



النهضة العربية للديمقراطية والتنمية  
Arab Renaissance for Democracy & Development



العدالة  
Justice



# Public Perceptions and Satisfaction Regarding the Justice Sector in Jordan

Report  
Governance and Policy Department



2018



**ARDD**

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## About ARDD

The Arab Renaissance for Democracy and Development (ARDD) is a civil society organization that seeks to foster transformative change towards an empowered, resilient and just society in Jordan and the Middle East. The organization supports marginalized individuals and communities in acquiring and enjoying their social, political and economic rights. Since 2008, ARDD fights against inequity has evolved from legal empowerment to reflect the interconnected structural issues facing the Arab world. Our vision is to empower the Arab World to create a democratic society where all have access to justice, regardless of gender, creed or status.

## 1. Introduction

In 2012, the European Commission approved a long-term initiative to “Support Justice Sector Reform” that aims to improve the juvenile justice system, integrate various justice sector actors, and enhance the operational independence of key institutions ([European Commission, 2012](#)). The Government of Jordan, with the support of the European Union, constructed the *Jordanian Judicial Authority Strategy Building Plan 2012-2014* and initiated a number of significant legislative reform initiatives within the justice sector. Indeed, by the end of 2014, the Jordanian parliament passed 13 laws, including the Judicial Independence Law and the new Juvenile Law – both to great acclaim.

Starting in 2017, the European Union commissioned Arab Renaissance for Democracy and Development - ARDD to implement the *Support for Justice Sector Reform* project. The overall objective of the project was to engage the Jordanian public in the ongoing justice sector reform process by raising awareness and support for ongoing reform initiatives. The project also aims to foster evidence-based social dialogue among key stakeholders of the justice sector with a view to strengthen support to Justice Sector institutions. Indeed, while much of the Jordan’s strategic plan focused on creating an independent, efficient and effective justice sector, another pillar of the plan involves building public confidence in institutions tasked with safeguarding the rule of law in Jordan.

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## About this Research

In order to provide solid evidence for social dialogue, from September to December 2017, ARDD undertook a quantitative survey among 1,700 respondents across North, Central and South Jordan. The survey was designed under the overall premise of establishing two main findings: first, whether there may be major differences between those who had experience with the justice process and those who did not; second, general perceptions regarding justice sector reform issues.

Accordingly, the survey consisted of 4 parts:

### **Part 1: Experience with Legal Matters**

In this part of the survey, respondents were asked to answer whether they had experienced any of 17 legal matters which are under the purview of either the Civil/Criminal/Juvenile Courts or Jordan's Religious Courts. At the end of this section, respondents were asked whether or not they took the legal matter(s) they experienced to court. If they litigated a legal matter, they were asked the reason why they did so, as well as if – and in what form - they obtained legal representation. If they did not take their legal matter(s) to court, they were asked the reason they made this choice, as well as whether they opted for alternative means of grievance redress. In the event they opted for an alternative means of handling their legal matter, they were also asked about their satisfaction with the overall outcome.

### **Part 2: Satisfaction with and Perceptions of Key Actors and Processes Related to the Chain of Justice**

This part was divided into two main sections:

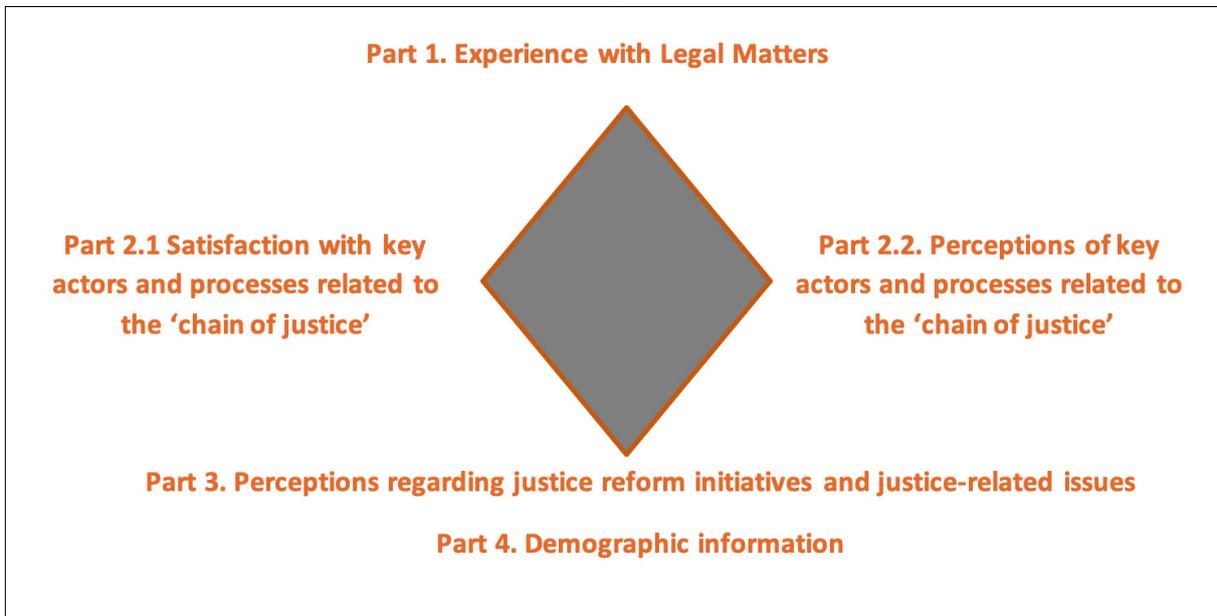
- ▶ Section 2.1 aimed to gain insight into satisfaction of court users with key actor and processes related to the chain of justice and was posed only to individuals who reported taking a legal matter to court. This section consisted of two main sections: 1) regarding satisfaction with chain of justice actors, specifically: police, lawyers, judges and court clerks (legal aid providers – if applicable); 2) regarding satisfaction with dimensions of the courts, specifically: navigability, affordability, efficiency and fairness.
- ▶ Section 2.2 aimed to gain insight into perceptions regarding key actors and processes related to the chain of justice and was posed to all respondents who did not take legal matters to court. In order to effectively compare satisfaction and perceptions, this section consisted of the same two main sections as noted above: 1) perceptions of chain of justice actors, specifically: police, lawyers, judges, court clerks and legal aid providers; 2) regarding perceptions of dimensions of the courts, specifically: navigability, affordability, efficiency and fairness.

### **Part 3: Perceptions Regarding Justice Reform Initiatives and Justice-Related Issues**

All participants in the survey were posed with questions about their perceptions of government accountability and transparency, along with their knowledge and perceptions regarding past and current justice-sector reform initiatives. Additionally, all respondents were posed with questions regarding justice-related issues, such as women's rights, the rights of children, inmates, persons with disabilities (PWDs) and refugees.

#### **Part 4: Demographic Information**

Given the sensitive nature of the questions in the survey, it was important to ARDD to firmly establish confidence among respondents that their anonymity and privacy would be maintained - ideally enhancing their willingness to provide honest answers. Accordingly, the section on demographics came at the end of the survey. This section – posed to all respondents – covered general information such as age, sex, location, various questions regarding income, household disability status, residency and education.



**Figure 1: Diagram of Questionnaire Logic**

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## Research Methodology

### Sampling Strategy

ARDD deployed a team of 10 enumerators, comprised of 7 women and 3 men, to five governorates in Jordan: Amman, Zarqa, Irbid, Mafraq and Karak. In each field site, enumerators conducted household surveys on tablets using KoBo Collect, an open source tool for field data collection.

The sampling strategy was adopted and modified from the methodology utilized in the annual *Gallup World Poll*<sup>1</sup>. In order to reduce bias in the selection of households, enumerators were provided a safe and logical starting point from which to begin conducting interviews. To maximize their reach, enumerators were instructed to interview every 4<sup>th</sup> household (or building) they encountered on the right side of the street.

Condominium-style dwellings (whereby a building contains more than one floor, each of which often containing more than one household) are common in urban Jordan. Accordingly, enumerators were also trained to enter into buildings, proceed to the floor that corresponds with the number of the interview they were conducting for the day, and then interview the home immediately to right of the elevator or stair case. This strategy aimed to reduce potential bias among enumerators in the selection of households. Further, it is common in Jordan for the cost of apartments on different floors to cost a different amount of money. Therefore, a key benefit of this strategy is a more accurate sampling across socio-economic strata.

Moreover, for the selection of respondents within households, respondents were instructed to ask the head of the household (or whoever was present at the time) who in the household most recently had a birthday. The person identified was interviewed. This approach is rationalized primarily on the basis of providing a simple and bias-free means of selecting respondents.

In addition to being trained on the research methodology and data collection strategy, enumerators were also trained on ethical research considerations, including - but not limited to - obtaining informed consent by informing respondents of the nature of the survey, how the information was going to be used and reminding them of their rights as participants. If a respondent refused to participate in the survey, or chose not to complete the survey, their answers were not included in the valid responses.

### Limitations

While the methodology aimed to reduce bias from respondents following well-established methodology, the survey does not claim to be nationally representative. ARDD was only able to train and deploy enumerators in the five governorates where it has offices. Therefore, it was not possible to reach individuals in all governorates across Jordan.

As also highlighted in the *Justice Needs in Jordan: Legal Problems in Daily Life* report (HilL, 2017), an additional limitation regards reporting of legal matters. Indeed, the research delved into a number of legal matters that individuals may have experienced shame or fear of reporting to an individual they do not know. Accordingly, there is a potential for underreporting of experience with legal matters, particularly as it relates to domestic and sexual violence, or other criminal matters.

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1 The Gallup World Poll methodology can be found here:  
<http://www.gallup.com/178667/gallup-world-poll-work.aspx>

## Analyses of Justice Needs, Perceptions and Satisfaction in Jordan

ARDD is not the first organization to conduct justice sector research in Jordan. In 2017, HiiL conducted research investigating prevalent legal problems in Jordan, the formal and informal channels individuals navigated in order to address these legal problems, and if they were satisfied with the ultimate outcome of their “justice journey” (HiiL, 2017).

In particular, HiiL assessed overall trends regarding legal problems in Jordan; the ability of individuals to access legal information and advice; formal and informal dispute resolution channels; unique legal problems for both women and youth in Jordan; the experiences and needs of refugees; family justice; and trust and legal empowerment (HiiL, 2017). In order to triangulate their quantitative research with roughly 6,000 individuals in Jordan, HiiL solicited ARDD to conduct qualitative research among population who had faced different legal issues.

The research presented in this report regarding the justice sector is an important and valuable complement to the work of HiiL. Indeed, ARDD’s research significantly expands on the scope of HiiL’s by not only trying to get a sense of prominent legal matters in Jordan, by attempting to understand the what different experiences and opinions might exist between individuals who have taken legal matters to court (who can provide their **satisfaction** with the justice system), and those who have not taken legal matters to court (who can provide **perceptions** of the justice system).

The distinction between satisfaction and perceptions is an important one to make because, they are two, equally important, factors in whether individuals attempt to address their legal matters through formal means. Perceptions of the justice sector in particular, influence what legal matters an individual considers worth taking to court. Indeed, if formal grievance redress via court is perceived as slow, expensive and unfair, individuals will be seriously disincentivized to litigate their legal matters. However, if they perceive the courts as effective, expedient and fair, they may be more encouraged to seek formal grievance redress.

Satisfaction on the other hand, is a strong measure of whether or not individuals will *return* to formal avenues of grievance redress if they have a legal matter in the future. Additionally, by measuring satisfaction, ARDD is able to determine which units of the so-called “chain of justice” (such as police and lawyers), as well as which dimensions of the court (such as timeliness and fairness) are weakest. With this information, ARDD and its partners are better able to pinpoint areas where reform of the justice system are most necessary.

Unlike previous studies, ARDD’s research has a particular focus on justice sector reform and human and civil rights in Jordan. Indeed, ARDD not only aimed to better understand public awareness of legislative reforms among those in Jordan, but also to identify areas where further reform, advocacy and outreach is necessary. ARDD’s research on the human rights component of justice-related issues is as comprehensive as possible, and covers the following: women’s rights; and the rights of children, persons with disabilities (PWDs), inmates and refugees.

With this wealth of information, ARDD is well-positioned to assist national and international actors in justice sector reform efforts, by providing information about satisfaction *and* perceptions specific actors and dimensions of the justice system. ARDD is also able to enhance our and other actors’ advocacy for of human rights with evidence-based targets that derive from the very voices and opinions of Jordanians themselves.

## Demographic Profile of Respondents

While the survey does not claim to be nationally representative, the sampling strategy was designed to ensure that answers came from a diverse set of individuals in various strata of Jordanian society. On the whole, a total of roughly 1,700 surveys were conducted across North, Central and South Jordan. Of these 1,700, approximately 1,538 were 'valid' responses, that is contained no errors.

