

PLEI Survey

A Study for Justice Canada

COMPAS 2002

Methodology

, Telephone survey



General public
1,502 participants: +/-2.6%, 19/20
March 2002
Explored attitudes and behaviour re: PLEI
Pre-test conducted

, Survey sample



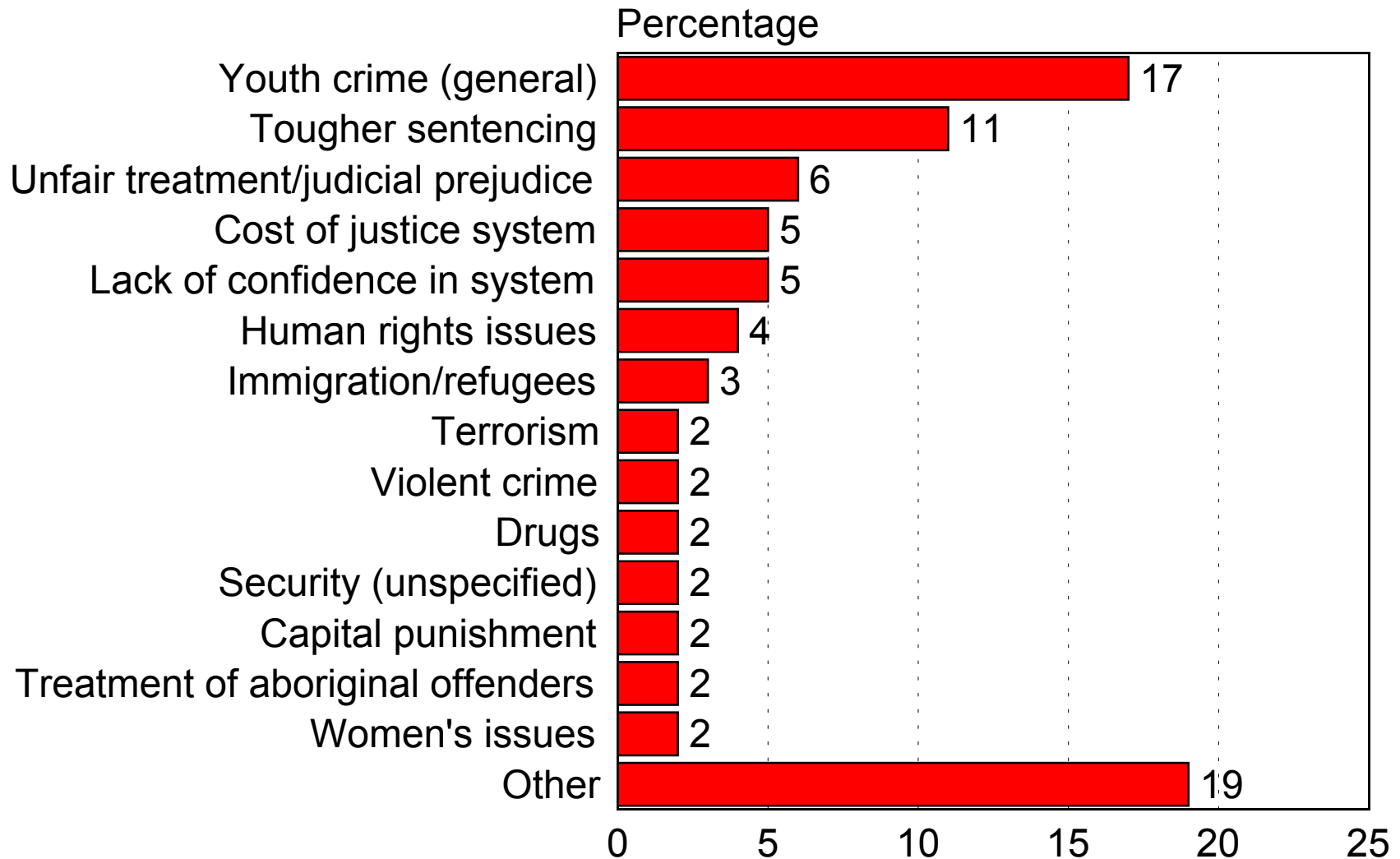
Canadian residents, 16 years and older
Oversampling of:

-) Youth aged 16-24 (N= 278)
-) Aboriginal Canadians (N= 212)
-) New Canadians (in Canada 5 years or less) (N= 161, 115 here 3 years or less)



Regional quotas
Data weighted to maximize representative results

Most Important Justice-Related Issue

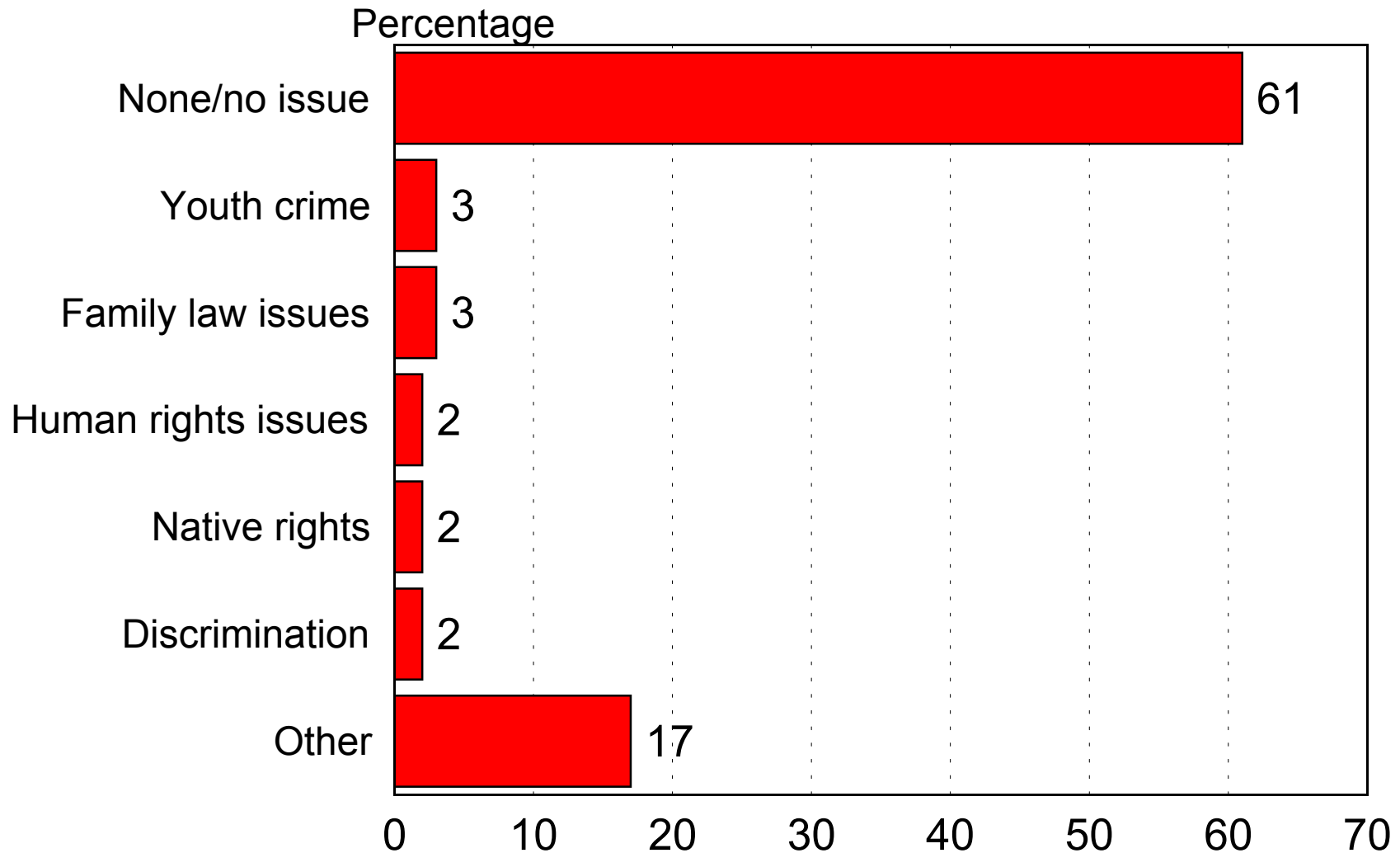


Two responses accepted

DK/NR= 32%

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Most Important Personal/Family Justice-Related Issue



