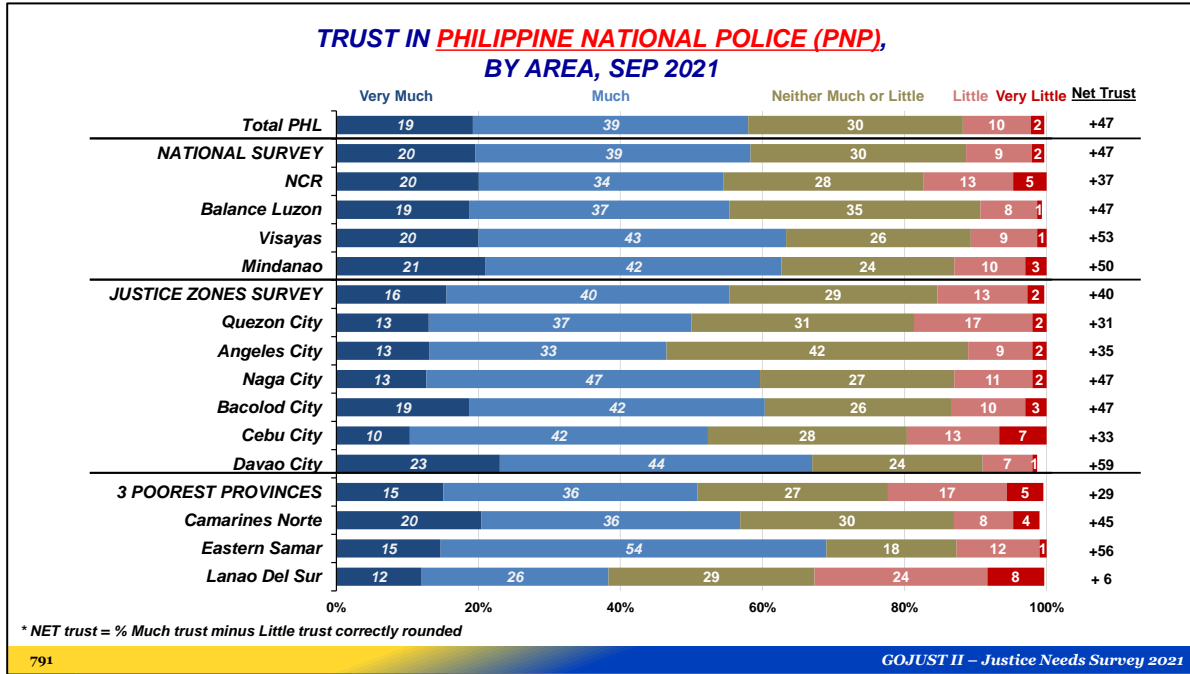




Chart 477





Across the survey areas, trust in the PNP is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 52]

In the Justice Zones, trust in the PNP is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 52**

	<b>TRUST IN PHILIPPINE NATIONAL POLICE (PNP), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>57%</b>	<b>11%</b>	<b>55%</b>	<b>12%</b>	<b>58%</b>	<b>12%</b>
<b>National Survey</b>	<b>58</b>	<b>10</b>	<b>55</b>	<b>12</b>	<b>59</b>	<b>12</b>
<b>Justice Zones Survey</b>	<b>48</b>	<b>21</b>	<b>47</b>	<b>16</b>	<b>59</b>	<b>12</b>
<b>3 Poorest Provinces</b>	<b>52</b>	<b>20</b>	<b>53</b>	<b>19</b>	<b>50</b>	<b>23</b>



In Total Philippines, the PNP obtained *very good* net trust ratings among the youth 18-24 (+52) and the non-elementary graduates (+51). It obtained *good* net trust ratings in other socio-demographic groups. [Chart 478]

In the National Survey, the PNP obtained *very good* net trust ratings among the males (+50), the youth 18-24 (+53) and the adult 35-44 (+50), and the non-elementary graduates (+52). It obtained *good* net trust rating in other socio-demographic groups. [Chart 479]

In the Justice Zones, the PNP obtained *good* net trust ratings across socio-demographic groups. [Chart 480]

In the 3 Poorest Provinces, the PNP obtained *good* net trust ratings among the males (+30), the youth 18-24 (+31), the 55 and above (+39), the elementary graduates (+34) and high school graduates (+31). The PNP obtained a *good* (+40) among the self-ascribed minority, compared to *moderate* +29 among the self-ascribed majority. [Chart 481]

Chart 478

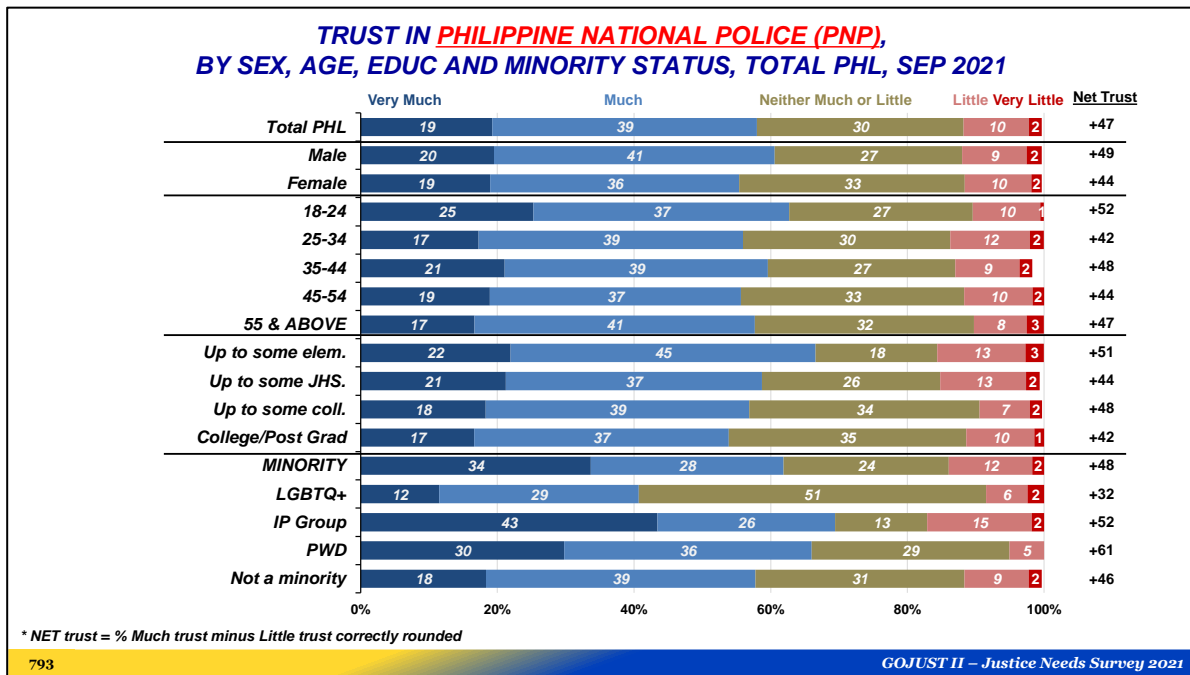




Chart 479

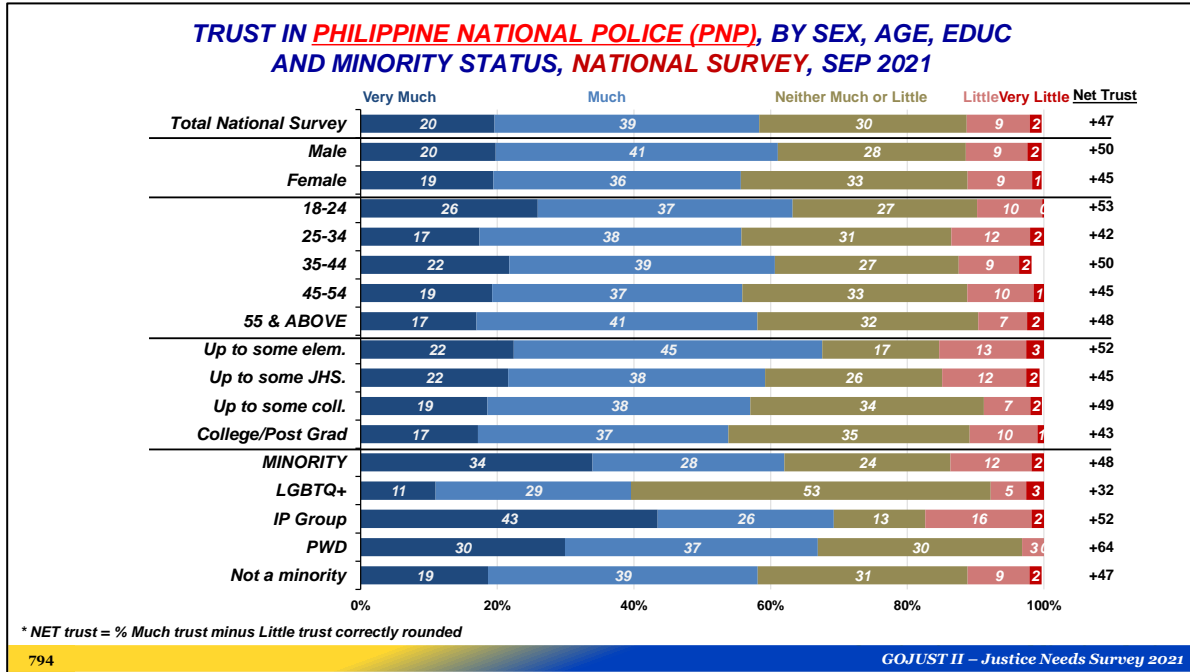


Chart 480

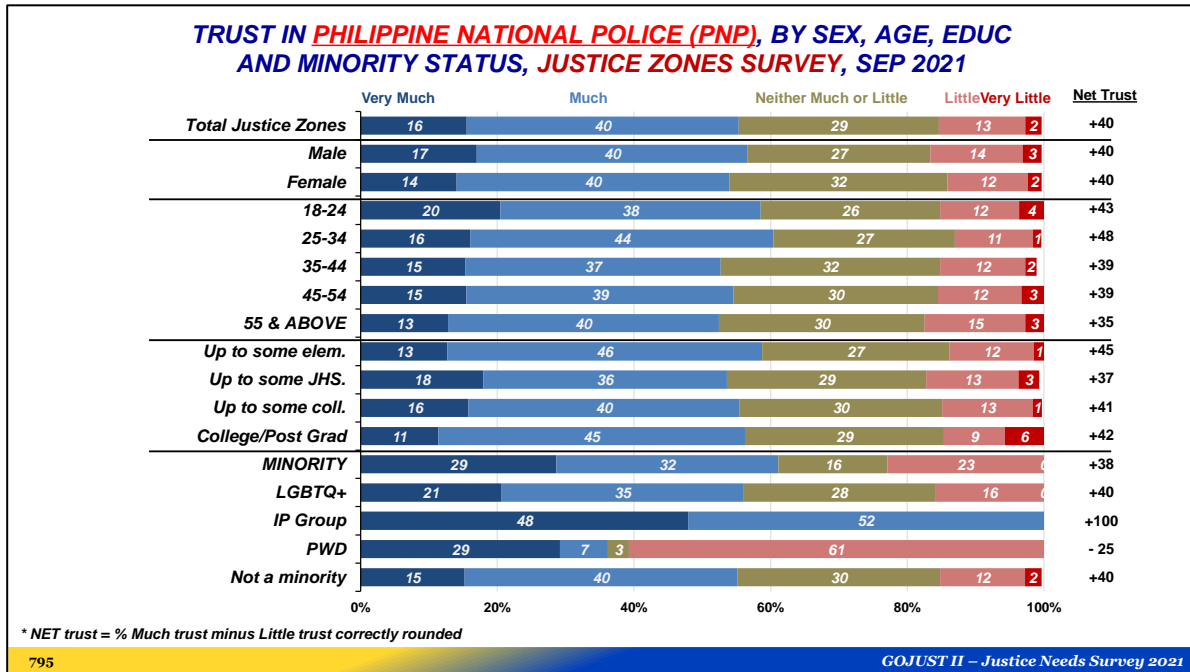
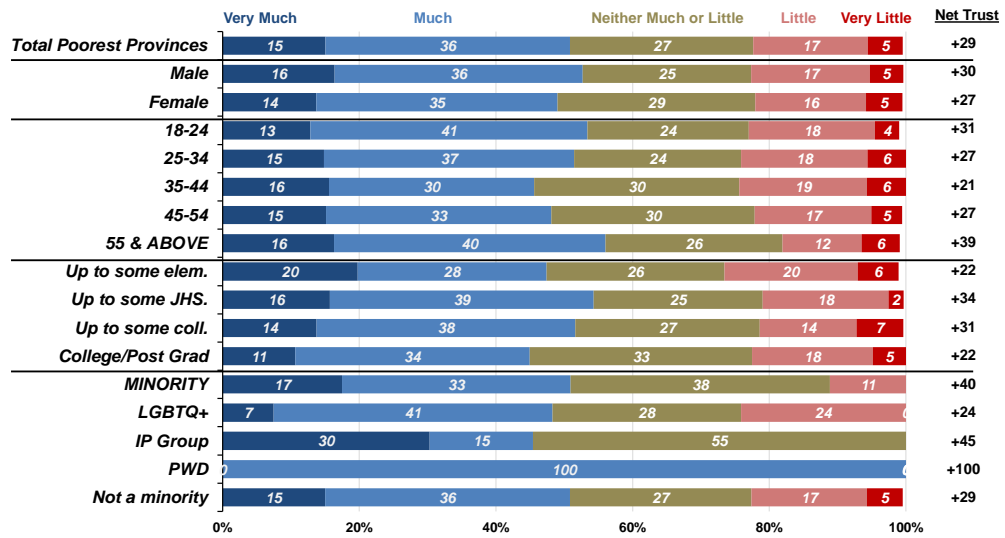




Chart 481

**TRUST IN PHILIPPINE NATIONAL POLICE (PNP), BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 18.5. The National Government

The national government obtained *good* net trust ratings in 2021 and in earlier survey in 2017. [Chart 482]

The national government obtained *good* net trust ratings in the National Survey (+42) and in the Justice Zones (+48), and *moderate* +21 net trust rating in the 3 Poorest Provinces. [Chart 483]

In the National Survey, the national government obtained *very good* +52 net trust rating in Visayas and *good* net trust ratings in all other areas.

In the Justice Zones, the national government obtained *excellent* +73 net trust rating in Davao City but only a *moderate* +17 in Naga City. It obtained *good* net trust rating in other areas.

In the 3 Poorest Provinces, the national government obtained *good* net trust ratings in Camarines Norte (+41) and Eastern Samar (+42), but only a *neutral* -2 in Lanao del Sur.

Chart 482

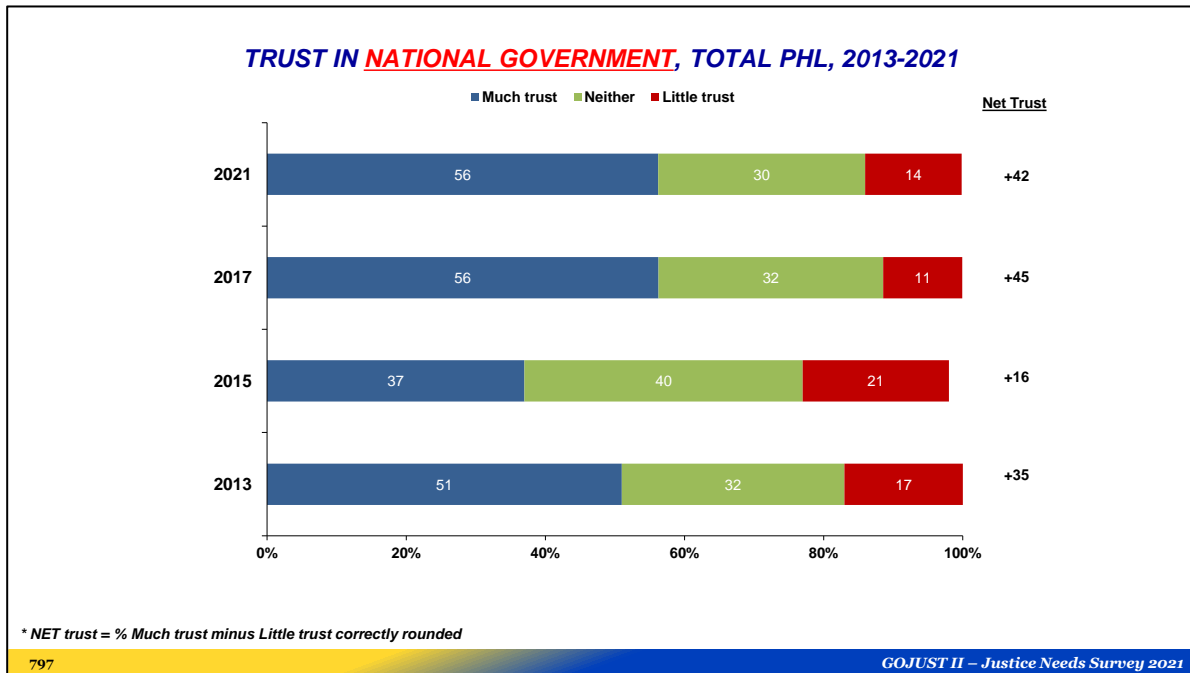
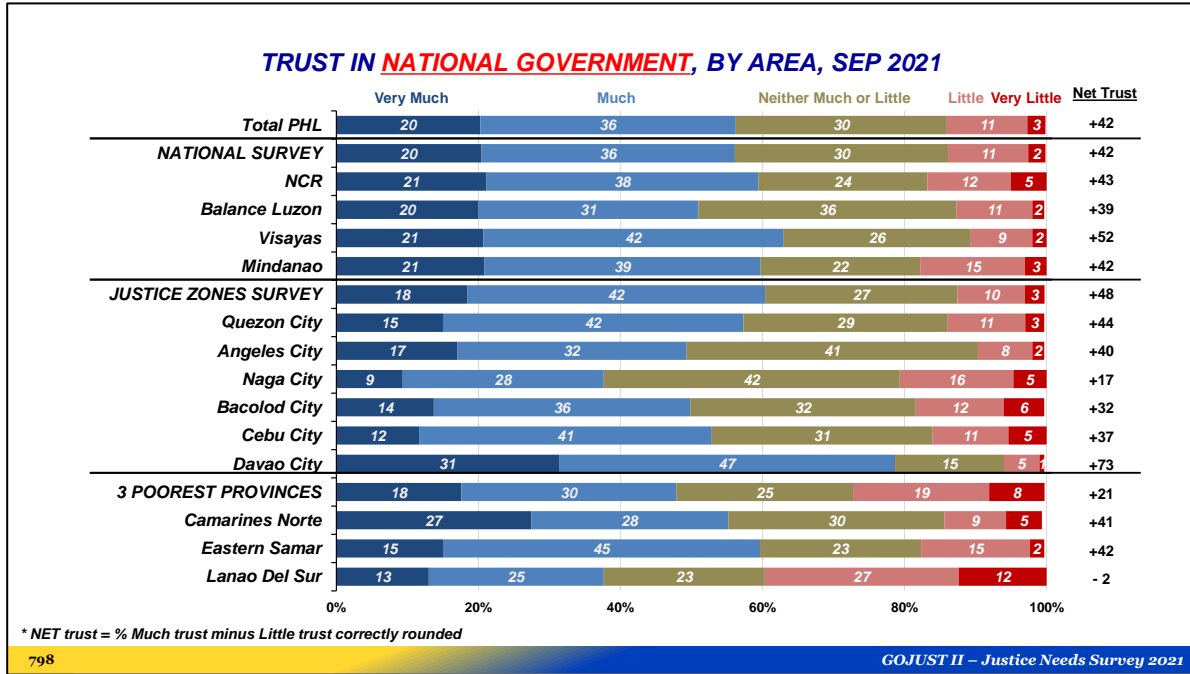




Chart 483







Across the survey areas, trust in the national government is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 53]

In the National Survey and in the 3 Poorest Provinces, trust in the national government is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the national government is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 53**

	<b>TRUST IN NATIONAL GOVERNMENT, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>58%</b>	<b>11%</b>	<b>59%</b>	<b>10%</b>	<b>55%</b>	<b>15%</b>
<b>National Survey</b>	<b>59</b>	<b>11</b>	<b>59</b>	<b>9</b>	<b>55</b>	<b>16</b>
<b>Justice Zones Survey</b>	<b>55</b>	<b>17</b>	<b>55</b>	<b>16</b>	<b>63</b>	<b>10</b>
<b>3 Poorest Provinces</b>	<b>53</b>	<b>27</b>	<b>49</b>	<b>28</b>	<b>46</b>	<b>27</b>



In Total Philippines and in the National Survey, the national government obtained *good* net trust ratings in all socio-demographic groups. [Charts 484- 485]

In the Justice Zones, the national government obtained *very good* net trust rating among the youth 18-34 (+51-56) and the 45-54 (+53), and among the non-elementary (+58) and elementary graduates (+56). Trust in the national government is a *very good* +51 among the self-ascribed minority, compared to *good* +48 among the self-ascribed majority. [Chart 486]

In the 3 Poorest Provinces, the national government obtained *moderate* net trust ratings in most socio-demographics. It obtained *good* +30 among the oldest 55 and above and the elementary graduates. Trust in the national government is a *good* +46 among the self-ascribed minority, compared to *moderate* +20 among the self-ascribed majority. [Chart 487]

**Chart 484**

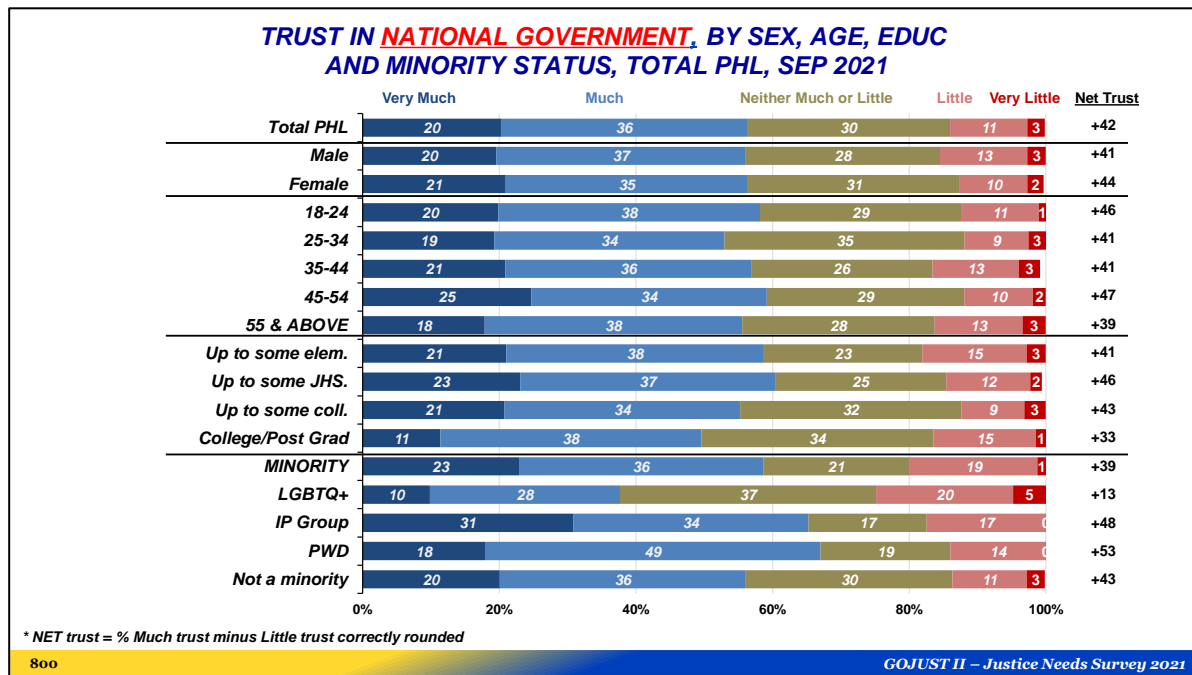




Chart 485

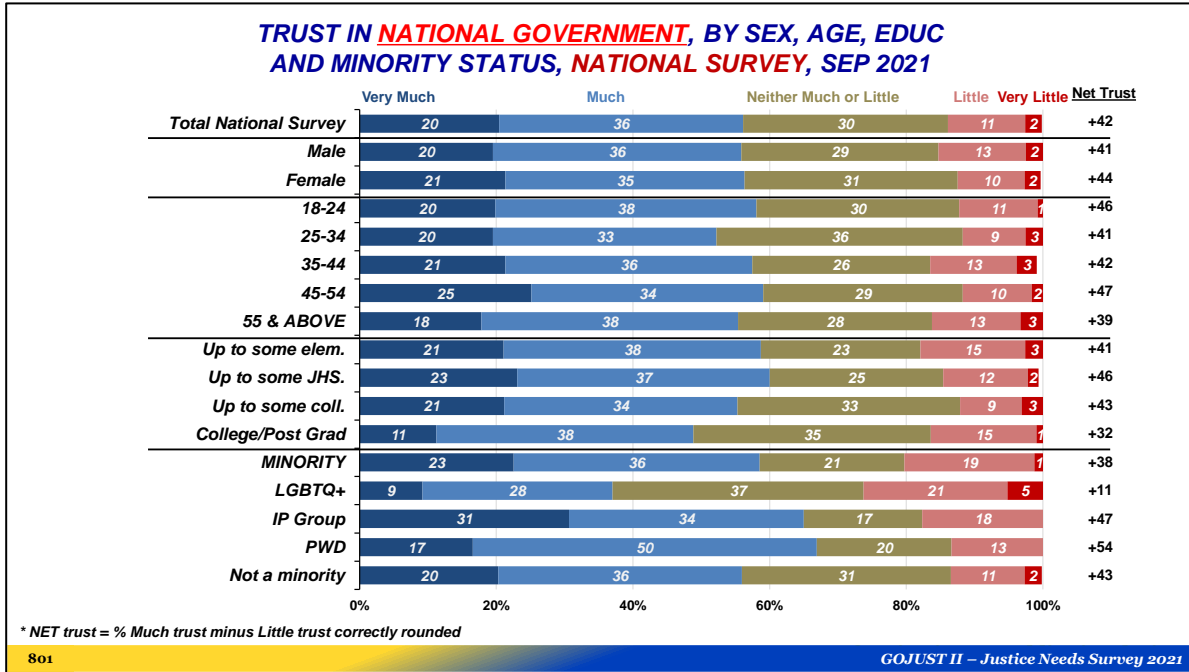


Chart 486

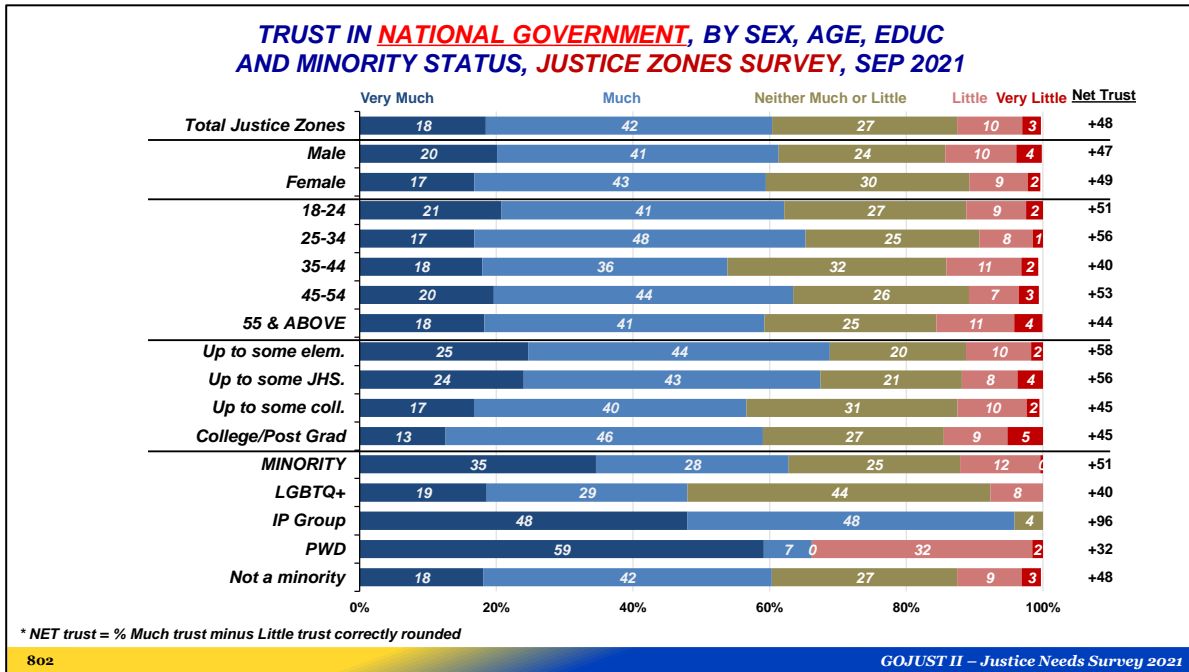
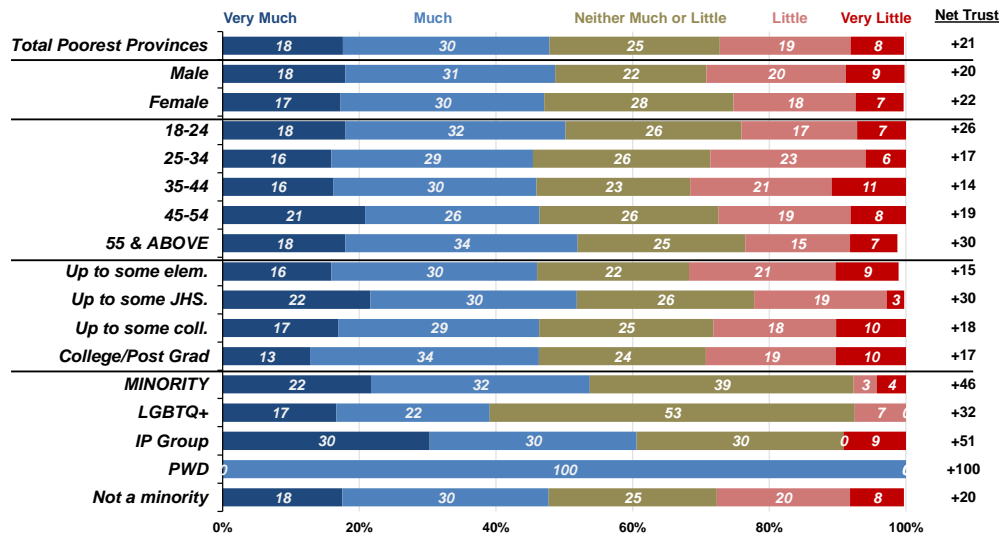




Chart 487

**TRUST IN NATIONAL GOVERNMENT, BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 18.6. The Supreme Court

The Supreme Court both obtained *good* net trust ratings in 2021 and in earlier survey in 2017. [Chart 488]

The Supreme Court obtained *good* net trust ratings in the National Survey (+41) and in the Justice Zones (+48), and *moderate* +27 in the 3 Poorest Provinces. [Chart 489]

In the National Survey, the Supreme Court obtained *good* net trust ratings in all areas.

In the Justice Zones, the Supreme Court obtained *very good* net trust ratings in Davao City (+60) and Naga City (+52), and *good* net trust rating in other areas.

In the 3 Poorest Provinces, the Supreme Court obtained *very good* +52 net trust rating in Camarines Norte and *good* +48 in Eastern Samar, but only a *neutral* +2 in Lanao del Sur.

Chart 488

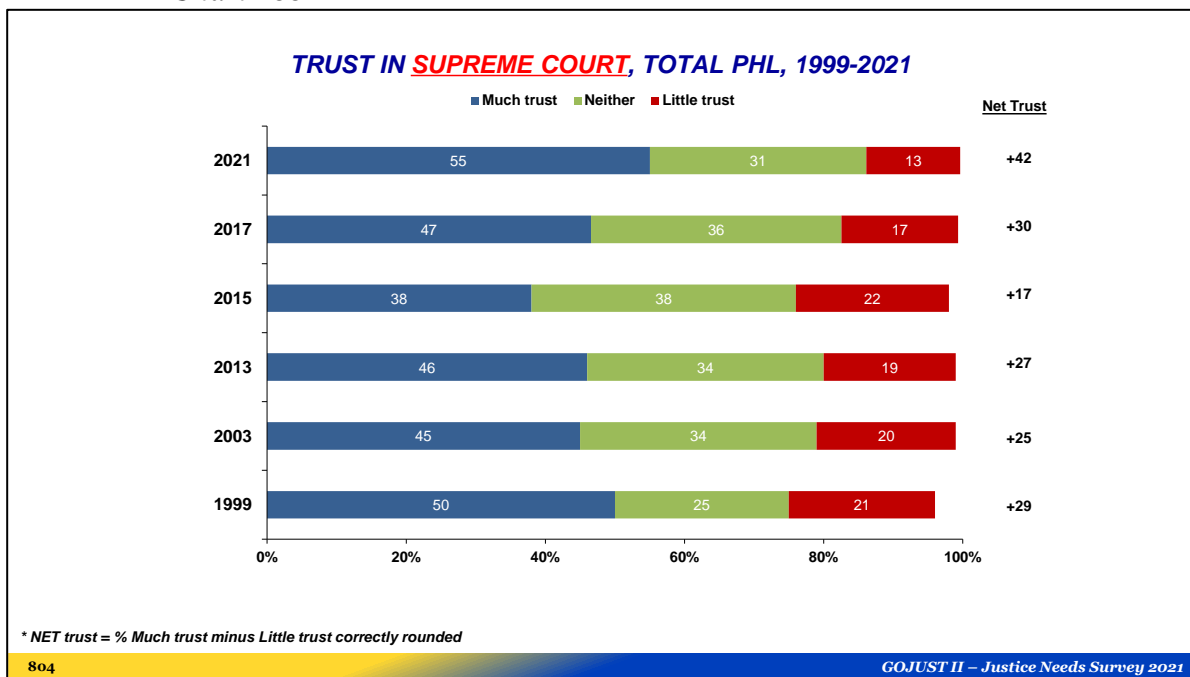
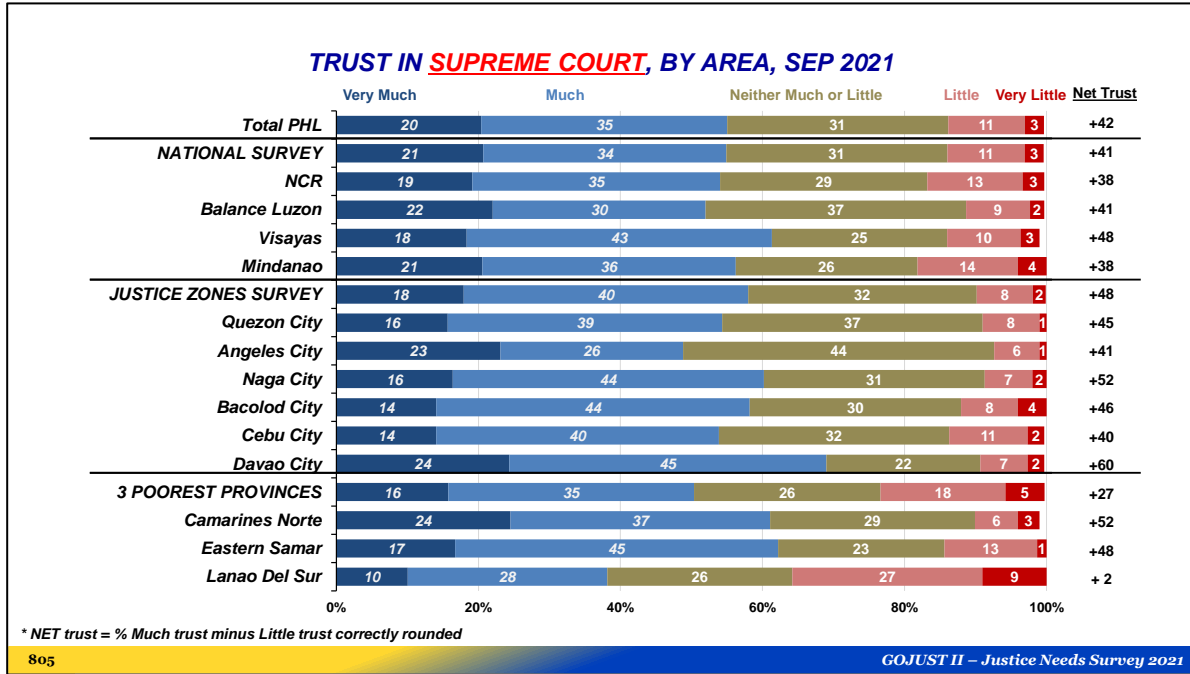




Chart 489





Across the survey areas, trust in the Supreme Court is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 54]

In the National Survey and in the 3 Poorest Provinces, trust in the Supreme Court is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the Supreme Court is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 54**

	<b>TRUST IN SUPREME COURT, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>59%</b>	<b>9%</b>	<b>60%</b>	<b>6%</b>	<b>52%</b>	<b>16%</b>
<b>National Survey</b>	<b>60</b>	<b>9</b>	<b>60</b>	<b>5</b>	<b>52</b>	<b>16</b>
<b>Justice Zones Survey</b>	<b>53</b>	<b>13</b>	<b>55</b>	<b>11</b>	<b>60</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>56</b>	<b>23</b>	<b>57</b>	<b>22</b>	<b>48</b>	<b>23</b>

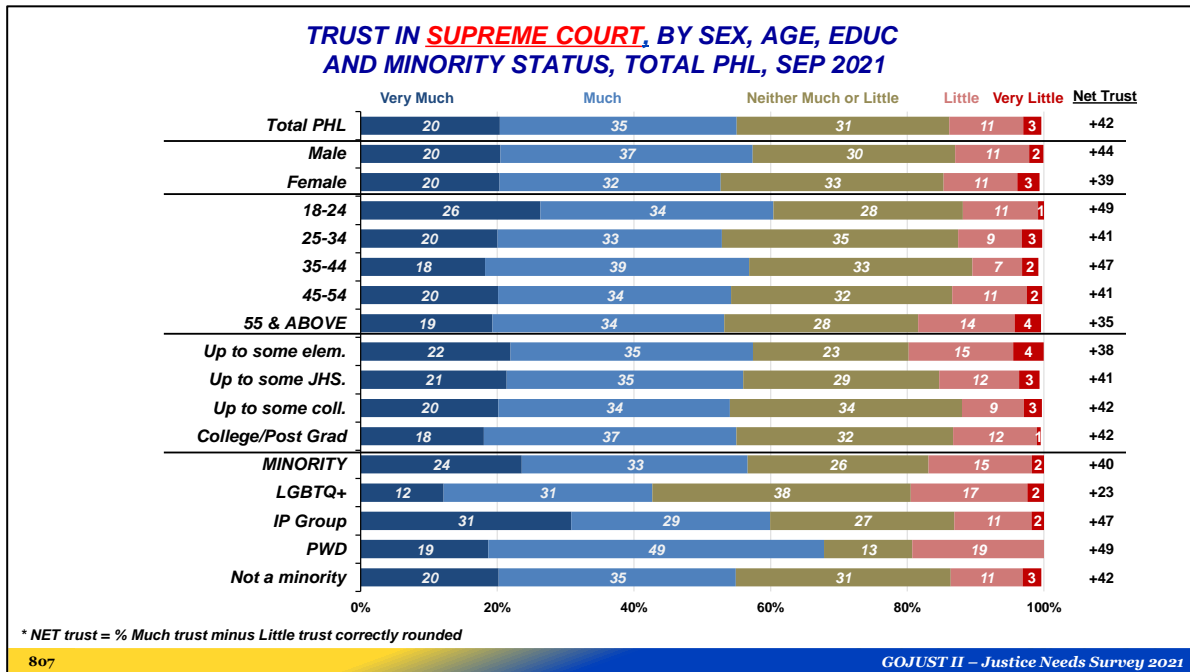


In Total Philippines and in the National Survey, Supreme Court obtained *good* net trust rating in all socio-demographic groups. [Charts 490- 491]

In the Justice Zones, Supreme Court obtained *very good* net trust ratings among the youth 18-34 (+52 to +55), and the elementary graduates (+50). It also obtained a *very good* (+67) among the self-ascribed minority. [Chart 492]

In the 3 Poorest Provinces, Supreme Court obtained *excellent* +73 net trust rating among the self-ascribed minority, compared to *moderate* +26 among the self-ascribed majority. [Chart 493]

**Chart 490**



**Chart 491**

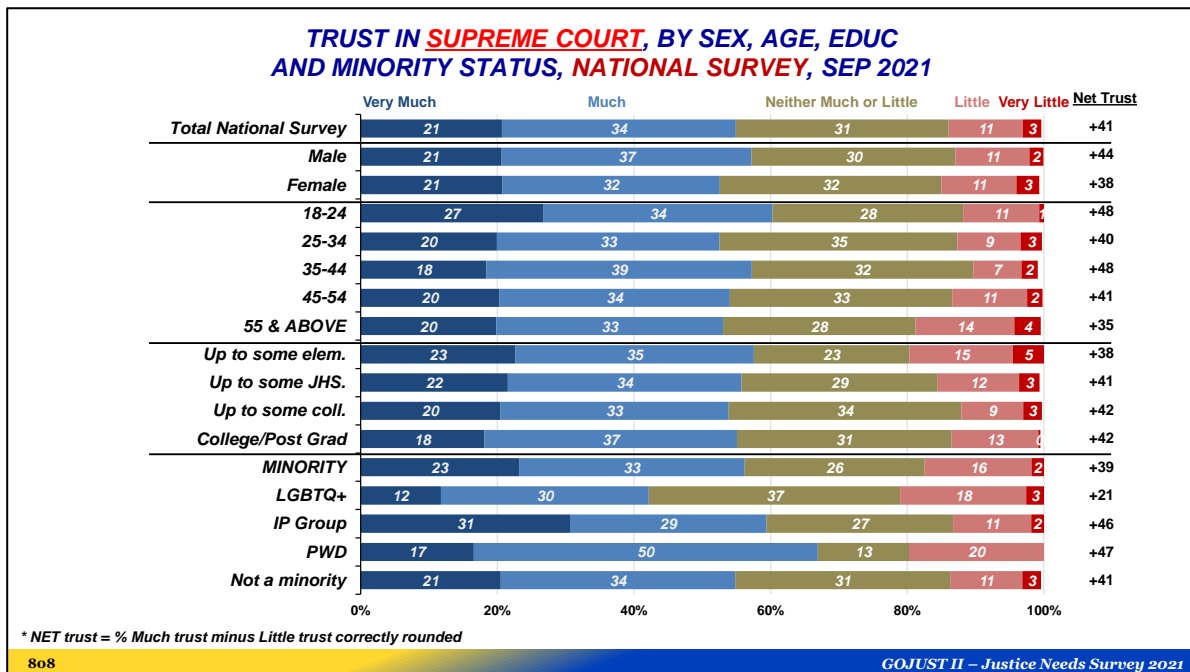






Chart 492

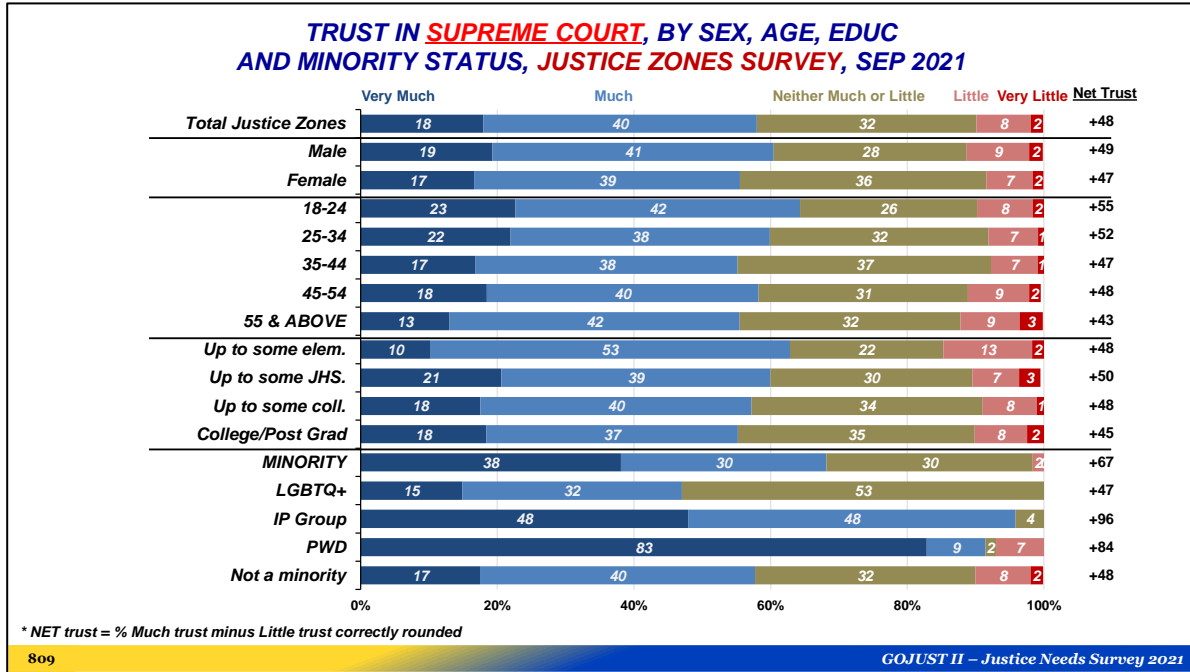
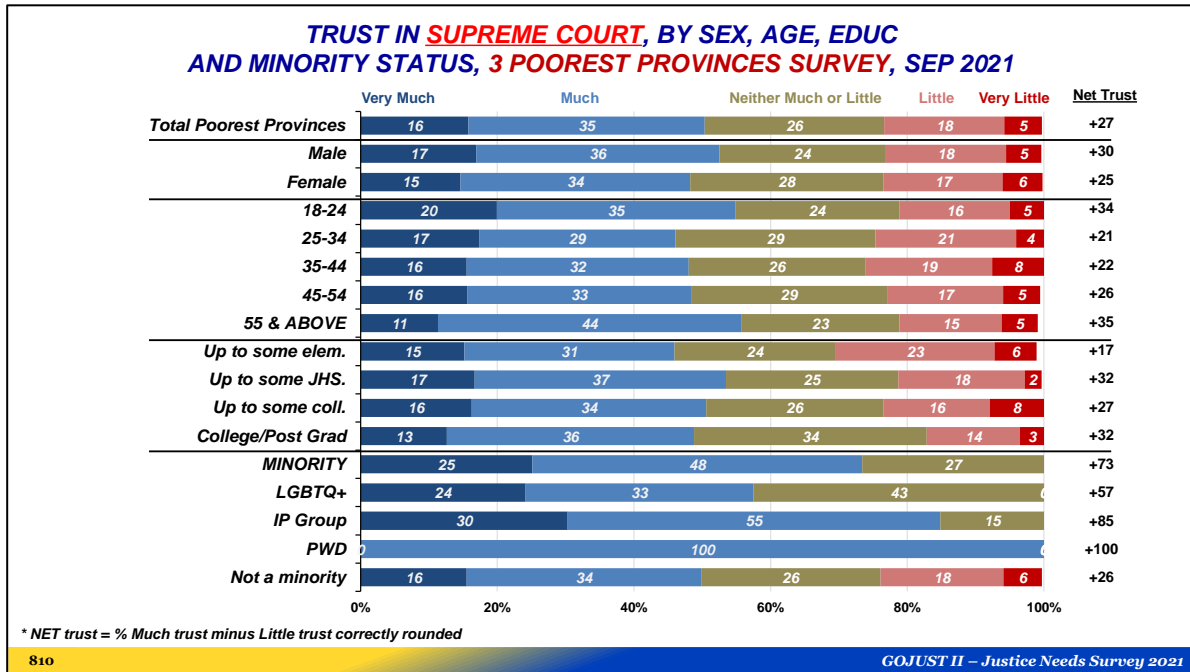


Chart 493





## 18.7. Department of Interior and Local Government or DILG

The Department of Interior and Local Government (DILG) obtained a *good* +43 net trust rating in 2021. [Chart 494]

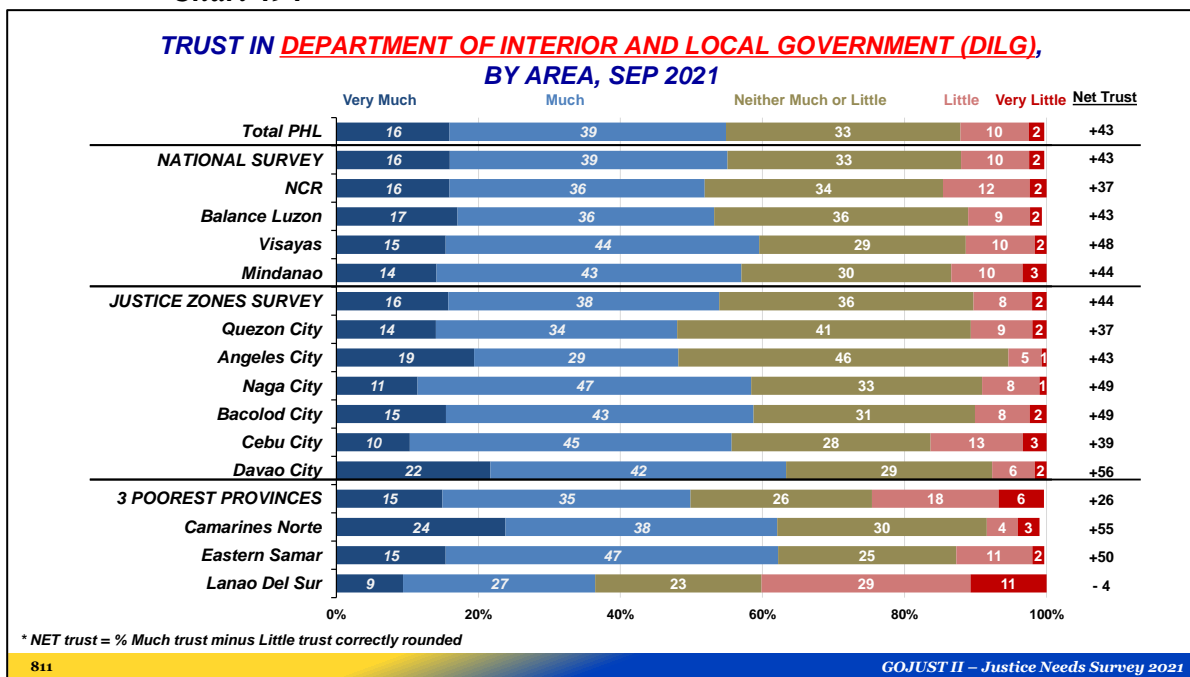
The DILG obtained *good* net trust ratings in the National Survey (+43) and in the Justice Zones (+44), and *moderate* +26 net trust rating in the 3 Poorest Provinces.

In the National Survey, the DILG obtained *good* net trust ratings across all areas.

In the Justice Zones, the DILG obtained *very good* +56 net trust rating in Davao City and *good* net trust rating in all other areas.

In the 3 Poorest Provinces, the DILG obtained *very good* net trust ratings in Camarines Norte (+55) and Eastern Samar (+50), but only a *neutral* -4 in Lanao del Sur.

**Chart 494**





Across the survey areas, trust in the DILG is slightly higher among those who have had justiciable issues in the 3 Poorest Provinces and in the National Survey than in the Justice Zones. [Table 55]

In the 3 Poorest Provinces, trust in the DILG is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the DILG is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 55**

	<b>TRUST IN <u>DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT (DILG)</u>, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>54%</b>	<b>11%</b>	<b>54%</b>	<b>10%</b>	<b>56%</b>	<b>12%</b>
<b>National Survey</b>	<b>54</b>	<b>11</b>	<b>54</b>	<b>10</b>	<b>56</b>	<b>12</b>
<b>Justice Zones Survey</b>	<b>45</b>	<b>13</b>	<b>48</b>	<b>12</b>	<b>58</b>	<b>9</b>
<b>3 Poorest Provinces</b>	<b>58</b>	<b>22</b>	<b>58</b>	<b>21</b>	<b>47</b>	<b>25</b>

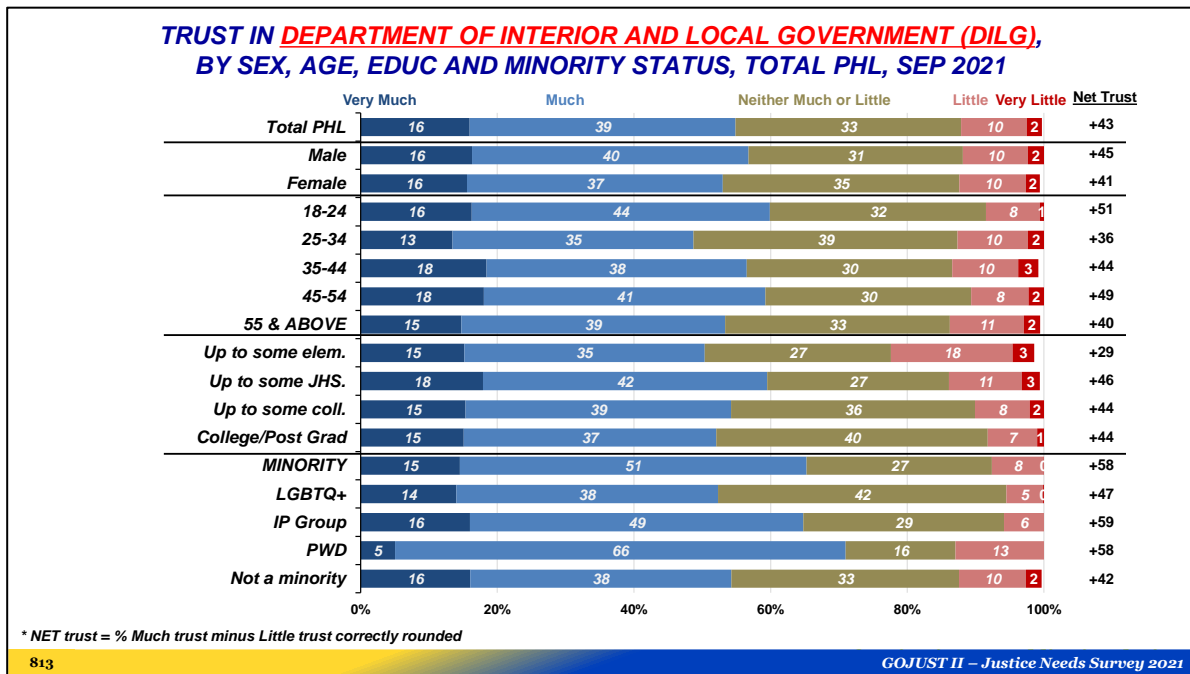


In Total Philippines and in the National Survey, the DILG obtained *very good* net trust ratings among the youth 18-24 than among older adults, as well as among the self-ascribed minority than among the self-ascribed majority. It obtained *moderate to good* in other demographics. [Charts 495- 496]

In the Justice Zones, the DILG obtained a *very good* +62 among the self-ascribed minority, compared to *good* +43 among the self-ascribed majority. It obtained *good* ratings in other demographics. [Chart 497]

In the 3 Poorest Provinces, the DILG obtained a *very good* +60 among the self-ascribed minority, compared to *moderate* +25 among the self-ascribed majority. It obtained *moderate to good* ratings in other demographics. [Chart 498]

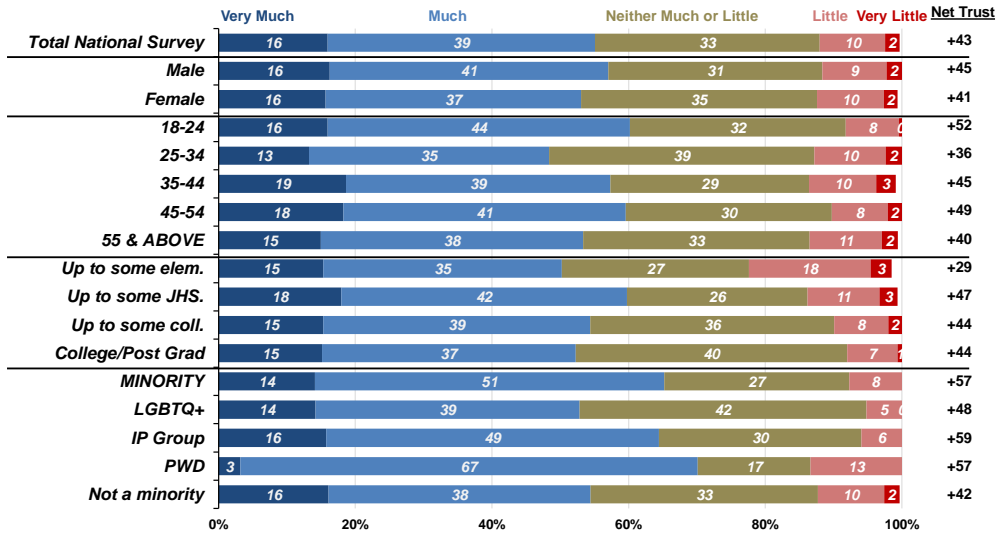
**Chart 495**





**Chart 496**

**TRUST IN DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT (DILG),  
BY SEX, AGE, EDUC AND MINORITY STATUS, NATIONAL SURVEY, SEP 2021**



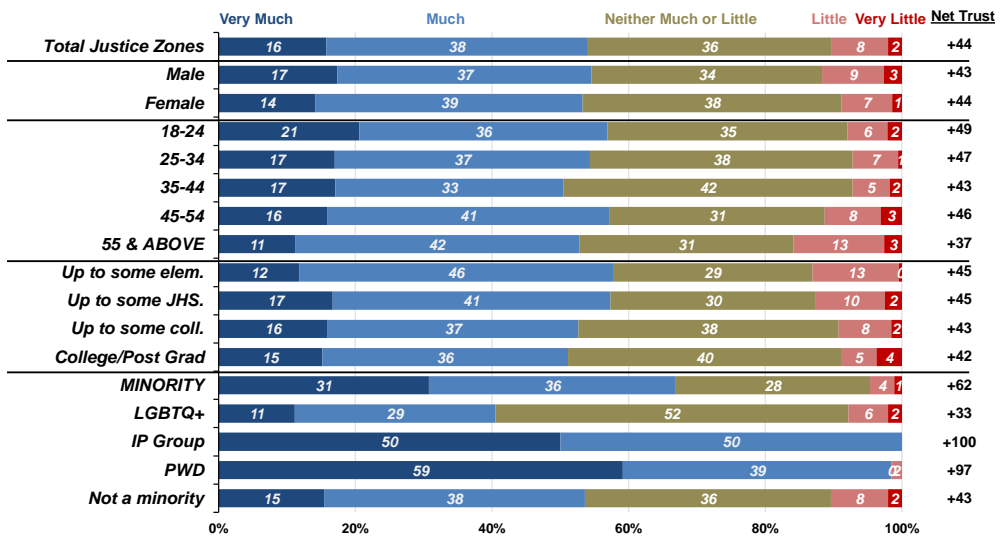
\* NET trust = % Much trust minus Little trust correctly rounded

814

GOJUST II – Justice Needs Survey 2021

**Chart 497**

**TRUST IN DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT (DILG),  
BY SEX, AGE, EDUC AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded

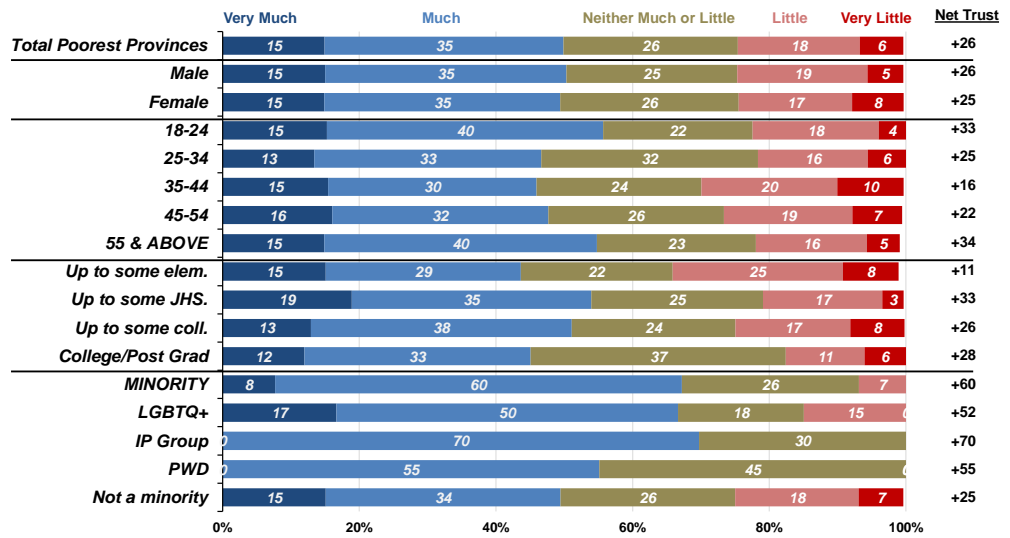
815

GOJUST II – Justice Needs Survey 2021



Chart 498

**TRUST IN DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT (DILG),  
BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 18.8. Department of Justice or DOJ

The Department of Justice (DOJ) obtained *good* net trust ratings in 2021 and in an earlier survey in 2017. [Chart 499]

In 2021, the DOJ obtained *good* net trust ratings in the National Survey (+41) and in the Justice Zones (+49), and *moderate* +26 net trust rating in the 3 Poorest Provinces. [Chart 500]

In the National Survey, the DOJ obtained *good* net trust ratings across all areas.

In the Justice Zones, the DOJ obtained a *very good* net trust ratings in Davao City (+60) and Bacolod City (+50), and *good* net trust ratings in all other areas.

In the 3 Poorest Provinces, the DOJ obtained *very good* net trust in Camarines Norte (+52) and Eastern Samar (+50), but only a *neutral* -2 net trust rating in Lanao del Sur.

Chart 499

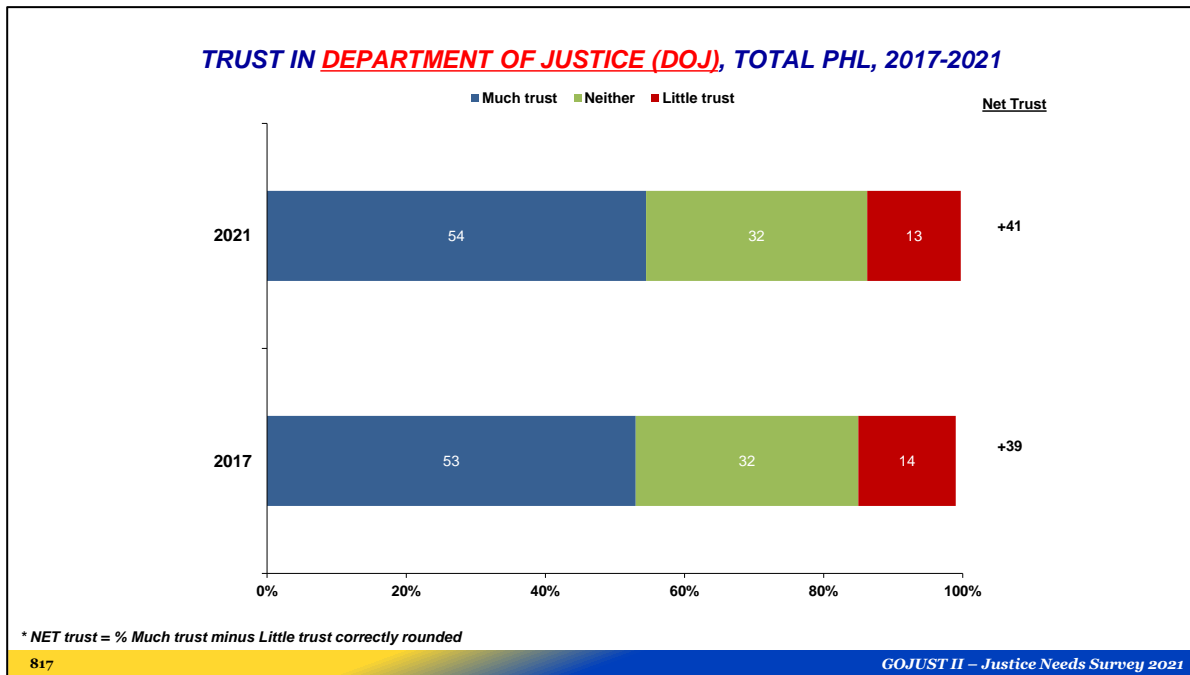
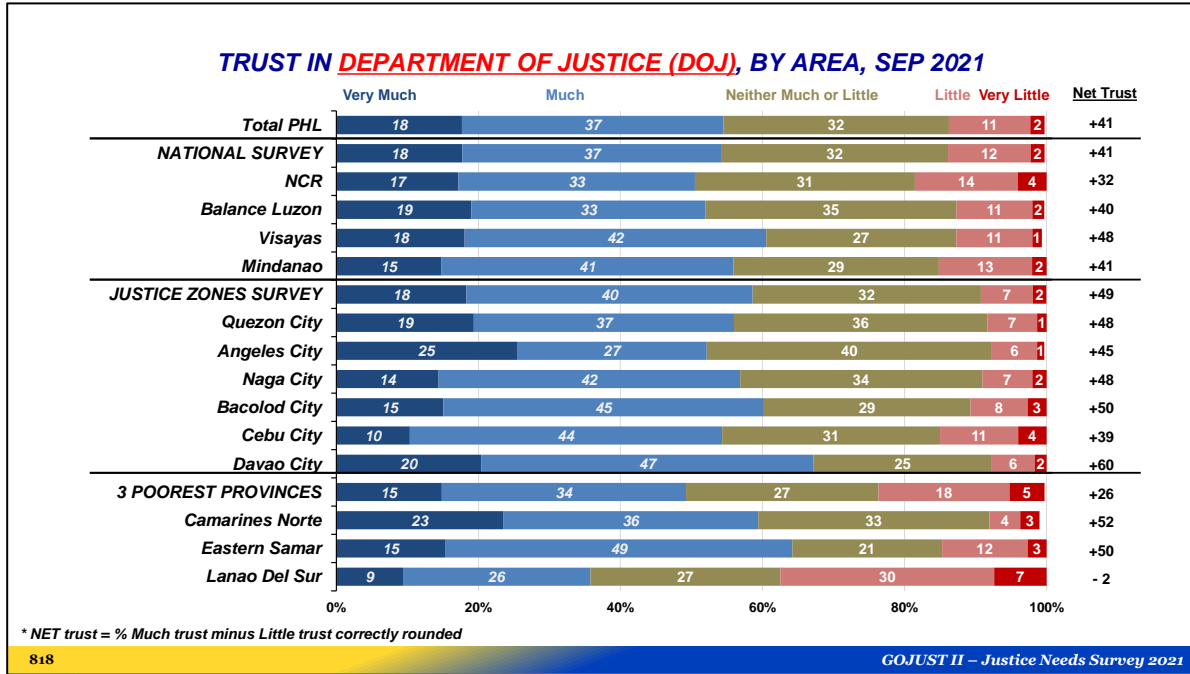




Chart 500



Trust in the DOJ among those who have had justiciable issues is about the same across the survey areas. [Table 56]

In the National Survey and in the 3 Poorest Provinces, trust in the DOJ is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the DOJ is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

Table 56

**TRUST IN DEPARTMENT OF JUSTICE (DOJ), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With Justiciable Issue		Took ANY action		W/O Justiciable Issue	
	Much	Little	Much	Little	Much	Little
<b>Total Philippines</b>	56%	11%	55%	10%	53%	15%
<b>National Survey</b>	57	11	55	10	53	15
<b>Justice Zones Survey</b>	53	11	54	10	61	8
<b>3 Poorest Provinces</b>	56	20	55	23	47	25

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In Total Philippines and in the National Survey, DOJ obtained *very good* net trust rating among the youth 18-24, and *good* net trust rating in other socio-demographic groups. [Charts 501- 502]

In the Justice Zones, DOJ obtained *very good* net trust rating among males (+50), the youth 18-24 (+62), the non-elementary graduates (+52) and the elementary graduates (+51), and among the self-ascribed minority (+67). It obtained *good* ratings in other demographics. [Chart 503]

In the 3 Poorest Provinces, DOJ obtained a *very good* +63 net trust rating among the self-ascribe minority, compared to *moderate* +25 among the self-ascribed majority. It obtained *moderate to good* ratings in other demographics. [Chart 504]

**Chart 501**

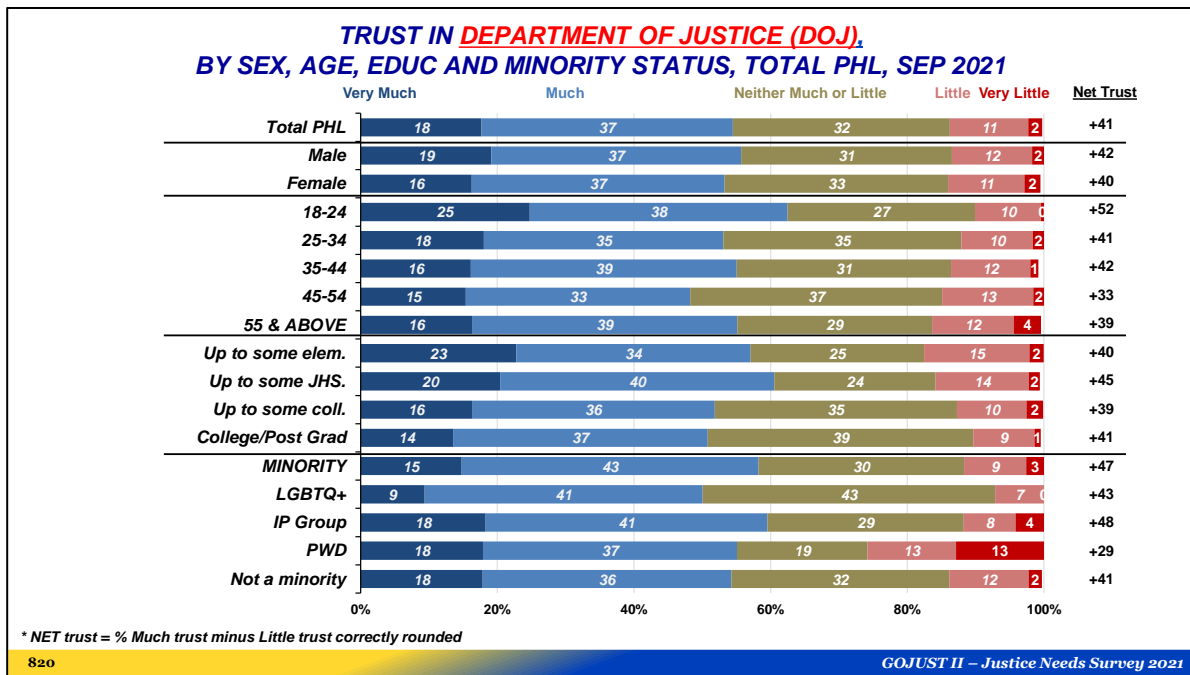




Chart 502

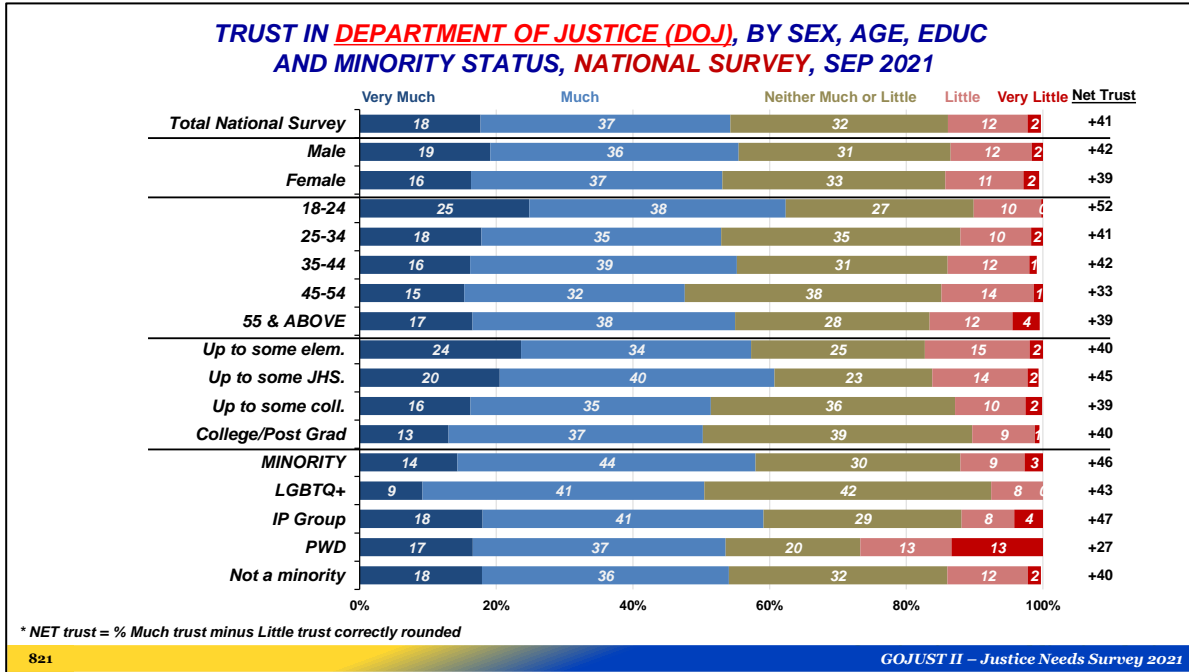


Chart 503

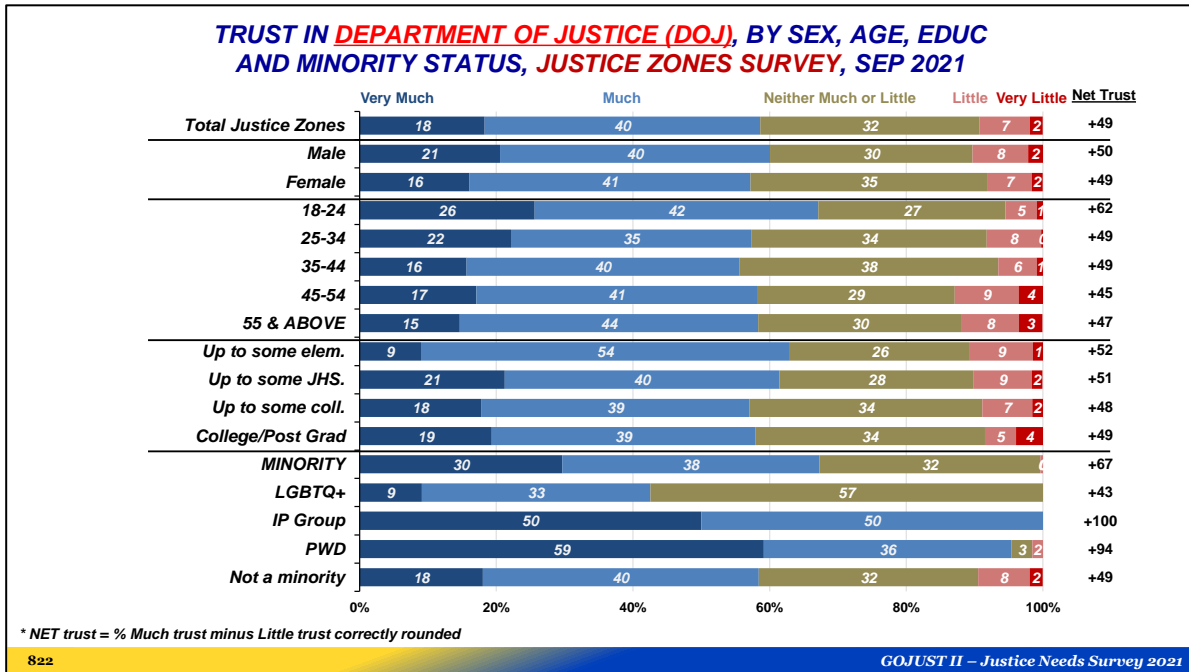
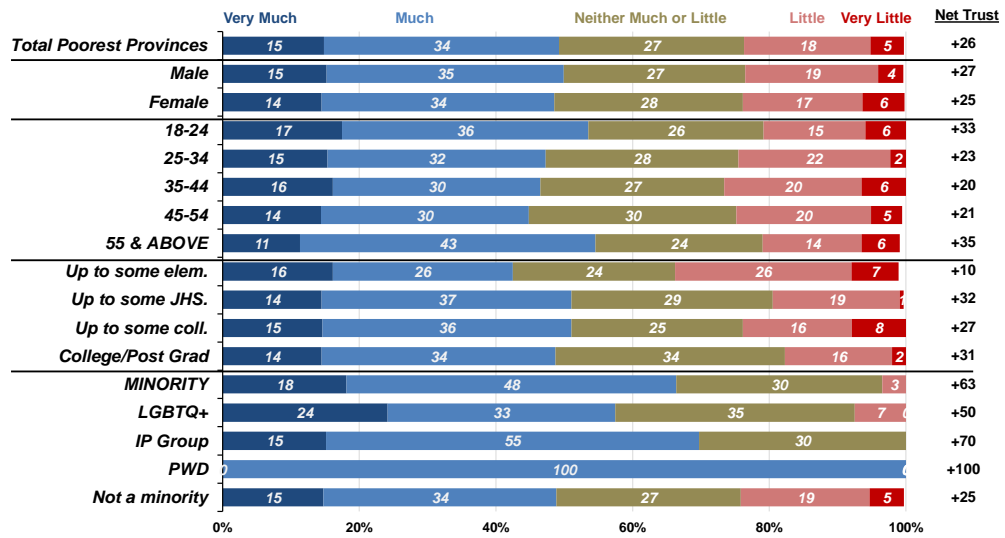




Chart 504

**TRUST IN DEPARTMENT OF JUSTICE (DOJ), BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



## 18.9. Trial Courts in Your Area

In 2021, trial courts obtained a *good* +40 net trust rating, an upgrade from *moderate* net trust ratings in 2001-2017. [Chart 505]

In 2021, trial courts obtained *good* net trust ratings in the National Survey (+40) and in the Justice Zones (+40), and *moderate* +24 net trust rating in the 3 Poorest Provinces. [Chart 506]

In the National Survey, trial courts obtained *very good* +51 net trust rating in Visayas and *good* net trust in other areas.

In the Justice Zones, trial courts obtained *very good* +52 net trust rating in Davao City but only a *moderate* +23 in Angeles City. It obtained *good* net trust ratings elsewhere.

In the 3 Poorest Provinces, trial courts obtained a *very good* +50 net trust rating in both Camarines Norte and Eastern Samar, but only a *neutral* -4 net trust rating in Lanao del Sur.

Chart 505

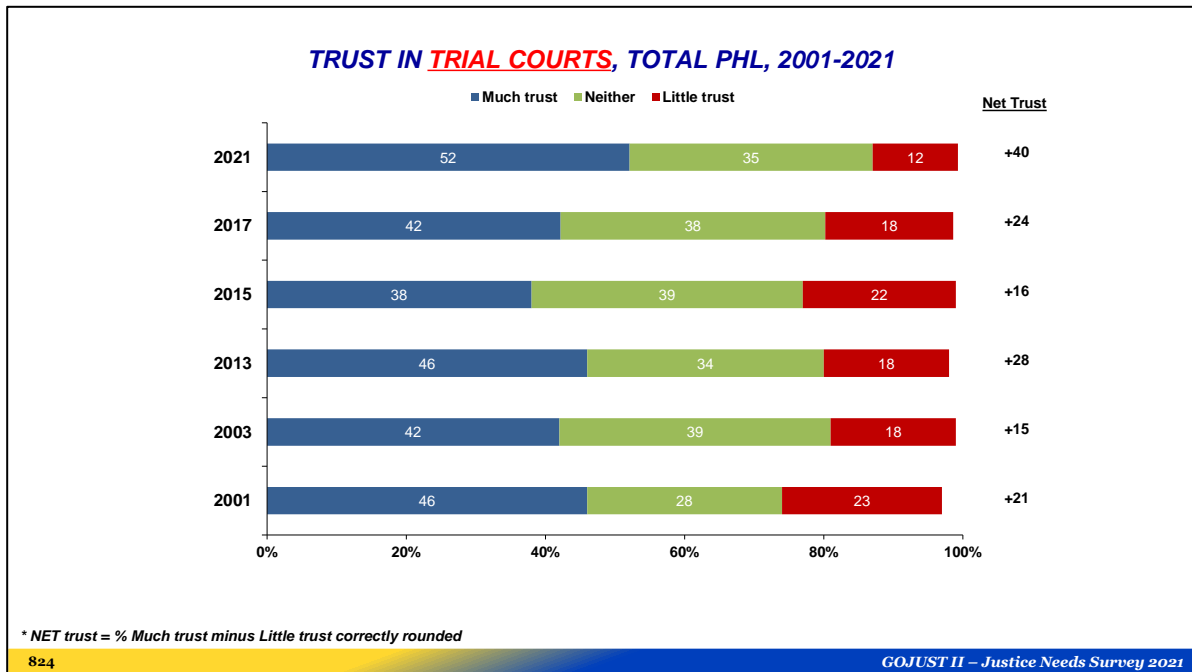
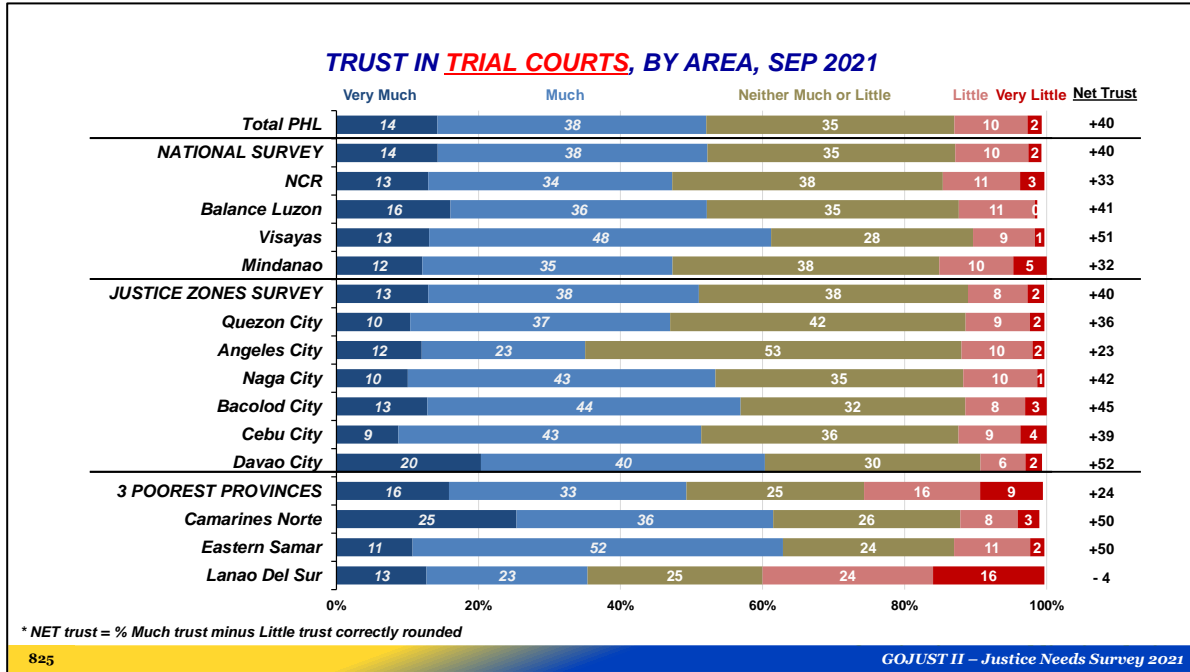




Chart 506





Across the survey areas, trust in trial courts is slightly higher among those who have had justiciable issues in the 3 Poorest Provinces and in the National Survey than in the Justice Zones. [Table 57]

In the 3 Poorest Provinces, trust in trial courts are slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in trial courts are slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 57**

	<b>TRUST IN TRIAL COURTS, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>53%</b>	<b>11%</b>	<b>54%</b>	<b>9%</b>	<b>51%</b>	<b>13%</b>
<b>National Survey</b>	<b>54</b>	<b>11</b>	<b>55</b>	<b>8</b>	<b>51</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>44</b>	<b>14</b>	<b>44</b>	<b>11</b>	<b>55</b>	<b>9</b>
<b>3 Poorest Provinces</b>	<b>53</b>	<b>21</b>	<b>55</b>	<b>21</b>	<b>48</b>	<b>27</b>

Across the survey areas, trial courts obtained *very good* net trust ratings among the self-ascribed minority, compared to *good* trust ratings among the self-ascribed majority.