In terms of their geographical distribution, 23.3% of respondents resided in Amman; 22.7% in Irbid; 21.9% in Karak; 17.8% in and Zarqa; and 13.6% in Mafraq. Locations of interview can be seen in the maps below [Fig. 2]

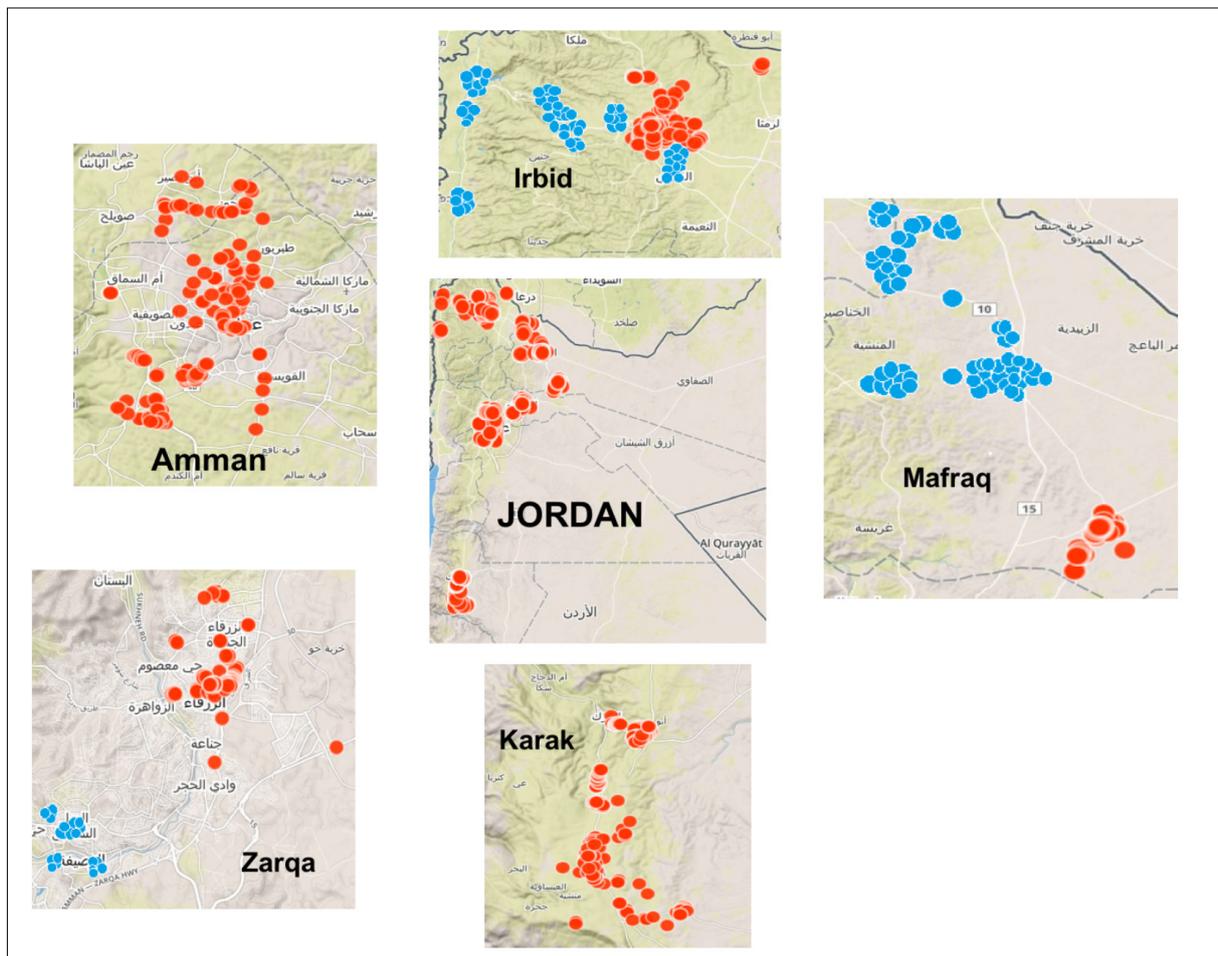


Figure 2: Satellite Images of Enumerator Interviews

In terms of respondents' sex, of the 1,538 valid responses, 714 (46%) were from women; 798 (54%) were from men, closely mirroring the gender balance in Jordan as reported in the 2016 census. Further, 18.6% of respondents lived in female headed households (FHHs).

The largest percentage of respondents (32.5%) were aged 31 to 40. The second largest percentage of respondents (29.2%) were between 41 and 60. Further, 21.9% of respondents were between 25 and 30, while 9.7% were between 19 and 24. Finally, 2.9% of respondents were over the age of 61 and 2.6% were aged 16 to 18.

Regarding highest levels of education: 10.6% reported to have finished primary school; 55.1% of respondents completed secondary education (from elementary to Tawjihi); and 33.5% completed tertiary education. Finally, with respect to income, 39.4% of respondents reported a monthly income between 301– 500 JD; 23.5% reported an income of 300 JD or less; and 19.3% of respondents reported a monthly income of 501 JD or higher.

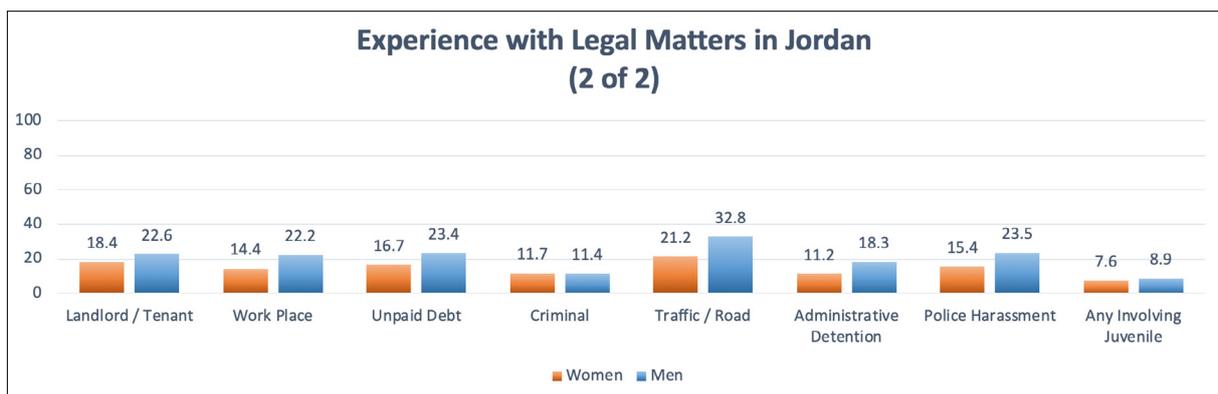
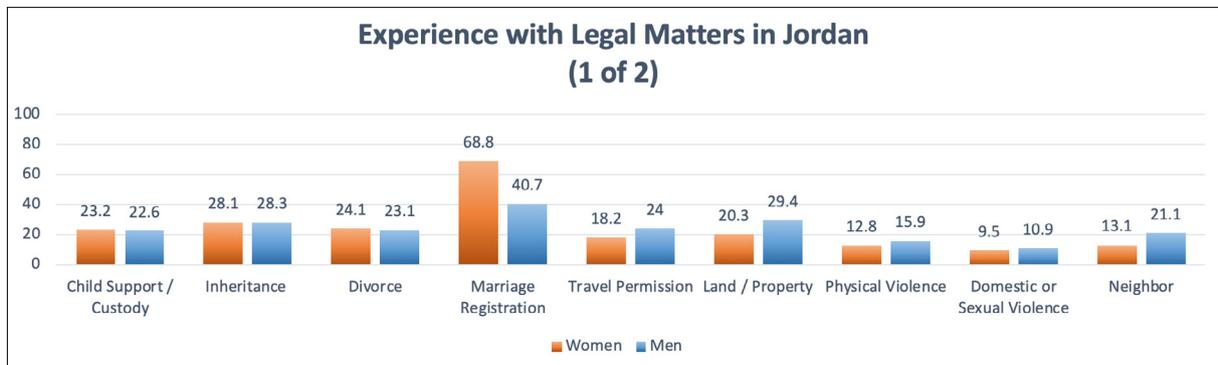
## 2. The Chain of Justice: Court as a Dispute Resolution Mechanism

For the purposes of this report, the “justice chain” refers to the various actors with whom litigants interact as the justice process unfurls. The justice chain is inclusive of law enforcement, as well as judicial and penal agencies. These actors' functions, ranging from prevention to trial and detention, though distinctively performed, are interdependent. Consequently, when issues occur in one part of the justice chain there can be negative rippling, affecting accountability and service provision.

Through the organization's work enhancing women's access to justice, ARDD has come to recognize the importance of assessing the different actors and dimensions of the 'chain of justice' as an important means of improving the justice sector as a whole, and the ability of individuals to access and claim their rights. Indeed, as explained by the Council of Europe in partnership with UNWOMEN, the justice chain can, when “properly designed and implemented, constitute best practice examples able to boost [the] justice system's accessibility” (UNWOMEN and Council of Europe, 2015).

This section of the report covers four important areas. The first area relates to the types of legal matters reported by Jordanians. The second is the extent to which Jordanians use the court as a means of redressing their grievances, and the extent to which Jordanians perceive their legal matters as worth litigating. The third and fourth areas relate to satisfaction vs. perceptions in the context of civil and religious courts, specifically related to critical actors in the justice chain (police, lawyers, judges and court clerks) and dimensions of the courts (navigability, affordability, timeliness and fairness). These areas are important individually, but also in relation to one another. Indeed, the extent to which individuals use the courts is important because it provides a broad sense of Jordanians' confidence in the ability of the justice sector to yield just outcomes. Still, Jordanians' satisfaction and perceptions of the justice chain and dimensions of the court provide a deeper understanding of why individuals might (not) litigate their legal matters, and why they may (not) litigate any future legal matters.

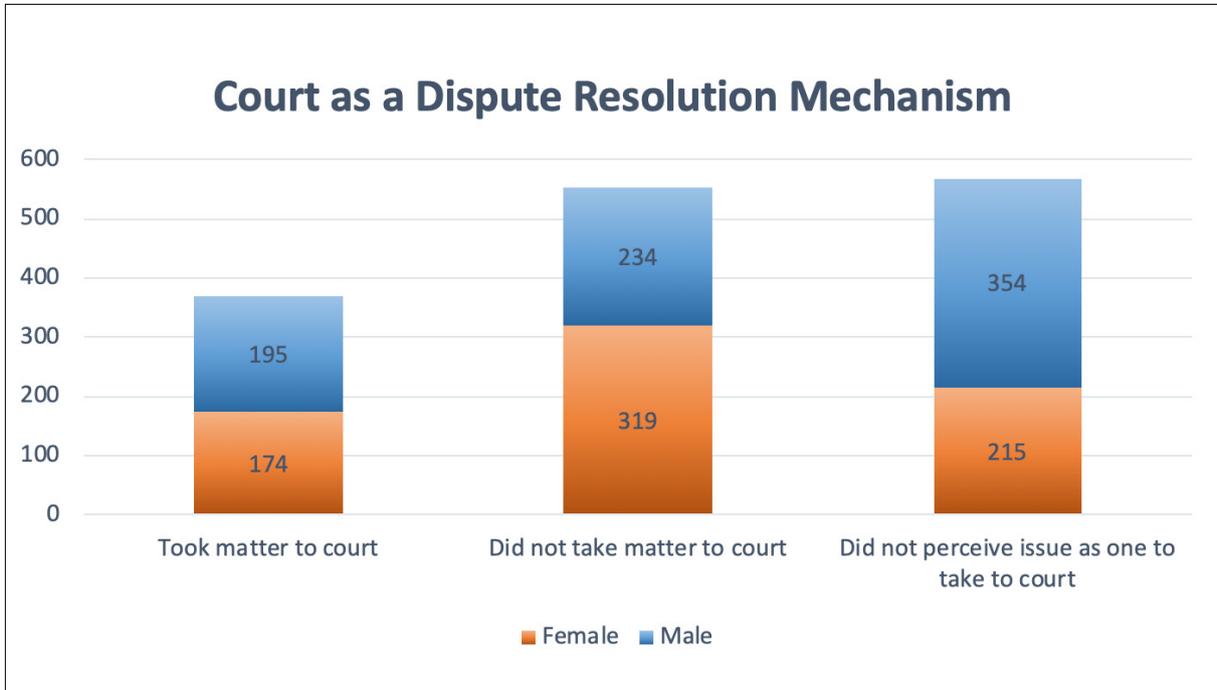
## 2.1 Experience with Legal Matters



As shown in the charts above, among women and men, the most common legal matter is marriage registration. For women, the second most common legal matter type is inheritance, followed by divorce. All three of these legal matters are under the purview of religious courts, indicating this is the court with which Jordanian women have the most experience. For men, the most common legal matter after marriage registration is traffic and road disputes, followed by land or property disputes. **When compared to women, men have a far more varied experience with courts in Jordan.**

These findings loosely align with HiiL's findings. Indeed, HiiL identified neighbor-related matters, family matters, and housing disputes as the top three legal matters in Jordan (HiiL, 2017). Neighbor disputes are relatively low among respondents in this research. Nevertheless, family matters (such as marriage registration, divorce, child support/custody, and inheritance) are quite common among both women and men – in line with HiiL's findings. Additionally, among men especially, housing matters (such as land/property disputes; or landlord/tenant disputes) occurred often – also in line with HiiL's findings.

## 2.2 Court as a Dispute Resolution Mechanism



Overall, experience with legal matters among those who participated in the survey was high, as only 190 (12.3%) of a total 1,538 respondents answered “no” to having any of the legal matters types in the survey. The frequency of respondents in the chart above shows that 24% of respondents took their legal matters to court, while 36% of respondents did not, and 38% of respondents reported not having a legal matter to take to court.

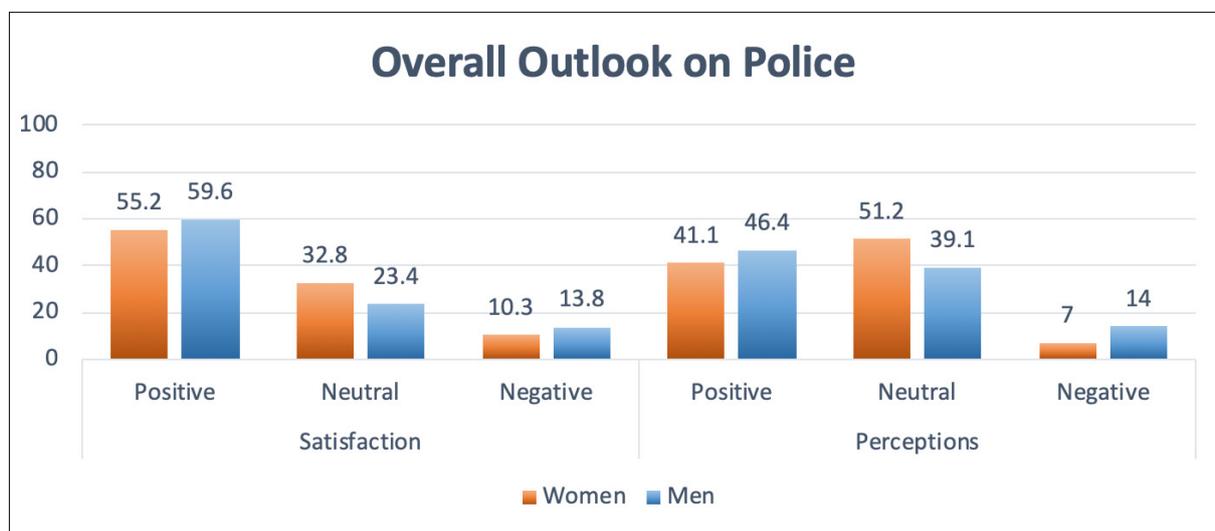
As noted previously, respondents were given the option of answering questions (whether related to satisfaction or perceptions) about the civil courts or the religious courts. Providing this option allowed for more detailed analysis of satisfaction and perceptions regarding both courts. Indeed, in a number of cases, there was significant difference between satisfaction and perceptions of the courts. In the sections that follow, trends related to justice sector actors (such as police, lawyers, judges, and clerks), as well as characteristics of the courts according to four dimensions: navigability, affordability, timeliness and fairness.