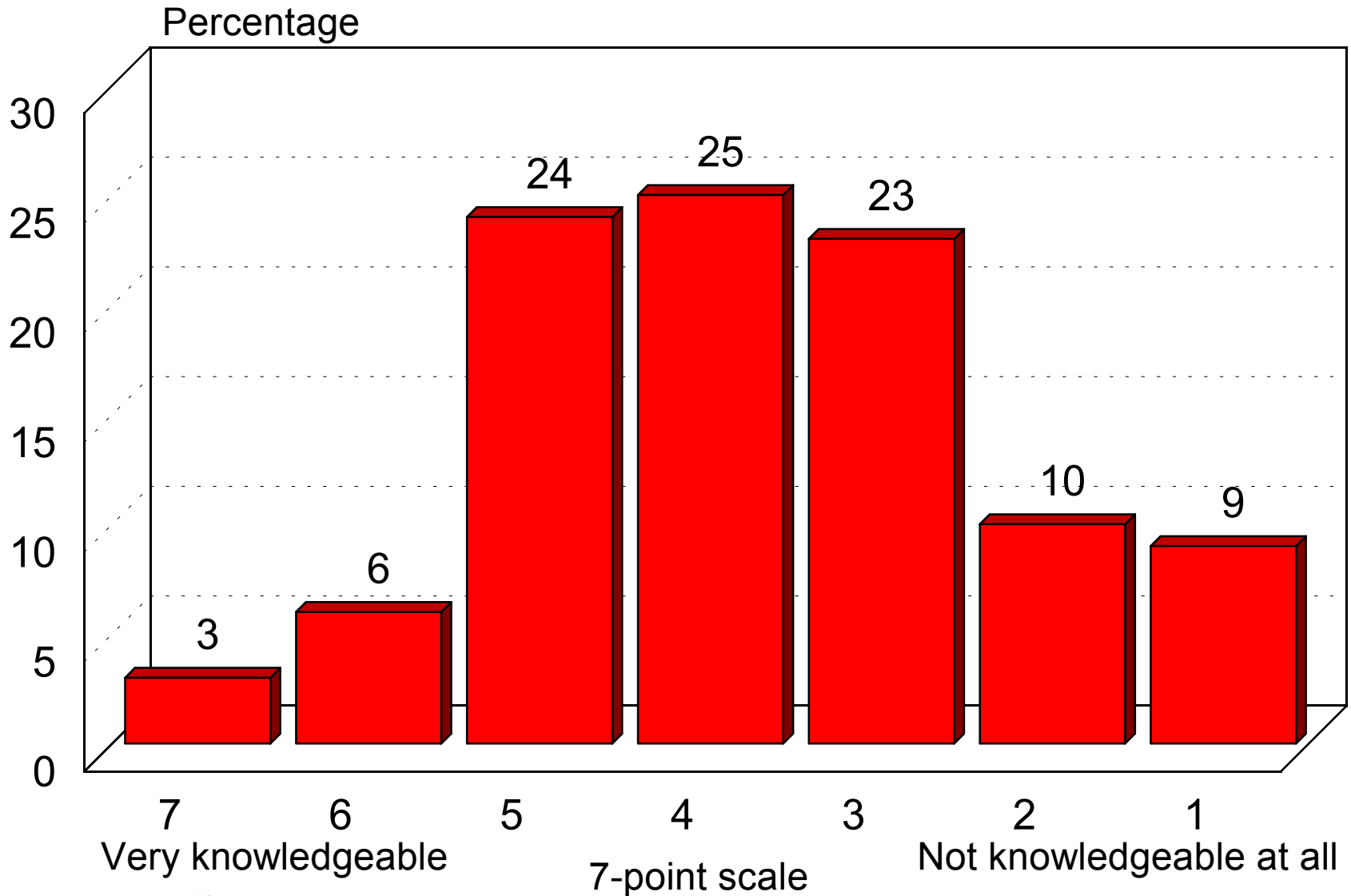
Two responses accepted

DK/NR= 13%

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Knowledge About Justice System in Canada

(7-point scale: 7 = very knowledgeable; 1 = not knowledgeable at all)

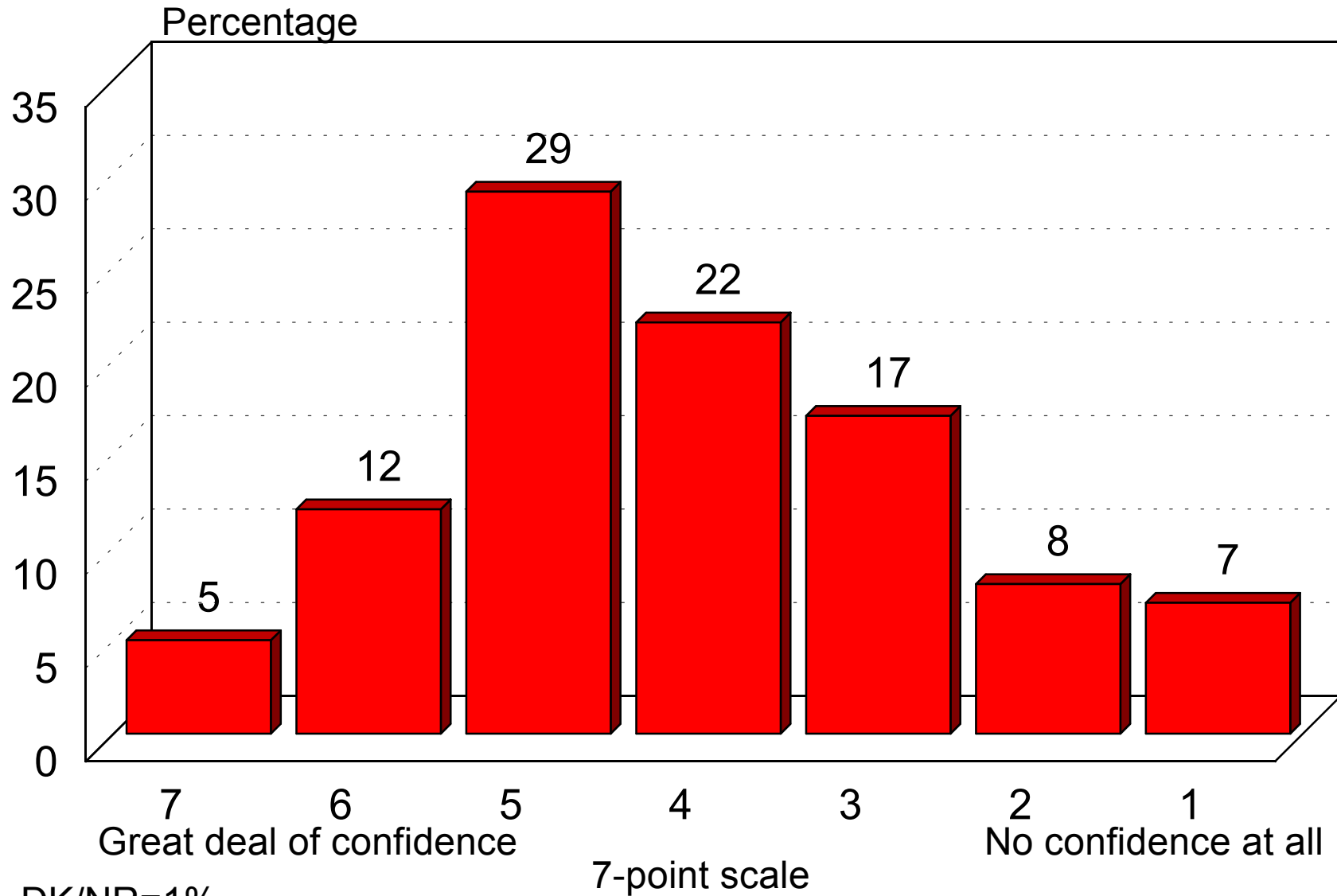


DK/NR=1%

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Confidence in Justice System in Canada