In Total Philippines and in the National Survey, trial courts obtained *moderate* to *good* ratings across other demographics. [Charts 507- 508]

In the Justice Zones, trial courts obtained *good* ratings across other demographics. [Chart 509]

In the 3 Poorest Provinces, trial courts obtained *good* +42 among the 55 and above and +61 among the self-ascribed minority. It obtained *moderate* ratings in other demographics. [Chart 510]



Chart 507

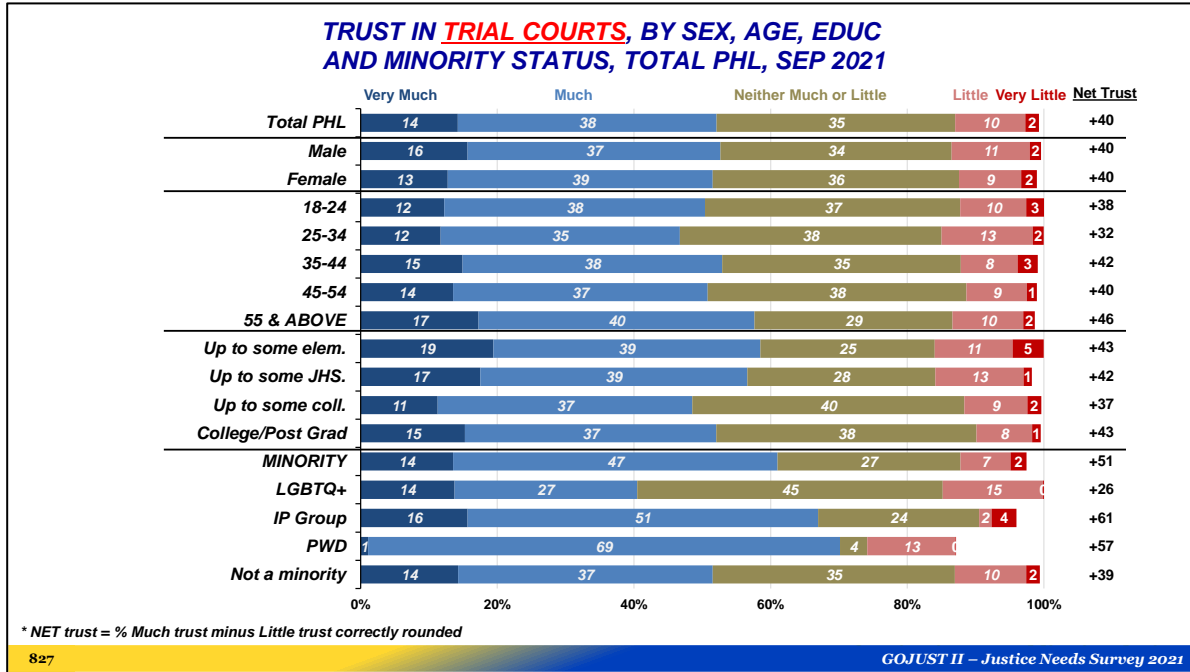


Chart 508

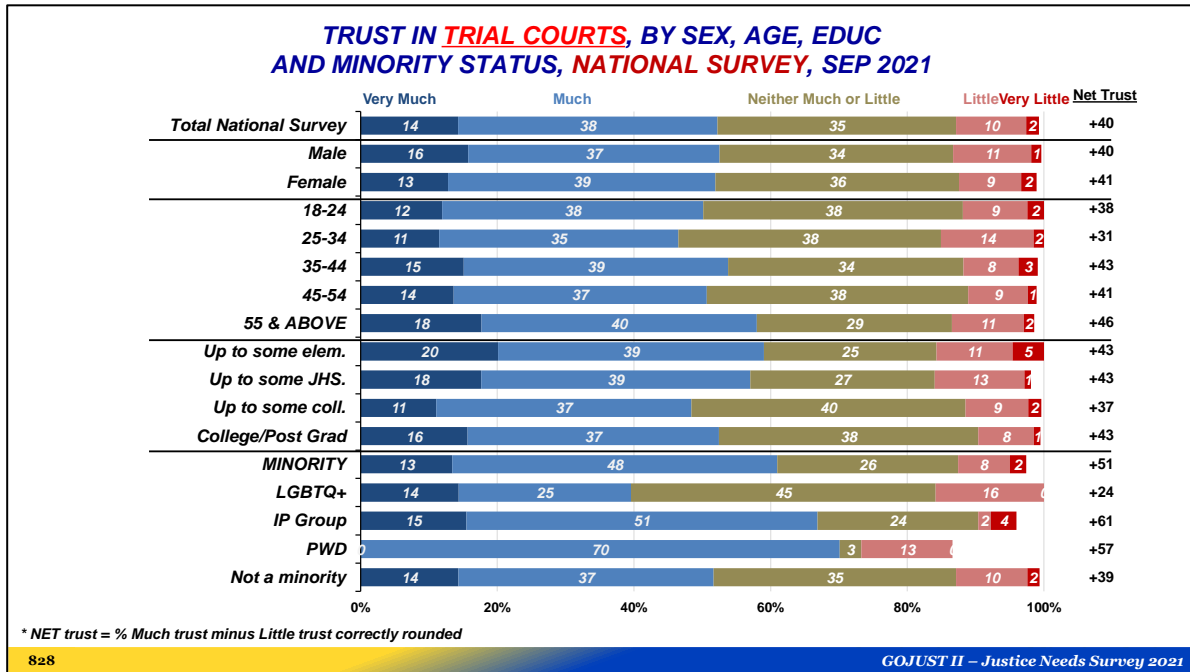




Chart 509

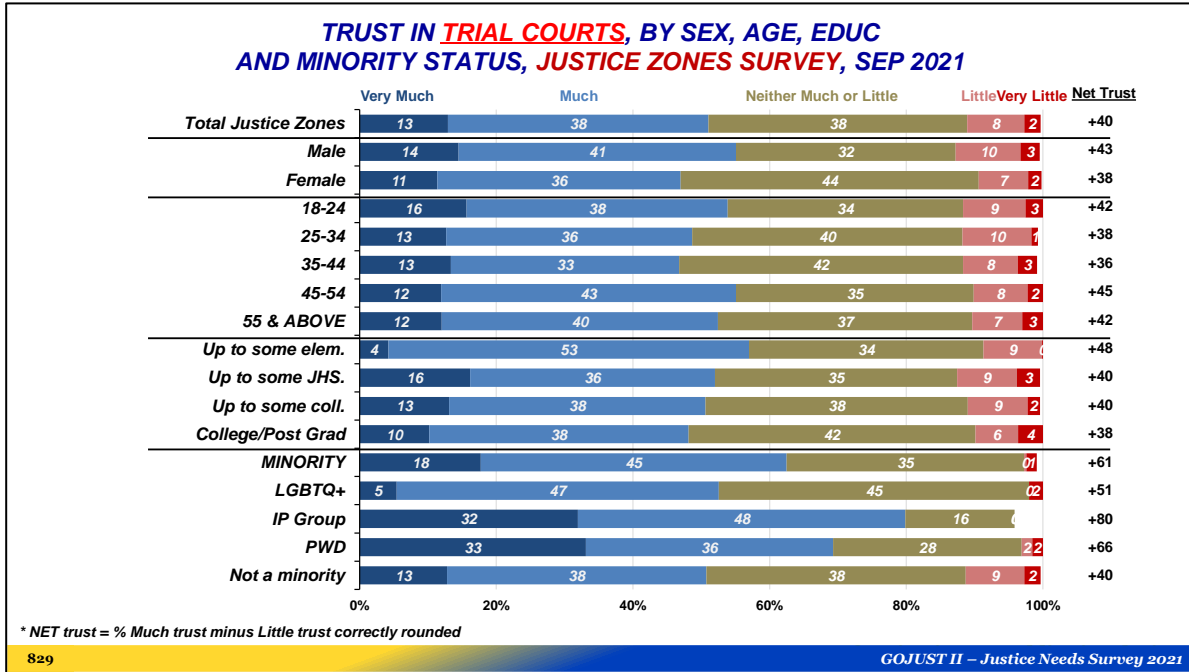
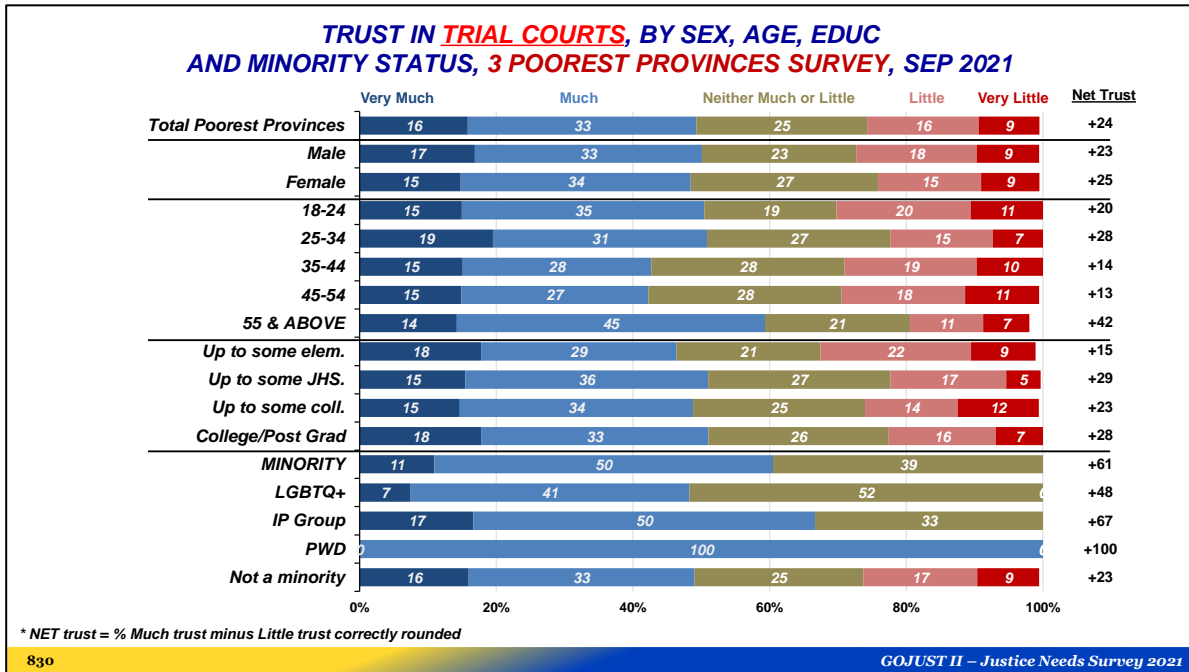


Chart 510







## 18.10. Integrated Bar of the Philippines or IBP

In 2021, the Integrated Bar of the Philippines (IBP) obtained *good* +41 net trust rating. [Chart 511]

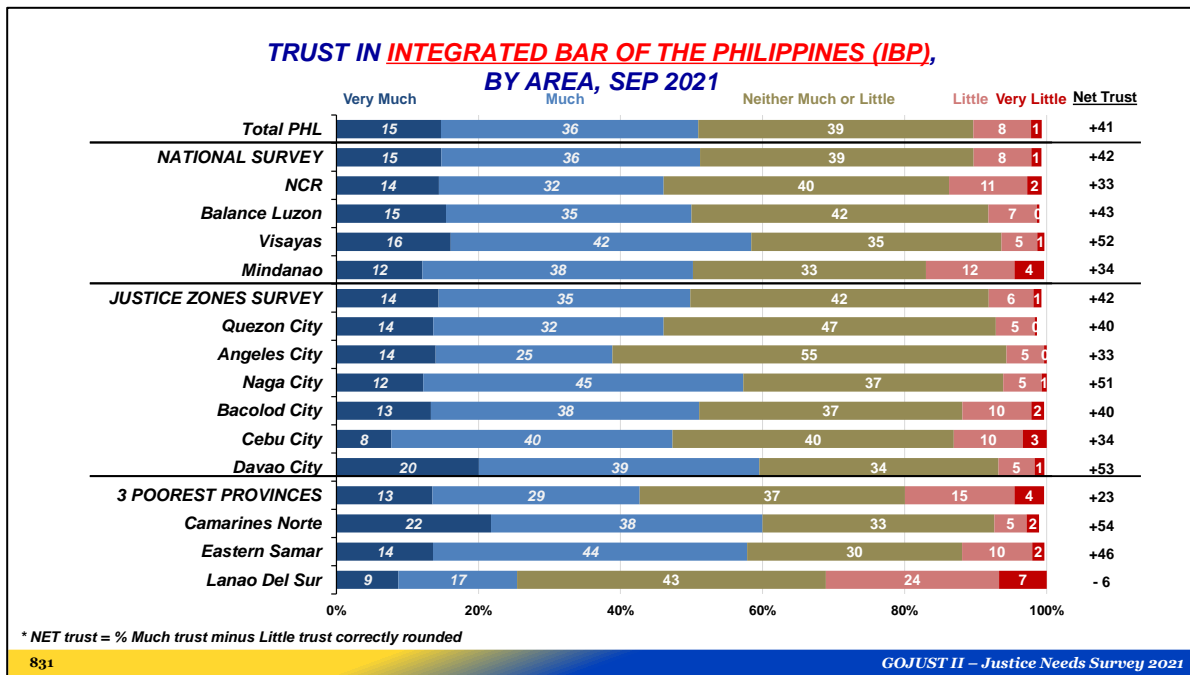
The IBP obtained *good* +42 net trust ratings in the National Survey and in the Justice Zones, and *moderate* +23 net trust rating in the 3 Poorest Provinces.

In the National Survey, the IBP obtained *very good* +52 net trust rating in Visayas and *good* net trust ratings in all other areas.

In the Justice Zones, the IBP obtained *very good* net trust ratings in Naga City (+51) and Davao City (+53), and *good* net trust ratings in other areas.

In the 3 Poorest Provinces, the IBP obtained *very good* +54 net trust rating in Camarines Norte and *good* +46 in Eastern Samar, but only a *neutral* -6 net trust rating in Lanao del Sur.

Chart 511





Across the survey areas, trust in the IBP is slightly higher among those who have had justiciable issues in the National Survey than in the Justice Zones and in the 3 Poorest Provinces. [Table 58]

In the National Survey, trust in the IBP is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the IBP is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 58**

	<b>TRUST IN INTEGRATED BAR OF THE PHILIPPINES (IBP), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>54%</b>	<b>6%</b>	<b>57%</b>	<b>5%</b>	<b>49%</b>	<b>12%</b>
<b>National Survey</b>	<b>55</b>	<b>6</b>	<b>58</b>	<b>5</b>	<b>49</b>	<b>12</b>
<b>Justice Zones Survey</b>	<b>46</b>	<b>6</b>	<b>48</b>	<b>6</b>	<b>52</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>41</b>	<b>19</b>	<b>42</b>	<b>20</b>	<b>43</b>	<b>20</b>



Across the survey areas, the IBP obtained *very good* net trust ratings among the self-ascribed minority, compared to *good* or *moderate* trust ratings among the self-ascribed majority.

In Total Philippines and in the National Survey, the IBP obtained *good* ratings across other demographics. [Charts 512- 513]

In the Justice Zones, the IBP obtained *good* ratings across other demographics. [Chart 514]

In the 3 Poorest Provinces, the IBP obtained a neutral +8 among the non-elementary graduates, and moderate in other demographics. [Chart 515]

**Chart 512**

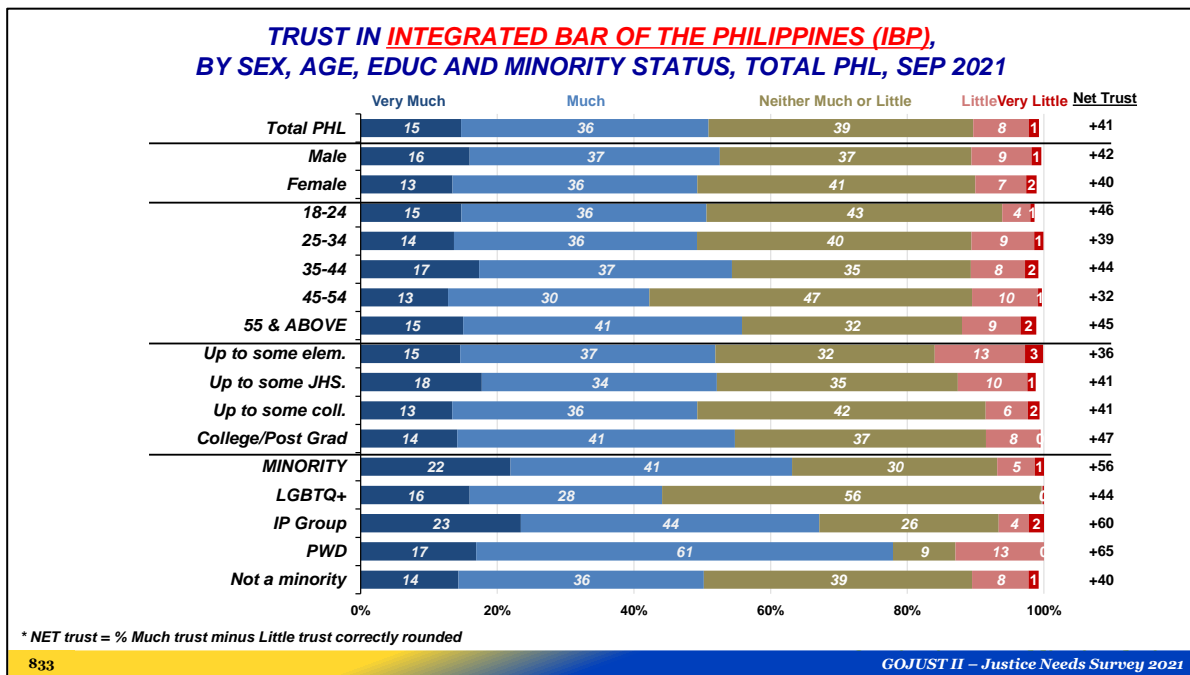




Chart 513

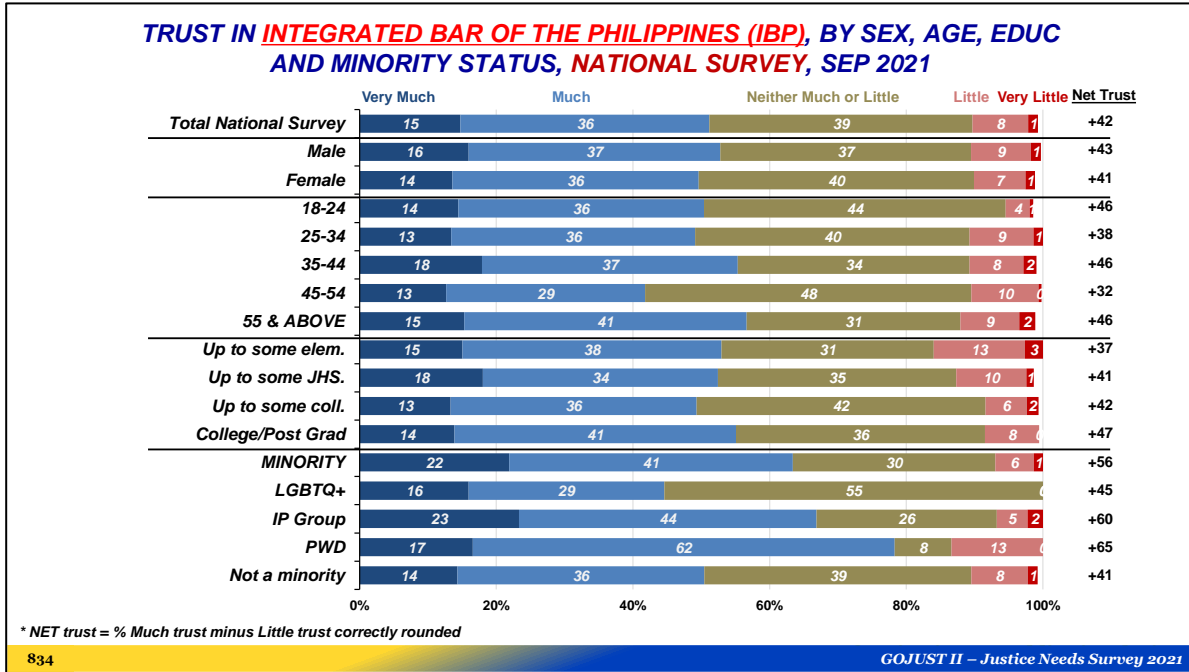


Chart 514

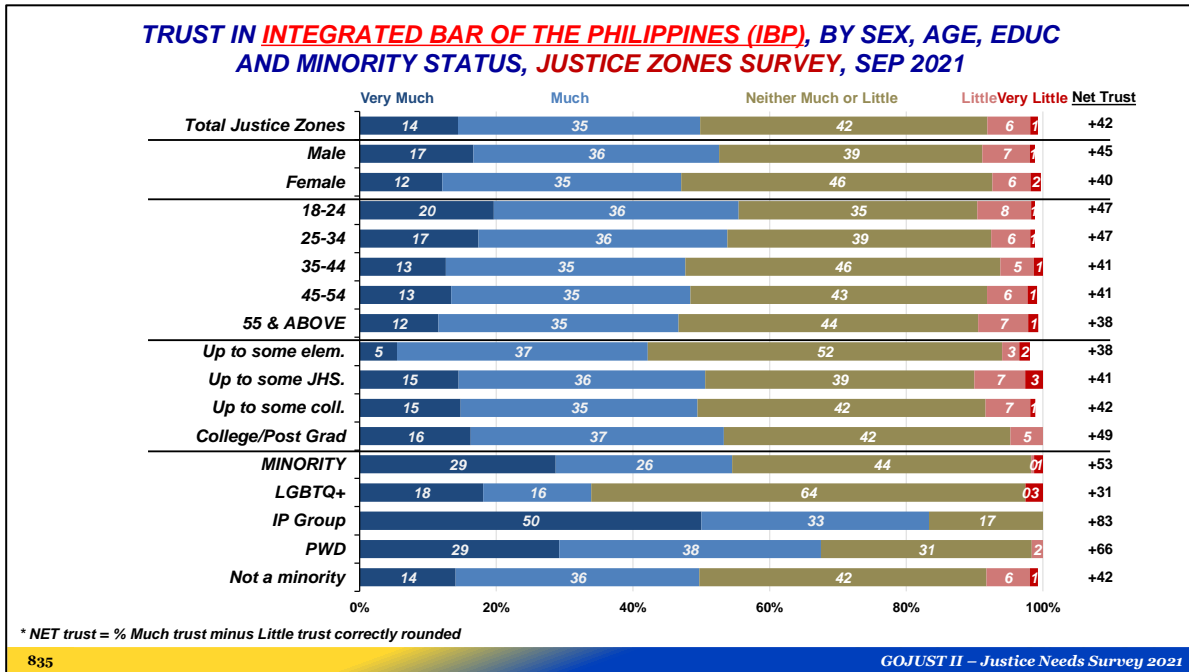
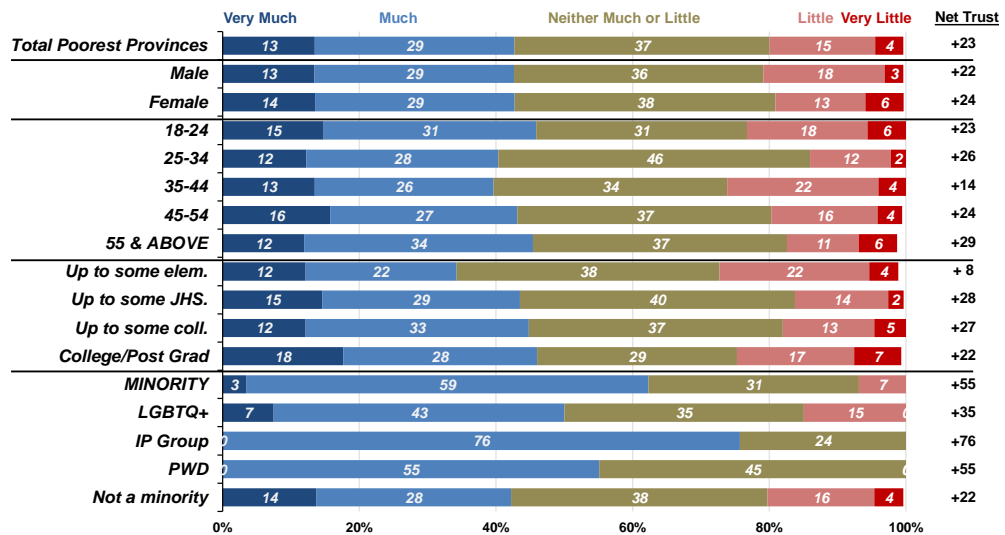




Chart 515

**TRUST IN INTEGRATED BAR OF THE PHILIPPINES (IBP), BY SEX, AGE, EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



\* NET trust = % Much trust minus Little trust correctly rounded



### 18.11. Bureau of Jail Management and Penology or BJMP

The Bureau of Jail Management and Penology (BJMP) obtained a *good* +32 net trust rating in 2021. [Chart 516]

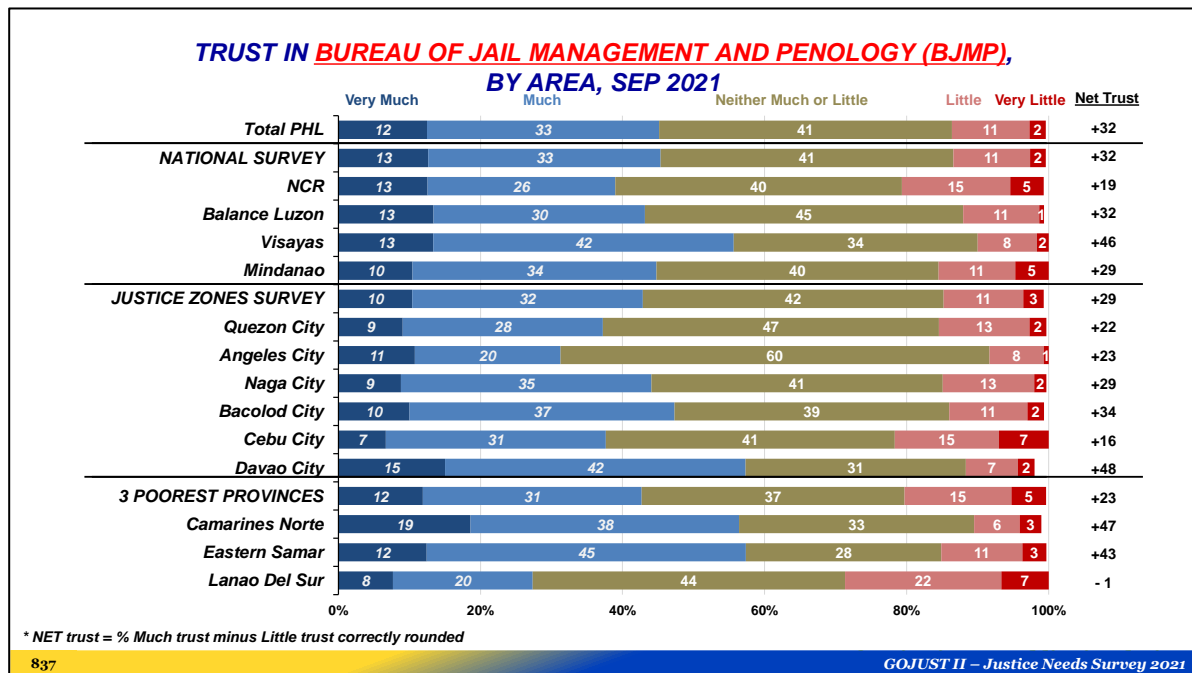
The BJMP obtained *good* +32 net trust rating in the National Survey and *moderate* net trust ratings in the Justice Zones (+29) and in the 3 Poorest Provinces (+23).

In the National Survey, the BJMP obtained *good* net trust ratings in Balance Luzon (+32) and Visayas (+46), and *moderate* net trust ratings in NCR (+19) and Mindanao (+29).

In the Justice Zones, the BJMP obtained *good* net trust ratings in Bacolod City (+34) and Davao City (+48), and *moderate* net trust ratings in other areas.

In the 3 Poorest Provinces, the BJMP obtained *good* net trust ratings in Camarines Norte (+47) and Eastern Samar (+43), but only a *neutral* -1 net trust rating in Lanao del Sur.

Chart 516





Across the survey areas, trust in the BJMP is slightly higher among those who have had justiciable issues in the 3 Poorest Provinces and in the National Survey than in the Justice Zones. [Table 59]

In the 3 Poorest Provinces, trust in the BJMP is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the BJMP is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.

**Table 59**

	<b>TRUST IN <u>BUREAU OF JAIL MANAGEMENT AND PENOLOGY (BJMP)</u>, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>48%</b>	<b>13%</b>	<b>46%</b>	<b>13%</b>	<b>43%</b>	<b>14%</b>
<b>National Survey</b>	<b>49</b>	<b>12</b>	<b>47</b>	<b>13</b>	<b>43</b>	<b>14</b>
<b>Justice Zones Survey</b>	<b>34</b>	<b>18</b>	<b>32</b>	<b>15</b>	<b>47</b>	<b>12</b>
<b>3 Poorest Provinces</b>	<b>44</b>	<b>18</b>	<b>43</b>	<b>17</b>	<b>42</b>	<b>20</b>

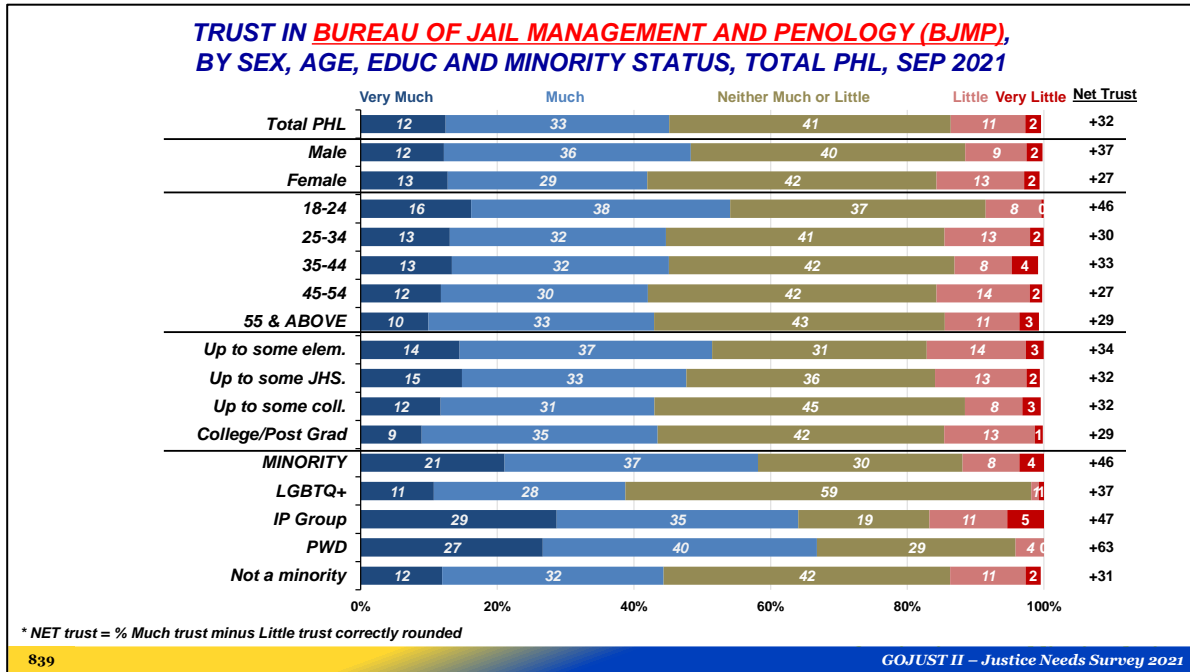


In Total Philippines and in the National Survey, the BJMP obtained *moderate to good* ratings across other demographics. [Charts 517- 518]

In the Justice Zones, the BJMP obtained *moderate to good* ratings across demographics. [Chart 519]

In the 3 Poorest Provinces, the BJMP obtained a *good* +36 among the self-ascribed minority, compared to a *moderate* +22 among the self-ascribed majority. The BJMP *moderate to good* ratings across other demographics. [Chart 520]

**Chart 517**



**Chart 518**

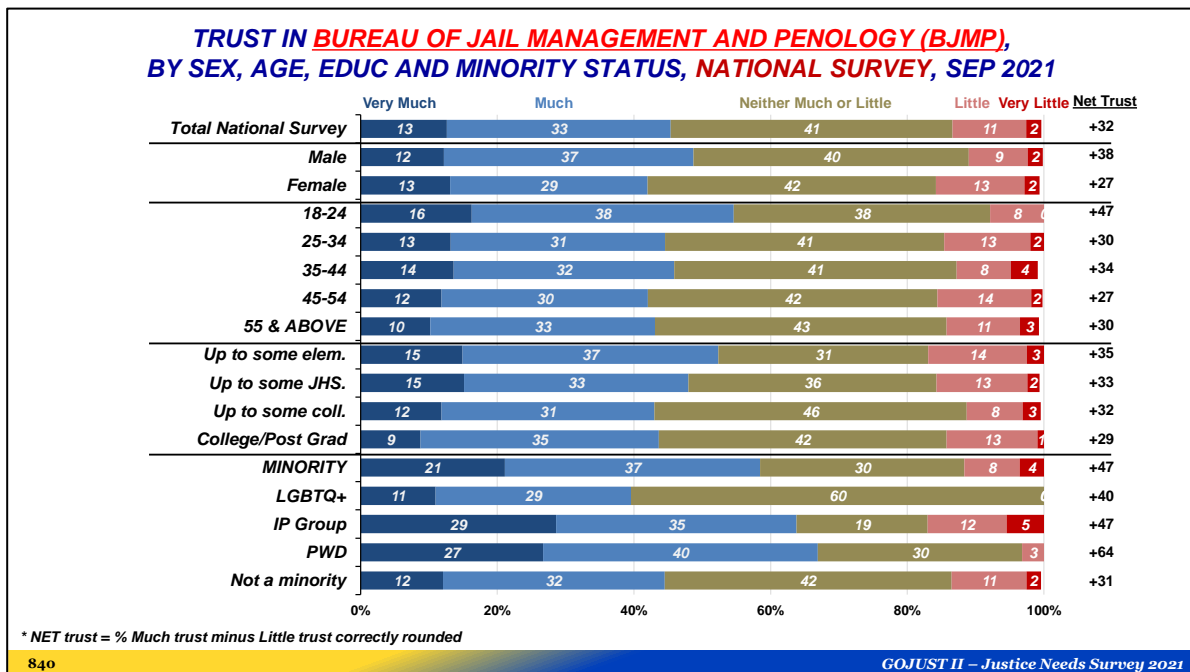






Chart 519

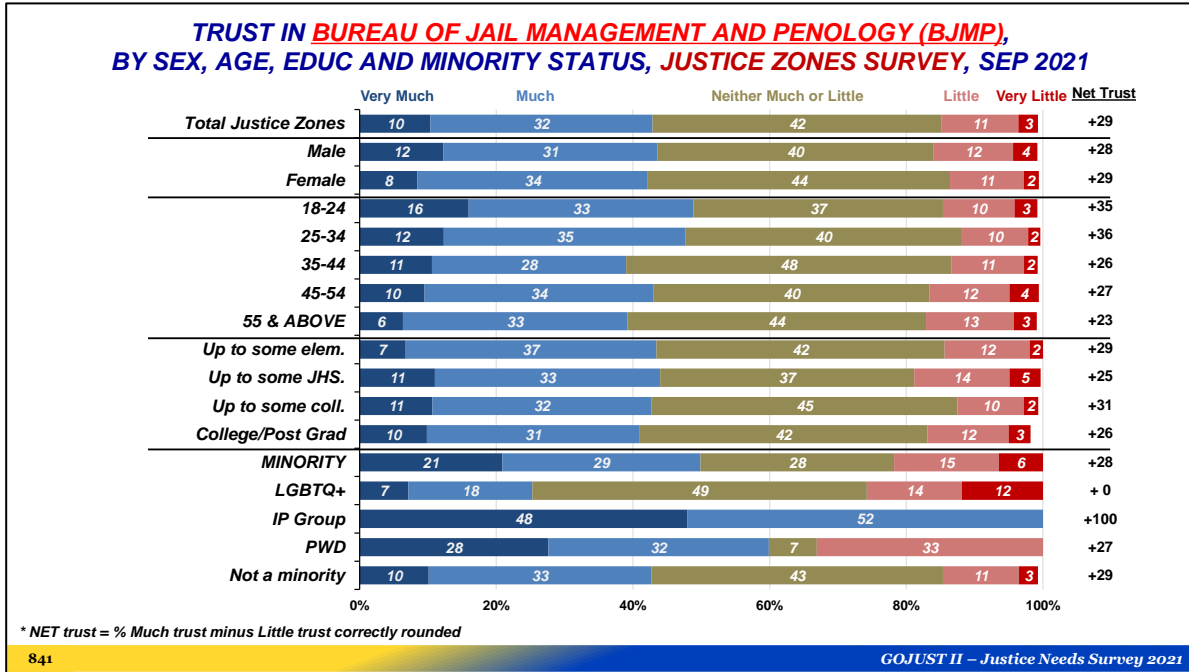
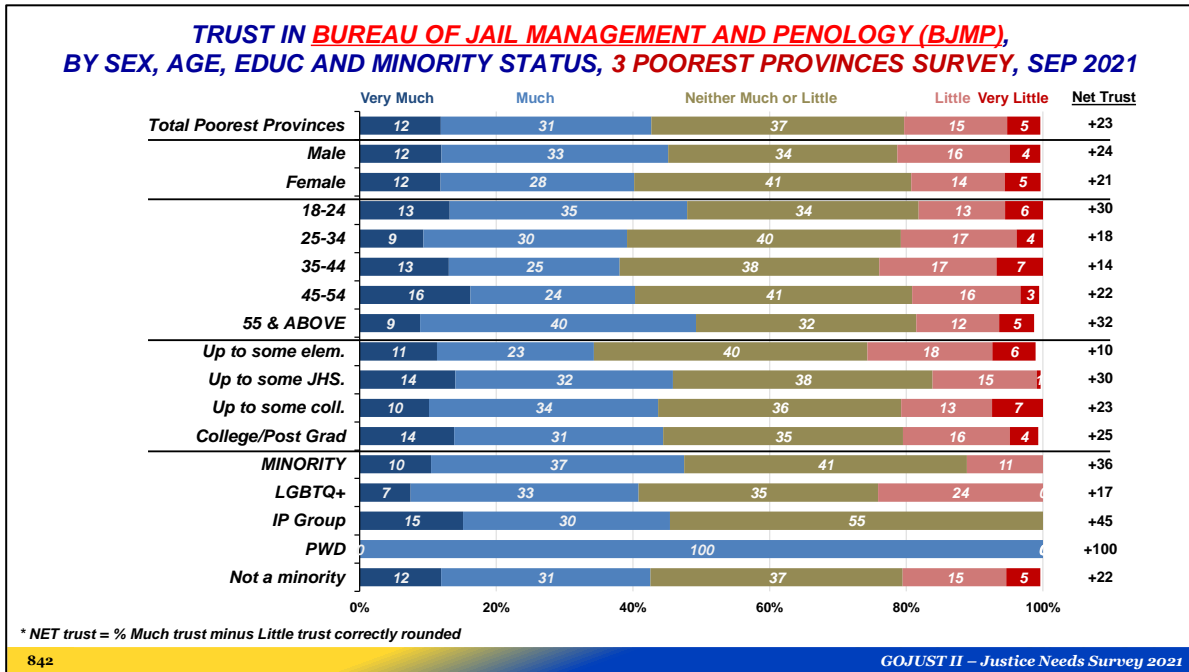


Chart 520





## 18.12. Bureau of Corrections or BUCOR

The Bureau of Corrections (BUCOR) obtained a *moderate* +29 net trust rating in 2021. [Chart 521]

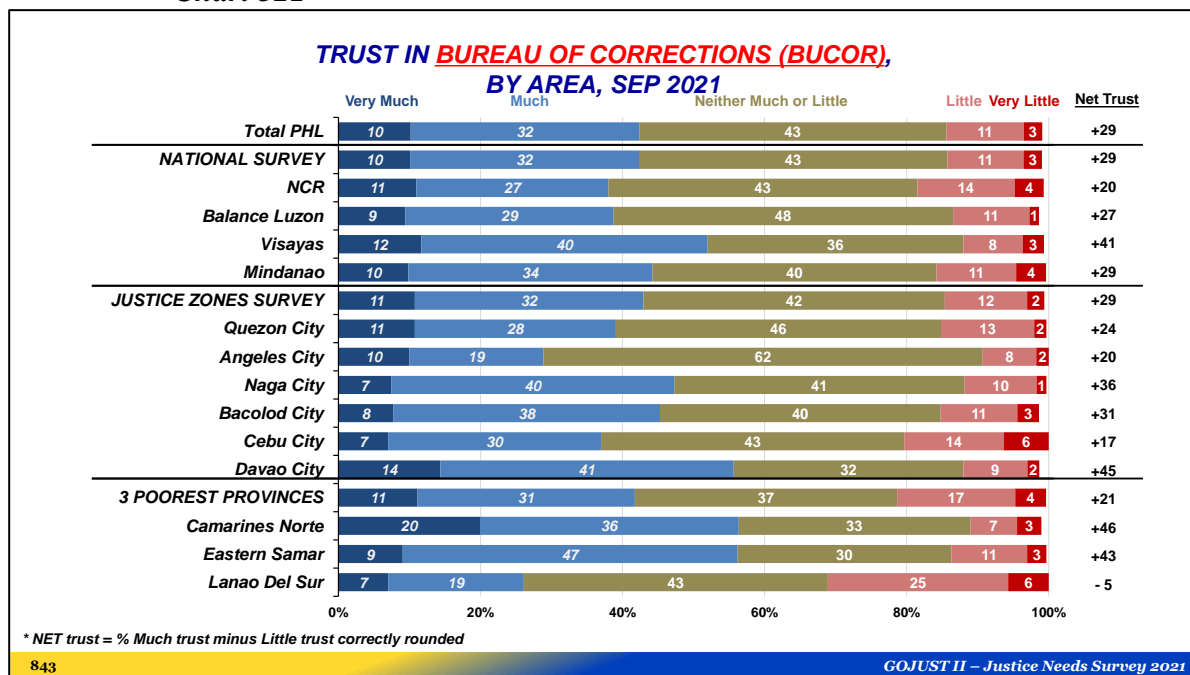
The BUCOR obtained *moderate* net trust ratings in all survey areas.

In the National Survey, the BUCOR obtained *good* +41 net trust rating in Visayas and *moderate* net trust ratings in all other areas.

In the Justice Zones, the BUCOR obtained *good* net trust ratings in Naga City (+36), Bacolod City (+31) and Davao City (+45), and *moderate* net trust ratings elsewhere.

In the 3 Poorest Provinces, the BUCOR obtained *good* net trust ratings in Camarines Norte (+46) and Eastern Samar (+43), but only a *neutral* -5 net trust rating in Lanao del Sur.

Chart 521



Across the survey areas, trust in the BUCOR is slightly higher among those who have had justiciable issues in the National Survey and in the 3 Poorest Provinces than in the Justice Zones. [Table 60]

In the National Survey, trust in the BUCOR is slightly higher among those who have had a justiciable issue than those who have not had a justiciable issue.

In the Justice Zones, trust in the BUCOR is slightly higher among those who have not had a justiciable issue than those who have had a justiciable issue.



**Table 60**

<b>TRUST IN BUREAU OF CORRECTIONS (BUCOR), BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>						
	<b>With Justiciable Issue</b>		<b>Took ANY action</b>		<b>W/O Justiciable Issue</b>	
	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>	<b>Much</b>	<b>Little</b>
<b>Total Philippines</b>	<b>46%</b>	<b>14%</b>	<b>46%</b>	<b>12%</b>	<b>40%</b>	<b>13%</b>
<b>National Survey</b>	<b>47</b>	<b>13</b>	<b>47</b>	<b>11</b>	<b>40</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>38</b>	<b>18</b>	<b>34</b>	<b>16</b>	<b>45</b>	<b>12</b>
<b>3 Poorest Provinces</b>	<b>44</b>	<b>19</b>	<b>43</b>	<b>20</b>	<b>41</b>	<b>22</b>

In Total Philippines and in the National Survey, the BUCOR obtained *very good* net trust ratings among the self-ascribed minority, compared to *moderate* trust ratings among the self-ascribed majority. The BUCOR obtained *moderate* to *good* ratings across other demographics. [Charts 522- 523]

In the Justice Zones, the BUCOR obtained *moderate* to *good* ratings across demographics. [Chart 524]

In the 3 Poorest Provinces, the BUCOR obtained a *good* +49 among the self-ascribed minority, compared to a *moderate* +20 among the self-ascribed majority. The BUCOR obtained *neutral* to *moderate* net trust ratings across other demographics. [Chart 525]



Chart 522

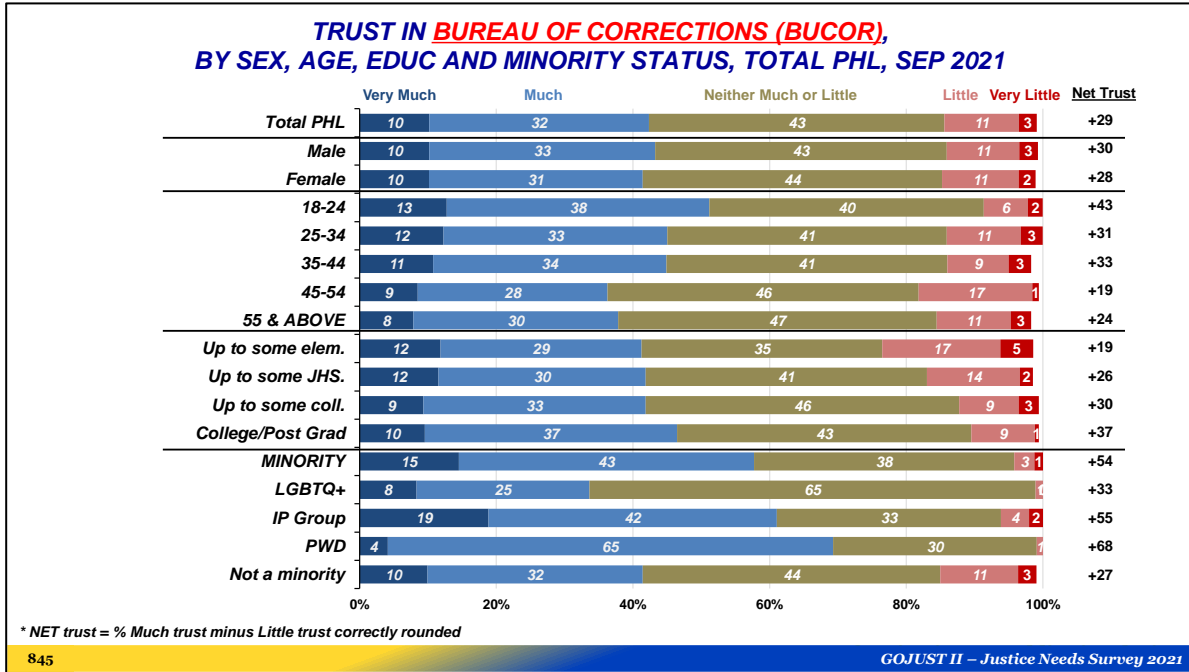


Chart 523

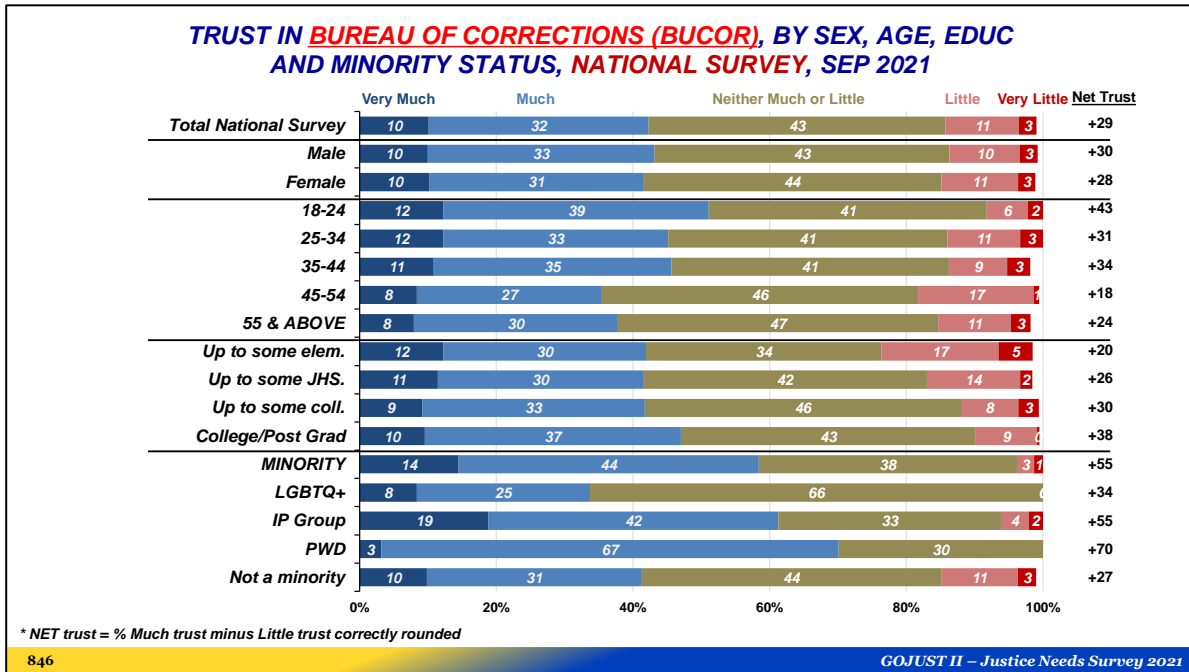




Chart 524

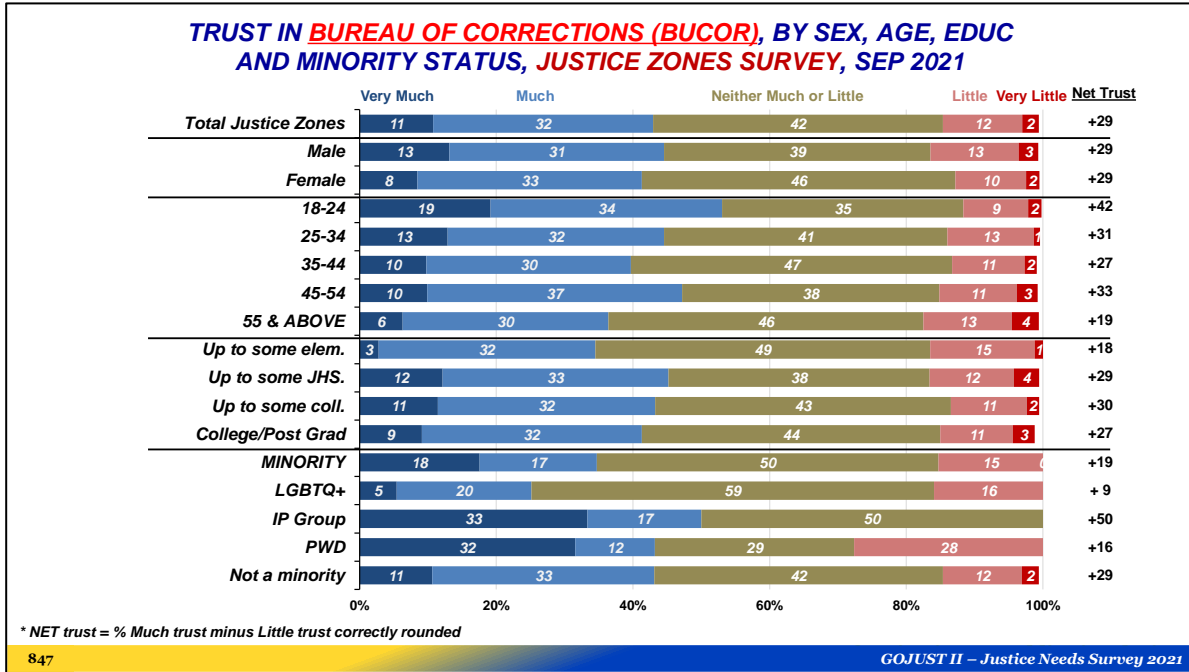
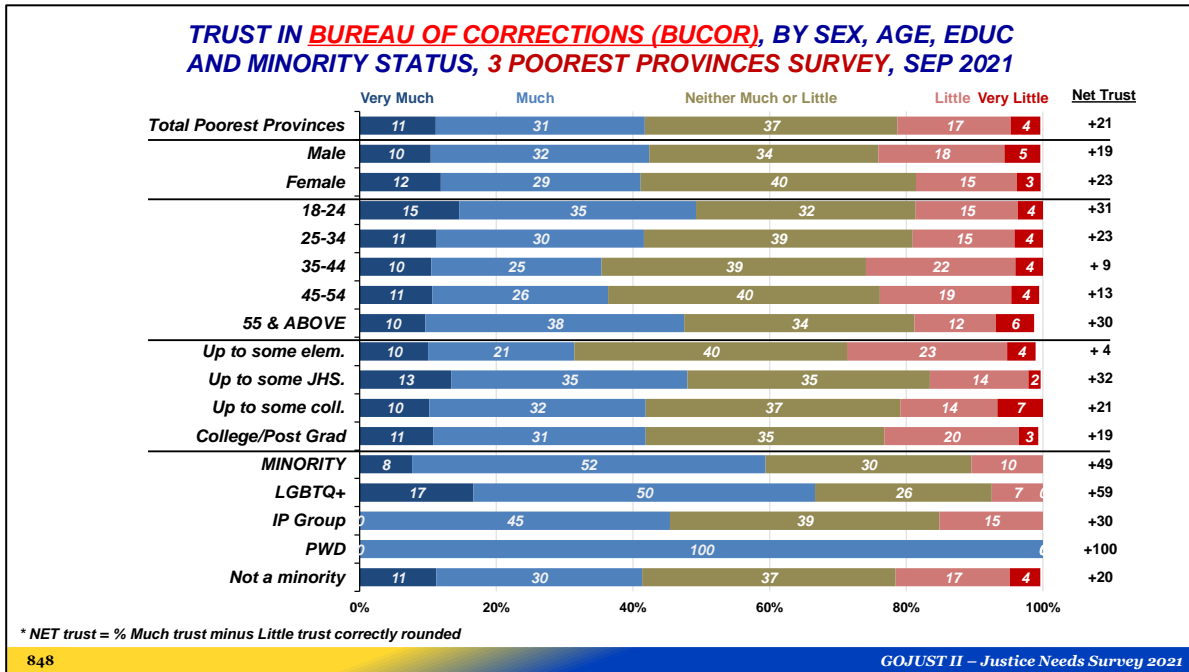


Chart 525





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## F. SYSTEM OF JUSTICE IN THE PHILIPPINES

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In 2021, around two-fifths consider the statements, “People who have been proven guilty of committing a crime is punished” (43%) and “All people - rich or poor - are treated equally by the system of justice” (39%), while 32% consider “Legal issues or problems are swiftly resolved” as a very much important to indicate that true justice is being served.

When Filipino adults were asked about their extent of knowledge regarding system of justice, three-fifths (60%) say they have *adequate* to *extensive* knowledge the system of justice in the Philippines, comprising of 12% who have *extensive* knowledge and 48% who have *adequate* knowledge. On the other hand, 34% have only *a little knowledge* and 6% have *very little knowledge* about the system of justice. To this, *television* is the top source of information were adults first learned system of justice from television. Furthermore, television is also their source of information about system of justice in the past 12 months.

Sixty-five percent are *satisfied* with the system of justice in the Philippines, while 35% are *not satisfied* with the system of justice.

Agreements are high for both positive and negative statements regarding justice system or law enforcement and dispute resolutions like non-payment of debts, land problems or quarrels with neighbors, or serious vehicle accidents in the Philippines.

Regarding the performance of the following institution, at least three-fifths agree that court will enforce judgment among those with case, decide according to the law, will punished convicted persons; guarantee that everyone can get a fair trial; and concerned about court processes. Agreement that public defenders defend the accused poor people is high. At least three-fifths agree that police act according to the law and will be punished if they violate the law.



## 19. Concept of Justice

The 2021 survey asked how important these indicators are to show that true justice is being served – “People who have been proven guilty of committing a crime are punished”, “All people – rich or poor – are treated equally by the courts”, and “The courts swiftly decide on cases”. This is a repeat item from a survey conducted for the Commission on Human Rights in 2018.<sup>10</sup>

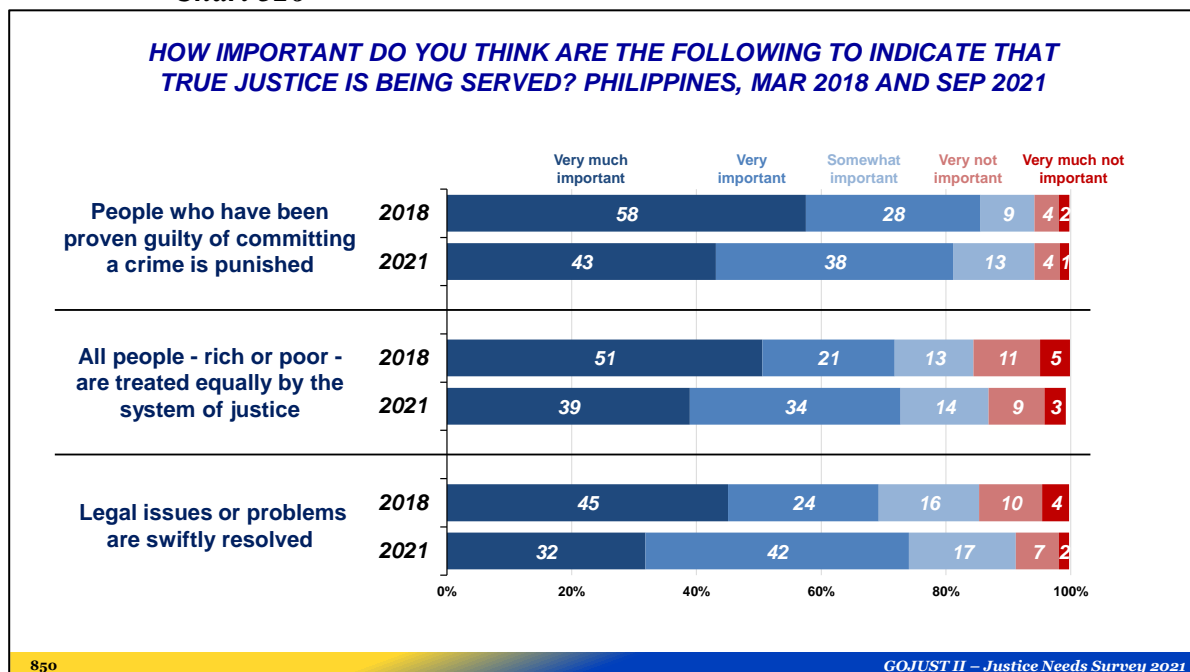
Overall, large majorities of adult Filipinos in 2021 still consider these indicators to be *important* (very much + very + somewhat important), hardly unchanged when the battery of questions was first asked in 2018. In 2018 as in 2021, there are slightly more Filipinos who say punishing those guilty of a crime and equal treatment in courts for rich and poor are *important* indicators, than the swift resolution of cases. However, the percentages of those who say these are very important declined in 2021 compared to 2018. [Chart 526]

In 2021, around two-fifths (43%) say the punishment of people found guilty of committing a crime is a *very much important* indicator that true justice is being served, while an additional 38% say this is *very important*, and 13% *fairly important*. The 43% who say this is very much important is 15 points lower than the 58% in 2018.

Also, in 2021, about two-fifths (39%) say that the equal treatment of all people by the courts is a *very much important* indicator, with an additional 21% who say this is *very important* and 13% *fairly important*. The 39% who say this is very much important in 2021 is 12 points lower than the 51% in 2018.

In 2021, about one-third (32%) say the courts deciding swiftly on cases is an *essential* indicator that true justice is being served, with an additional 42% who say this is *very important* and 17% *fairly important*. The 42% is 13 points lower than the 45% in 2018.

Chart 526



<sup>10</sup> The results of the 2018 CHR survey can now be shared to other researchers as the 3-year embargo period has been lifted as of April 2020.



### 19.1. “People who have been proven guilty of committing a crime is punished”

Overall, the percentages of those who say this indicator – People who have been proven guilty of committing a crime is punished – is an *important* (very much + very + somewhat important) indicator that true justice is being served are high and hardly vary across all survey areas and socio-demographic groups. However, there are some variations among those who consider this *very important*.

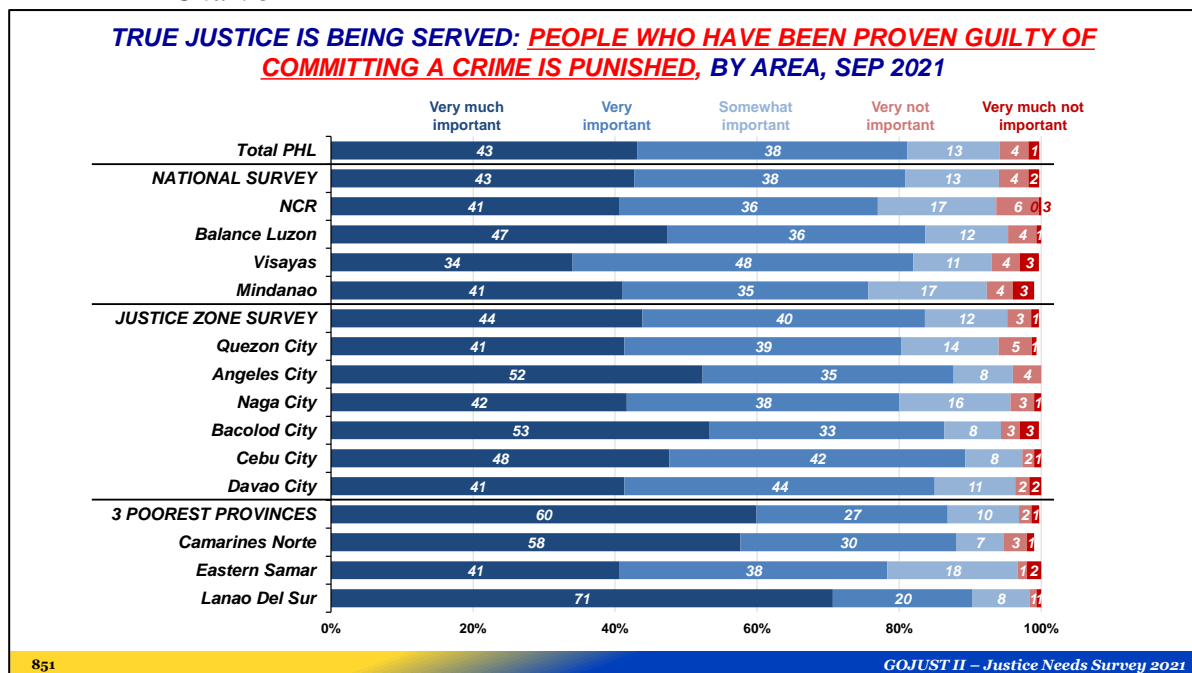
Three-fifths (60%) in the 3 Poorest Provinces believe that the punishment of people found guilty of crime is a *very much* important indicator to say justice is being served, higher compared to only two-fifths in the Justice Zones (44%) and in the National Survey (43%). [Chart 527]

In the National Survey, 47% in Balance Luzon say this indicator is *very much* important, slightly higher than in the other areas.

In the Justice Zones, small majorities in Angeles City (52%) and Bacolod City (53%), and about half (48%) in Cebu City also consider this indicator to be *very much* important, compared to around two-fifths in other areas who say the same.

In the 3 Poorest Provinces, 71% in Lanao del Sur, and 58% in Camarines Norte consider this indicator to be very much important. Only 41% in Eastern Samar say this is very much important.

Chart 527







The percentages of those who believe that punishment of people found guilty of crime is an important indicator to say justice is being served hardly differ among both those who had and have not had a justiciable issue. [Table 61]

**Table 61**

**TRUE JUSTICE IS BEING SERVED: *PEOPLE WHO HAVE BEEN PROVEN GUILTY OF COMMITTING A CRIME IS PUNISHED*, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Important	Not important	Important	Not important	Important	Not important
Total Philippines	95%	5%	95%	5%	94%	6%
National Survey	94	6	95	5	94	6
Justice Zones Survey	96	4	95	4	95	5
3 Poorest Provinces	97	3	96	4	97	3

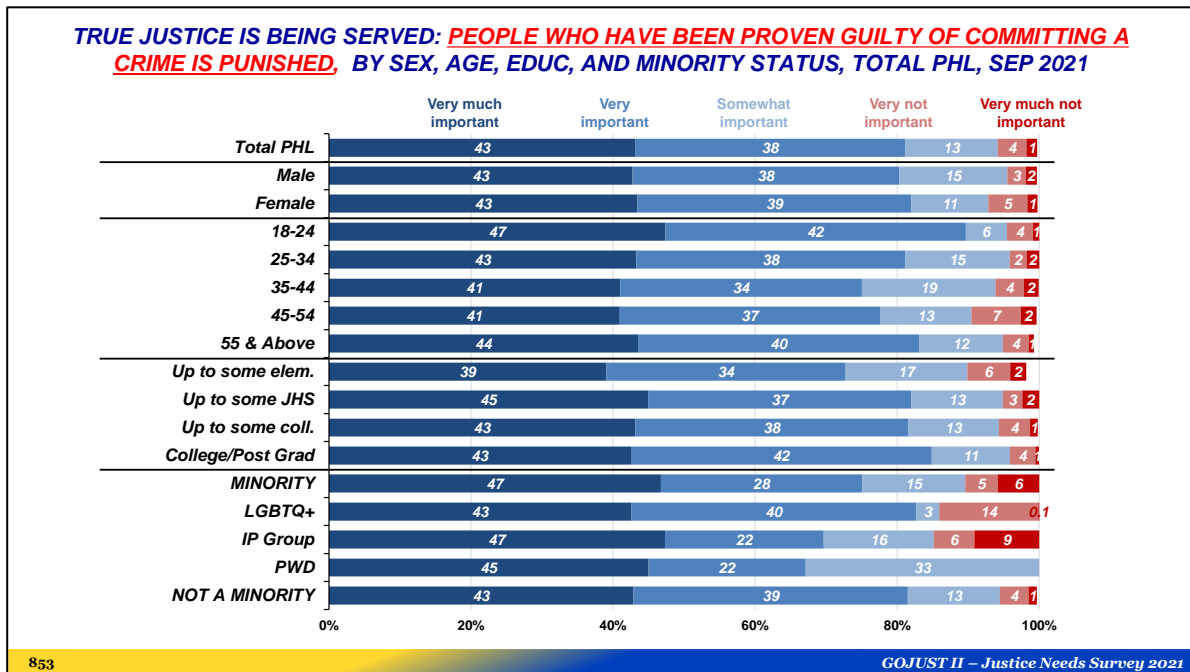
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Overall and across survey components, the percentages of those who say that punishment of people found guilty of crime is an *important* indicator to say justice is being served are high across most socio-demographic groups. But there are significant variations among those who consider this a *very much important* indicator.

In Total Philippines, the percentages of those who consider this a *very much important* indicator are slightly higher among the youth 18-24 (47%) than the older adults (41-44%), among the those who are at least elementary graduates (43-45%) than the non-elementary graduates (39%), and among the self-ascribed minority (47%) than the self-ascribed majority (43%). [Chart 528]

**Chart 528**





In National Survey, the percentages of those who consider this a *very much important* indicator are slightly higher among the youth 18-24 (47%) than the older adults (40-43%), among those who are at least elementary graduates (42-45%) than the non-elementary graduates (38%), and among the self-ascribed minority (47%) than the self-ascribed majority (42%). [Chart 529]

In the Justice Zones, 54% of the youth 18-24 consider punishment of people found guilty of crime as a *very much important* indicator to say justice is being served, compared to about two-fifths among the older groups. About half (49%) of the college graduates also say this is a very much important indicator, compared to about two-fifths among those with less education. [Chart 530]

In the 3 Poorest Provinces, there are slightly more males (62%) than females (58%) who consider this a *very much important* indicator. By age, about six in ten of the 25-55 consider this a very much important indicator. [Chart 531]

Chart 529

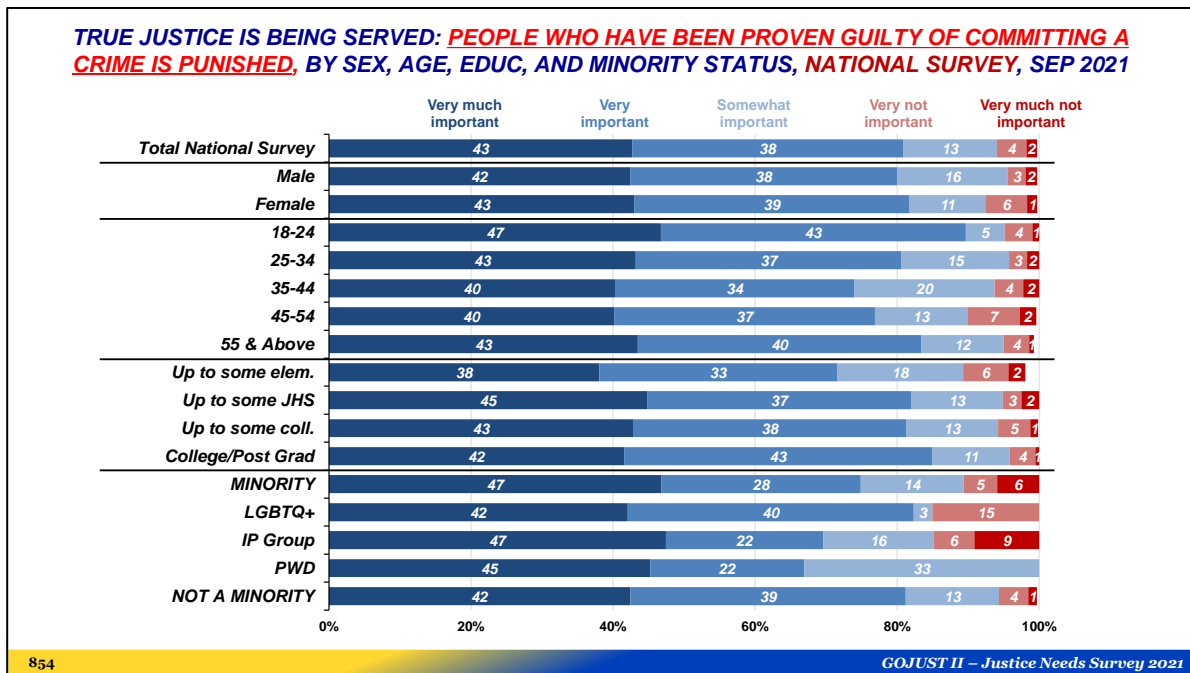




Chart 530

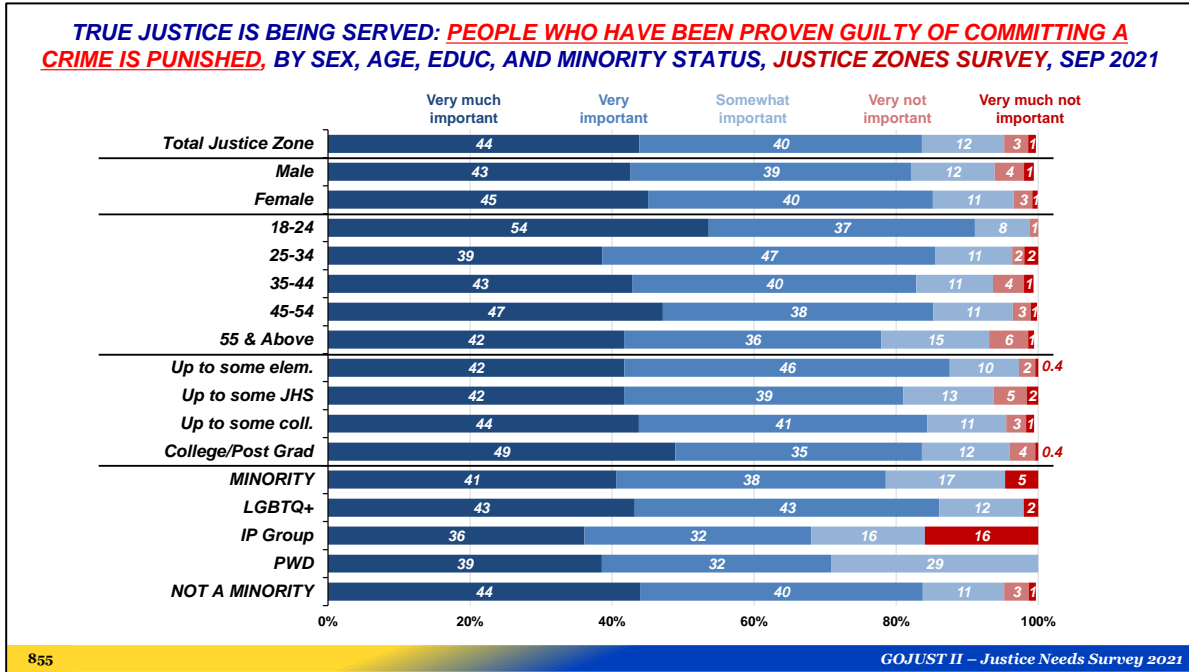
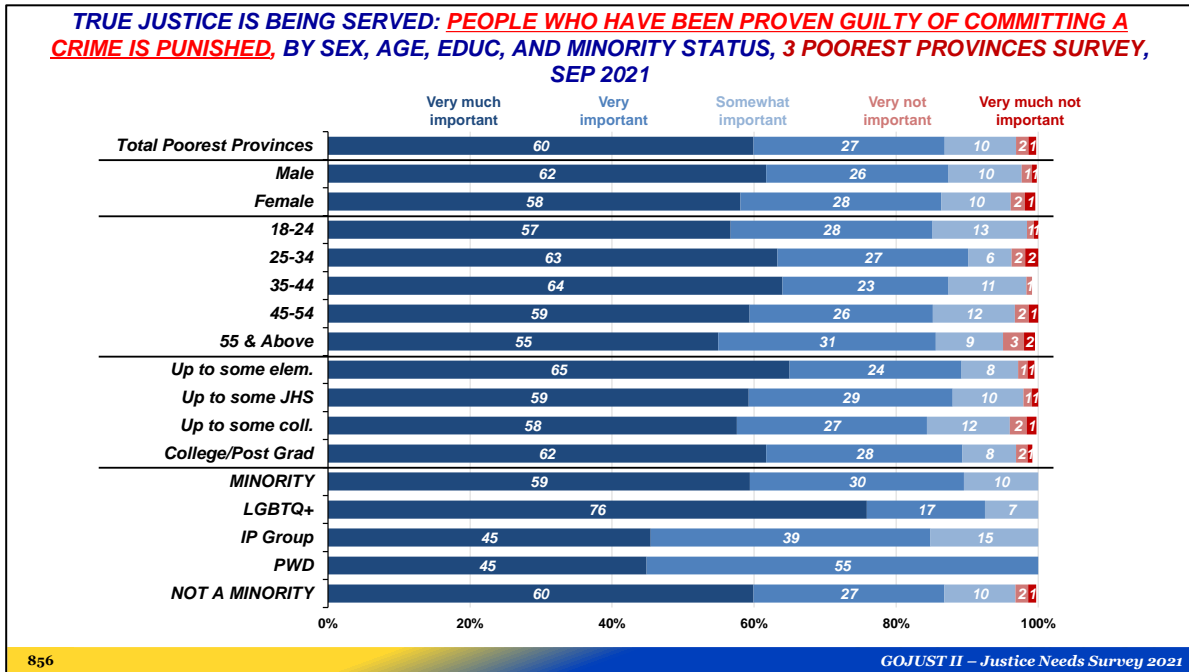


Chart 531





## 19.2. “All people - rich or poor - are treated equally by the system of justice”

Overall, the percentages of those who say this indicator – All people - rich or poor - are treated equally by the system of justice – is an *important* (very much + very + somewhat important) indicator that true justice is being served are high and hardly vary across all survey areas and socio-demographic groups. However, there are some variations among those who consider this *very important*.

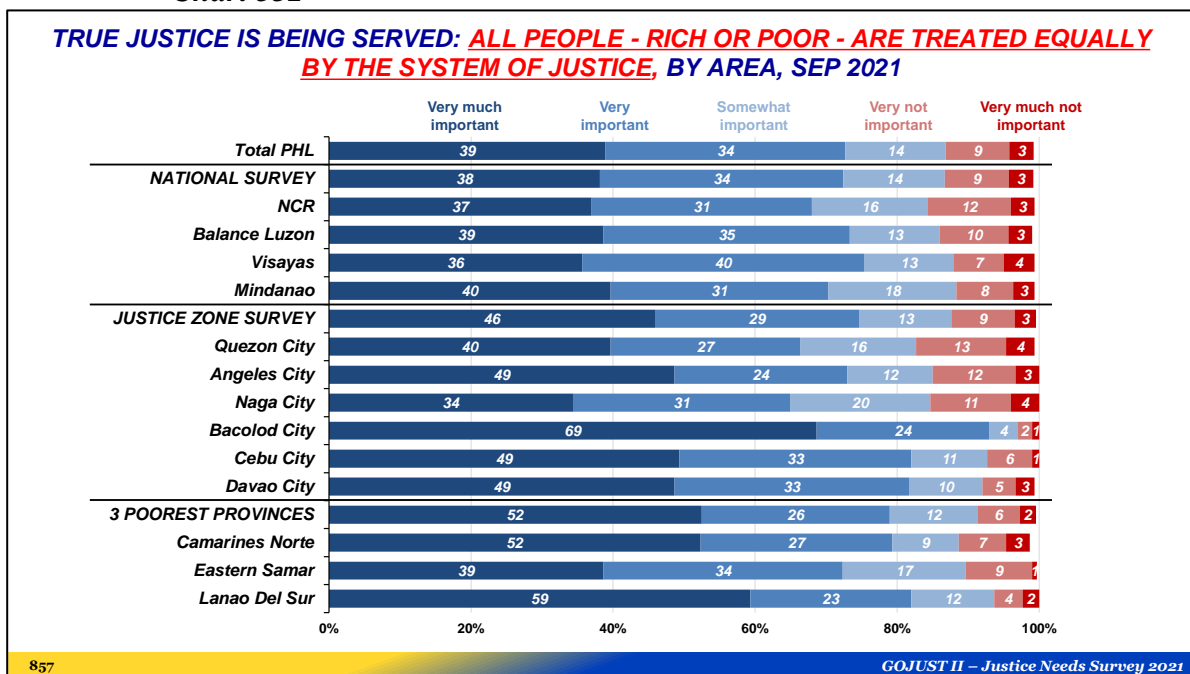
A slim 52% majority in the 3 Poorest Provinces believe that system of justice treat rich and poor equally is a *very much important* indicator to say justice is being served, compared to less than half in the Justice Zones (46%) and the National Survey (38%). [Chart 532]

In the National Survey, those who say this indicator is *very much important* hardly differ in four major areas.

In the Justice Zones, 69% in Bacolod City consider this indicator to be *very much* important, compared to about half (49%) in Angeles City, Cebu City, and Davao City, 40% in Quezon City, and 34% in Naga City.

In the 3 Poorest Provinces, 59% in Lanao del Sur, and 52% in Camarines Norte consider this indicator to be very much important. Only 39% in Eastern Samar say this is very much important.

Chart 532





The percentages of those who believe that system of justice treat rich and poor equally is an important indicator to say justice is being served hardly differ among those who had and have not had a justiciable issue. [Table 62]

**Table 62**

**TRUE JUSTICE IS BEING SERVED: ALL PEOPLE - RICH OR POOR - ARE TREATED EQUALLY BY THE SYSTEM OF JUSTICE, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

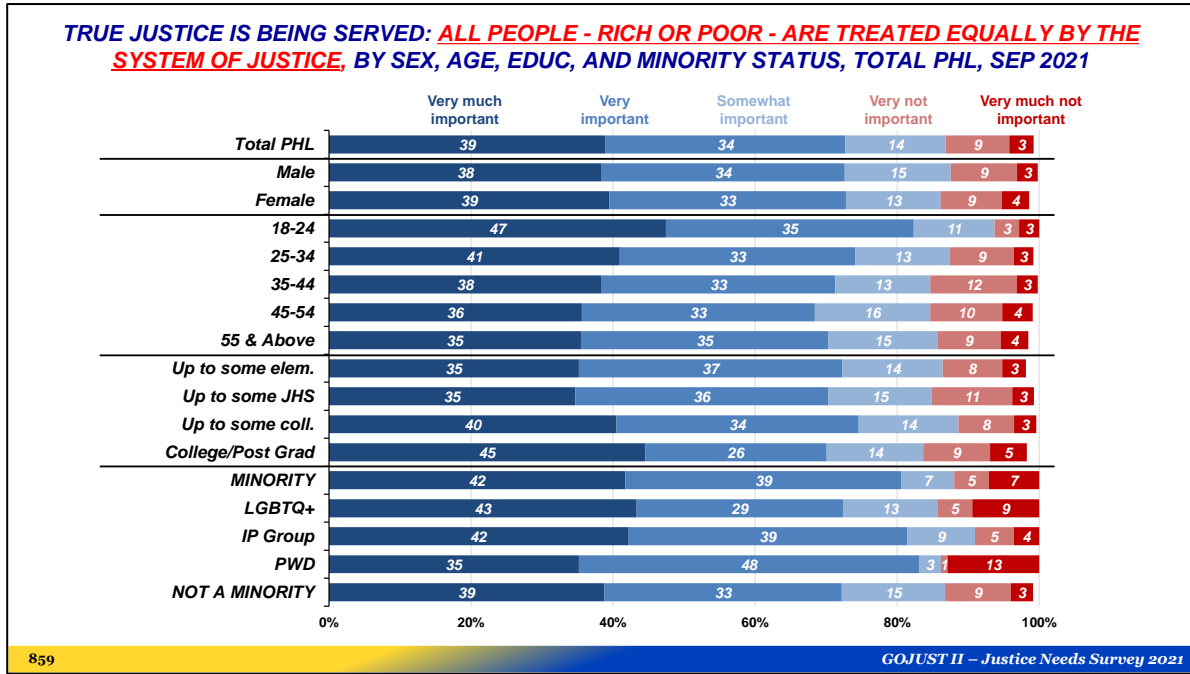
	With justiciable issue		Took ANY action		W/O justiciable issue	
	<u>Important</u>	<u>Not important</u>	<u>Important</u>	<u>Not important</u>	<u>Important</u>	<u>Not important</u>
<b>Total Philippines</b>	<b>88%</b>	<b>12%</b>	<b>90%</b>	<b>10%</b>	<b>86%</b>	<b>13%</b>
<b>National Survey</b>	<b>88</b>	<b>12</b>	<b>90</b>	<b>9</b>	<b>86</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>87</b>	<b>13</b>	<b>84</b>	<b>16</b>	<b>88</b>	<b>11</b>
<b>3 Poorest Provinces</b>	<b>90</b>	<b>10</b>	<b>88</b>	<b>12</b>	<b>92</b>	<b>8</b>

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In Total Philippines, 47% of the youth 18-24 consider this as a *very much important* indicator to say justice is being served, while the percentage decreases among older age groups. By education, 45% among college graduates also say this is a *very much important* indicator, and percentage decreases among those with less education. [Chart 533]

**Chart 533**





In the National Survey, the percentages of those who consider this a *very much important* indicator are higher among the youth 18-24 (47%) than the older adults (35-40%), and among college (43%) and high school graduates (40%) than those with less education. There are slightly more of the self-ascribed minority (41%) who also consider this a *very much important* indicator. [Chart 534]

In the Justice Zones, 57% of the youth 18-24 consider this as a *very much important* indicator to say justice is being served, higher compared to older groups especially among aged 55 and above (36%). Majority among college graduates (56%) consider this a *very much important* indicator, while it is less than half among those with less education. Sixty-percent of the self-ascribed minority (60%) consider this a *very much important* indicator, compared to 46% among the self-ascribed majority. [Chart 535]

In the 3 Poorest Provinces, majority of the 18-34 consider this a *very much important* indicator, higher compared to older adults. By education, about two-thirds among college graduates (65%) consider this as a *very much important* indicator, and percentage decreases among those with less education. [Chart 536]

**Chart 534**

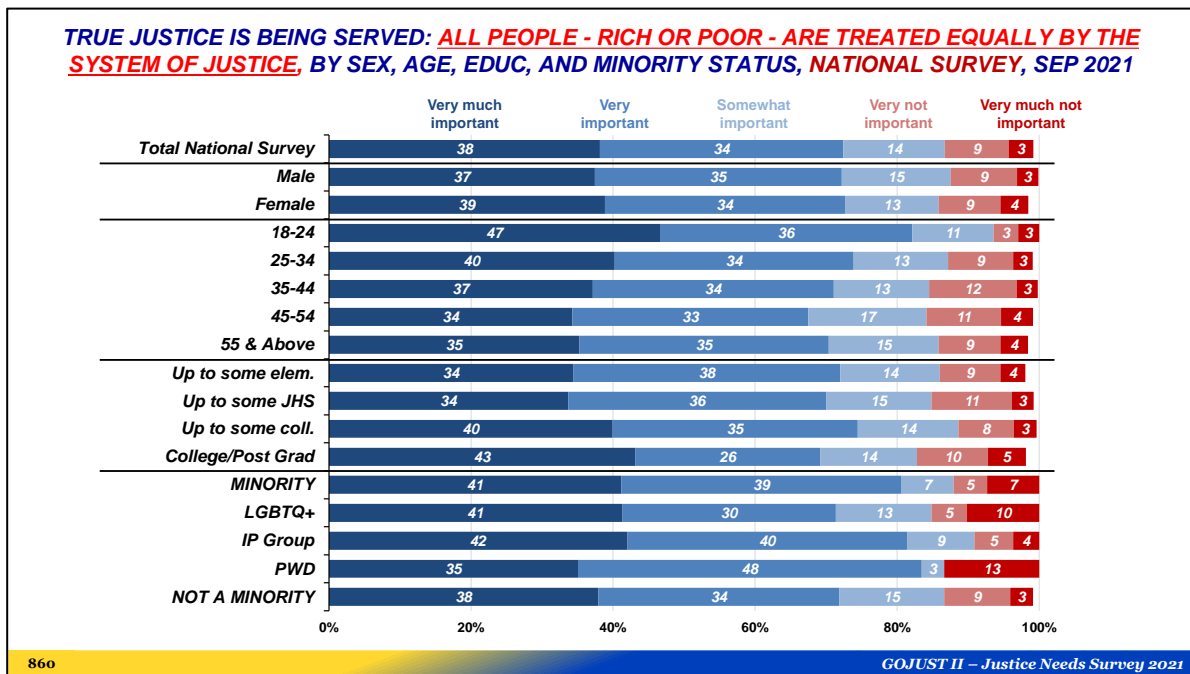






Chart 535

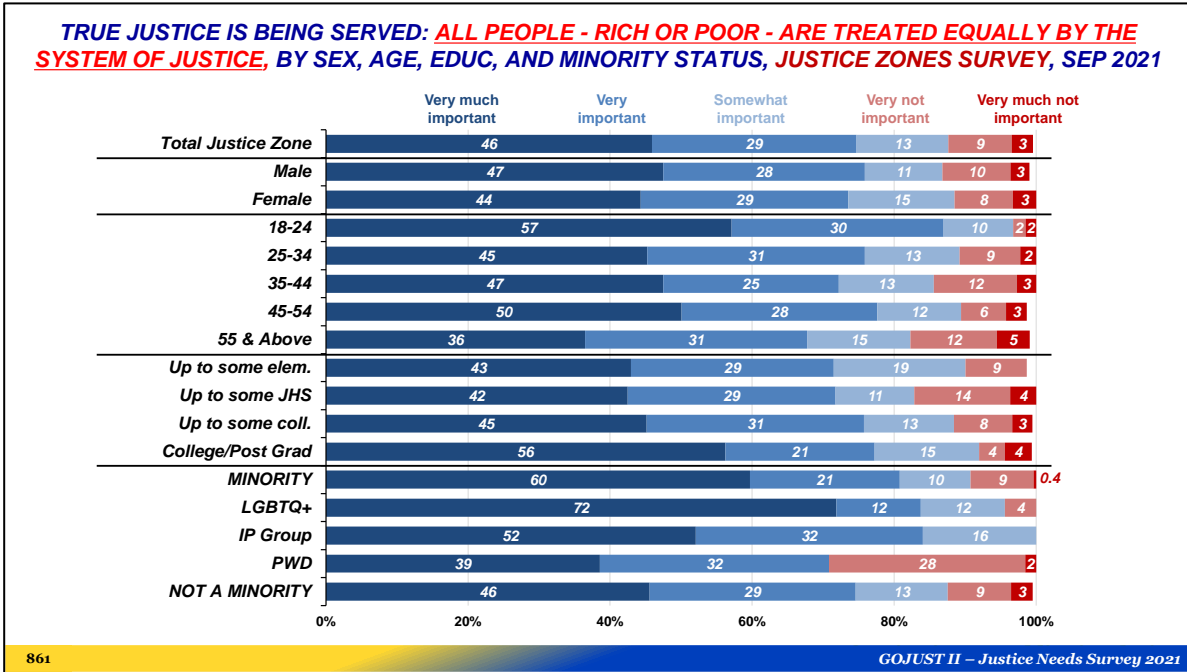
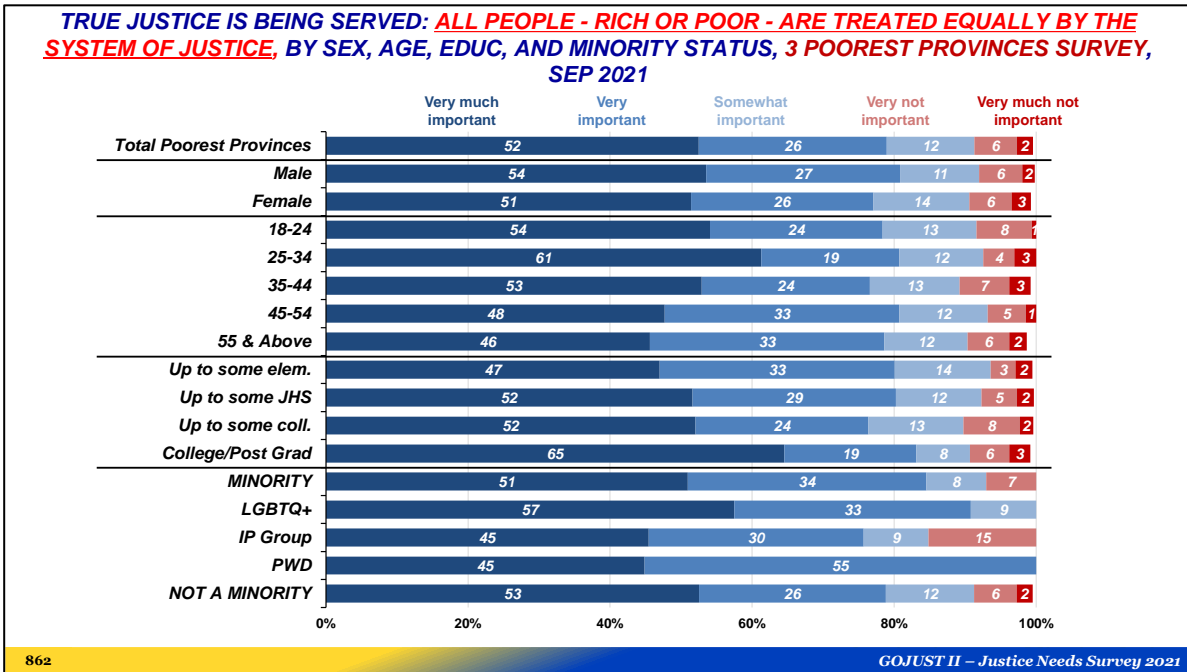


Chart 536





### 19.3. “Legal issues or problems are swiftly resolved”

Overall, the percentages of those who say this indicator – Legal issues or problems are swiftly resolved – is an *important* (very much + very + somewhat important) indicator that true justice is being served are high and hardly vary across all survey areas and socio-demographic groups. However, there are some variations among those who consider this *very important*.