## 2.3 Actors: Police, Lawyers, Judges, and Clerks

**With respect to court actors, there is significant variance between civil and religious courts, as well as between women and men.** Overall, among those who took legal matters to court, both men and women rated their satisfaction with court clerks the highest, while police ranked the lowest of all the justice chain actors. Among those who did not take legal matters to court, judges were perceived the highest, while lawyers and police are nearly equally poorly perceived. The analysis below regarding justice chain actors is split between religious and civil courts (except in the case of police<sup>2</sup>) and disaggregated by gender.

### Police

To better understand their level of satisfaction with police, respondents were asked if the police officer(s) who investigated their case sought the truth, engaged in discrimination based on nationality, gender, or socio-economic status, accepted bribes, or used excessive force. Police scored the best on seeking the truth, with 88.3% of respondents reporting that the police sought the truth while investigating their legal matter. Further 18.2% of respondents reported that police accept bribes while investigating, and 23.4% of respondents reported that police discriminated against them. Police showed room for improvement on the use of excessive force, as 28.6% of respondents reported that police used excessive force. In terms of gender analysis, in all categories, men have higher satisfaction with the police than women.



Overall of women who took legal matters to court had a more positive outlook on police (55.2%) than women who did not take legal matters to court (41.1%). The same trend can be observed among men with 59.6% being satisfied about their interaction as opposed to 46.4% of men who did not take legal matters to court. **Men, regardless of whether they took a legal matter to court, were more likely than women to have an overall positive outlook regarding the police.**

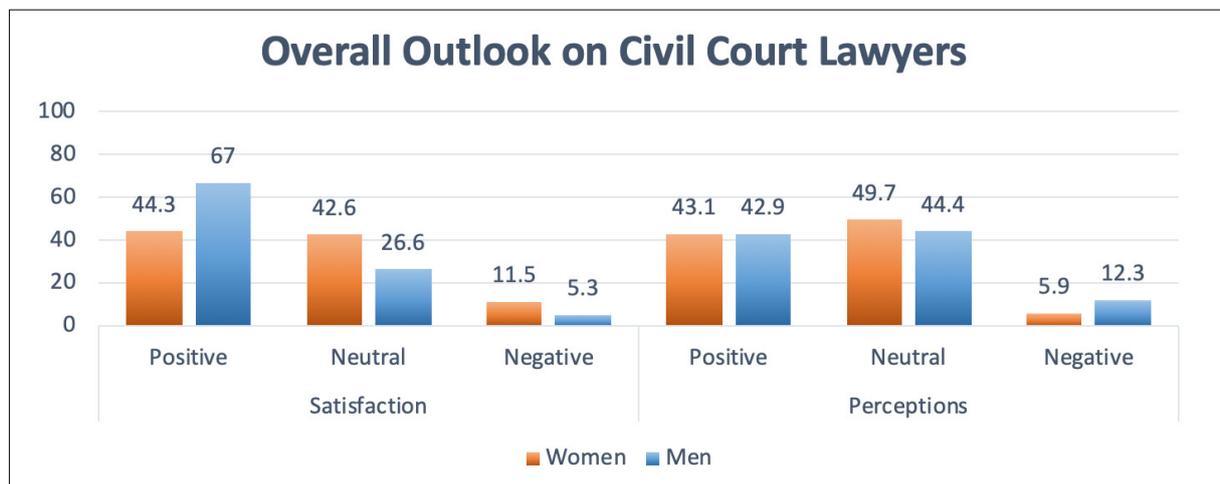
<sup>2</sup> As there are only one police force for all courts, information about these actors is not split by court type.

## Lawyers

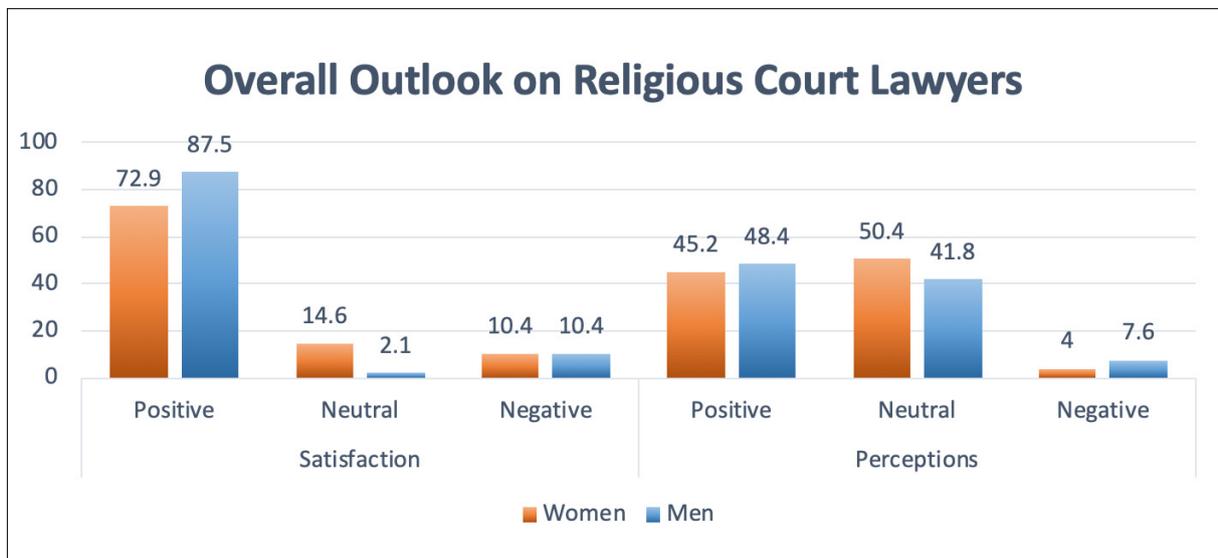
Regarding lawyers, analysis of satisfaction among female and male respondents looked into dimensions of affordability, competency, respectfulness, integrity (i.e. if the lawyer tried to convince them to do or say something undesirable), and their sex/gender (female or male lawyers). Civil court lawyers scored the best in the dimension of respectfulness, with 91% of respondents reporting that their lawyer was respectful; 86% of respondents regarded their lawyers as competent; and roughly 84% of respondents said that their lawyer did not try to convince them to do or say something undesirable. Meanwhile 73% of respondents regarded their lawyer as affordable – suggesting that affordability is the dimension among civil court lawyers in most need of improvement.

Like in the context of civil courts, affordability is similarly the area most in need of improvement among religious court lawyers, as 66% of respondents answering about religious courts reported that obtaining a lawyer was affordable. Meanwhile, 88.5% regarded their lawyer as knowledgeable and 94.8% regarded their lawyer as respectful.

For the purpose of furthering gender analysis, in the context of civil courts male lawyers scored higher than their female counterparts in most dimensions among both female and male respondents, with the exception of knowledge, a dimension in which female lawyers scored slightly higher, and respect, in which male respondents regarded female lawyers than men. In religious courts, male respondents were consistently more satisfied with the performance of female lawyers than with their male counterparts. In contrast to female respondents who had mixed views.



When asked about overall views of lawyers in civil courts, men who took matters to civil courts were significantly more satisfied than those who only reported perceptions: 67% of men were satisfied with their lawyers, compared to the 42.9% who had a positive perception of lawyers. On the whole, **men were more satisfied than women, but women had higher perceptions of lawyers than men.**



In the case of lawyers working in religious courts, there was a high discrepancy between overall satisfaction and perception of lawyers, with 72.9% of women and 87.5% of men positively satisfied with the lawyers, compared to 45.2% of women and 48.4% of men who had positive perceptions of lawyers. Also, overall men were more satisfied with their lawyer and have higher perceptions of lawyers than women.

Overall it is worth noting how **satisfaction levels toward lawyers in the religious courts was notably higher than the satisfaction toward lawyers in the civil courts**; second generally, **women tended to be less satisfied with lawyers than men**.

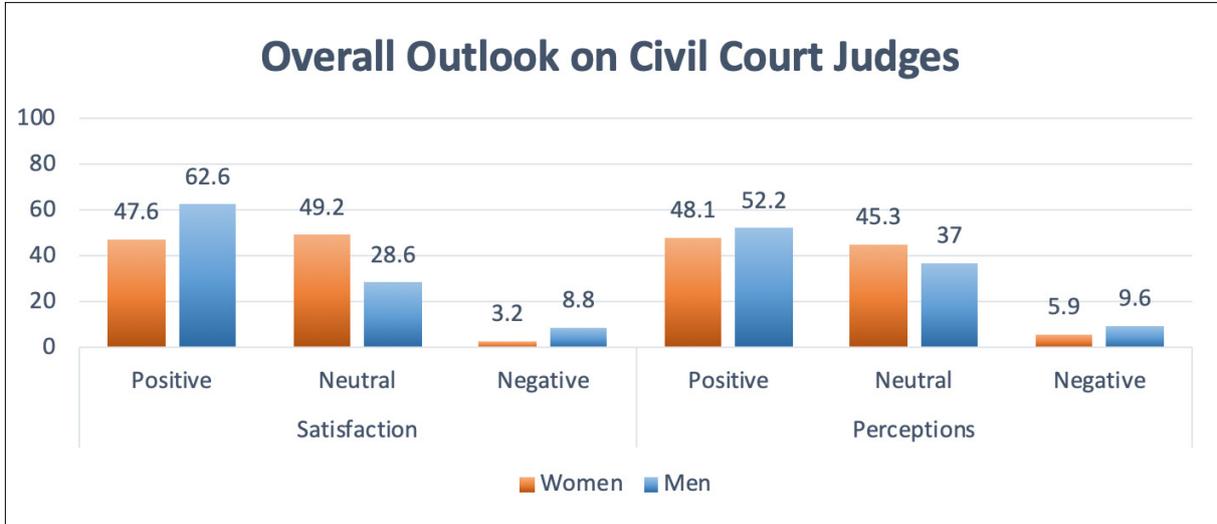
## Judges

When evaluating respondents' satisfaction with judges, they were asked if their judge was biased, was competent and experienced, and if they were disrespectful or rude. Overall, 87.3% of respondents reported that their judge in the civil court was unbiased and their judge was knowledgeable and competent. Additionally, 86.1% reported having a respectful judge.

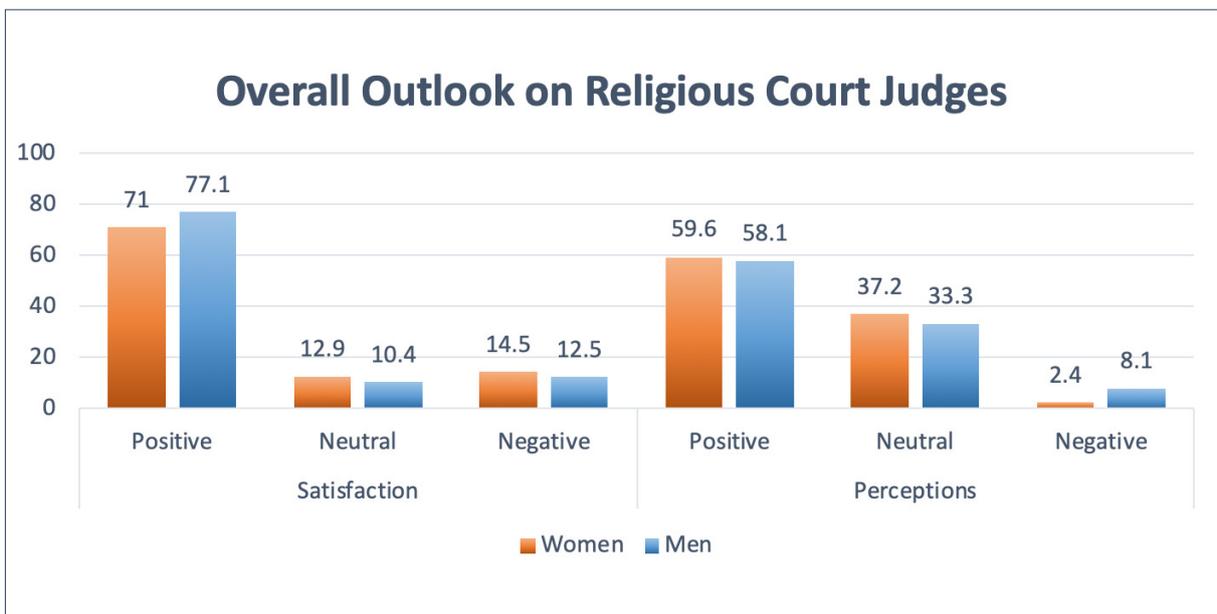
Religious court judges scored a little bit lower (although still rather high) in the dimension of experience and competency, as 84.5% of respondents regarded their judge as knowledgeable and competent. Comparatively, 86.4% of respondents found their judge to be respectful, and 87.3% regarded their judge as unbiased.

For the purpose of furthering gender analysis, in the context of civil courts male respondents were consistently more satisfied with male judges in all four dimensions, whereas female respondents provided positive views of female judges with regards to competency and overall satisfaction.

Overall, in most dimensions, men had higher satisfaction with or perceptions of judges, irrespective of the court type.



When asked about overall views of judges in civil courts, while women expressed very similar levels of satisfaction (47.6%) and perception (48.1%), men’s satisfaction (62.6%) with judges was much higher than their perceptions (52.2%). On the whole, men were more satisfied and had higher perceptions than women.