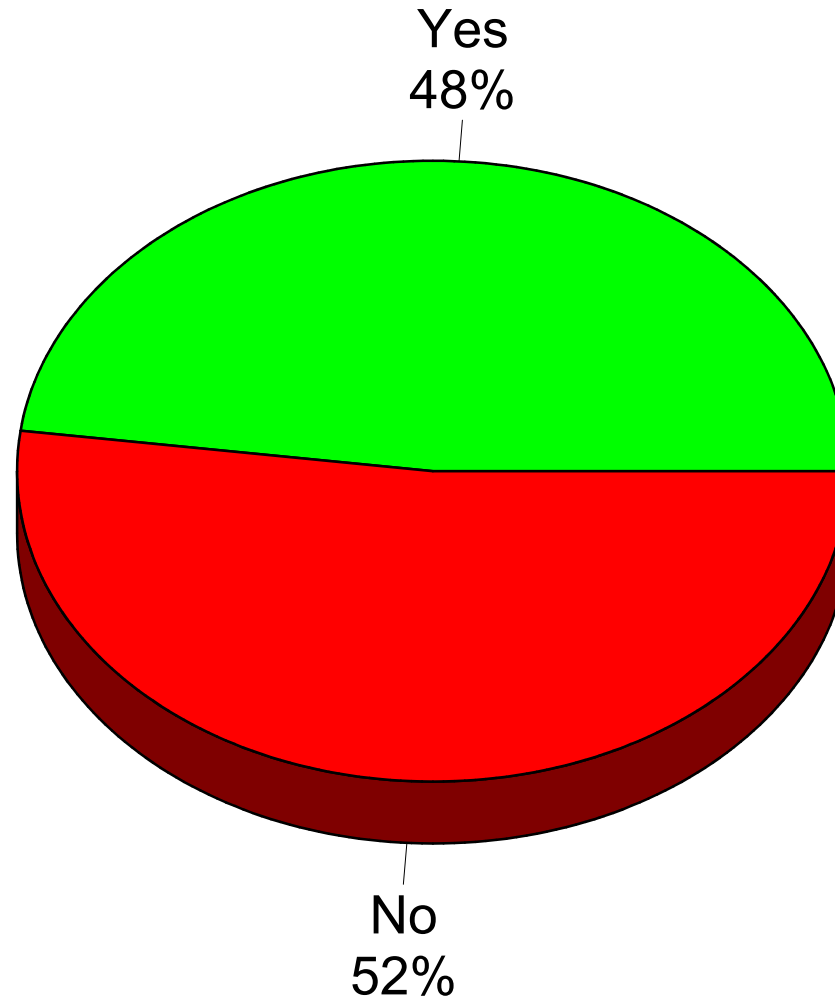
(7-point scale: 7 = great deal of confidence; 1 = no confidence at all)



DK/NR=1%

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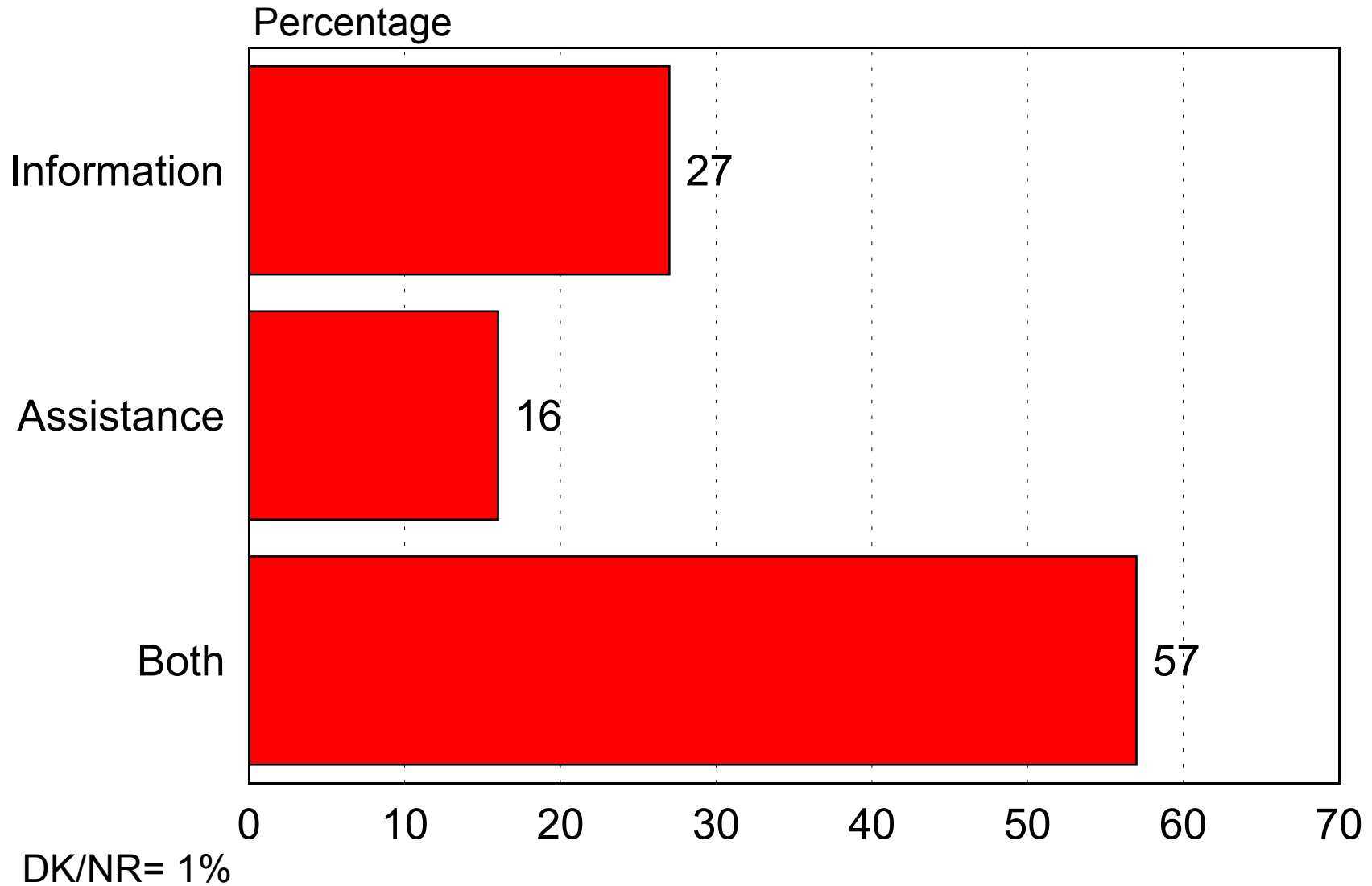
Have You Ever Needed Legal Information/Assistance?



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Did You Need ...?