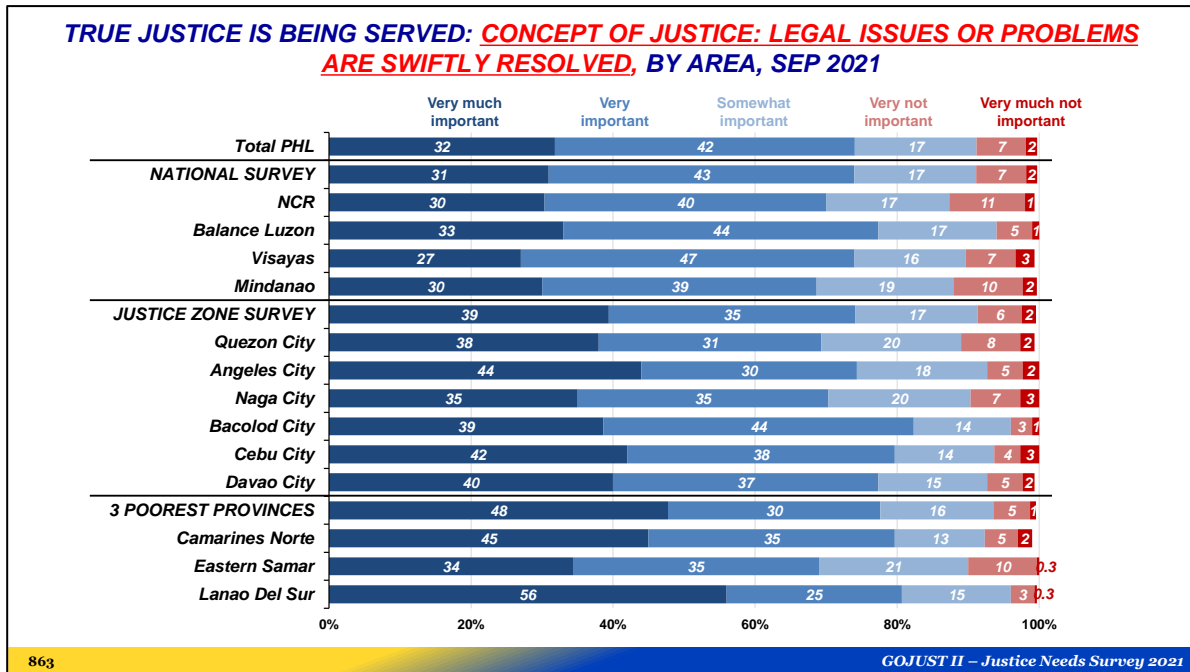
About half (48%) in the 3 Poorest Provinces (48%) believe that swiftly resolving legal issues is a *very much important* indicator to say justice is being served, higher than in the Justice Zones (39%) and the National Survey (31%). [Chart 537]

In the National Survey, those who consider resolving legal issues swiftly is a *very much important* indicator do not differ much in four major areas of the Philippines.

In the Justice Zones, two-fifths in Angeles City (44%), Cebu City (42%), and Davao City (40%) consider this a *very much important* indicator.

In the 3 Poorest Provinces, majority in Lanao del Sur (56%) consider this a *very much important* indicator, while less than half have the same opinion in Camarines Norte (45%) and Eastern Samar (34%).

Chart 537





The percentages of those who believe that swiftly resolving legal issues is an important indicator to say justice is being served hardly differ among both those who had and have not had a justiciable issue. [Table 63]

**Table 63**

**TRUE JUSTICE IS BEING SERVED: CONCEPT OF JUSTICE: LEGAL ISSUES OR PROBLEMS ARE SWIFTLY RESOLVED, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

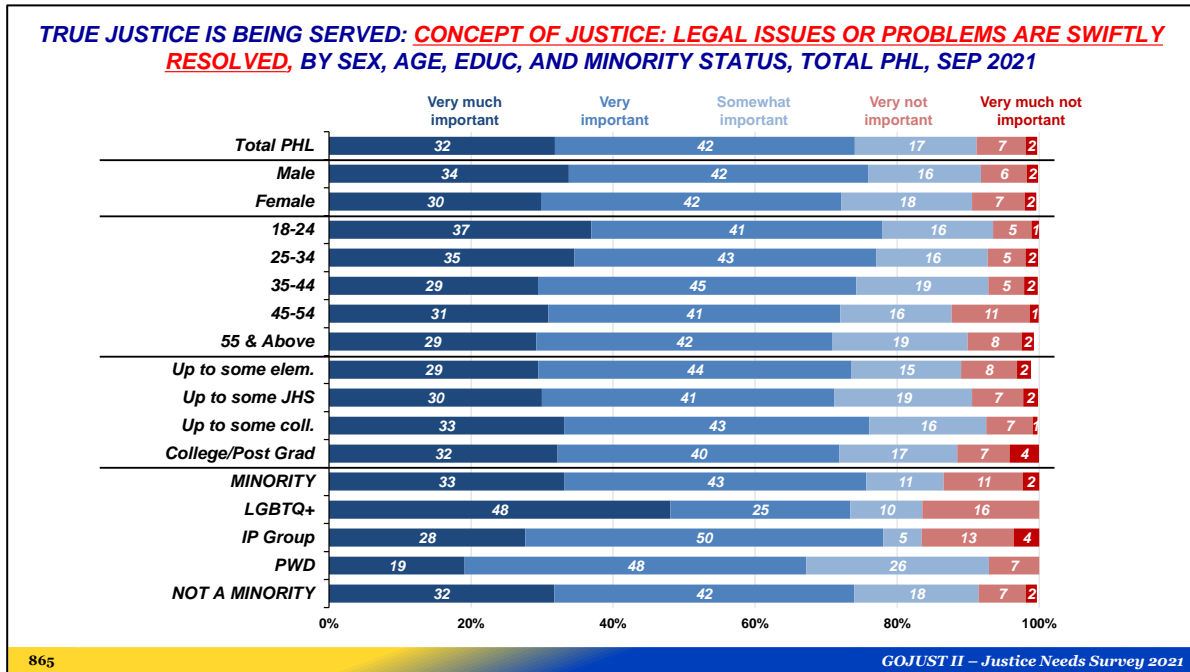
	With justiciable issue		Took ANY action		W/O justiciable issue	
	<u>Important</u>	<u>Not important</u>	<u>Important</u>	<u>Not important</u>	<u>Important</u>	<u>Not important</u>
<b>Total Philippines</b>	<b>92%</b>	<b>8%</b>	<b>92%</b>	<b>7%</b>	<b>91%</b>	<b>9%</b>
<b>National Survey</b>	<b>92</b>	<b>8</b>	<b>92</b>	<b>7</b>	<b>91</b>	<b>9</b>
<b>Justice Zones Survey</b>	<b>92</b>	<b>8</b>	<b>89</b>	<b>11</b>	<b>91</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>93</b>	<b>7</b>	<b>90</b>	<b>10</b>	<b>94</b>	<b>6</b>

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In Total Philippines, there are more of the 18-34 years old (35-37%) compared to older age groups (29-31%) who consider resolving legal issues swiftly as a *very much important* indicator among younger age groups. [Chart 538]

**Chart 538**





In the National Survey, there are slightly more males (33%) than females (29%) who consider it *very much important*. There are more among 18-34 years old (34-36%) compared to older age groups (28-29%) who consider this a *very much important* indicator. [Chart 539]

In the Justice Zones, 49% of college graduates consider this a *very much important* indicator, compared to 35-39% among those with less education. Sixty percent of the self-ascribed minority say this is a *very much important* indicator, compared to only 39% among the self-ascribed majority. [Chart 540]

In the 3 Poorest Provinces, majority of the 25-44 years old (53-54%) consider this a *very much important* indicator, compared to only 39% say the same among 55 and up. [Chart 541]

**Chart 539**

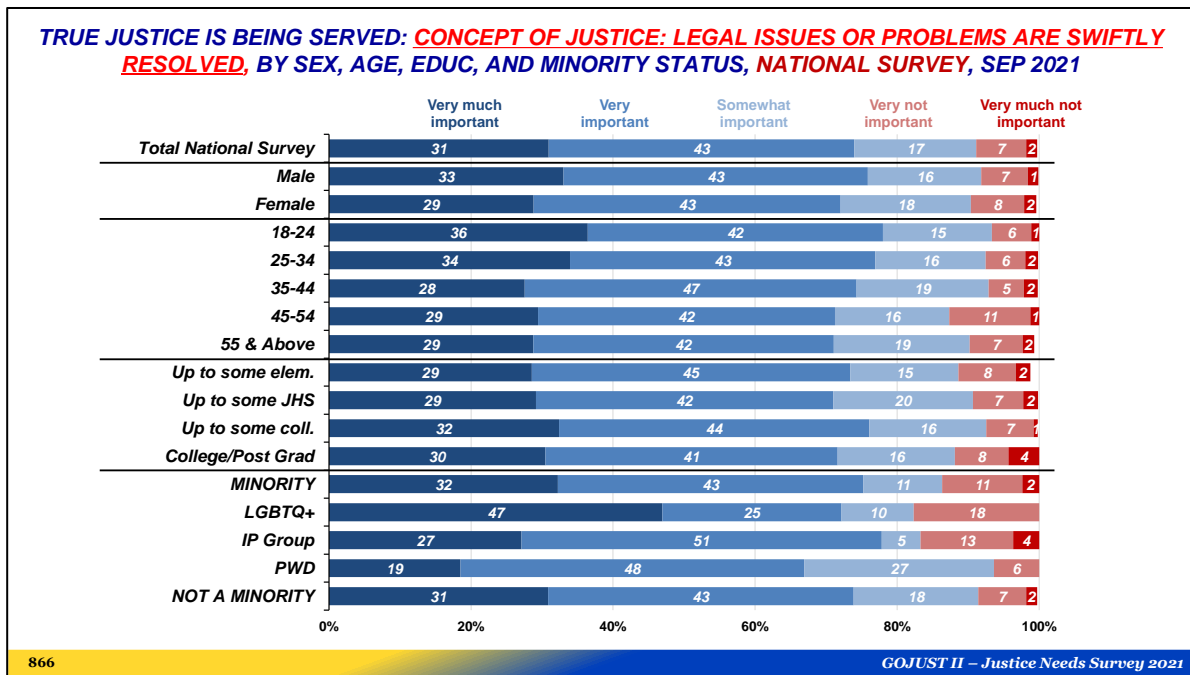




Chart 540

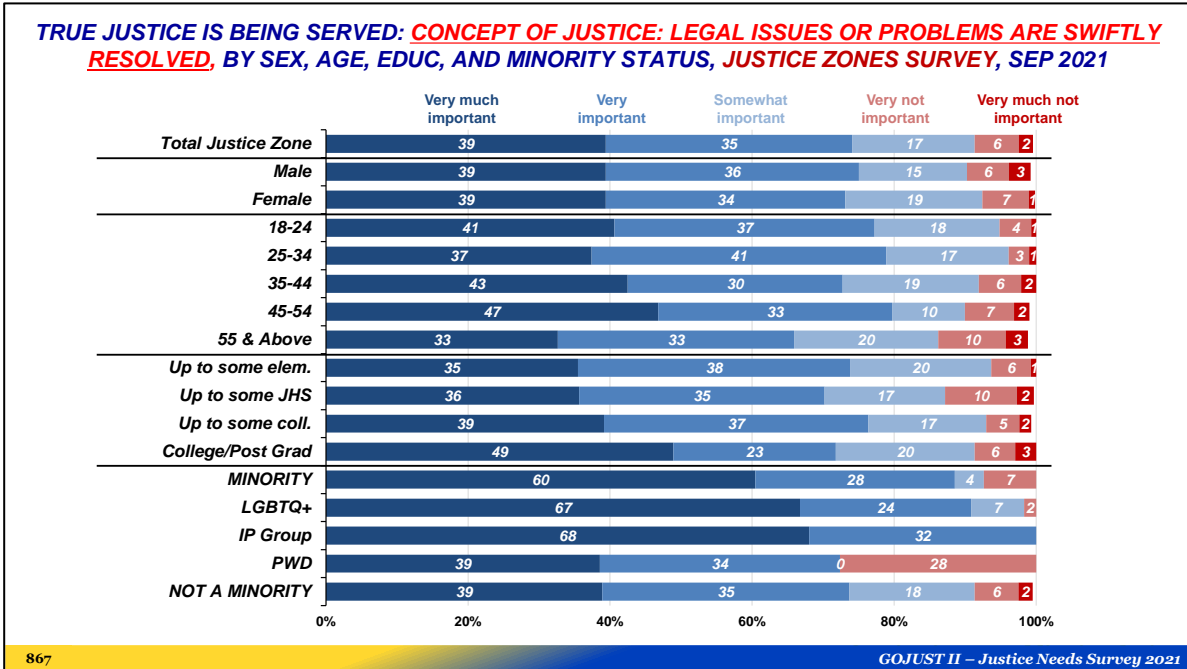
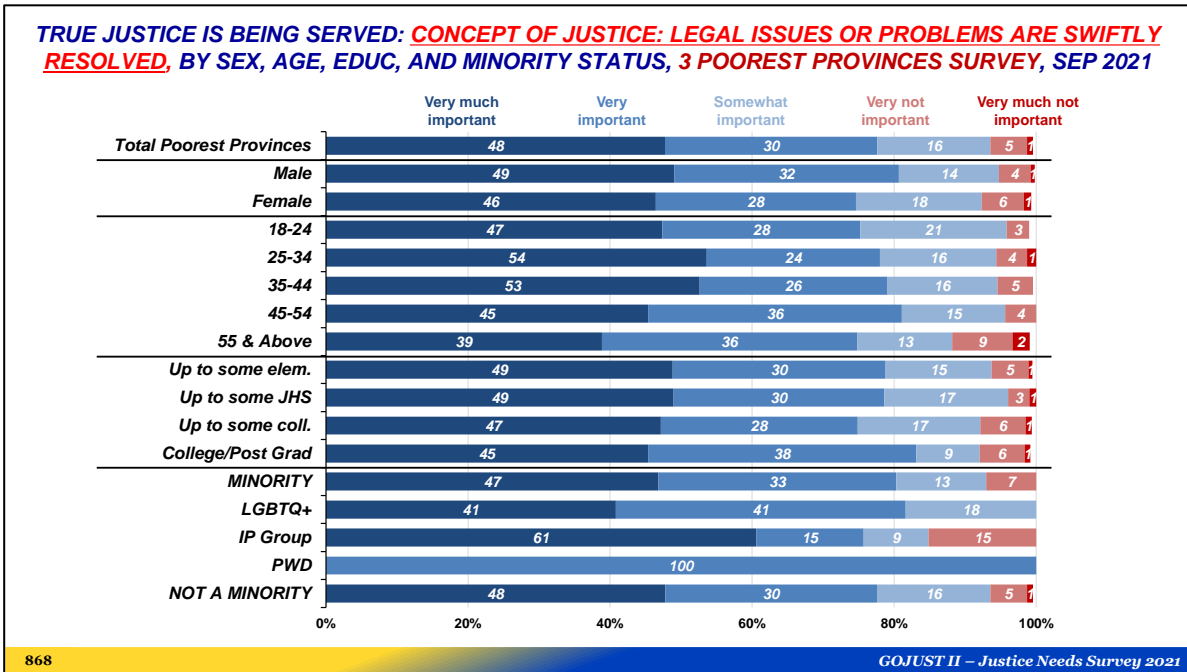


Chart 541





## 20. Knowledge of the System of Justice

### 20.1. Self-Assessed Extent of Knowledge About the System of Justice in the Philippines

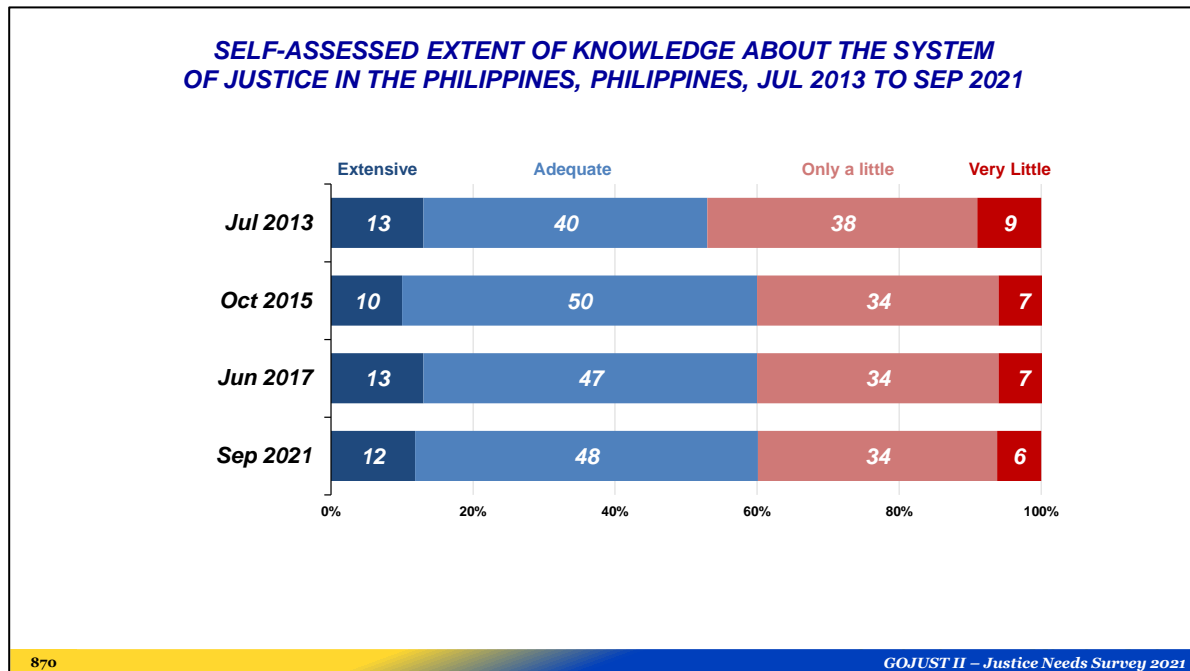
In 2021, respondents were provided with a definition of the system of justice and then were asked to rate their knowledge of the system of justice based on this definition.

“The system of justice refers to the entire governmental machinery for the enforcement of laws and the resolution of disputes. Included in the system are the police, barangay justice, the courts, and other agencies of government.”

To this, three-fifths (60%) have *adequate* to *extensive* knowledge of the system of justice in the Philippines, comprising of 12% who have *extensive* knowledge and 48% who have *adequate* knowledge. On the other hand, 34% have only *a little knowledge* and 6% have *very little knowledge* about the system of justice. [Chart 542]

Knowledge about the system of justice (% *extensive* plus % *adequate* knowledge, correctly rounded) was at 60% in both 2017 and 2015, and 53% in 2013.

Chart 542





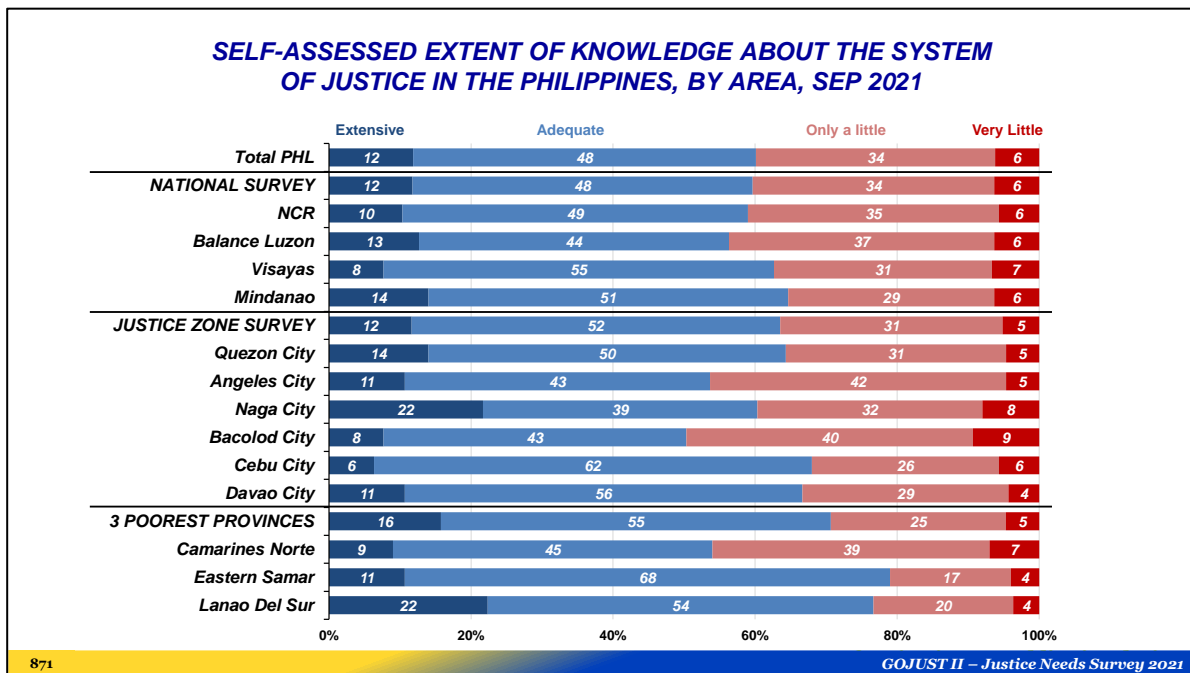
Knowledge about the system of justice is 71% in 3 Poorest Provinces, higher compared to 64% in Justice Zones (64%), and 60% in National Survey. [Chart 543]

In the National Survey, three-fifths in Mindanao (65%) and Visayas (63%) are knowledgeable about the system of justice, slightly higher than in NCR (59%) and Balance Luzon (56%).

In the Justice Zones, about three-fifths in Cebu City (68%), Davao City (67%), Quezon City (64%), and Naga City (60%) are knowledgeable about the system of justice, slightly higher than in other areas.

In the 3 Poorest Provinces, 79% in Eastern Samar and 77% in Lanao Del Sur are knowledgeable about the system of justice, compared to only 54% in Camarines Norte.

**Chart 543**







Knowledge of the system of justice is at 74% among those who have had a justiciable issue in the 3 Poorest Provinces and 62% in the Justice Zones, slightly higher than the 58% in the National Survey.

There are slightly more of those who have not had a justiciable issue in the National Survey and in the Justice Zones who have knowledge of the system of justice.

But in the 3 Poorest provinces, those who have had justiciable issues are more knowledgeable of the system of justice. [Table 64]

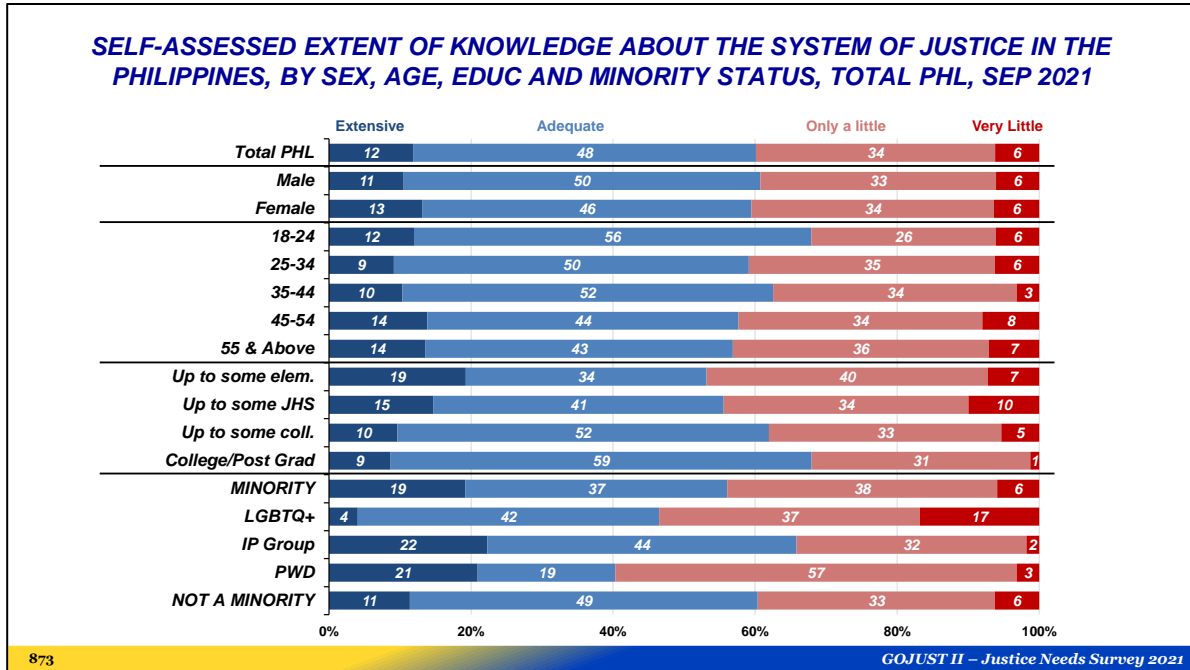
**Table 64**

<b>SELF-ASSESSED EXTENT OF KNOWLEDGE ABOUT THE SYSTEM OF JUSTICE IN THE PHILIPPINES, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>						
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Extensive/ adequate</b>	<b>Little knowledge</b>	<b>Extensive/ adequate</b>	<b>Little knowledge</b>	<b>Extensive/ adequate</b>	<b>Little knowledge</b>
<b>Total Philippines</b>	<b>58%</b>	<b>42%</b>	<b>59%</b>	<b>41%</b>	<b>61%</b>	<b>39%</b>
<b>National Survey</b>	<b>58</b>	<b>42</b>	<b>58</b>	<b>42</b>	<b>61</b>	<b>39</b>
<b>Justice Zones Survey</b>	<b>62</b>	<b>38</b>	<b>60</b>	<b>40</b>	<b>64</b>	<b>36</b>
<b>3 Poorest Provinces</b>	<b>74</b>	<b>26</b>	<b>72</b>	<b>28</b>	<b>69</b>	<b>31</b>



In Total Philippines, those aged 18-24 years old (68%) have the highest knowledge about the system of justice, followed by 35-44 years old (63%), while knowledge about the system of justice is 57-59% among other age groups. By education, 68% among college graduates have knowledge about the system of justice, and the percentage decreases with education. By minority status, there are slightly more of the self-ascribed majority who are knowledgeable of the system of system, although there are slightly more of the self-ascribed minority who have extensive knowledge. [Chart 544]

**Chart 544**





In the National Survey, 68% among 18-24 years old have knowledge about the system of justice, followed by 62% among 35-44 years old. College graduates (68%) are more knowledgeable about the system of justice, and percentage declines among those with less education. [Chart 545]

In the Justice Zones, 66-68% among 25-44 years old have knowledge about the system of justice. College graduates are more knowledgeable about the system of justice with 71% saying they have adequate to extensive knowledge. [Chart 546]

In the 3 Poorest Provinces, majorities across different demographics say they are knowledgeable about the system of justice. [Chart 547]

**Chart 545**

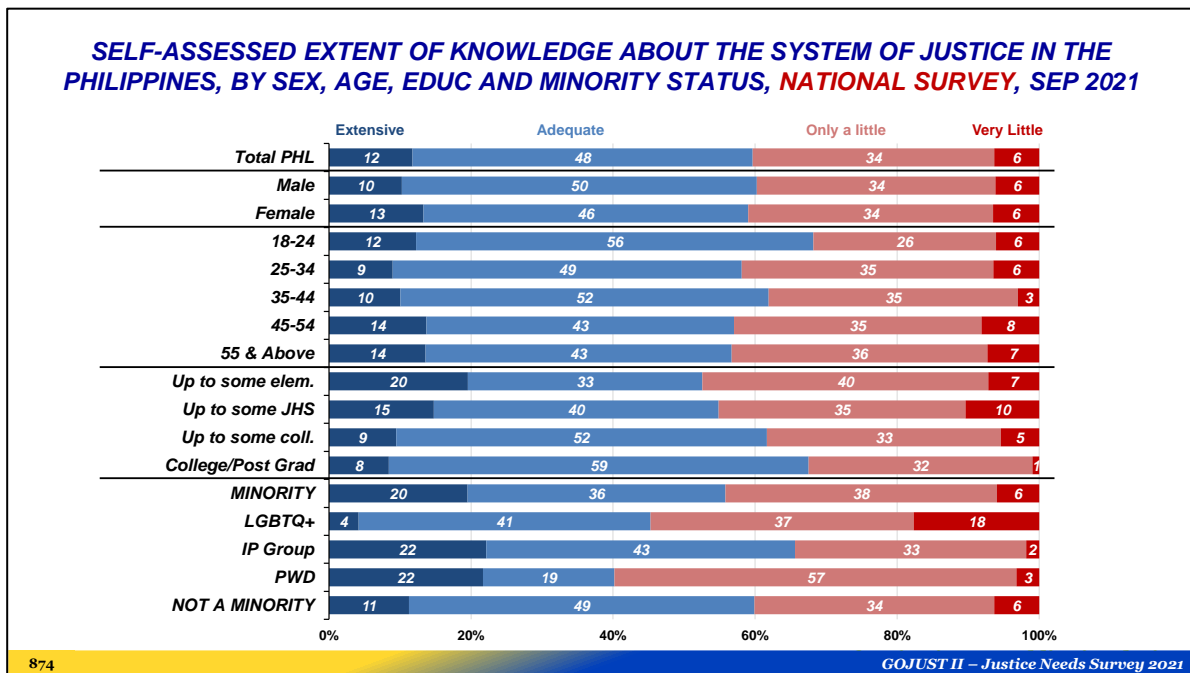




Chart 546

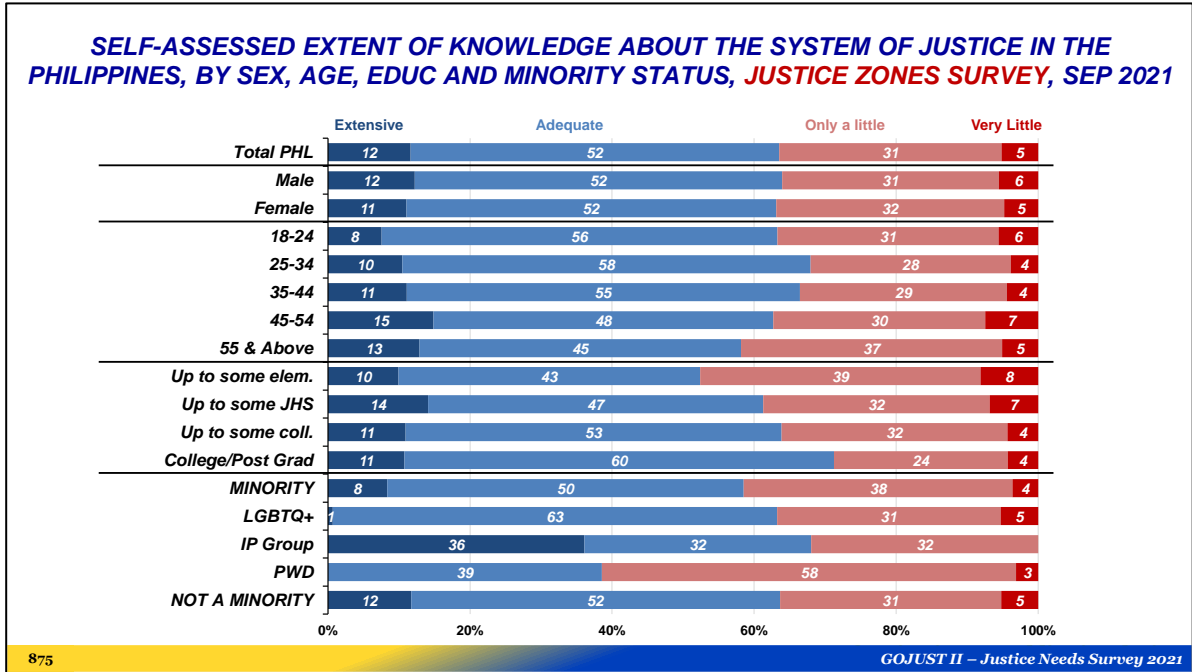
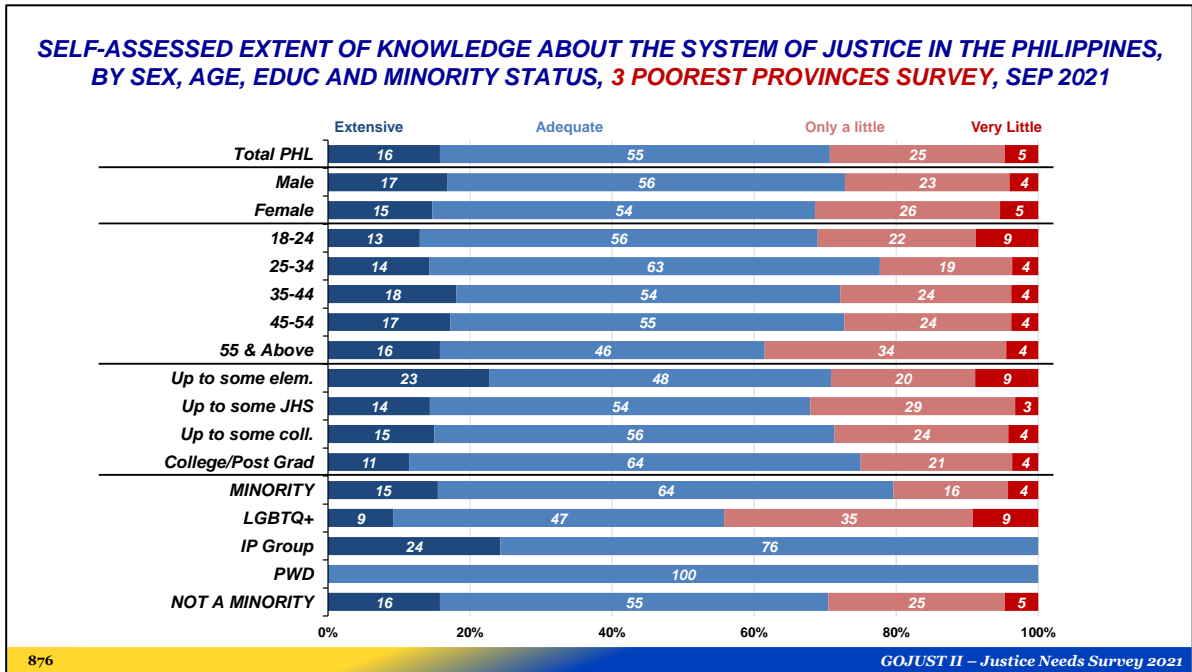


Chart 547



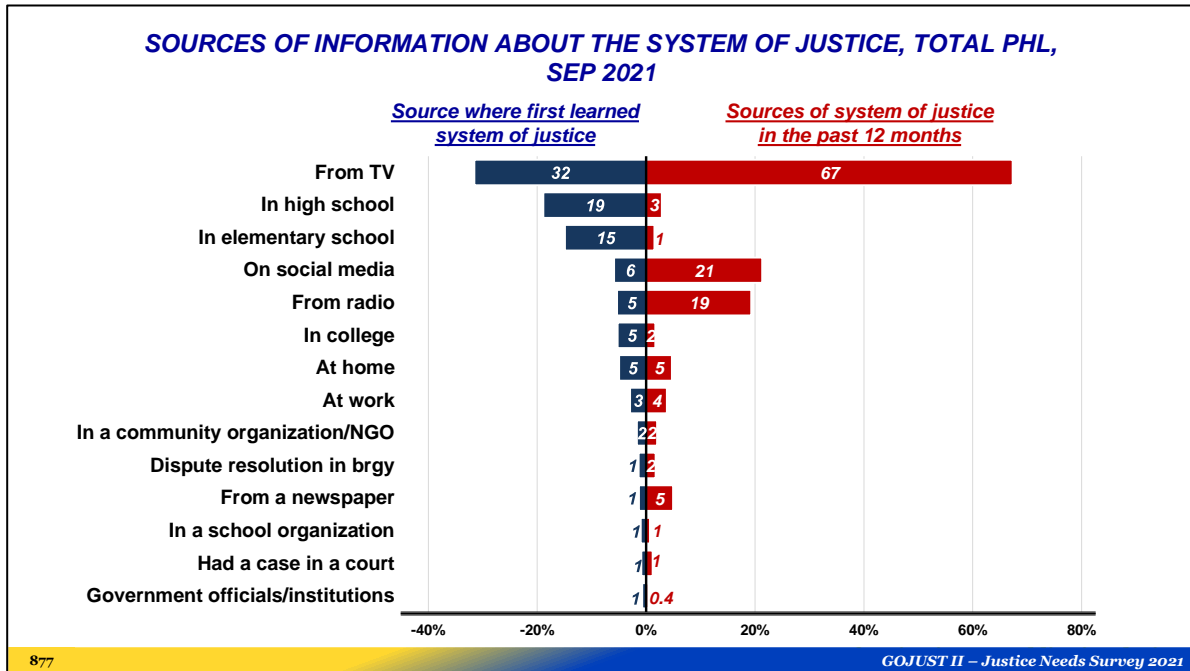


## 20.2. Sources of Knowledge of the System of Justice

*Television* is the top source of knowledge about the justice system, with 32% who first learned about the system of justice from television and a larger 67% who cited television as their source of information about it in the past 12 months. [Chart 548]

Other sources of knowledge where one first learned system of justice are *high school* (19%) and *elementary school* (15%). However, *social media* (21%) and *radio* (19%) are the other top sources of justice system in the past 12 months.

Chart 548

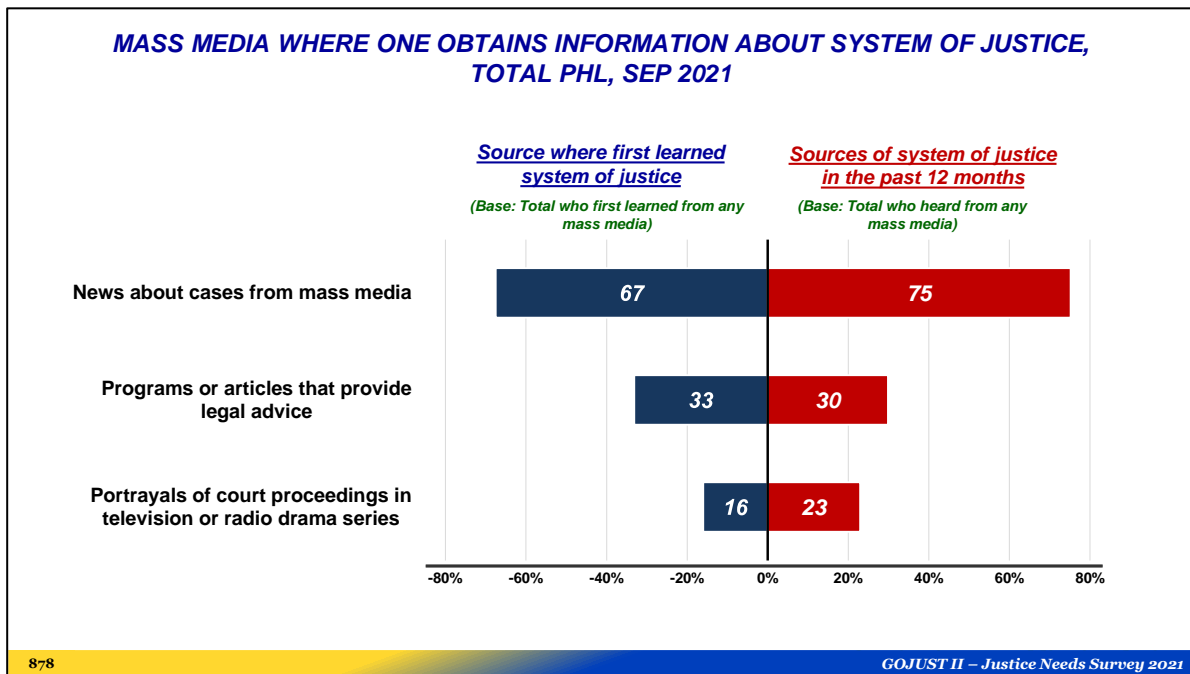




Among those who first learned the system of justice through any mass media (i.e., newspapers, TV, and radio), 67% say they first learned it from *news about cases*. Fewer learned from *programs or articles that provide legal advice* (33%), and *portrayals of court proceedings like teleseryes* (16%).

For sources of information about system of justice in any mass media in the past 12 months, 75% of those who heard about it cited *news about cases*. Fewer learned from *programs or articles that provide legal advice* (30%), and *portrayals of court proceedings like teleseryes* (23%). [Chart 549]

**Chart 549**





### 20.2.1. Where One First Learned About the System of Justice

*Television* is the primary source of knowledge in National Survey (32%) and 3 Poorest Provinces (30%) where one first learned about the system of justice. Meanwhile, both *television* (28%) and *high school* (27%) are the top responses in Justice Zones Survey. [Chart 550]

In the National Survey, pluralities in all areas cited *television* as their primary source of information about justice system, highest of which is in NCR at 45%.

In the Justice Zones, *television* is the primary source of knowledge in Quezon City (34%), Angeles City (34%), and Cebu City (30%). In Bacolod City, *television* (25%) is also a primary source, followed closely by *high school* (24%). System of justice was first learned in *high school* in Davao City (35%), while it was first learned in both *high school* and *elementary school* (26% each) in Naga City.

In the 3 Poorest Provinces, pluralities in all 3 poorest provinces also cited *television* as their primary source of information about justice system.

Across all areas, *news about cases* is the top source where adults first learned system of justice through any mass media. [Chart 551]

Chart 550

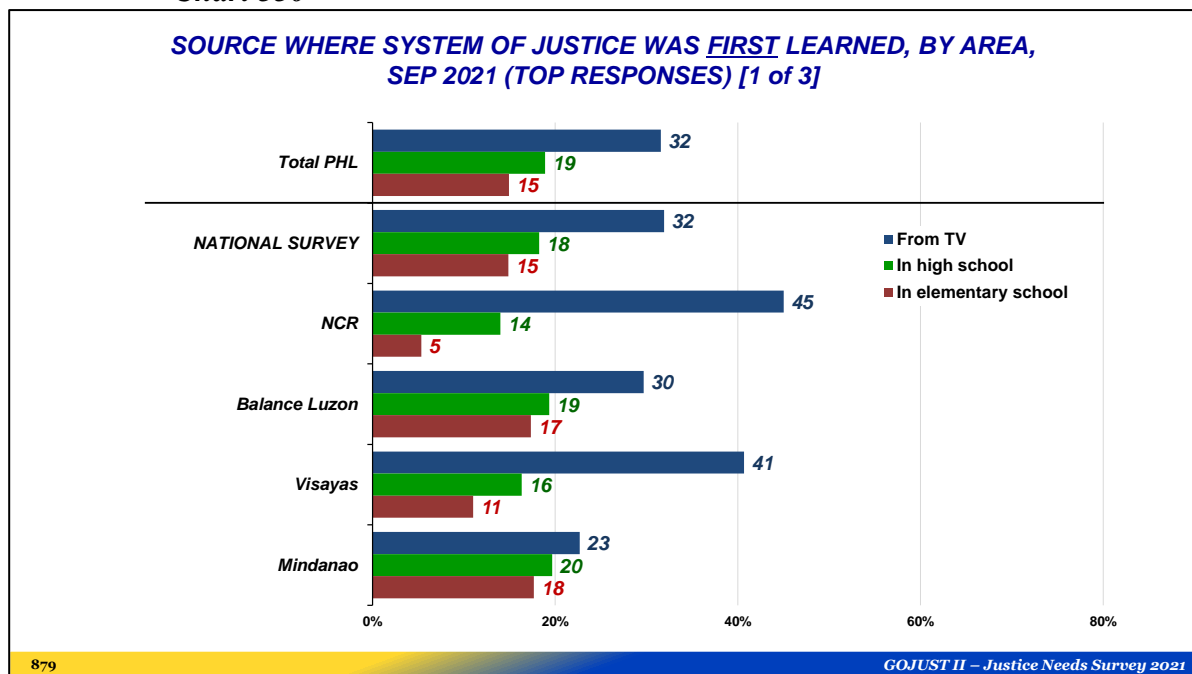




Chart 605 (Cont.)

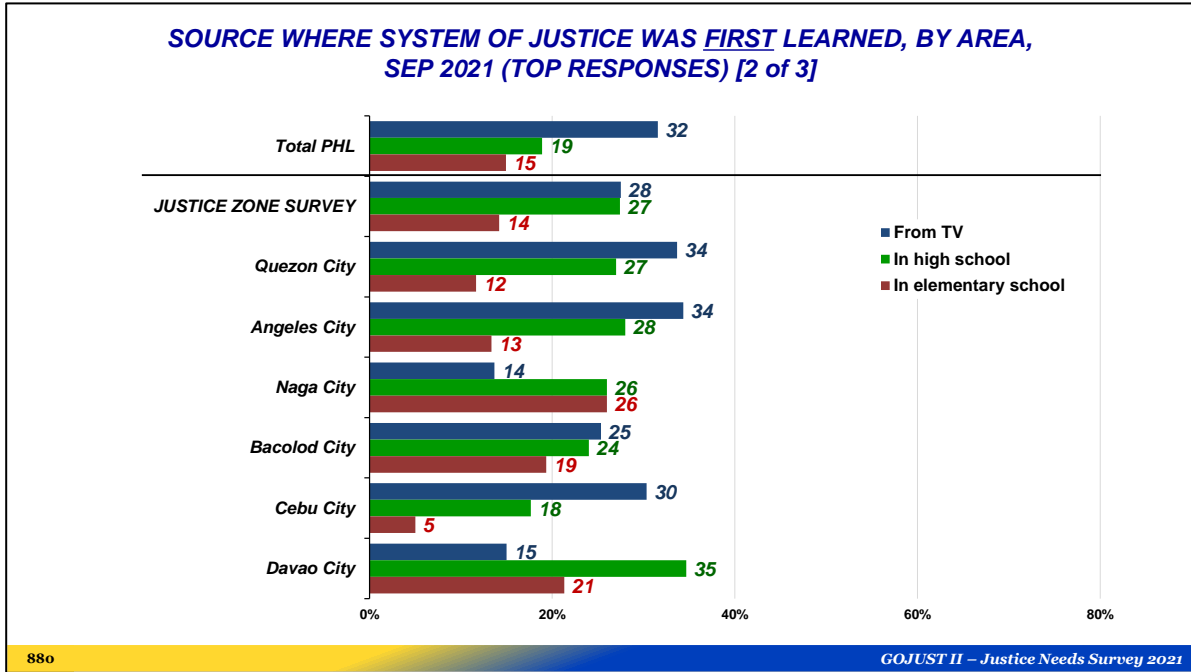


Chart 605 (Cont.)

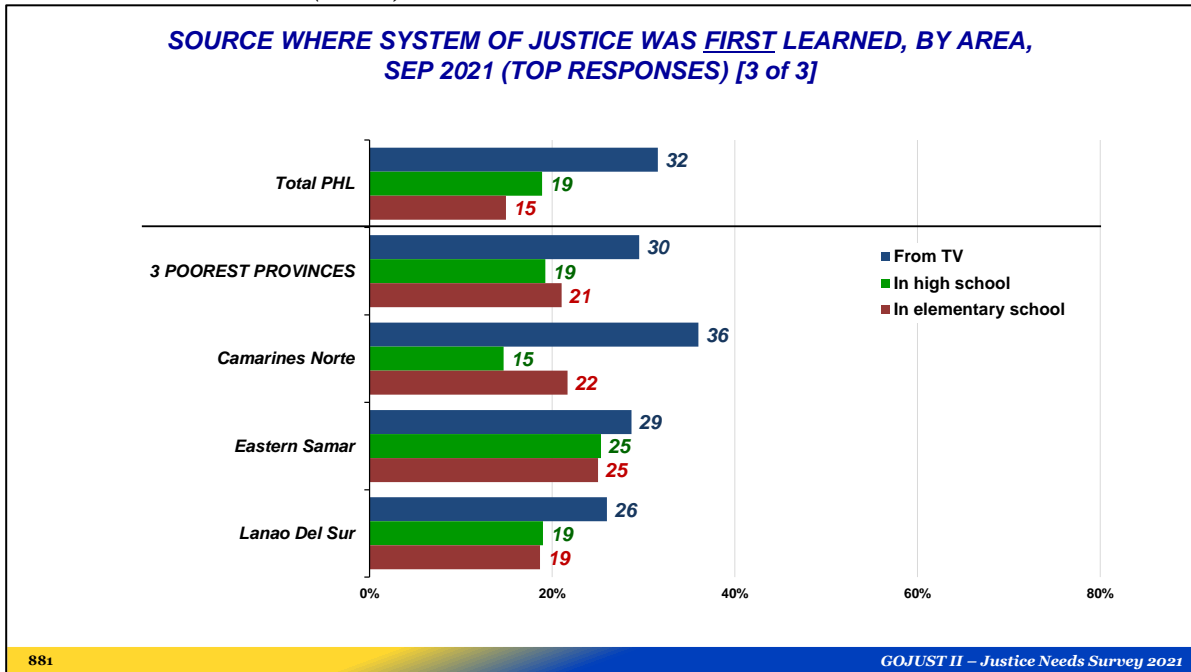






Chart 551

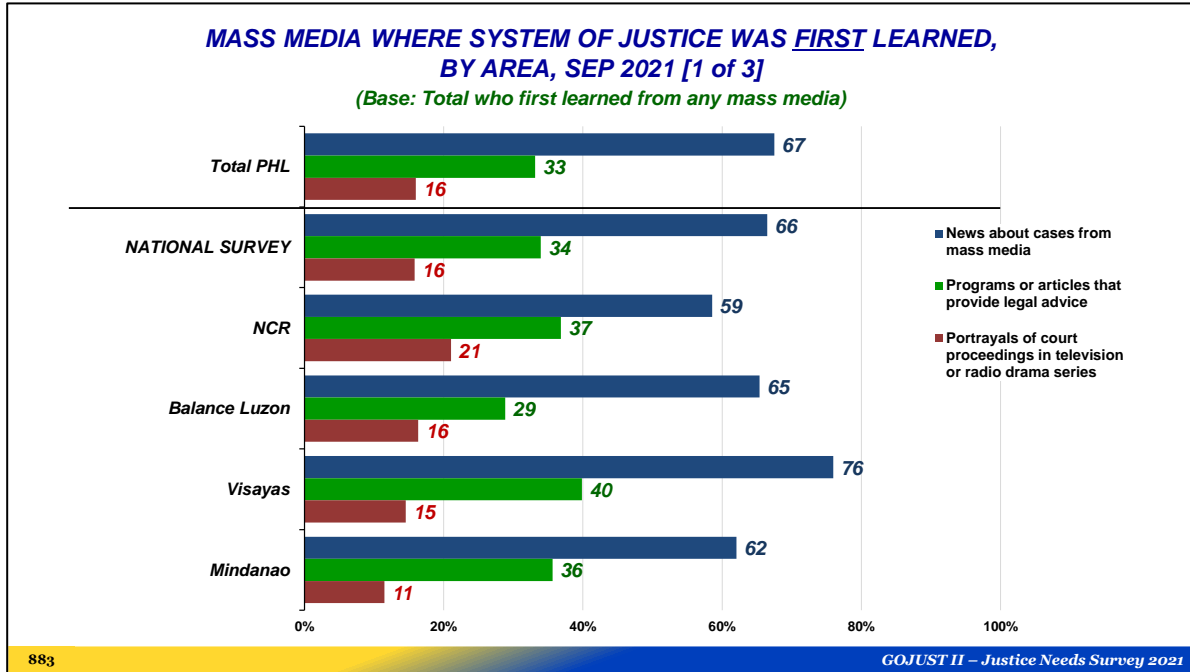


Chart 606 (Cont.)

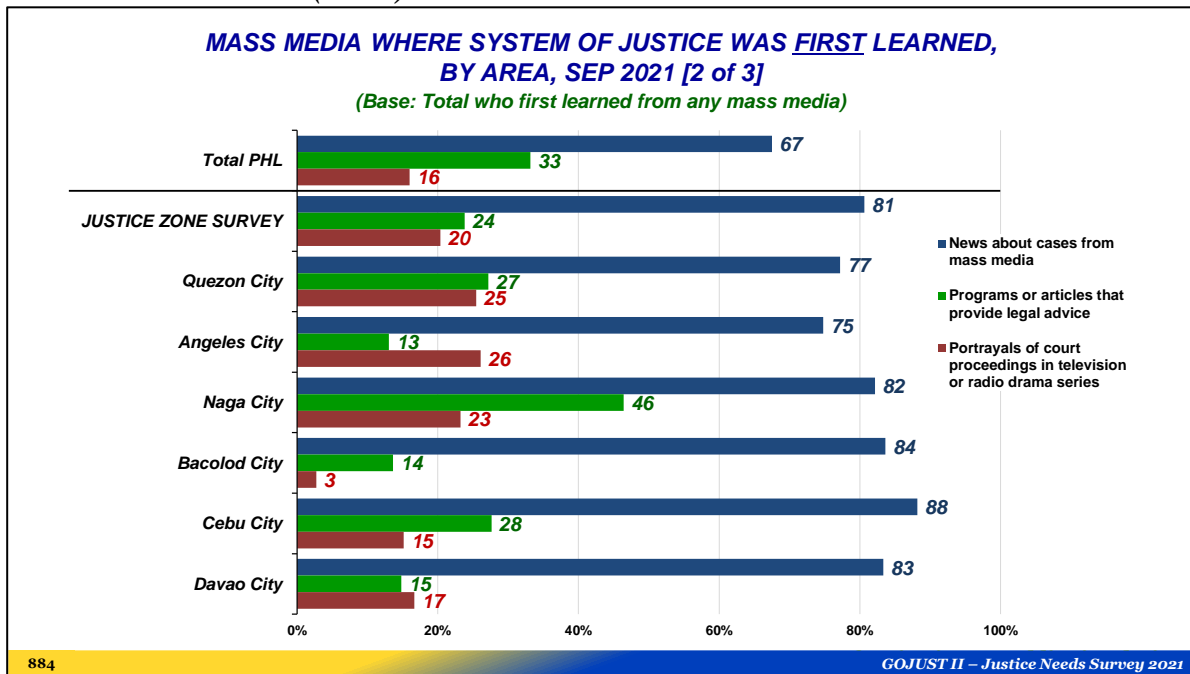
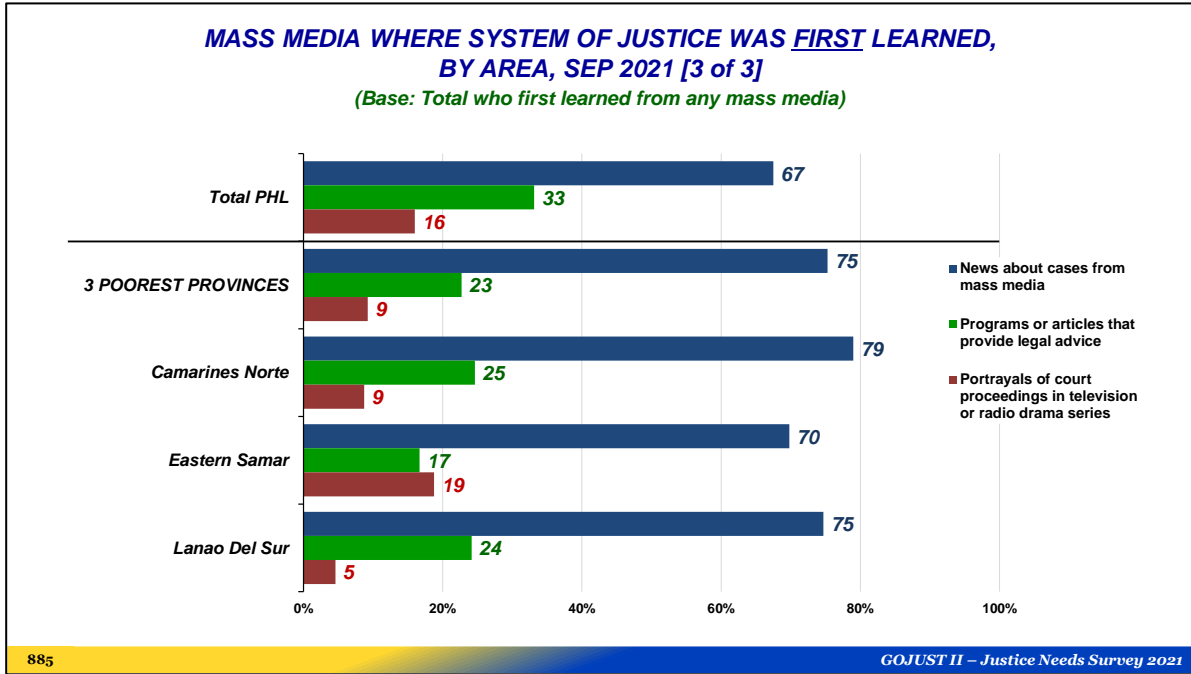




Chart 606 (Cont.)





In the National Survey and in the 3 Poorest Provinces, there are slightly more of those who have not had a justiciable issue who first learned of the justice system from television. In the Justice Zones, there are about the same who first learned about it from television and in high school. [Table 65]

Percentages of those who cited *news*, *programs*, and *portrayals* as their top source of information from any mass media hardly vary among those who had justiciable issue and without justiciable issue. [Table 66]

**Table 65**

**SOURCE WHERE SYSTEM OF JUSTICE WAS FIRST LEARNED,  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue			Took ANY action			W/O justiciable issue		
	From TV	In high school	In elem. school	From TV	In high school	In elem. school	From TV	In high school	In elem. school
<b>Total Philippines</b>	29%	20%	15%	27%	20%	15%	33%	18%	15%
<b>National Survey</b>	29	20	15	27	20	15	34	17	15
<b>Justice Zones Survey</b>	28	23	14	28	20	15	27	30	14
<b>3 Poorest Provinces</b>	26	22	23	28	22	23	31	21	18

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**Table 66**

**MASS MEDIA WHERE SYSTEM OF JUSTICE WAS FIRST LEARNED,  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue			Took ANY action			W/O justiciable issue		
	News	Programs/ articles	Portrayals	News	Programs/ articles	Portrayals	News	Programs/ articles	Portrayals
<b>Total Philippines</b>	66%	37%	15%	66%	37%	18%	68%	31%	16%
<b>National Survey</b>	65	38	15	65	38	19	67	32	16
<b>Justice Zones Survey</b>	81	28	17	76	39	19	81	22	22
<b>3 Poorest Provinces</b>	72	21	7	77	14	7	77	23	10

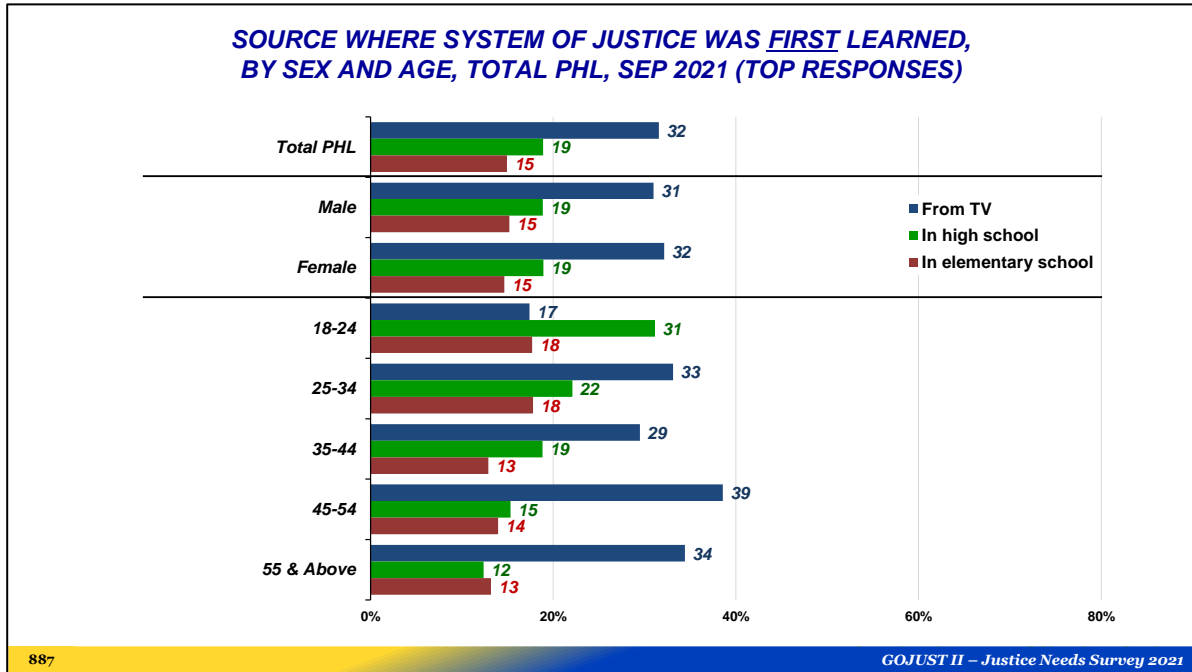
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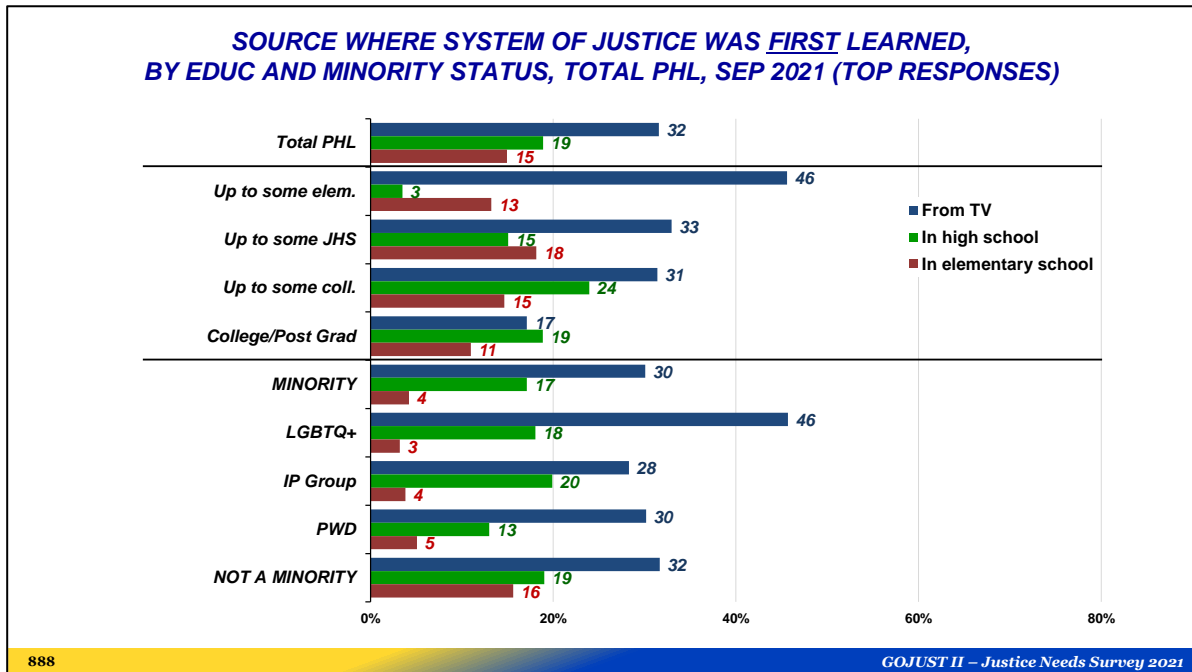
In Total Philippines, *television* is the primary source of knowledge in almost all socio-demographics, except among 18-24 years old and college graduates. Those aged 18-24 say they first learned about justice system in *high school* (31%), while college graduates cited *college* (26%). [Charts 552 - 553]

Those who specifically first learned of the system of justice from *news about cases* hardly vary across socio-demographic groups. [Charts 554 - 555]

**Chart 552**

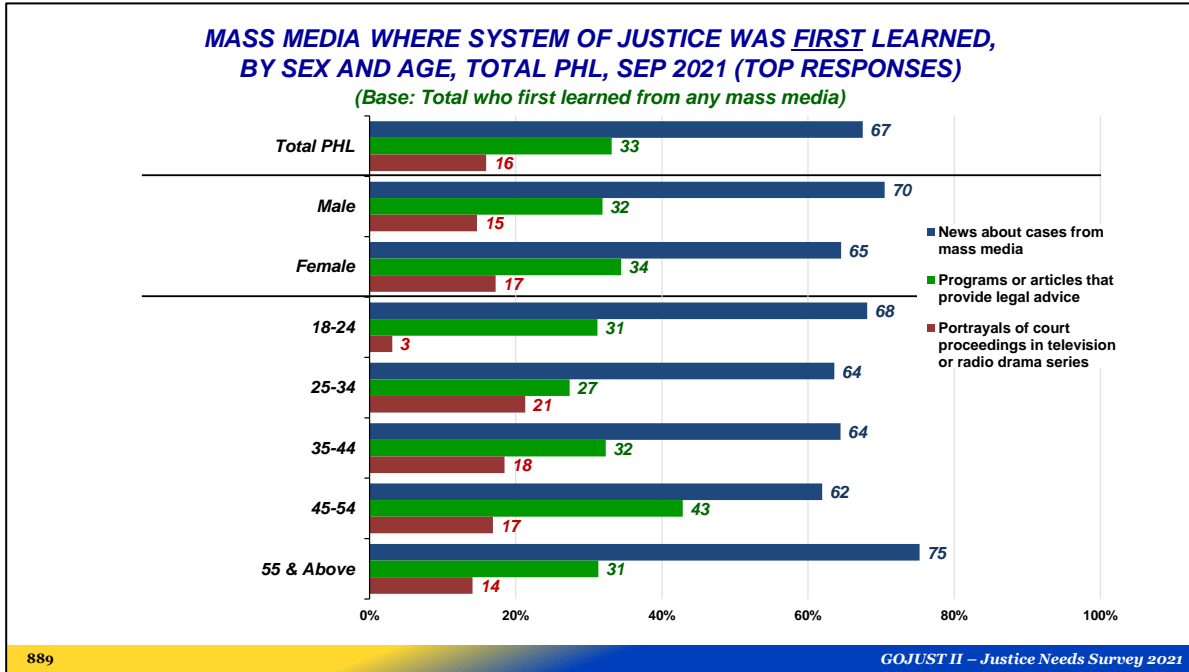


**Chart 553**

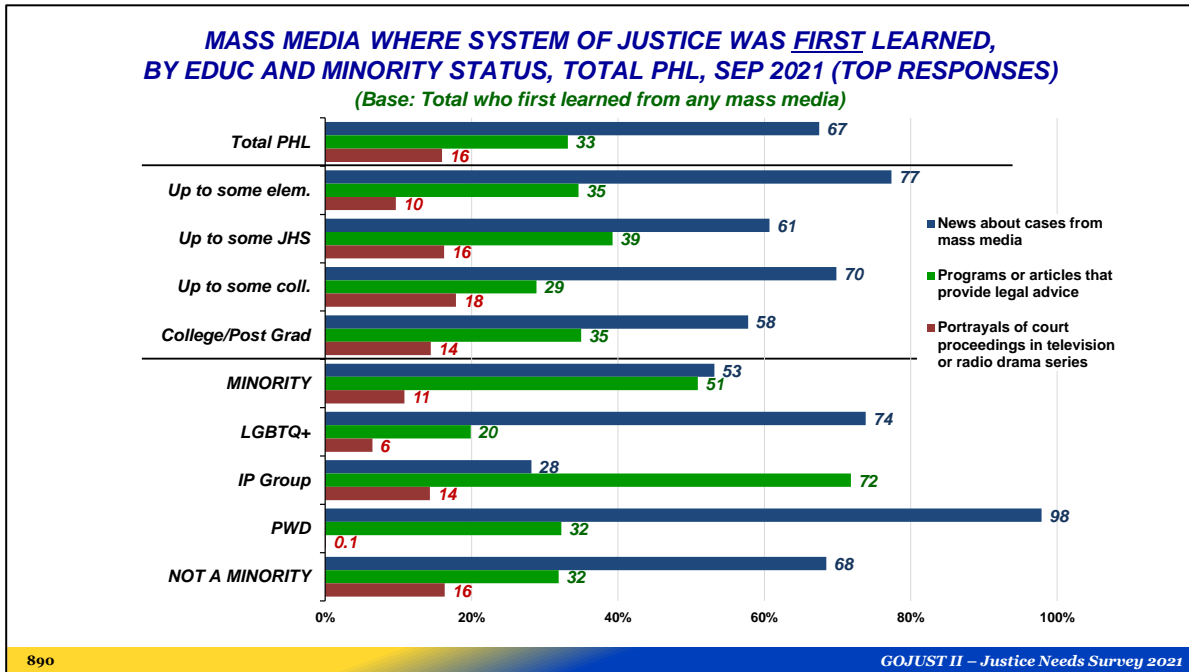




**Chart 554**



**Chart 555**





In the National Survey, almost all demographics first learned of the system of justice from *television*, except among 18-24 years old and college graduates. Plurality of 18-24 years old (30%) cited *high school* as their primary source. Meanwhile, plurality of the college graduates (25%) say they first learned system of justice in *college*. [Chart 556, 557, 558, and 559]

In the Justice Zones, plurality among 18-44 years old say first learned system of justice in *high school*, while older aged 45 and above cited *television*. *School* is the primary among high school and college graduates. [Chart 560, 561, 562, and 563]

In the 3 Poorest Provinces, *television* is the primary source of knowledge about justice system across different age groups. *High school* is the primary source among high school (30%) and college graduates (26%), while is *television* among those with less education. [Chart 564, 565, 566, and 567]

In the National Survey and Justice Zones Surveys, *news about cases* is the top source where adults first learned system of justice through any mass media across different demographics.