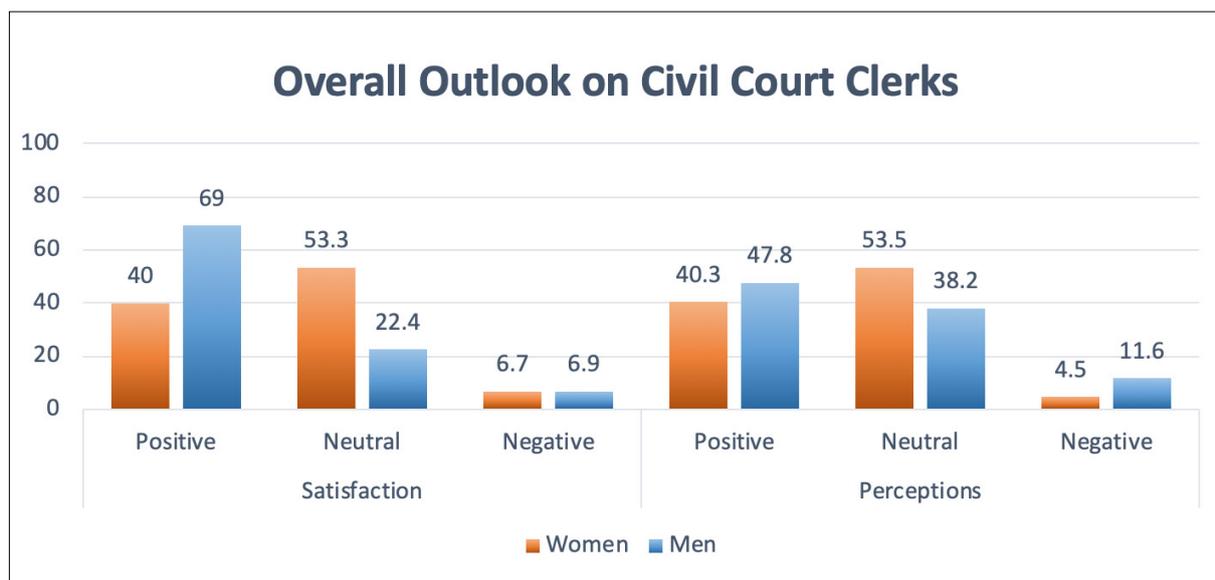


Like in the case of lawyers, the overall satisfaction with religious court judges was higher than that of the civil court judges, as illustrated by the high contrast between satisfaction and perception levels. Indeed, 71% of women and 77.1% of men who took matters to religious courts were positively satisfied with their judges, compared to 59.6% of women and 58.1% of men who had positive perceptions of religious judges. Overall, a larger percent of men were satisfied with their judges, but women had higher perceptions.

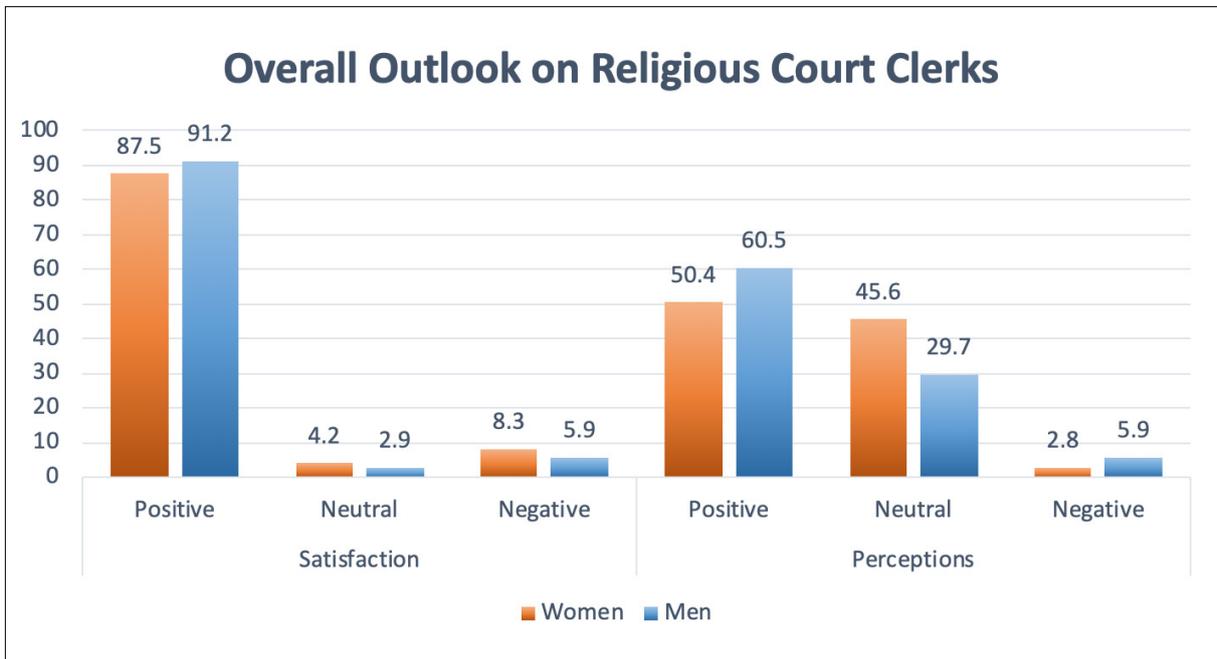
## Court Clerks

Satisfaction with court clerks was measured by whether or not the clerk was disrespectful or rude, whether there were enough clerks to handle the court's workload, and if clerks appeared to be experienced or competent. 85.4% of female and male respondents reported that court clerks were respectful, and 89.7% believed that the court clerks were experienced and competent. Meanwhile, 73% of respondents felt that there were enough clerks to handle the courts' workload – suggesting that this is the area in which civil court clerks stand the most room for improvement.

In the context of religious courts, 81% of respondents found that there were enough clerks to handle the court's workload. For comparison, 87.9% of respondents found clerks to be respectful and 89.7% of respondents found the clerks competent. The number of qualified court clerks vis-à-vis the court caseloads stands improvement, although to a lesser extent than in the case of civil courts.



When asked about overall outlook of court clerks, male respondents were significantly more satisfied than female respondents: 69% of men were satisfied with court clerks, compared to 47.8% of men who had positive perceptions. In contrast, women showed nearly equal satisfaction and perceptions with court clerks: 40% had positive satisfaction, while 40.3% had positive perceptions.



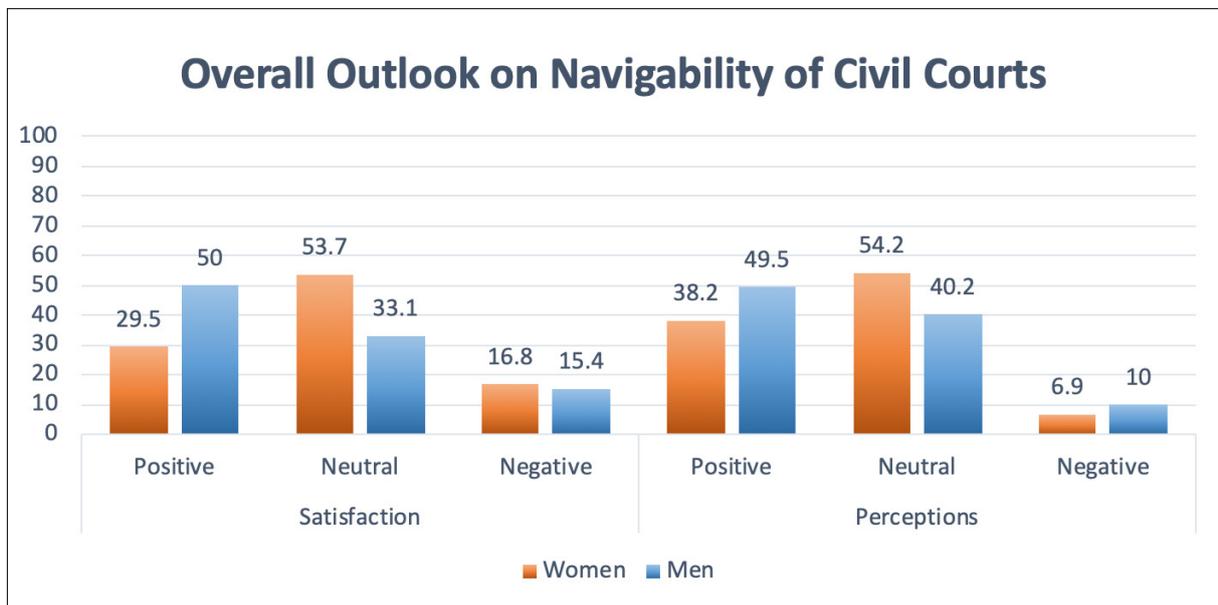
Like in the case of lawyers and judges earlier, the overall satisfaction with religious court clerks was significantly higher than that of the civil court clerks, as illustrated by the high contrast between satisfaction and perception levels: 87.5% of women and 92.1% of men were positively satisfied with court clerks, compared to 50.4% of women and 60.5% who had positive perceptions of court clerks. Regardless of whether they took a legal matter to court, women had less positive outlooks than men.

## 2.4 The Courts: Four Dimensions (Navigability; Affordability; Timeliness; and Fairness)

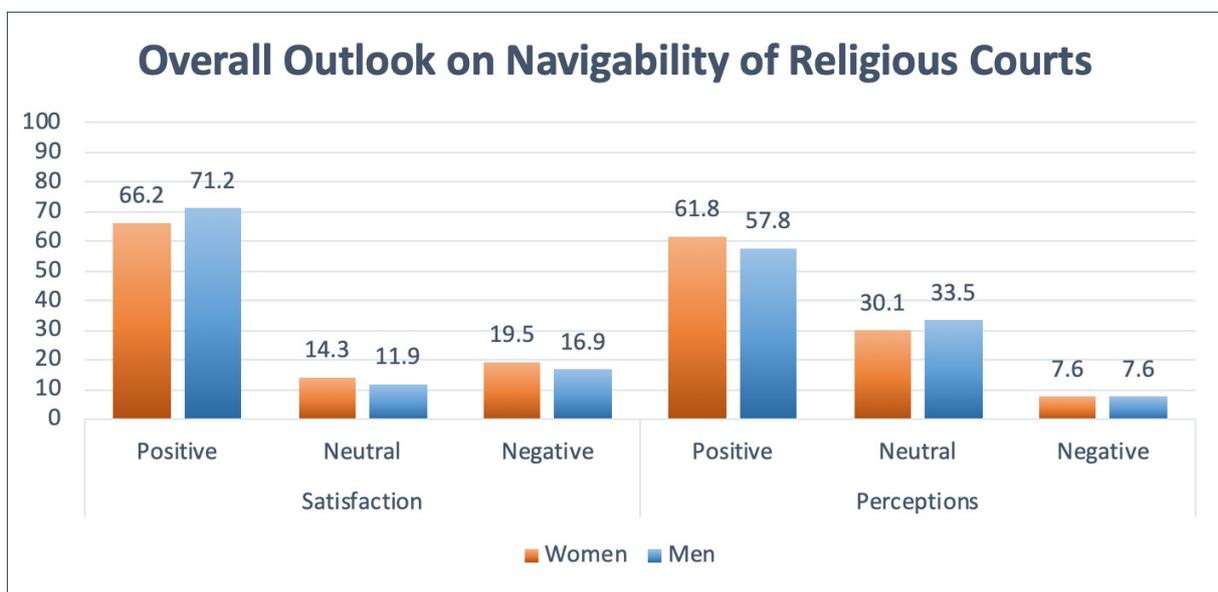
Among those who took legal matters to court, fairness, the execution of court rulings and affordability were among the highest-rated dimensions. Conversely, the amount of time it took for legal matters to be settled was the lowest-rated dimension of the court. Among those who did not take legal matters to court, the execution of court rulings, fairness, and navigability were the highest-rated dimensions of the court. Timeliness and affordability, however, were among the lowest rated. As with the section above, when there is a significant difference between civil and religious courts, these differences are depicted and discussed as separate charts.

### Navigability

Both satisfaction and perceptions related to the navigability of the religious courts was higher than civil courts. Men also tended to have an easier time navigating the court than women did, or were more likely than women to believe that they could easily navigate the courts.



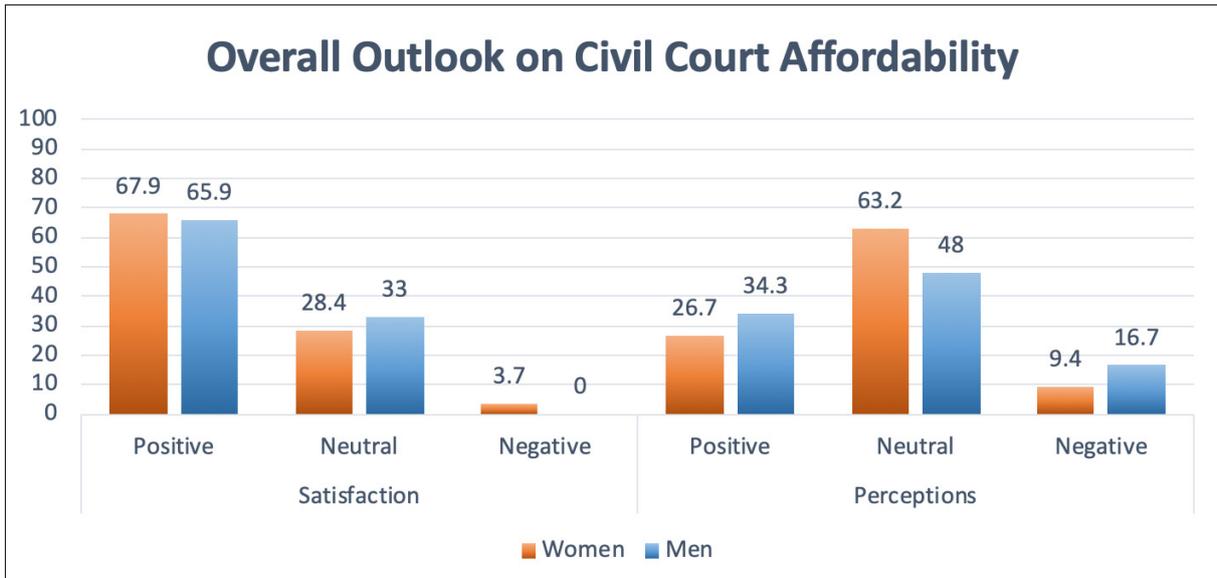
Women who took legal matters to court were less likely than women who did not take legal matters to court to have a positive outlook on the navigability of courts (29.5% compared to 38.2%). Further, men who did take legal matters to court were more likely than men who did not take legal matters to court to have a positive outlook on the navigability of the courts (50% compared to 49.5%). Irrespective of if they took a legal matter to court, men were more likely than women to have a positive outlook on the navigability of courts.