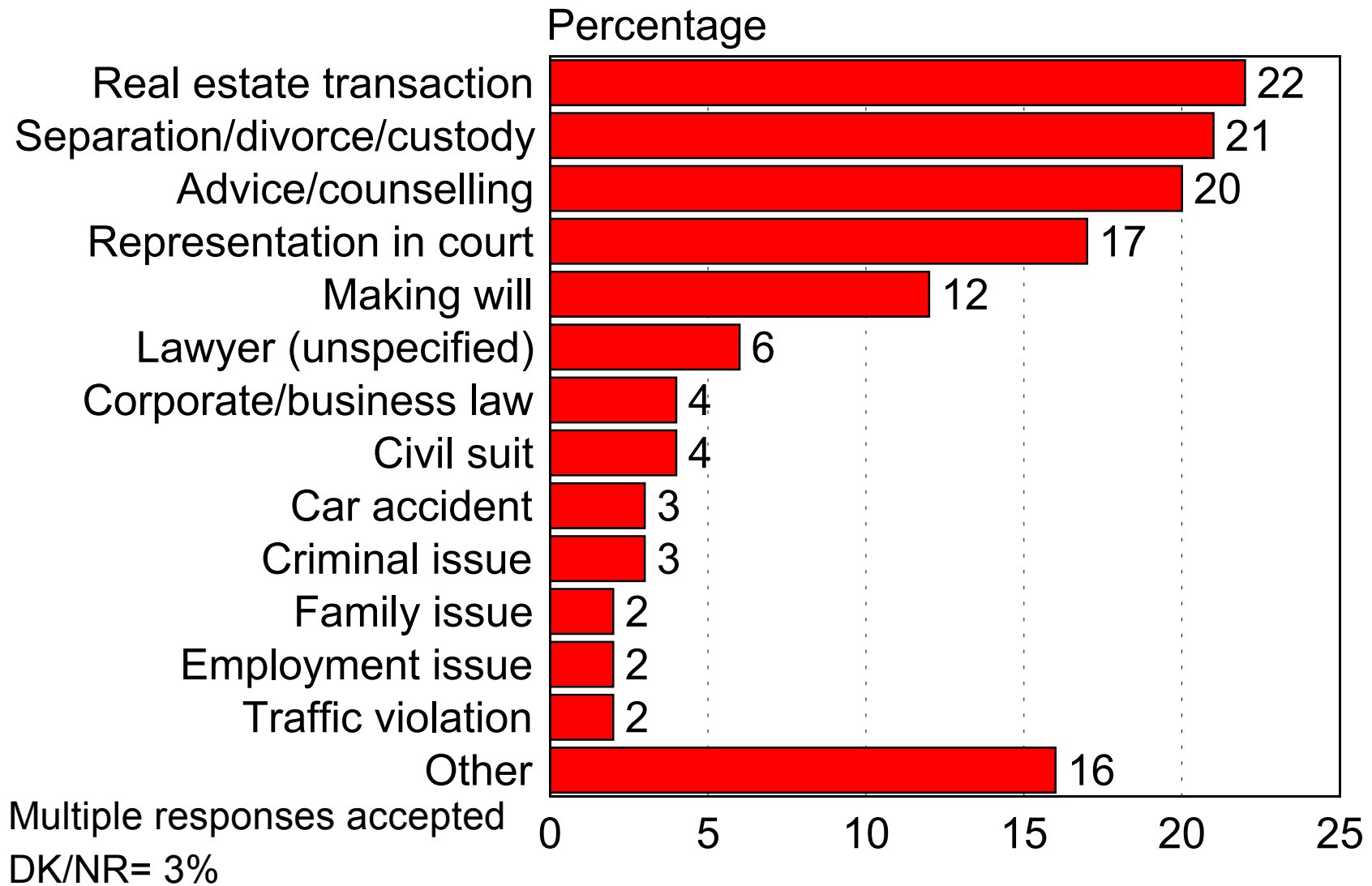
(N= 718; asked only to those in need of legal information/assistance)



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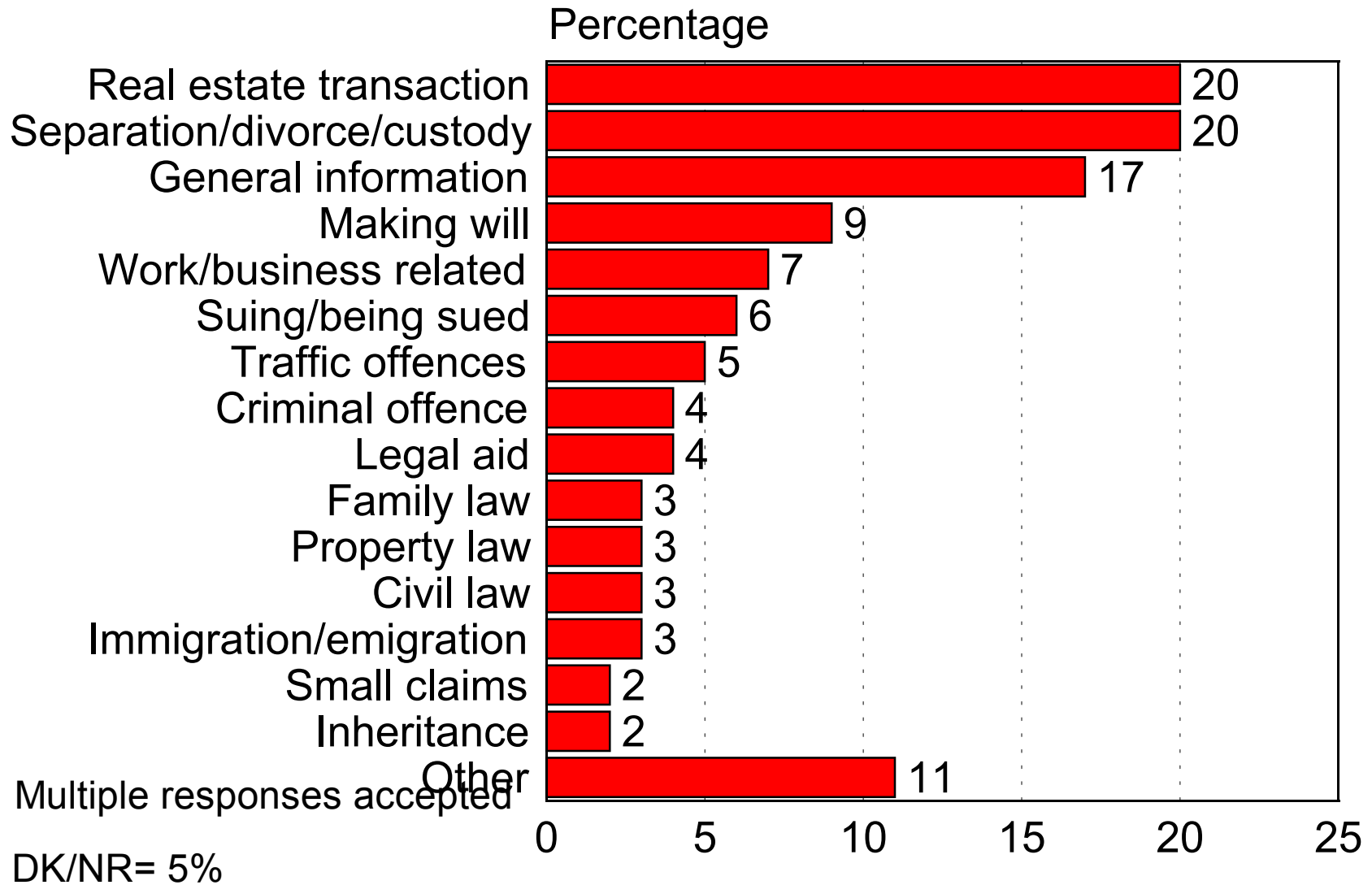
Type of Legal Assistance Required

(N= 522; asked only to those requiring legal assistance)



Type of Legal Information Required

(N= 602; asked only to those requiring legal information)