**Chart 556**

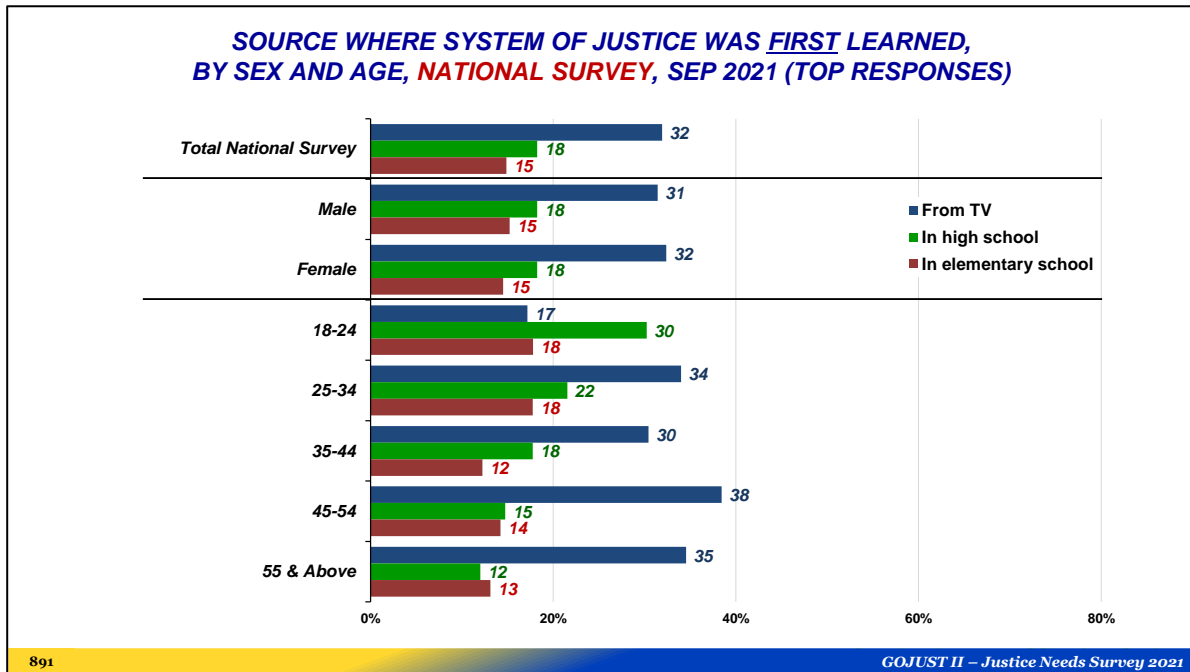




Chart 557

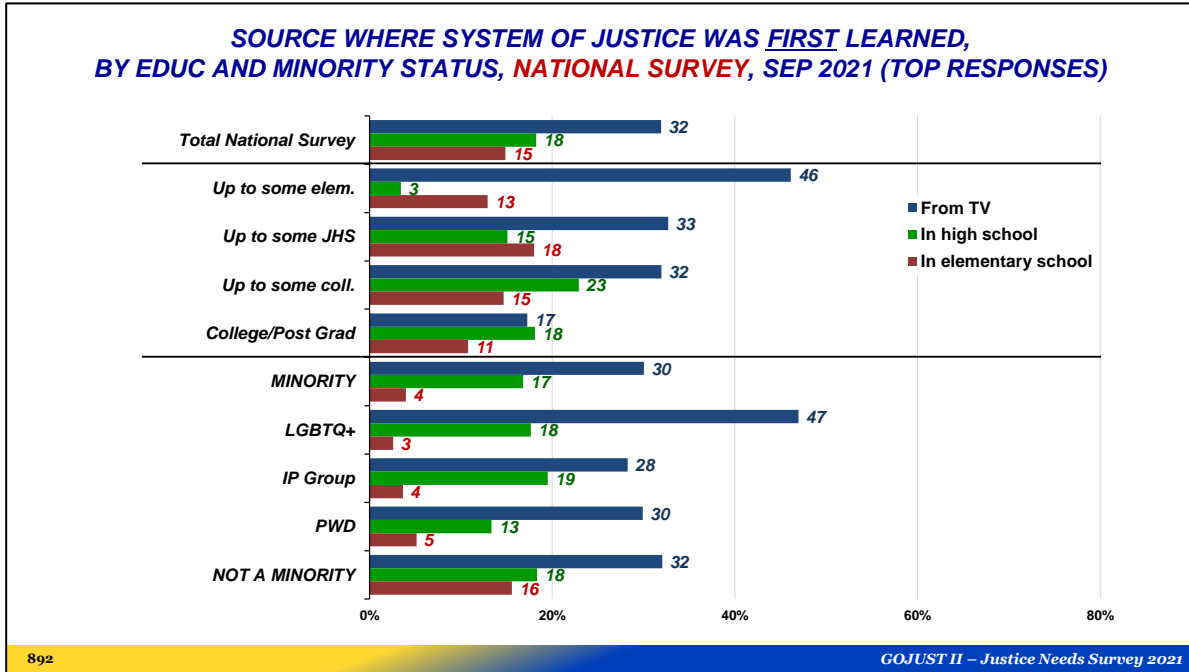
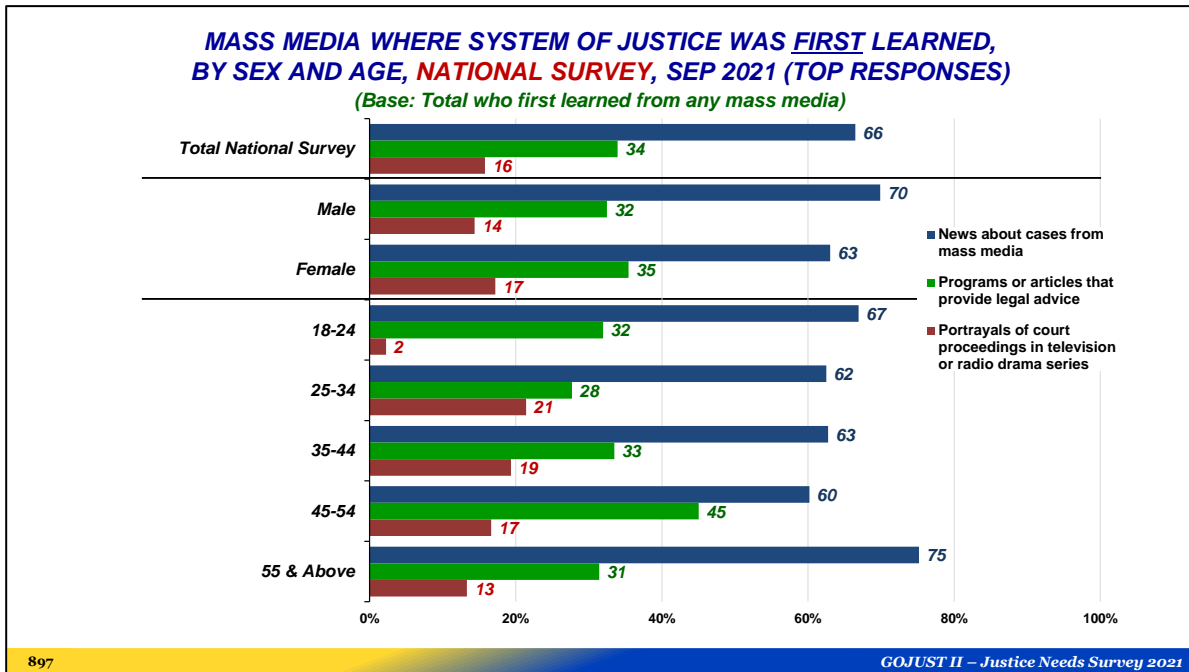
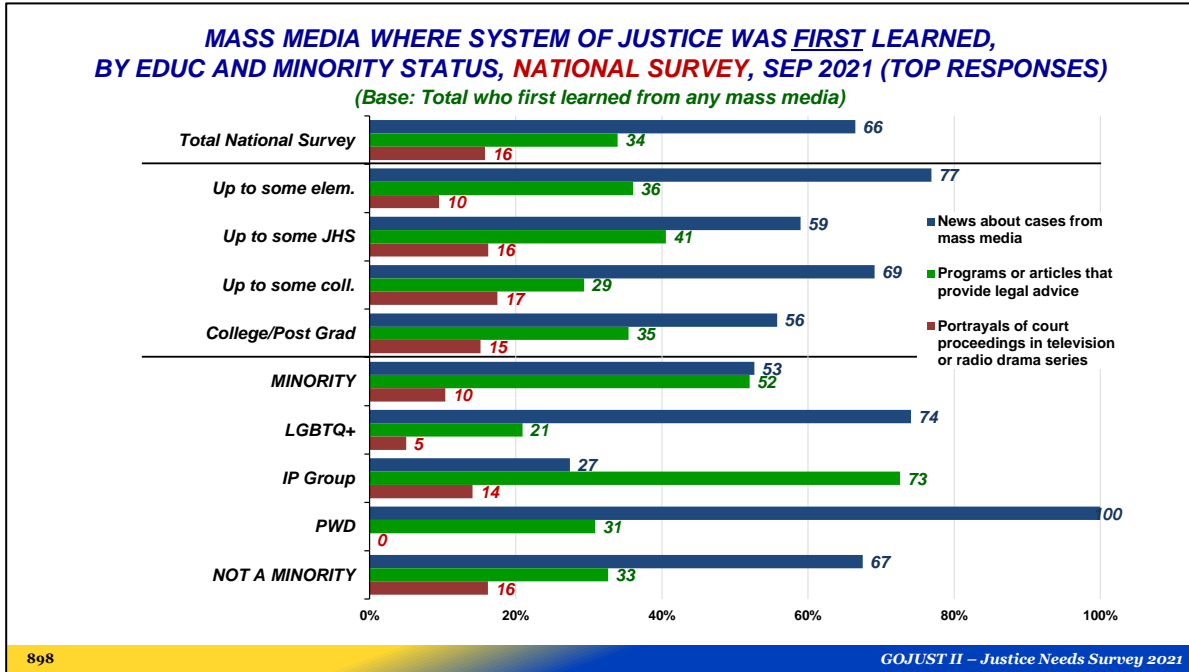


Chart 558





**Chart 559**



**Chart 560**

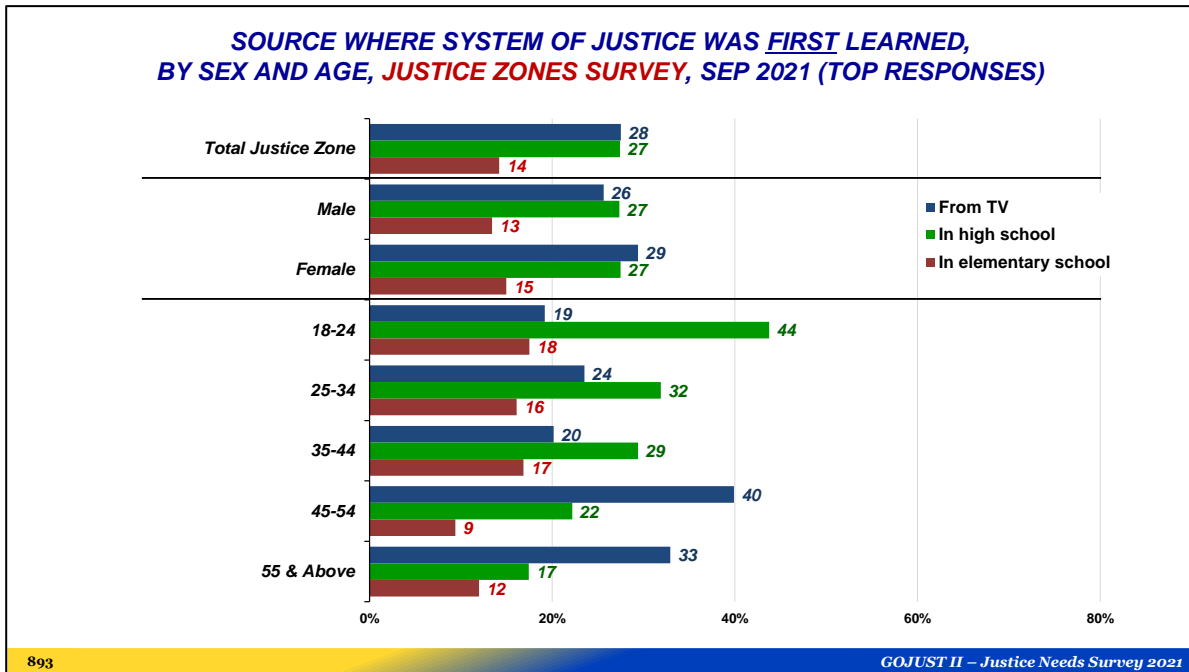






Chart 561

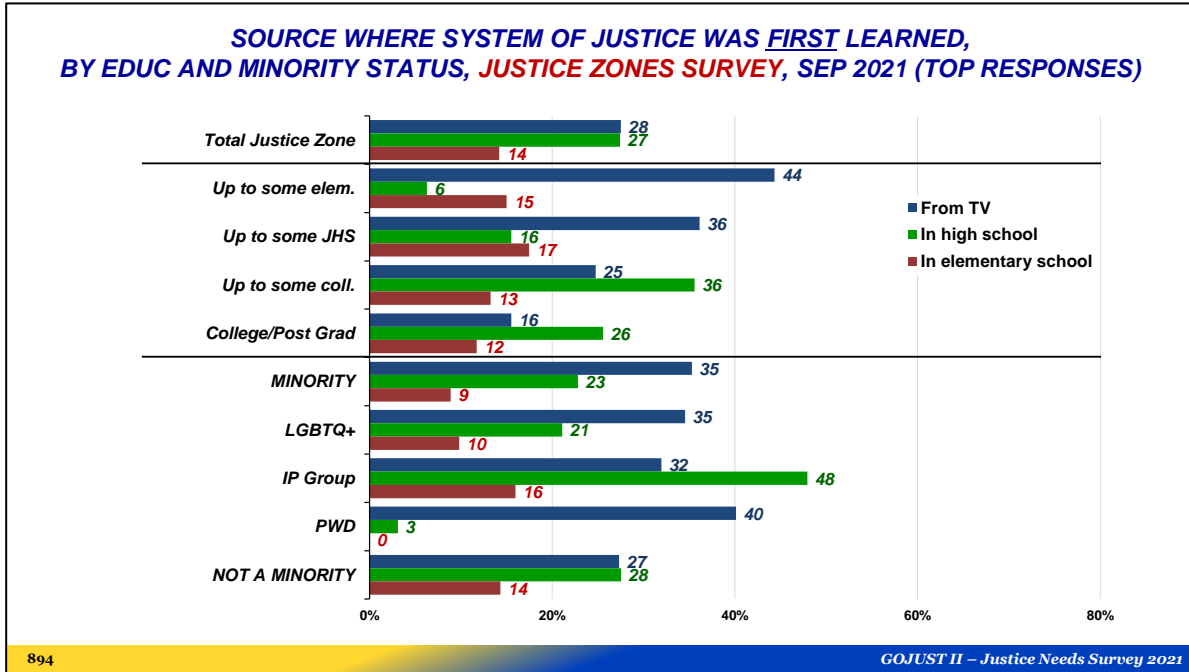
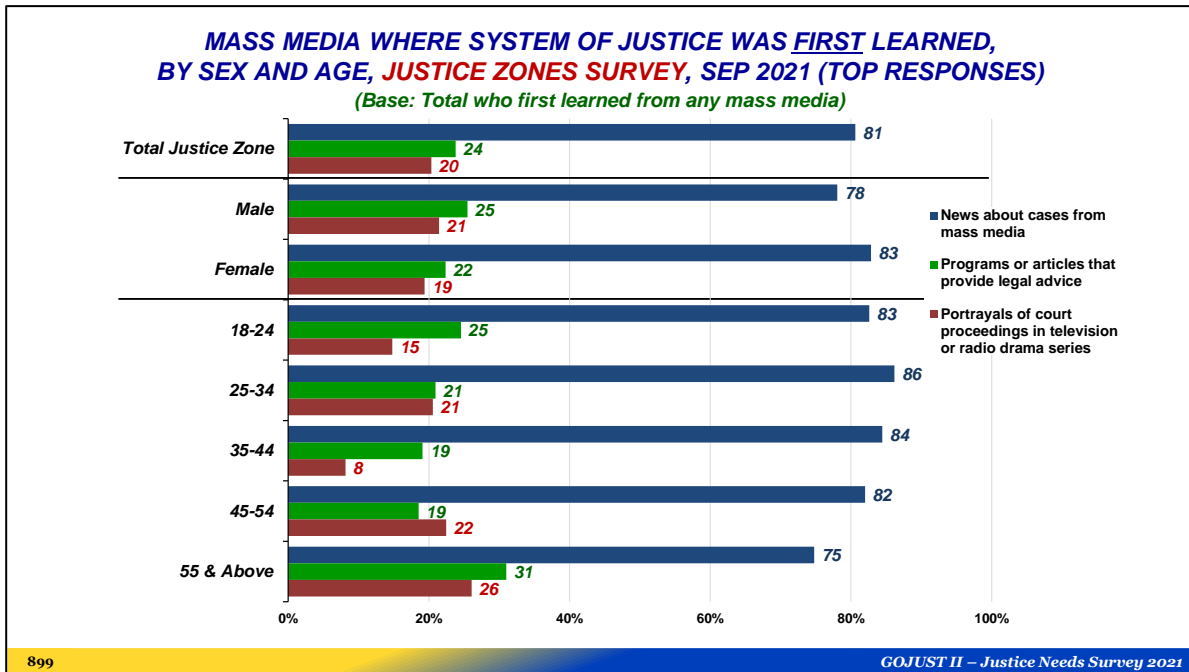
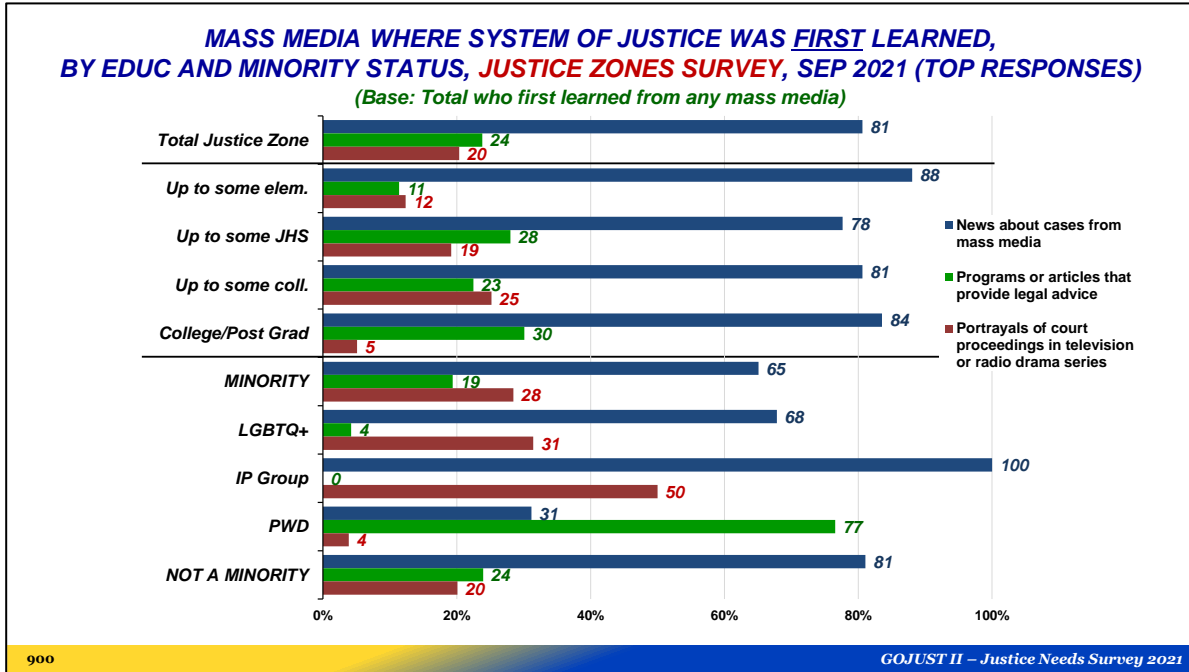


Chart 562





**Chart 563**



**Chart 564**

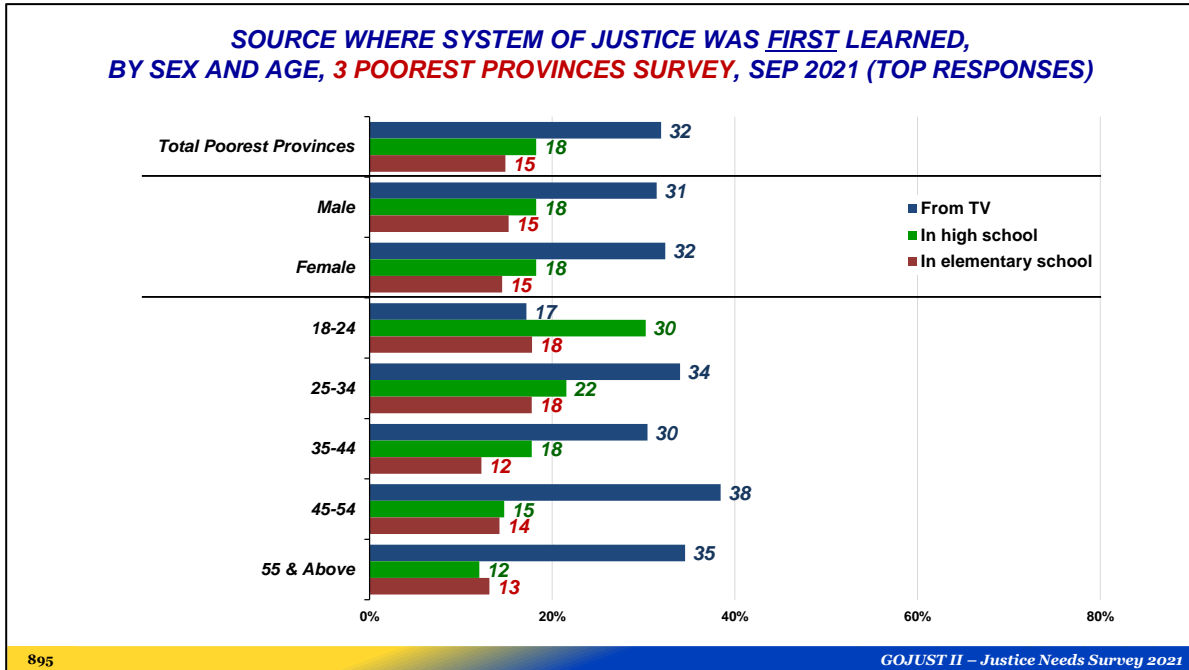




Chart 565

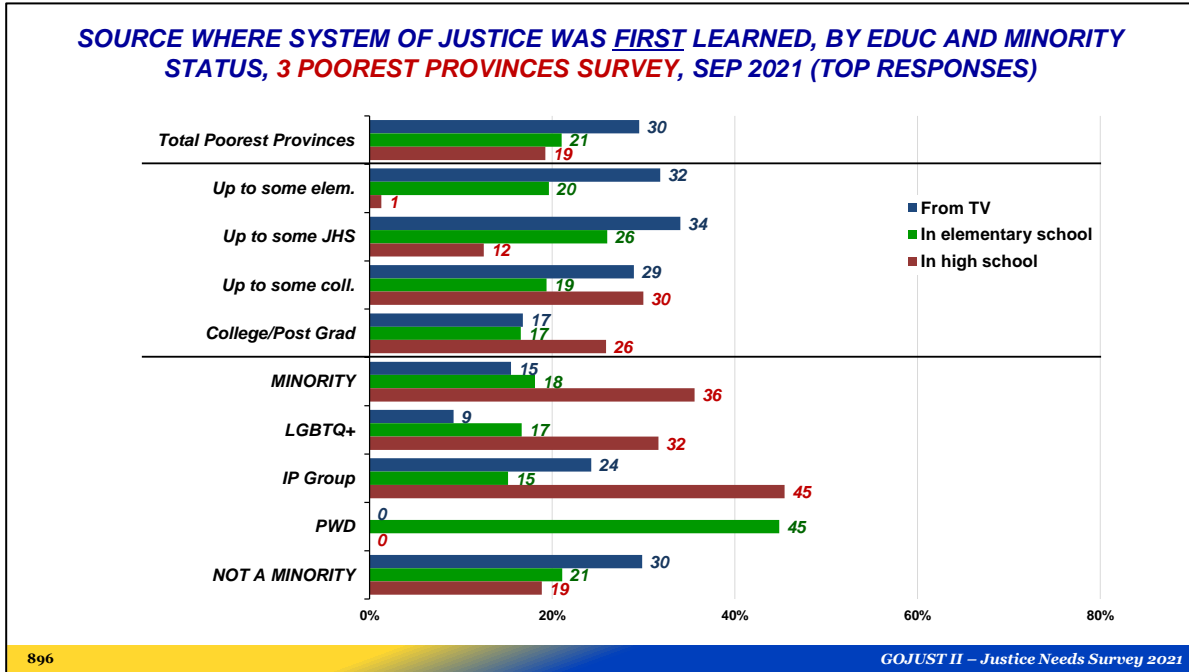


Chart 566

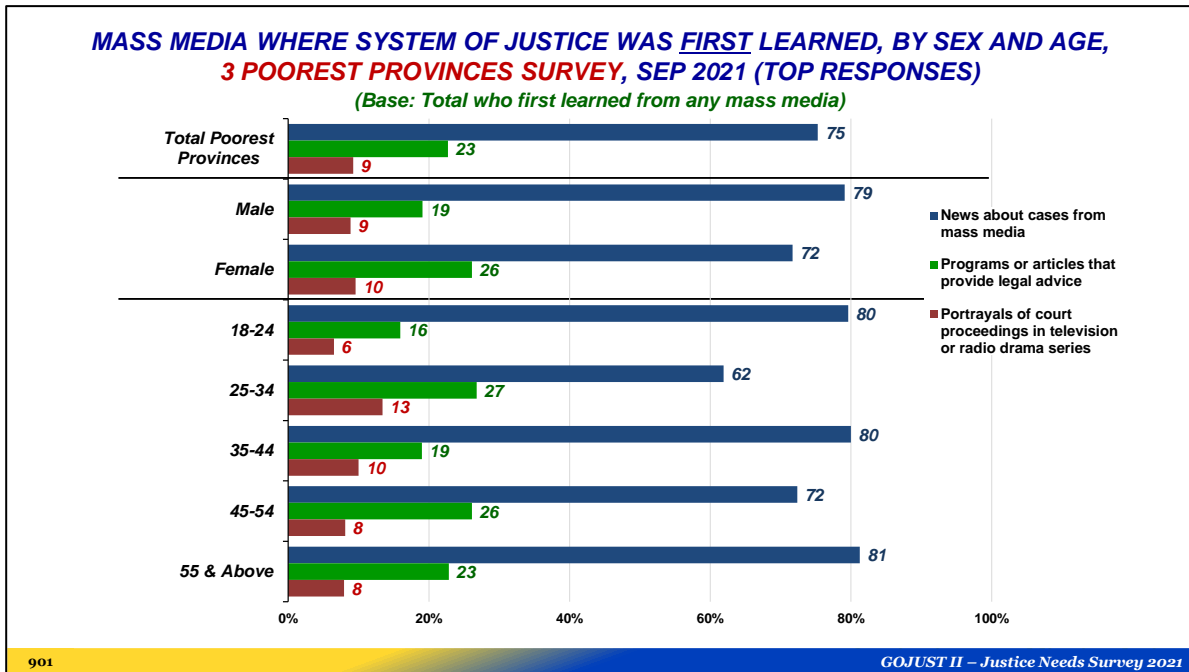
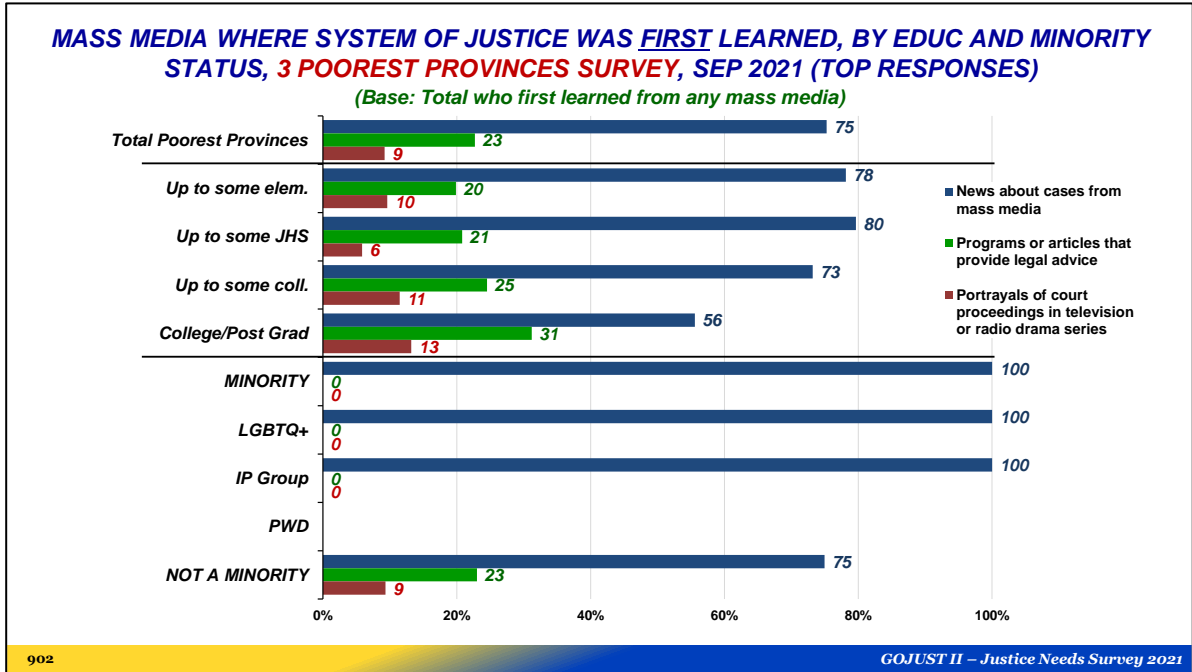




Chart 567





## 20.2.2. Source of Information About the System of Justice in the Past 12 Months

*Television* is the main source of information about system of justice in the past 12 months across all areas and most socio-demographics. [Chart 568]

In the National Survey, majorities in all areas cited *television* as their topmost recent source of information about justice system in the last 12 months, with percentage lowest in NCR at 61%.

In the Justice Zones, 70% in Angeles City and Davao City cited *television* as their top most recent source of information. Only 48% in Naga City mentioned *television*.

In the 3 Poorest Provinces, 73% in Eastern Samar cited *television* as their topmost recent source of information.

Across all areas, *news about cases* is cited as the main mass media type where one learned of the system of justice in the past 12 months. [Chart 569]

Chart 568

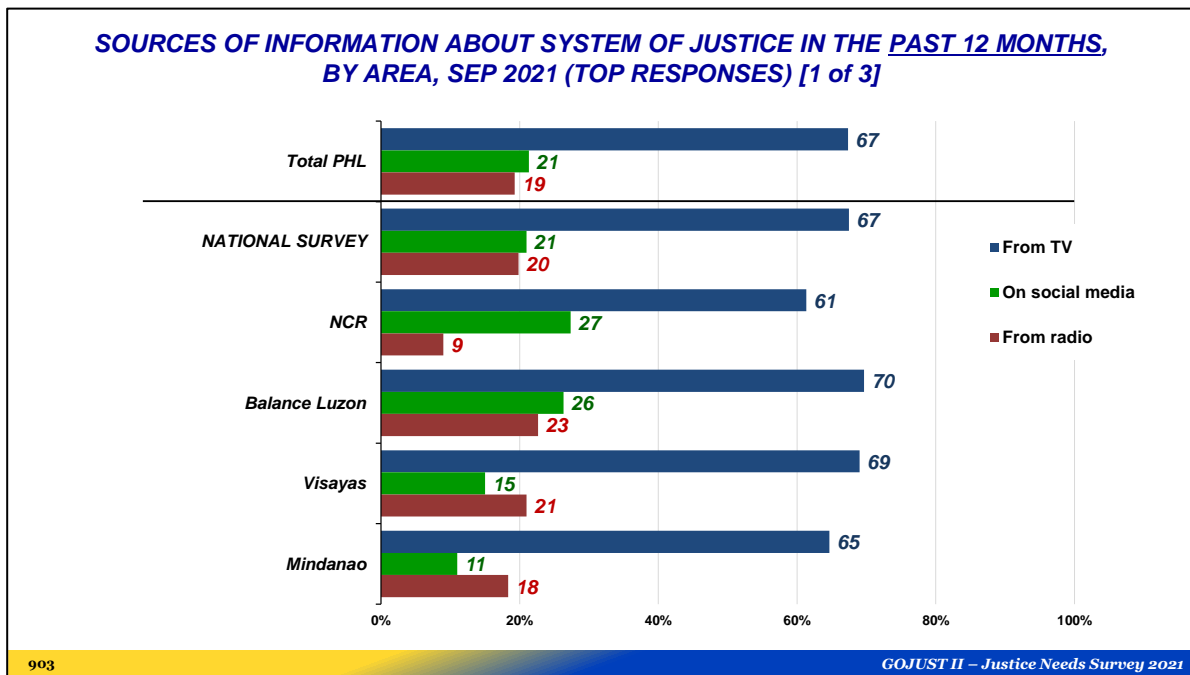




Chart 623 (Cont.)

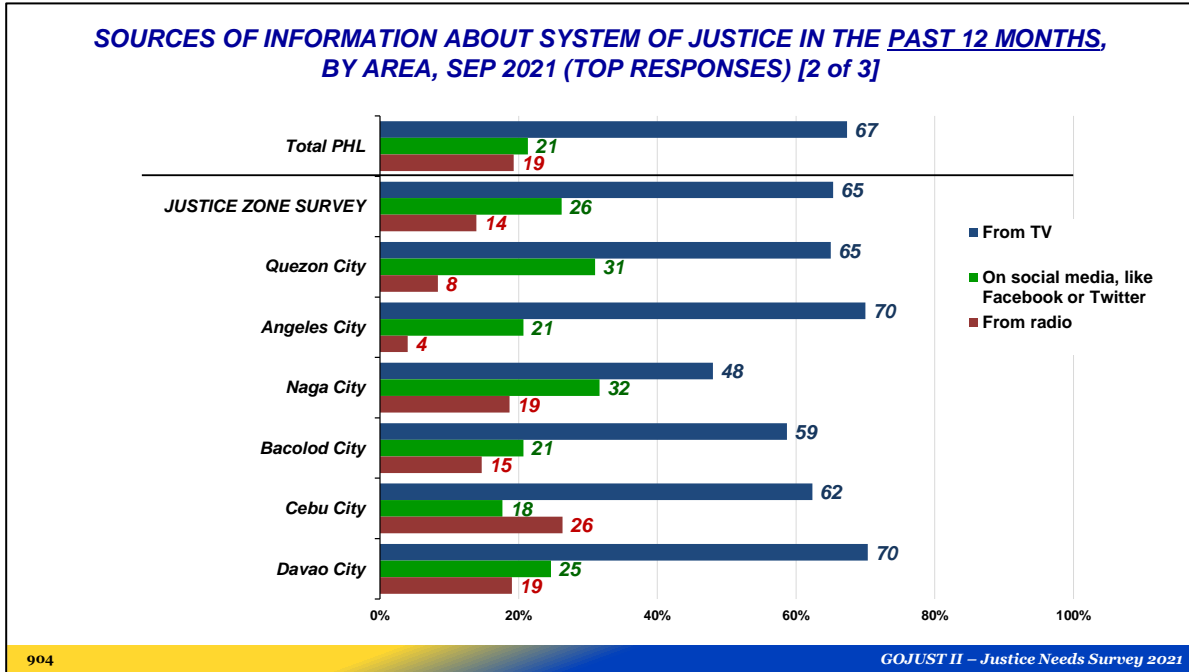


Chart 623 (Cont.)

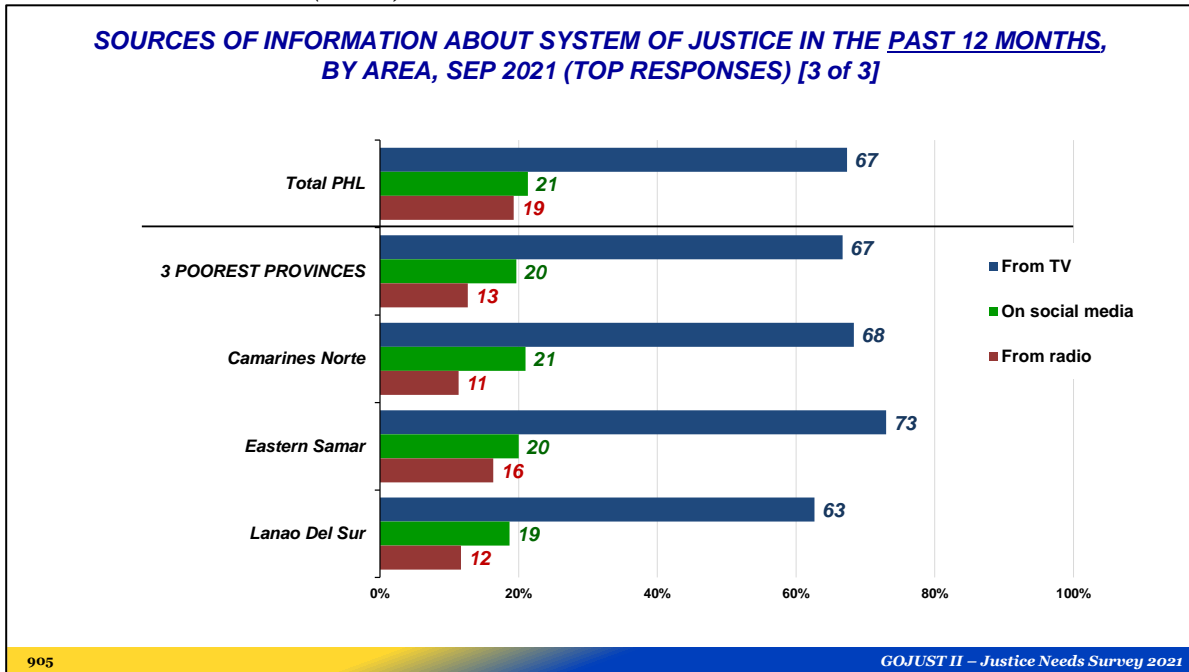




Chart 569

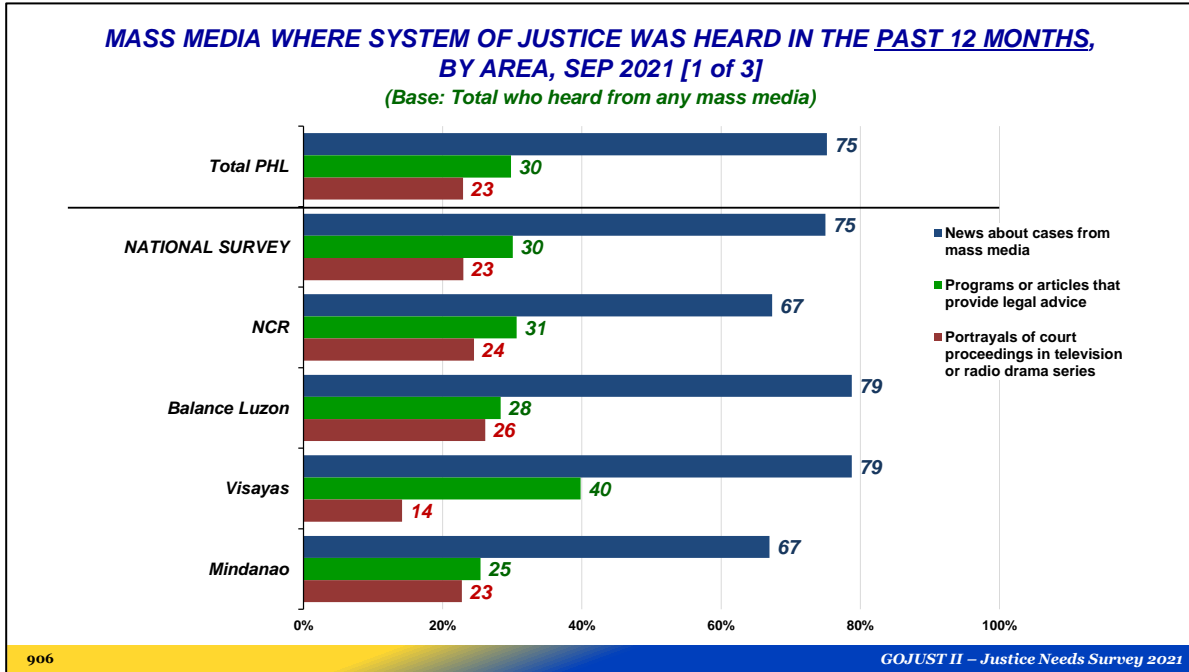


Chart 624 (Cont.)

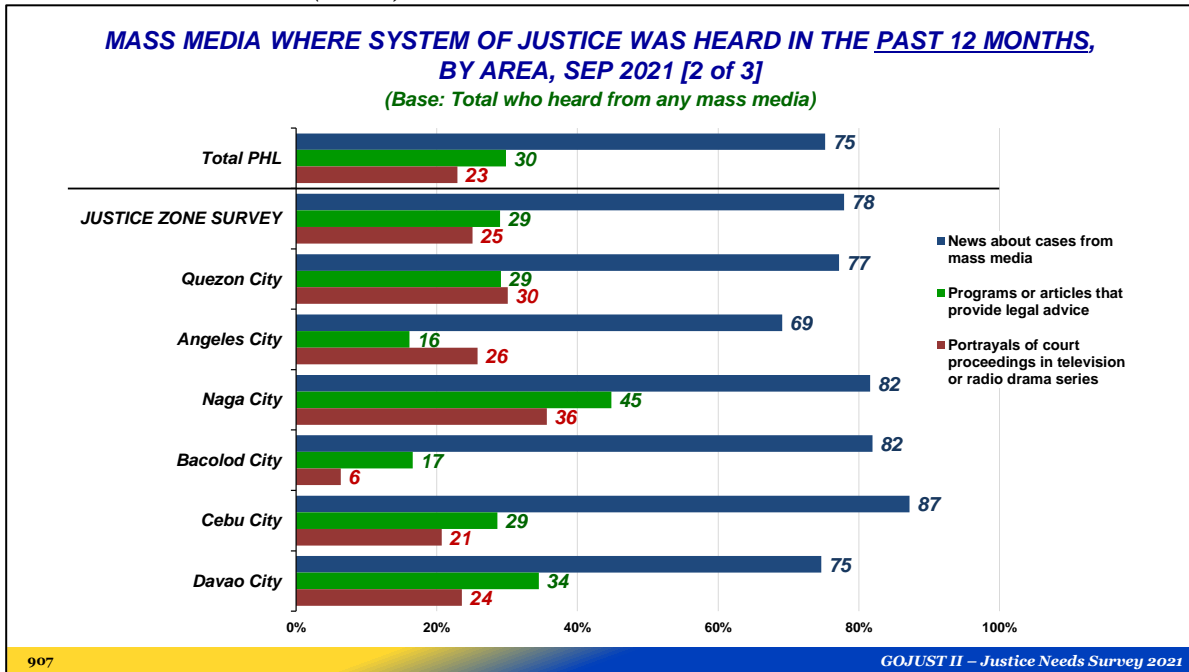
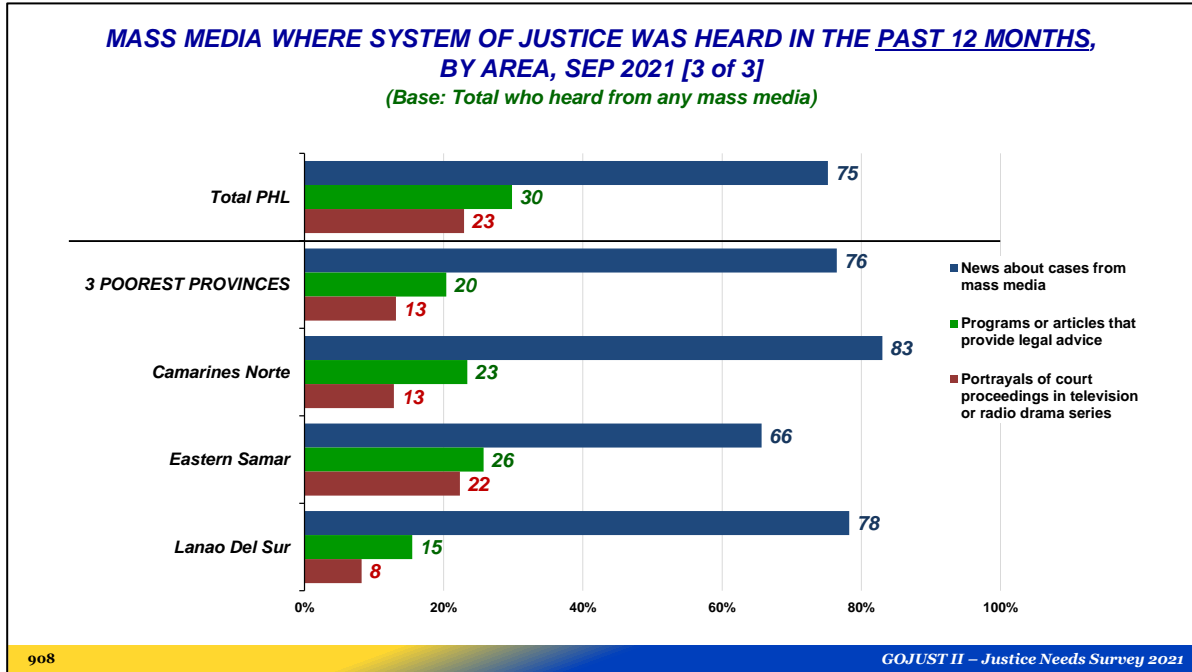




Chart 624 (Cont.)







In the National Survey, there are more of those who have not had a justiciable issue who cited *television* as their most recent source of information. [Table 67]

There are slightly more of those who have had a justiciable issue in the 3 Poorest Provinces who cited *television* as their most recent source of information. The mention of *television* is higher among those who have not had a justiciable issue than those who have had a justiciable issue in Total Philippines and National Surveys.

Percentages of those who cited *news about cases* as their top source of information from any mass media do not vary between those who have had a justiciable issue and those who have not had a justiciable issue. [Table 68]

**Table 67**

**SOURCES OF INFORMATION ABOUT SYSTEM OF JUSTICE IN THE PAST 12 MONTHS,  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue			Took ANY action			W/O justiciable issue		
	From TV	On social media	From radio	From TV	On social media	From radio	From TV	On social media	From radio
<b>Total Philippines</b>	<b>62%</b>	<b>26%</b>	<b>17%</b>	<b>61%</b>	<b>25%</b>	<b>19%</b>	<b>70%</b>	<b>18%</b>	<b>21%</b>
<b>National Survey</b>	<b>61</b>	<b>26</b>	<b>17</b>	<b>61</b>	<b>25</b>	<b>20</b>	<b>71</b>	<b>18</b>	<b>21</b>
<b>Justice Zones Survey</b>	<b>66</b>	<b>28</b>	<b>16</b>	<b>66</b>	<b>28</b>	<b>15</b>	<b>65</b>	<b>25</b>	<b>13</b>
<b>3 Poorest Provinces</b>	<b>68</b>	<b>22</b>	<b>15</b>	<b>70</b>	<b>18</b>	<b>20</b>	<b>66</b>	<b>19</b>	<b>12</b>



**Table 68**

**MASS MEDIA WHERE SYSTEM OF JUSTICE WAS HEARD IN THE PAST 12 MONTHS,  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

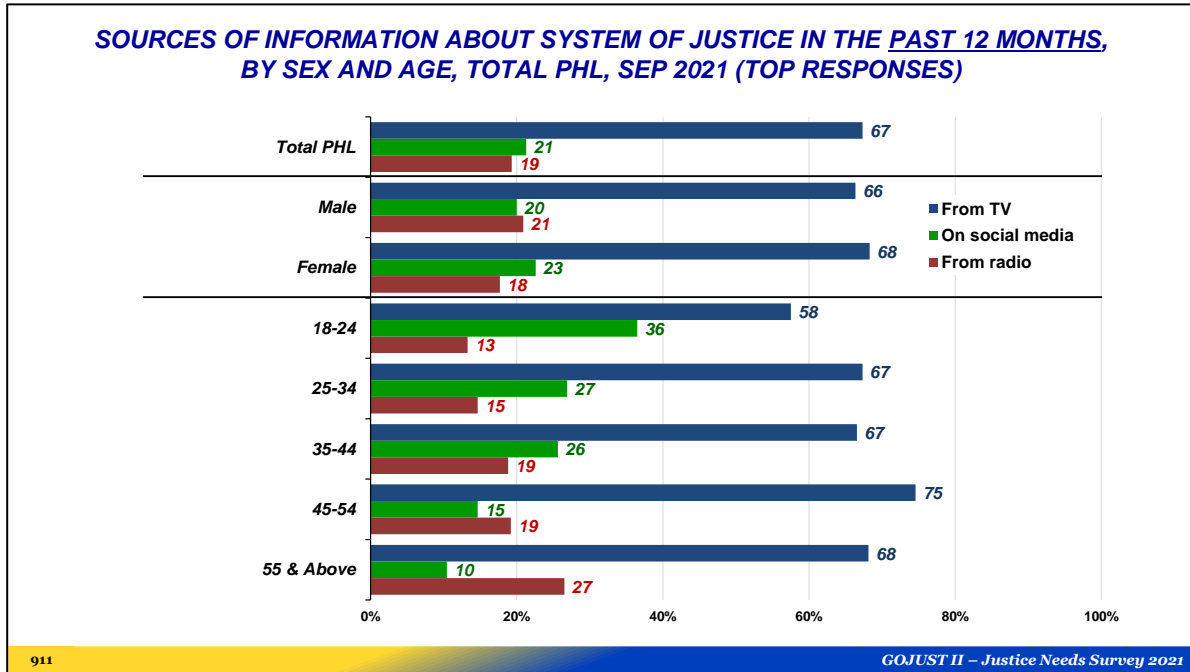
	<b>With justiciable issue</b>			<b>Took ANY action</b>			<b>W/O justiciable issue</b>		
	<b>News</b>	<b>Programs/ articles</b>	<b>Portrayals</b>	<b>News</b>	<b>Programs/ articles</b>	<b>Portrayals</b>	<b>News</b>	<b>Programs/ articles</b>	<b>Portrayals</b>
<b>Total Philippines</b>	<b>77%</b>	<b>32%</b>	<b>21%</b>	<b>80%</b>	<b>33%</b>	<b>25%</b>	<b>74%</b>	<b>29%</b>	<b>24%</b>
<b>National Survey</b>	<b>77</b>	<b>32</b>	<b>21</b>	<b>81</b>	<b>32</b>	<b>25</b>	<b>74</b>	<b>29</b>	<b>24</b>
<b>Justice Zones Survey</b>	<b>77</b>	<b>33</b>	<b>20</b>	<b>76</b>	<b>39</b>	<b>23</b>	<b>78</b>	<b>27</b>	<b>27</b>
<b>3 Poorest Provinces</b>	<b>75</b>	<b>21</b>	<b>12</b>	<b>73</b>	<b>22</b>	<b>13</b>	<b>77</b>	<b>20</b>	<b>14</b>



In Total Philippines, *television* is the top source of information about justice system in the past 12 months across different demographics, with percentage higher among 45-54 years old (75%). [Charts 570 and 571]

Seventy-six percent of the self-ascribed majority cited television, slightly higher than the self-ascribed minority who cited the same. *News about cases* is the source of information among majority of those who mentioned any mass media. [Charts 572 and 573]

**Chart 570**



**Chart 571**

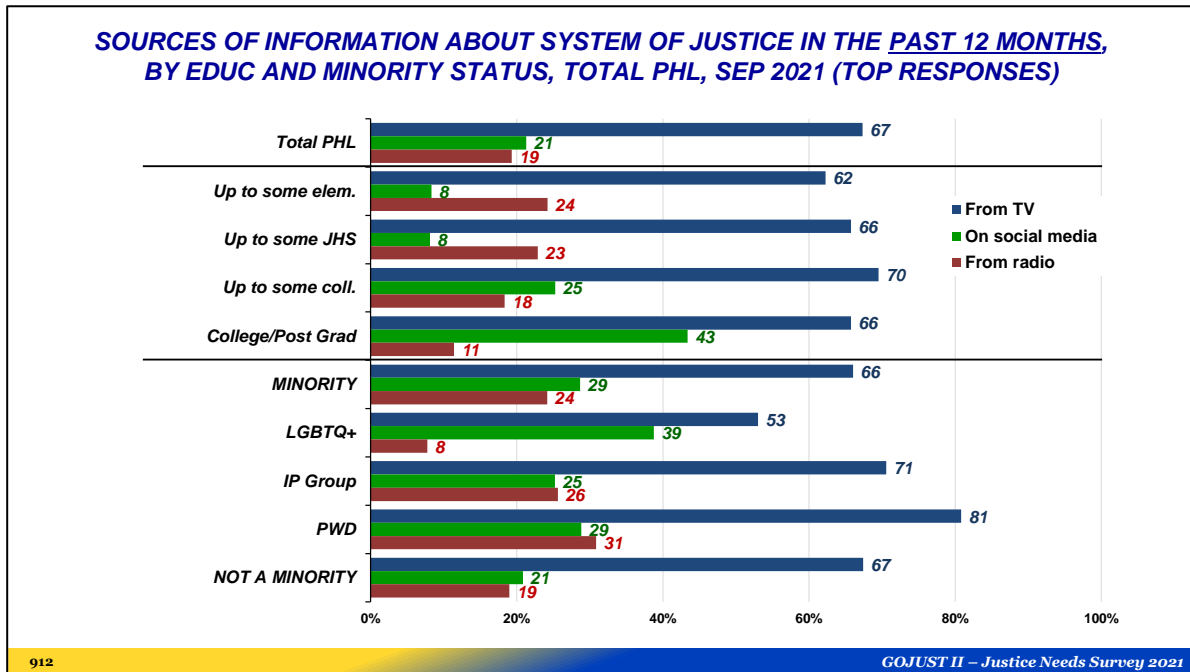




Chart 572

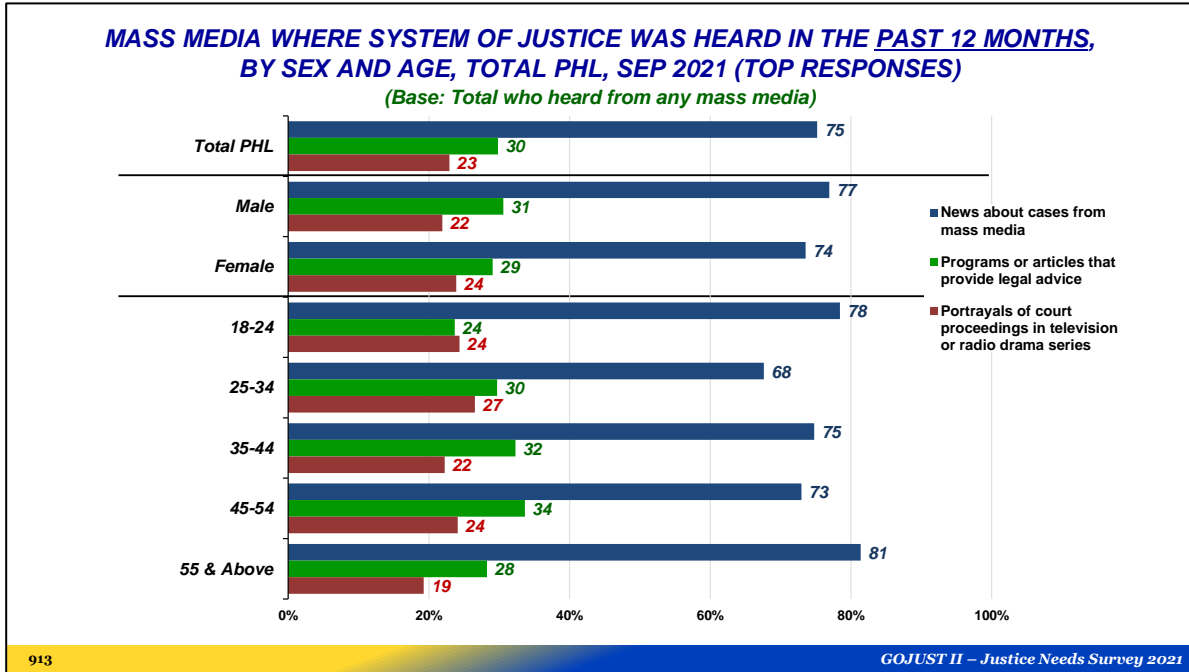
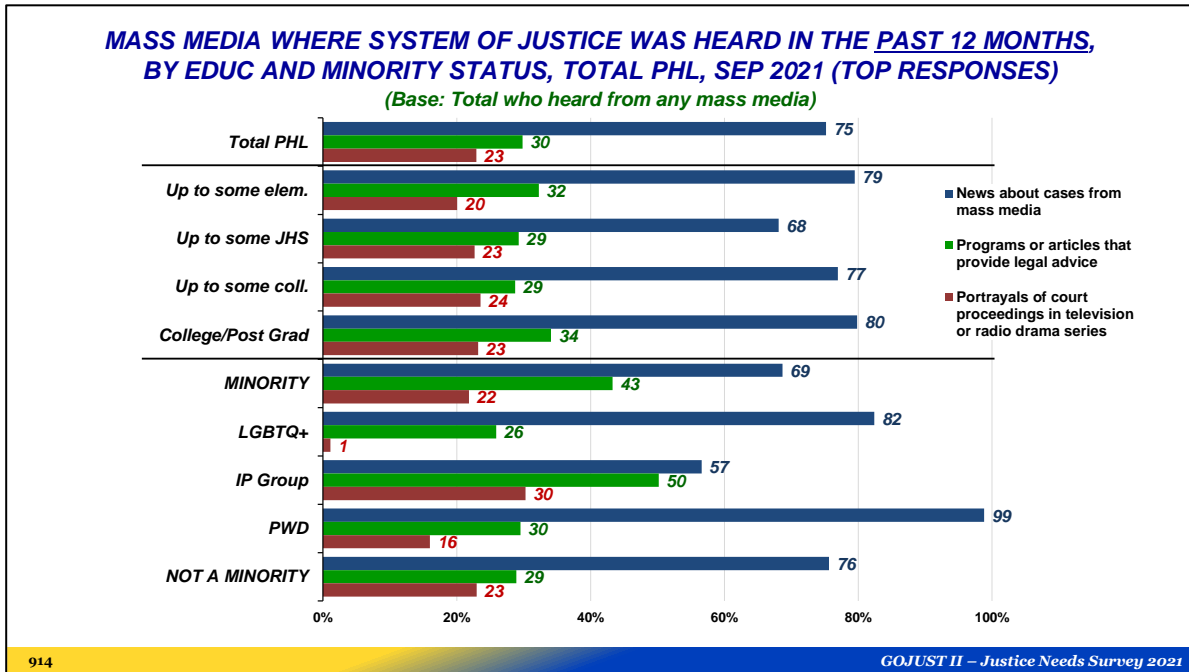


Chart 573





In the National Survey, *television* is the topmost recent source of information about justice system in the past 12 months across different demographics, with percentage higher among 45-54 years old (75%). [Charts 574 and 575]

In the Justice Zones, *television* is the topmost recent source of information about justice system in the past 12 months across different demographics. [Charts 576 and 577]

In the 3 Poorest Provinces, *television* is the topmost recent source of information about justice system in the past 12 months across different demographics. [Charts 578 and 579]

In the National, Justice Zones, and 3 Poorest Provinces Survey, all those who mentioned mass media cited *news about cases* as the topmost recent source of information about system of justice through any mass media. [Charts 580, 581, 582, 583, 584, and 585]

**Chart 574**

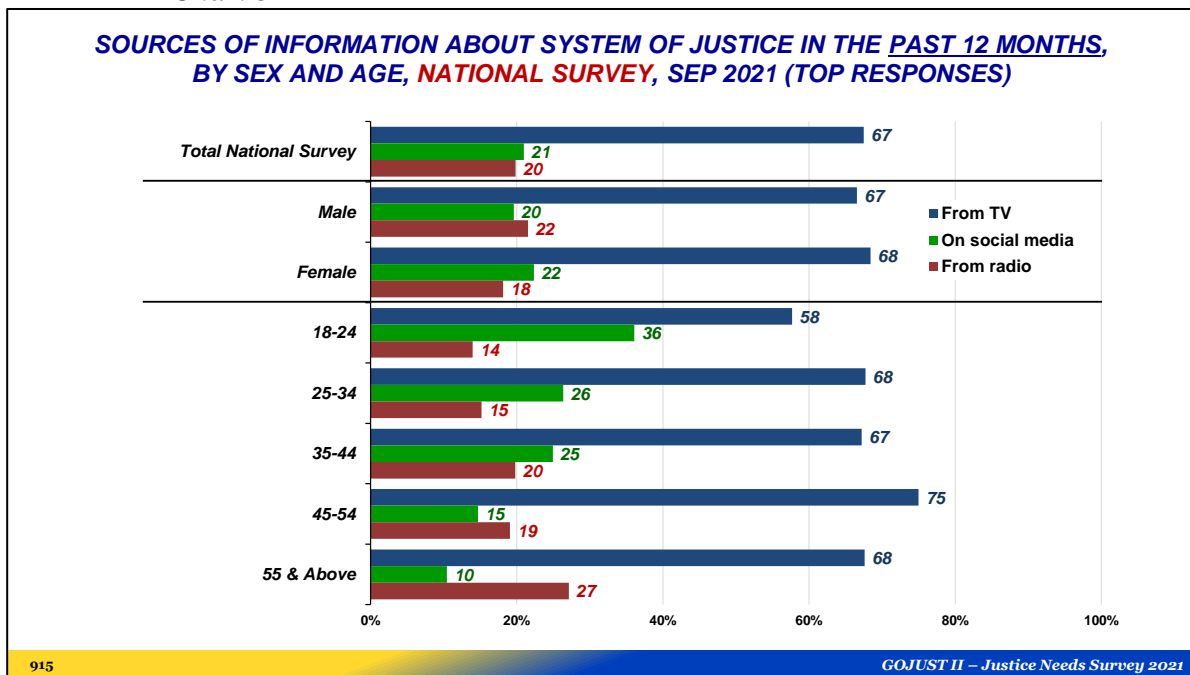
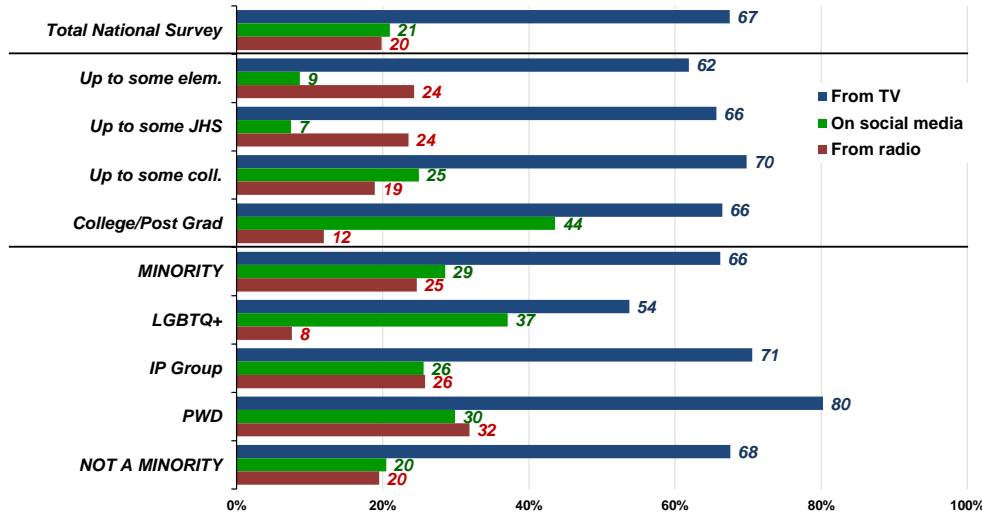




Chart 575

**SOURCES OF INFORMATION ABOUT SYSTEM OF JUSTICE IN THE PAST 12 MONTHS, BY EDUC AND MINORITY STATUS, NATIONAL SURVEY, SEP 2021 (TOP RESPONSES)**



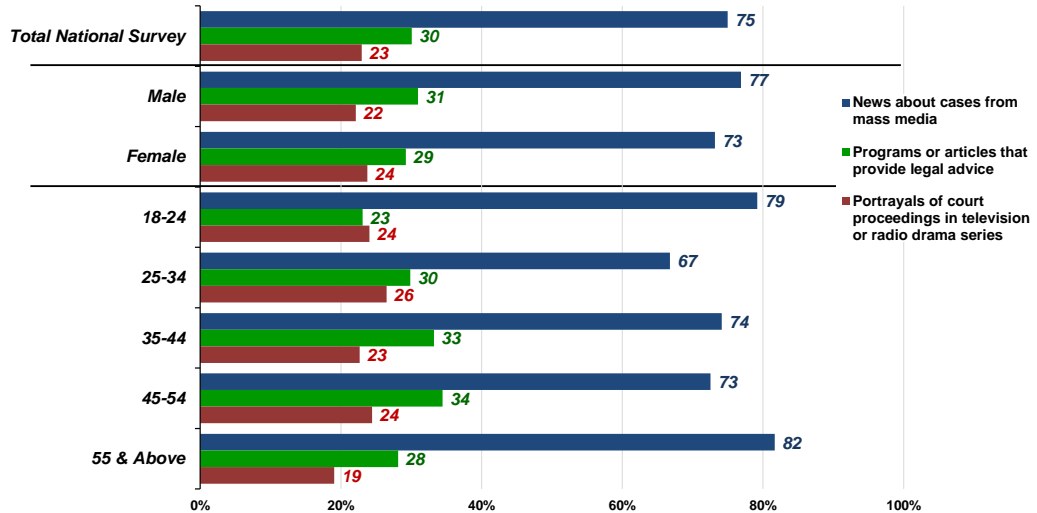
916

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Chart 576

**MASS MEDIA WHERE SYSTEM OF JUSTICE WAS HEARD IN THE PAST 12 MONTHS, BY SEX AND AGE, NATIONAL SURVEY, SEP 2021 (TOP RESPONSES)**

(Base: Total who heard from any mass media)



921

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Chart 577

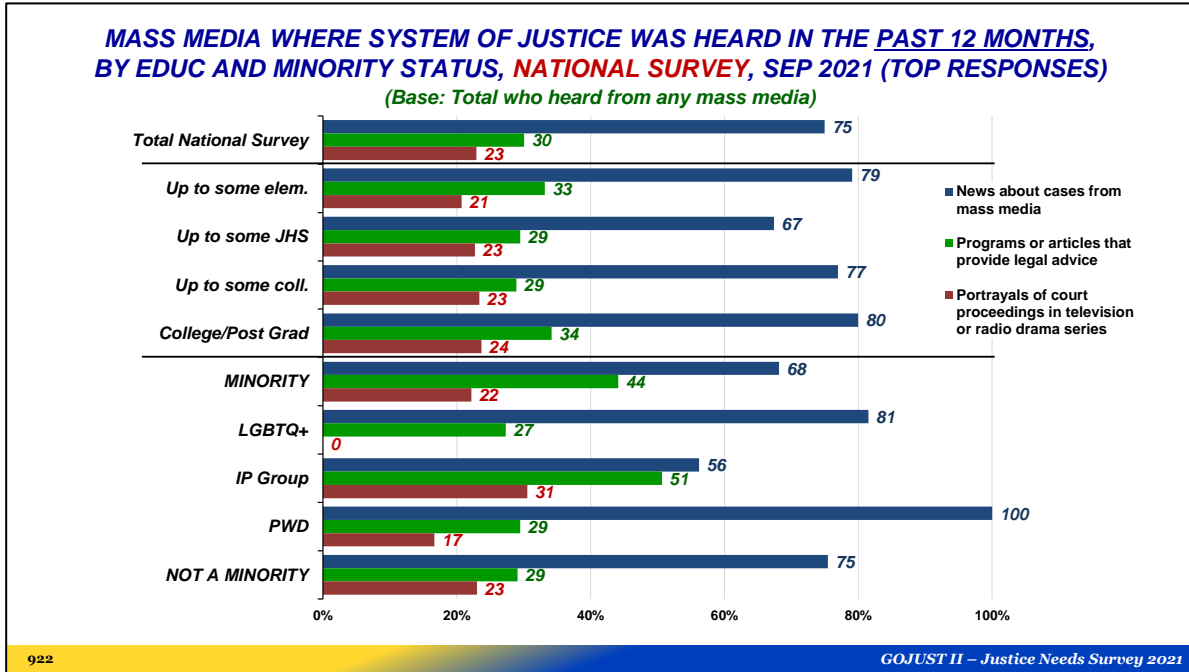


Chart 578

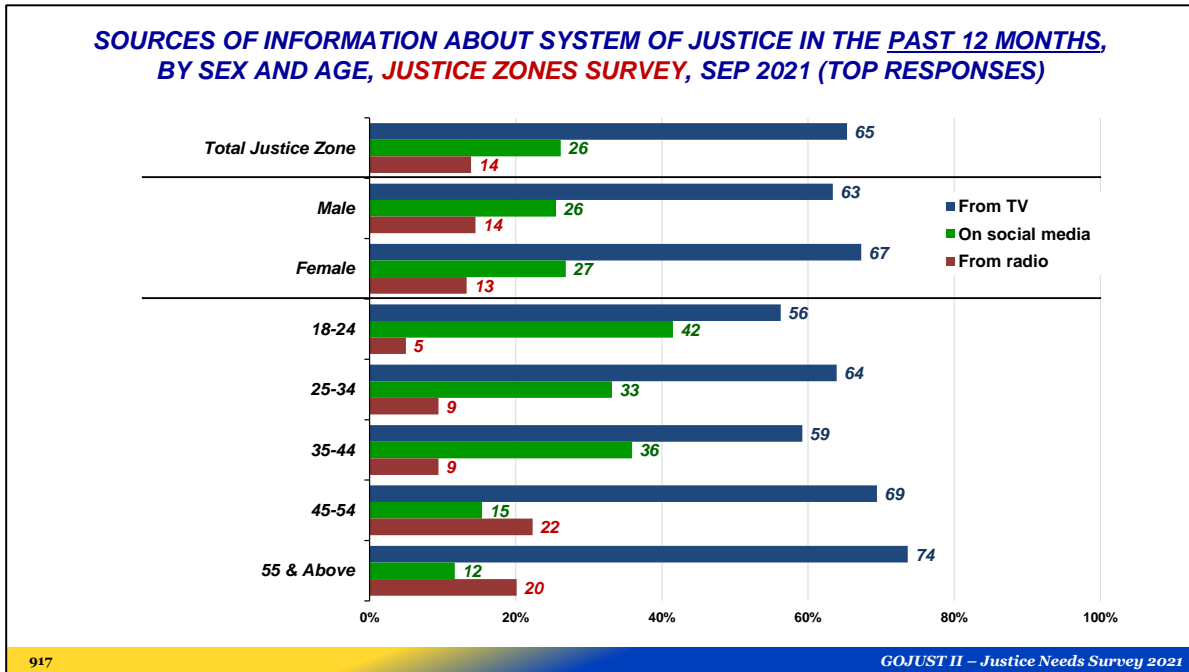




Chart 579

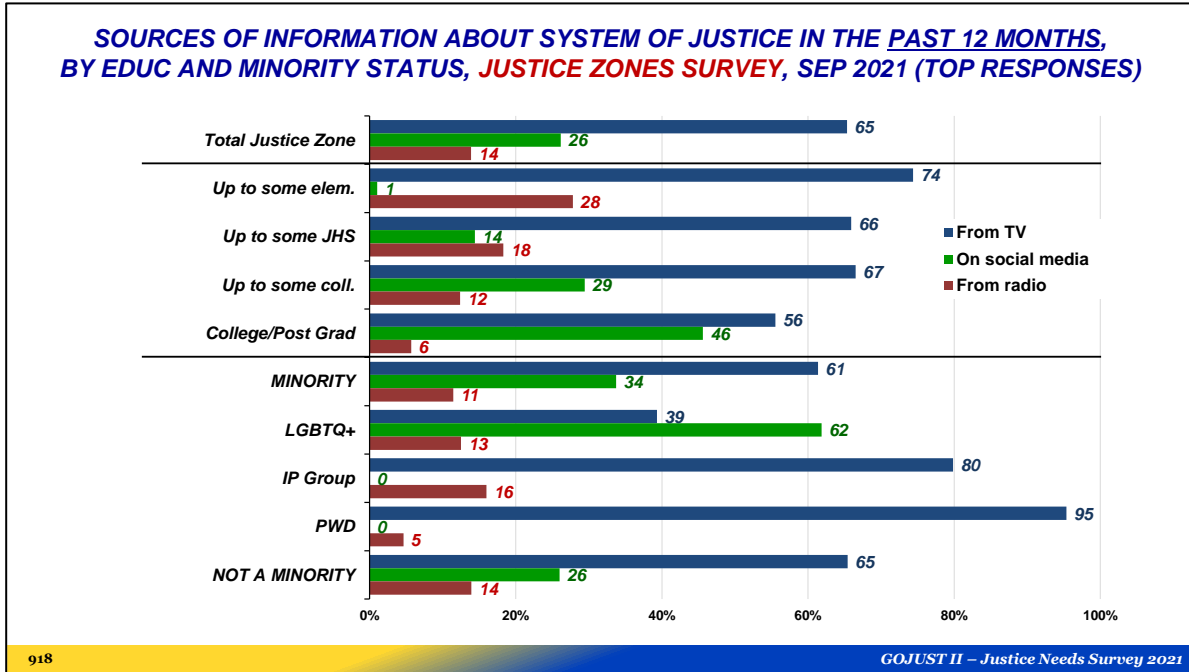
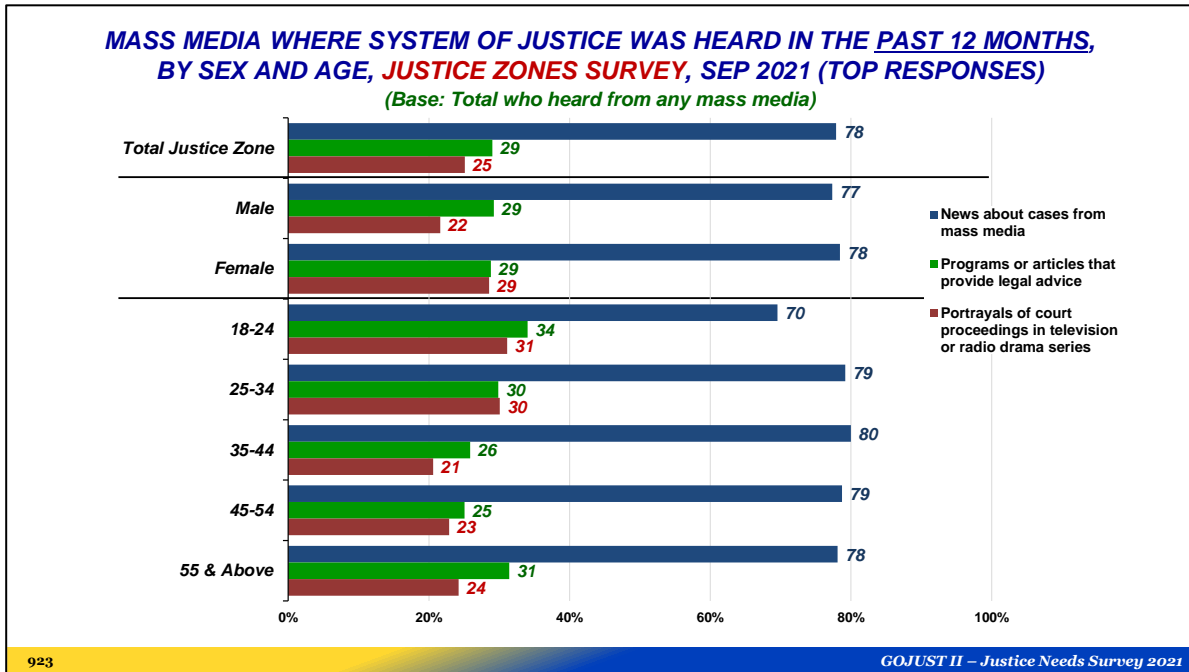


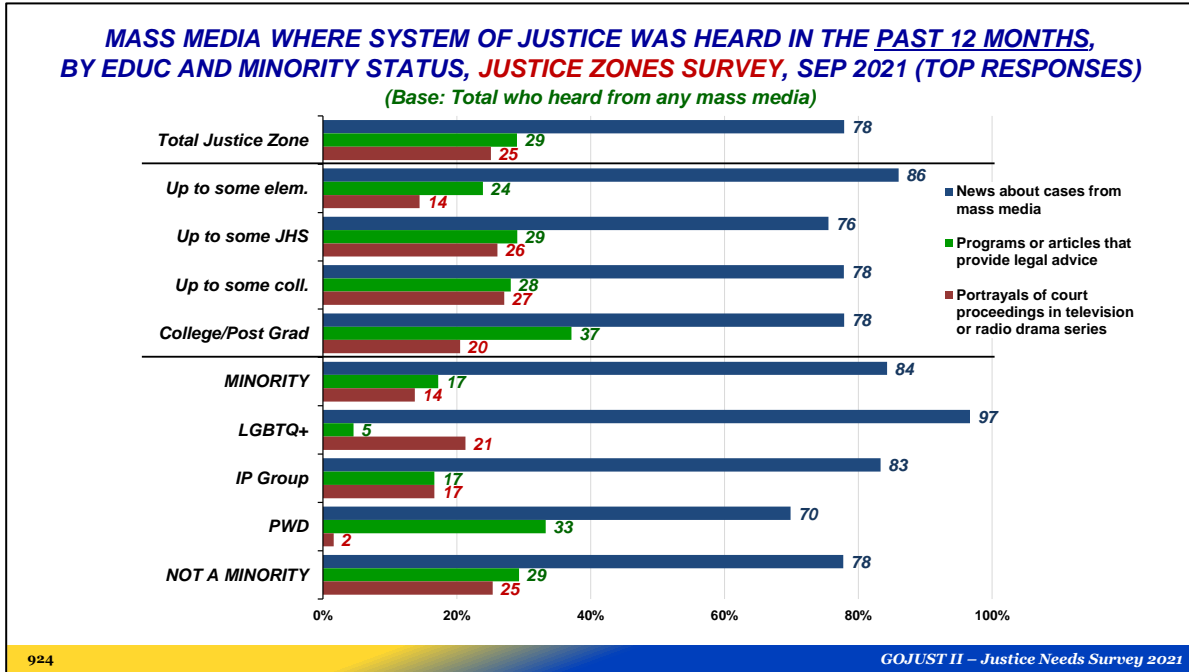
Chart 580







**Chart 581**



**Chart 582**

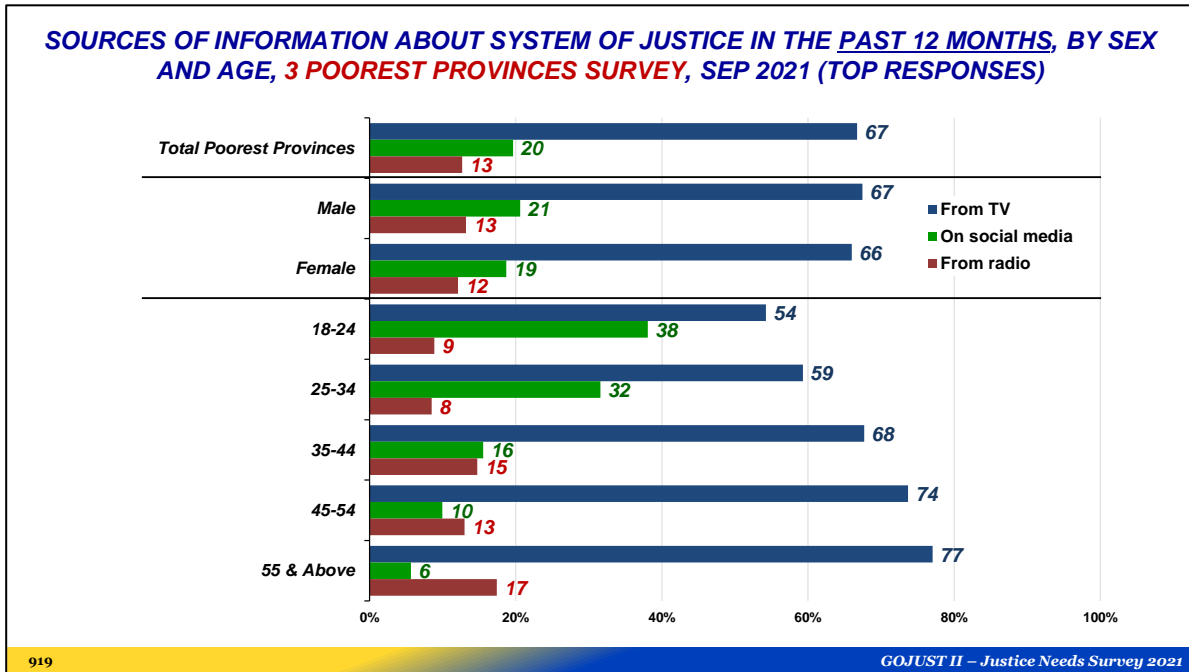




Chart 583

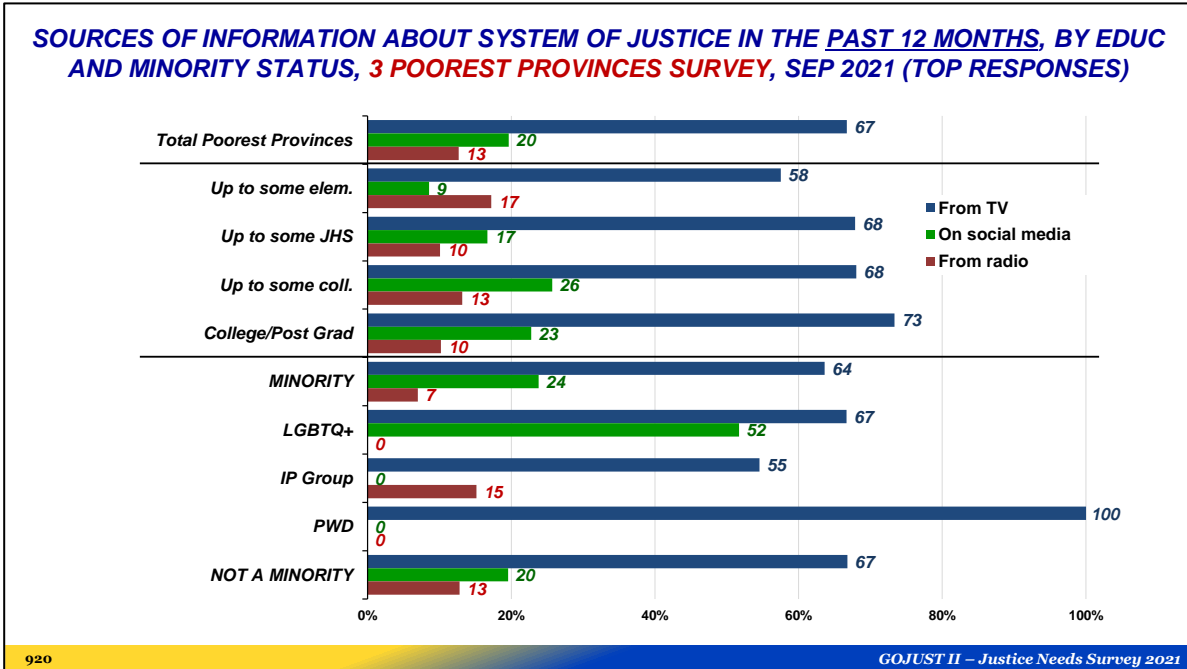


Chart 584

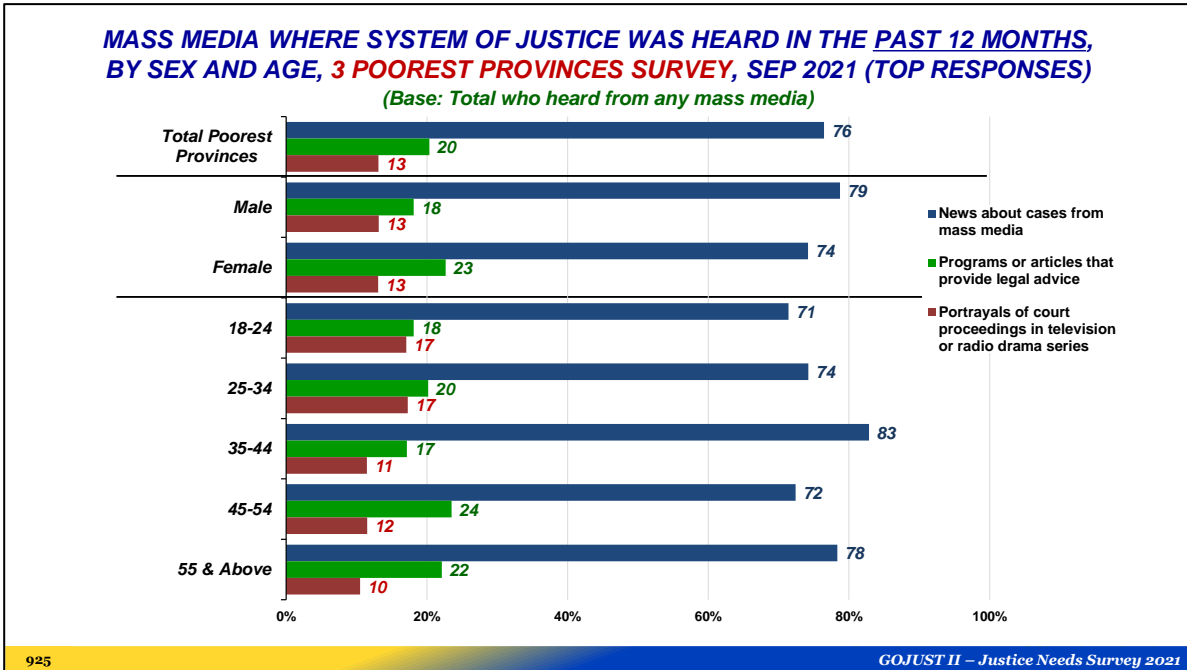
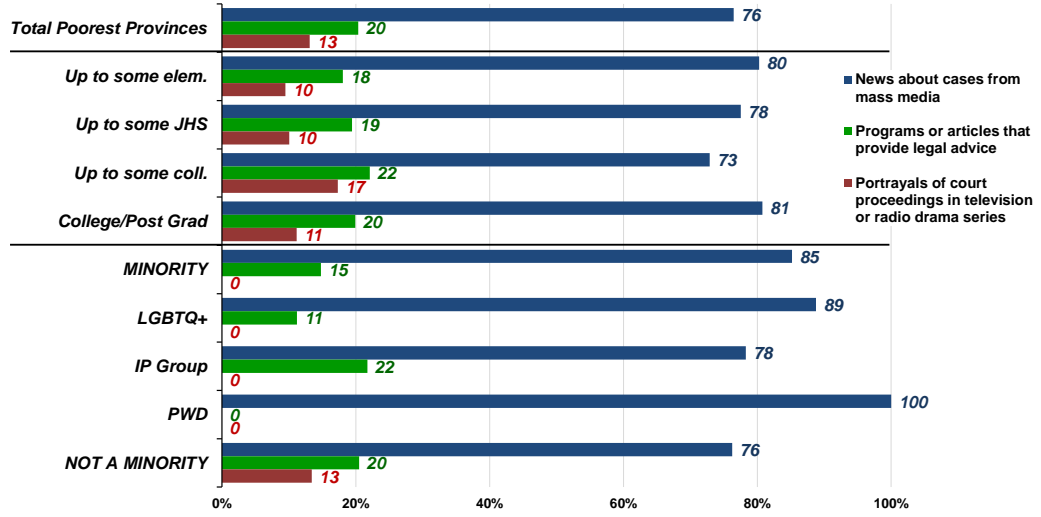




Chart 585

**MASS MEDIA WHERE SYSTEM OF JUSTICE WAS HEARD IN THE PAST 12 MONTHS, BY EDUC AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021 (TOP RESPONSES)**  
 (Base: Total who heard from any mass media)



926

GOJUST II – Justice Needs Survey 2021

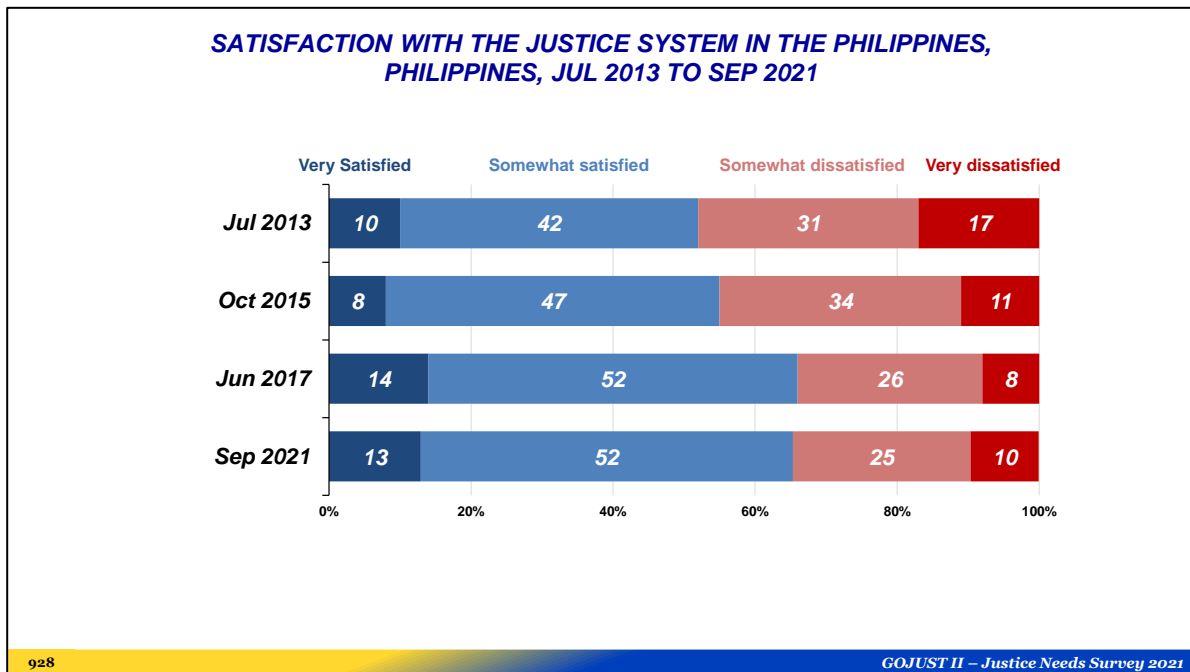


## 21. Satisfaction with the Administration of the System of Justice

Sixty-five percent are *satisfied* with the system of justice in the Philippines, with 13% who are *very satisfied* and 52% who are *somewhat satisfied*. On the other hand, 35% are *not satisfied* with the system of justice, with 25% who are *somewhat dissatisfied* and 10% who are *very dissatisfied*. [Chart 586]

The *satisfaction* with the system of justice (% *very satisfied* plus % *somewhat satisfied*, correctly rounded) was at 52% in 2013, when SWS asked the question for the first time. Satisfaction then increased to 55% in 2015 and 66% in 2017.

Chart 586





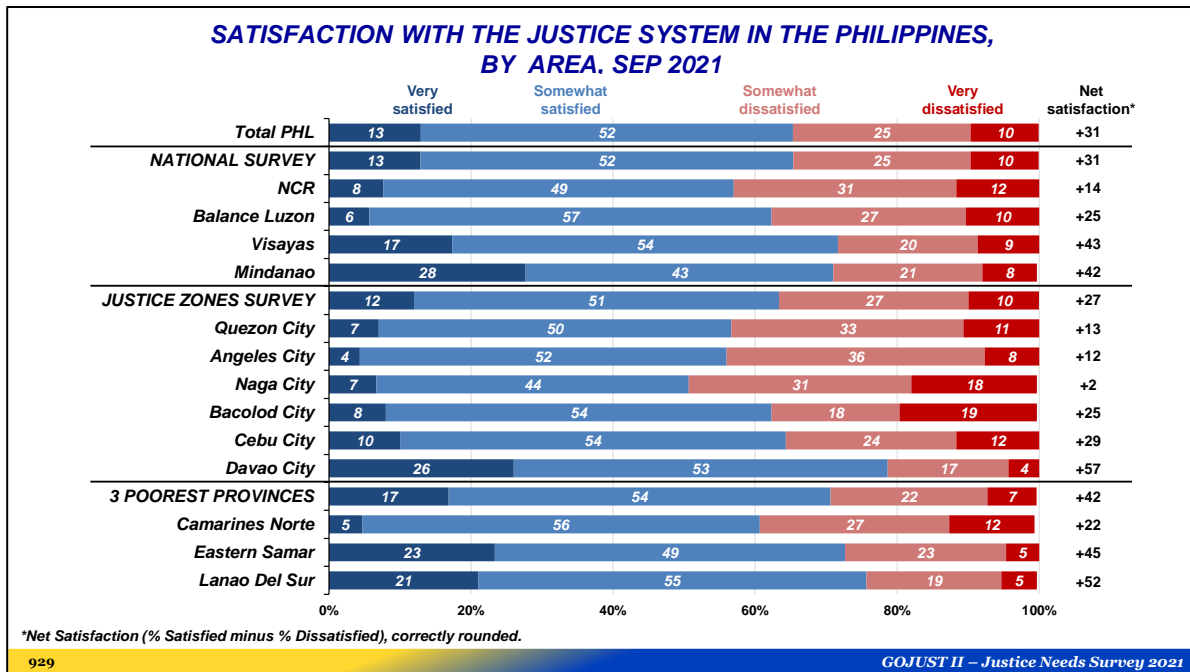
In 2021, satisfaction with the justice system is highest in the 3 Poorest Provinces, at 71%, compared to 65% in the National Survey and 63% in the Justice Zones. [Chart 587]

In the National Survey, about seven-in-ten in Visayas (72%) and Mindanao (71%) are satisfied with the justice system, higher than in Balance Luzon (62%) and NCR (57%).

In the Justice Zones, three-fifths in Davao City (67%), Cebu City (64%), and Bacolod City (62%) are satisfied with justice system.

In the 3 Poorest Provinces, satisfaction with the justice system is highest among adults in Lanao Del Sur (76%) and Eastern Samar (73%) than in Camarines Norte.

**Chart 587**





Satisfaction with the justice system is higher among those who have had justiciable issues in the 3 Poorest Provinces than in the National Survey and in the Justice Zones.