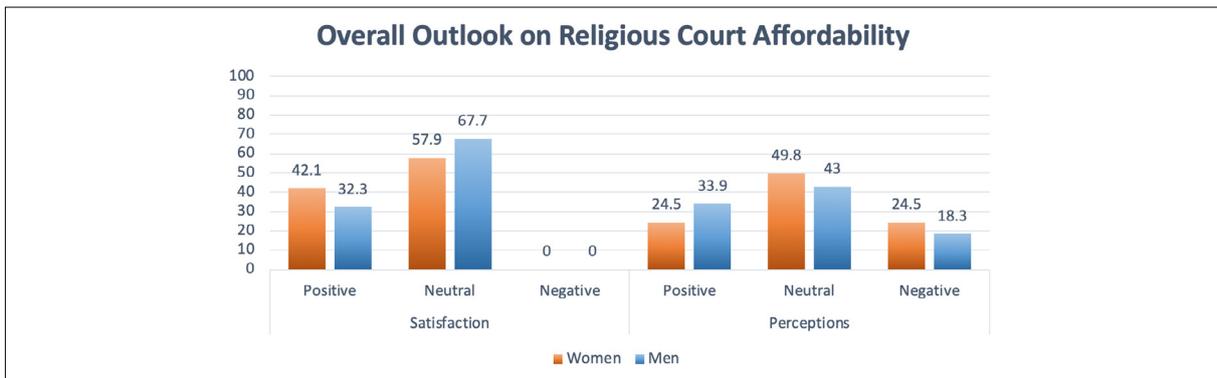
Women who took legal matters to court were more likely than those who have not to have an overall positive outlook on the navigability of the courts (66.2% compared to 61.8%). The same is true of men (71.2% compared to 57.8%). On the whole, fewer women who took legal matters to court have positive perceptions than men who also took legal matters to court. Further, a higher percentage of women who have not taken legal matters to court have positive outlooks than men who have also not taken legal matters to court.

## Affordability

The affordability of civil courts is more favorably viewed than the affordability of the religious courts. Interestingly, women were more likely than men – regardless of the court type – to have positive satisfaction regarding affordability. On the perceptions side, however, men were more likely than women to perceive the courts as affordable.



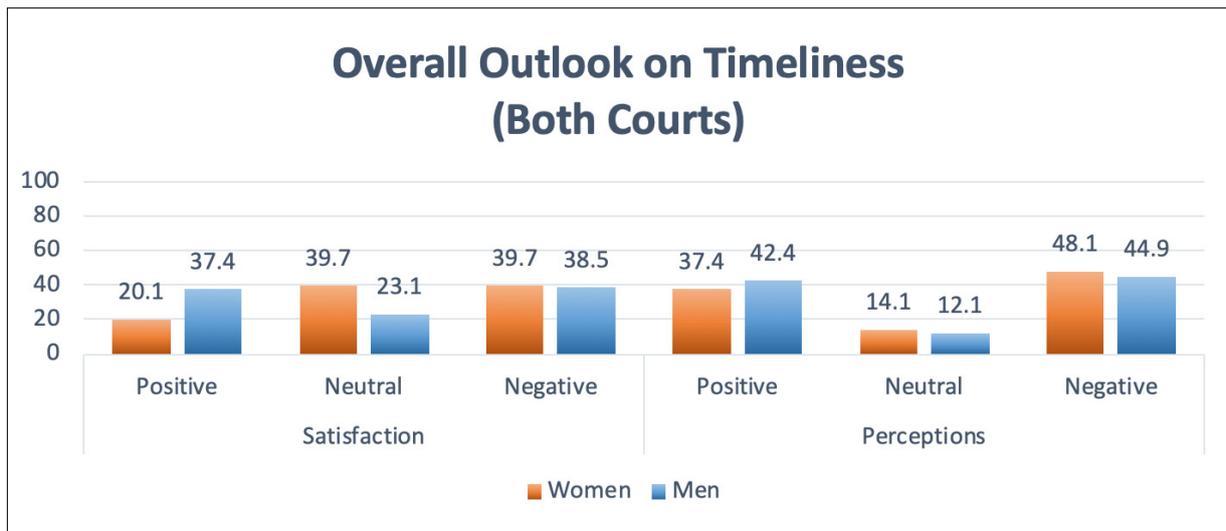
Interesting to note as well, women who took legal matters to court were more likely than women who did not to have an overall positive outlook on the affordability of the courts (67.9% compared to 26.7%). The same is true among men (65.9% compared to 34.3%). Women who took legal matters to civil court were more likely than men to have a positive outlook on the affordability of the courts. Men who did not take legal matters to court were more likely than women in the same category to have a positive outlook on the affordability of the courts.



Women who took legal matters to court were more likely than those who did not to have a positive outlook on the affordability of the courts (42.1% compared to 24.5%). The opposite is true of men (32.3% compared to 33.9%). Women who took legal matters to court were more likely than men who did the same to have a positive outlook. Meanwhile, women who did not take legal matters to court were less likely than men who also did not take legal matters to court to have a positive outlook.

## Timeliness

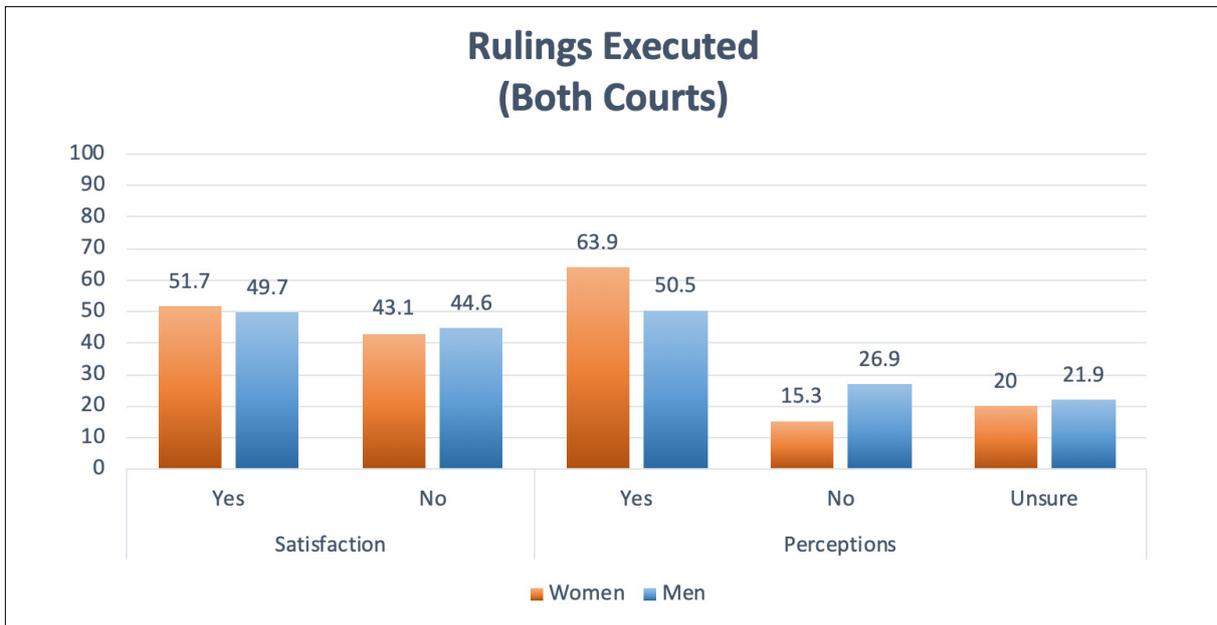
With respect to both satisfaction and perceptions, timeliness is among the lowest-rated dimensions of both courts. Indeed, there was no substantial difference between the civil and religious courts with regard to timeliness; accordingly, the results are depicted together. Men were more likely than women to have a higher satisfaction with the timeliness and had higher perceptions than women.



20.1% of women who took legal matters to court had an overall positive outlook regarding the timeliness of the courts, while 37.4% of women who did not take legal matters to court also had positive outlooks. Whereas 37.4% of men who took legal matters to court had a positive view on timeliness, 42.4% of men who did not take legal matters to court had a positive outlook. Men were more likely than women to have a positive outlook regardless of whether they took a legal matter to court.

## Rulings Executed

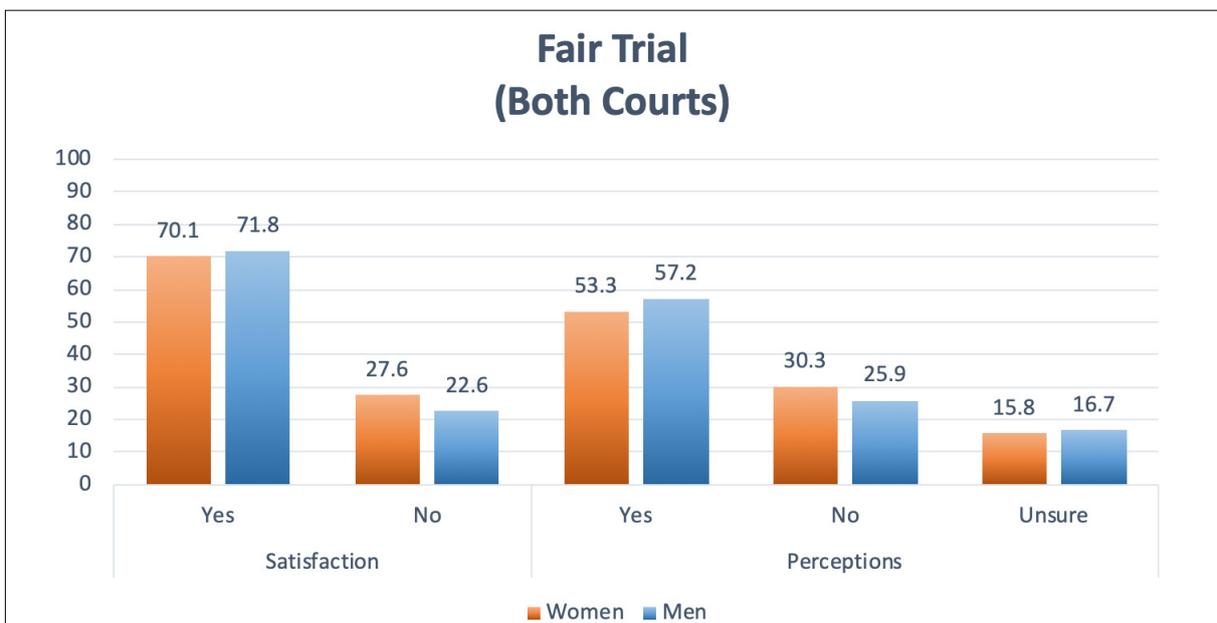
As noted, the execution of court rulings was among the highest-rated dimensions of both the civil and religious courts with no significant difference between the two courts. Further to this, with respect to satisfaction, women and men had nearly equal satisfaction with the execution of court rulings. On the perceptions side, however, women were significantly more likely than men to believe that court rulings are executed.



Women who took legal matters to court were less likely than those who did not to say that court rulings are executed (51.7% compared to 63.9%, respectively). The same is true among men (49.7% compared to 50.5%, respectively). Women were more likely than men to say that rulings are executed, irrespective of whether or not they took a legal matter to court.

### Fair Trial

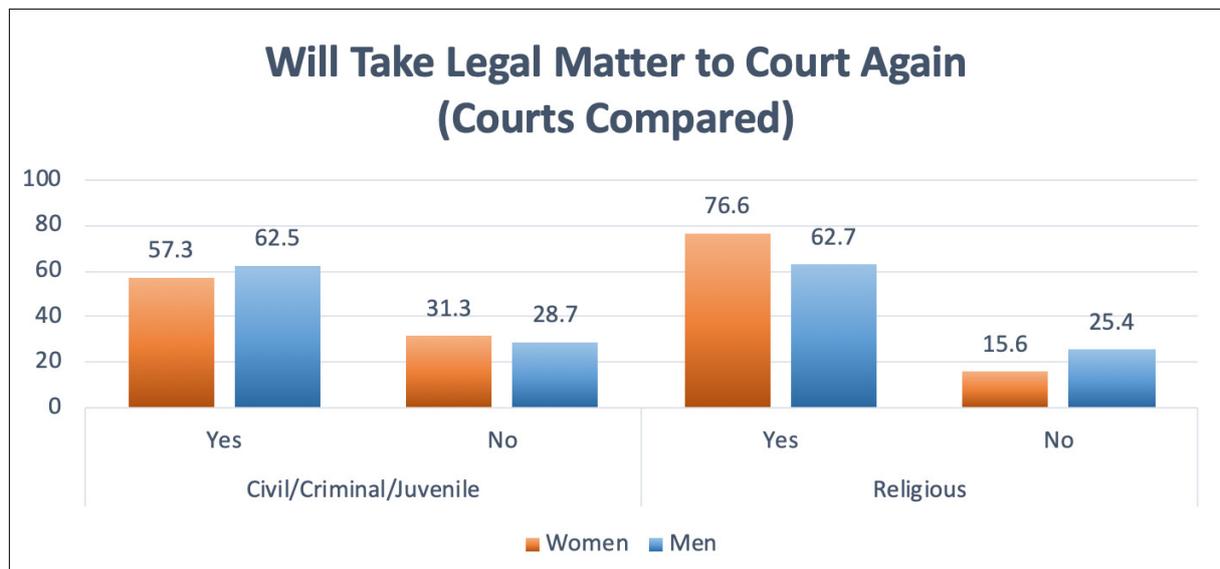
The fairness of trials is another highly-rated dimension of the courts. Men, whether sharing their satisfaction or perceptions, showed a tendency to have a more favorable outlook on the fairness of trials than women. Still, the differences between women and men were relatively small.



70.1% of women who took legal matters to court believed they had a fair trial, while 53.3% of women who did not take legal matters to court believed that they would receive a fair trial. Among men, 71.8% of those who took legal matters to court believed they had a fair trial, while 57.2% of men who did not take legal matters to court believed they would receive a fair trial. Men were more likely than women, irrespective of whether they took a legal matter to court, to believe in the fairness of trials.

## 2.5 Willingness to Utilize Courts Again

The willingness of respondents to take future legal matters to court, after having already litigated a legal matter, could be considered a strong indication of the overall performance of the courts and their actors.



Further solidifying trends identified with regards to different levels of satisfaction among users of civil and religious courts, **individuals who took legal matters to religious courts were more likely than individuals who took legal matters to civil courts to report that they would take a future legal matter to court if they had one.**

In terms of gender analysis, men in the civil courts were more likely than women in the same court to say that they would take a legal matter to court; however, women in the religious courts were more likely than men in the same courts to say that they would take legal matters to court.

## KEY TAKEAWAYS:

- ▶ Men have a far more varied experience with courts in Jordan, with women's experience being more limited to religious courts
  
- ▶ Reliance on the courts as a means of grievance redress is low. Just 24% of respondents reported taking a legal matter to court. This is especially concerning when it comes to women:
  - a. Women are less likely than men to resort to the courts and not resort to any other means.
  - b. Women tend to report more legal issues than men, but not only don't take these matters to court, but don't perceive them as issues that should go to court.
  