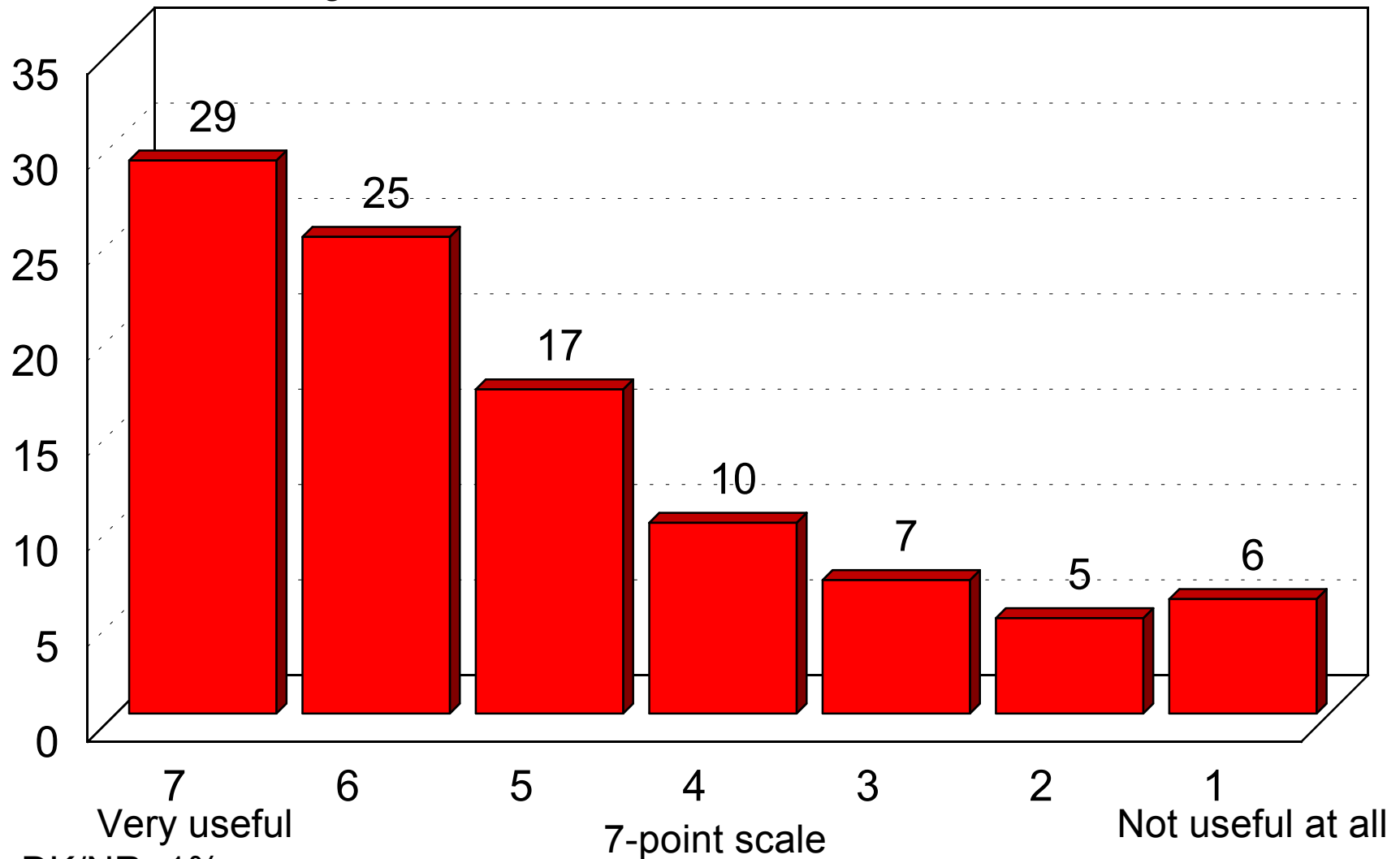


Value of Information Received

(N= 566; asked only to those who received legal information)

(7-point scale: 7 = very useful; 1 = not useful at all)

Percentage

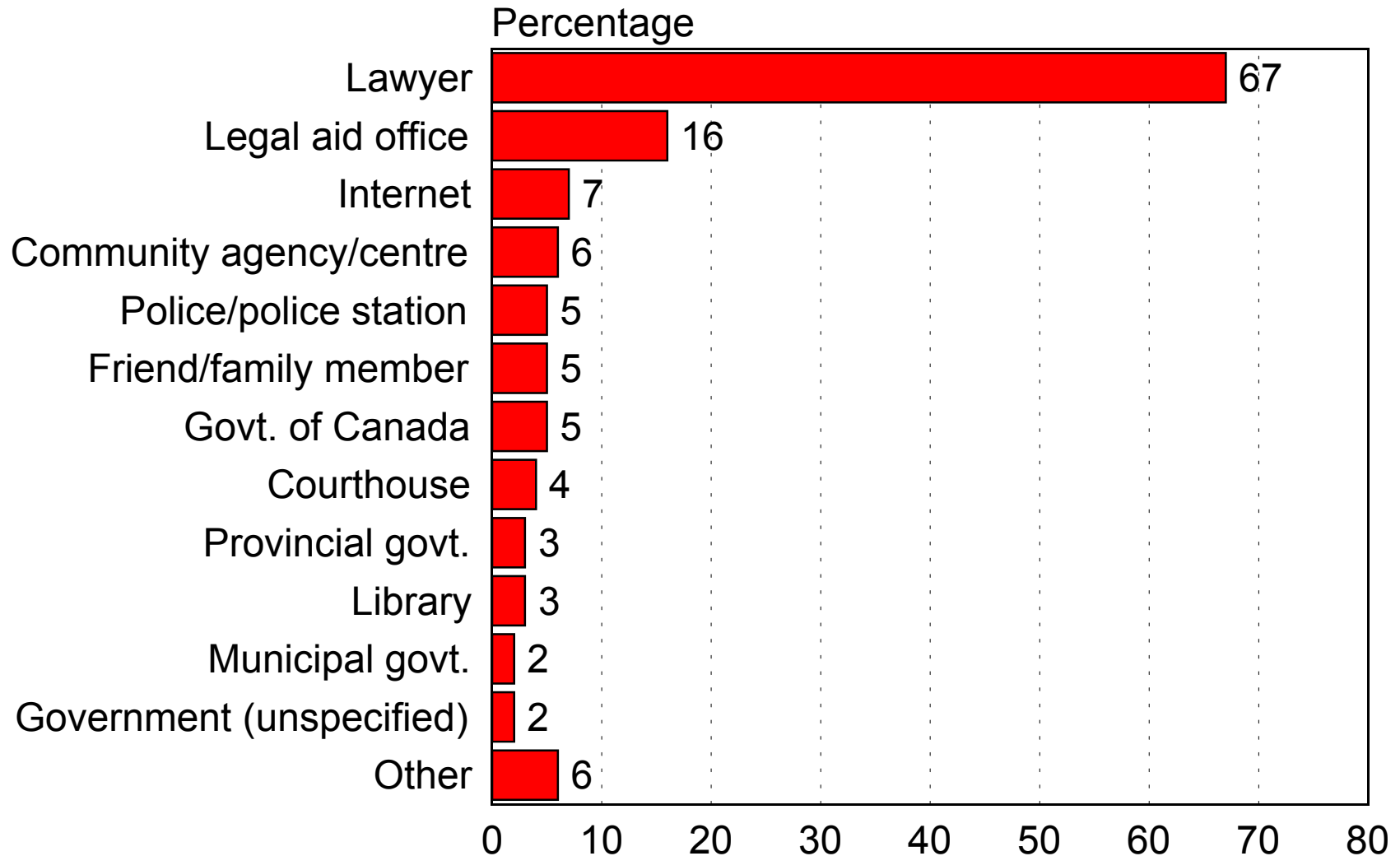


DK/NR=1%

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Source of Legal Information/Assistance

(N= 718; asked only to those who needed legal information/assistance)