In the National Survey and the Justice Zones, those who have not had a justiciable issue are more likely to be satisfied with the justice system than those who have had one.  
 [Table 69]

**Table 69**

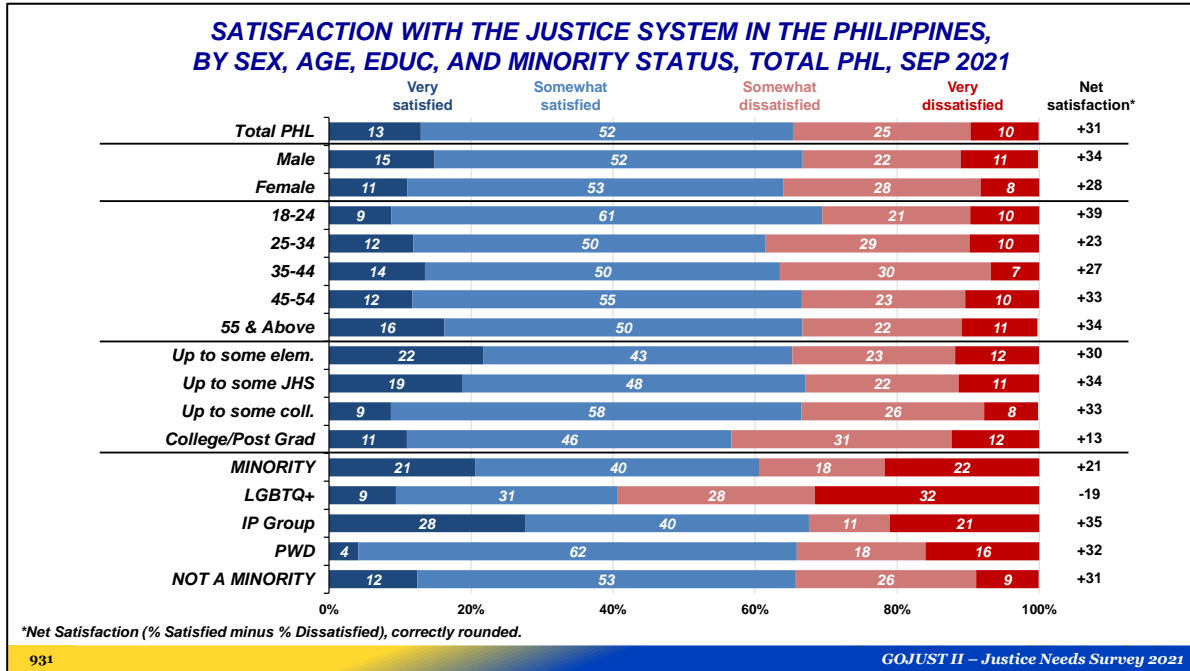
	<b>SATISFACTION WITH THE JUSTICE SYSTEM IN THE PHILIPPINES, BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>
<b>Total Philippines</b>	59%	41%	60%	40%	69%	31%
<b>National Survey</b>	59	41	60	40	69	31
<b>Justice Zones Survey</b>	56	44	59	41	67	33
<b>3 Poorest Provinces</b>	71	28	72	27	70	29



In Total Philippines, satisfaction is highest among the non-college graduates (65-67%); satisfaction among the college graduates is at 57%.

Satisfaction is slightly lower among the self-ascribed minority (61%) than the self-ascribed majority (66%). [Chart 588]

**Chart 588**





In the National Survey, 70% of the 18-24 are more satisfied with justice system compared to older age groups. Satisfaction is highest among the non-college graduates (65-67%); satisfaction among the college graduates is at 56%. Satisfaction is slightly lower among the self-ascribed minority (60%) than the self-ascribed majority (66%). [Chart 589]

In the Justice Zones, 69% among 25-34 are satisfied, higher compared to 56% among the 18-24. Three-fourths (73%) of the non-elementary graduates are satisfied with the system of justice, higher than those with more education. Satisfaction with the system of justice is higher among the self-ascribed minority (72%) than the self-ascribed majority (63%). [Chart 590]

In the 3 Poorest Provinces, high satisfaction was recorded among 45-54 years old at 77%, followed by 73% among aged 35-44. Seventy-six percent of the non-elementary (76%) and high school graduates (72%) are satisfied with justice system, higher than those with more education. Satisfaction with the system of justice is higher among the self-ascribed minority (83%). [Chart 591]

**Chart 589**

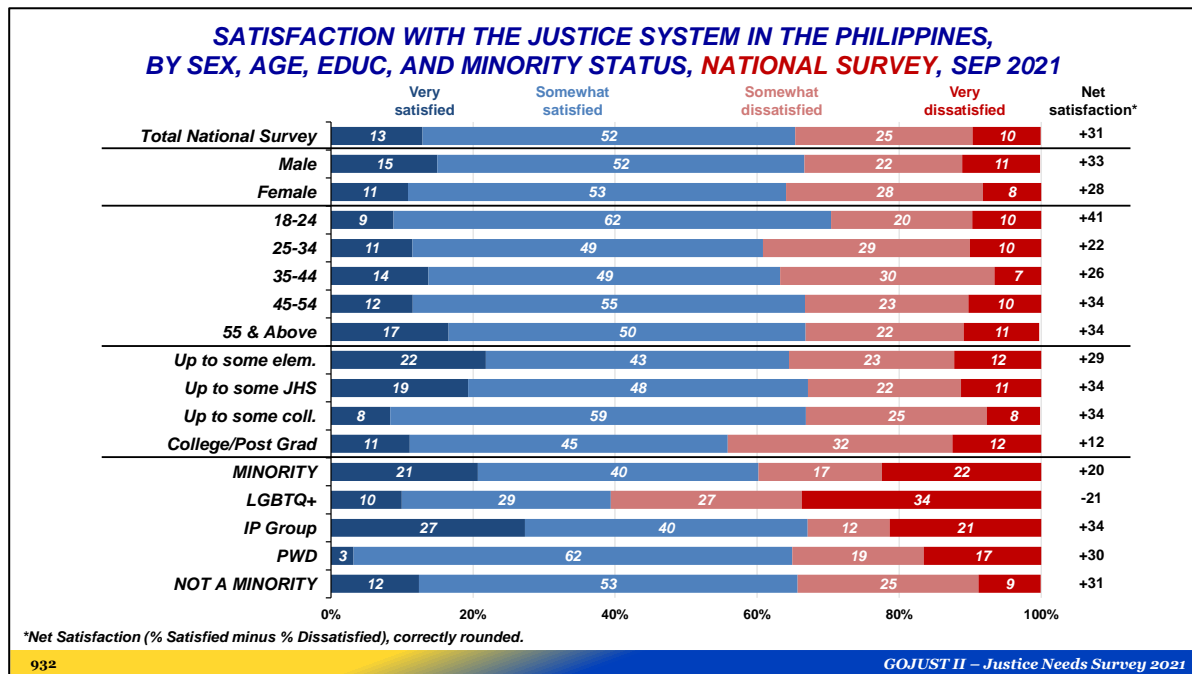






Chart 590

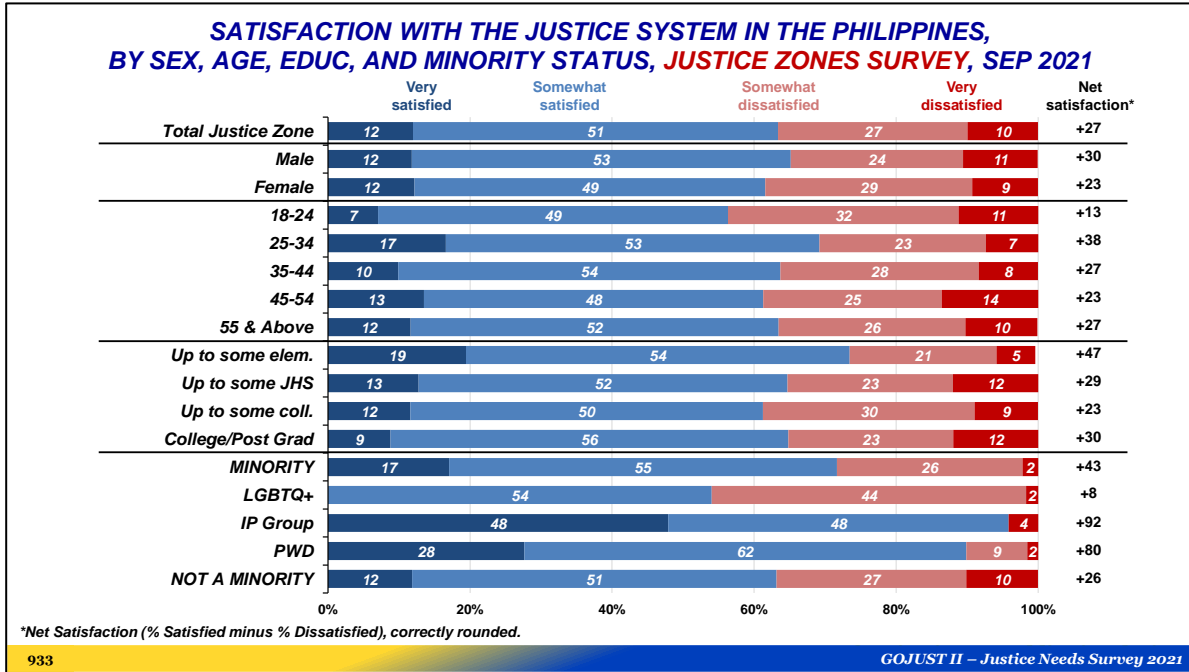
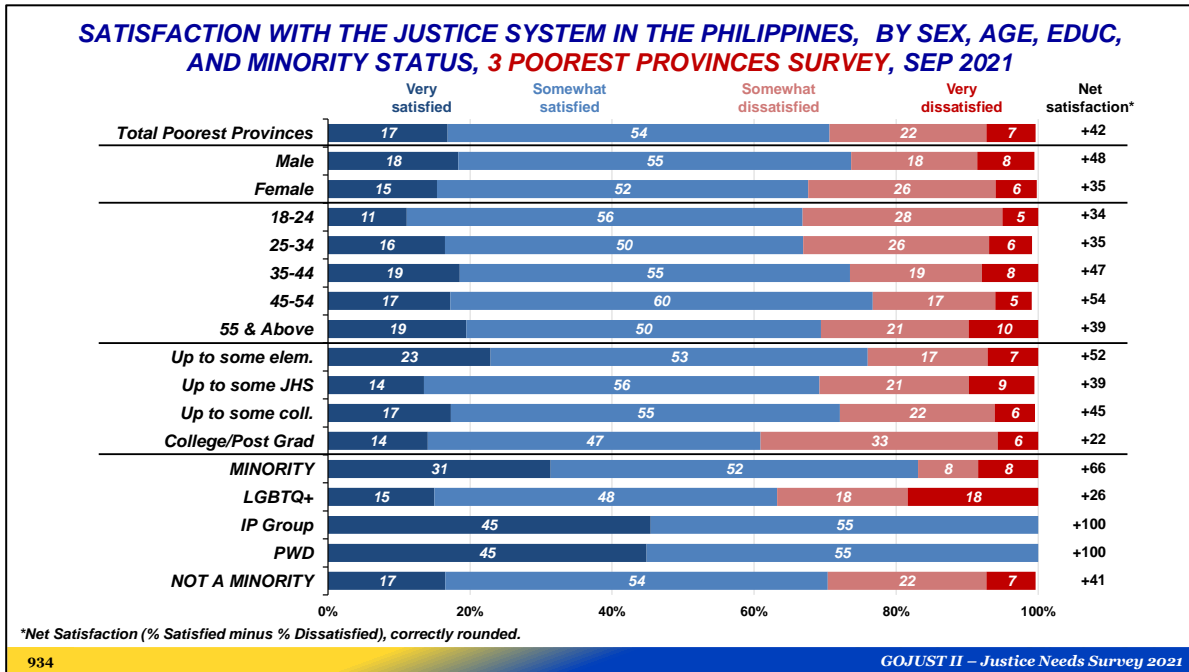


Chart 591





## 22. Impression on the Justice System: Perceived Accessibility of Justice

The survey tested statements on their impression of the justice system, which correspond to perceived accessibility of justice. [Chart 592]

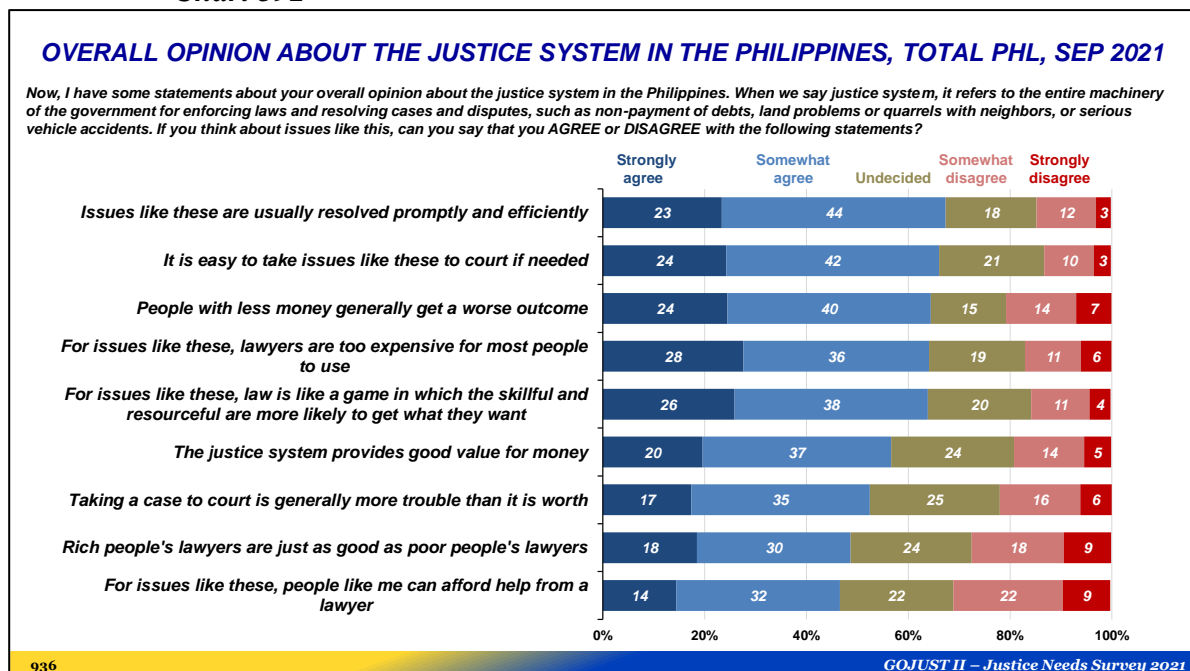
Plurality to majority of adult Filipinos agree with these statements:

- Issues like these are usually resolved promptly and efficiently (67%);
- It is easy to take issues like these to court if needed (66%);
- The justice system provides good value for money (57%);
- Rich people's lawyers are just as good as poor people's lawyers (49%); and,
- For issues like these, people like me can afford help from a lawyer (47%).

On the other hand, majority agree with these statements:

- People with less money generally get a worse outcome (64%);
- For issues like these, lawyers are too expensive for most people to use (64%);
- For issues like these, law is like a game in which the skillful and resourceful are more likely to get what they want (64%); and,
- Taking a case to court is generally more trouble than it is worth (52%).

Chart 592





## 22.1. “Issues like these are usually resolved promptly and efficiently.”

Two-thirds *agree* (23% strongly agree, 44% somewhat agree) that, “*Issues like these are usually resolved promptly and efficiently,*” while 18% are *undecided*, and 15% *disagree* (12% somewhat disagree, 3% strongly disagree) with the statement. [Chart 593]

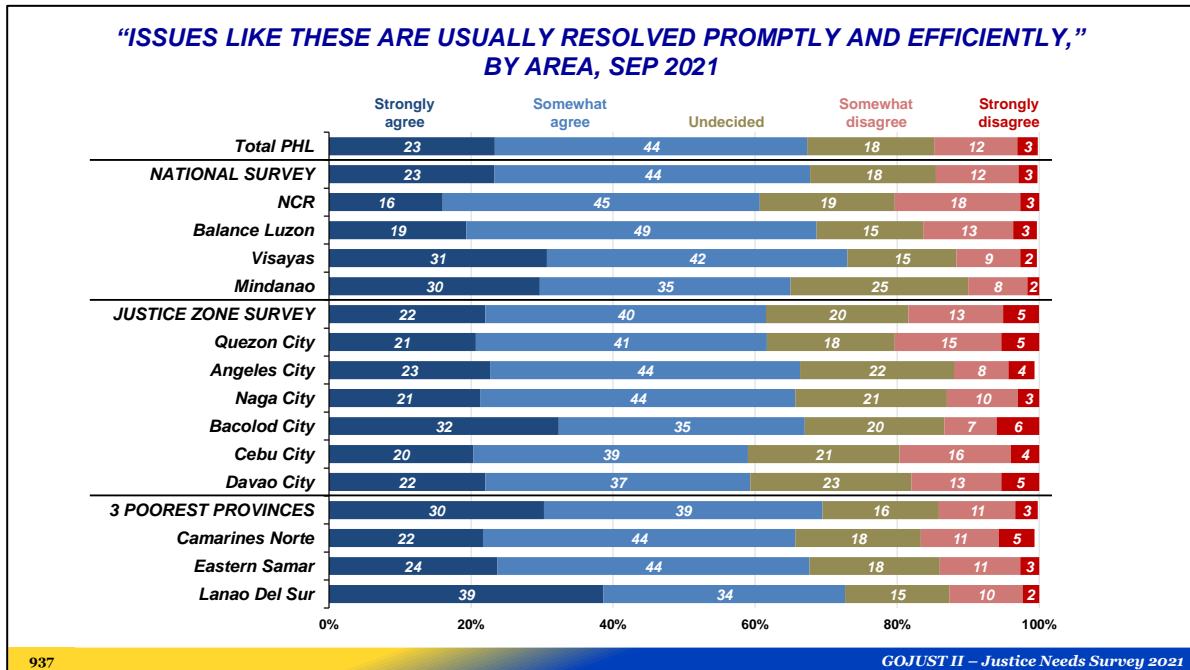
About seven-in-ten in the National Survey and the 3 Poorest Provinces agree that justiciable issues are resolved promptly and efficiently, compared to 62% agreement in the Justice Zones.

In the National Survey, agreement is higher in Balance Luzon and Visayas than in the other areas.

In the Justice Zones, agreement is higher in Angeles City, Naga City, and Bacolod City than in the other Justice Zones.

In the 3 Poorest Provinces, agreement is highest Lanao del Sur than in other provinces.

**Chart 593**





The view that justiciable issues are usually resolved promptly and efficiently is higher among those who have had justiciable issue, particularly in the National Survey and in the 3 Poorest Provinces. [Table 70]

In the Justice Zones, those who have not had a justiciable issue are more likely to agree with the statement than those who have had a justiciable issue.

**Table 70**

**“ISSUES LIKE THESE ARE USUALLY RESOLVED PROMPTLY AND EFFICIENTLY,”  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

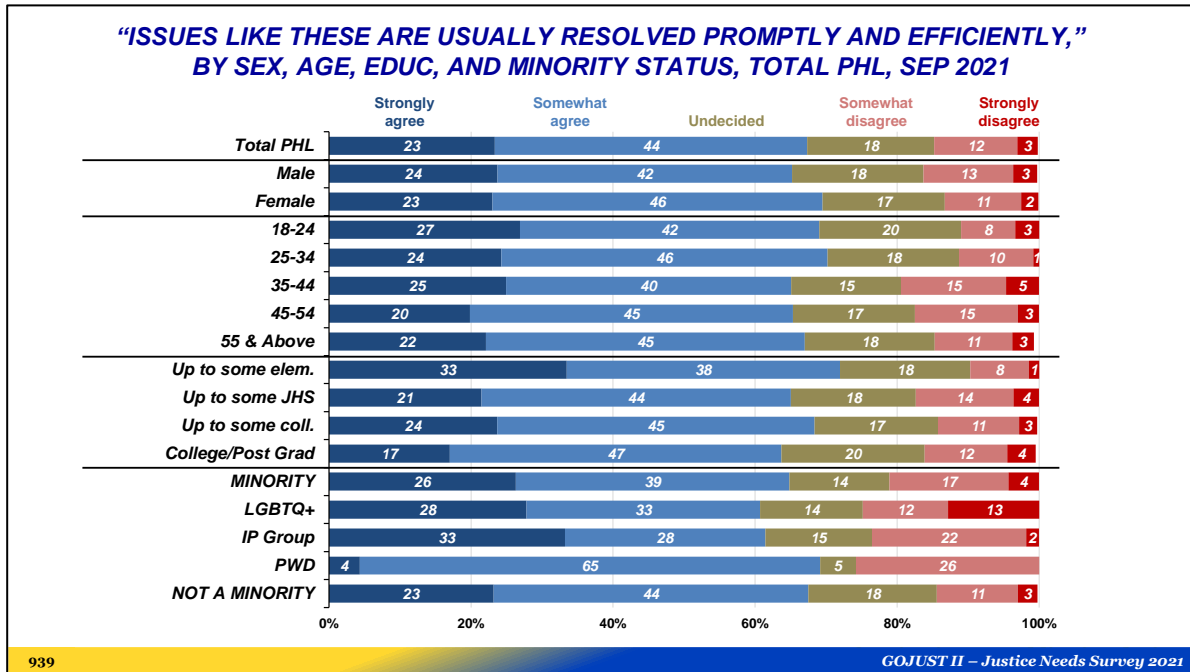
	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	70%	16%	69%	17%	66%	14%
National Survey	70	15	69	16	66	14
Justice Zones Survey	56	25	58	24	64	15
3 Poorest Provinces	71	14	70	15	69	14

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In Total Philippines, agreement to the statement, “Issues like these are usually resolved promptly and efficiently,” is slightly higher among the females (69%), among the 18-34 (69-70%), and the non-elementary graduates (72%). [Chart 594]

**Chart 594**



In the National Survey, agreement is slightly higher among the females (70%), among the 18-34 (69-71%), and the non-elementary graduates (73%). [Chart 595]

In the Justice Zones, the view that justiciable issues are usually resolved promptly and efficiently is slightly higher among the males (65%) than females. By age, agreement is 63% among the 18-54, but only 53% among the oldest 55 and above. By education, agreement is 61-62% among those with more education, but 57% among the non-elementary graduates. There are more of the self-ascribed majority (62%) than the self-ascribed minority (56%) who agree with the statement. [Chart 596]

In the 3 Poorest Provinces, agreement is slightly higher among the males (71%) than females. By age, agreement is 69-72% among the 18-54, but only 65% among the oldest 55 and above. By education, agreement is 73% among the non-elementary graduates but is 67-71% among those with more education. There are more of the self-ascribed minority (77%) than the self-ascribed majority (69%) who agree with the statement. [Chart 597]



Chart 595

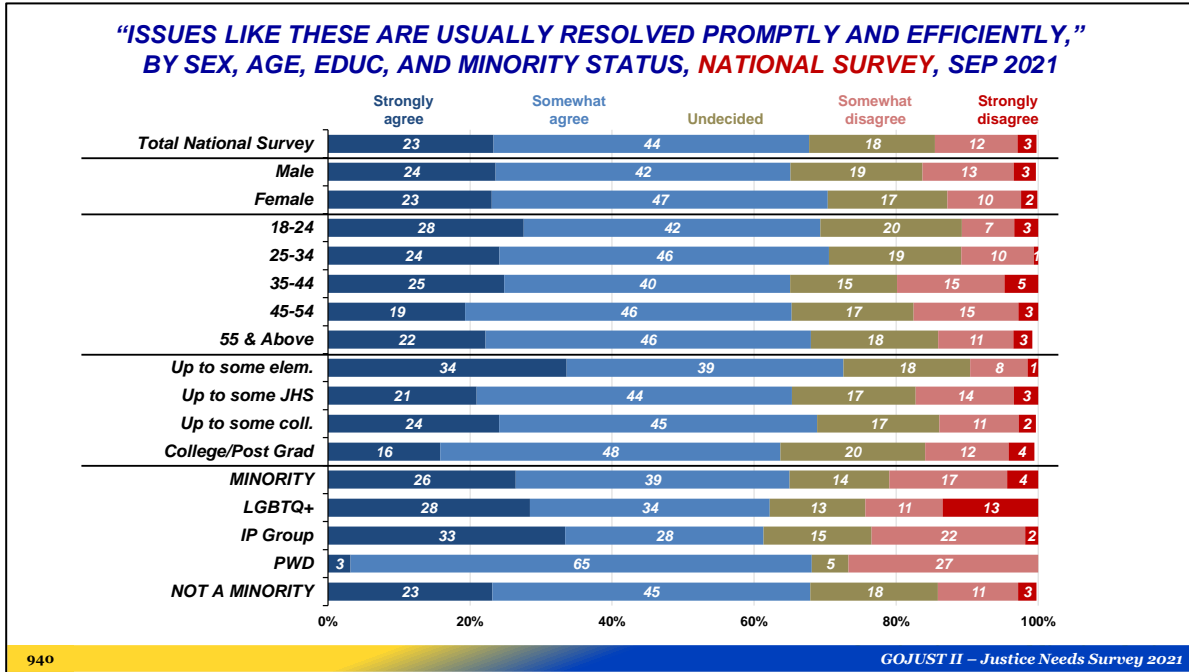


Chart 596

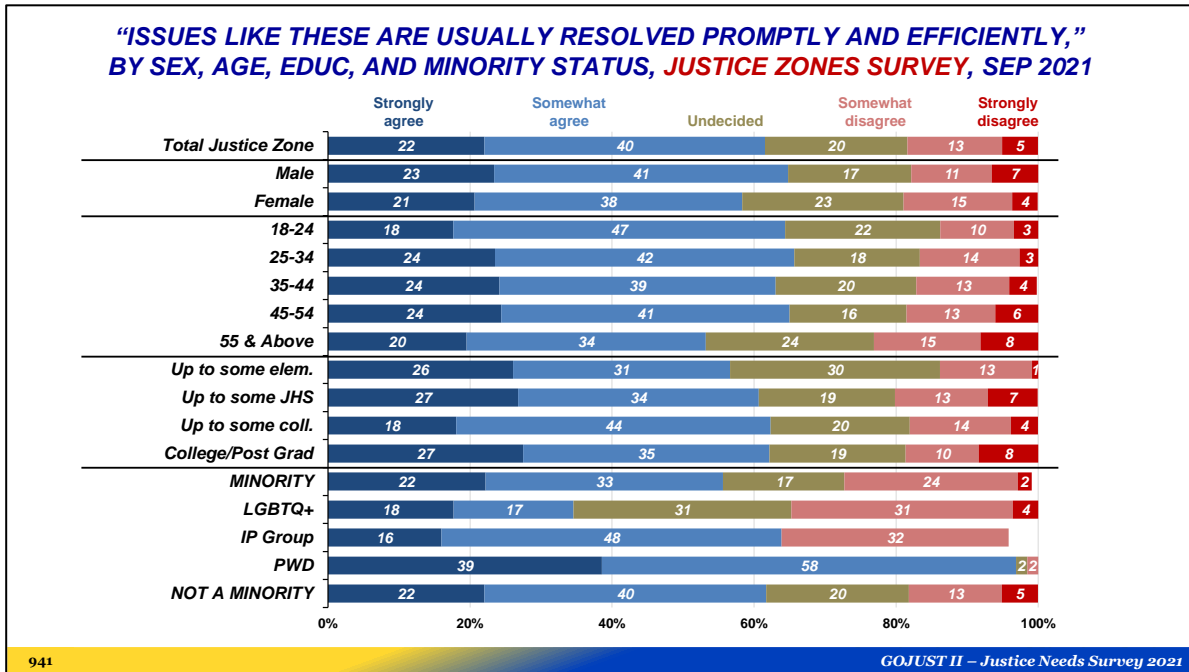
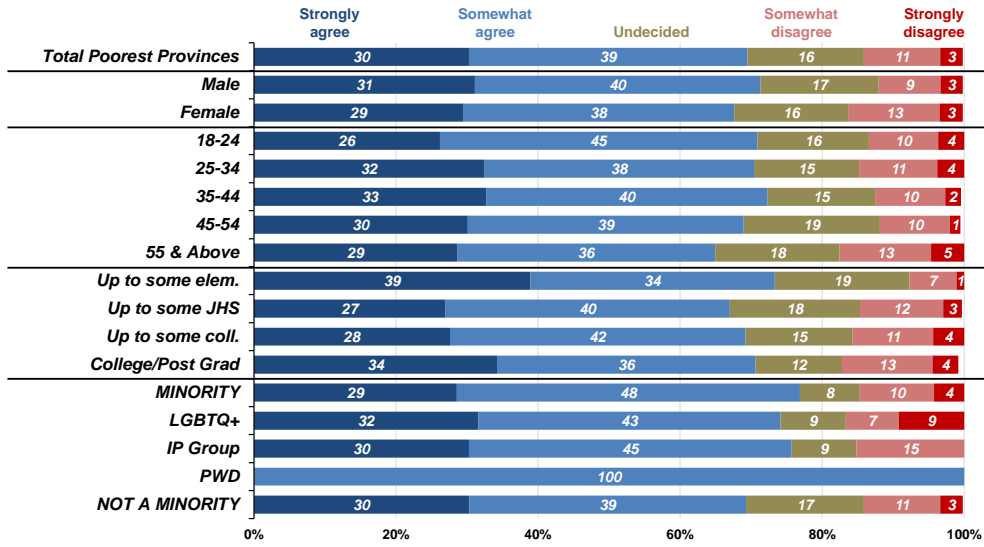




Chart 597

**“ISSUES LIKE THESE ARE USUALLY RESOLVED PROMPTLY AND EFFICIENTLY,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**





## 22.2. “It is easy to take issues like these to court if needed.”

About two-thirds (66%) agree (24% strongly agree, 42% somewhat agree) that, “It is easy to take issues like these to court if needed,” while 21% are undecided, and 13% disagree (10% somewhat disagree, 3% strongly disagree) with the statement. [Chart 598]

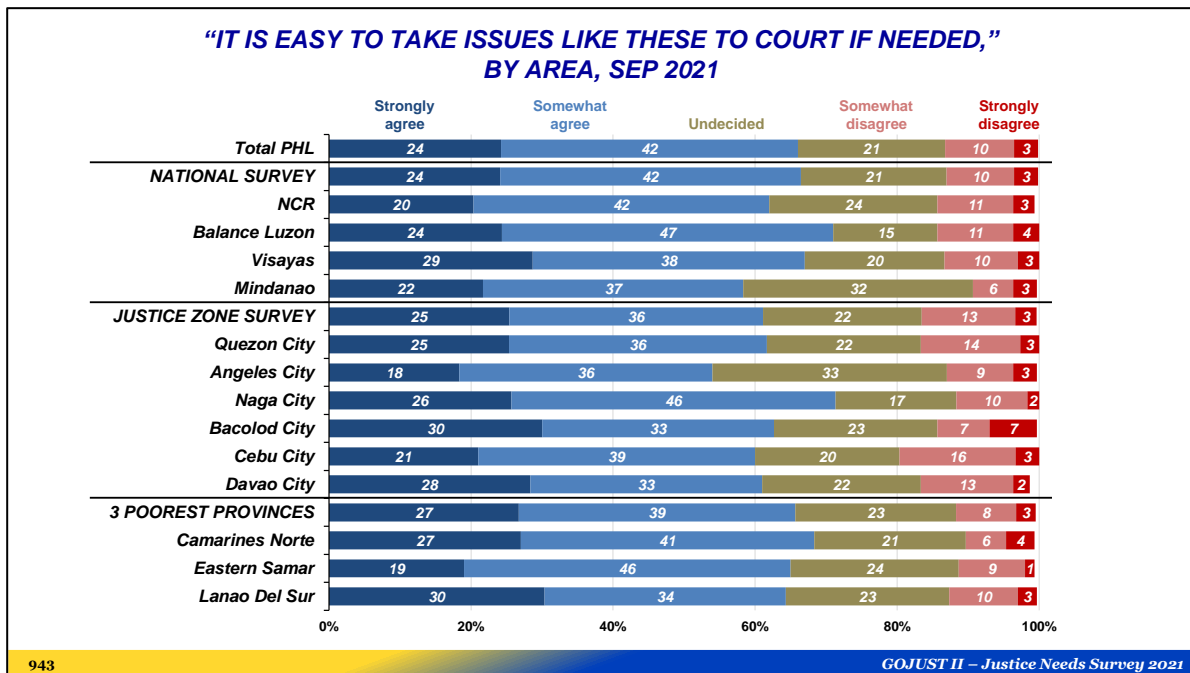
Agreement to the statement is 66% in both the National Survey and in the 3 Poorest Provinces, slightly higher than the 61% in the Justice Zones.

In the National Survey, agreement is stronger in Balance Luzon, 71%, than in the other areas.

In the Justice Zones, agreement is strongest in Naga City at 72%.

In the 3 Poorest Provinces, agreement is 68% in Camarines Norte, slightly higher than in the other provinces.

Chart 598







Agreement to the statement is higher among those who have had justiciable issue in the National Survey than in the other survey components. [Table 71]

In the Justice Zones, those who have not had a justiciable issue are more likely to agree with the statement than those who have had a justiciable issue.

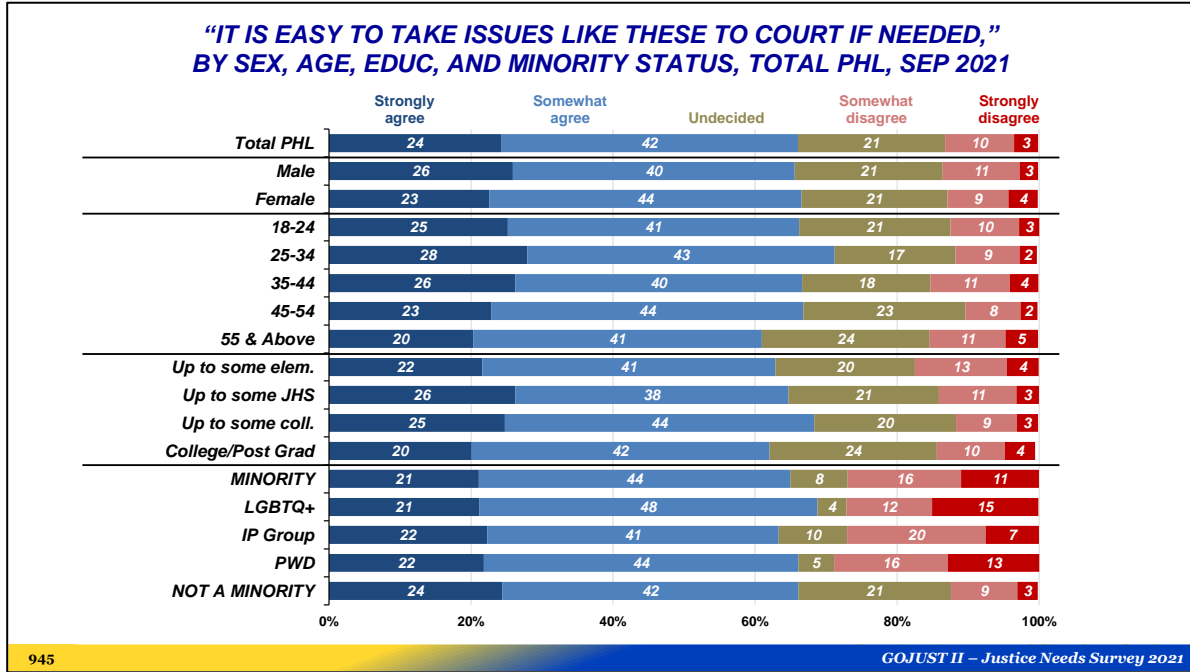
**Table 71**

	<b>“IT IS EASY TO TAKE ISSUES LIKE THESE TO COURT IF NEEDED,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>68%</b>	<b>13%</b>	<b>68%</b>	<b>12%</b>	<b>65%</b>	<b>13%</b>
<b>National Survey</b>	<b>69</b>	<b>13</b>	<b>68</b>	<b>12</b>	<b>65</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>54</b>	<b>23</b>	<b>56</b>	<b>24</b>	<b>65</b>	<b>13</b>
<b>3 Poorest Provinces</b>	<b>64</b>	<b>12</b>	<b>66</b>	<b>14</b>	<b>66</b>	<b>11</b>



In Total Philippines, agreement to the statement, “It is easy to take issues like these to court if needed,” is slightly higher among the 25-34 (71%); only 61% of the oldest 55 and above agree. By education, 65-68% of elementary and high school graduates agree with the statement. [Chart 599]

**Chart 599**



In the National Survey, the opinion that justiciable issues are easy to take to court is slightly higher among the 25-34 (72%); only 61% of the oldest 55 and above agree. By education, 69% of the high school graduates agree with the statement. [Chart 600]

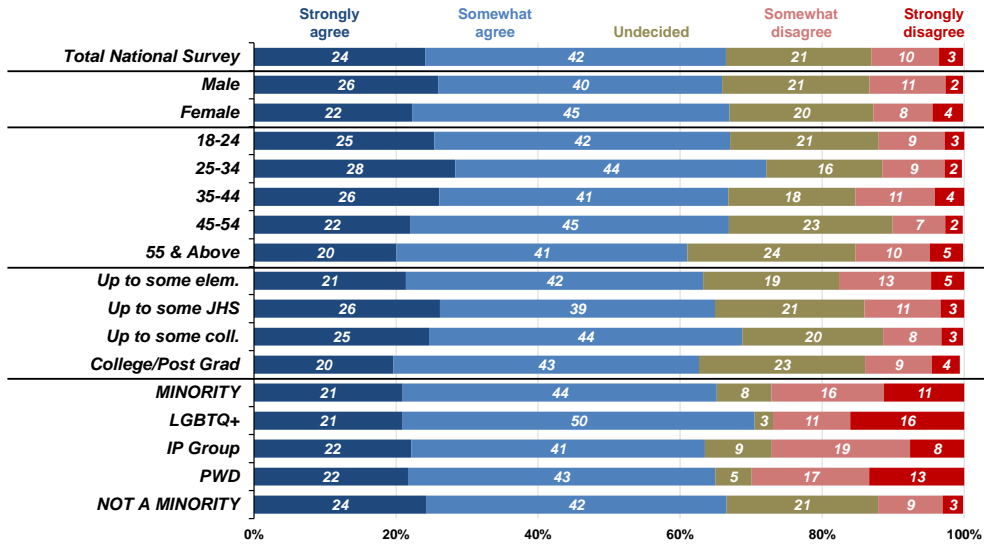
In the Justice Zones, agreement is higher among the 35-54 (65-67%); it is only 55% among the youth 18-24 and 58% among the oldest 55 and above. By education, 61-64% of the elementary and high school graduates agree with the statement; compared to 52% among the non-elementary and college graduates. [Chart 601]

In the 3 Poorest Provinces, agreement is slightly higher among the males (68%) than females (63%). About three-fourths (74%) among college graduates agree, stronger than those with less education. [Chart 602]



**Chart 600**

**“IT IS EASY TO TAKE ISSUES LIKE THESE TO COURT IF NEEDED,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, NATIONAL SURVEY, SEP 2021**

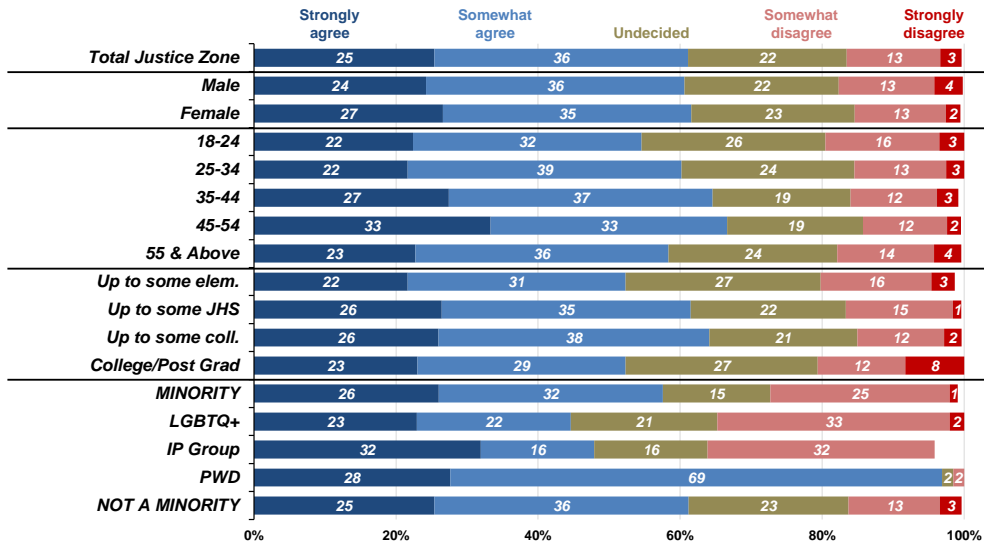


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**Chart 601**

**“IT IS EASY TO TAKE ISSUES LIKE THESE TO COURT IF NEEDED,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**



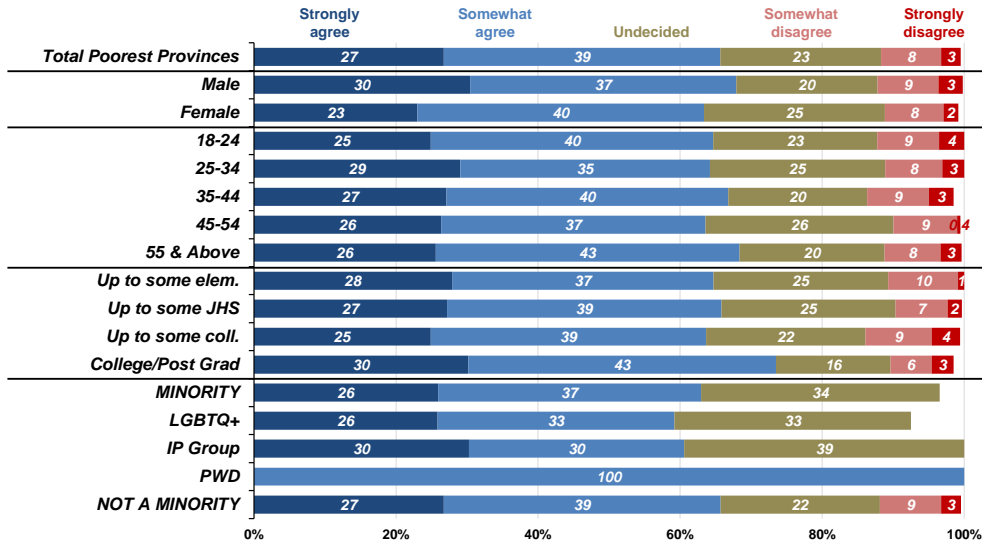
947

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Chart 602

**“IT IS EASY TO TAKE ISSUES LIKE THESE TO COURT IF NEEDED,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 22.3. “People with less money generally get a worse outcome.”

Sixty-four percent *agree* (24% strongly agree, 40% somewhat agree) that, “People with less money generally get a worse outcome,” while 15% are *undecided*, and 21% *disagree* (14% somewhat disagree, 7% strongly disagree) with the statement. [Chart 603]

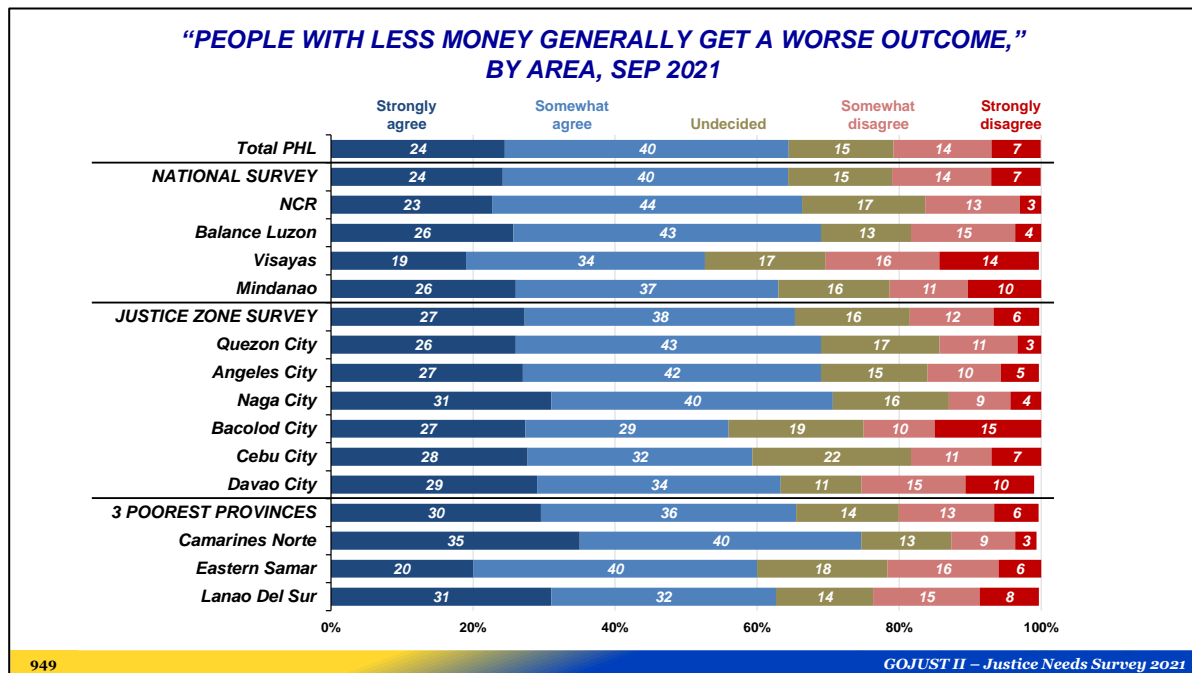
Agreement to the statement hardly differs across the survey components.

In the National Survey, agreement is strongest in Balance Luzon (69%) and NCR (66%) than in the other areas. Agreement is lowest in Visayas, 53%.

Agreement is stronger in the Justice Zones in Luzon: Quezon City (69%), Angeles City (69%), and Naga City (71%).

In the 3 Poorest Provinces, agreement is 75% in Camarines Norte, compared to about six-in-ten in the other two provinces.

Chart 603





Across survey components, the opinion that people with less money generally get a worse outcome is higher among those who have had justiciable issue than those who have yet to experience one. [Table 72]

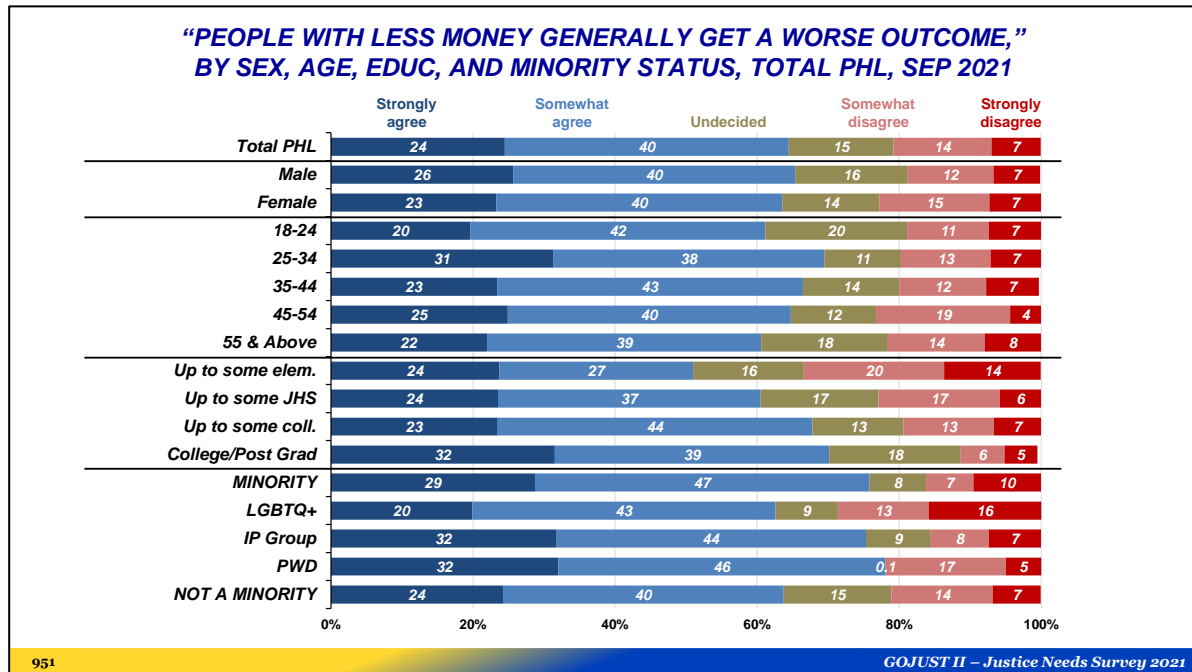
**Table 72**

	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>71%</b>	<b>18%</b>	<b>70%</b>	<b>18%</b>	<b>61%</b>	<b>22%</b>
<b>National Survey</b>	<b>71</b>	<b>18</b>	<b>70</b>	<b>18</b>	<b>60</b>	<b>23</b>
<b>Justice Zones Survey</b>	<b>71</b>	<b>16</b>	<b>74</b>	<b>15</b>	<b>63</b>	<b>19</b>
<b>3 Poorest Provinces</b>	<b>72</b>	<b>15</b>	<b>67</b>	<b>20</b>	<b>63</b>	<b>21</b>



In Total Philippines, agreement to the statement, “People with less money generally get a worse outcome,” is slightly higher among the 25-54 (65-69%); about six-in-ten of the 18-24 and oldest 55 and above agree. By education, agreement is stronger among the college-educated at 68-70% and declines the lower the education. Seventy-six percent of the self-ascribed minority agree, stronger than the 64% agreement among the self-ascribed majority. [Chart 604]

**Chart 604**



In the National Survey, agreement to the statement, “People with less money generally get a worse outcome,” is slightly higher among the 25-54 (65-70%). By education, agreement is stronger among the college-educated (68-71%) and declines the lower the education. Seventy-six percent of the self-ascribed minority agree, stronger than the 64% agreement among the self-ascribed majority. [Chart 605]

In the Justice Zones, agreement is higher among the 25 and above (63-69%); a smaller 58% of the youth 18-24 also agree. Fifty-nine percent of the self-ascribed minority agree, slightly lower than the than the 65% agreement among the self-ascribed majority. [Chart 606]

In the 3 Poorest Provinces, agreement is slightly higher among the males (67%) than females (64%). About three-fourths (73%) of the 18-24 agree with the statement, higher compared with older adults. Agreement is slightly higher among those without college degrees (65-67%). [Chart 607]



Chart 605

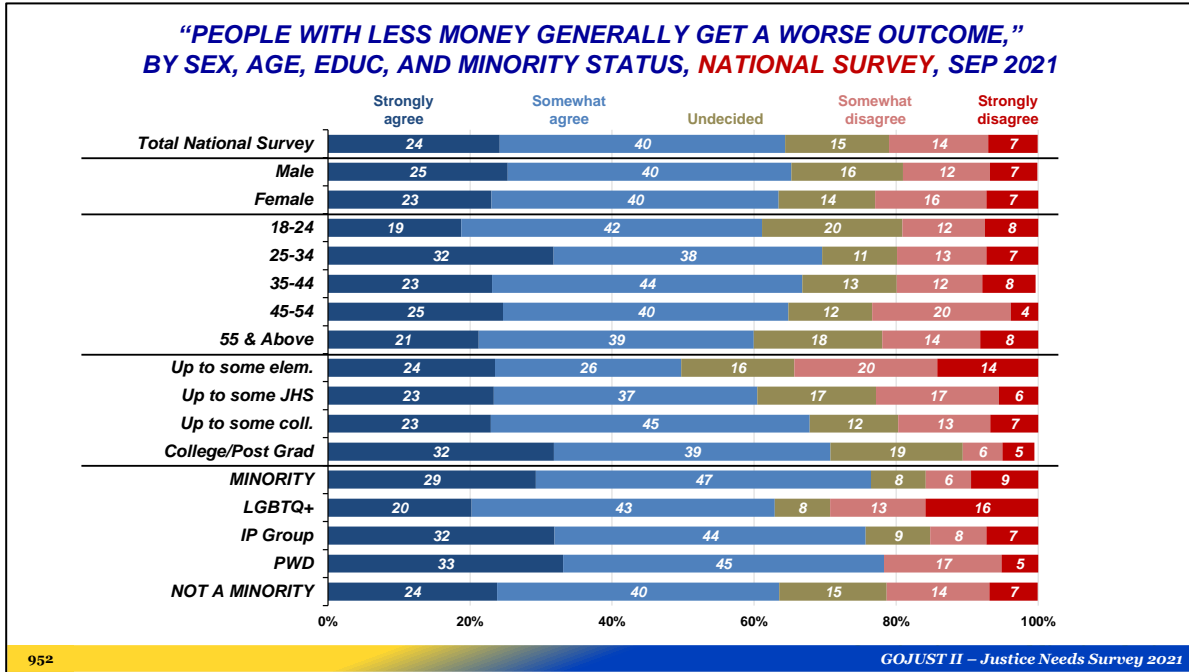


Chart 606

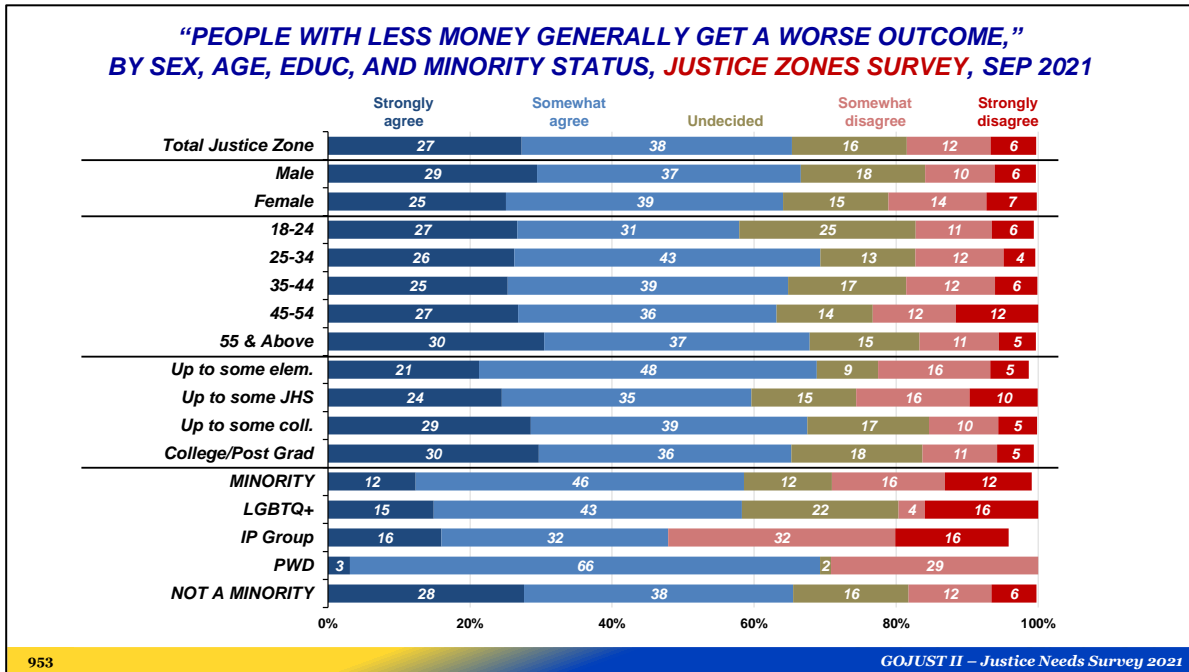
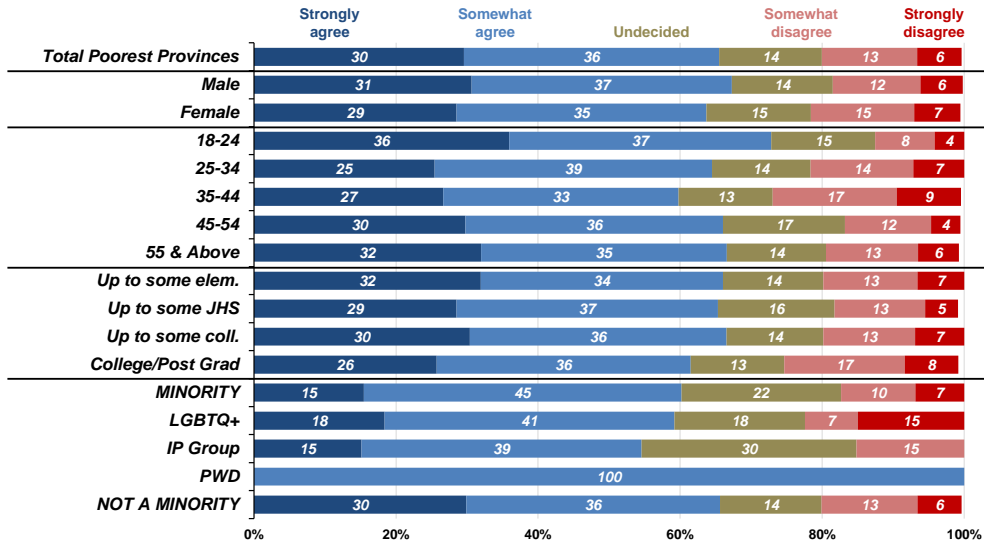






Chart 607

**“PEOPLE WITH LESS MONEY GENERALLY GET A WORSE OUTCOME,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**





## 22.4. “For issues like these, lawyers are too expensive for most people to use.”

Sixty-four percent *agree* (28% strongly agree, 36% somewhat agree), that “For issues like these, lawyers are too expensive for most people to use,” 19% are *undecided*, and 17% *disagree* (11% somewhat disagree, 6% strongly disagree) with the statement. [Chart 608]

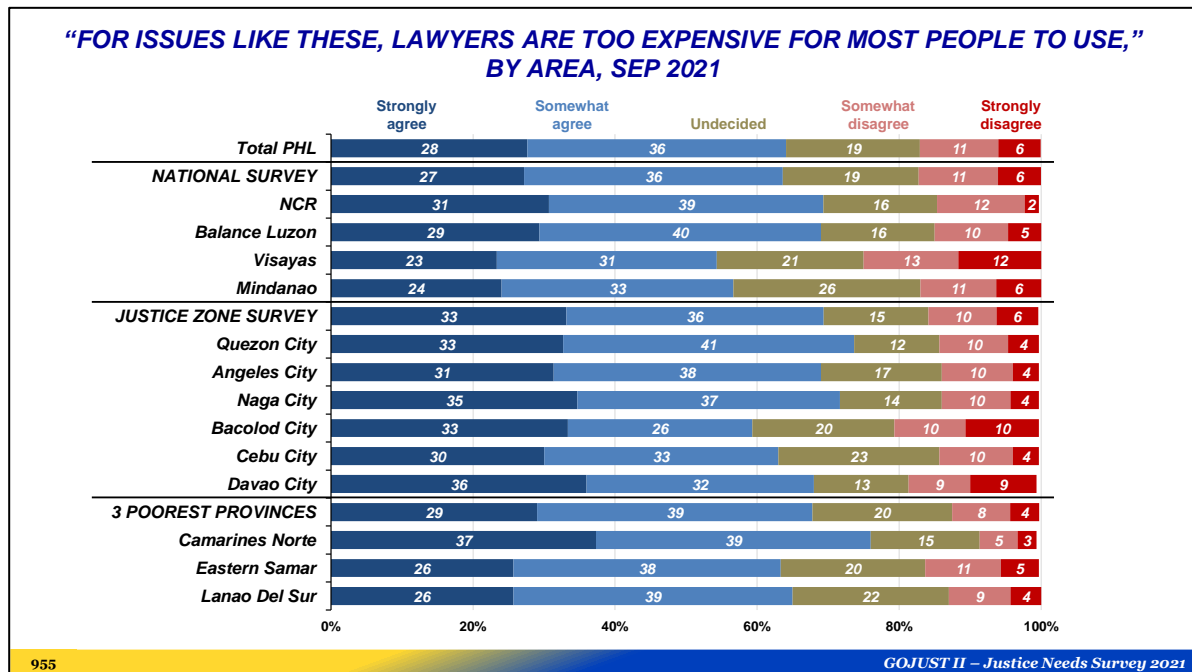
Agreement to the statement is slightly higher in the Justice Zones (68%) and the 3 Poorest Provinces (69%) than in the National Survey.

In the National Survey, agreement is stronger in NCR and Balance Luzon (69% each) than in the other areas.

Agreement is stronger in the Justice Zones in Luzon: Quezon City (74%), Angeles City (69%), and Naga City (72%).

In the 3 Poorest Provinces, agreement is 76% in Camarines Norte, compared to about six-in-ten in the other two provinces.

Chart 608





Across survey components, the opinion that lawyers are too expensive for most people is higher among those who have had justiciable issue than those who have yet to experience one. [Table 73]

Agreement is higher among who have had justiciable issue in the Justice Zones and the 3 Poorest Provinces.

**Table 73**

**“FOR ISSUES LIKE THESE, LAWYERS ARE TOO EXPENSIVE FOR MOST PEOPLE TO USE,”  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

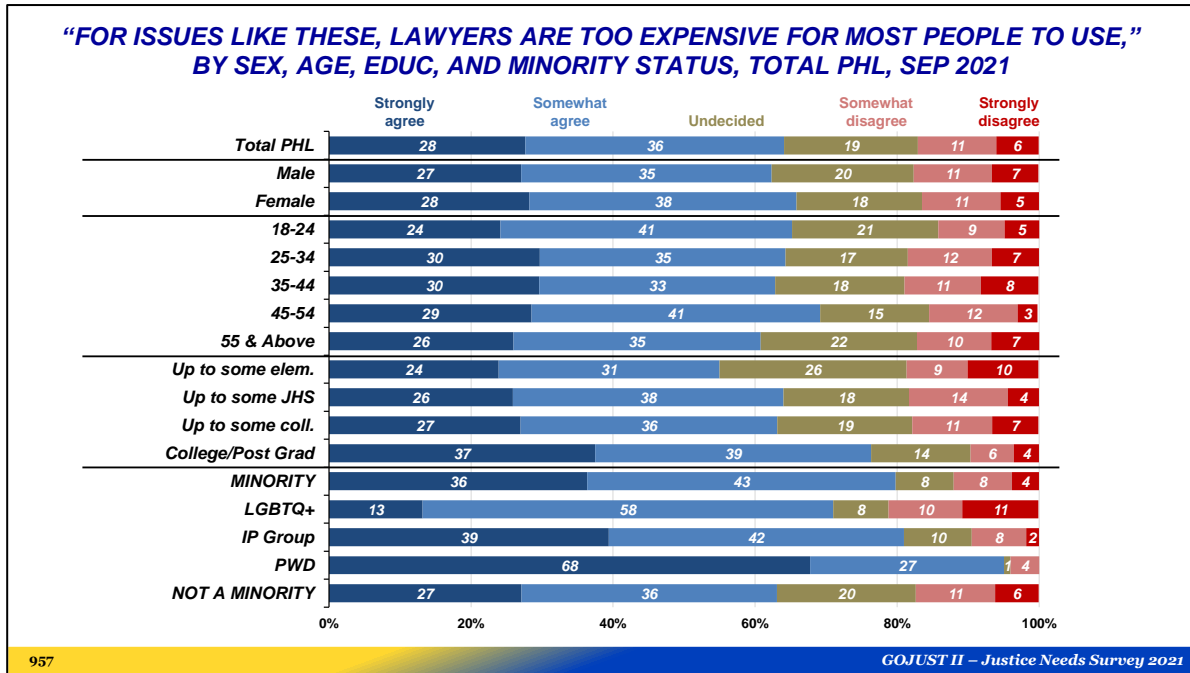
	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	69%	16%	70%	16%	61%	18%
National Survey	69	16	70	17	60	18
Justice Zones Survey	74	13	76	14	67	17
3 Poorest Provinces	75	8	78	8	65	14

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In Total Philippines, the opinion that lawyers are too expensive is at 69% among the 45-54. By education, three-fourths of the college graduates agree; agreement is at 55% among the non-elementary graduates. About four-fifths (80%) of the self-ascribed minority agree that lawyers are too expensive for most people, compared to 63% among the self-ascribed majority. [Chart 609]

**Chart 609**



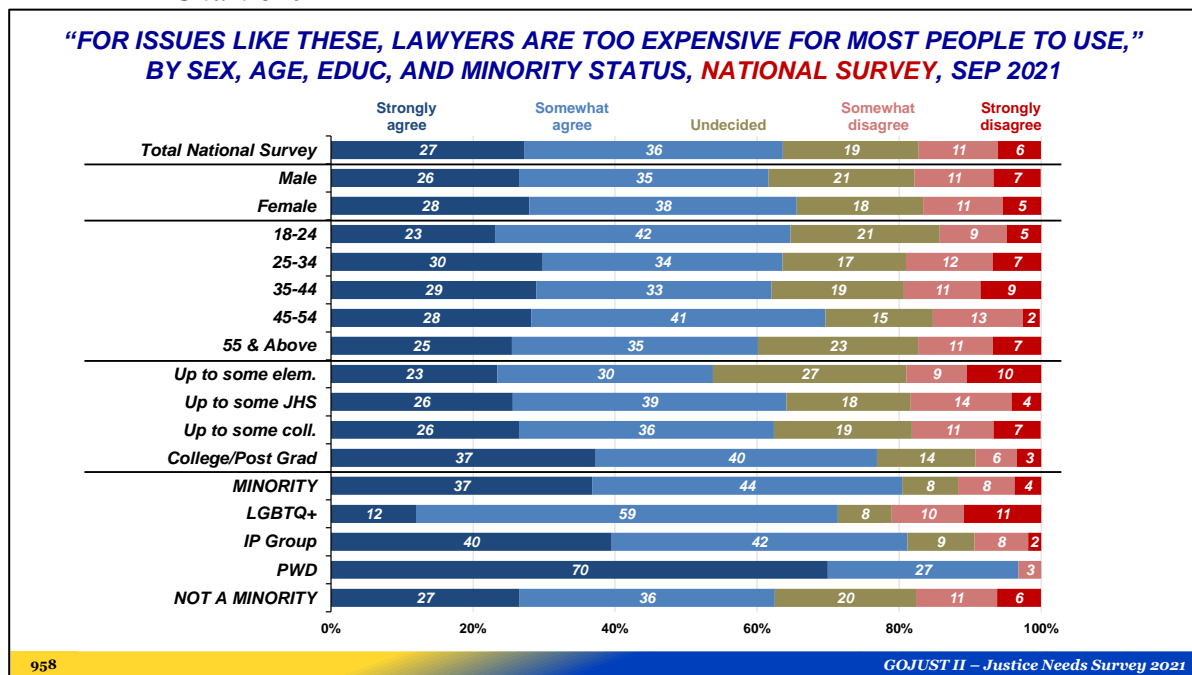


In the National Survey, the opinion that lawyers are too expensive is at 70% among the 45-54. By education, three-fourths (77%) of the college graduates agree; agreement is at 54% among the non-elementary graduates. Four-fifths (81%) of the self-ascribed minority agree that lawyers are too expensive for most people, compared to 63% among the self-ascribed majority. [Chart 610]

In the Justice Zones, agreement is at 64% among the 45-54; slightly lower than other age groups. By education, agreement is 75% among the non-elementary graduates and 71-72% among the college-educated. [Chart 611]

In the 3 Poorest Provinces, seven-in-ten of the 18-34 agree that lawyers are too expensive. Agreement is also higher among the college-educated (70-73%) than those with less education. Sixty-eight percent of the self-ascribed majority agree with the statement, compared to 56% among the self-ascribed minority. [Chart 612]

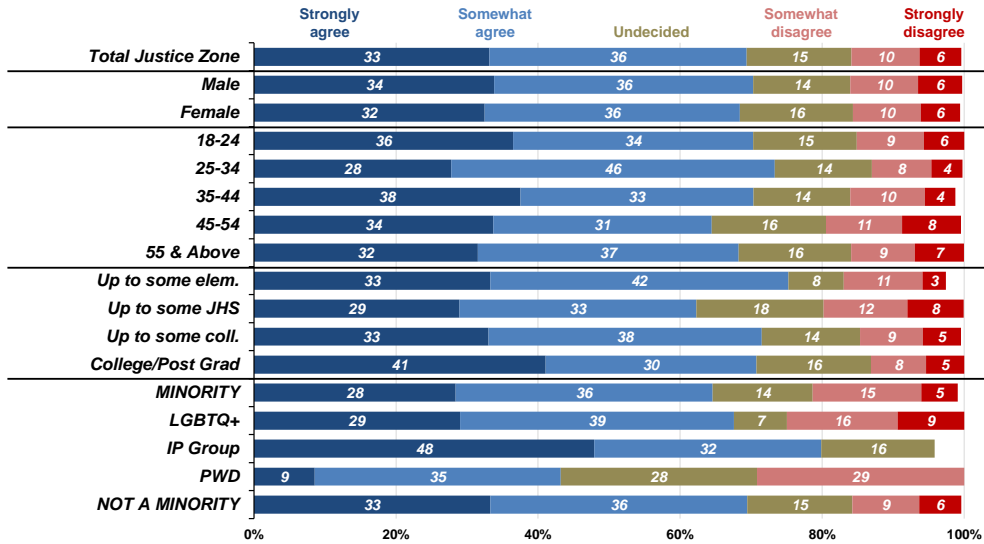
**Chart 610**





**Chart 611**

**“FOR ISSUES LIKE THESE, LAWYERS ARE TOO EXPENSIVE FOR MOST PEOPLE TO USE,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

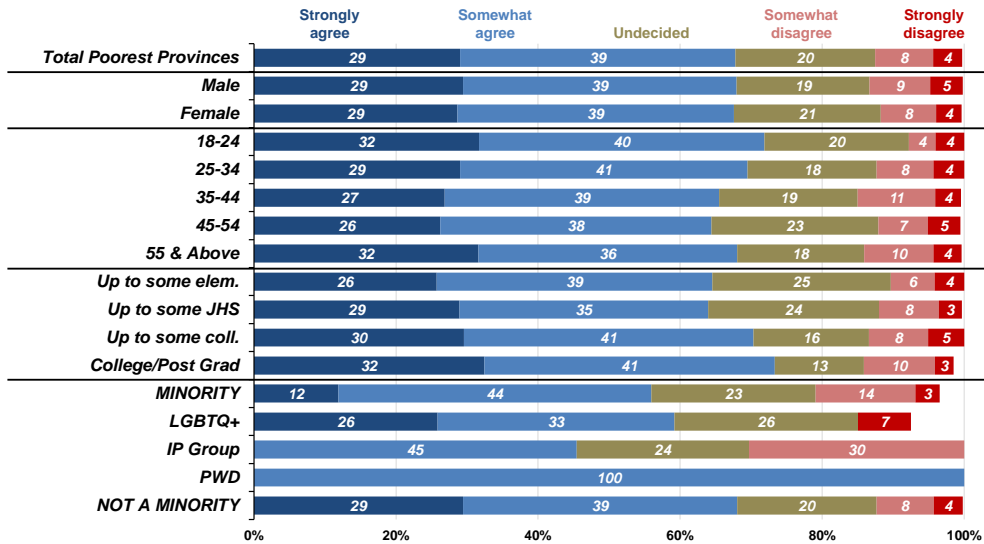


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**Chart 612**

**“FOR ISSUES LIKE THESE, LAWYERS ARE TOO EXPENSIVE FOR MOST PEOPLE TO USE,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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**22.5. “For issues like these, law is like a game in which the skillful and resourceful are more likely to get what they want.”**

Sixty-four percent *agree* (26% strongly agree, 38% somewhat agree) that, “For issues like these, law is like a game in which the skillful and resourceful are more likely to get what they want,” while 20% are *undecided*, and 16% *disagree* (11% somewhat disagree, 4% strongly disagree, correctly rounded) with the statement. [Chart 613]

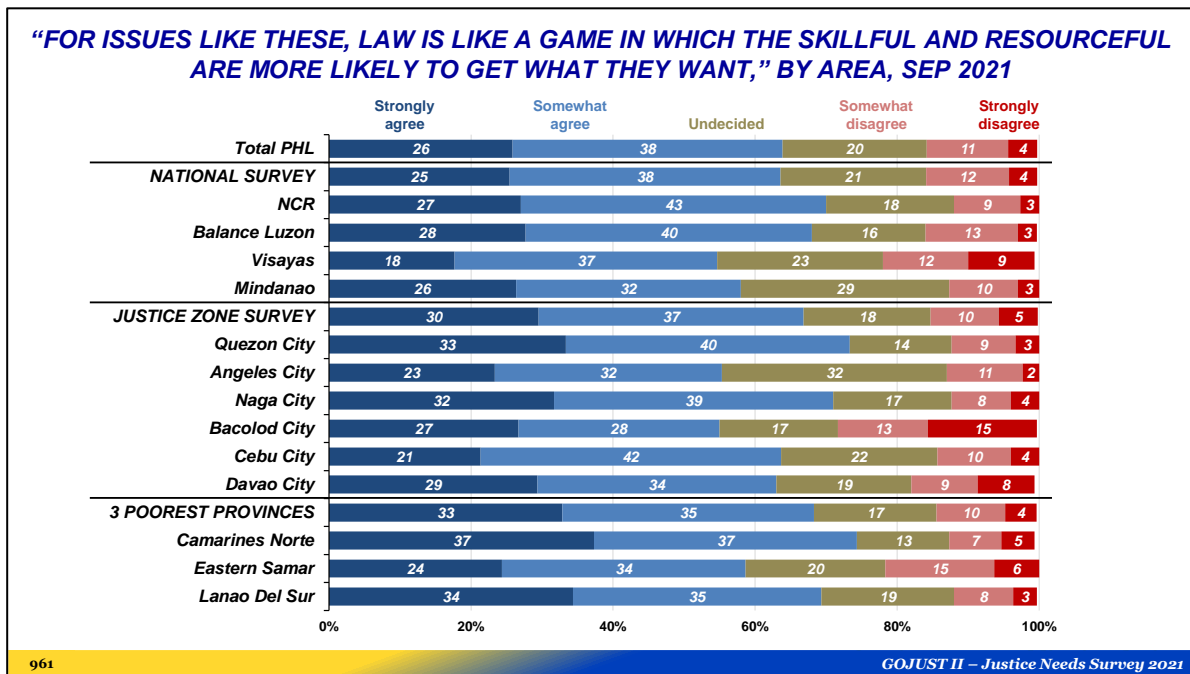
Sixty-eight percent in the 3 Poorest Provinces and 67% in Justice Zones Survey agree, slightly higher than the 64% in the National Survey.

In the National Survey, agreement is stronger in NCR (70%) and Balance Luzon (68%) than in the other areas.

Agreement is stronger in Quezon City (73%) and Naga City (71%).

In the 3 Poorest Provinces, agreement is 74% in Camarines Norte and 69% in Lanao del Sur, compared to 59% in Eastern Samar.

**Chart 613**





In the National Survey and in the Justice Zones, the opinion that the law is like a game in which the skillful and resourceful are more likely to get what they want is slightly higher among those who have had justiciable issue. [Table 74]

**Table 74**

**“FOR ISSUES LIKE THESE, LAW IS LIKE A GAME IN WHICH THE SKILLFUL AND RESOURCEFUL ARE MORE LIKELY TO GET WHAT THEY WANT,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

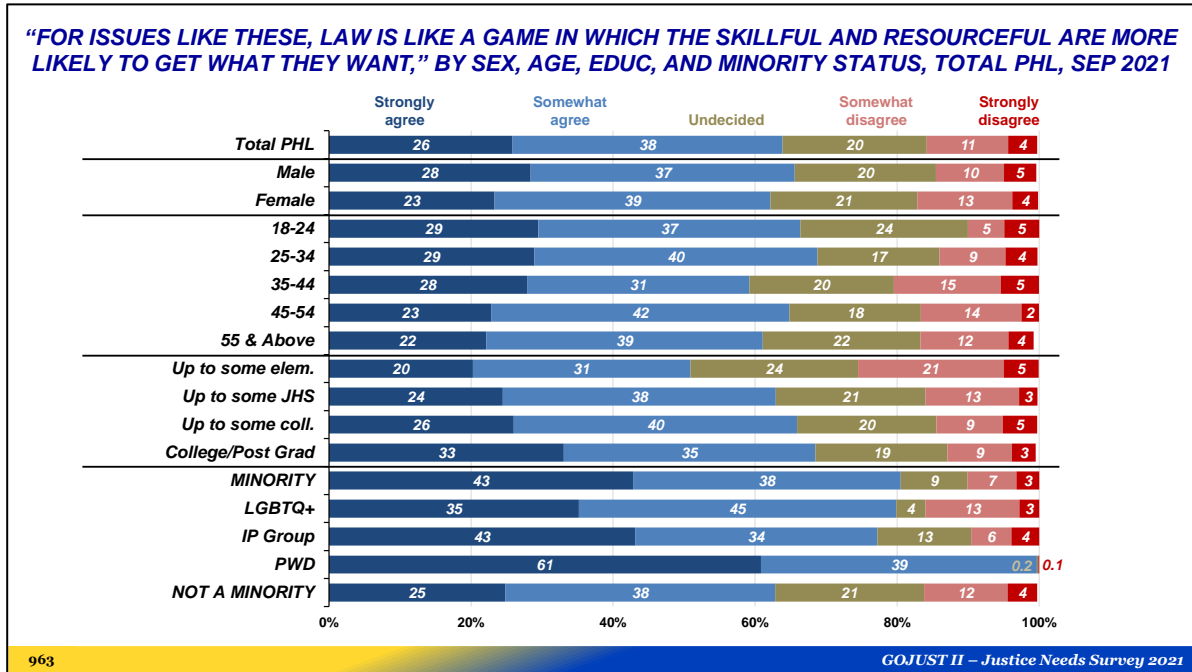
	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	<b>67%</b>	<b>15%</b>	<b>66%</b>	<b>13%</b>	<b>62%</b>	<b>16%</b>
<b>National Survey</b>	<b>66</b>	<b>15</b>	<b>65</b>	<b>13</b>	<b>62</b>	<b>16</b>
<b>Justice Zones Survey</b>	<b>71</b>	<b>13</b>	<b>71</b>	<b>13</b>	<b>65</b>	<b>16</b>
<b>3 Poorest Provinces</b>	<b>69</b>	<b>13</b>	<b>74</b>	<b>13</b>	<b>68</b>	<b>14</b>





In Total Philippines, agreement is higher among the 18-34 (66-69%) and 45-54 (65%). Sixty-eight percent of the college graduates and 66% of the high school graduates agree that the law favors the skillful and the resourceful; 51% of the non-elementary graduates agree. Four-fifths (80%) of the self-ascribed minority agree with the statement, compared to 63% among the self-ascribed majority. [Chart 614]

**Chart 614**



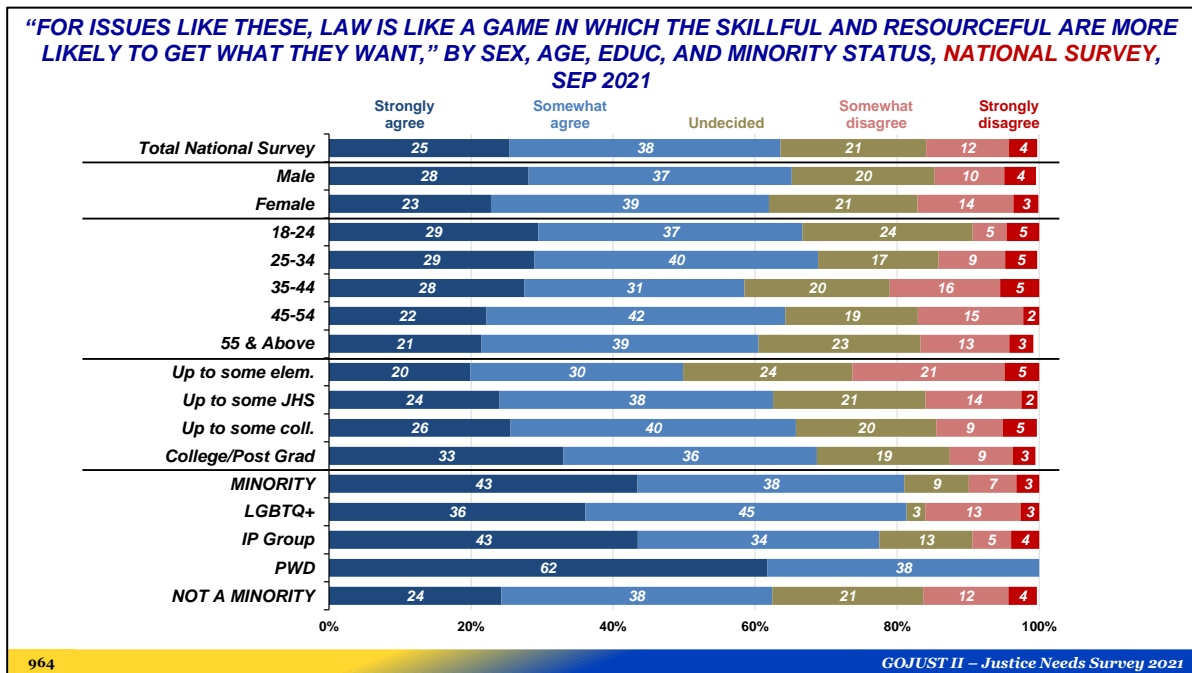


In the National Survey, agreement is higher among the 18-34 (67-69%). Sixty-nine percent of the college graduates and 66% of the high school graduates agree that the law favors the skillful and the resourceful; 50% of the non-elementary graduates agree. Four-fifths (81%) of the self-ascribed minority agree with the statement, compared to 62% among the self-ascribed majority. [Chart 615]

In the Justice Zones, seven-in-ten of males (70%) agree with the statement compared to 64% among females. Similarly, seven of ten (72%) among the 45-54 agree, slightly higher than among age groups. [Chart 616]

In the 3 Poorest Provinces, there are slightly more males (70%) than females (66%) who agree with the statement. Agreement is 69-71% among the 18-54, slightly higher than the 64% among the oldest 55 and above set. There are slightly less of the self-ascribed minority (64%) who agree, compared to 68% among the self-ascribed majority. [Chart 617]

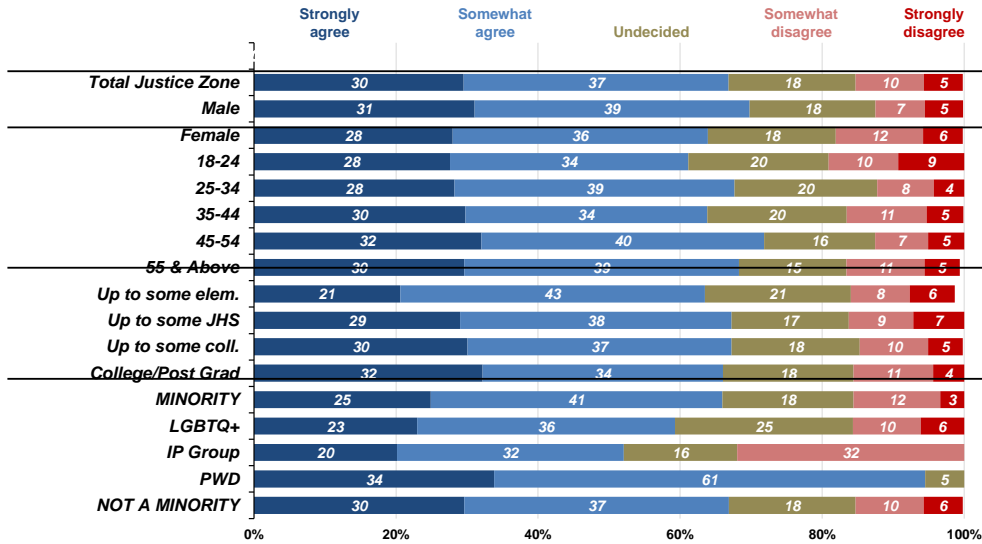
**Chart 615**





**Chart 616**

**“FOR ISSUES LIKE THESE, LAW IS LIKE A GAME IN WHICH THE SKILLFUL AND RESOURCEFUL ARE MORE LIKELY TO GET WHAT THEY WANT,” BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

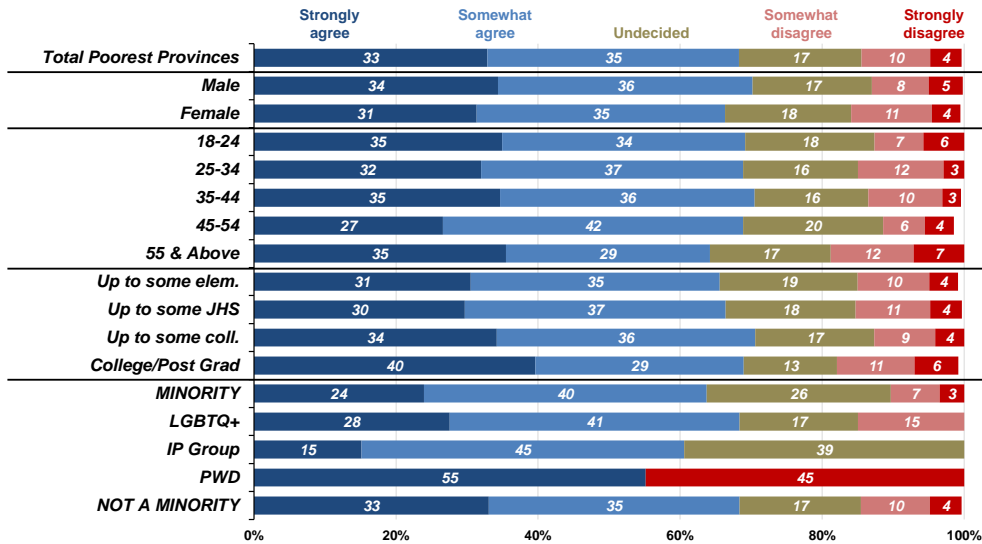


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**Chart 617**

**“FOR ISSUES LIKE THESE, LAW IS LIKE A GAME IN WHICH THE SKILLFUL AND RESOURCEFUL ARE MORE LIKELY TO GET WHAT THEY WANT,” BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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## 22.6. “The justice system provides good value for money.”