- ▶ There is a general **important gap between satisfaction and perceptions of justice sector** actors and dimension, with satisfaction being regularly higher than perception.
  
- ▶ In terms of actors, satisfaction with judges, lawyers and clerks are notably higher in the context of religious courts and civil courts.
  
- ▶ There is a significant need to improve the efficiency of all courts with respect to timeliness, as this was among the lowest-rated dimensions of the courts. The ease with which individuals – especially women – are able to use the courts, and the cost of settling legal matters in court both have room for improvement.

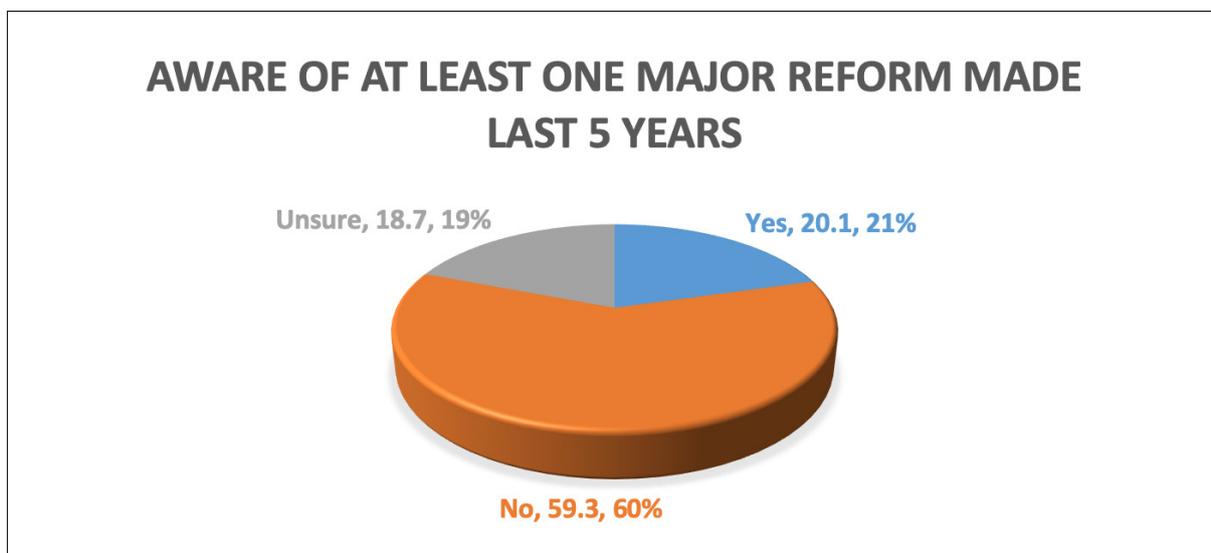
### 3. Justice-Related Issues: Public Perceptions

In recent years, the legislature in Jordan has instituted a number of landmark reforms, among them: in 2014, Law No. 32 of 2014 concerning Juvenile Law was passed raising the minimum age of criminal responsibility from 7 to 12 in accordance with international standards and prioritizing alternatives to detention and diversion from the legal system, ultimately adopting a rehabilitative approach to juvenile justice versus a penal one; in 2017 major legislative reforms were undertaken with regards to domestic violence, the rights of peoples with disabilities, and amendments to the Penal Code (abolition of article 308 and amendments to article 340).

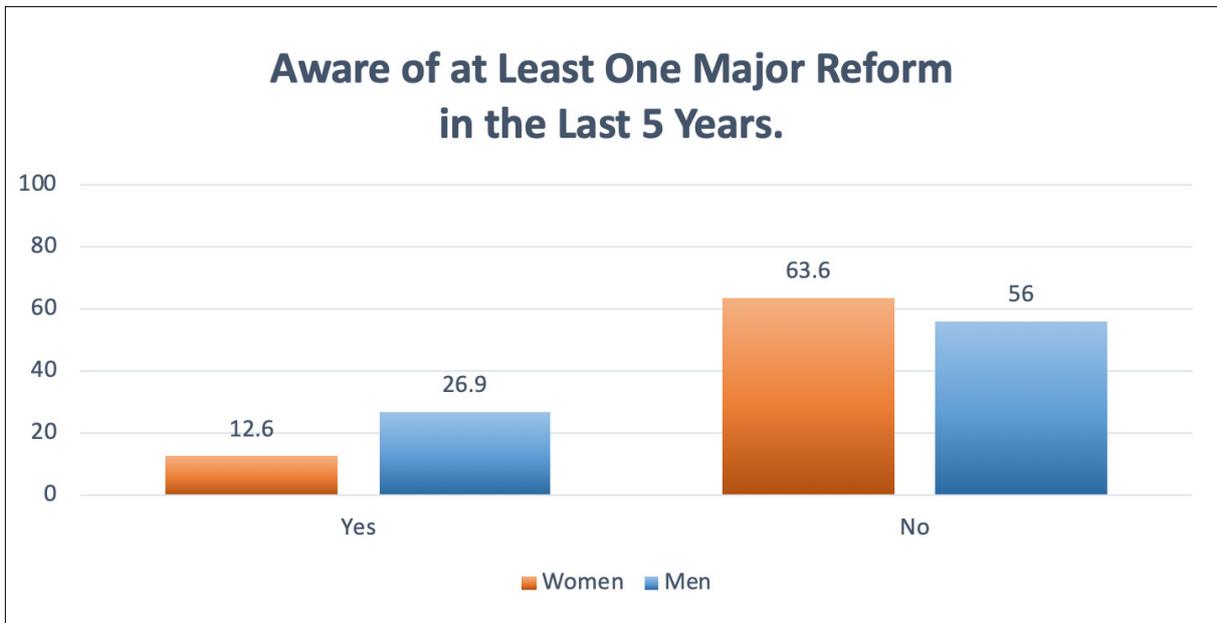
The questions in this section aimed to gather a sense of Jordanians' familiarity with such reforms, and if they are satisfied or believe further reform is necessary. Concurrently, respondents were also asked to share their perceptions of government accountability and transparency. Finally, this section posed respondents with a number of pressing human rights questions in Jordan, particularly as it relates to women's rights, and legal protections for children, refugees, persons with disabilities (PWDs) and inmates.

#### 3.1 Reform Initiatives

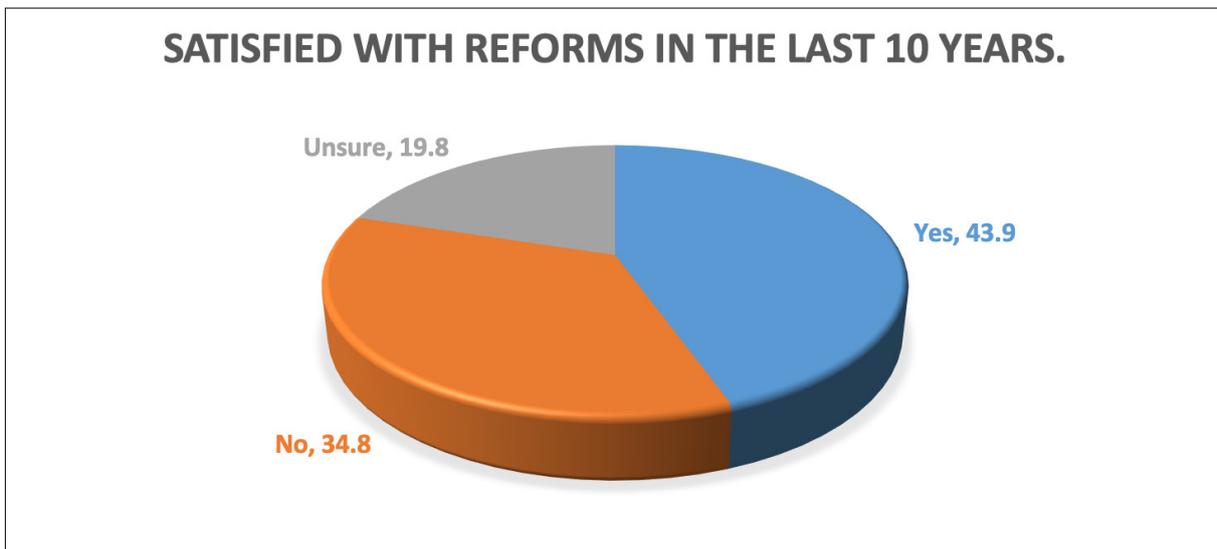
All respondents – regardless of whether they took a legal matter to court – were asked about their perceptions of justice-related issues in Jordan. Broadly, these questions can be categorized as pertaining to: 1) perceptions of past and ongoing reform initiatives; 2) accountability and transparency; and 3) human rights (including – among other areas - the rights of women, children and refugees). Gender analysis is always written; however, gender-disaggregated data is only depicted graphically when significant.



**59.3% of respondents were unaware** of at least one major reform made in the last 5 years. 20.1% were aware, while 18.7% were unsure.

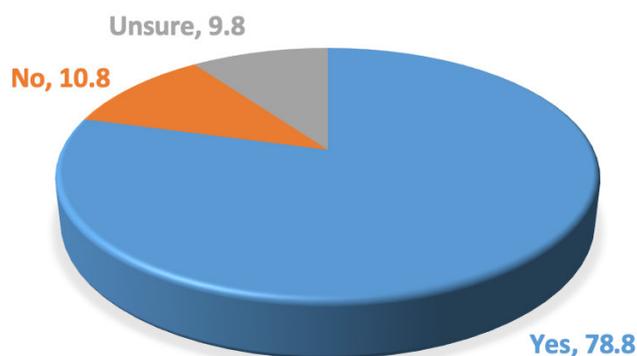


**Men (26.9%), more than women (12.6%), reported to be aware of at least one major reform.**



43.9% of respondents – regardless of whether or not they reported actually being aware of a reform made in the past 10 years were satisfied with reforms made in the last ten years. 34.8% were not, while 19.8% were unsure. Further analysis indicates that among those who were aware of a reform made in the past 10 years, 61.3% were satisfied with recent reforms, 24.9% were not satisfied and 13.9% were unsure. There is no significant gender difference in the responses to these questions.

## JUSTICE SECTOR IS IN NEED OF FURTHER REFORMS

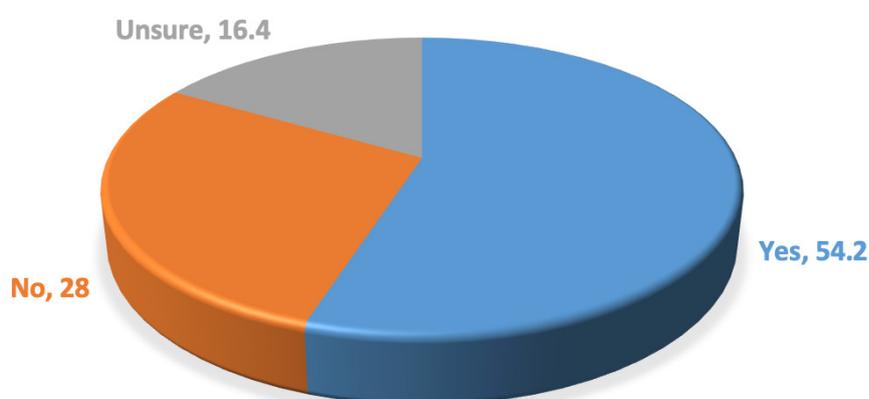


**Nearly 80% of all respondents – regardless of whether they were aware of a reform – felt that the justice sector is in need of further reforms** while 10.8% did not and 9.8% were unsure. However, among those who were aware of a reform made in the past 10 years, the percent of those who believe the justice sector is in need of further reform raises 87%. Meanwhile, 6.9% felt that the justice sector was not in need of further reforms and 5.6% were unsure. There are no significant gender differences in the responses.

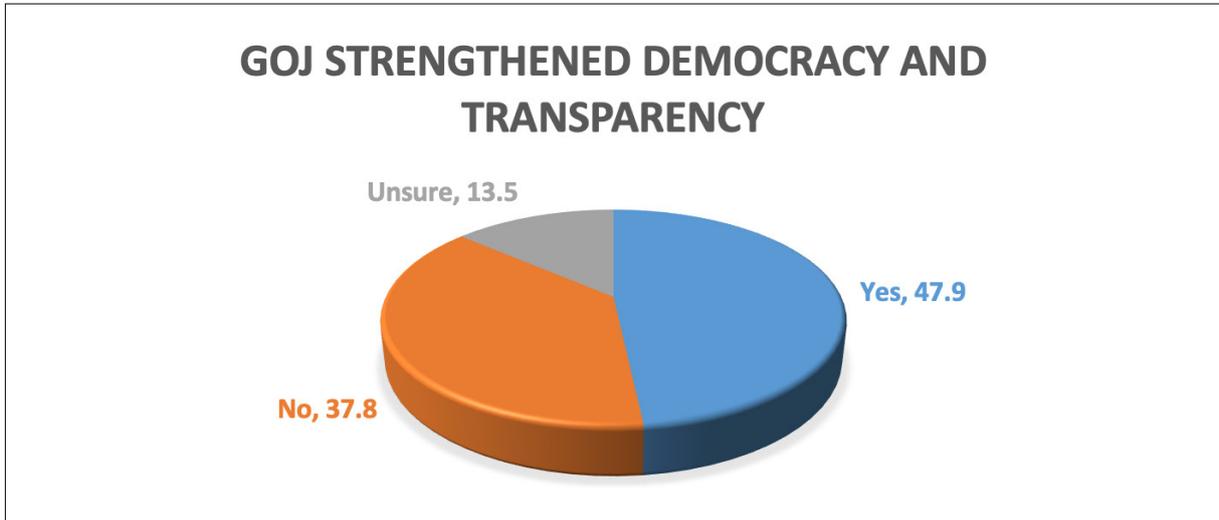
### 3.2. Transparency and Accountability

This section addresses issues of transparency and accountability, including perceptions regarding government efforts in improving transparency and democracy, as well as the implications of the use of connections in Jordanian civil society. Gender analysis is always written; however, gender-disaggregated data is only depicted graphically when significant.