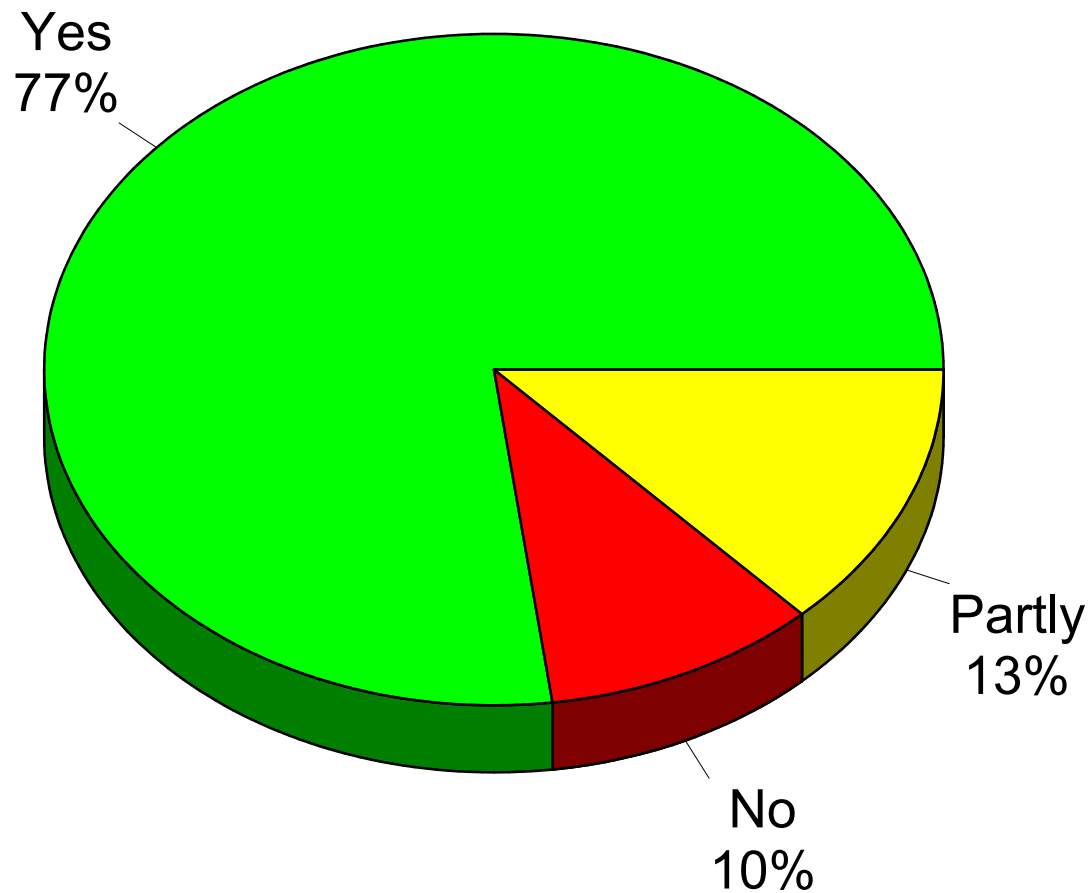
Multiple responses accepted

DK/NR= 3%

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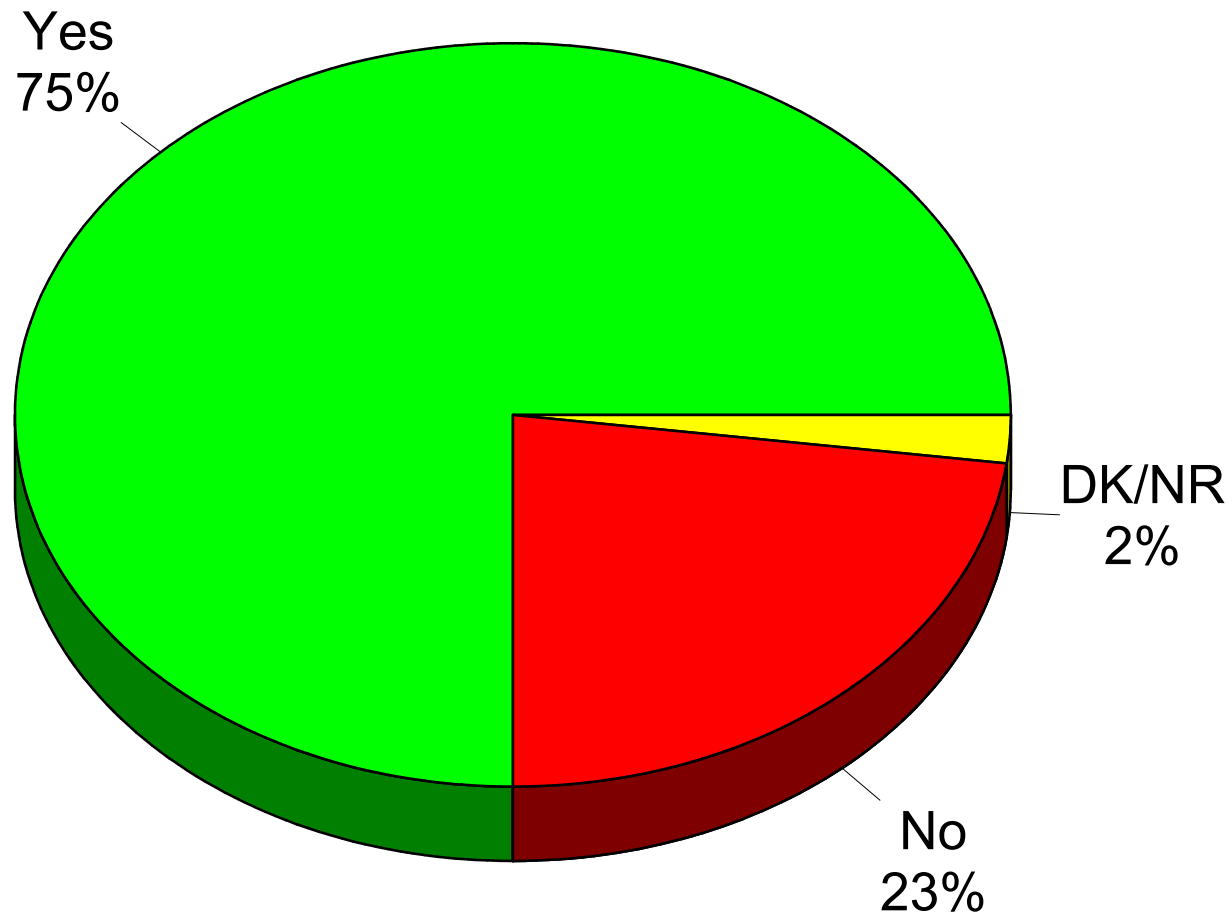
Did You Get Information/Assistance Needed?

(N= 718; asked only to those who needed legal information/assistance)



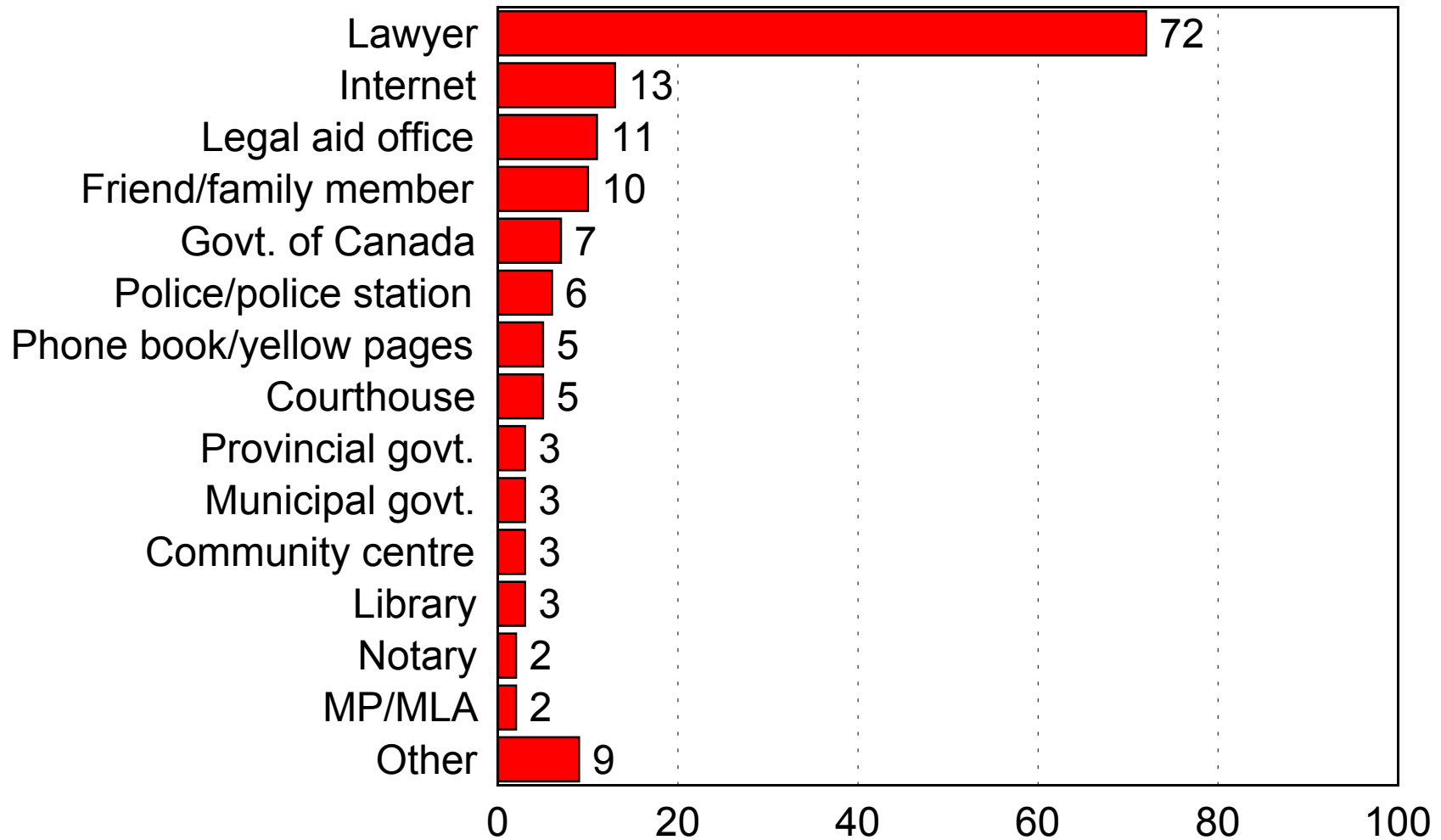
Would You Know Where to Go For Legal Information/Assistance?