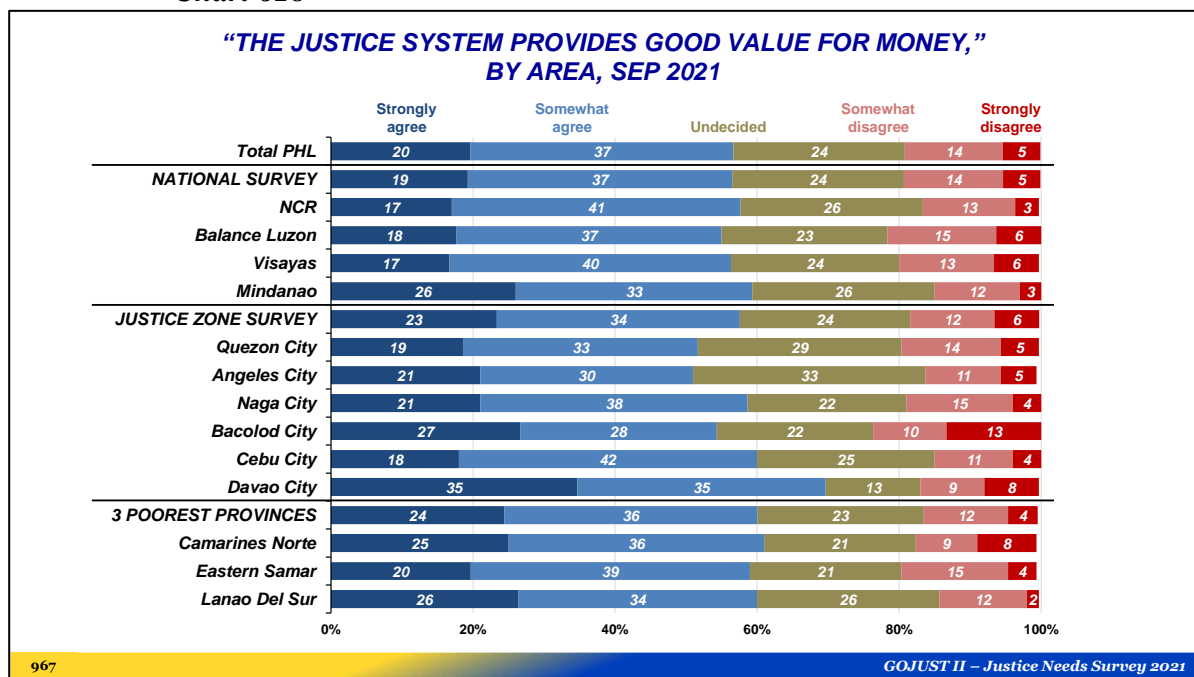
Fifty-seven percent *agree* (20% strongly agree, 37% somewhat agree) that, “The justice system provides good value for money,” whereas 24% are *undecided*, and 19% *disagree* (14% somewhat disagree, 5% strongly disagree) with the statement. [Chart 618]

Agreement to the statement is slightly higher in the 3 Poorest Provinces (60%) than in the Justice Zones (58%) and in the National Survey (57%).

In the Justice Zones, 70% in Davao City agree that the justice system provides good value for money.

Agreement is about the same across the 3 Poorest Provinces.

Chart 618





In the National Survey, the opinion that justice system provides good value for money is slightly higher among those who have had justiciable issue. [Table 75]

In the Justice Zones, agreement is higher among those who have not had justiciable issue.

Across the three survey components, agreement is higher among those who have had justiciable issue in the National Survey and in the 3 Poorest Provinces, than in the Justice Zones.

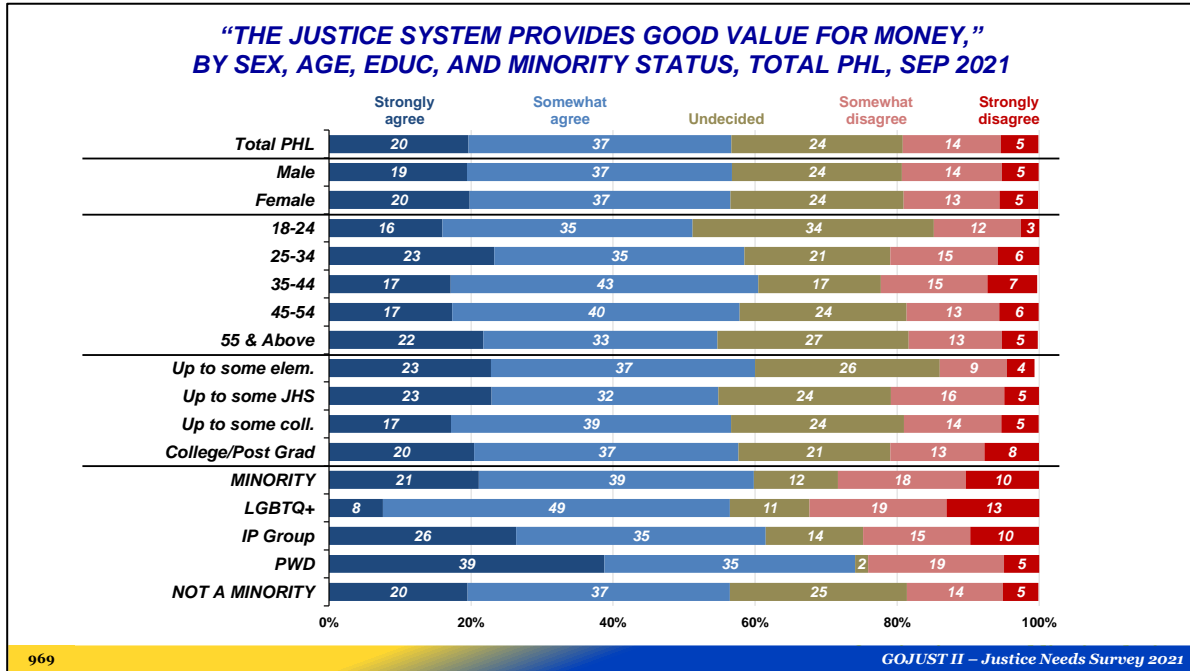
**Table 75**

<b>"THE JUSTICE SYSTEM PROVIDES GOOD VALUE FOR MONEY," BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>						
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>60%</b>	<b>19%</b>	<b>58%</b>	<b>20%</b>	<b>55%</b>	<b>19%</b>
<b>National Survey</b>	<b>60</b>	<b>19</b>	<b>59</b>	<b>19</b>	<b>54</b>	<b>19</b>
<b>Justice Zones Survey</b>	<b>51</b>	<b>24</b>	<b>55</b>	<b>23</b>	<b>61</b>	<b>15</b>
<b>3 Poorest Provinces</b>	<b>61</b>	<b>16</b>	<b>59</b>	<b>16</b>	<b>60</b>	<b>16</b>



In Total Philippines, the opinion that the justice system provides good value for money is slightly higher among the 25-54 (58-60%), as well as among the non-elementary graduates (60%) than those with more education. [Chart 619]

**Chart 619**





In the National Survey, the opinion that the justice system provides good value for money is slightly higher among the 25-44 (59-60%), as well as among the non-elementary graduates (60%) than those with more education. [Chart 620]

In the Justice Zones, agreement is stronger among males (60%) than females, among the 35-54 (62%) than other age groups, and among the non-elementary graduates (61%) and elementary graduates (62%) than those with more education. Fifty-eight percent of the self-ascribed majority agree that the justice system provides good value for money, compared to only 34% among the self-ascribed minority. [Chart 621]

In the 3 Poorest Provinces, agreement is stronger among males (64%) than females (56%). Sixty-six percent of the self-ascribed minority agree that the justice system provides good value for money, slightly higher than the 60% among the self-ascribed majority. [Chart 622]

**Chart 620**

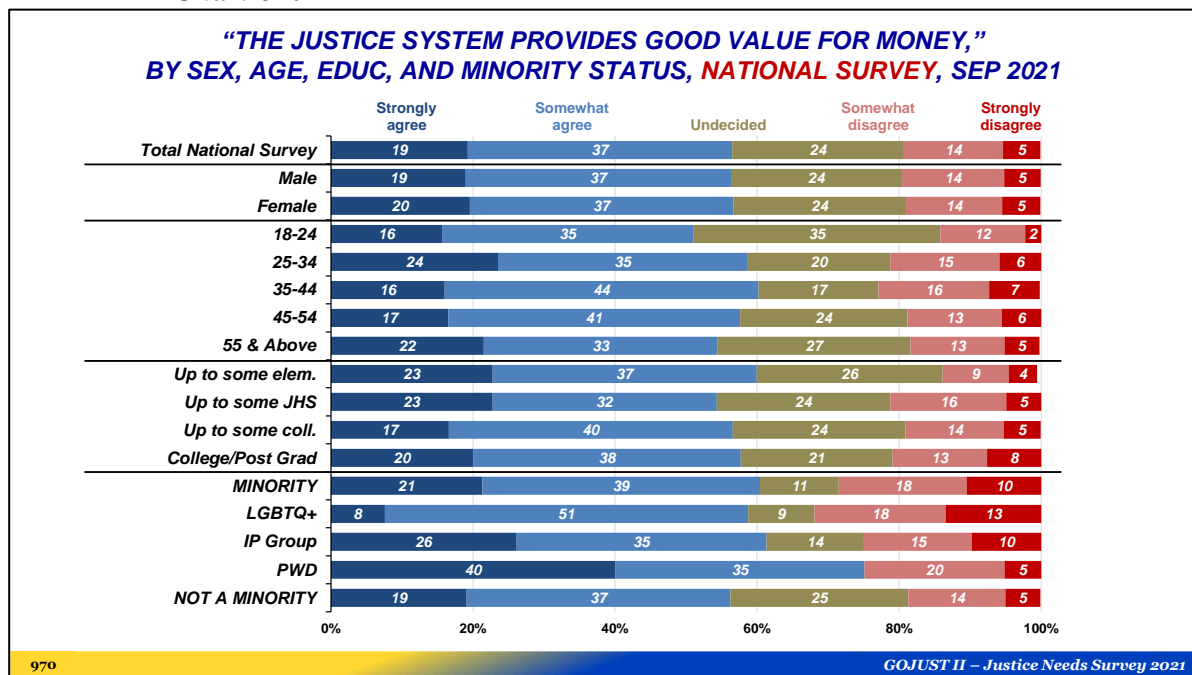




Chart 621

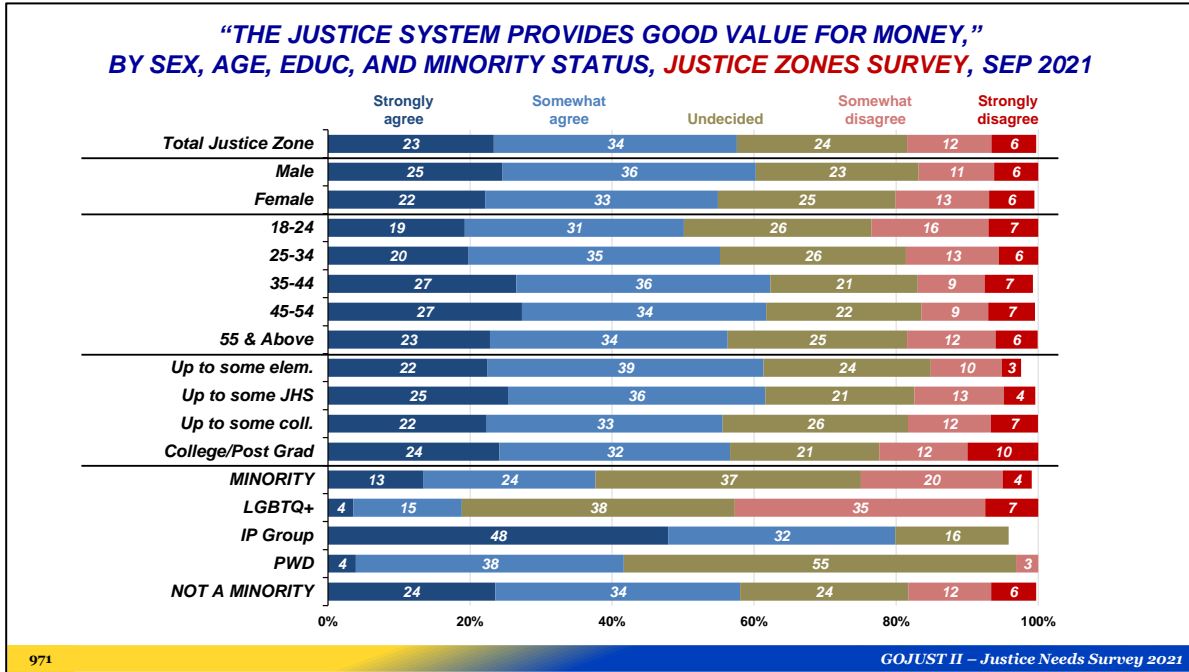
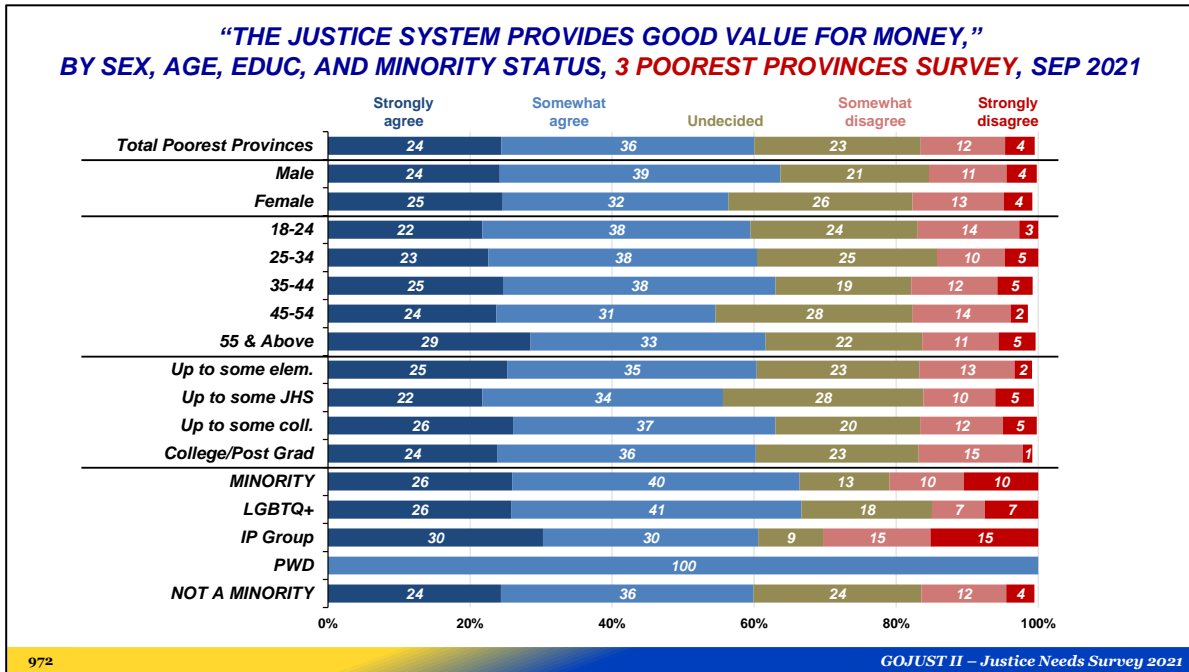


Chart 622







## 22.7. “Taking a case to court is generally more trouble than it is worth.”

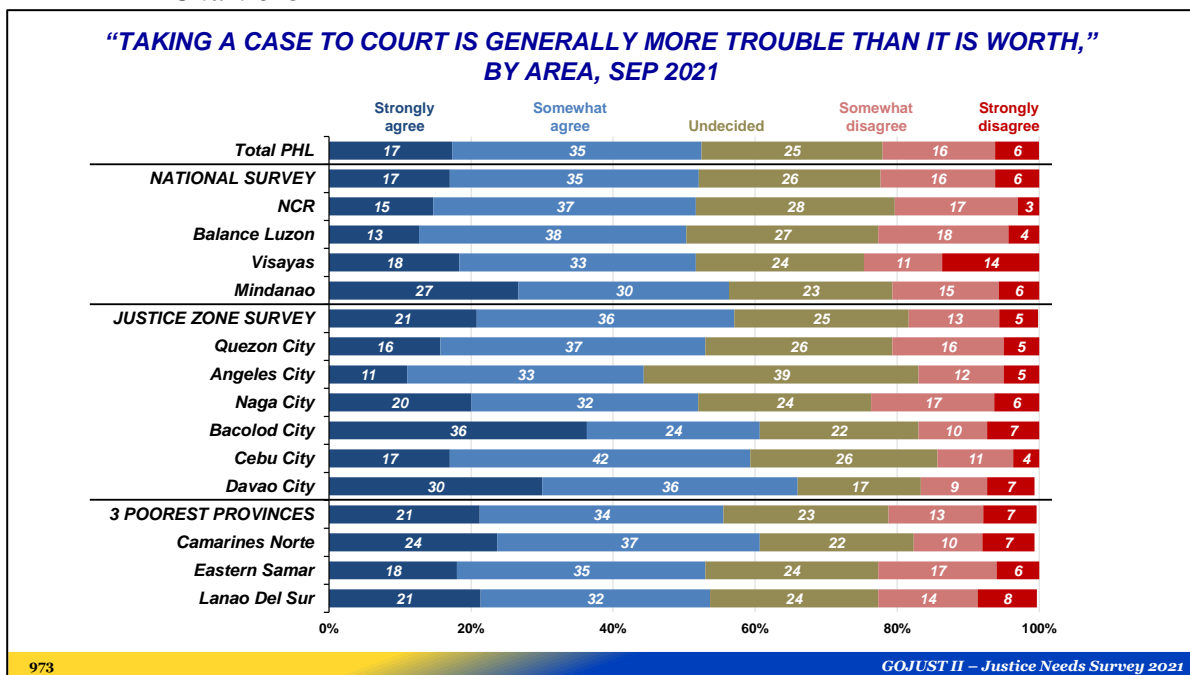
Fifty-two percent *agree* (17% strongly agree, 35% somewhat agree) that, “Taking a case to court is generally more trouble than it is worth,” while 25% are *undecided*, and 22% *disagree* (16% somewhat disagree, 6% strongly disagree) with the statement. [Chart 623]

Agreement is 57% in the Justice Zones and 56% in the 3 Poorest Provinces, compared to 52% in the National Survey.

In the Justice Zones, agreement is stronger in the Justice Zones in Visayas and Mindanao: 61% in Bacolod City, 59% in Cebu City, and 66% in Davao City.

In the 3 Poorest Provinces, agreement is 61% in Camarines Norte, compared to 54% in Lanao del Sur and 53% in Eastern Samar.

Chart 623





Across the three survey components, the agreement that taking a case to court is generally more trouble than it is worth is 61% among those who have had justiciable issue in the 3 Poorest Provinces, more than in the other survey areas. [Table 76]

In the 3 Poorest Provinces, agreement is higher among those who have had justiciable issue than those who have not had a justiciable issue.

But in the Justice Zones, agreement is slightly higher among those who have not had a justiciable issue.

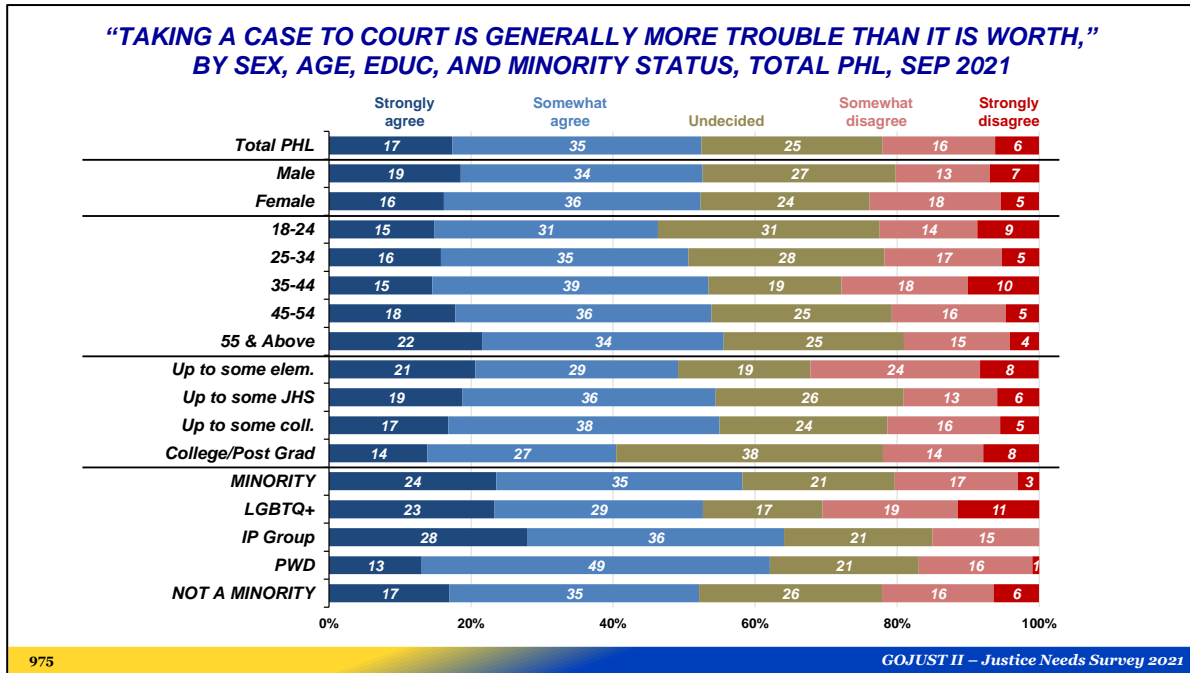
**Table 76**

	<b>“TAKING A CASE TO COURT IS GENERALLY MORE TROUBLE THAN IT IS WORTH,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>52%</b>	<b>23%</b>	<b>53%</b>	<b>22%</b>	<b>53%</b>	<b>22%</b>
<b>National Survey</b>	<b>52</b>	<b>23</b>	<b>53</b>	<b>22</b>	<b>52</b>	<b>22</b>
<b>Justice Zones Survey</b>	<b>55</b>	<b>20</b>	<b>57</b>	<b>19</b>	<b>58</b>	<b>18</b>
<b>3 Poorest Provinces</b>	<b>61</b>	<b>20</b>	<b>61</b>	<b>22</b>	<b>54</b>	<b>21</b>



In Total Philippines, majorities of those aged 25 and above agree that taking a case to court is generally more trouble than it is worth; only 46% of the youth agree. By education, more than half of the non-college graduates agree, compared to 41% among the college graduates. Fifty-nine percent of the self-ascribed minority agree, compared to only 52% among the self-ascribed majority. [Chart 624]

**Chart 624**





In the National Survey, majorities of those aged 25 and above agree that taking a case to court is generally more trouble than it is worth; only 46% of the youth agree. By education, more than half of the non-college graduates agree, compared to 40% among the college graduates. Fifty-nine percent of the self-ascribed minority agree, compared to only 52% among the self-ascribed majority. [Chart 625]

In the Justice Zones, agreement is 22% to 23% among the 35 and above, higher than the younger 18-34. By education, more than half of the non-college graduates agree, compared to 40% among the college graduates. Fifty-eight percent of the self-ascribed majority agree, compared to only 46% among the self-ascribed minority. [Chart 626]

In the 3 Poorest Provinces, agreement is 58-61% among the 45 and above, and 56-59% among the elementary and high school graduates. Seventy percent of the self-ascribed minority agree, compared to only 55% among the self-ascribed majority. [Chart 627]

**Chart 625**

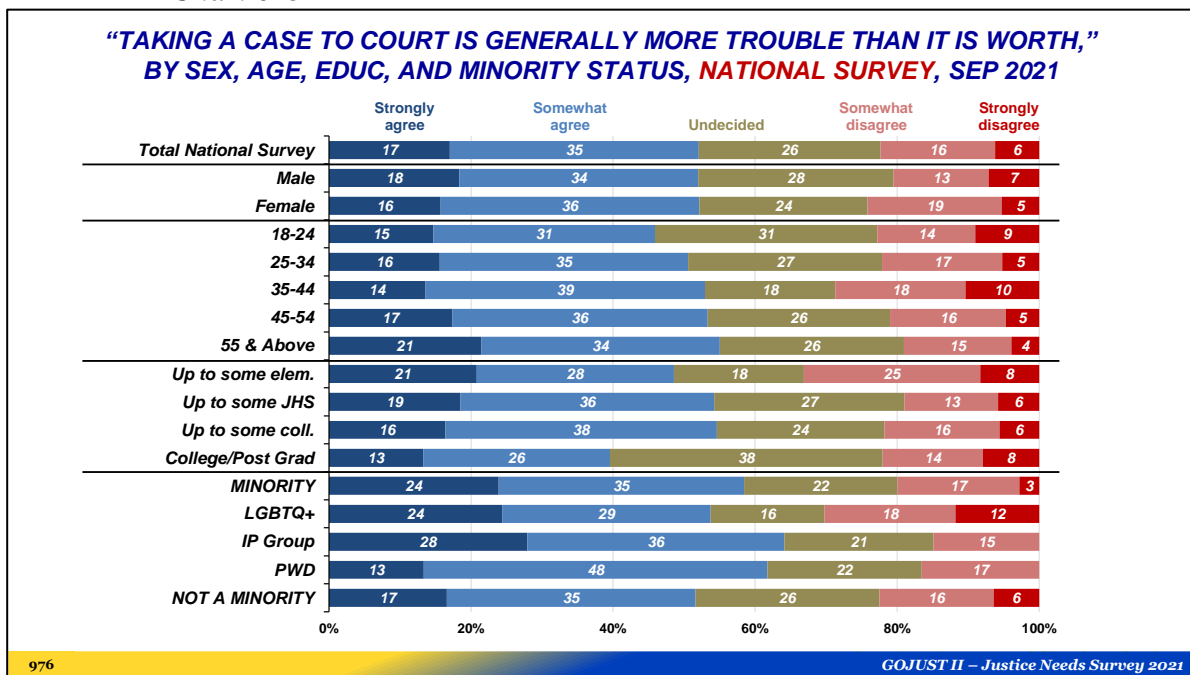




Chart 626

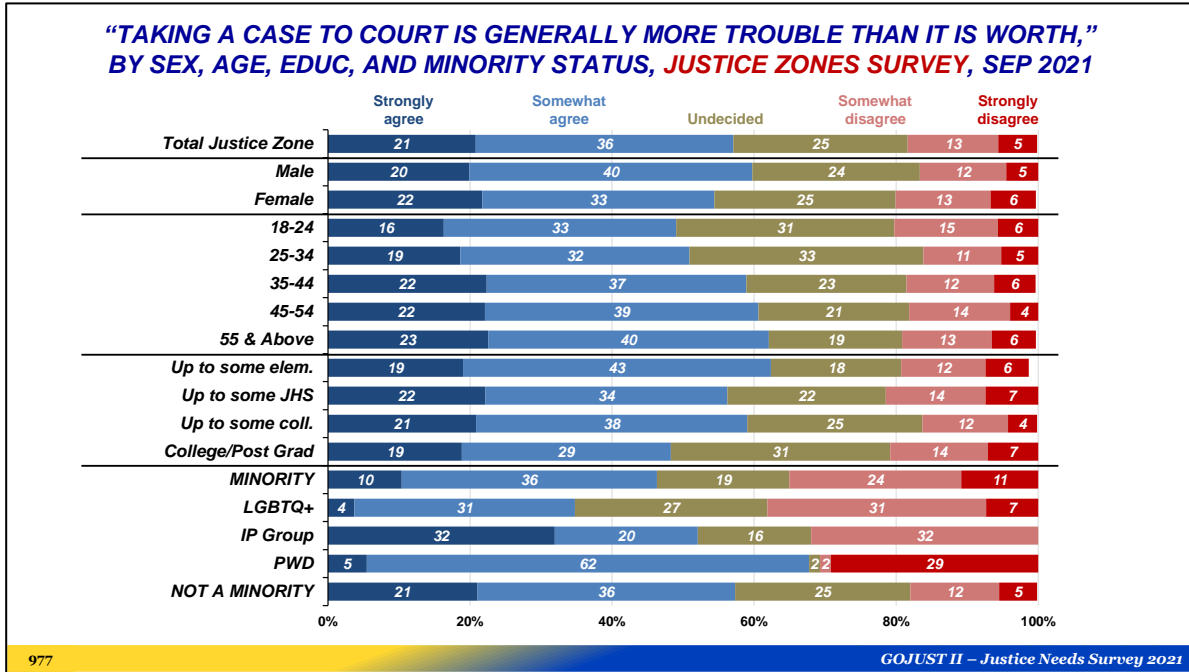
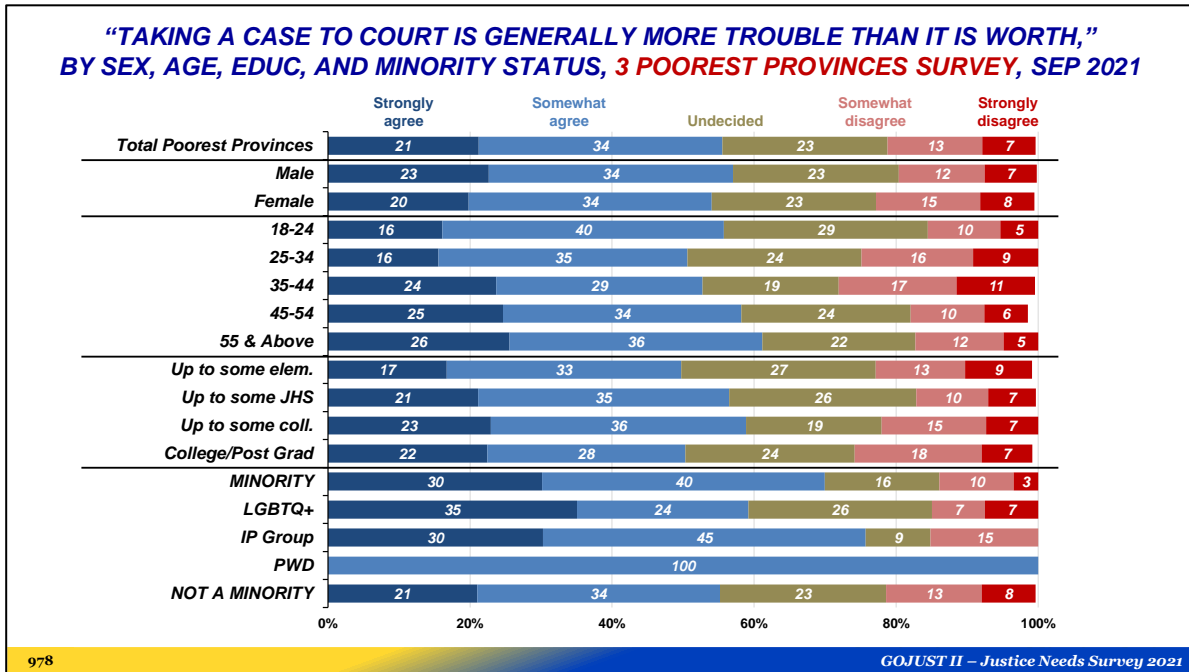


Chart 627





**22.8. “Rich people's lawyers are just as good as poor people's lawyers.”**

Forty-nine percent *agree* (18% strongly agree, 30% somewhat agree, correctly rounded) that, “Rich people's lawyers are just as good as poor people's lawyers,” while 24% are *undecided*, and 27% *disagree* (18% somewhat disagree, 9% strongly disagree) with the statement. [Chart 628]

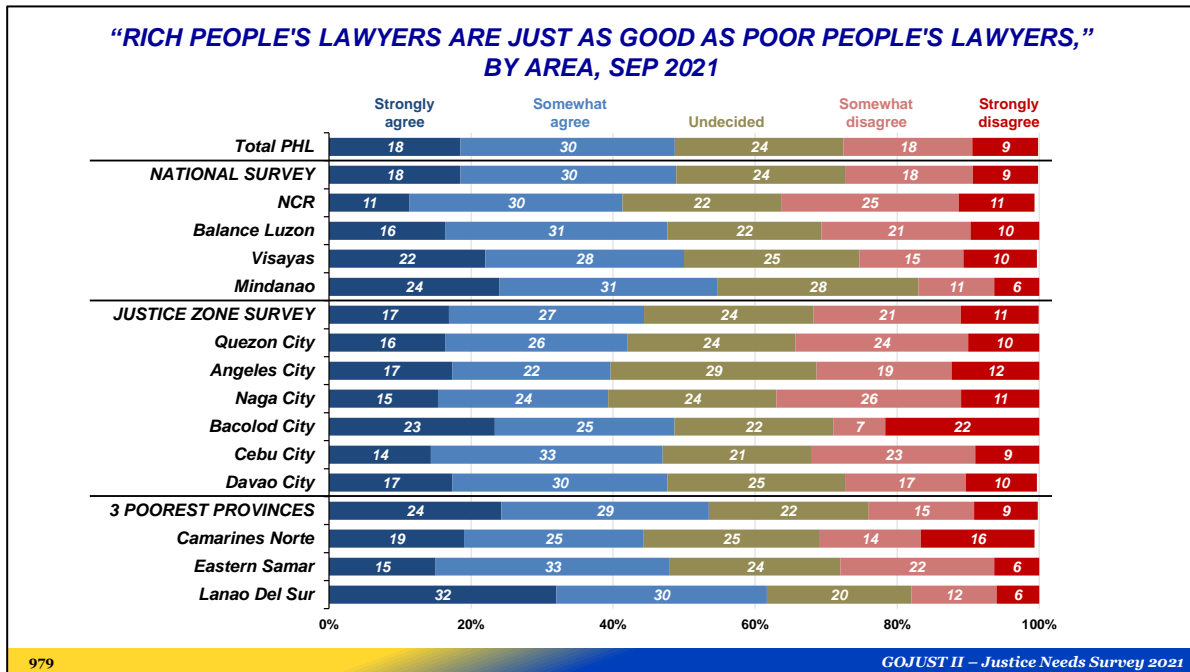
A slim 53% majority in the 3 Poorest Provinces agree that Rich people's lawyers are just as good as poor people's lawyers, slightly higher than the 49% in National Survey and 44% in the Justice Zones. Disagreement is 32% in the Justice Zones, the highest across the survey components.

In the National Survey, half (50%) in Visayas and 55% in Mindanao agree with the statement. Agreement is 41% in NCR, as 36% disagree, the highest across areas.

In the Justice Zones, agreement is higher in the Justice Zones in Visayas and Mindanao: 49% in Bacolod City, 47% in Cebu City, and 48% in Davao City. Disagreement is slightly higher in Naga City, 37%.

In the 3 Poorest Provinces, three-fifths (62%) in Lanao del Sur agree with the statement, compared to pluralities in the other two provinces who also agree. Disagreement is slightly higher in Camarines Norte, 30%.

**Chart 628**





Across the three survey components, the agreement that Rich people's lawyers are just as good as poor people's lawyers is 54% among those who have had justiciable issue in the 3 Poorest Provinces, more than in the other survey areas. [Table 77]

In the National Survey and in the Justice Zones, there are slightly more of those who have not had a justiciable issue who agree with the statement than who have had justiciable issue.

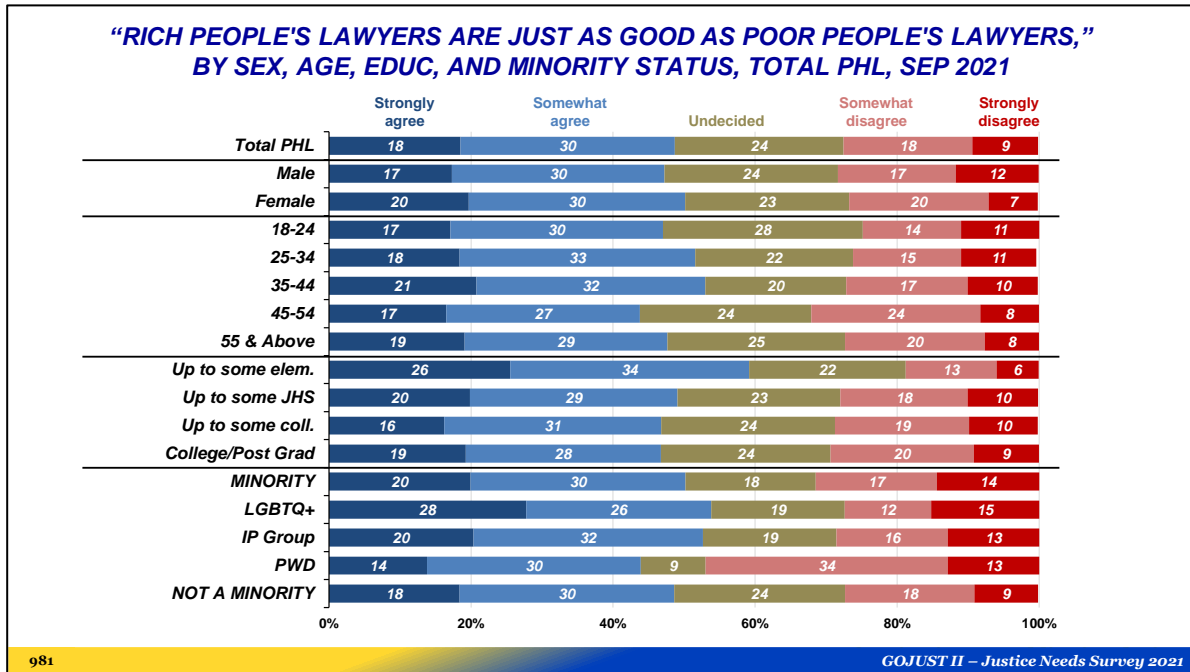
**Table 77**

	<b>“RICH PEOPLE'S LAWYERS ARE JUST AS GOOD AS POOR PEOPLE'S LAWYERS,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>46%</b>	<b>29%</b>	<b>47%</b>	<b>28%</b>	<b>50%</b>	<b>26%</b>
<b>National Survey</b>	<b>47</b>	<b>29</b>	<b>47</b>	<b>27</b>	<b>50</b>	<b>26</b>
<b>Justice Zones Survey</b>	<b>39</b>	<b>40</b>	<b>42</b>	<b>40</b>	<b>47</b>	<b>28</b>
<b>3 Poorest Provinces</b>	<b>54</b>	<b>25</b>	<b>53</b>	<b>27</b>	<b>53</b>	<b>24</b>



In Total Philippines, agreement is slightly higher among the 25-44 (52-53%). By education, 59% of the non-elementary graduates agree with the statement, compared to 47-49% among those with more education. [Chart 629]

**Chart 629**





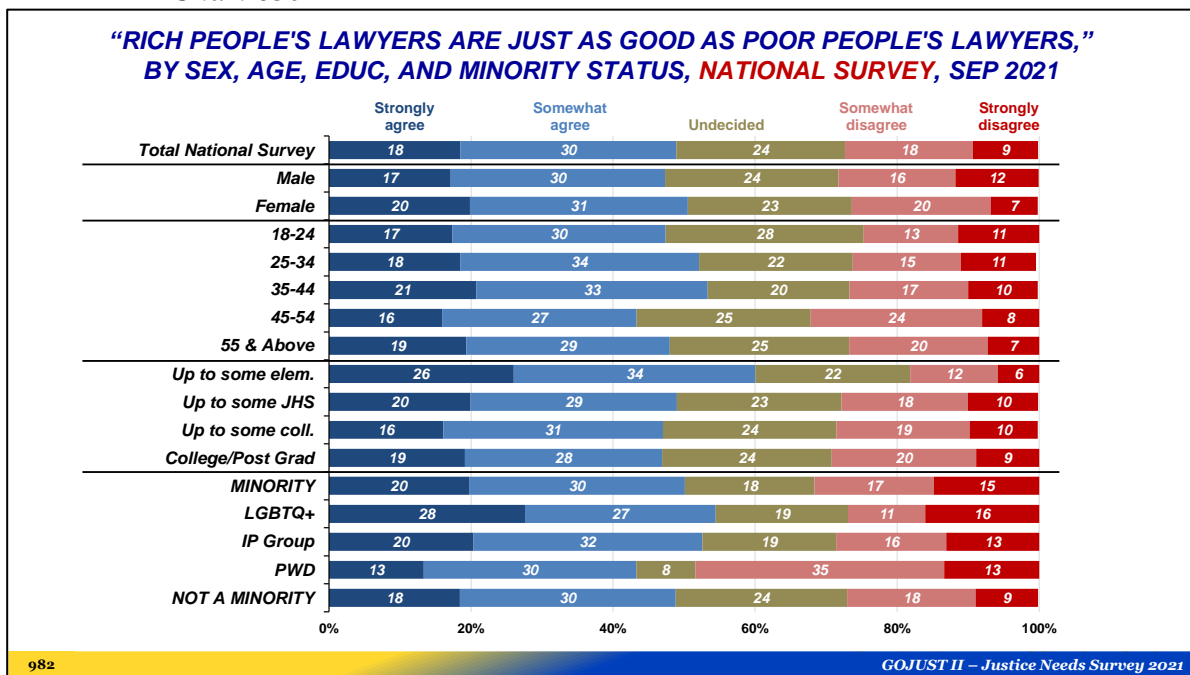


In the National Survey, agreement is 51% among females, slightly higher than among the males (47%), and 52-53% among the 25-44. Three-fifths (60%) of the non-elementary graduates agree with the statement, compared to 47-49% among those with more education. [Chart 630]

In the Justice Zones, agreement is higher among the 25 and above (43-50%) than the youth 18-24 (38%). By education, agreement is slightly higher among the non-elementary graduates (46%) and the elementary graduates (49%). [Chart 631]

In the 3 Poorest Provinces, majority (52-57%) of those aged 18-54 agree, compared to 48% among the older 55 and above. By education, majority (51-56%) of the non-college graduates agree; a plurality 47% of the college graduates agree. Similarly, a 55% majority of the self-ascribed majority agree, compared to 47% among the self-ascribed minority. [Chart 632]

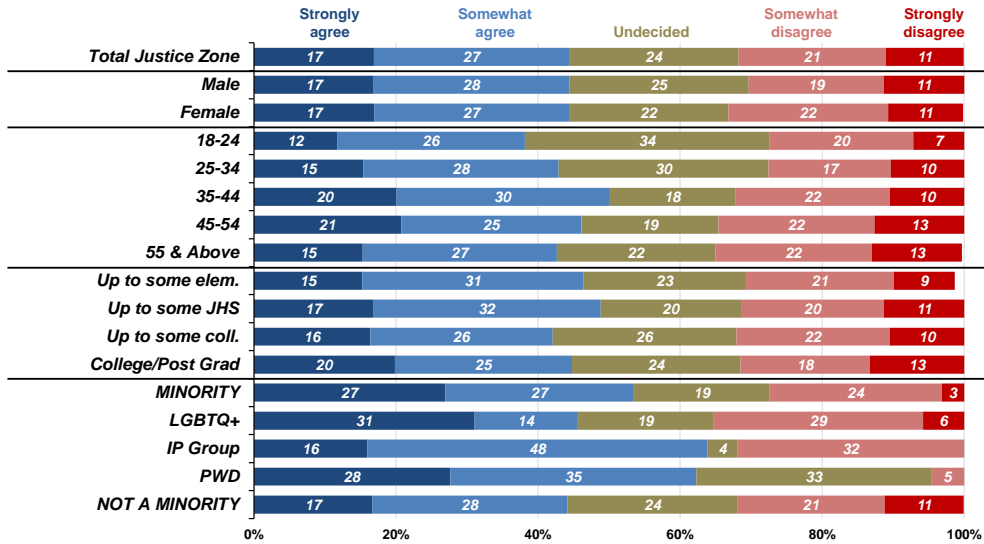
**Chart 630**





**Chart 631**

**“RICH PEOPLE’S LAWYERS ARE JUST AS GOOD AS POOR PEOPLE’S LAWYERS,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

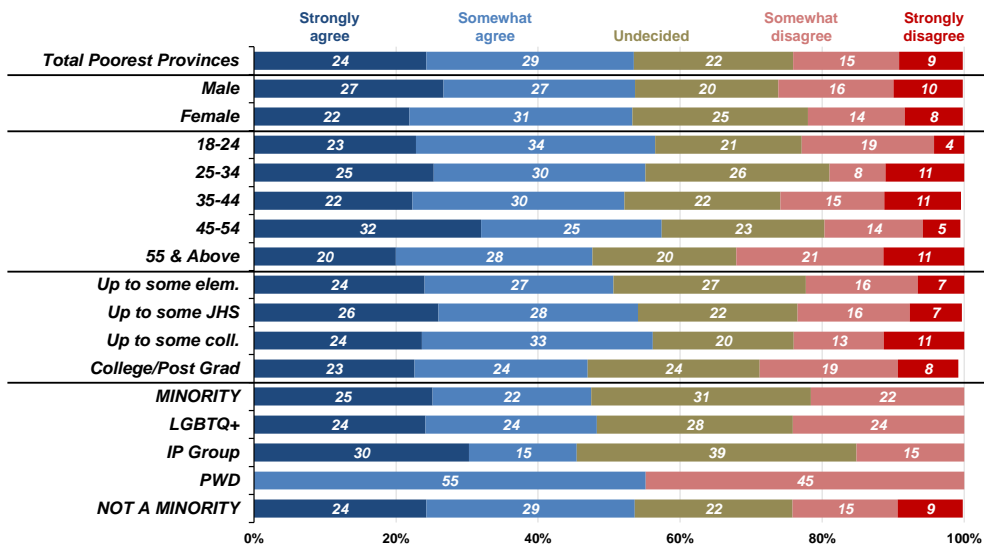


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**Chart 632**

**“RICH PEOPLE’S LAWYERS ARE JUST AS GOOD AS POOR PEOPLE’S LAWYERS,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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## 22.9. “For issues like these, people like me can afford help from a lawyer.”

Forty-seven percent *agree* (14% strongly agree, 32% somewhat agree) that, “For issues like these, people like me can afford help from a lawyer,” whereas 22% are *undecided*, and 31% *disagree* (22% somewhat disagree, 9% strongly disagree), with the statement. [Chart 633]

Agreement to the statement hardly differs across the survey components.

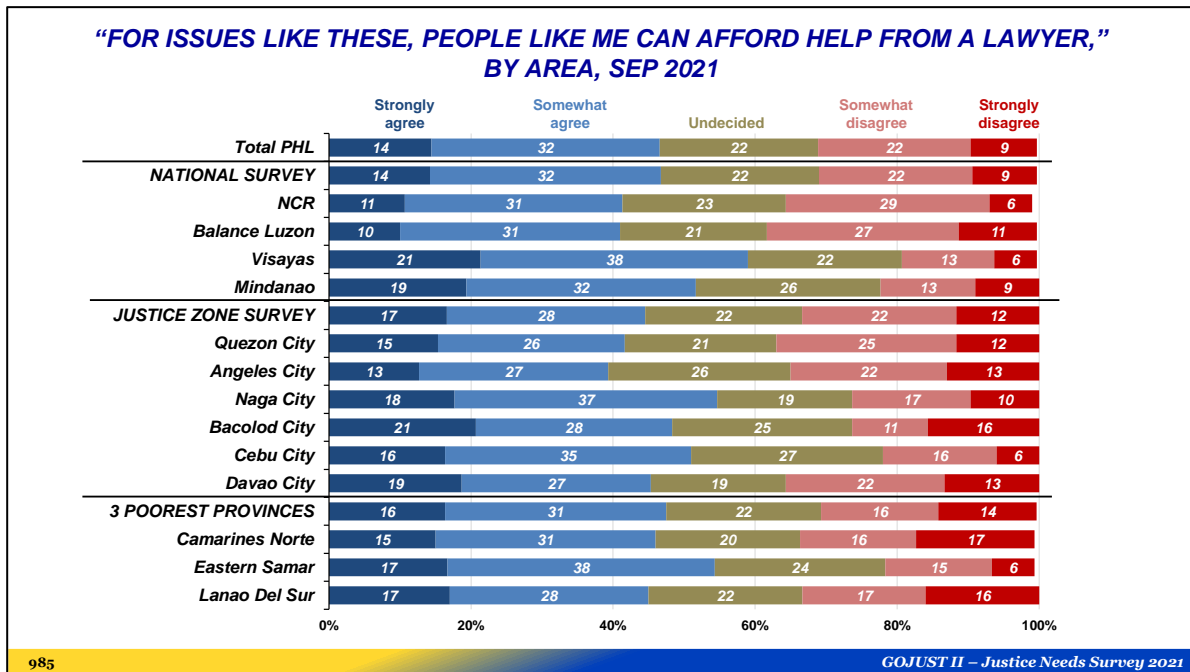
Less than half in National Survey (47%), Poorest Provinces (47%), and Justice Zones Survey (45%) agree that people like them can afford help from a lawyer.

In the National Survey, agreement is stronger in Visayas (59%) and Mindanao (52%) than in the Luzon areas.

In Justice Zones, majorities in Naga City (55%) and Cebu City (51%), compared to pluralities elsewhere.

In the 3 Poorest Provinces, 54% in Eastern Samar agree with the statement in Eastern Samar (54%).

**Chart 633**





Across the three survey components, the agreement that For issues like these, people like me can afford help from a lawyer is 49% among those who have had justiciable issue in the 3 Poorest Provinces, slightly higher than in the other survey areas. [Table 78]

In the Justice Zones, there are slightly more of those who have not had a justiciable issue who agree with the statement than who have had justiciable issue.

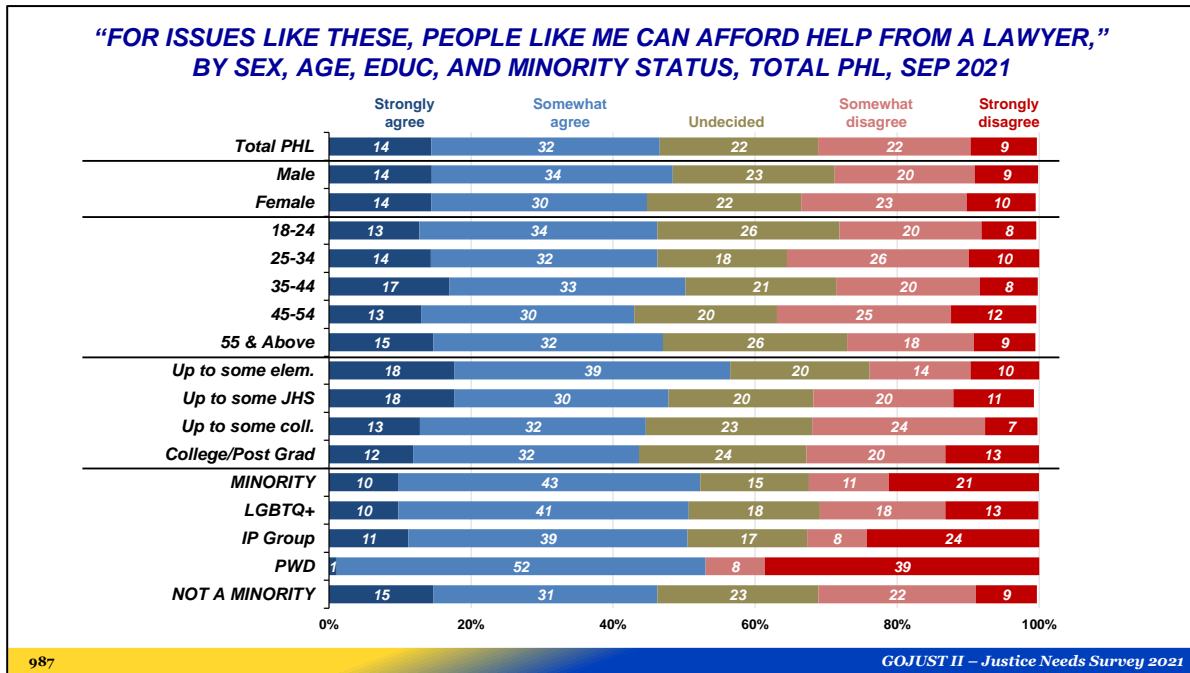
**Table 78**

<b>“IT IS EASY TO TAKE ISSUES LIKE THESE TO COURT IF NEEDED,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>						
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>45%</b>	<b>35%</b>	<b>44%</b>	<b>36%</b>	<b>48%</b>	<b>29%</b>
<b>National Survey</b>	<b>45</b>	<b>34</b>	<b>44</b>	<b>36</b>	<b>48</b>	<b>28</b>
<b>Justice Zones Survey</b>	<b>40</b>	<b>38</b>	<b>41</b>	<b>39</b>	<b>47</b>	<b>31</b>
<b>3 Poorest Provinces</b>	<b>49</b>	<b>31</b>	<b>52</b>	<b>29</b>	<b>47</b>	<b>30</b>



In Total Philippines, agreement to the statement is higher among the 35-44 (50%), the non-elementary graduates (56%), and the self-ascribed minority (52%). [Chart 634]

**Chart 634**



In the National Survey, agreement with the statement that people can afford help from a lawyer is slightly higher among the 35-44 (50%), non-elementary graduates (52%), and the self-ascribed minority (52%). [Chart 635]

In the Justice Zones, agreement is higher among college graduates (50%), and the self-ascribed minority (51%). [Chart 636]

In the 3 Poorest Provinces, there is slightly more agreement with the statement among males (50%) than females, among aged 35-54 (50-51%) than other age groups, among college graduates (53%) than those with less education, and among the self-ascribed minority (55%). [Chart 637]



Chart 635

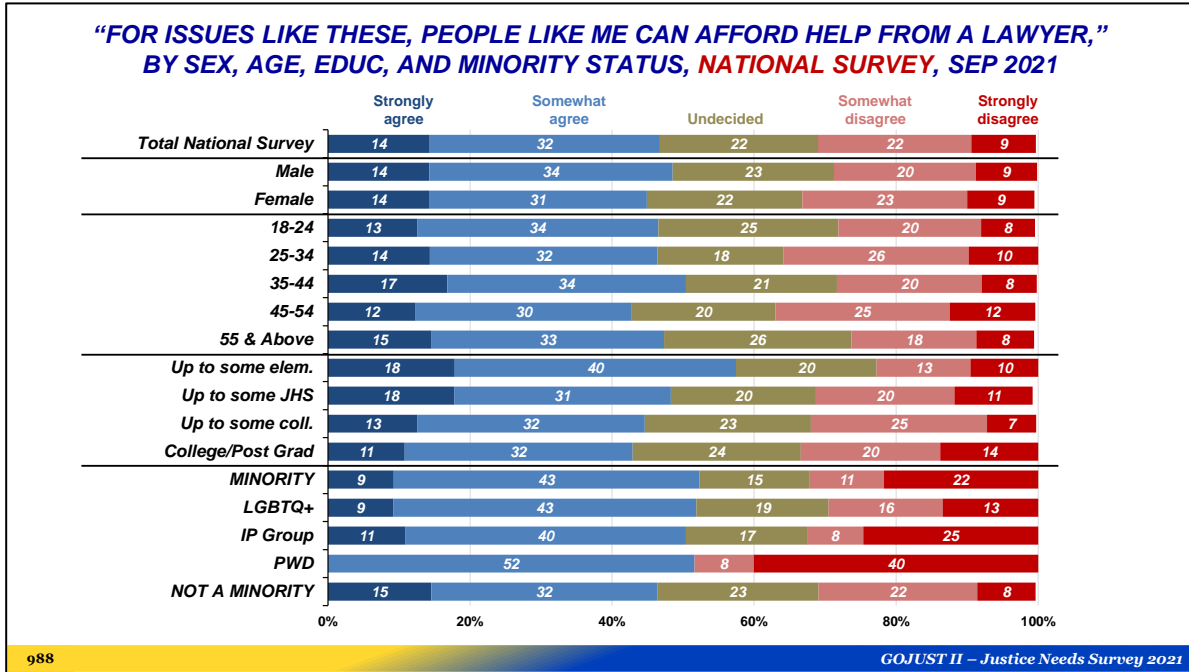


Chart 636

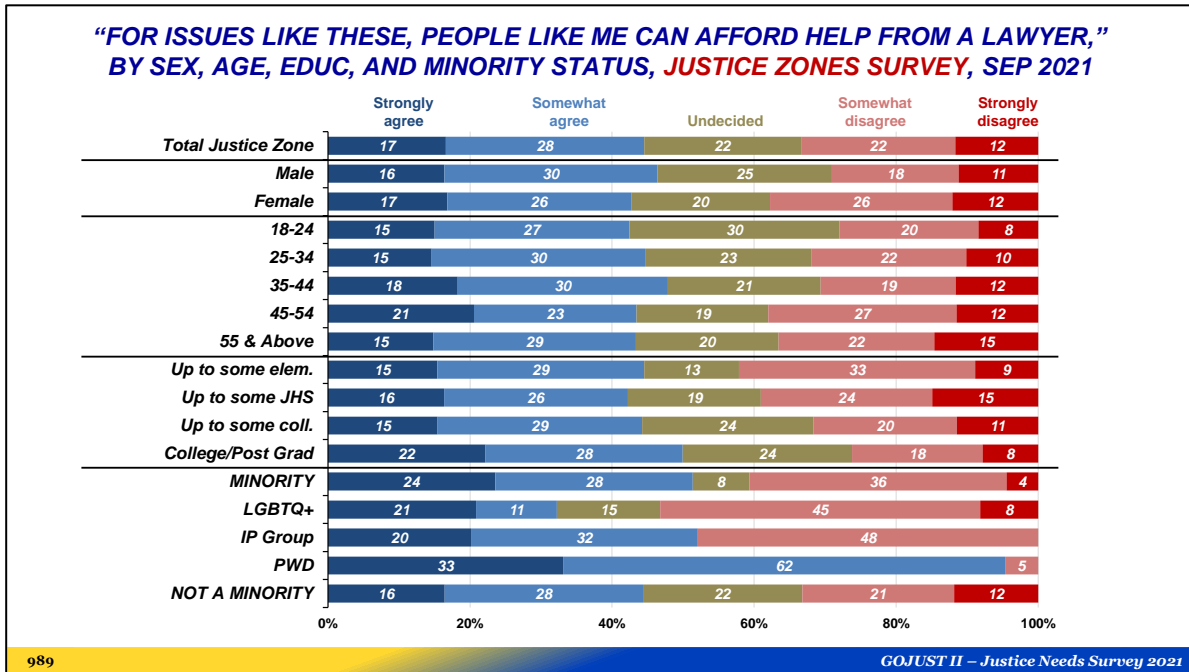
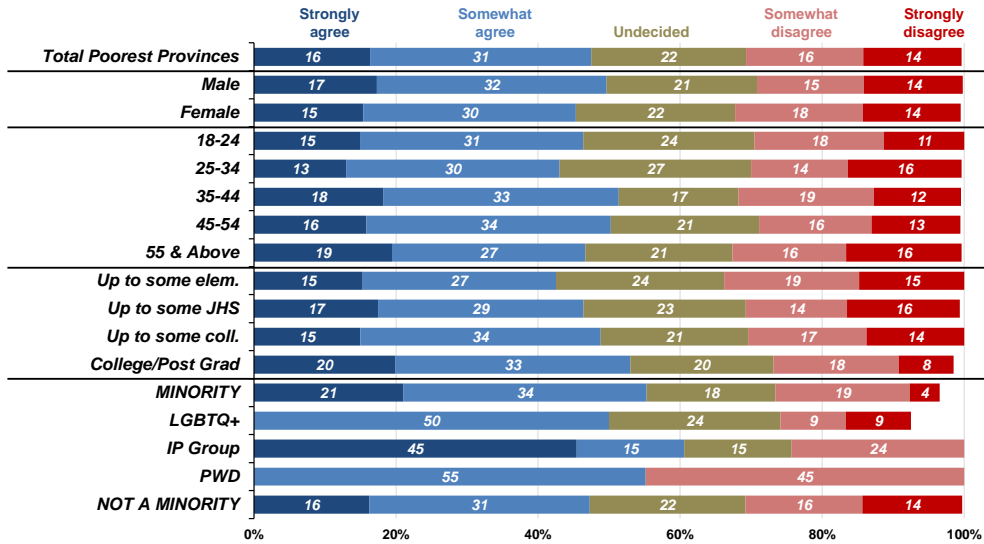




Chart 637

**“FOR ISSUES LIKE THESE, PEOPLE LIKE ME CAN AFFORD HELP FROM A LAWYER,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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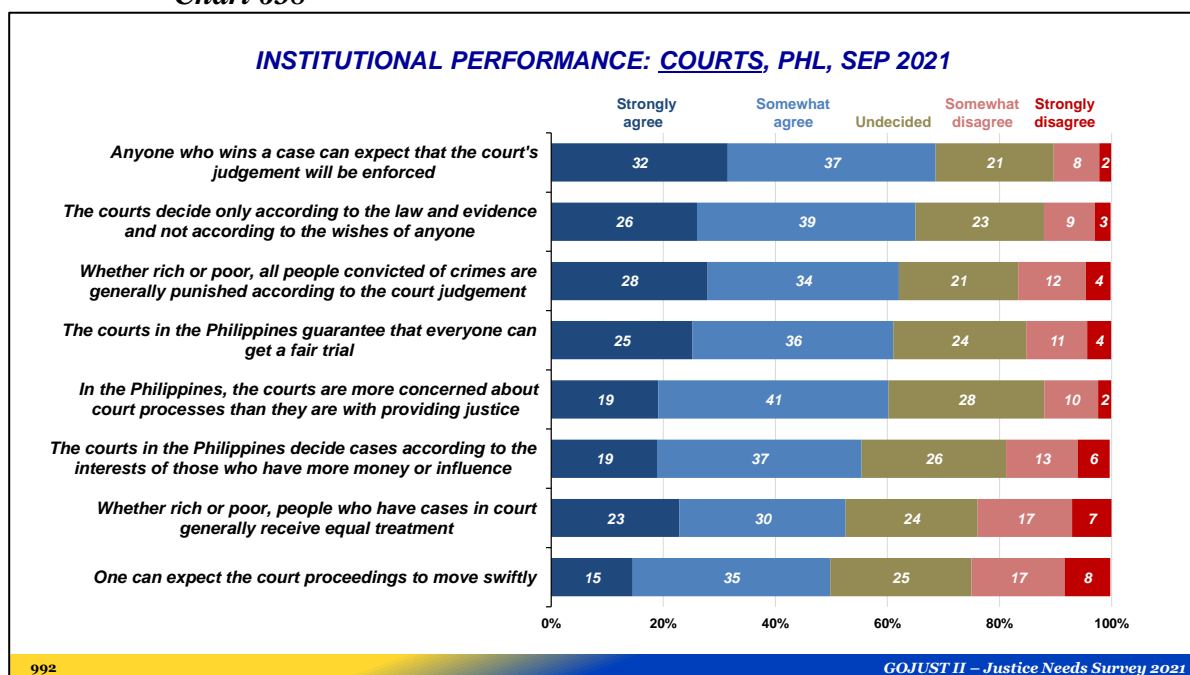
## 23. Institutional Performance

### 23.1. Courts

The survey also tested statements on the performance of selected institutions. Most Filipinos approve of the performance of the Philippine courts, given the indicators measured. [Chart 638]

- Anyone who wins a case can expect that the court's judgment will be enforced (69%)
- The courts decide only according to the law and evidence and not according to the wishes of anyone (65%)
- Whether rich or poor, all people convicted of crimes are generally punished according to the court judgment (62%)
- The courts in the Philippines guarantee that everyone can get a fair trial (61%)
- In the Philippines, the courts are more concerned about court processes than they are with providing justice (60%)
- The courts in the Philippines decide cases according to the interests of those who have more money or influence (55%)
- Whether rich or poor, people who have cases in court generally receive equal treatment (53%)
- One can expect the court proceedings to move swiftly (50%).

Chart 638







### 23.1.1. “Anyone who wins a case can expect that the court's judgment will be enforced.”

Sixty-nine percent *agree* (32% strongly agree, 37% somewhat agree) that, “Anyone who wins a case can expect that the court's judgment will be enforced,” while 21% are *undecided*, and 10% *disagree* (8% somewhat disagree, 2% strongly disagree) with the statement, [Chart 639]

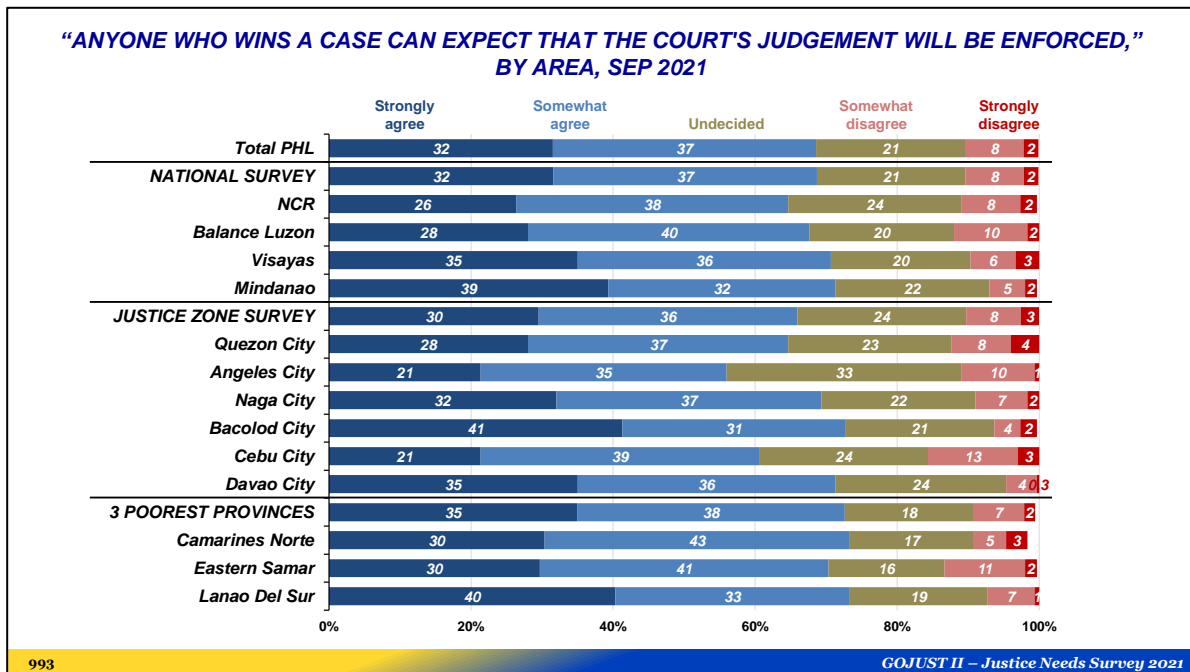
Seven out of ten (73%) adults in 3 Poorest Provinces agree that court's judgment will be enforced among those with case. Meanwhile, 69% in National Survey and 66% in Justice Zones Survey are agreeing in the same statement.

In the National Survey, agreement is strongest in Visayas and Mindanao (71% each) than in the other areas.

In the Justice Zones, agreement is stronger Naga City (69%), Bacolod City (73%), and Davao City (71%). Agreement is lowest in Angeles City, 56%.

In the 3 Poorest Provinces, agreement is 73% in both Camarines Norte and Lanao del Sur.

Chart 639





Those who have had justiciable issues tend to agree slightly more with the statement compared to those who have not had a justiciable issue in Total Philippines and National Survey. [Table 79]

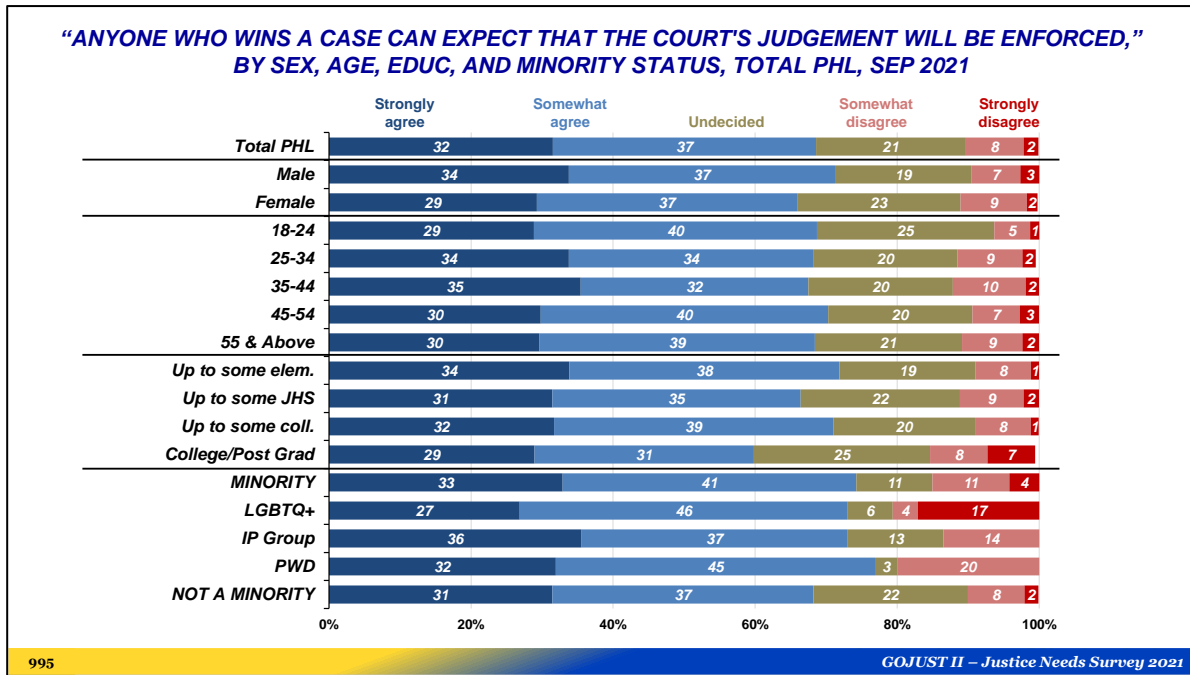
**Table 79**

<b>“ANYONE WHO WINS A CASE CAN EXPECT THAT THE COURT’S JUDGEMENT WILL BE ENFORCED,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>						
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>71%</b>	<b>11%</b>	<b>71%</b>	<b>10%</b>	<b>67%</b>	<b>10%</b>
<b>National Survey</b>	<b>71</b>	<b>11</b>	<b>72</b>	<b>10</b>	<b>67</b>	<b>10</b>
<b>Justice Zones Survey</b>	<b>63</b>	<b>14</b>	<b>65</b>	<b>11</b>	<b>67</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>72</b>	<b>10</b>	<b>70</b>	<b>12</b>	<b>73</b>	<b>8</b>



In Total Philippines, agreement to the statement is higher among males (71%), among non-college graduates (66-72%), and the self-ascribed minority (74%). [Chart 640]

**Chart 640**



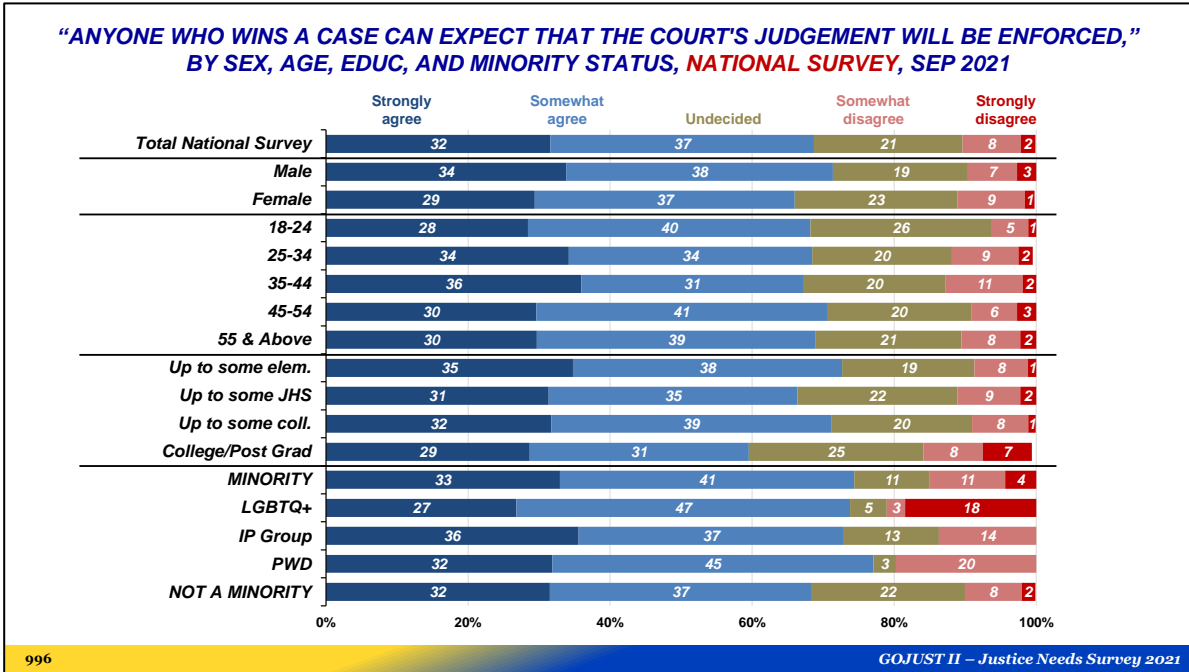
In the National Survey, agreement to the statement is higher among males (71%), among non-college graduates (66-73%), and the self-ascribed minority (74%). [Chart 641]

In the Justice Zones, males (69%) agree more with the statement that the court's judgment will be enforced than females. By age, agreement is 72% among the 18-24 and 70% among the 35-44. By education, agreement is 69% among high school graduates. [Chart 642]

In the 3 Poorest Provinces, agreement to the statement is higher among the 18-24 (78%) than older age groups, among those who at least graduated from elementary (73-75%) than non-elementary graduates, and among the self-ascribed minority (82%) than the self-ascribed majority. [Chart 643]



**Chart 641**



**Chart 642**

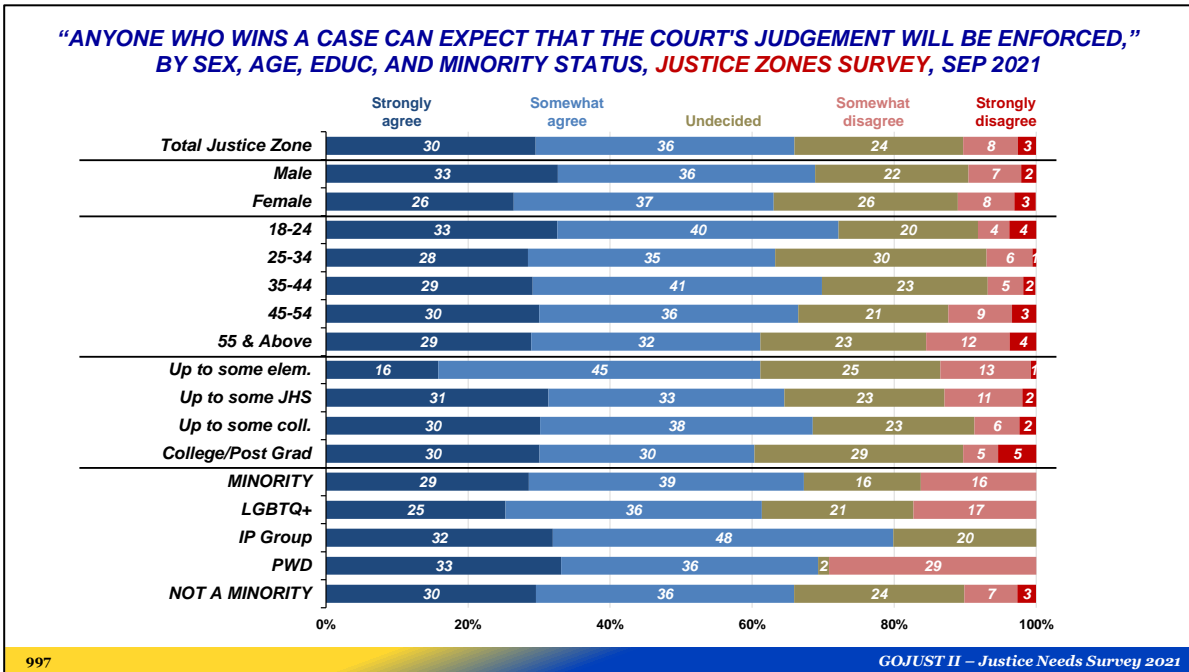
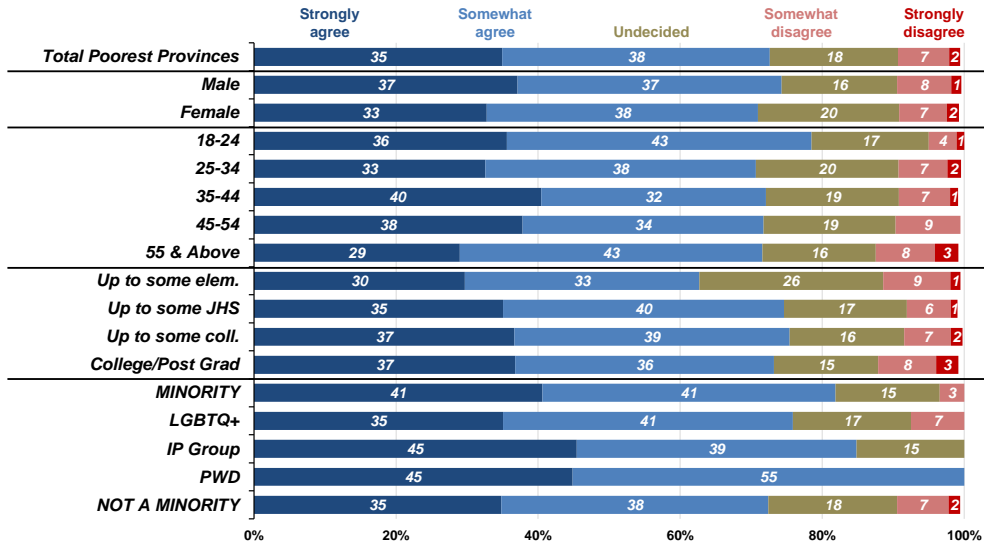




Chart 643

**“ANYONE WHO WINS A CASE CAN EXPECT THAT THE COURT’S JUDGEMENT WILL BE ENFORCED,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**





**23.1.2. “The courts decide only according to the law and evidence and not according to the wishes of anyone.”**

Sixty-five percent *agree* (27% strongly agree, 38% somewhat agree), 23% are *undecided*, and 12% *disagree* (9% somewhat disagree, 3% strongly disagree) with the statement, *"The courts decide only according to the law and evidence and not according to the wishes of anyone."* [Chart 644]

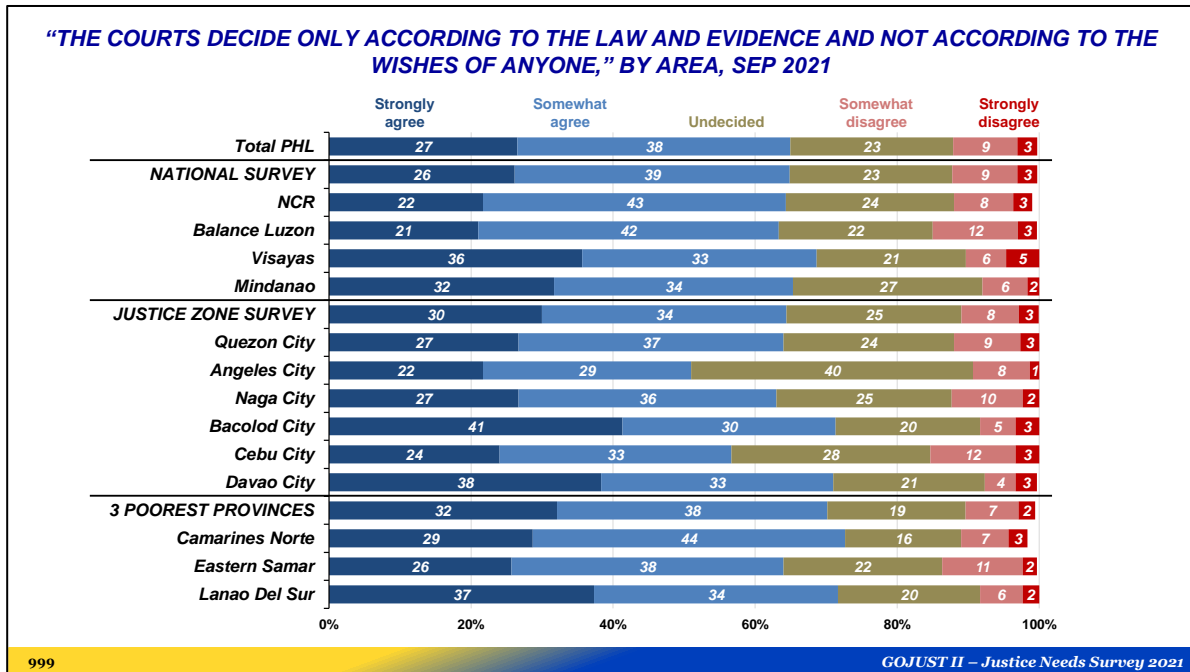
Seventy percent of adult Filipinos in Poorest Provinces say the courts decide only according to the law and evidence, compared to 65% in National Survey, and 64% in Justice Zones Survey.

In the National Survey, agreement is stronger in Visayas (69%) than in the other areas.

In the Justice Zones, agreement is stronger in Bacolod City and Davao City (71%). Only half of adults in Angeles City agree with the statement.

In the 3 Poorest Provinces, Eastern Samar (64%) agree less compared to the other two provinces.