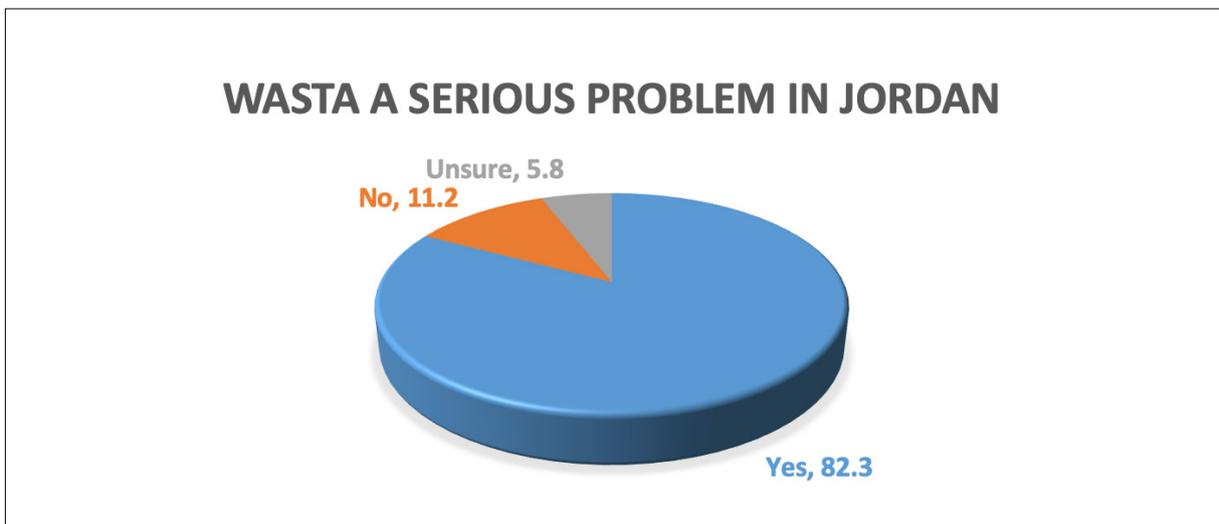
## JUDICIARY IN JORDAN TRANSPARENT



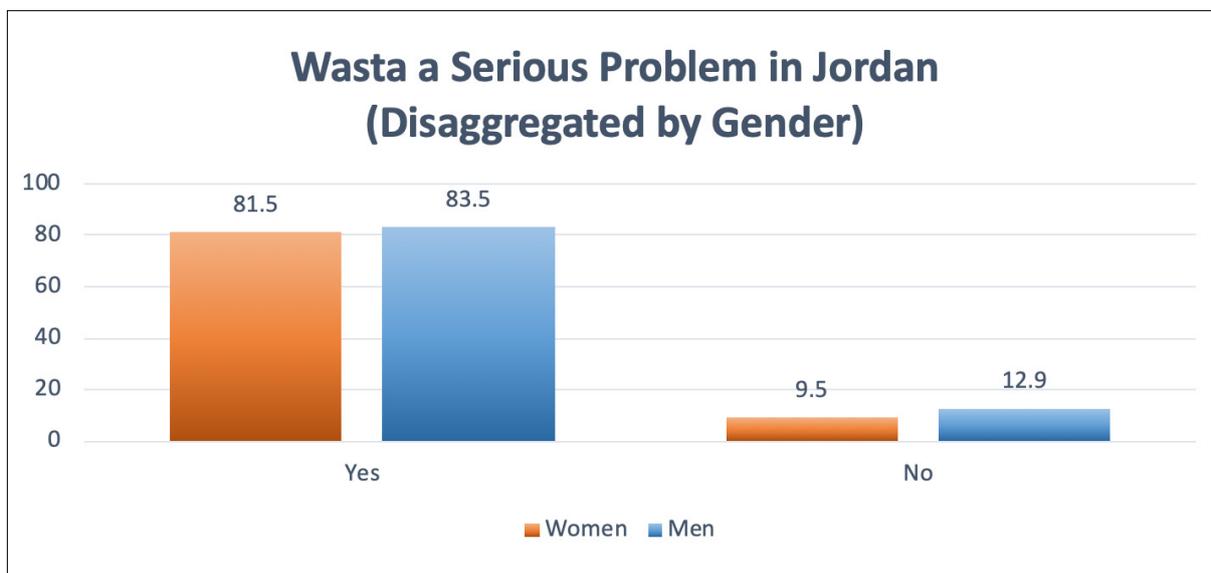
54.2% of respondents believed that the judiciary is transparent. 28% did not and 16.4% were unsure. More men (31.1%), in relation to women (24.6%), do not consider that the Judiciary in Jordan is transparent.



55.3% of respondents believed that the Government of Jordan strengthened democracy and transparency. 29.4% of respondents did not, while 14.5% were unsure. There is a clear gender gap, as more men (50.2%) than women (45.8%) believe that the government has gotten more transparent in the past 10 years.



**Over 80% of all respondents believed that the use of *wasta* (connections) is a serious problem in Jordan.** 11.2% did not, while 5.8% were unsure. The use of *wasta* can significantly impact transparency and accountability in the country.



An overwhelming majority of both women and men, 81.5% and 83.5% respectively, believed that the use of *wasta* (connections) is a serious problem in Jordan.

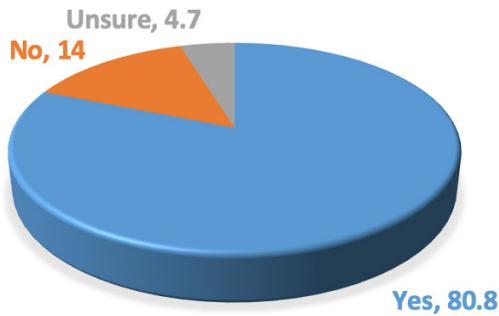
### 3.3 Human Rights

This section addresses human rights issues, including government efforts in protecting human rights, women’s legal rights, rehabilitation and treatment of prisoners, legislation and services for people with disabilities, as well as perceptions regarding refugees and their status in the Kingdom. Gender analysis is always written; however, gender-disaggregated data is only depicted graphically when significant.



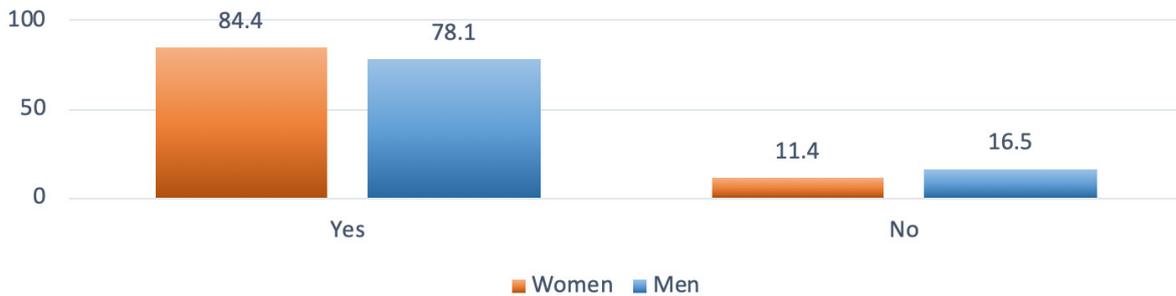
54.2% of respondents believed that the government of Jordan improved its protection of human rights in the last ten years, 32% did not, 12.7% were unsure. There is a gender gap in the responses as 51.1% of women and 57.7% of men believed that the Government of Jordan has improved the protection of human rights in the last 10 years.

### WOMEN SHOULD BE ABLE TO PASS NATIONALITY



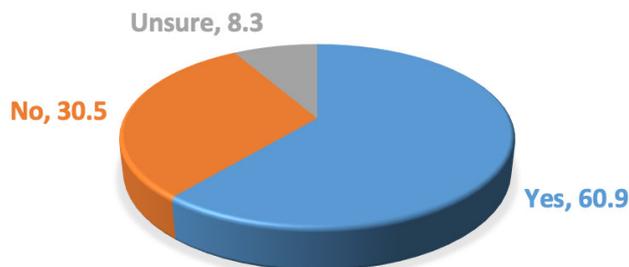
80.8% of respondents believed that women should be able to pass nationality on to their spouses and children. 14% did not, while 4.7% were unsure.

### Women Should Be Able to Pass Nationality

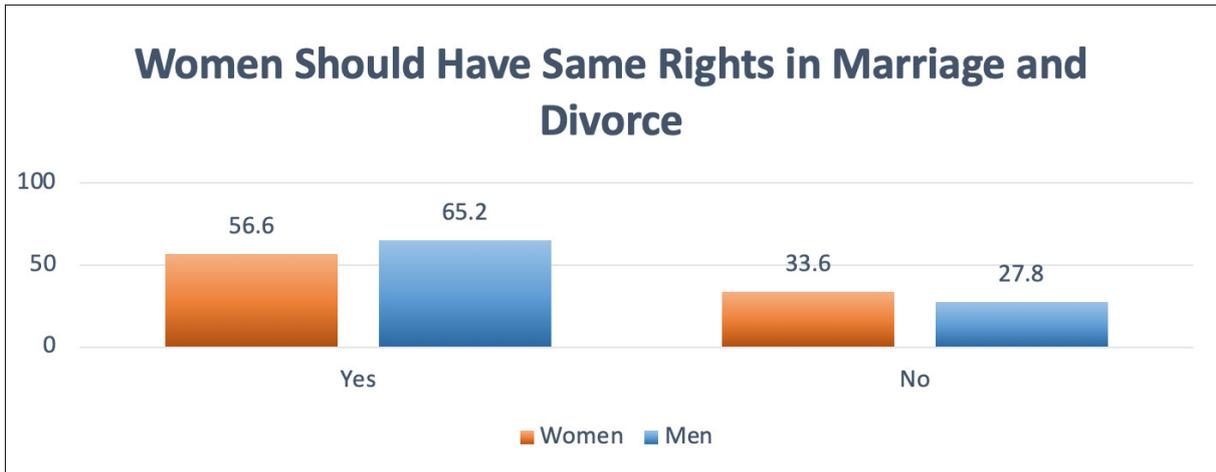


It is important to note that there are some gender differences in the perception of this right, however, the differences are not especially significant. 84.4% of women and 78.1% of men believed that women should have the ability to pass nationality on to their spouses and children.

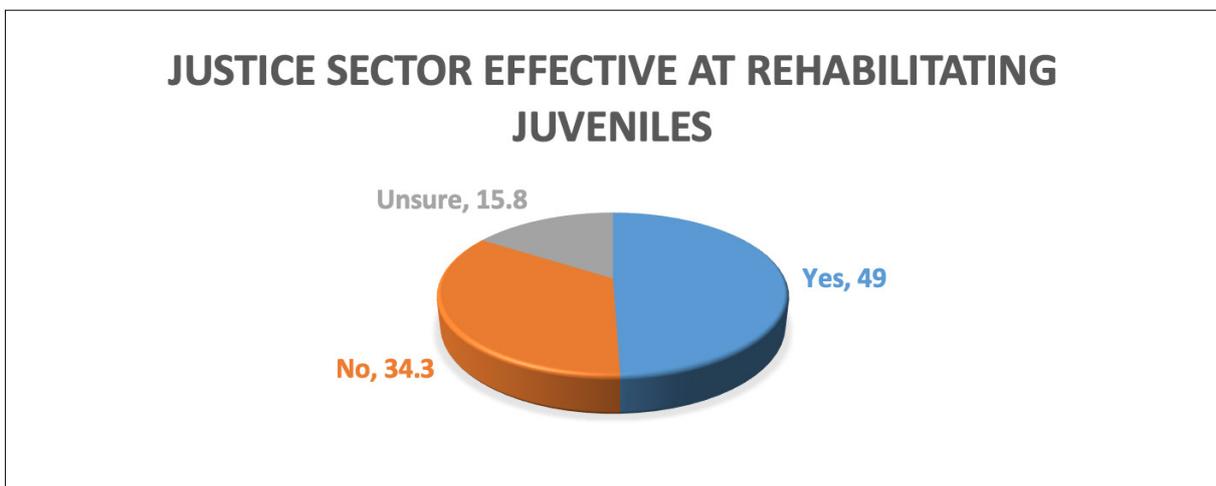
### WOMEN SHOULD HAVE SAME RIGHTS IN MARRIAGE AND DIVORCE



The support for equal rights between women and men seem to also hold up when asking more sensitive questions such as same rights in marriage and divorce. When asked about equal rights in marriage and in divorce, 60.9% of respondents felt that women should have the same rights, while 30.5% did not and 8.3% were unsure.

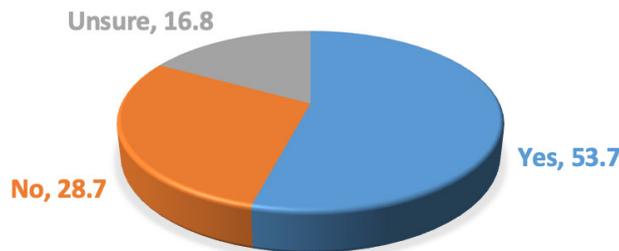


Defying expectations, fewer women than men, 56.6% of women and 65.2% respectively, believed that women should have the same rights in marriage and its dissolution.



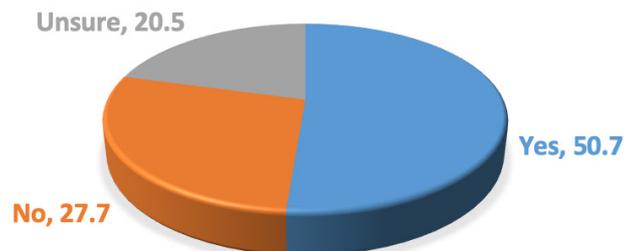
Less than 50% of respondents believed that the justice sector is effective at rehabilitation and reducing recidivism among juveniles. 34.3% did not, while 15.8% were unsure. There is a gender gap in responses to this question, as men (50.6%) seem to have slightly more positive perceptions of the system's capacity compared to women (45.7%) on rehabilitation and reducing recidivism for juveniles.