(N= 784; asked to those not previously needing information/assistance)



Where Would You Go For Legal Information/Assistance?

(N= 588; asked to those knowing where they'd go for legal info./assistance)



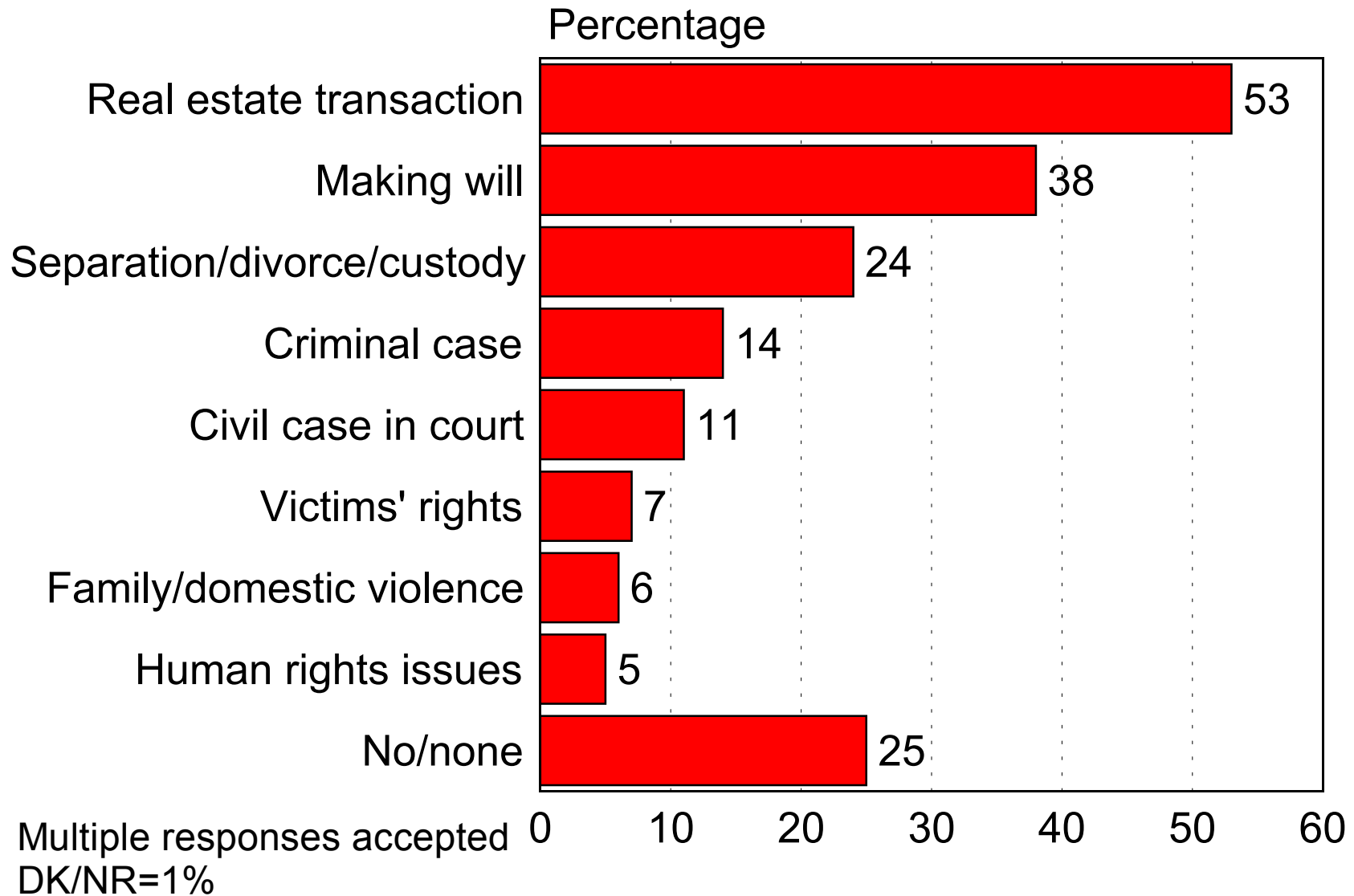
Multiple responses accepted

DK/NR= 3%

Percentage

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Have You Ever Needed Legal Information/Assistance For...?



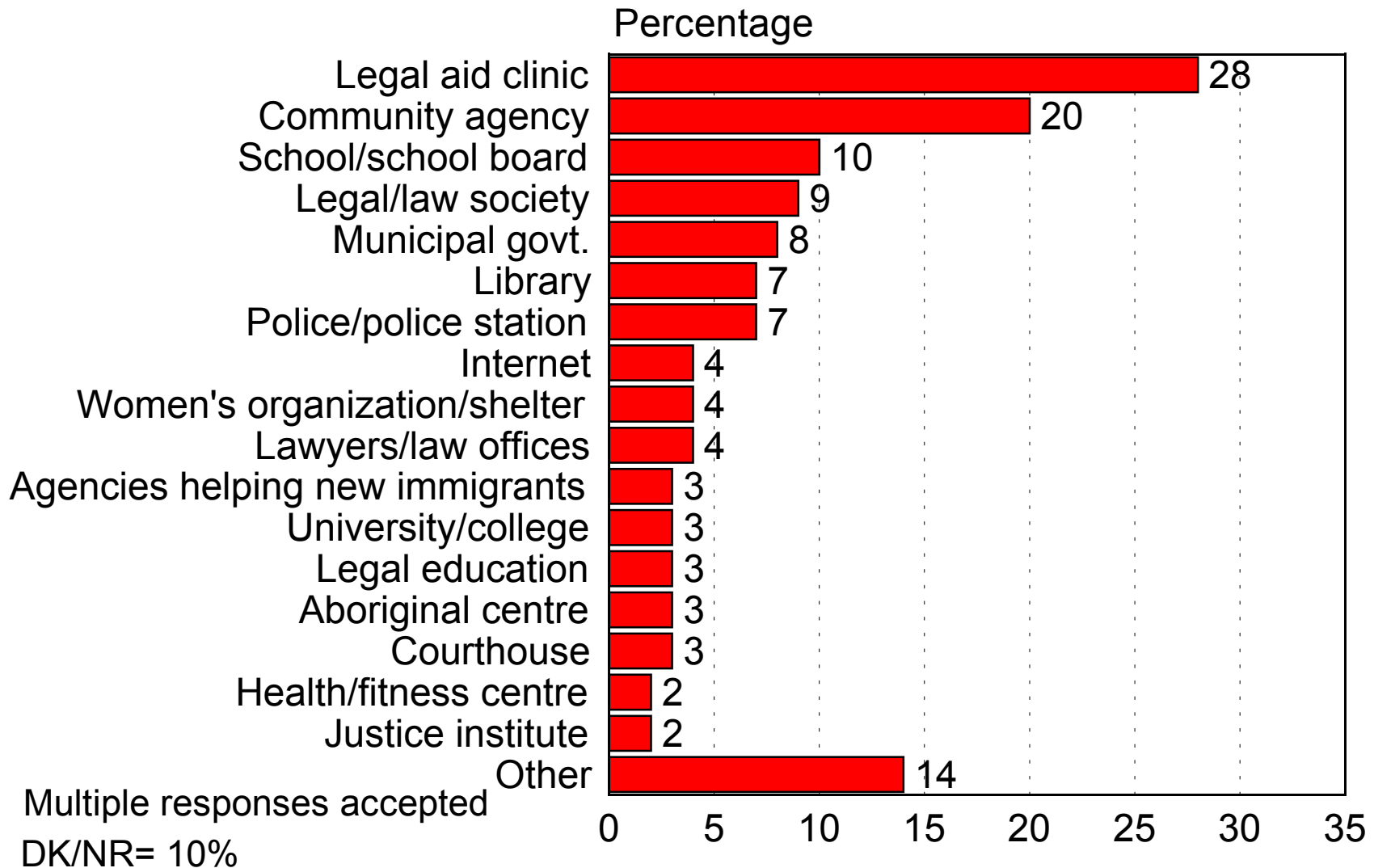
Aware of Organizations Providing PLEI in Your Community?