**Chart 644**





The percentage of those who took an action to resolve the issue tend to agree more with the statement compared to the percentage of those who had justiciable issue in Total Philippines and National Survey. [Table 80]

**Table 80**

**“THE COURTS DECIDE ONLY ACCORDING TO THE LAW AND EVIDENCE AND NOT ACCORDING TO THE WISHES OF ANYONE,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

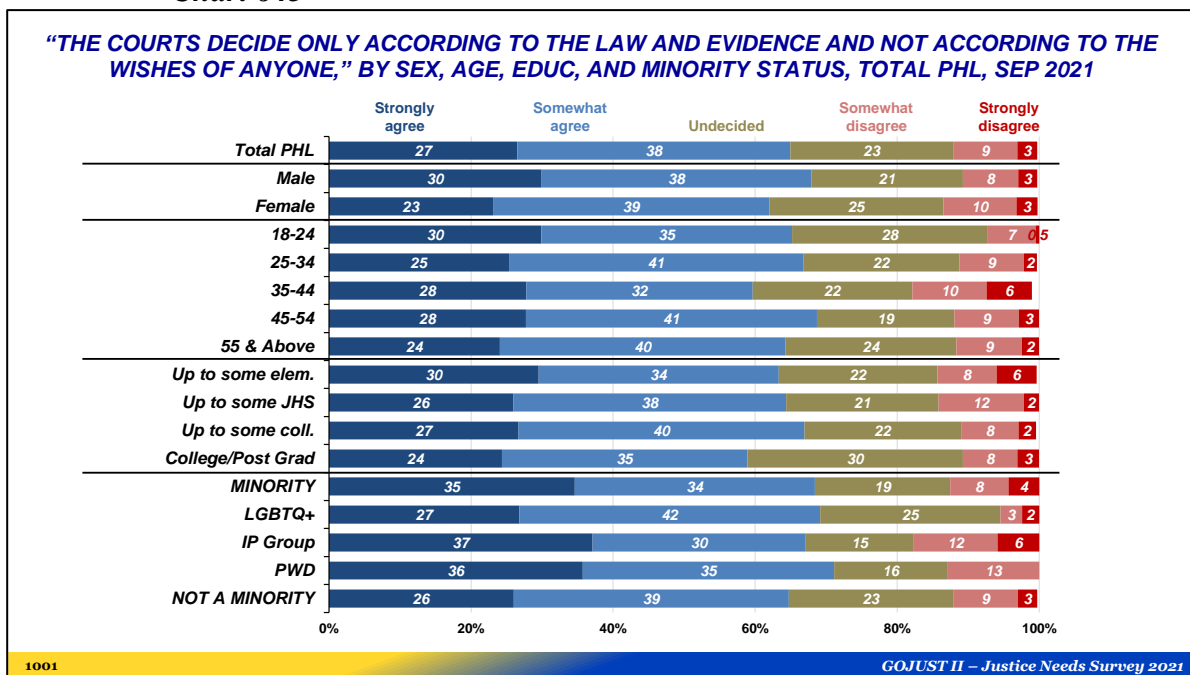
	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	64%	15%	70%	13%	65%	10%
National Survey	64	15	70	13	65	10
Justice Zones Survey	62	15	62	14	65	9
3 Poorest Provinces	69	12	70	12	71	9

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In Total Philippines, males (68%) tend to agree more with the statement than females (62%). By education, non-college graduates (63-67%) agree more compared to those who graduated from college (59%). [Chart 645]

**Chart 645**



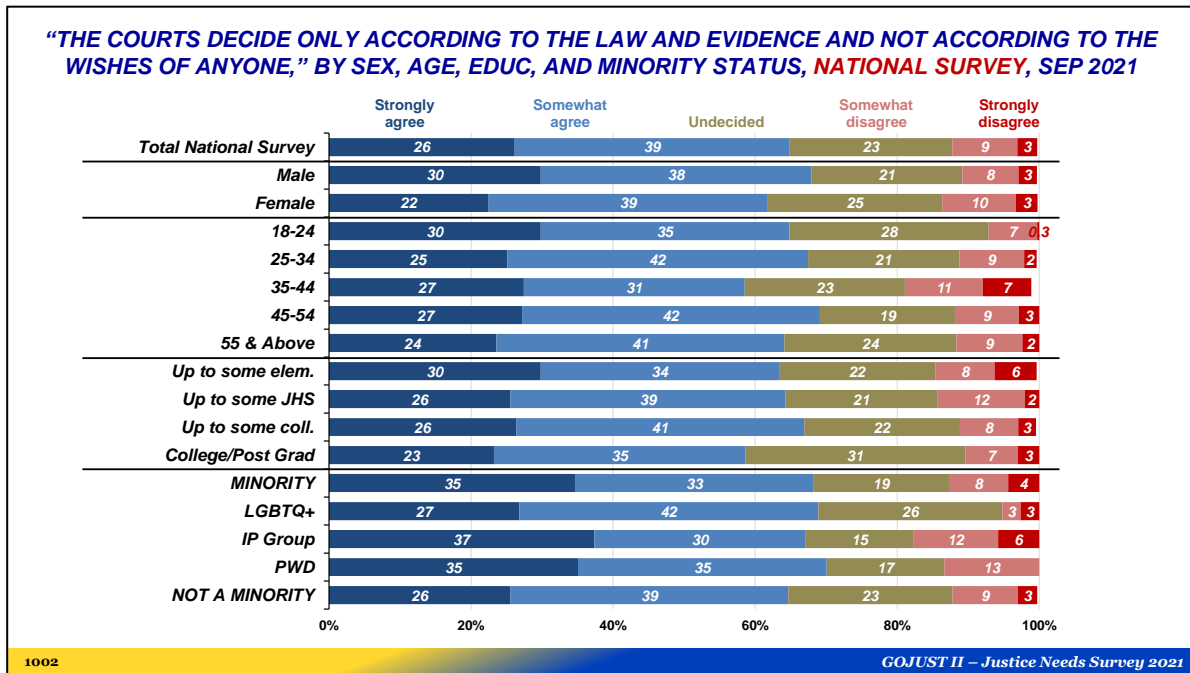


In the National Survey, there are more males (68%) than females (62%) who agree with the statement. By education, non-college graduates (63-67%) tend to agree more compared to college graduates (59%). [Chart 646]

In the Justice Zones, agreement is 69% among the 18-24 and 68% among the 35-44; lower compared to the 25-34 (58%). By education, non-college graduates (63-66%) tend to agree more compared to college graduates (60%). [Chart 647]

In the 3 Poorest Provinces, agreement to the statement is higher among males (73%), among those who at least graduated from elementary (69-73%), and among the self-ascribed minority (76%). [Chart 648]

**Chart 646**

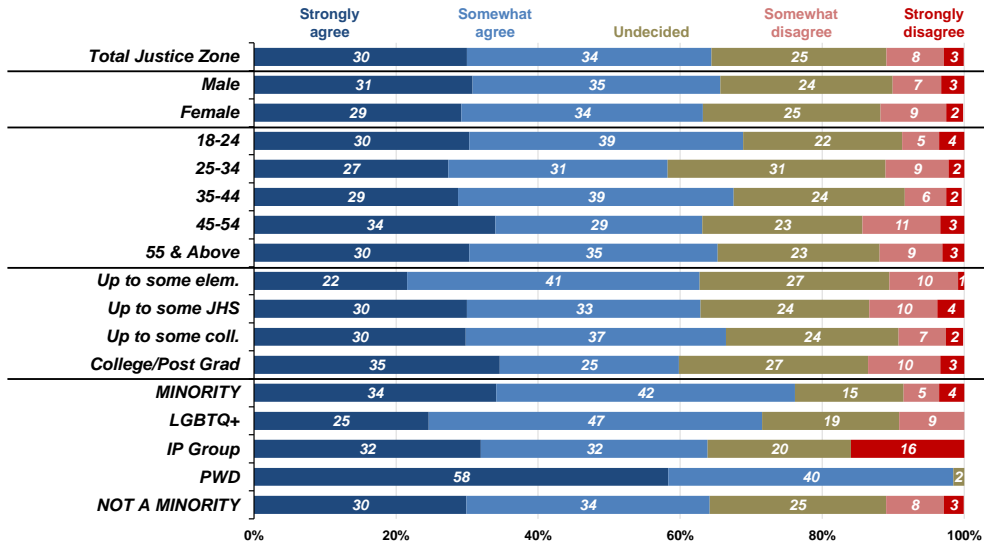






**Chart 647**

**“THE COURTS DECIDE ONLY ACCORDING TO THE LAW AND EVIDENCE AND NOT ACCORDING TO THE WISHES OF ANYONE,” BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

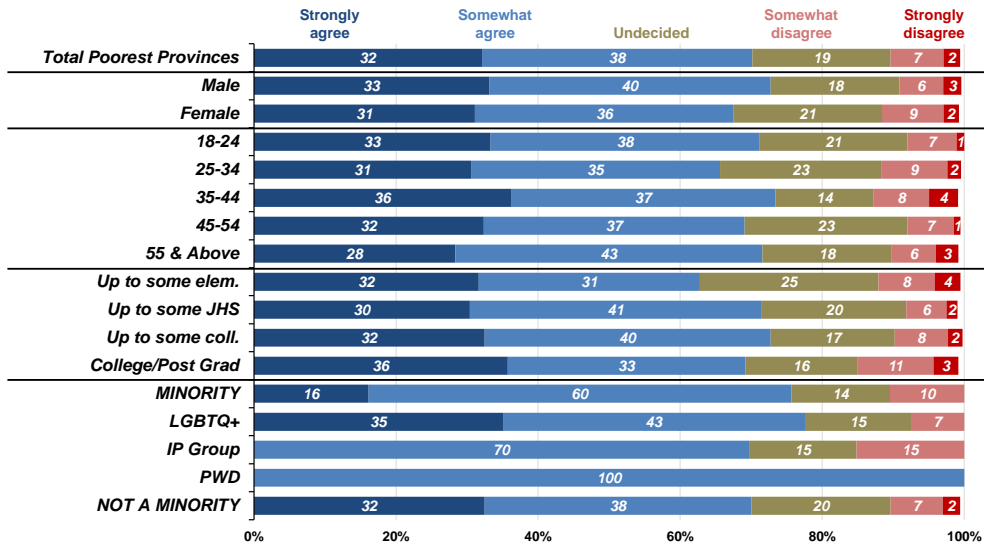


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**Chart 648**

**“THE COURTS DECIDE ONLY ACCORDING TO THE LAW AND EVIDENCE AND NOT ACCORDING TO THE WISHES OF ANYONE,” BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 23.1.3. “Whether rich or poor, all people convicted of crimes are generally punished according to the court judgment.”

Sixty-two percent *agree* (28% strongly agree, 34% somewhat agree), 21% are *undecided*, and 16% *disagree* (12% somewhat disagree, 4% strongly disagree) with the statement, “Whether rich or poor, all people convicted of crimes are generally punished according to the court judgment.” [Chart 649]

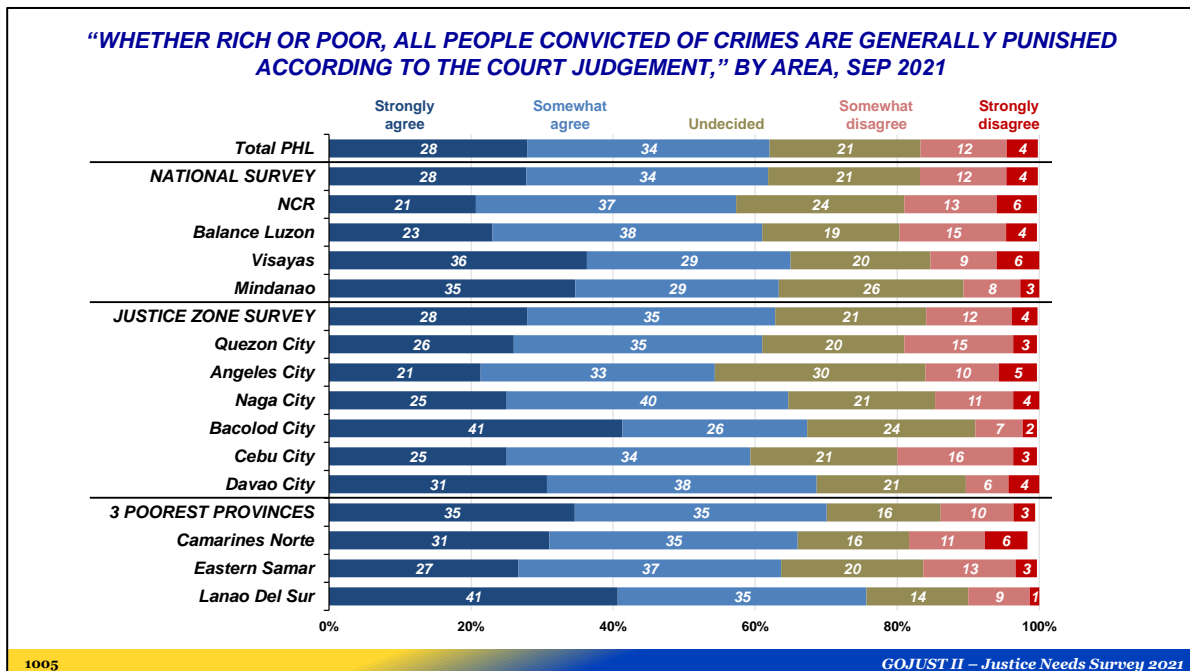
Seventy percent of adult Filipinos in Poorest Provinces say crimes are generally punished according to the court judgment, while 63% in Justice Zones Survey and 62% in National Survey agree with the statement.

In the National Survey, agreement is lowest in NCR (57%) than in the other areas.

In the Justice Zones, agreement is 67% in Bacolod City and 69% in Davao City. Agreement with the statement is lowest in Angeles City (54%).

In the 3 Poorest Provinces, Lanao del Sur (76%) agree more compared to other 2 provinces

**Chart 649**





Those who have not had justiciable issues tend to agree more with the statement compared to those who had justiciable issue in 3 Poorest Provinces Survey. [Table 81]

**Table 81**

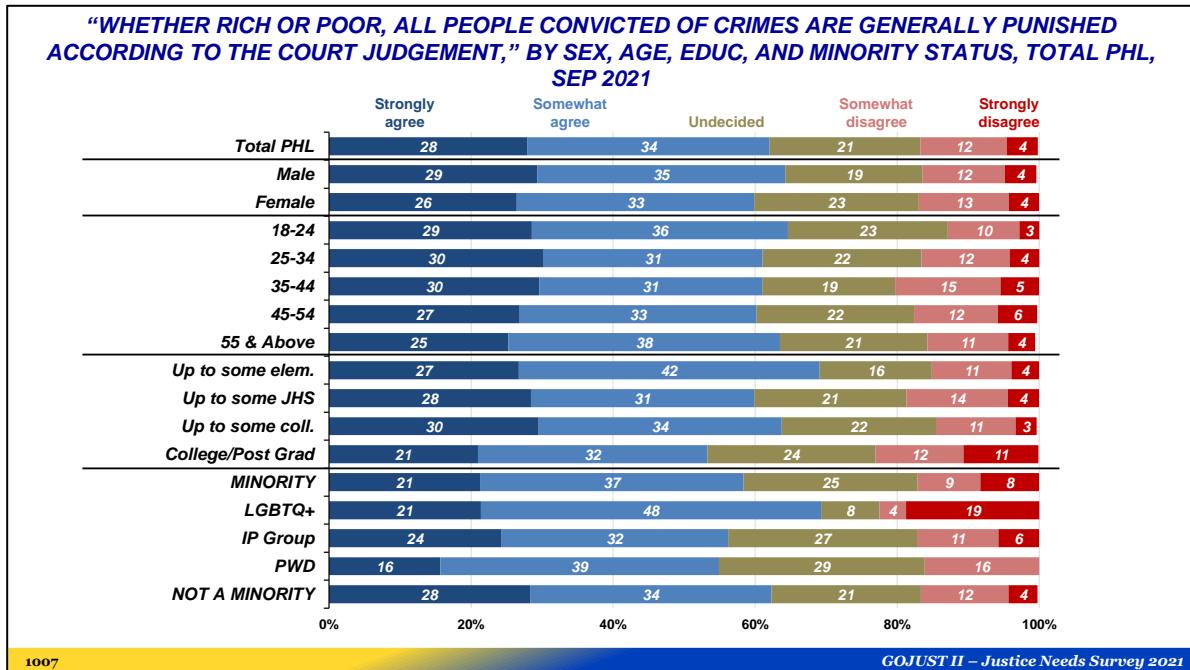
**“WHETHER RICH OR POOR, ALL PEOPLE CONVICTED OF CRIMES ARE GENERALLY PUNISHED ACCORDING TO THE COURT JUDGEMENT,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	62%	19%	67%	16%	62%	15%
National Survey	62	19	67	16	62	15
Justice Zones Survey	61	20	60	19	64	14
3 Poorest Provinces	64	20	62	20	72	11

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In Total Philippines, 69% among non-elementary graduates agree that crimes are generally punished according to the court judgment; higher compared to 53% among college graduates. [Chart 650]

**Chart 650**



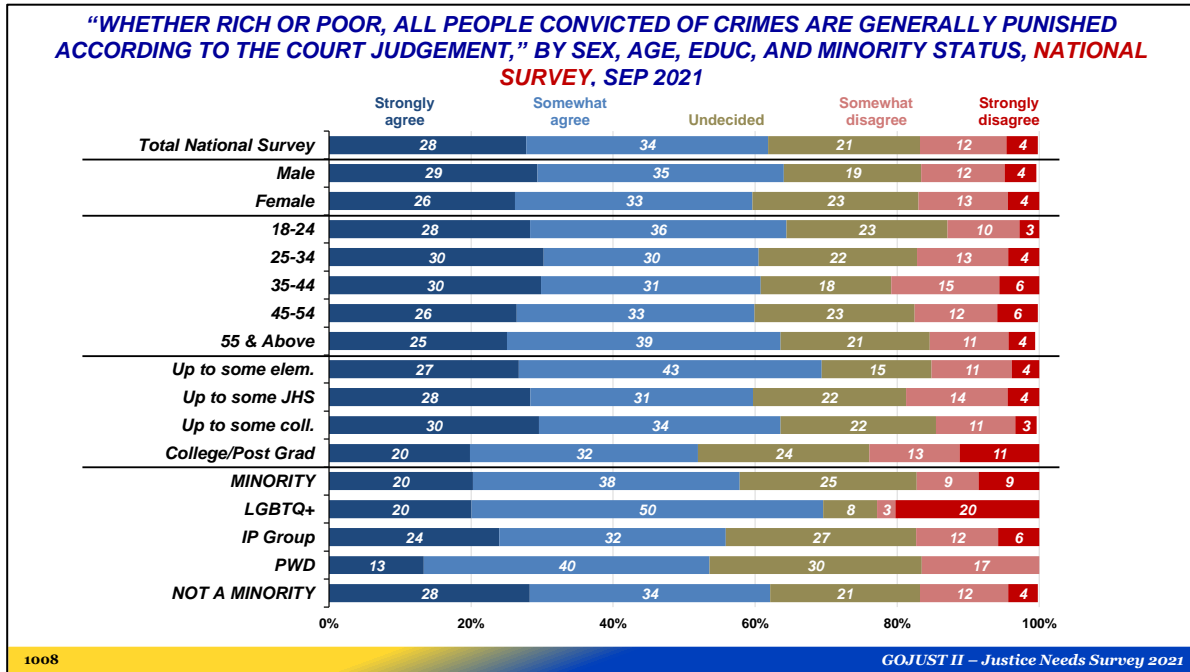


In the National Survey, agreement is lower among college graduates (52%) compared to those with less education (60-69%). [Chart 651]

In the Justice Zones, agreement to the statement is higher among males (65%), among the 18-34 (65-66%), and among the self-ascribed minority (75%). [Chart 652]

In the 3 Poorest Provinces, 72% among college graduates agree, and percentage slightly decreases as education also decreases. [Chart 653]

**Chart 651**



**Chart 652**

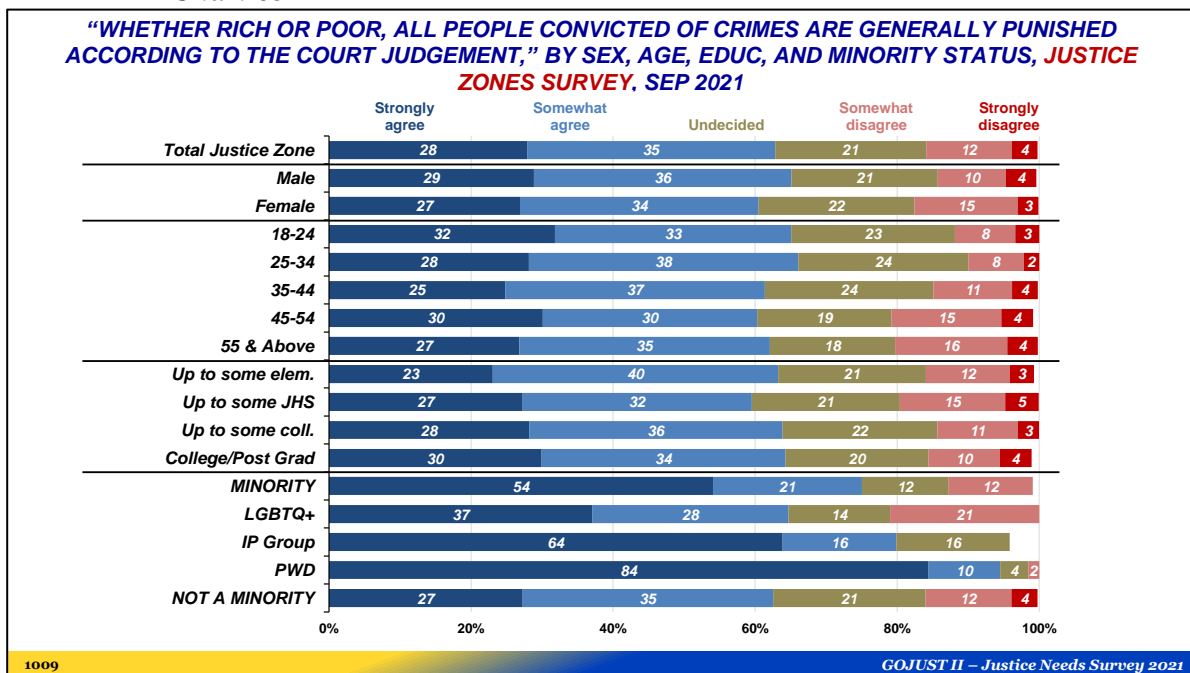
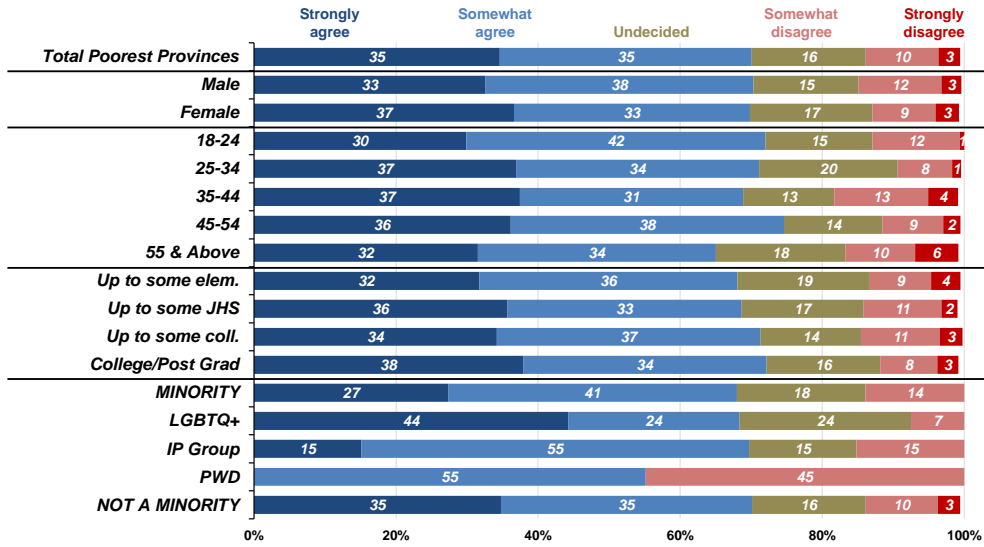




Chart 653

**“WHETHER RICH OR POOR, ALL PEOPLE CONVICTED OF CRIMES ARE GENERALLY PUNISHED ACCORDING TO THE COURT JUDGEMENT,” BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 23.1.4. “The courts in the Philippines guarantee that everyone can get a fair trial.”

Sixty-one percent *agree* (25% strongly agree, 36% somewhat agree), 24% are *undecided*, and 15% *disagree* (11% somewhat disagree, 4% strongly disagree) with the statement, “The courts in the Philippines guarantee that everyone can get a fair trial.” [Chart 654]

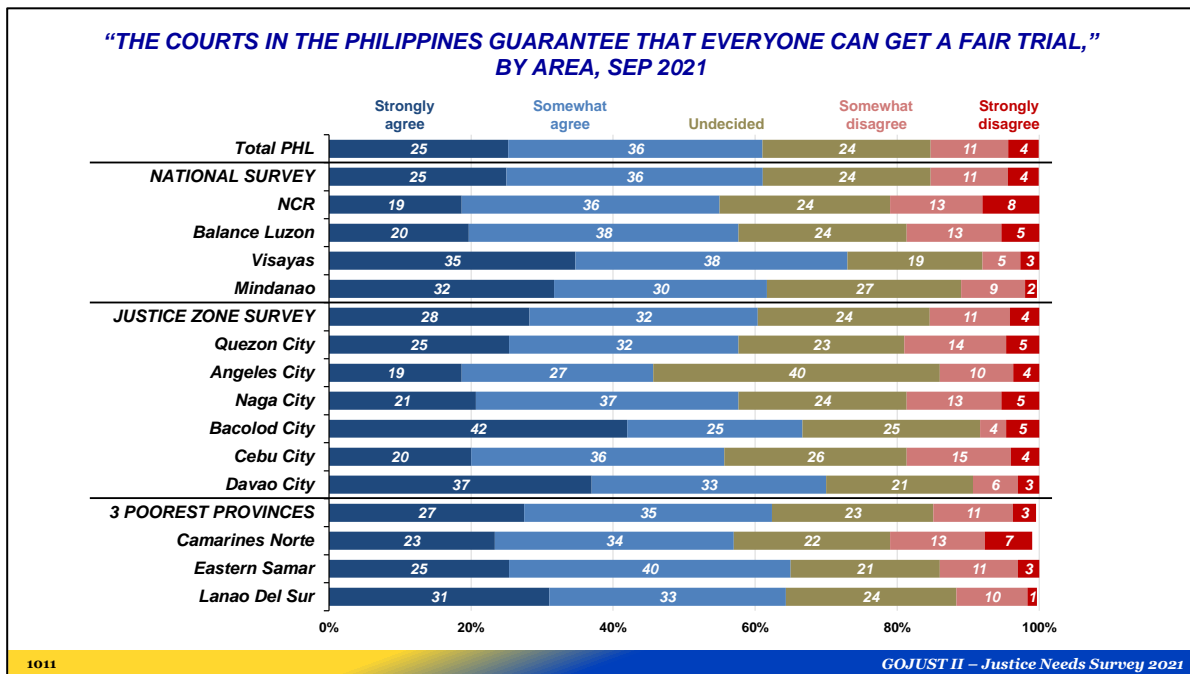
Two-thirds of adult Filipinos in Poorest Provinces, National Survey, and Justice Zones Survey agree that the courts guarantee that everyone can get a fair trial.

In the National Survey, agreement is stronger in Visayas (73%) than in the other areas.

In the Justice Zones, agreement is stronger in Davao City (70%) than in the other Justice Zones. Agreement with the statement is lowest in Angeles City (46%).

In the 3 Poorest Provinces, agreement is 65% in Eastern Samar and 64% in Lanao del Sur.

Chart 654





Those who have not had justiciable issues tend to agree more with the statement compared to those who had justiciable issue in Justice Zones Survey. [Table 82]

**Table 82**

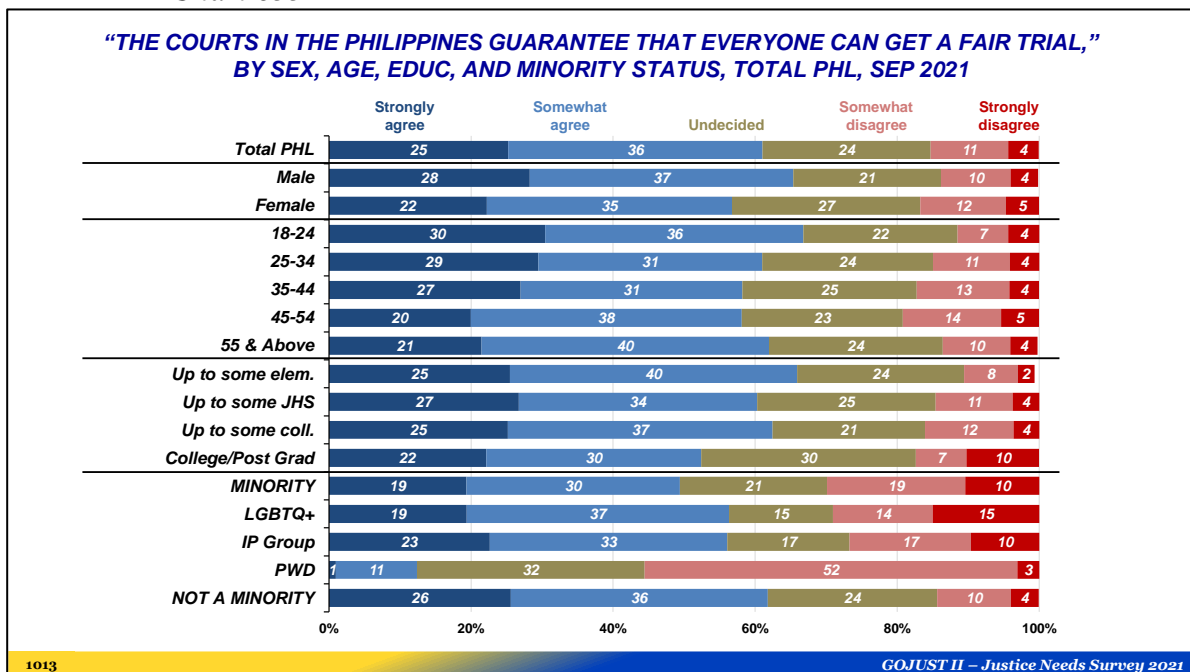
**“THE COURTS IN THE PHILIPPINES GUARANTEE THAT EVERYONE CAN GET A FAIR TRIAL,”  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	<b>60%</b>	<b>20%</b>	<b>62%</b>	<b>20%</b>	<b>62%</b>	<b>13%</b>
<b>National Survey</b>	<b>60</b>	<b>20</b>	<b>63</b>	<b>20</b>	<b>61</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>53</b>	<b>20</b>	<b>55</b>	<b>21</b>	<b>64</b>	<b>13</b>
<b>3 Poorest Provinces</b>	<b>62</b>	<b>18</b>	<b>62</b>	<b>21</b>	<b>63</b>	<b>13</b>

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In Total Philippines, males (65%) tend to agree more with the statement than females (57%). Meanwhile, agreement is lower among college graduates (52%) compared to those with less education. [Chart 655]

**Chart 655**





In the National Survey, agreement with the statement among males (66%) than females; among aged 18-24 (67%) than older age groups; and among non-elementary graduates (66%) compared to college graduates (52%). [Chart 656]

In the Justice Zones, there are more males (63%) than females (58%) who agree with the statement. By education, agreement is 61-66% among elementary and high school graduates. [Chart 657]

In the 3 Poorest Provinces, agreement to the statement is slightly higher among the males (64%), among the 35 and above (63-64%), and the self-ascribed majority (63%). [Chart 658]

**Chart 656**

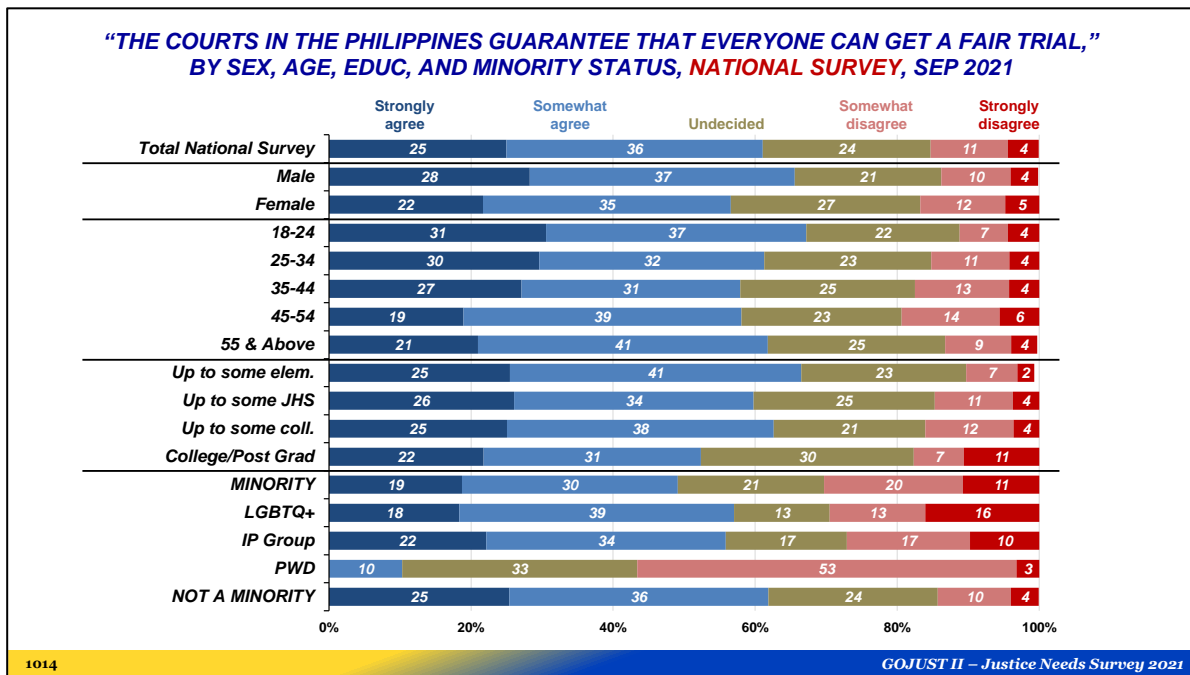






Chart 657

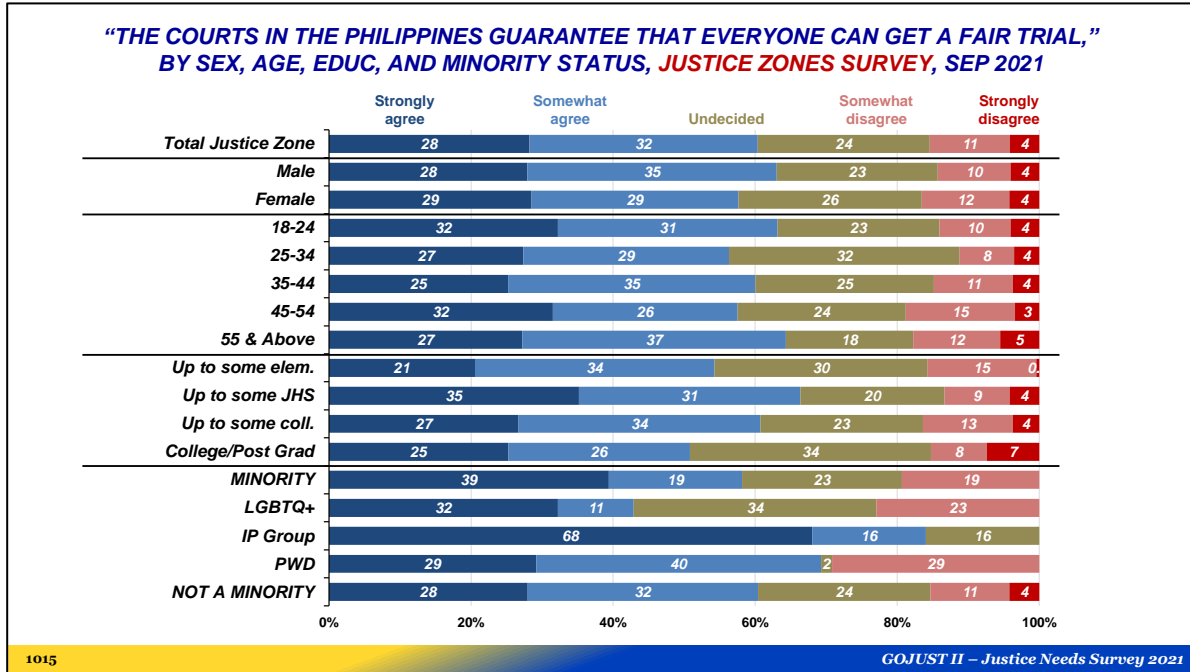
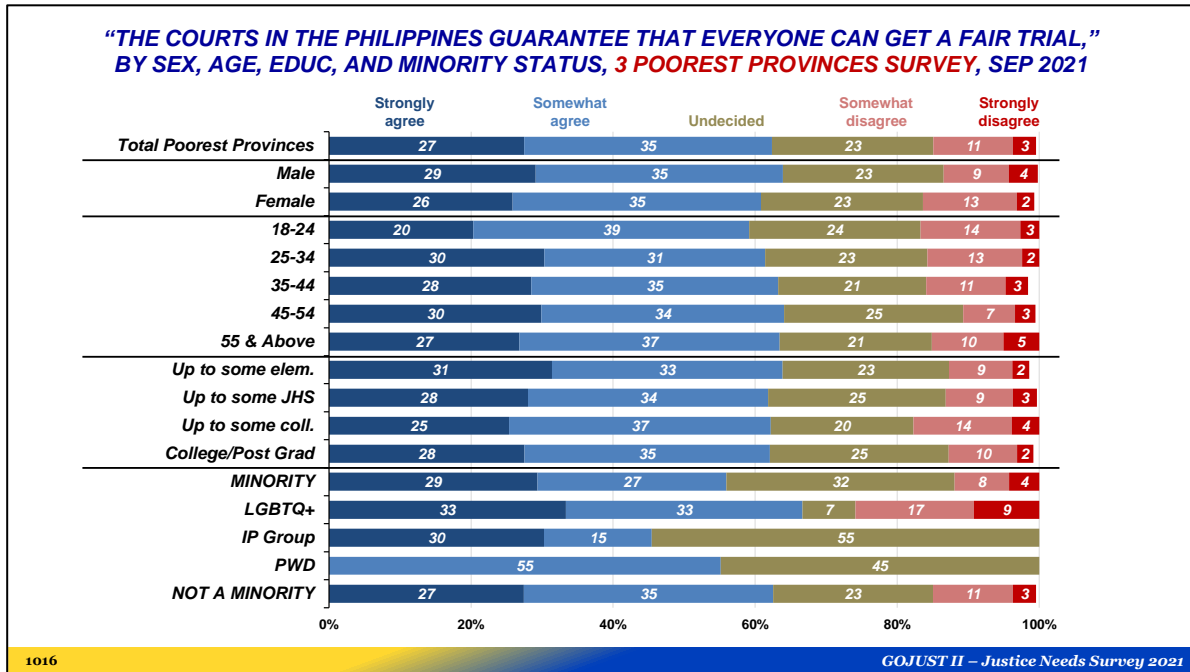


Chart 658





### 23.1.5. “In the Philippines, the courts are more concerned about court processes than they are with providing justice.”

Sixty percent *agree* (19% strongly agree, 41% somewhat agree), 28% are *undecided*, and 12% *disagree* (10% somewhat disagree, 2% strongly disagree) with the statement, “*In the Philippines, the courts are more concerned about court processes than they are with providing justice.*” [Chart 659]

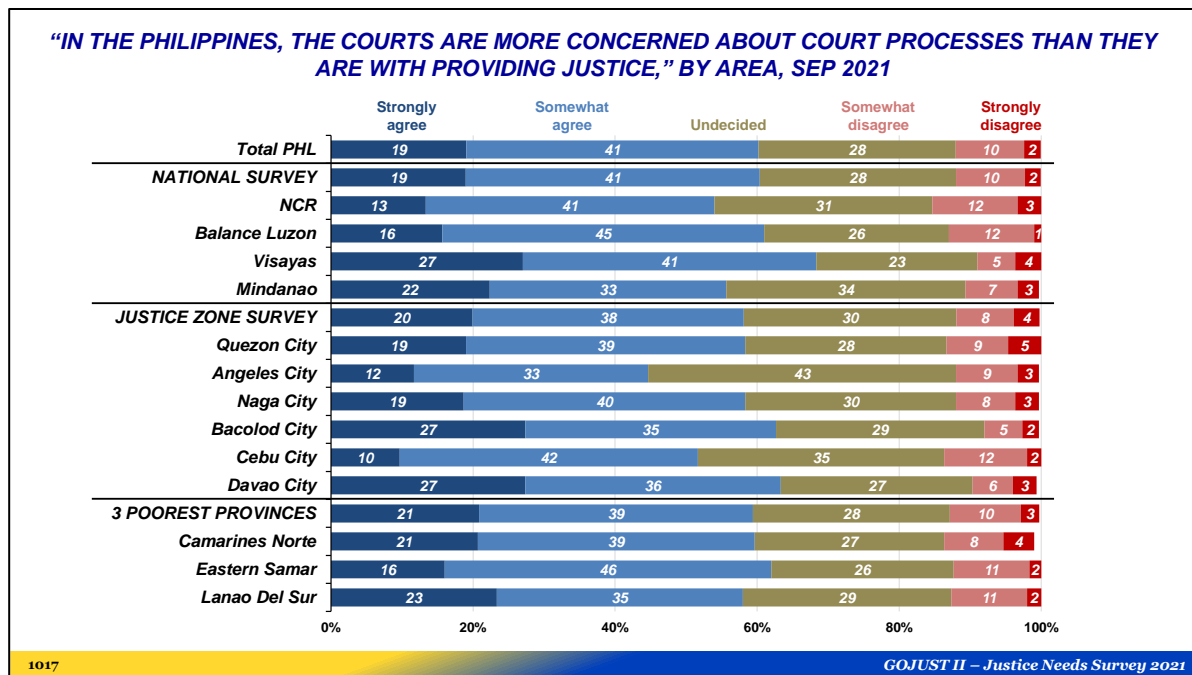
Around two-thirds in the National, Poorest Provinces, and Justice Zones Surveys agree that courts in the Philippines are more concerned about court processes.

In the National Survey, agreement is stronger in Visayas (68%) than other areas.

In the Justice Zones, agreement is stronger in Bacolod City and Davao City (63%) than in the other Justice Zones. Agreement is lowest in Angeles City (45%).

In the 3 Poorest Provinces, agreement is strongest in Eastern Samar (62%) than in other provinces.

**Chart 659**





Those who have not had justiciable issues tend to agree more with the statement compared to those who had justiciable issue in the Justice Zones Survey. [Table 83]

**Table 83**

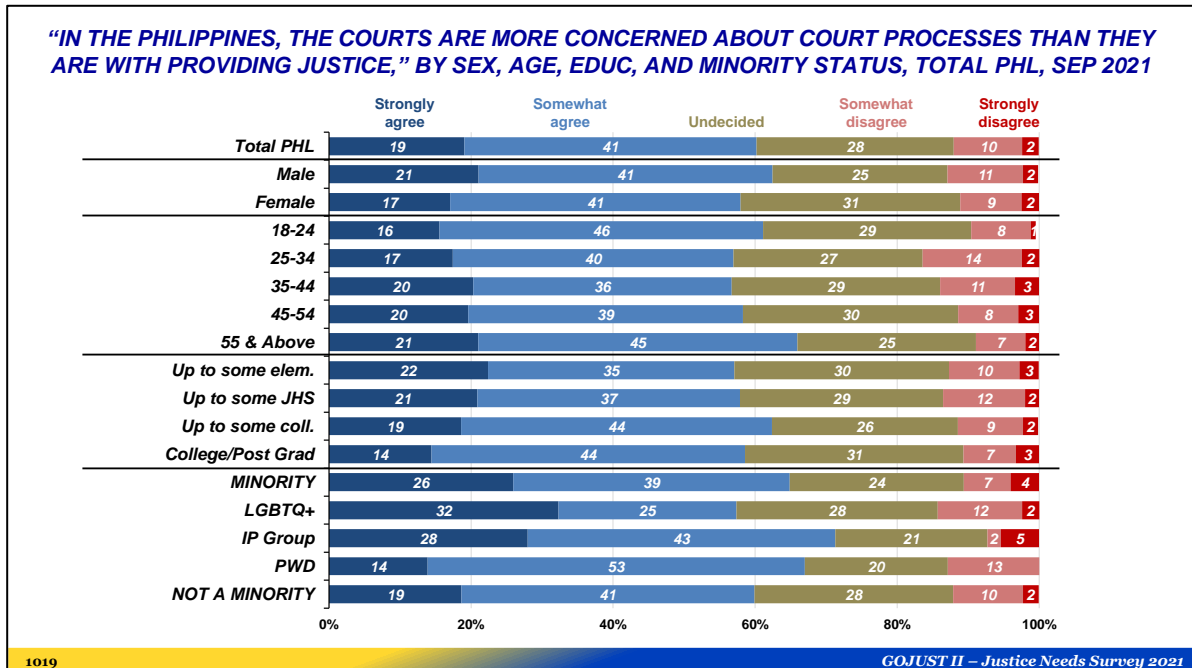
**“IN THE PHILIPPINES, THE COURTS ARE MORE CONCERNED ABOUT COURT PROCESSES THAN THEY ARE WITH PROVIDING JUSTICE,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	62%	12%	64%	12%	59%	12%
National Survey	62	12	64	11	59	12
Justice Zones Survey	55	14	58	17	60	11
3 Poorest Provinces	60	14	62	17	59	12

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In Total Philippines, agreement to the statement is slightly higher among the males (62%), among the 55 and up (66%), high school graduates (62%), and the self-ascribed minority (65%). [Chart 660]

**Chart 660**



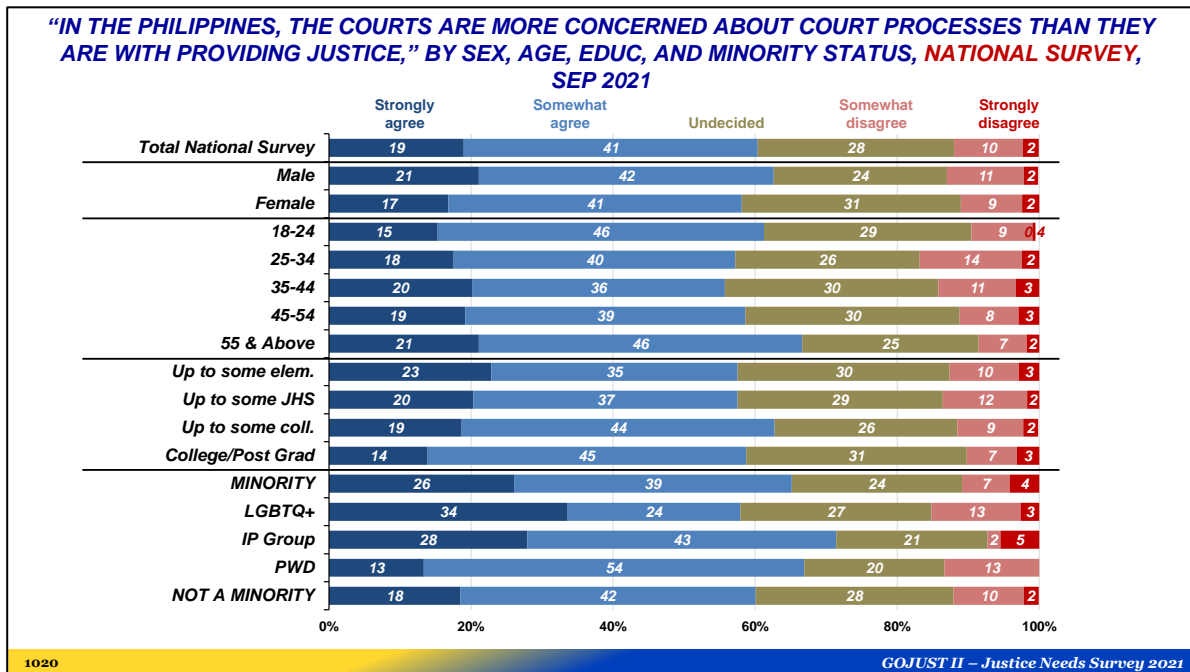


In the National Survey, agreement with the statement is higher among males (63%) than females, among aged 55 and up (67%) than younger age groups, among high school graduates (63%) compared to other educational attainment, and among the self-ascribed minority (65%) than the self-ascribed majority. [Chart 661]

In the Justice Zones, there is more agreement with the statement among males (60%), the 35-44 (64%), and elementary graduates (61%) compared to their counterparts. [Chart 662]

In the 3 Poorest Provinces, 50% among non-elementary graduates agree with the statement, lower than those with more education (61-62%). Agreement is 67% among the self-ascribed minority. [Chart 663]

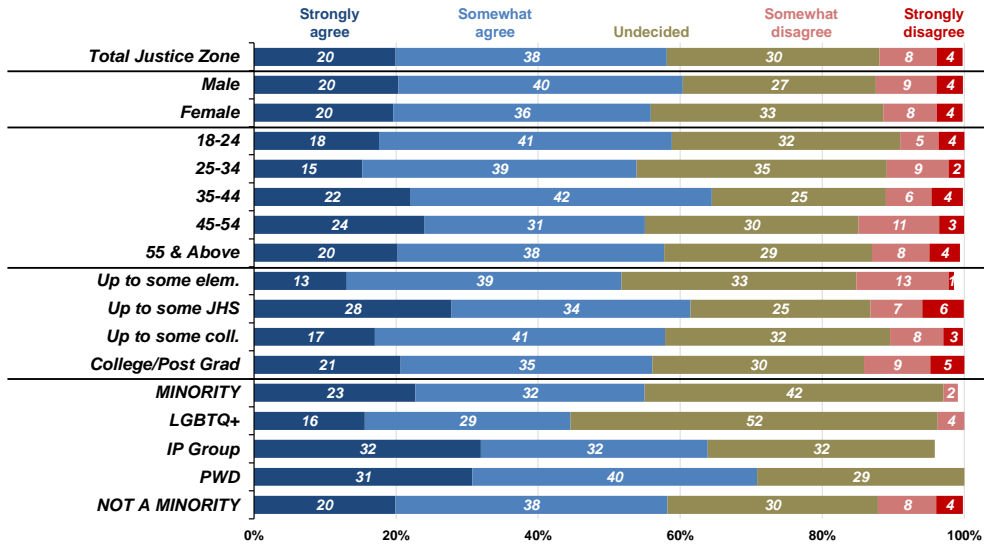
**Chart 661**





**Chart 662**

**“IN THE PHILIPPINES, THE COURTS ARE MORE CONCERNED ABOUT COURT PROCESSES THAN THEY ARE WITH PROVIDING JUSTICE,” BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

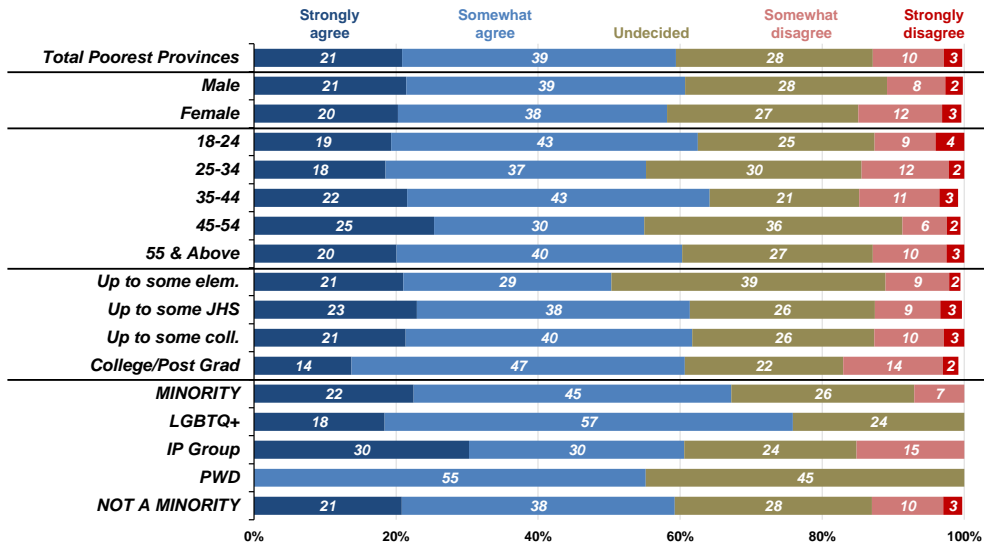


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**Chart 663**

**“IN THE PHILIPPINES, THE COURTS ARE MORE CONCERNED ABOUT COURT PROCESSES THAN THEY ARE WITH PROVIDING JUSTICE,” BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 23.1.6. “The courts in the Philippines decide cases according to the interests of those who have more money or influence.”

Fifty-five percent *agree* (19% strongly agree, 37% somewhat agree, correctly rounded), 26% are *undecided*, and 18% *disagree* (13% somewhat disagree, 6% strongly disagree, correctly rounded) with the statement, “*The courts in the Philippines decide cases according to the interests of those who have more money or influence.*” [Chart 664]

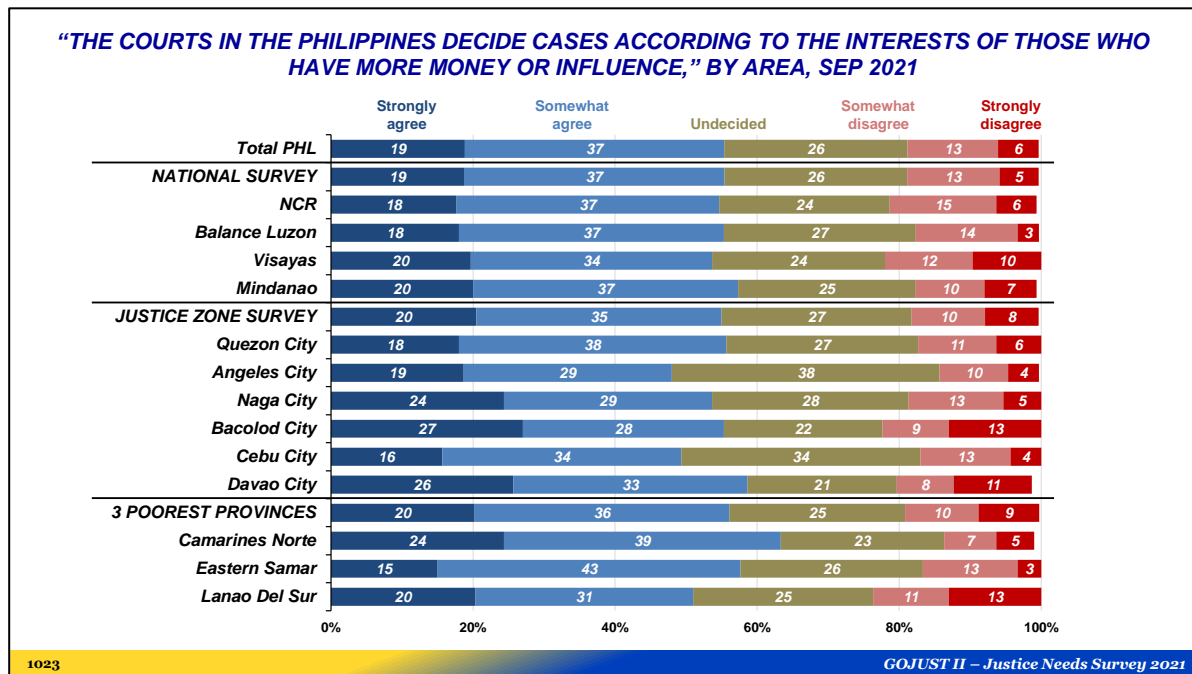
Fifty-six percent in Poorest Provinces, and 55% in National Survey and Justice Zones Survey agree that courts decide cases according to the interests of those who have more money or influence.

In the National Survey, agreement hardly varies by area.

In the Justice Zones, except in Angeles City (48%) and Cebu City (49%), majority agree with the statement.

In the 3 Poorest Provinces, agreement is strongest in Camarines Norte (63%) than in the other two provinces.

**Chart 664**





Those who have had justiciable issues tend to agree more with the statement compared to those who have not had a justiciable issue in Total Philippines, National, Justice Zones, and Poorest Provinces Surveys. [Table 84]

**Table 84**

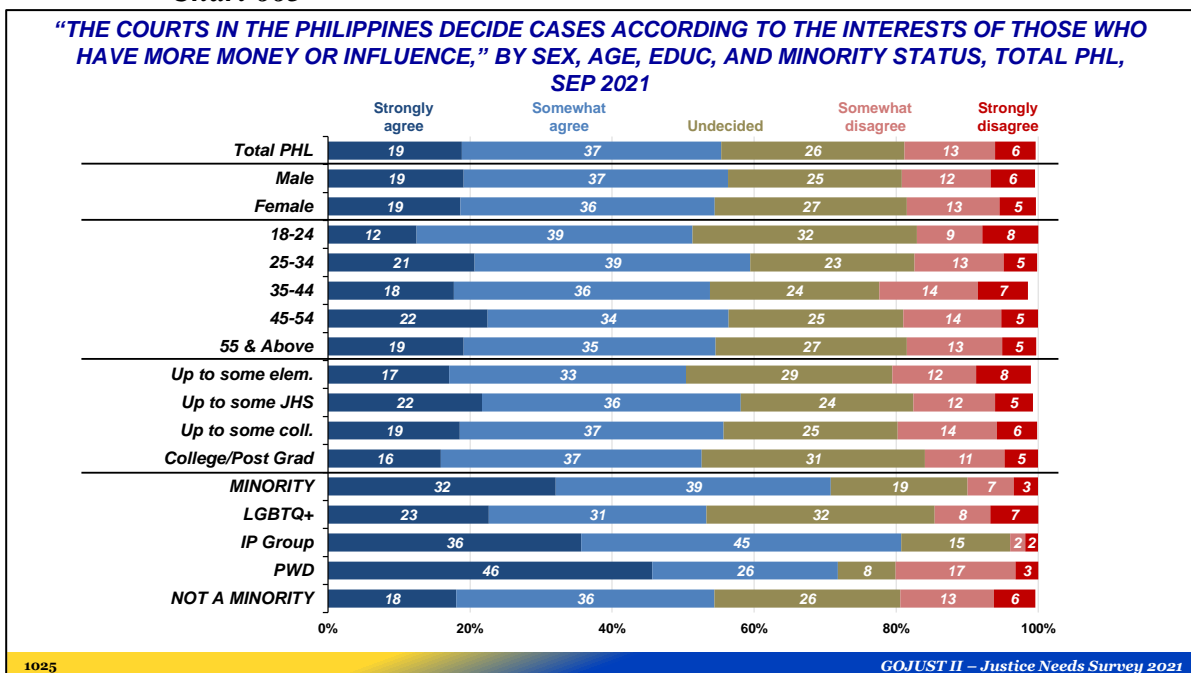
**“THE COURTS IN THE PHILIPPINES DECIDE CASES ACCORDING TO THE INTERESTS OF THOSE WHO HAVE MORE MONEY OR INFLUENCE,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	58%	19%	56%	21%	54%	18%
National Survey	58	19	55	21	54	18
Justice Zones Survey	57	19	59	18	54	18
3 Poorest Provinces	59	17	61	17	55	20

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In Total Philippines, agreement that courts decide cases according to the interests of those who have more money or influence is highest among the self-ascribed minority (71%) compared to the self-ascribed majority and other demographics. [Chart 665]

**Chart 665**





In the National Survey, agreement to the statement is slightly higher among the 25-34 (60%) than other age groups, and the self-ascribed minority (71%) than the self-ascribed majority. [Chart 666]

In the Justice Zones, males (59%) tend to agree more with the statement than females (51%). Agreement is 61% among the 55 and up, and it lowers down among younger age groups. Agreement to the statement is also higher among the elementary graduates (60%), and the self-ascribed minority (61%). [Chart 667]

In the 3 Poorest Provinces, there is more agreement with the statement among males (59%) than females, among aged 18-24 (63%) than older age groups, and among the self-ascribed majority (56%). [Chart 668]

**Chart 666**

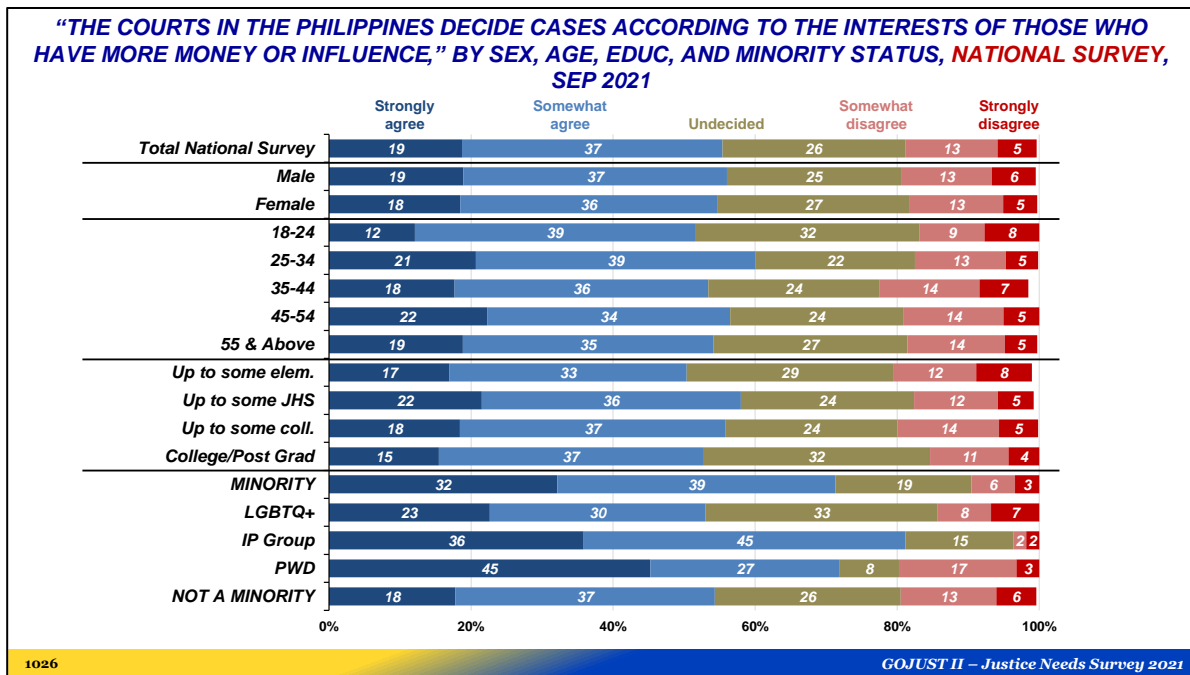






Chart 667

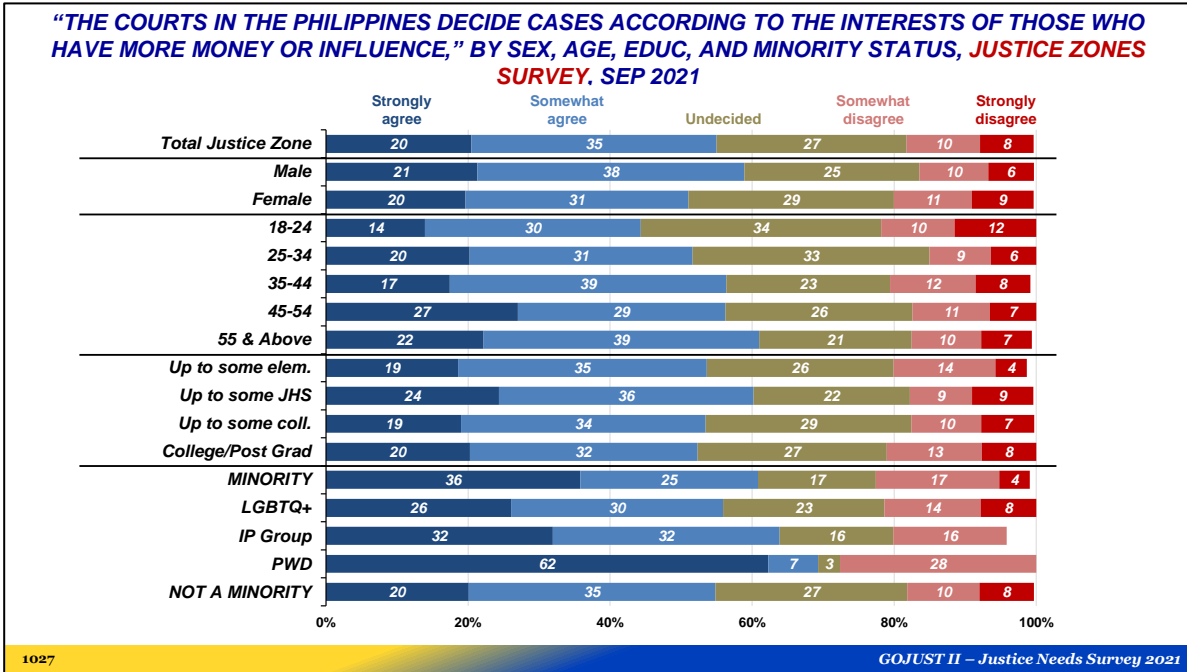
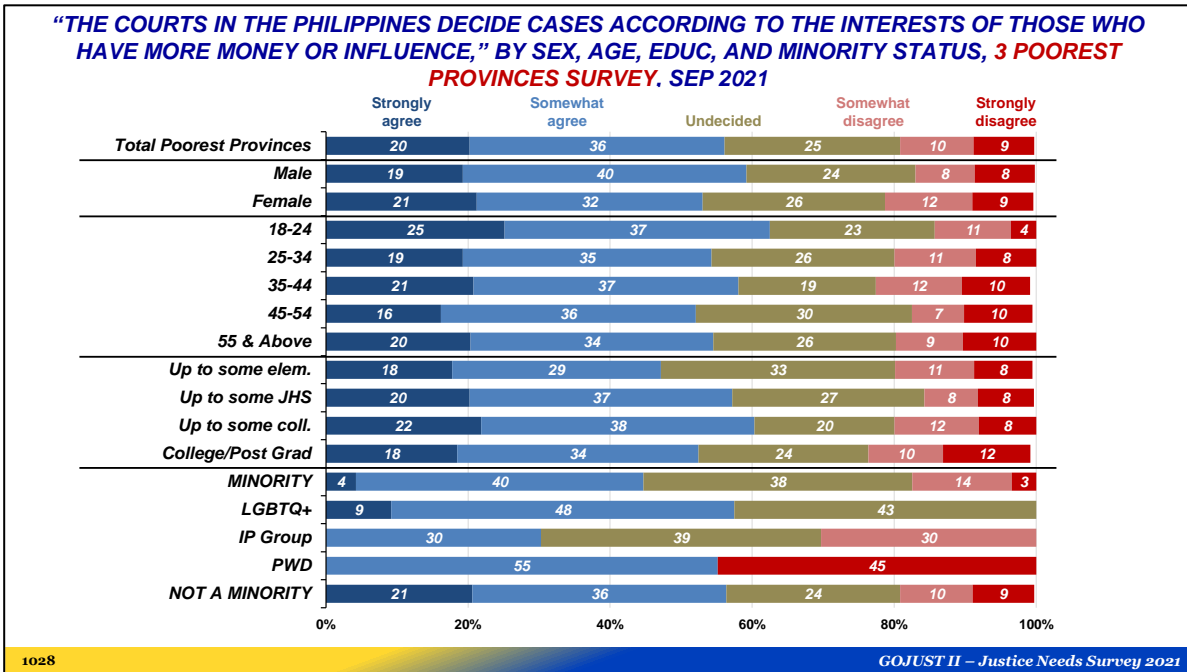


Chart 668





### 23.1.7. “Whether rich or poor, people who have cases in court generally receive equal treatment.”

Fifty-three percent *agree* (23% strongly agree, 30% somewhat agree), 24% are *undecided*, and 24% *disagree* (17% somewhat disagree, 7% strongly disagree) with the statement, “Whether rich or poor, people who have cases in court generally receive equal treatment,” for a moderate net agreement score of +29. [Chart 669]

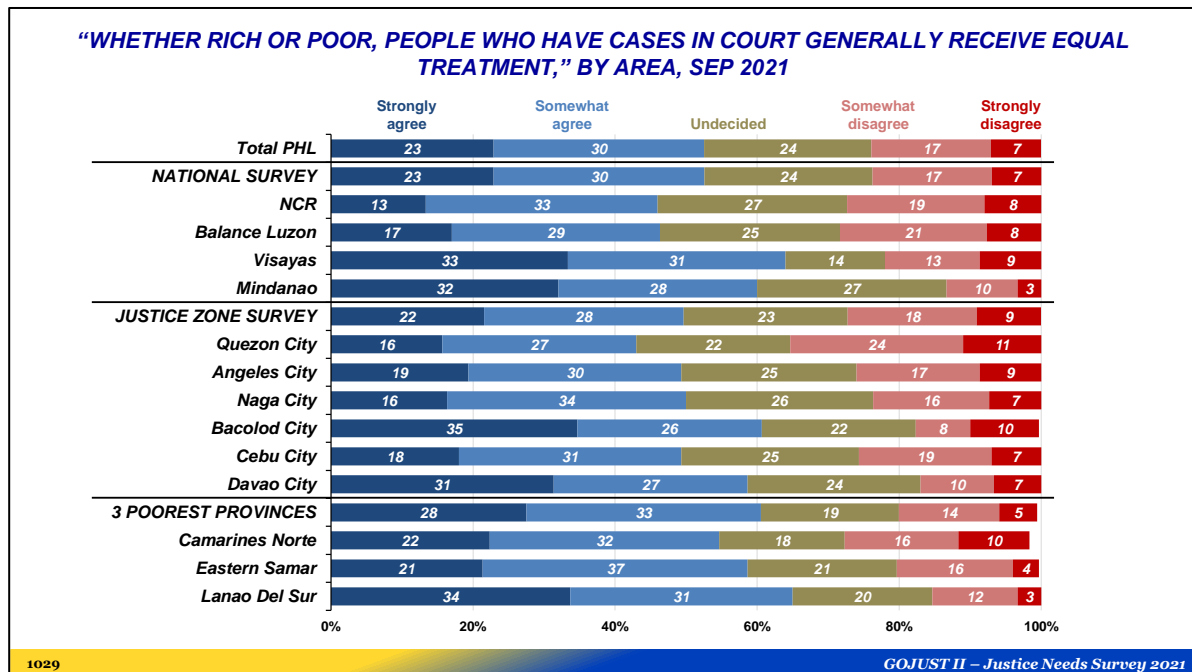
Sixty-one percent in Poorest Provinces say rich or poor generally receive equal treatment in court, while half of adults in National Survey (53%) and Justice Zones Survey (50%) agree with the statement.

In the National Survey, two of five adults in Visayas (64%) and Mindanao (60%) agree with the statement, higher compared to other areas.

In the Justice Zones, adults in Lanao del Sur province (65%) and Bacolod City (61%) agree that rich or poor generally receive equal treatment in court.

In the 3 Poorest Provinces, agreement is strongest in Lanao del Sur (65%) than in the other two provinces.

Chart 669





Those who have not had justiciable issues tend to agree more with the statement compared to those who had justiciable issue in Justice Zones and Poorest Provinces Surveys. [Table 85]

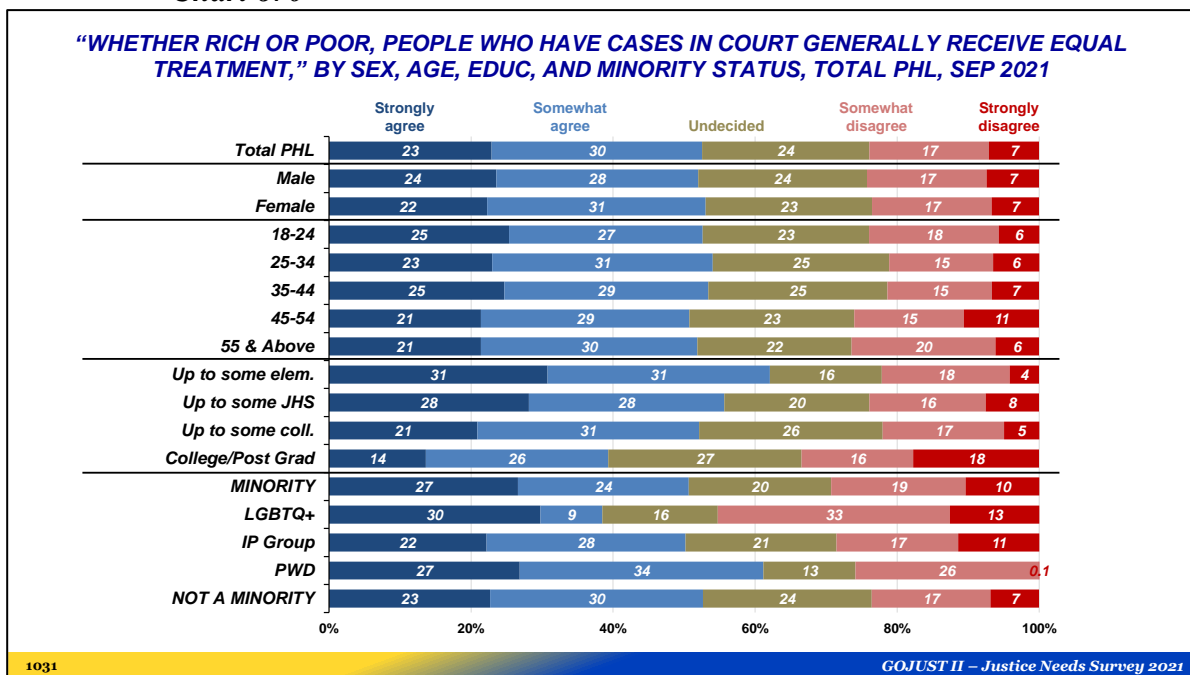
**Table 85**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	51%	27%	53%	26%	53%	22%
<b>National Survey</b>	52	26	54	26	53	22
<b>Justice Zones Survey</b>	41	35	43	34	54	23
<b>3 Poorest Provinces</b>	58	24	59	22	62	18

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In Total Philippines, agreement is highest among non-elementary graduates (62%), higher compared to those with more education especially among college graduates (39%). [Chart 670]

**Chart 670**





In the National Survey, 63% agree with the statement among non-elementary graduates and decreases among those with higher education. [Chart 671]

In the Justice Zones, agreement with the statement is higher among males (54%) than females, among aged 18-24 (67%) than older age groups, among non-elementary graduates (55%) than more educated, and among the self-ascribed minority (64%) than the self-ascribed majority. [Chart 672]

In the 3 poorest provinces, majority agree with the statement across different demographics, with percentage higher among elementary and high school graduates (60-64%) and among the self-ascribed minority (64%). [Chart 673]

**Chart 671**

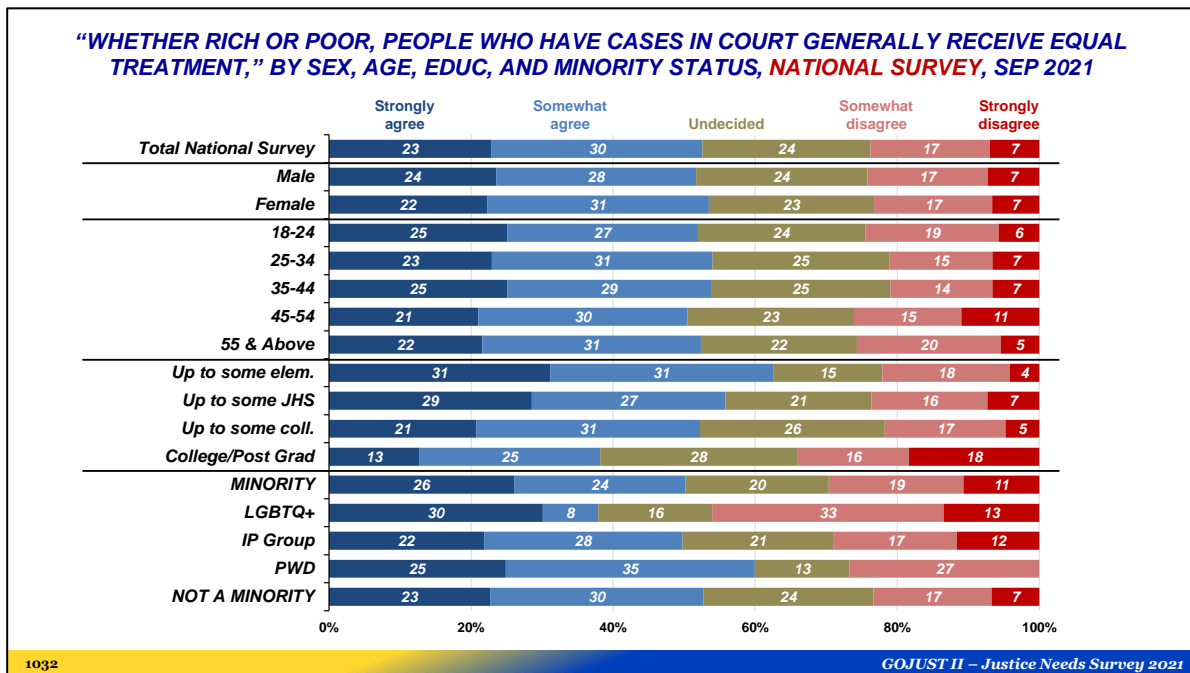
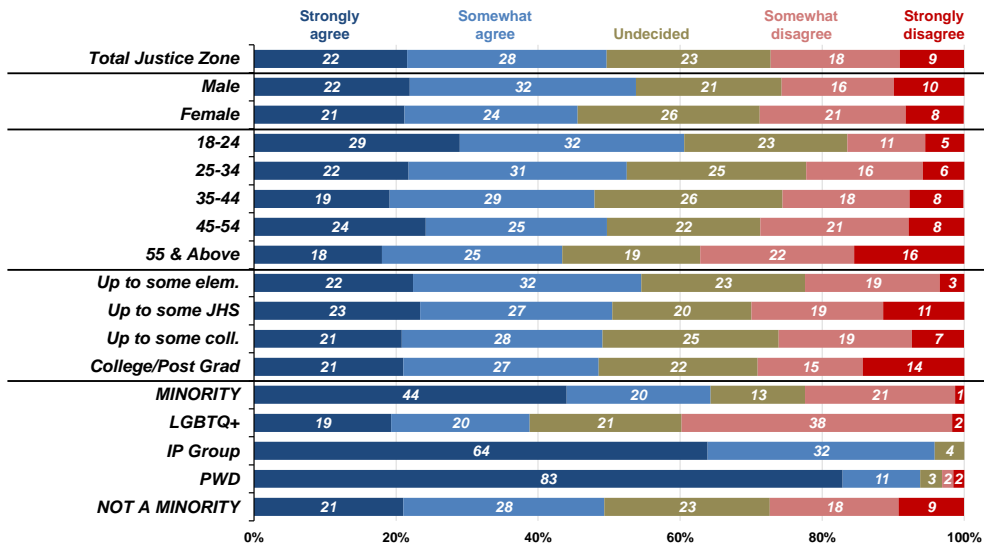




Chart 672

**“WHETHER RICH OR POOR, PEOPLE WHO HAVE CASES IN COURT GENERALLY RECEIVE EQUAL TREATMENT,” BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

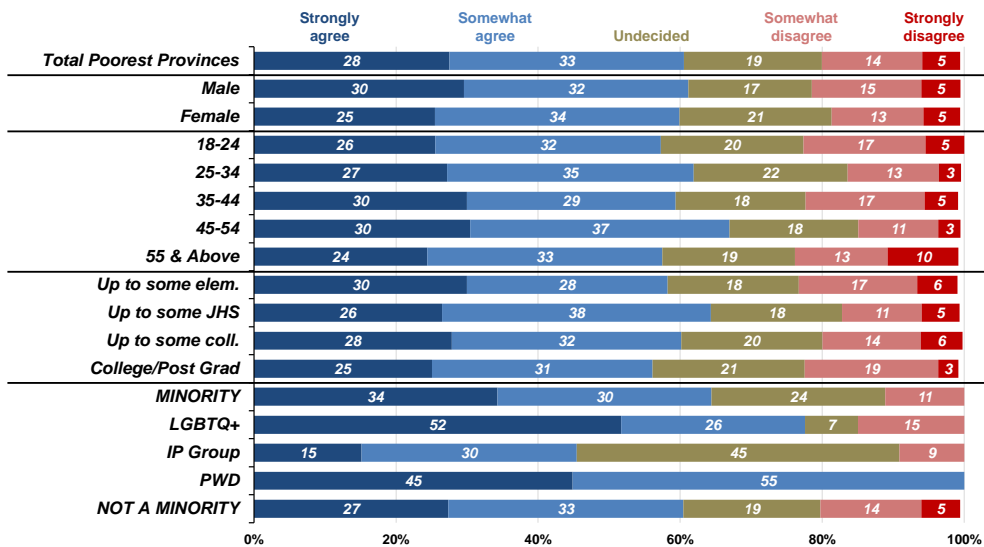


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Chart 673

**“WHETHER RICH OR POOR, PEOPLE WHO HAVE CASES IN COURT GENERALLY RECEIVE EQUAL TREATMENT,” BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 23.1.8. “One can expect the court proceedings to move swiftly.”

Fifty percent *agree* (15% strongly agree, 35% somewhat agree), 25% are *undecided*, and 25% *disagree* (17% somewhat disagree, 8% strongly disagree) with the statement, “One can expect the court proceedings to move swiftly.” [Chart 674]

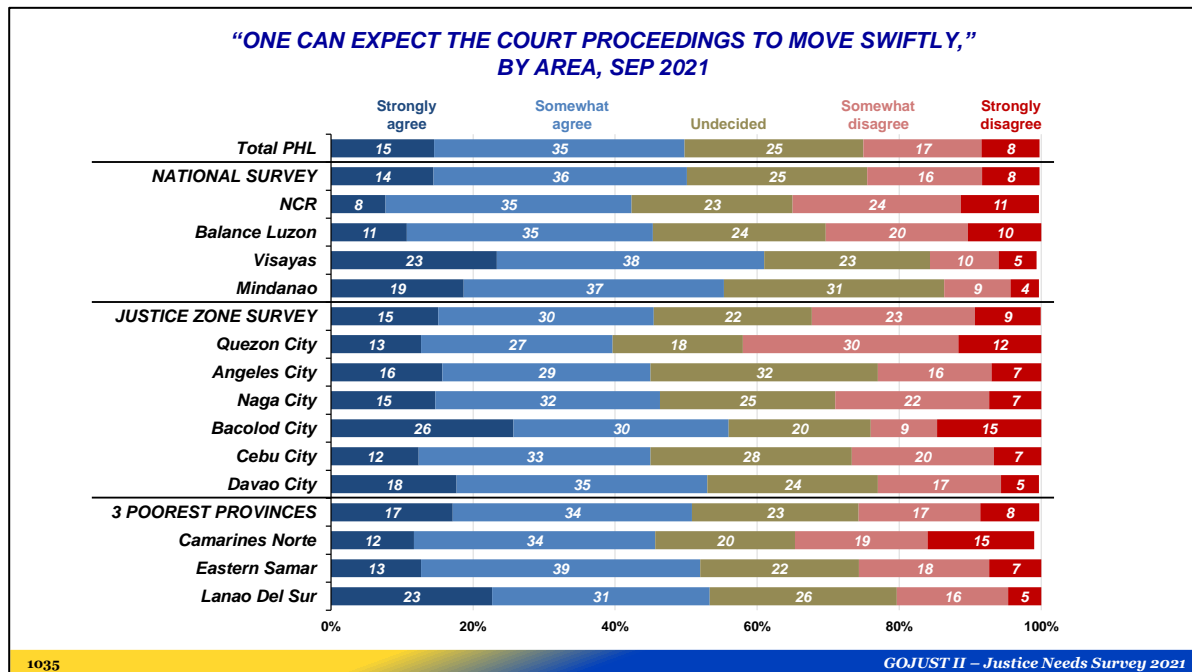
Half of adult Filipinos in Poorest Provinces and major areas in National Survey say court proceedings to move swiftly, 45% in Justice Zones Survey say the same.

In the National Survey, 61% in Visayas and 55% in Mindanao agree that one can expect the court proceedings to move swiftly.

In the Justice Zones, agreement is stronger in Bacolod City (56%) and Davao City (53%) than in the other Justice Zones.

In the 3 Poorest Provinces, agreement is 52% in Eastern Samar and 53% in Lanao del Sur.