### THE PRISON SYSTEM IS EFFECTIVE AT REHABILITATION

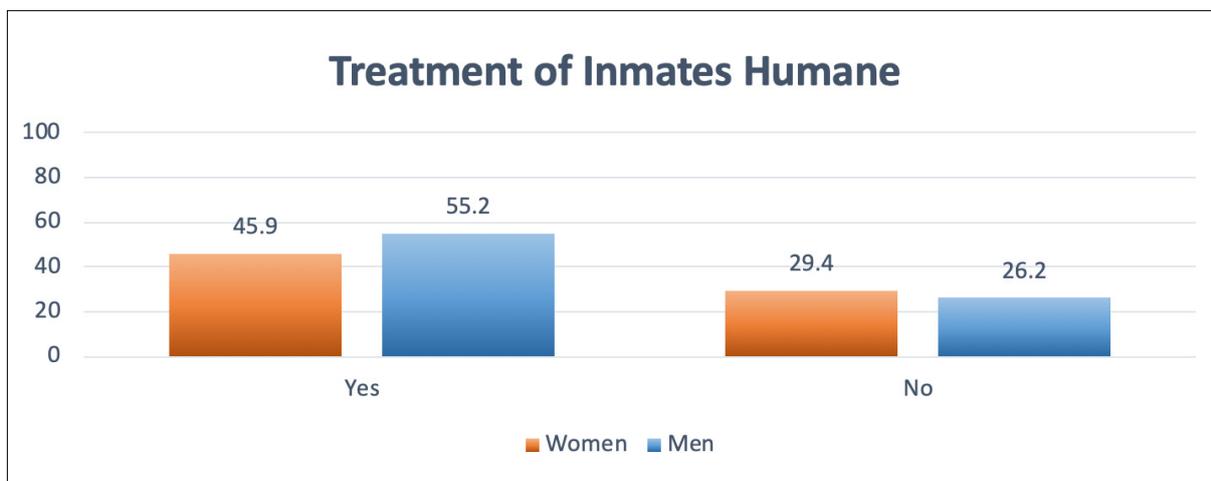


Perceptions regarding prison systems for adults, compared to juveniles, are reportedly more positive, although within limits. 53.7% of respondents believed that the prison system in Jordan is effective at rehabilitation and reducing recidivism. 28.7% do not, while 16.8% were unsure. In addition, there is no significant gender difference.

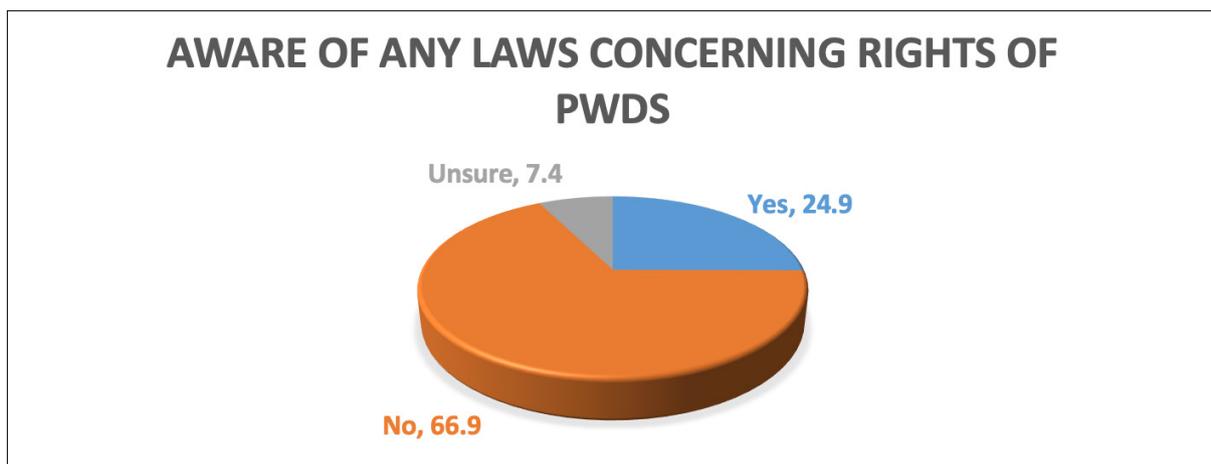
### TREATMENT OF INMATES HUMANE



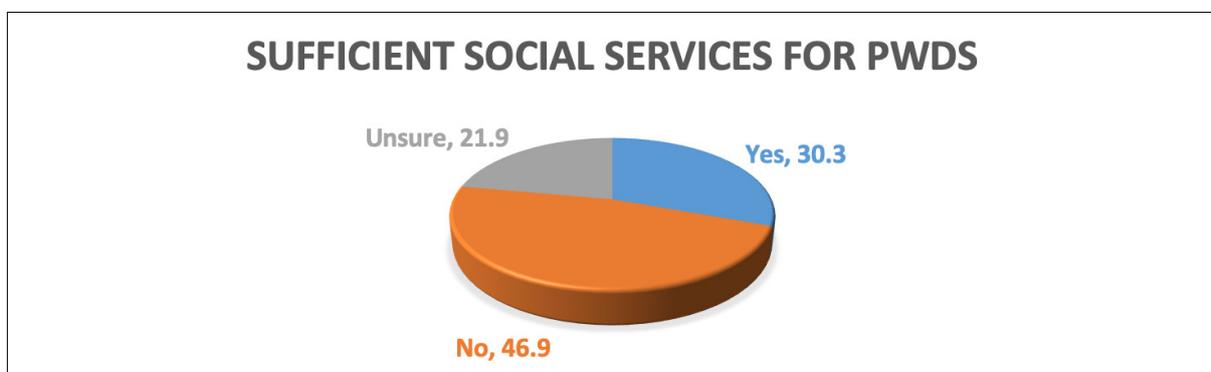
These perceptions are consistent (or with slight downward trend) with perceptions regarding humane treatment of prisoners. 50.7% of respondents believed that the treatment of inmates in Jordan is humane. 27.7% do not, while 20.5% were unsure.



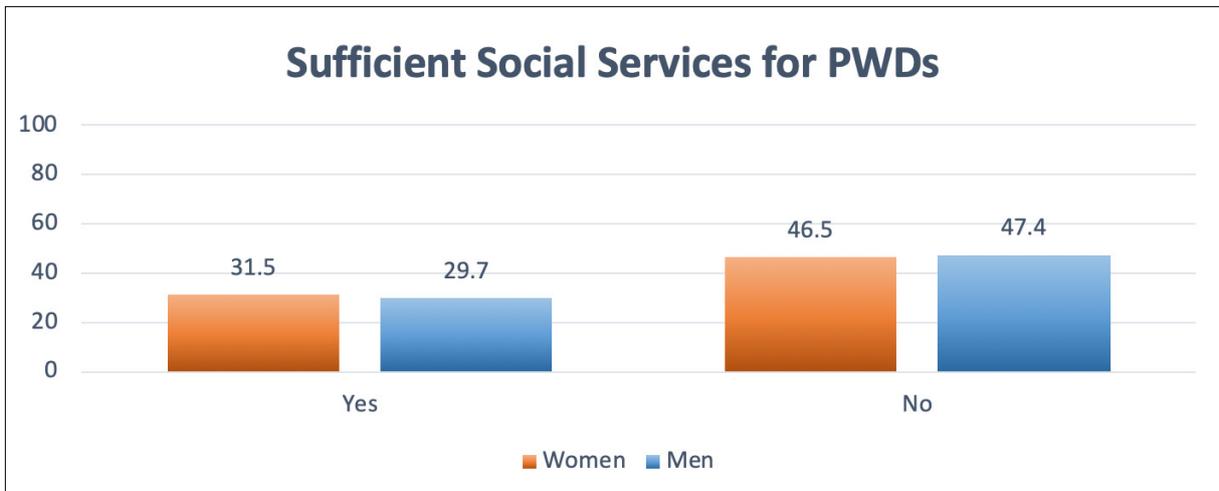
There is a significant gender difference in the perception of inmate treatment, as more men believed that their treatment can be considered humane. Specifically, 45.9% of women and 55.2% of men believed that the treatment of inmates can be described as humane.



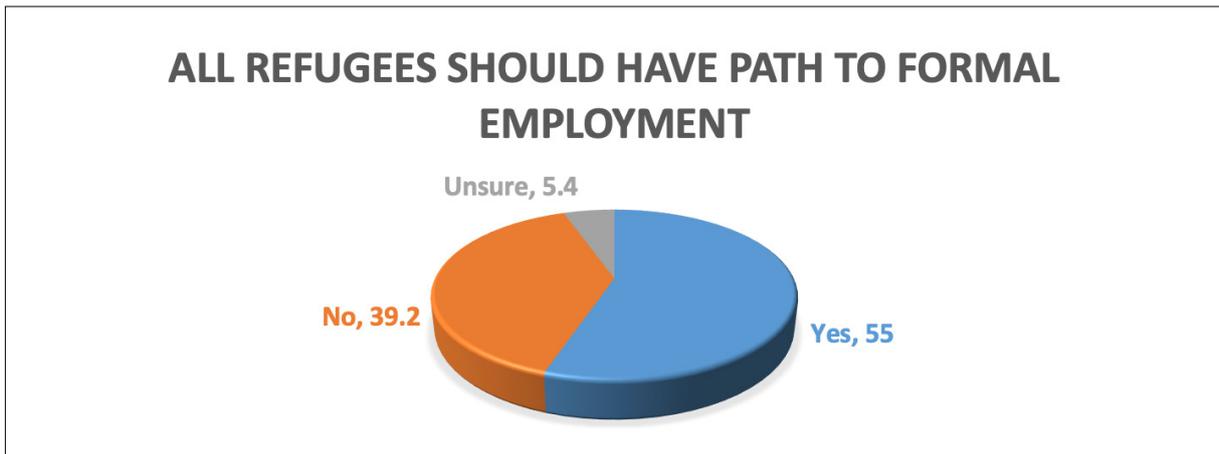
Almost 67% respondents were unaware of any laws concerning the rights of PWDs, 24.9% were not, while 7.4% were unsure.



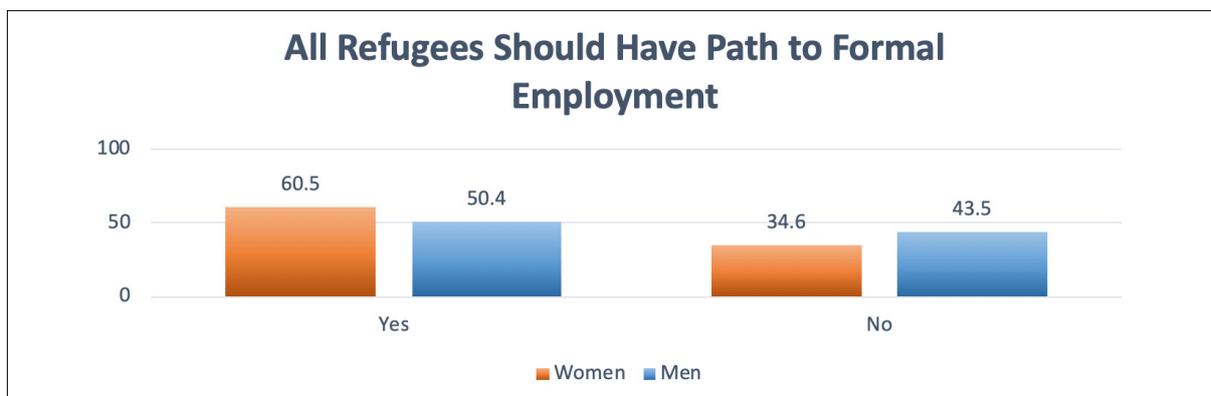
Almost 50% of respondents considered that there are not enough social services for PWDs, while only 30.3% did not. 21.9% were unsure.



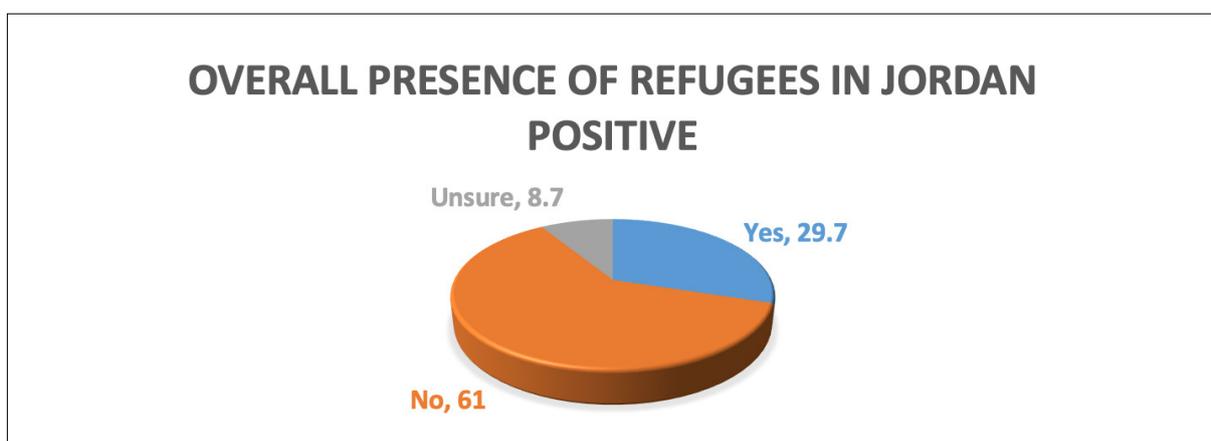
There are no significant gender differences, as 31.5% of women and 29.7% of men believed that there were enough social services for PWDs.



55% of respondents believed that all refugees should have a pathway to formal employment, 39.2% do not, while 5.4% were unsure. The small percentage of unsure responses with regards to this question seems to indicate people have strong opinions on this particular issue.



The gender gap would be important in targeting, with men being less inclined to support formal path of employment for refugees. 60.5% of women and 50.4% of men believed that all refugees should have a path to formal employment.



Of concern, 61% of respondents did not believe that that the overall presence of refugees in Jordan is positive, 29.7% did, while 8.7% were unsure. Women have slightly more positive perceptions than men in this regard.

## KEY TAKEAWAYS:

- ▶ 60% of respondents reported lacking awareness of any justice sector reforms made in the past 5 years.
  - ▶ For instance, 67% of respondents are not aware of legislation regarding PWDs
  - ▶ Males seem to be more informed than female respondents
- ▶ There is strong support for further justice sector reforms:
  - ▶ The majority of respondents felt that the justice sector is in need of further reform
  - ▶ Over 80% of respondents felt that women should be able to pass nationality on to their spouses or children.
- ▶ There is a need to enhance accountability and transparency:
  - ▶ Over 80% of respondents, both men and women, believe *wasta* is a serious problem in Jordan.
  - ▶ Just 54% of respondents felt that the judiciary in Jordan can be described as transparent
  - ▶ Only 55% of respondents felt that the GoJ increased transparency in the past 10 years.
- ▶ Only 49% of the population trust the justice sector in its ability to rehabilitate criminals and reduce recidivism
- ▶ There seems to be discrepancy between current legislation and public perceptions such as in the case of women's rights to pass on nationality.



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