

Index

1.	Introduction	9
2.	Goals of the Handbook	11
2.1.	Measuring Justice	11
2.2.	What are the Benefits of Measuring Paths to Justice?	12
2.2.1.	Expose Insufficient Access to Justice	12
2.2.2.	Evaluate Performance of Procedures	13
2.2.3.	Evaluate Performance of Legal Systems	13
2.2.4.	Improve Decisions of Users	14
2.2.5.	Monitor Effects of Reforms	14
2.2.6.	Valid Benchmark for Paths to Justice	14
2.2.7.	Improve Transparency and Accountability	15
3.	Scope of the Handbook	16
3.1.	Basis	16
3.2.	Method at a Glimpse	16
3.3.	What is being Measured?	17
3.4.	Limits of the Method Described	18
3.5.	What Follows	18
4.	Practical Application of the Methodology	19
4.1.	Know the Procedure	19
4.2.	Analyze the Accessibility of the Path to Justice	19
4.3.	Compare two or more Paths in one Jurisdiction	19
4.4.	Compare Paths in two or more Jurisdictions	21
5.	Who Should Read This Handbook	22
5.1.	Providers of Justice	22
5.2.	Policy Makers	22
5.3.	The Donors' Community	23
5.4.	Users of Justice	23
6.	Basic Concepts	24
6.1.	Paths to Justice	24
6.2.	Common Paths to Justice	25
6.3.	The Theory of Measuring Justice	27
6.3.1.	Measuring Justice from the Users' Perspective	27
6.3.2.	How the Users Evaluate the Paths to Justice	27
6.3.3.	Units of Analysis - Paths to Justice	28
6.3.4.	Who is the User of Justice?	28
6.3.5.	Implications for the Accessibility of the Paths to Justice	28
7.	Indicators of Justice	29
7.1.	Costs of Justice	29
7.1.1.	Monetary Costs	30
7.1.2.	Opportunity Costs	31
7.1.3.	Intangible Costs	33
7.2.	Quality of the Procedure	34
7.2.1.	Procedural Justice	35

7.2.2.	Restorative Justice	35
7.2.3.	Interpersonal Justice	36
7.2.4.	Informational Justice	36
7.3.	Quality of the Outcome	37
7.3.1.	Distributive Fairness as a Dimension of the Quality of Outcome	38
7.3.2.	Functionality as a Dimension of the Quality of Outcome	38
7.3.3.	Transparency as a Dimension of the Quality of Outcome	39
8.	Methodology for Measuring the Paths to Justice	40
8.1.	What Are The Particular Measurement Needs?	40
8.2.	How Deep to Measure the Path to Justice	41
8.3.	Identify and Specify the Measured Path to Justice	42
8.4.	How and Where to Find the Users of Justice	44
8.4.1.	Random Sampling from the General Population	44
8.4.2.	Finding Users through the Records of the Neutral/Provider of Justice	45
8.4.3.	Service Providers' Records	45
8.4.4.	Public Registers	45
8.4.5.	Identification of Users of Paths to Justice "On the Spot"	46
8.5.	Measurement Strategy	47
8.5.1.	Study Design - Experimental or Observational	47
8.5.2.	Qualitative Research Methods	47
8.5.3.	Quantitative Research Methods	48
8.5.4.	Advantages and Disadvantages of the Qualitative and Quantitative Methods	48
8.5.5.	Timeframe	49
8.5.6.	Adaptation of the Methodology for Specific Paths to Justice	49
8.5.7.	Estimation of the Population of Interest and Construction of Sample	51
9.	Data Collection Methods	55
9.1.	Cross-Sectional Study	55
9.1.1.	Requirements	55
9.1.2.	Data Collection	55
9.2.	Focus Group Interviews	57
9.3.	Requirements	57
9.4.	Step by Step	58
9.5.	Diary Study	58
9.5.1.	Requirements	58
9.6.	Step-by-Step Data Collection Summary:	59
10.	Data Analysis	62
10.1.	What do we Want from the Data?	62
10.2.	Qualitative Data	62
10.3.	Quantitative Data	63
11.	Making an Index of Access to Justice	67
11.1.	What is an Index?	67
11.2.	Index Construction - Step-By-Step	67
11.3.	How Can the Measurement of a Path to Justice Be Expressed as an Index?	67

11.4.	Use of the Index	69
12.	Summary - Measuring Justice: Step by Step	71
13.	The Measuring Access to Justice Project	72
13.1.	Project Goal	72
13.2.	Project Outcomes	72
14.	The Way Ahead	73
Appendix 1: InstantScan TISCONnaire		74
Appendix 2: QuickScan TISCONnaire		76
Appendix 3: ThoroughScan TISCONnaire		80
Information on the Problem		81
Quality of the Outcome		86
Costs of the Procedure		89
Emotional Costs		91
Demographics		93