Chart 674





Those who have not had justiciable issues tend to agree more with the statement compared to those who had justiciable issue in Total Philippines, National, and Justice Zones Surveys. [Table 86]

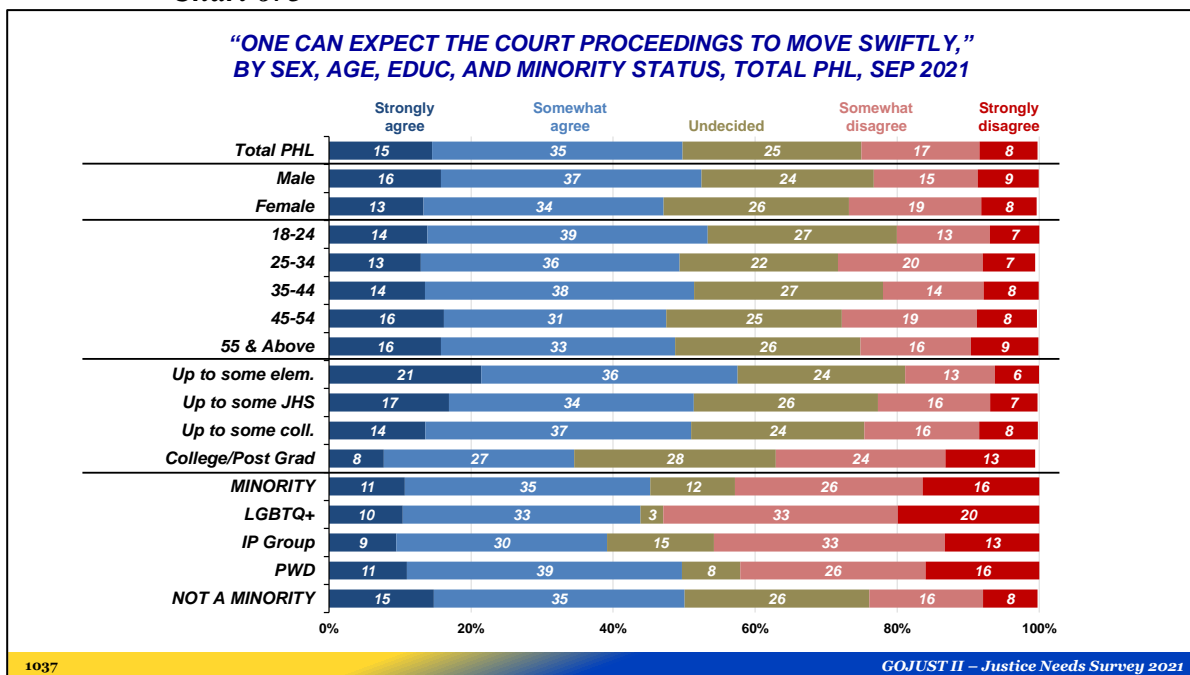
**Table 86**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Total Philippines	47%	30%	46%	32%	51%	22%
National Survey	48	29	47	31	51	22
Justice Zones Survey	36	45	37	46	50	26
3 Poorest Provinces	53	25	55	26	50	25

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In Total Philippines, slightly more males (52%) than females (47%) agree that one can expect the court proceedings to move swiftly. Fifty-eight percent agree among non-elementary graduates and it decreases among those with higher education. [Chart 675]

**Chart 675**



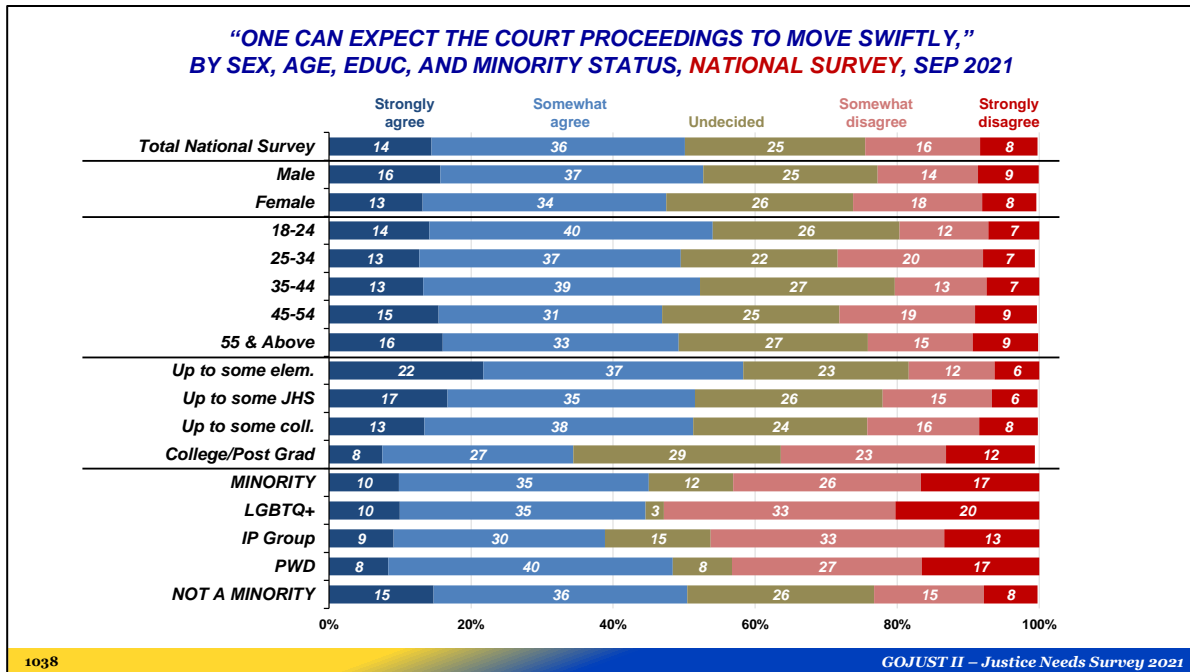


In the National Survey, males (53%) tend to agree more with the statement than females (47%). Agreement is 54% among 18-24 years old, and is lower among older age groups. [Chart 676]

In the Justice Zones, there is more agreement with the statement among males (49%) than females, and among aged 45-54 (54%) than other age groups. Fifty-four percent and among the self-ascribed minority agree with the statement. [Chart 677]

In the 3 Poorest Provinces, agreement is higher among males (54%), 35-54 years old (53-58%), and the self-ascribed majority (51%). [Chart 678]

**Chart 676**



**Chart 677**

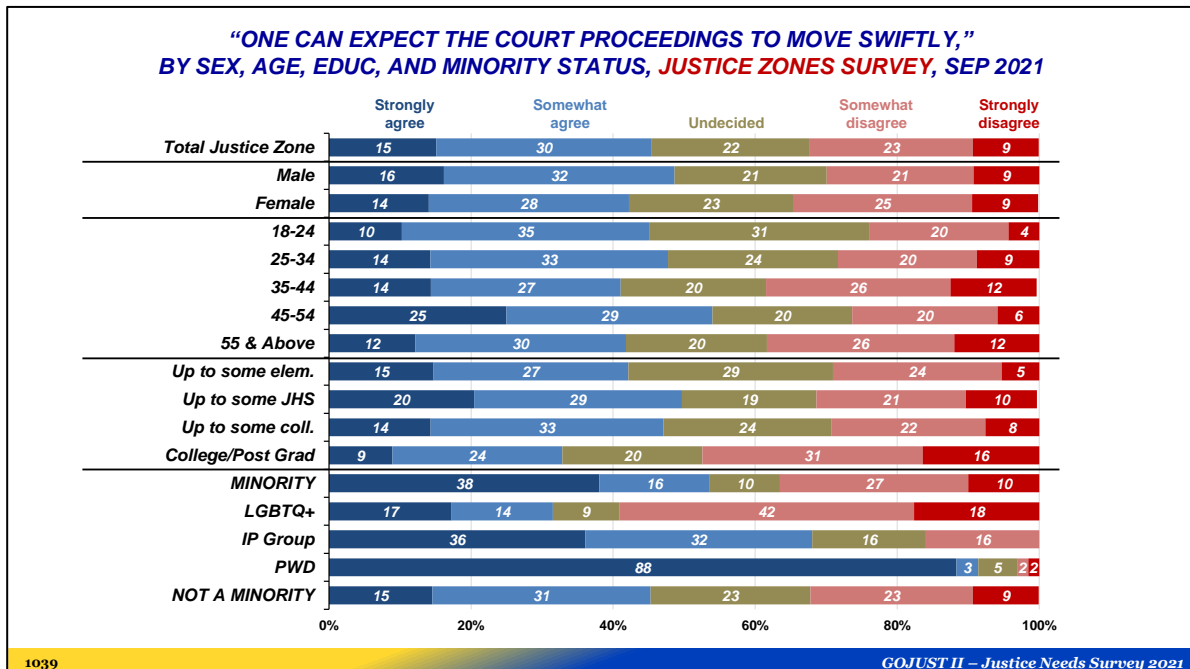
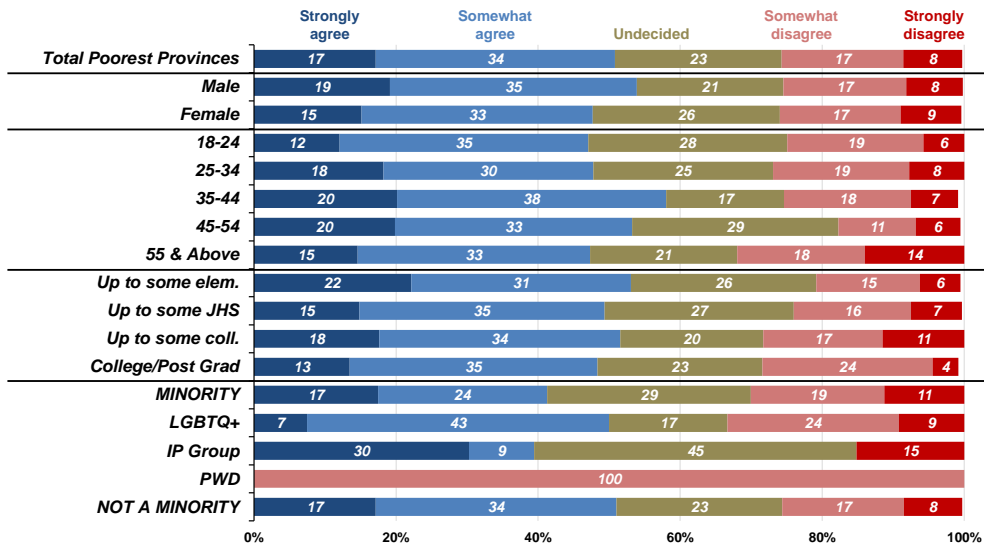






Chart 678

**“ONE CAN EXPECT THE COURT PROCEEDINGS TO MOVE SWIFTLY,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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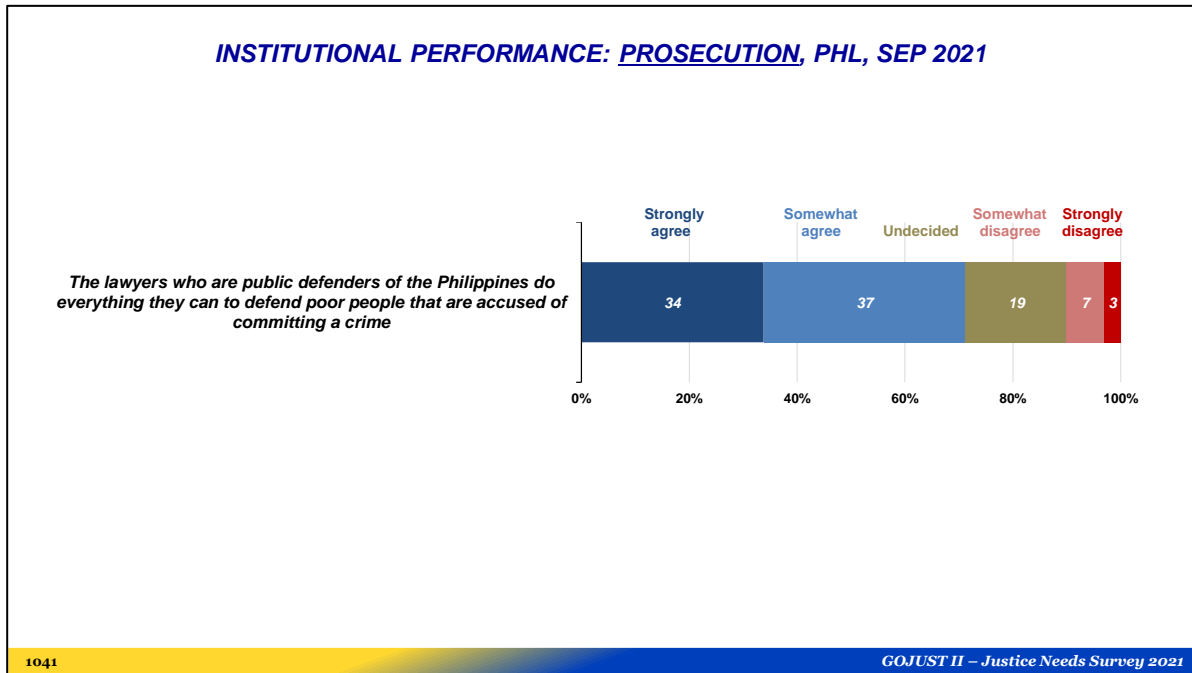
GOJUST II – Justice Needs Survey 2021



## 23.2. Public Defenders

Filipinos nationwide have a high agreement with the test statement about the performance of public defenders. [Chart 679]

Chart 679





**23.2.1. “The lawyers who are public defenders of the Philippines do everything they can to defend poor people that are accused of committing a crime.”**

Seventy-one percent *agree* (34% strongly agree, 37% somewhat agree), 19% are *undecided*, and 10% *disagree* (7% somewhat disagree, 3% strongly disagree) with the statement, “*The lawyers who are public defenders of the Philippines do everything they can to defend poor people that are accused of committing a crime.*” [Chart 680]

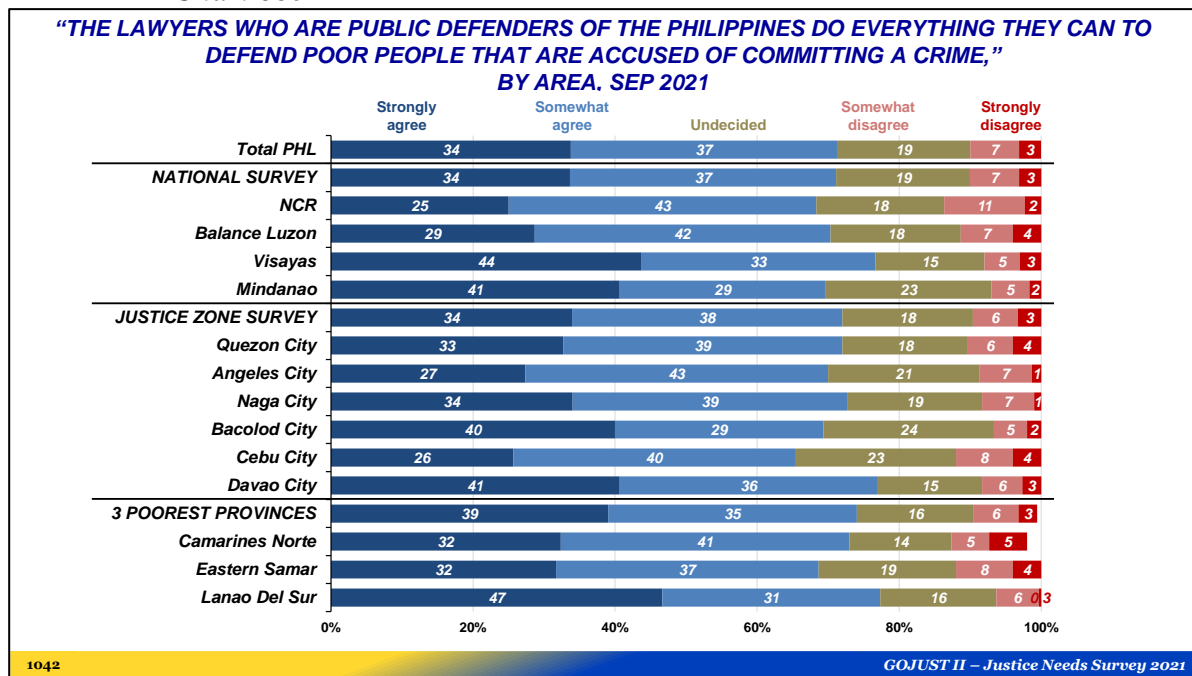
Seven out of ten adult Filipinos in Poorest Provinces, Justice Zones, and National Survey areas say Philippine public defenders do everything they can to defend poor people that are accused of committing a crime.

In the National Survey, agreement is strongest in Visayas (77%) than in other areas.

In the Justice Zones, agreement is stronger in Davao City (77%) than in the other Justice Zones.

In the 3 Poorest Provinces, agreement is strongest in Lanao del Sur (77%) than in other provinces.

**Chart 680**





Those who have not had justiciable issues tend to agree more with the statement compared to those who had justiciable issue in Total Philippines, National, and Justice Zones Surveys. [Table 87]

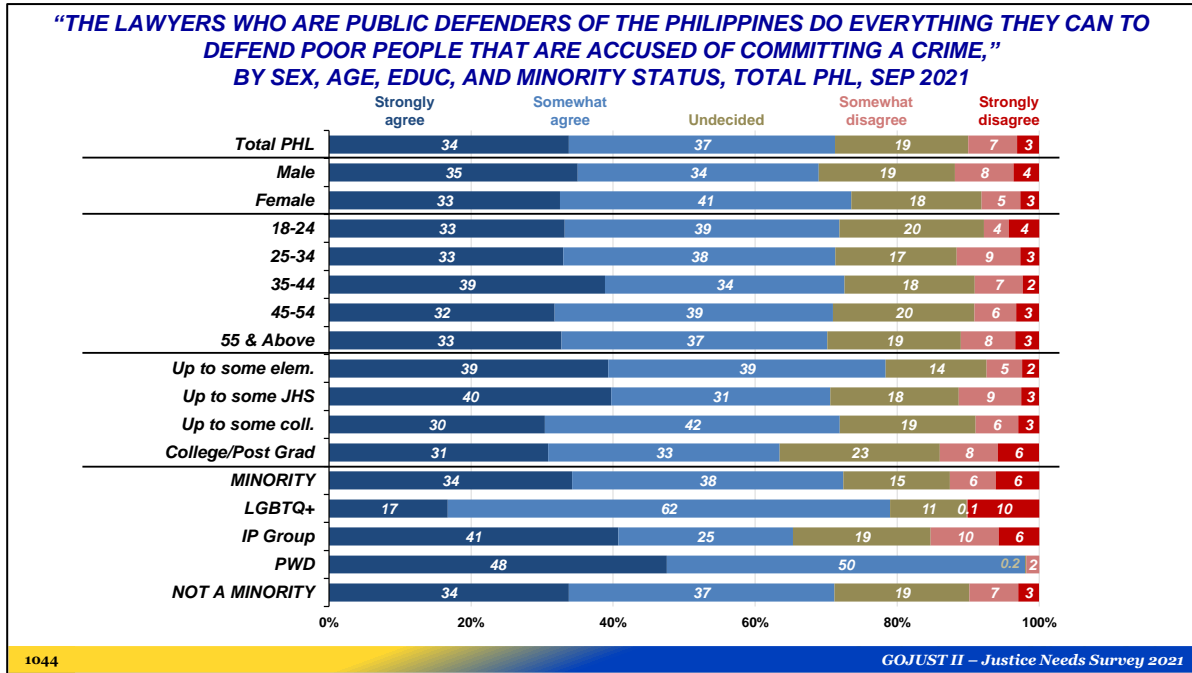
**Table 87**

	<b>“THE LAWYERS WHO ARE PUBLIC DEFENDERS OF THE PHILIPPINES DO EVERYTHING THEY CAN TO DEFEND POOR PEOPLE THAT ARE ACCUSED OF COMMITTING A CRIME,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021</b>					
	<b>With justiciable issue</b>		<b>Took ANY action</b>		<b>W/O justiciable issue</b>	
	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Disagree</b>
<b>Total Philippines</b>	<b>69%</b>	<b>12%</b>	<b>69%</b>	<b>12%</b>	<b>72%</b>	<b>9%</b>
<b>National Survey</b>	<b>69</b>	<b>12</b>	<b>69</b>	<b>12</b>	<b>72</b>	<b>9</b>
<b>Justice Zones Survey</b>	<b>68</b>	<b>12</b>	<b>69</b>	<b>13</b>	<b>74</b>	<b>8</b>
<b>3 Poorest Provinces</b>	<b>77</b>	<b>11</b>	<b>78</b>	<b>10</b>	<b>73</b>	<b>8</b>



In Total Philippines, agreement to the statement is higher among the females (74%) and the non-elementary graduates (78%). [Chart 681]

**Chart 681**



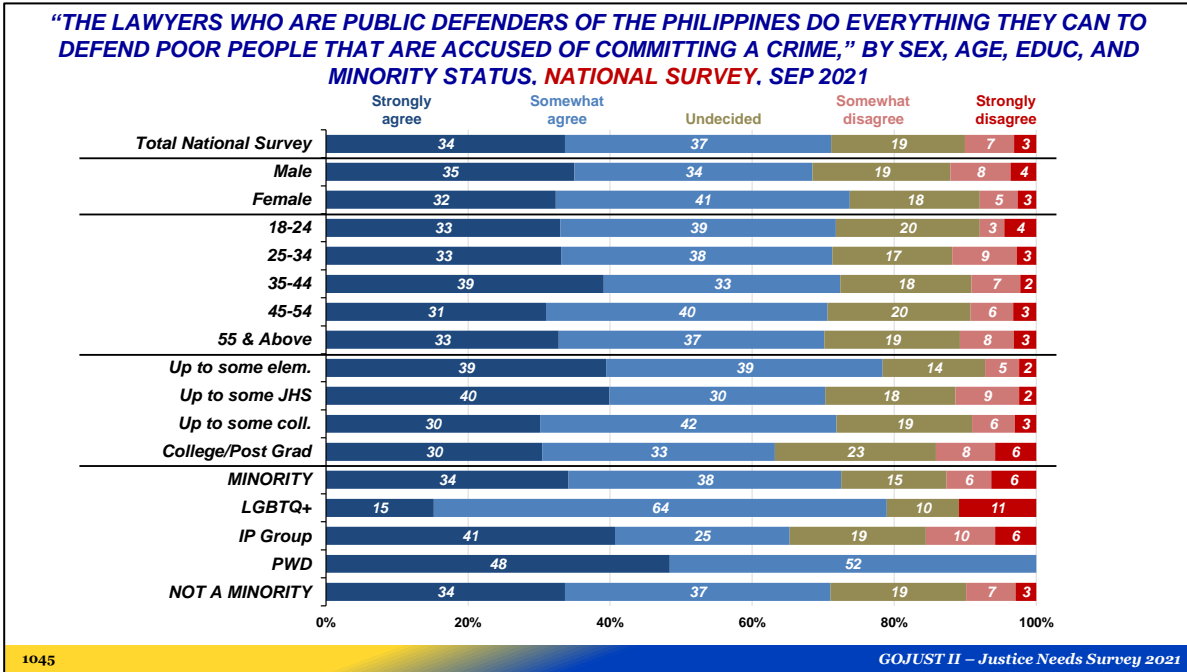
In the National Survey, more females (74%) agree than males (69%). By education, 78% among non-elementary agree, lower compared to 63% among college graduates who say the same. [Chart 682]

In the Justice Zones, 80% among non-elementary graduates while 64% among college graduates agree with the statement. Seventy-two percent among the self-ascribed majority agree with the statement. [Chart 683]

In the 3 Poorest Provinces, agreements with the statement that public defenders do everything they can to defend the accused poor people hardly vary across demographics. [Chart 684]



**Chart 682**



**Chart 683**

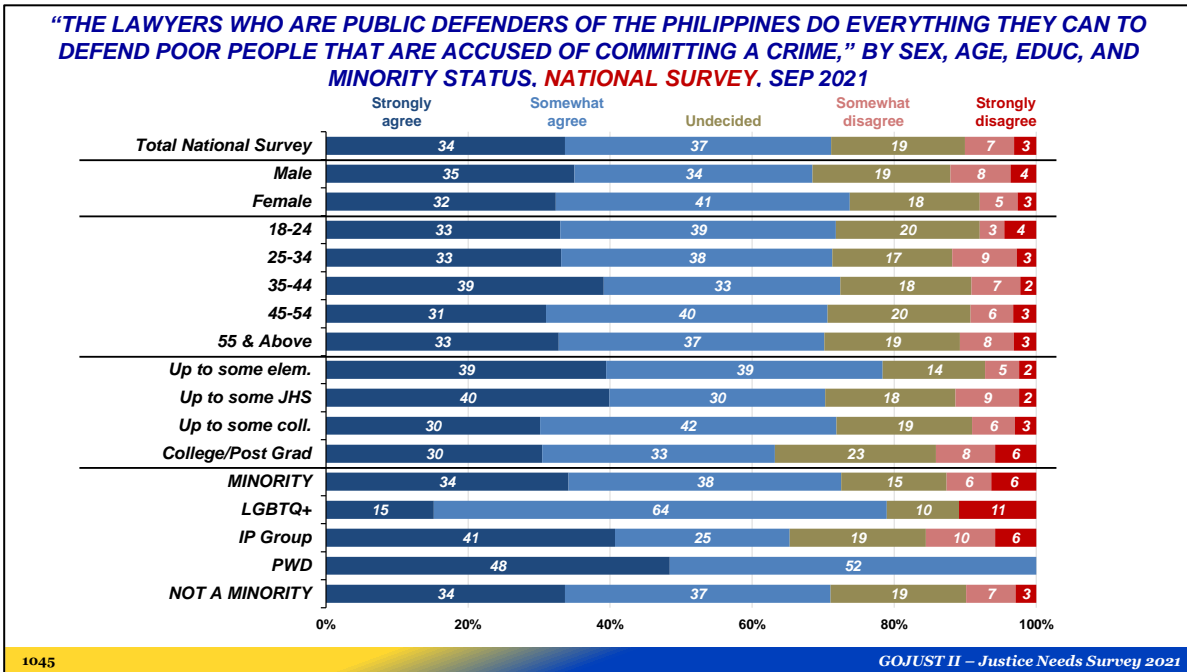
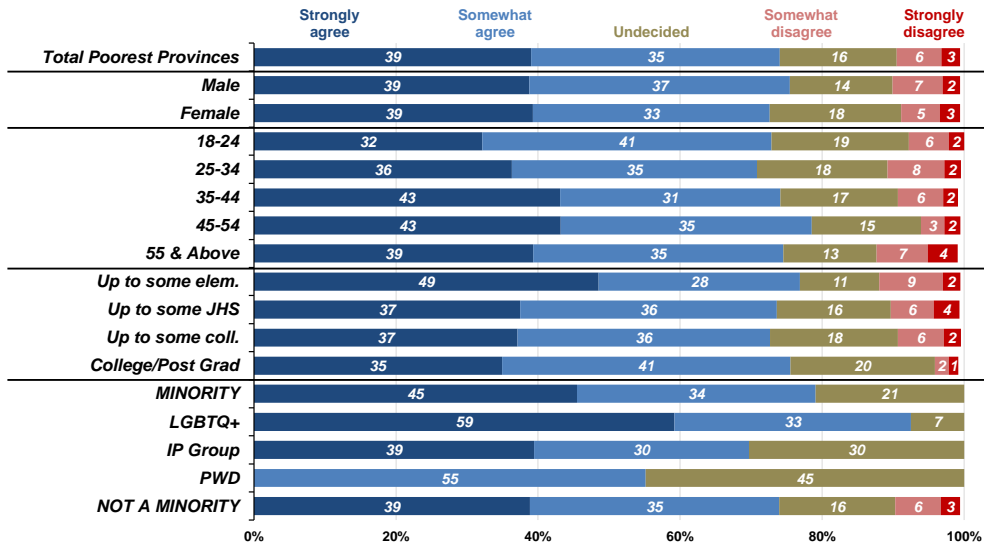




Chart 684

**“THE LAWYERS WHO ARE PUBLIC DEFENDERS OF THE PHILIPPINES DO EVERYTHING THEY CAN TO DEFEND POOR PEOPLE THAT ARE ACCUSED OF COMMITTING A CRIME,” BY SEX, AGE, EDUC, AND MINORITY STATUS. 3 POOREST PROVINCES SURVEY, SEP 2021**



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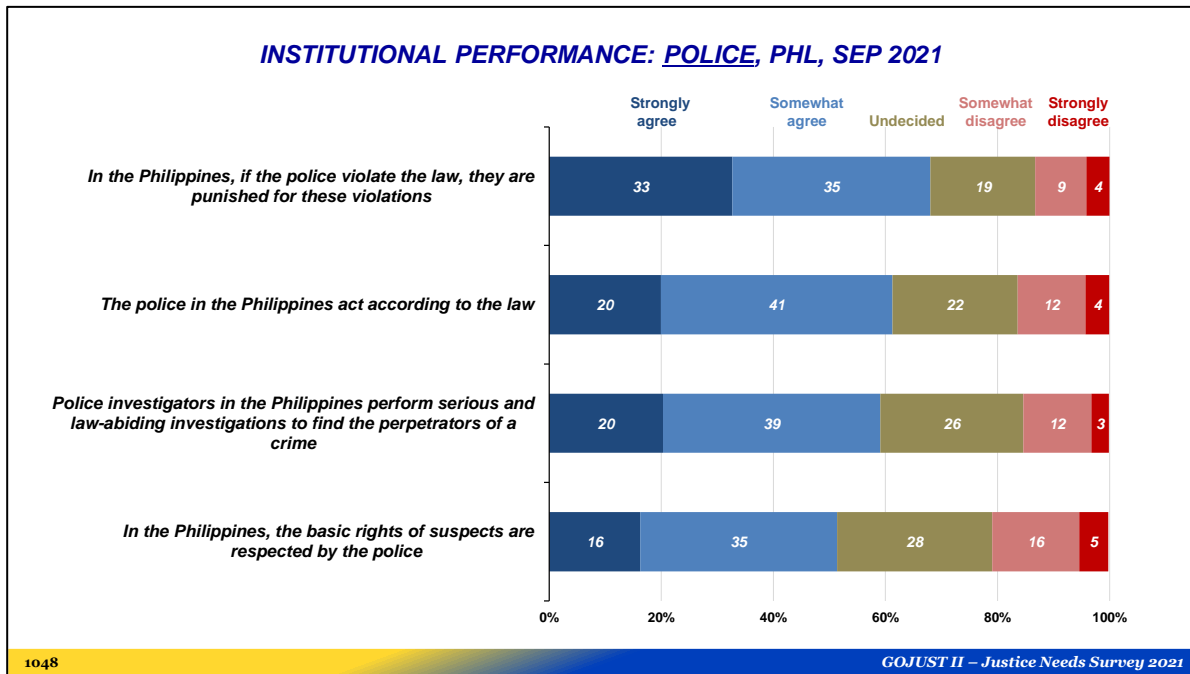


### 23.3. Police

At least three-fifths of adult Filipinos agree on two out of four test statements about the performance of the police. [Chart 685]

- In the Philippines, if the police violate the law, they are punished for these violations (68%)
- The police in the Philippines act according to the law (61%)
- Police investigators in the Philippines perform serious and law-abiding investigations to find the perpetrators of a crime (59%)
- In the Philippines, the basic rights of suspects are respected by the police (51%).

Chart 685







### 23.3.1. “In the Philippines, if the police violate the law, they are punished for these violations.”

Sixty-eight percent *agree* (33% strongly agree, 35% somewhat agree), 19% are *undecided*, and 13% *disagree* (9% somewhat disagree, 4% strongly disagree) with the statement, "In the Philippines, if the police violate the law, they are punished for these violations." [Chart 686]

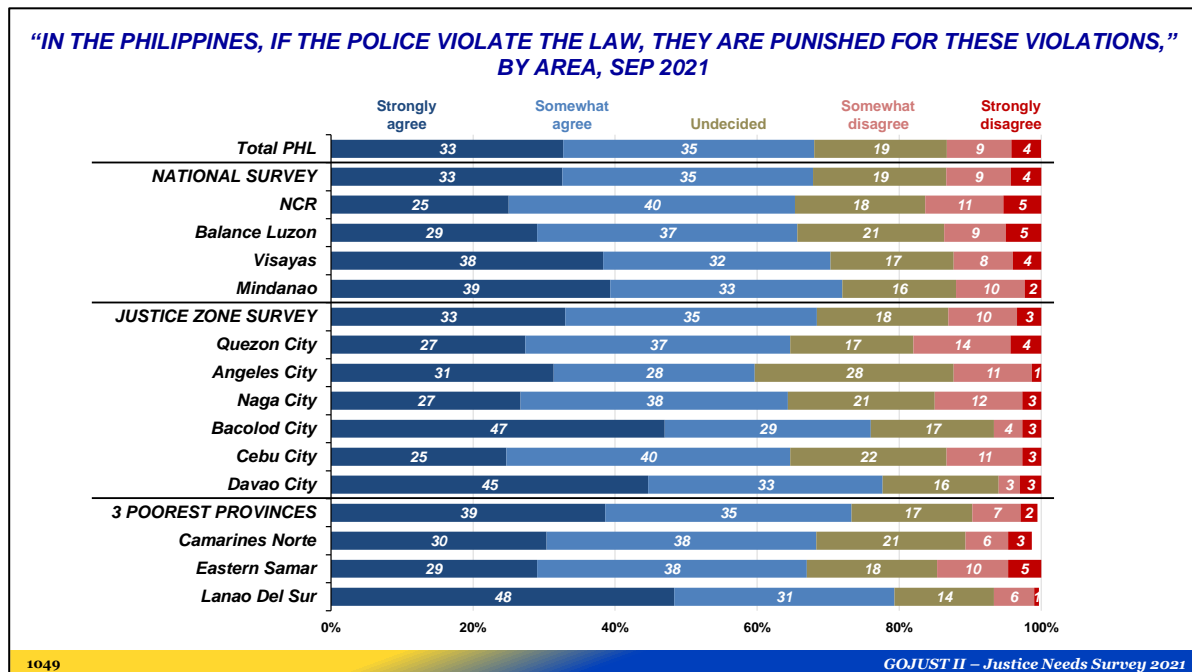
Seventy-three percent in Poorest Provinces and 68% in National Survey and Justice Zones Survey agree that police in the Philippines will be punished if they violate the law.

In the National Survey, seven out of ten adults in Mindanao (72%) and Visayas (70%) agree with the statement, higher compared to other areas.

In the Justice Zones, agreement is higher in Davao City (78%) and Bacolod City (76%) than in the other Justice Zones.

In the 3 Poorest Provinces, 79% of adults in Lanao del Sur (79%) agree with the statement.

Chart 686





Those who have not had justiciable issues (71%) tend to agree more with the statement compared to those who had justiciable issue (63%) in Justice Zones Surveys. [Table 88]

**Table 88**

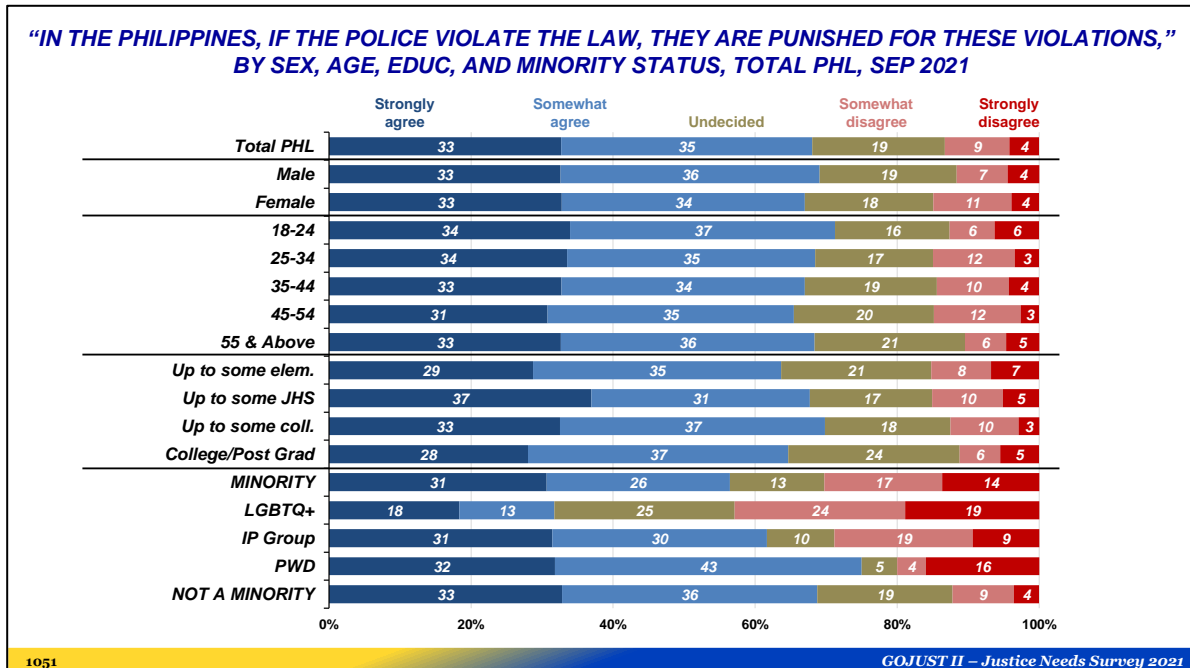
**“IN THE PHILIPPINES, IF THE POLICE VIOLATE THE LAW, THEY ARE PUNISHED FOR THESE VIOLATIONS,”  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	<b>70%</b>	<b>14%</b>	<b>73%</b>	<b>12%</b>	<b>67%</b>	<b>13%</b>
<b>National Survey</b>	<b>71</b>	<b>14</b>	<b>74</b>	<b>11</b>	<b>66</b>	<b>13</b>
<b>Justice Zones Survey</b>	<b>63</b>	<b>19</b>	<b>64</b>	<b>17</b>	<b>71</b>	<b>10</b>
<b>3 Poorest Provinces</b>	<b>75</b>	<b>10</b>	<b>75</b>	<b>11</b>	<b>73</b>	<b>9</b>

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In Total Philippines, agreement that police will be punished if they violate the law is slightly higher among the 18-24 (71%), and elementary and high school graduates (68-70%), and among the self-ascribed majority (69%). [Chart 687]

**Chart 687**





In the National Survey, 71% among 18-24 years old while 65-68% among older age groups agree with the statement. Sixty-nine percent among the self-ascribed majority agree that police will be punished if they violate the law. [Chart 688]

In the Justice Zones, agreement to the statement is slightly higher among the females (70%), among the 55 and up (70%), and the elementary and high school graduates (69-71%). [Chart 689]

In the 3 Poorest Provinces, agreement to the statement is slightly higher among the males (70%), the 25 and above (68-71%), the non-college graduates (68-71%), and the self-ascribed majority (68%). [Chart 690]

**Chart 688**

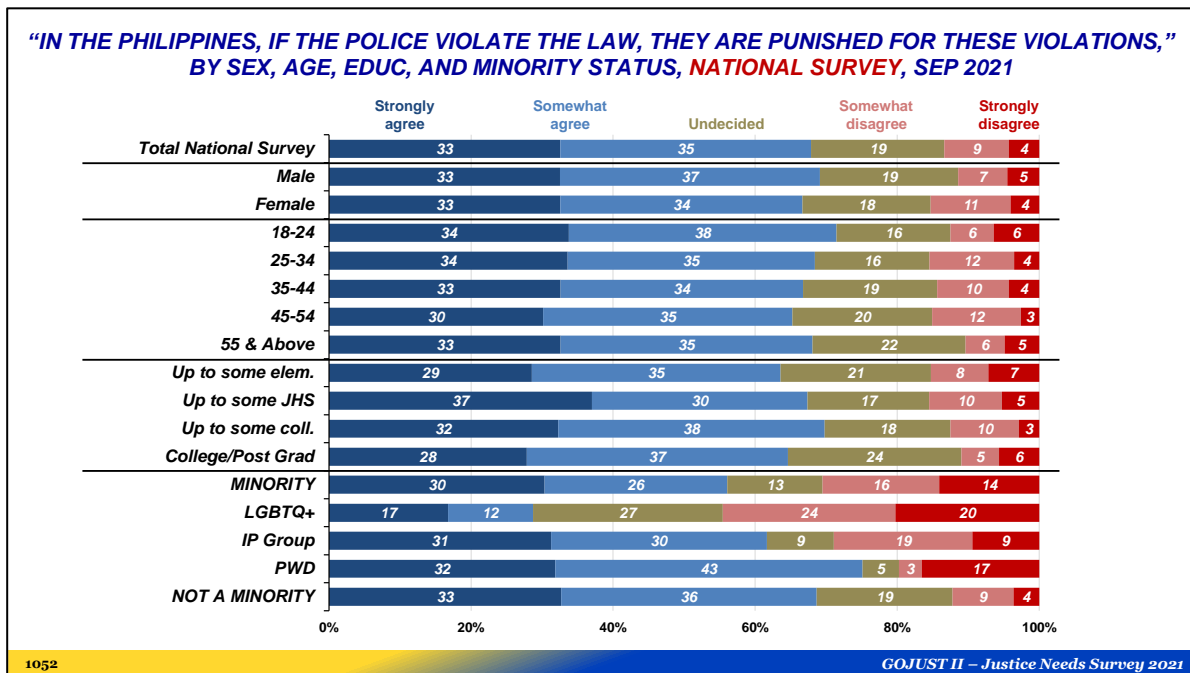
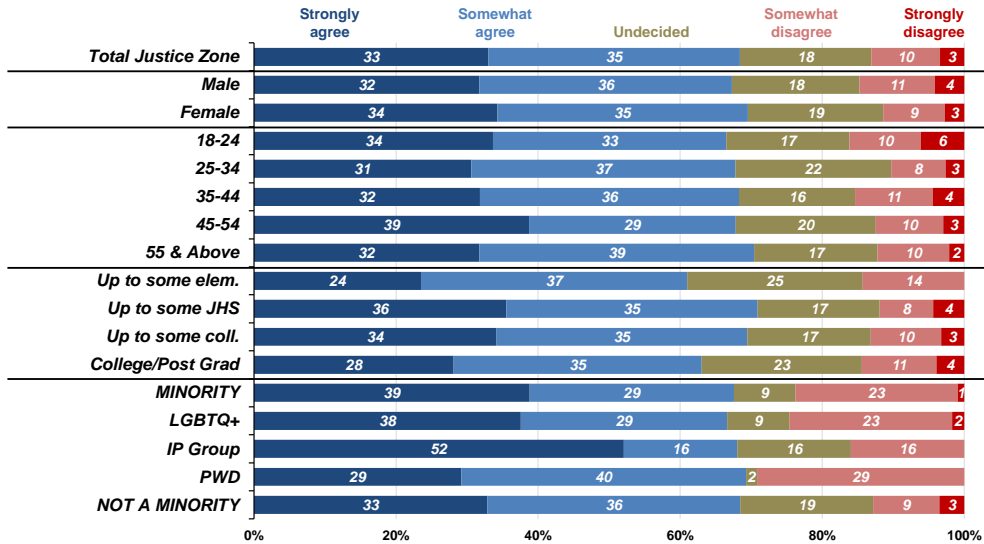




Chart 689

**“IN THE PHILIPPINES, IF THE POLICE VIOLATE THE LAW, THEY ARE PUNISHED FOR THESE VIOLATIONS,”**  
**BY SEX, AGE, EDUC, AND MINORITY STATUS, JUSTICE ZONES SURVEY, SEP 2021**

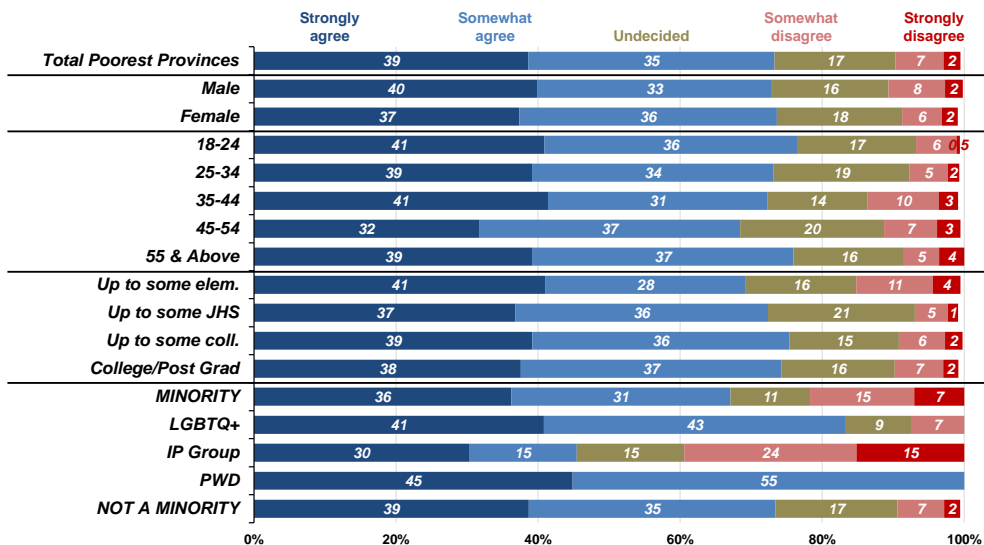


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Chart 690

**“IN THE PHILIPPINES, IF THE POLICE VIOLATE THE LAW, THEY ARE PUNISHED FOR THESE VIOLATIONS,”**  
**BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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### 23.3.2. “The police in the Philippines act according to the law.”

Sixty-one percent *agree* (20% strongly agree, 41% somewhat agree), 22% are *undecided*, and 16% *disagree* (12% somewhat disagree, 4% strongly disagree) with the statement, “The police in the Philippines act according to the law.” [Chart 691]

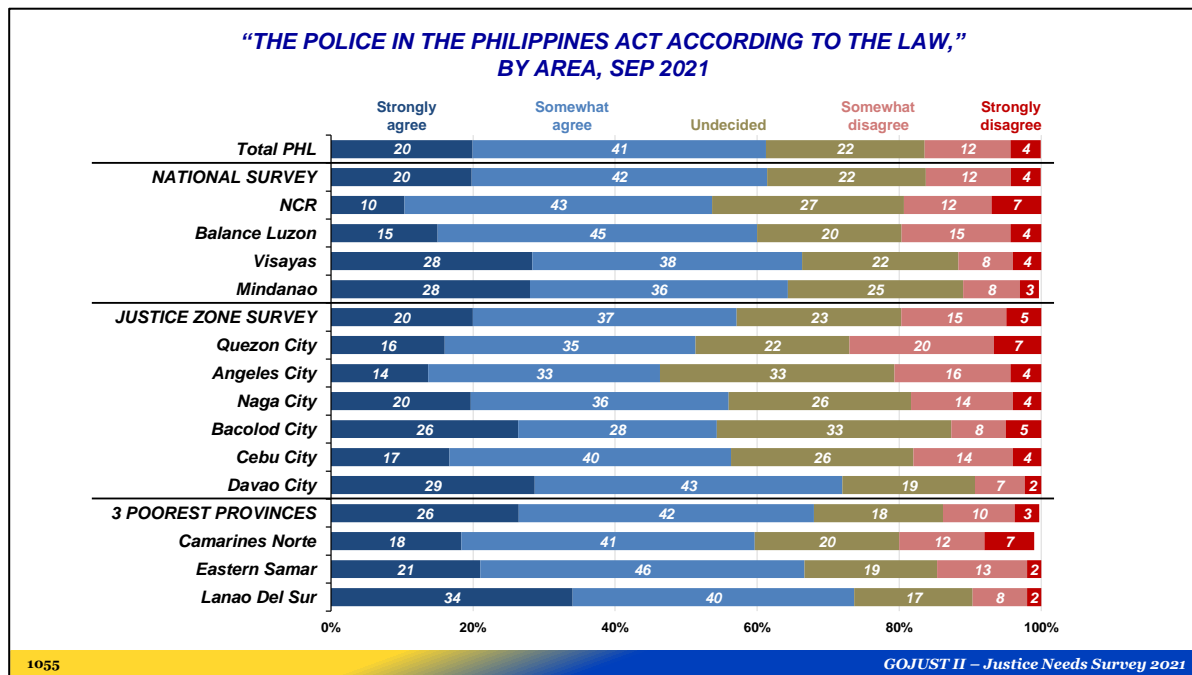
Sixty-eight percent in Poorest Provinces, 61% in National Survey, and 57% in Justice Zones Survey agree that police in the Philippines act according to the law.

In the National Survey, agreement is stronger in Visayas (66%) and Mindanao (64%) than in the other areas.

In the Justice Zones, majority except in Angeles City (46%) agree with the statement; agreement is stronger in Davao City than in the other Justice Zones.

In the 3 Poorest Provinces, agreement is strongest in Lanao del Sur (74%) than in the other two provinces.

Chart 691





Those who have not had justiciable issues (61%) tend to agree more with the statement compared to those who had justiciable issue (49%) in the Justice Zones. [Table 89]

**Table 89**

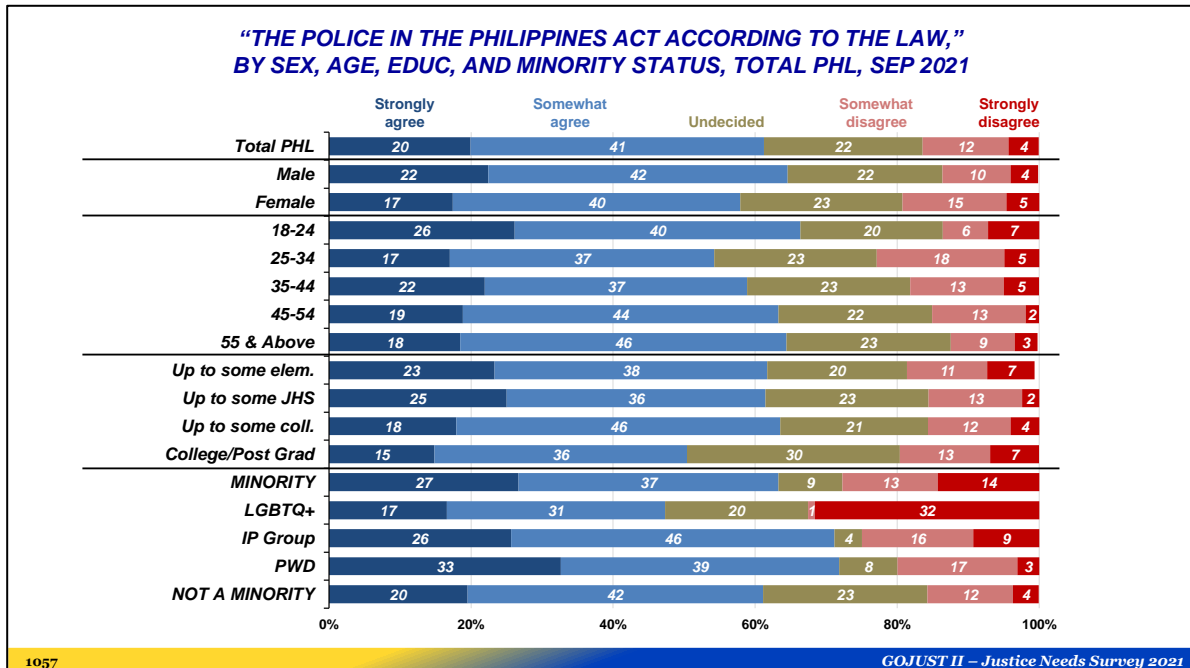
**“THE POLICE IN THE PHILIPPINES ACT ACCORDING TO THE LAW,”  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	<b>64%</b>	<b>17%</b>	<b>65%</b>	<b>18%</b>	<b>60%</b>	<b>16%</b>
<b>National Survey</b>	<b>65</b>	<b>17</b>	<b>66</b>	<b>17</b>	<b>59</b>	<b>16</b>
<b>Justice Zones Survey</b>	<b>49</b>	<b>27</b>	<b>52</b>	<b>26</b>	<b>61</b>	<b>16</b>
<b>3 Poorest Provinces</b>	<b>66</b>	<b>15</b>	<b>68</b>	<b>15</b>	<b>69</b>	<b>13</b>

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In Total Philippines, majority across different demographics agree that police act according to the law. Agreement is higher among the males (65%), among the 18-24 (66%), and the non-college graduates (61-64%) [Chart 692]

**Chart 692**





In the National Survey, there is less agreement with the statement that police act according to the law among females (58%), 25-44 years old (54-59%), and college graduates (50%). [Chart 693]

In the Justice Zones Survey, agreement is higher among males (59%), among the 45-54 (63%), and among the elementary graduates (61%). [Chart 694]

In 3 poorest provinces, less agreement was recorded among 18-24 years old (61%) than older age groups, and among college graduates (59%) than with less education. [Chart 695]

Chart 693

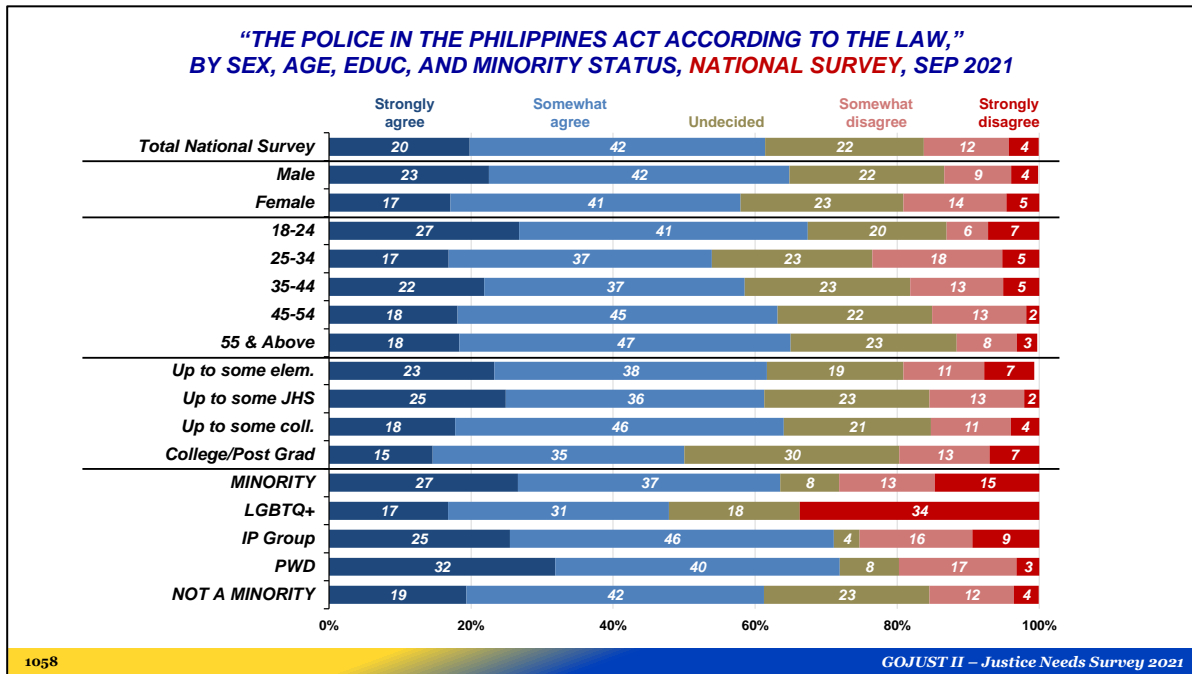


Chart 694

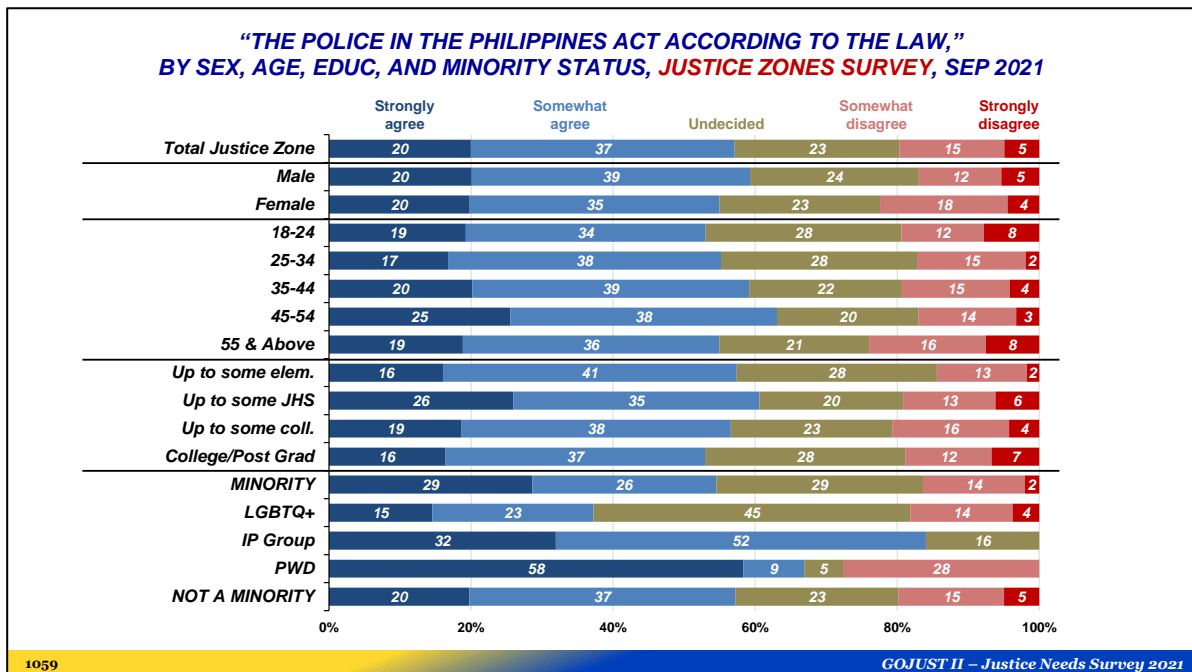
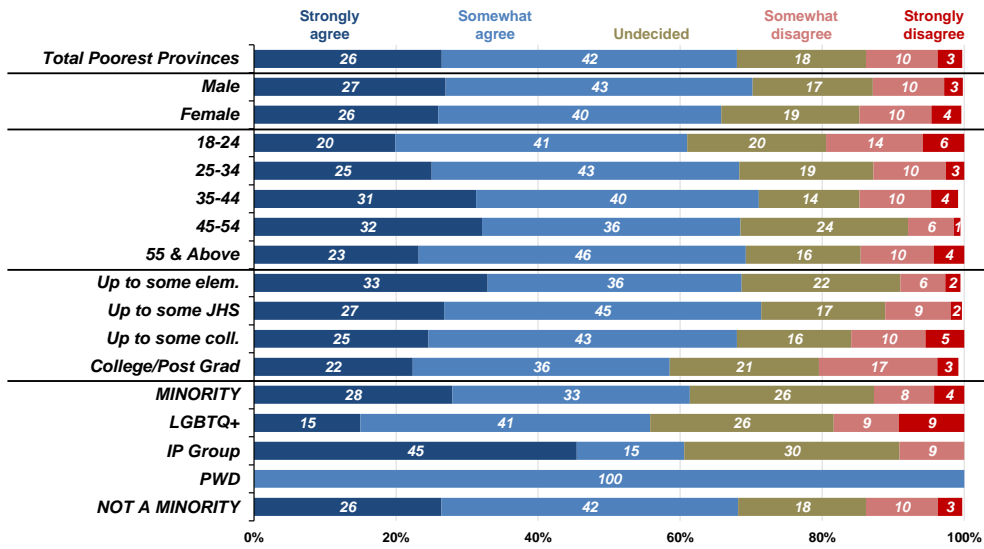




Chart 695

**“THE POLICE IN THE PHILIPPINES ACT ACCORDING TO THE LAW,”  
BY SEX, AGE, EDUC, AND MINORITY STATUS, 3 POOREST PROVINCES SURVEY, SEP 2021**



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GOJUST II – Justice Needs Survey 2021





**23.3.3. “Police investigators in the Philippines perform serious and law-abiding investigations to find the perpetrators of a crime.”**

Fifty-nine percent *agree* (20% strongly agree, 39% somewhat agree), 26% are *undecided*, and 15% *disagree* (12% somewhat disagree, 3% strongly disagree) with the statement, "Police investigators in the Philippines perform serious and law-abiding investigations to find the perpetrators of a crime." [Chart 696]

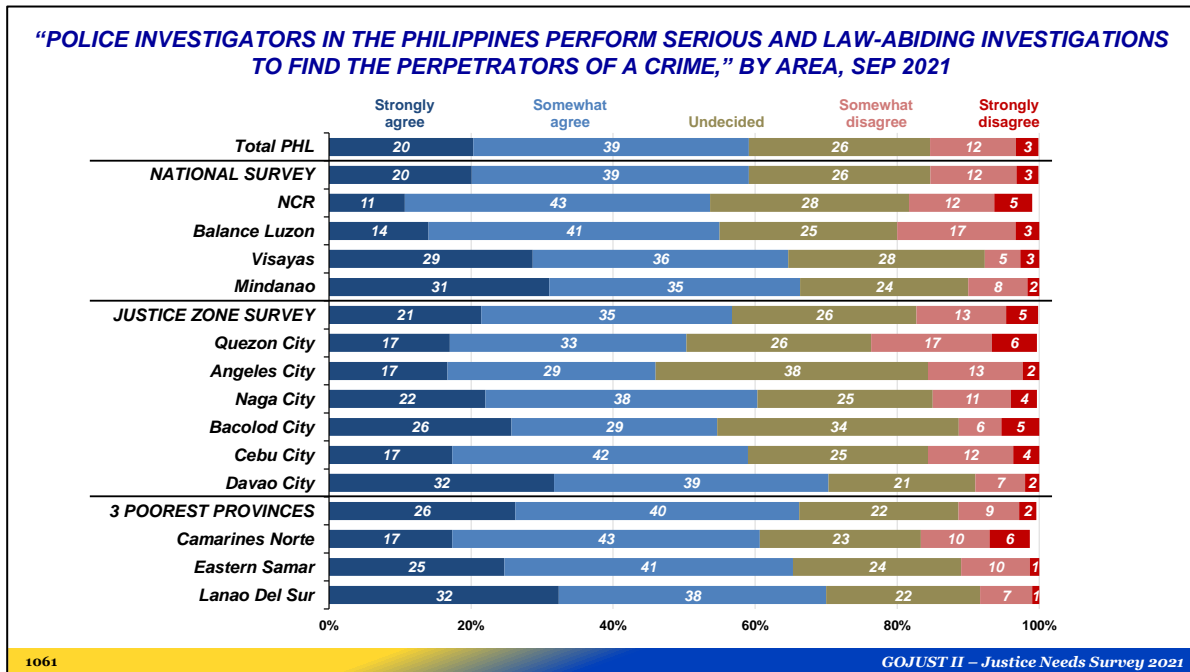
Sixty-six percent in Poorest Provinces, 59% in National Survey, and 57% in Justice Zones Survey agree that police investigators in the Philippines perform serious and law-abiding investigations to find the perpetrators of a crime.

In the National Survey, agreement is stronger in Visayas (65%) and Mindanao (66%) than in the other areas.

In the Justice Zones, except in Angeles City (46%), majority agree with the statement. Agreement is stronger in Davao City (70%) than in the other Justice Zones.

In the 3 Poorest Provinces, agreement is strongest in Lanao del Sur (70%) compared to other provinces.

**Chart 696**





Those who have not had justiciable issues (62%) tend to agree more with the statement compared to those who had justiciable issue (47%) in Justice Zones Surveys. [Table 90]

**Table 90**

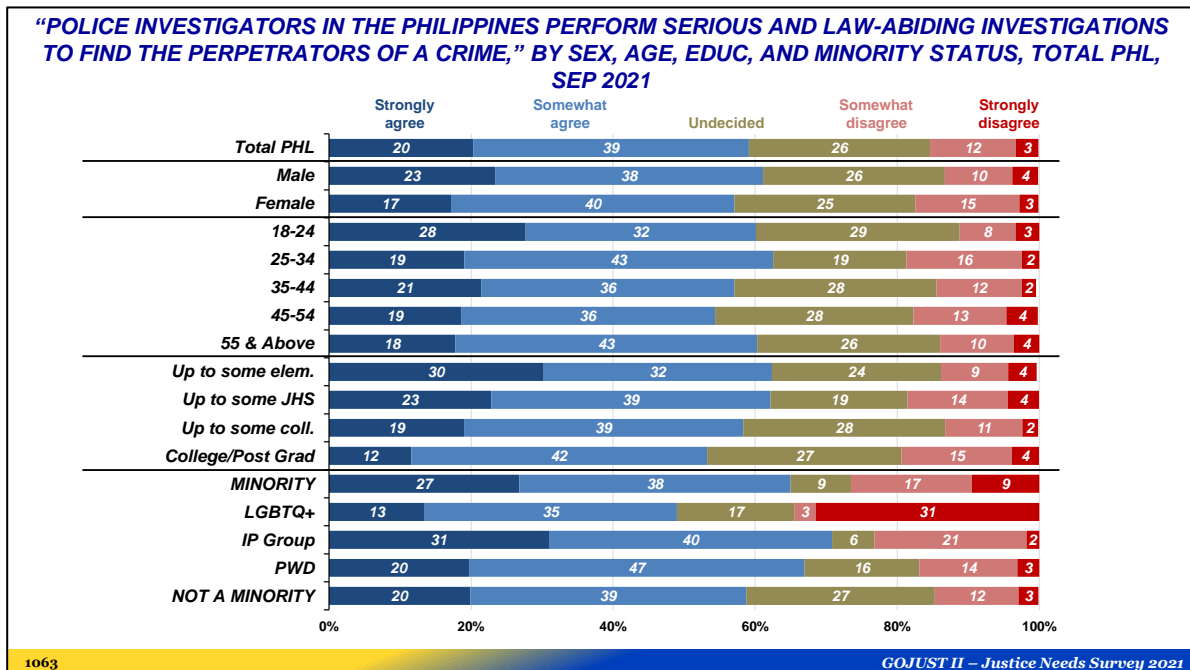
**“POLICE INVESTIGATORS IN THE PHILIPPINES PERFORM SERIOUS AND LAW-ABIDING INVESTIGATIONS TO FIND THE PERPETRATORS OF A CRIME,” BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	<b>60%</b>	<b>15%</b>	<b>62%</b>	<b>15%</b>	<b>59%</b>	<b>15%</b>
<b>National Survey</b>	<b>60</b>	<b>14</b>	<b>63</b>	<b>14</b>	<b>58</b>	<b>16</b>
<b>Justice Zones Survey</b>	<b>47</b>	<b>26</b>	<b>51</b>	<b>25</b>	<b>62</b>	<b>13</b>
<b>3 Poorest Provinces</b>	<b>64</b>	<b>13</b>	<b>64</b>	<b>14</b>	<b>67</b>	<b>10</b>

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In Total Philippines, agreement is slightly higher among the males (61%) than females. By age, agreement is 60-63% among the 18-34 and 55 and above. By education, agreement is 62% among the non-elementary and elementary graduates but is 53% among college graduates. There are more of the self-ascribed minority (65%) than the self-ascribed majority (59%) who agree with the statement. [Chart 697]

**Chart 697**





In the National Survey, there are more males (61%) than females (57%) who agree that police investigators in the Philippines are serious and law-abiding. Sixty-two percent agree in both non-elementary and elementary graduates, there are lesser agreement among those with more education. More adults agree among the self-ascribed minority (65%) than the self-ascribed majority. [Chart 698]

In the Justice Zones, majority agree with the statement across different demographics, except among college graduates (49%) and self-ascribed minority (48%). [Chart 699]

In the 3 Poorest Provinces, there are more males (61%) than females (57%) who agree with the statement. More agree among non-elementary graduates (74%), and agreement decreases with more education. [Chart 700]

**Chart 698**

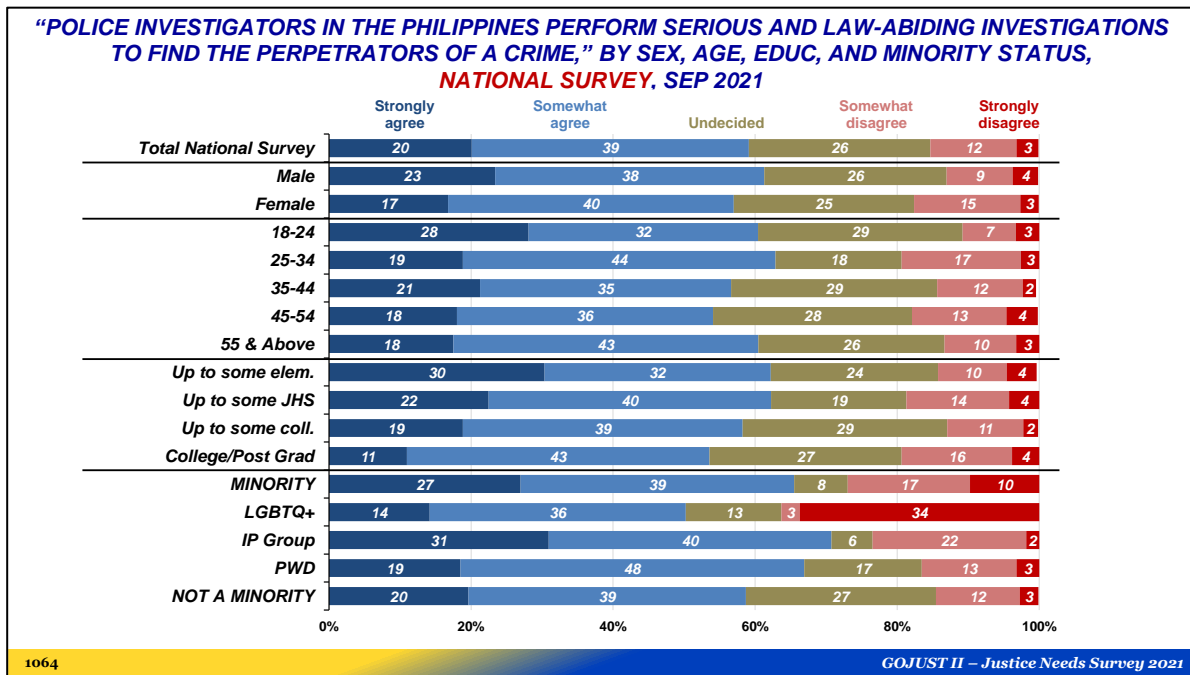




Chart 699

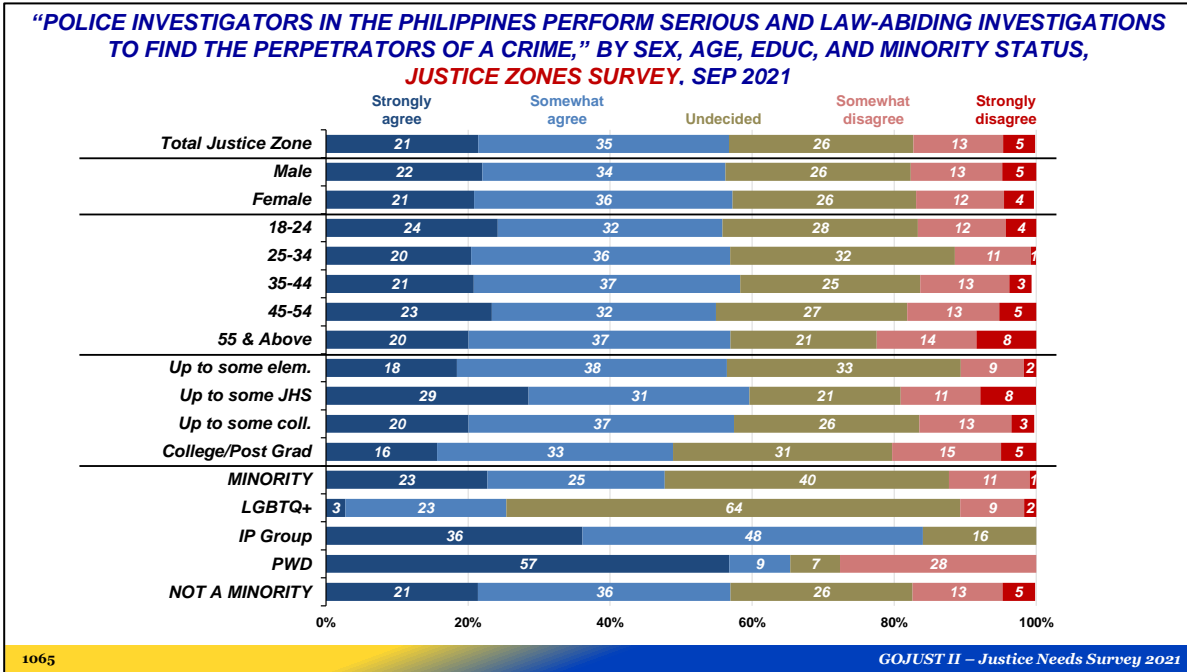
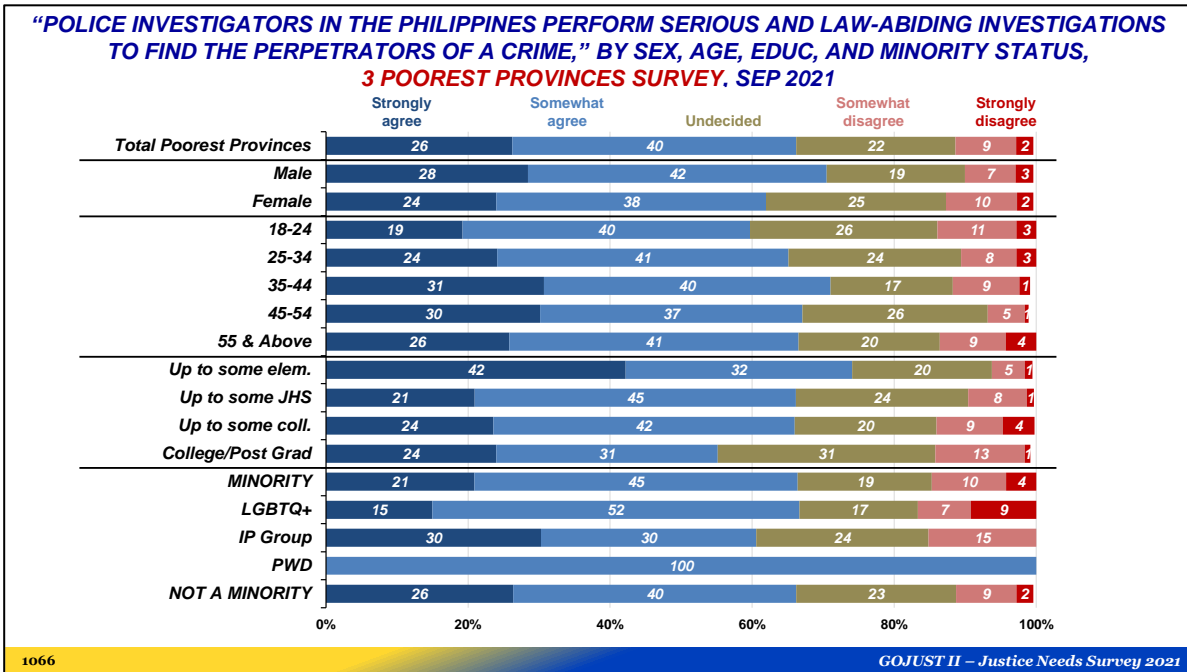


Chart 700





### 23.3.4. “In the Philippines, the basic rights of suspects are respected by the police.”

Fifty-one percent *agree* (16% strongly agree, 35% somewhat agree), 28% are *undecided*, and 21% *disagree* (16% somewhat disagree, 5% strongly disagree) with the statement, “*In the Philippines, the basic rights of suspects are respected by the police.*” [Chart 701]

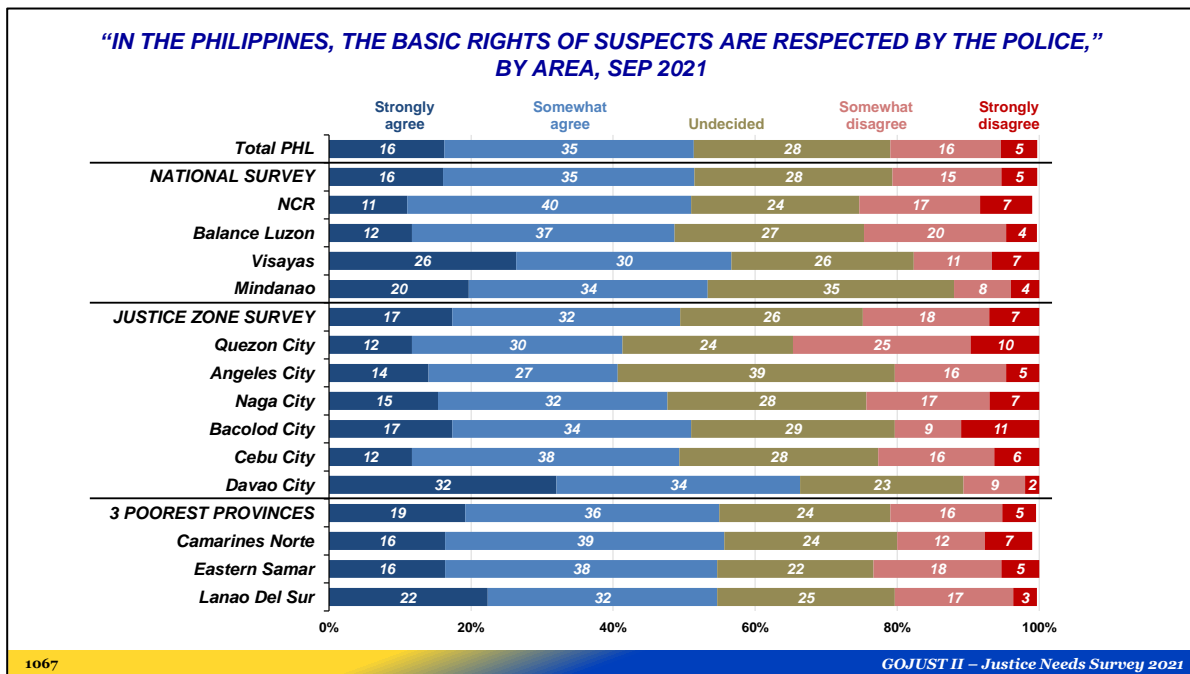
Majority in Poorest Provinces (55%) and National Survey (51%) say that Philippine police respect the basic rights of suspects. About half of adults (49%) in Justice Zones Survey say the same.

In the National Survey, agreement with the statement is stronger in Visayas (57%) compared to other areas.

In the Justice Zones, agreement is stronger in Davao City (66%) than in the other Justice Zones; only 41% each in Quezon City and Angeles City agree.

Agreement that police respect the basic rights of suspects hardly varies in the 3 Poorest Provinces.

**Chart 701**





Those who have not had justiciable issues (53%) tend to agree more with the statement compared to those who had justiciable issue (42%) in Justice Zones Surveys. [Table 91]

**Table 91**

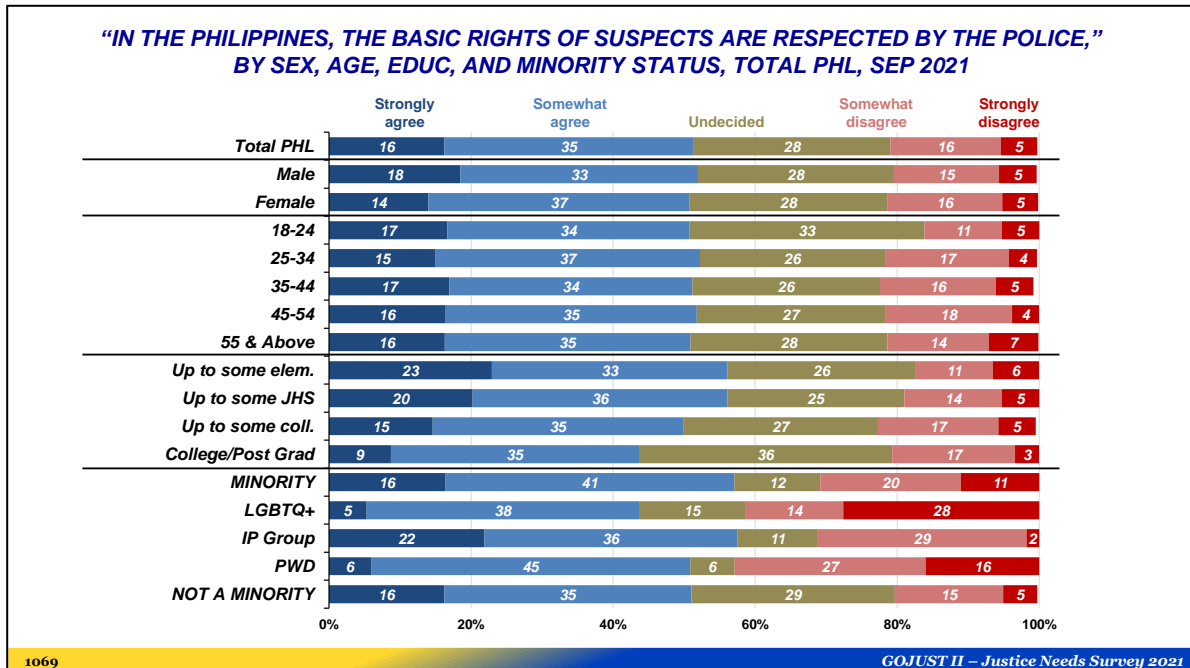
**“IN THE PHILIPPINES, THE BASIC RIGHTS OF SUSPECTS ARE RESPECTED BY THE POLICE,”  
BY EXPERIENCE OF A JUSTICIABLE ISSUE, SEP 2021**

	With justiciable issue		Took ANY action		W/O justiciable issue	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
<b>Total Philippines</b>	<b>52%</b>	<b>23%</b>	<b>52%</b>	<b>23%</b>	<b>51%</b>	<b>19%</b>
<b>National Survey</b>	<b>53</b>	<b>23</b>	<b>52</b>	<b>22</b>	<b>51</b>	<b>19</b>
<b>Justice Zones Survey</b>	<b>42</b>	<b>35</b>	<b>47</b>	<b>32</b>	<b>53</b>	<b>20</b>
<b>3 Poorest Provinces</b>	<b>52</b>	<b>23</b>	<b>56</b>	<b>25</b>	<b>56</b>	<b>20</b>

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In Total Philippines, majority in all demographics, except among college graduates, agree that police respect the basic rights of suspects. Only less than half among college graduates (44%) agree with the same statement. [Chart 702]

**Chart 702**





In the National Survey, 57% among non-elementary and elementary graduates say that police respect the basic rights of suspects, while less than half among college graduates (43%) agree with the statement. [Chart 703]

In the Justice Zones, majority among males (52%), the 45-54 (53%), and the college graduates (51%) agree with the statement. [Chart 704]

In the 3 Poorest Provinces, half to slim majority agree across socio-demographics. Specifically, 58% among males, 55-56% among non-college graduates, and 55% among the self-ascribed majority say they agreement that police respect the basic rights of suspects. [Chart 705]

**Chart 703**

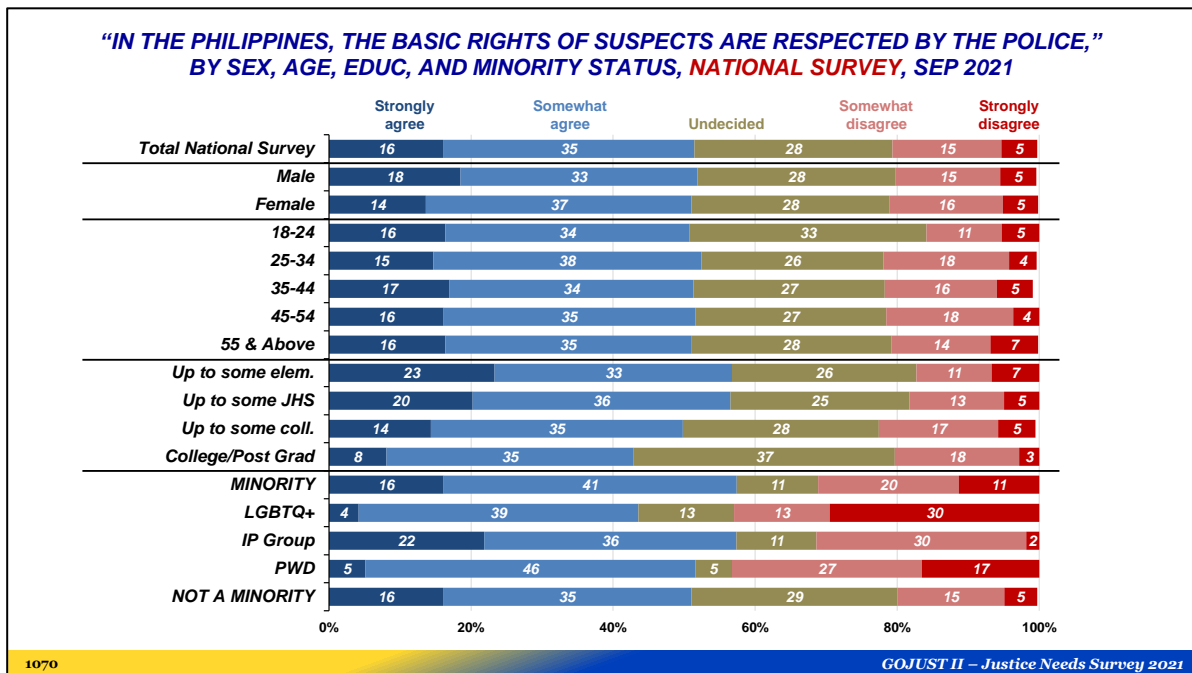




Chart 704

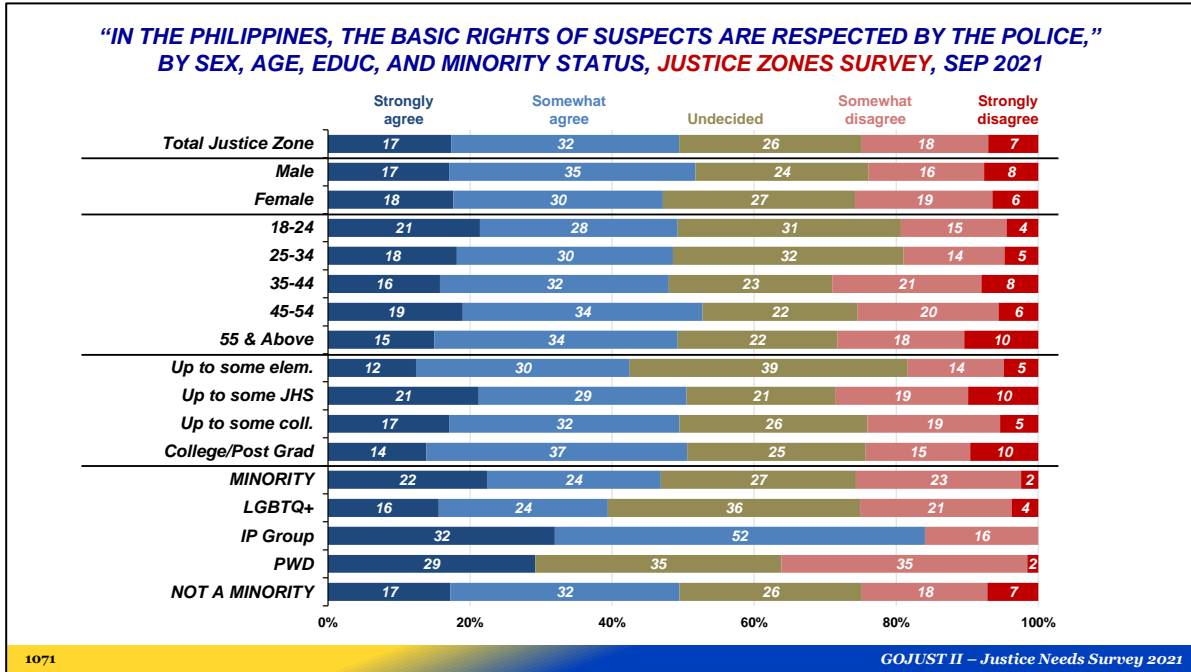
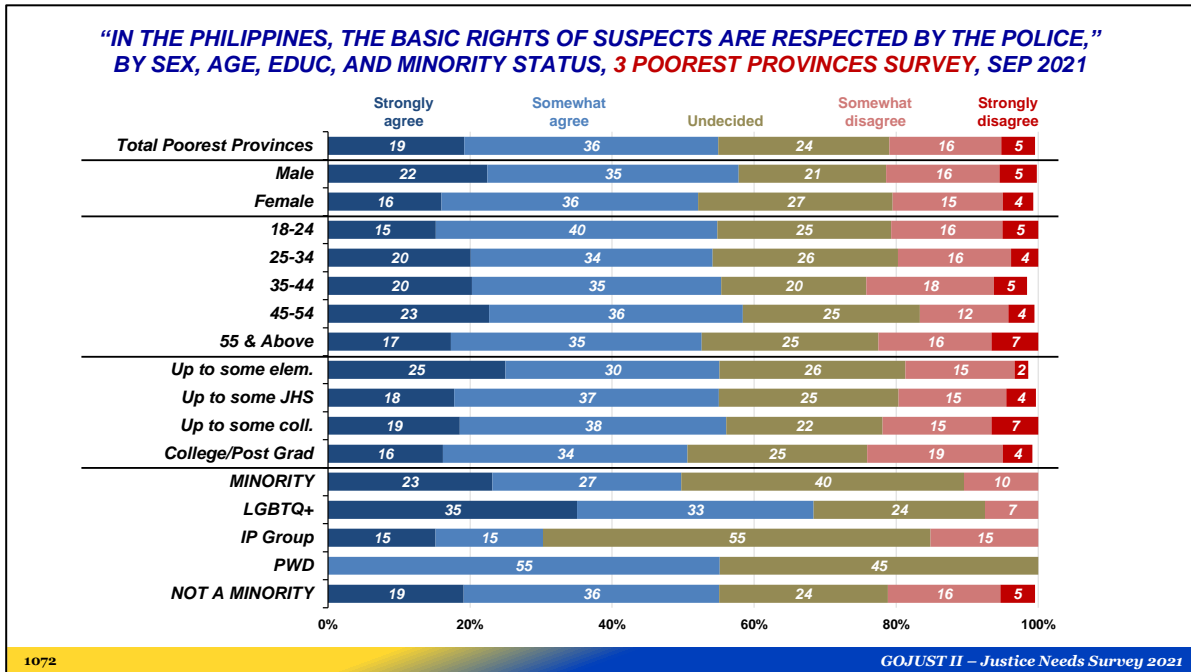


Chart 705







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## ANNEX

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## **Annex A. TECHNICAL DETAILS OF THE SURVEY**

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## **Annex B. SURVEY QUESTIONNAIRE**

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