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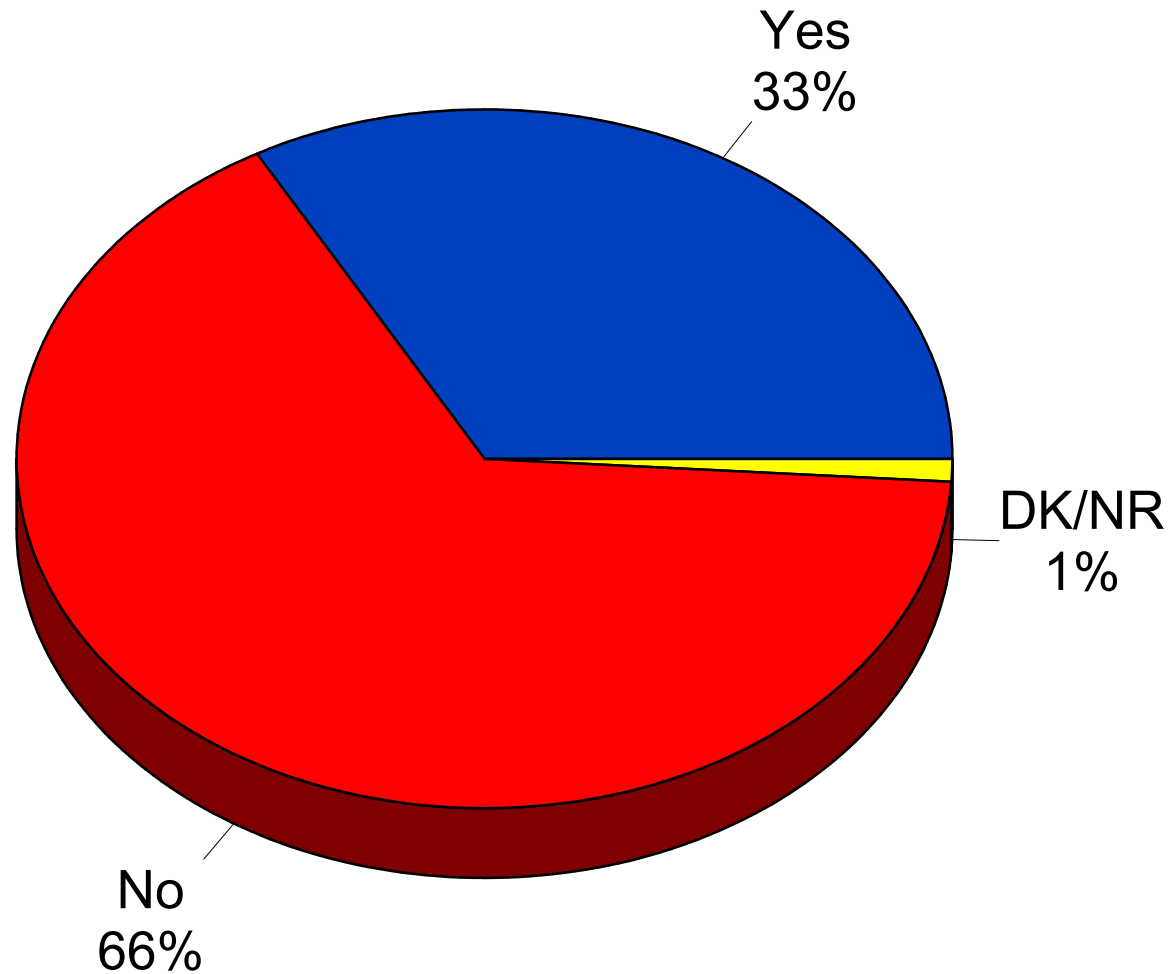
Organizations Providing PLEI

(N= 348; asked only to those aware of organizations providing PLEI)



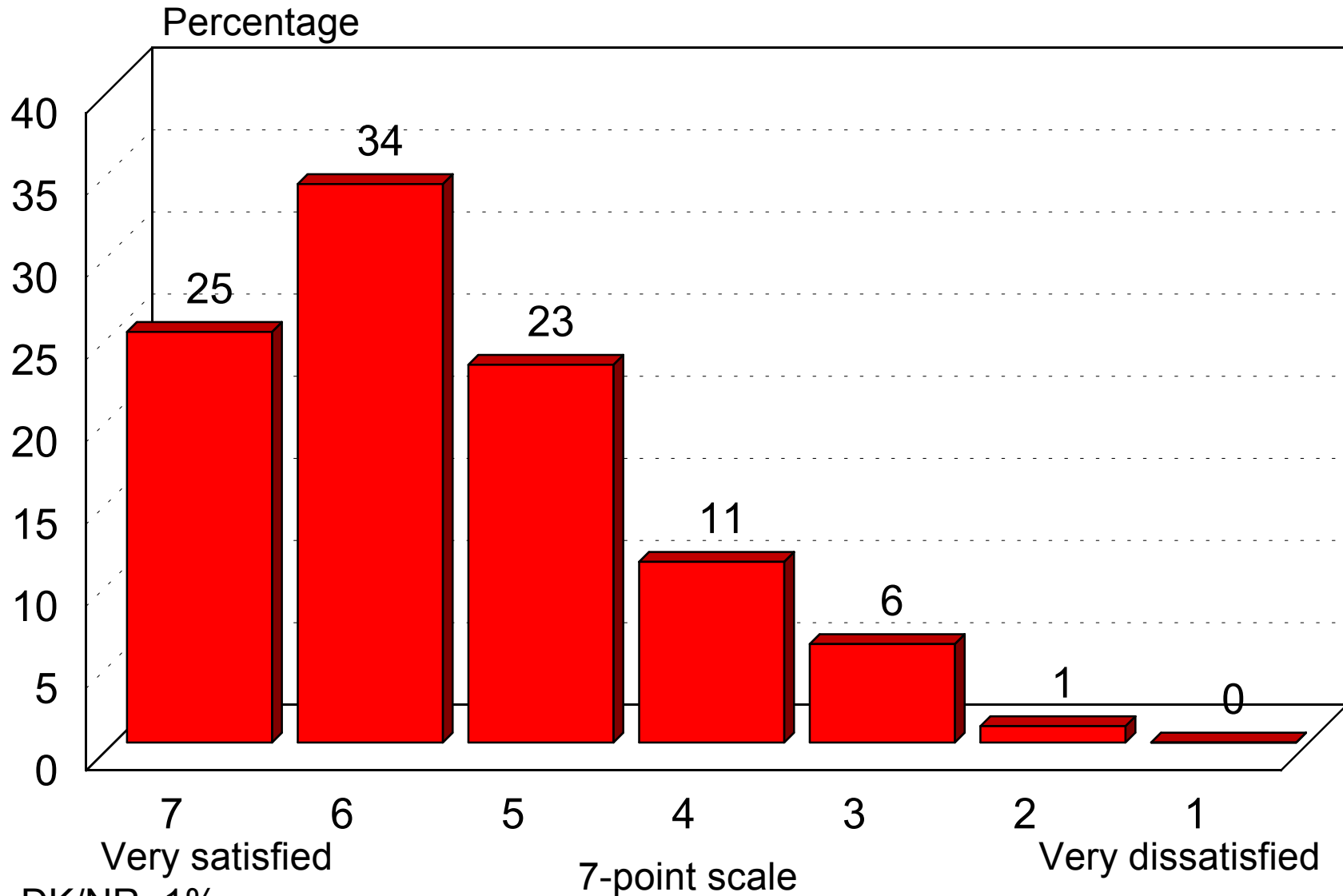
Have You Received Information/Service From PLEI Organizations?

(N= 348; asked only to those aware of organizations providing PLEI)



Satisfaction With Information/Service Received

(N= 114; asked to those receiving information/service from PLEI organizations)
(7-point scale: 7 = very satisfied; 1 = very dissatisfied)

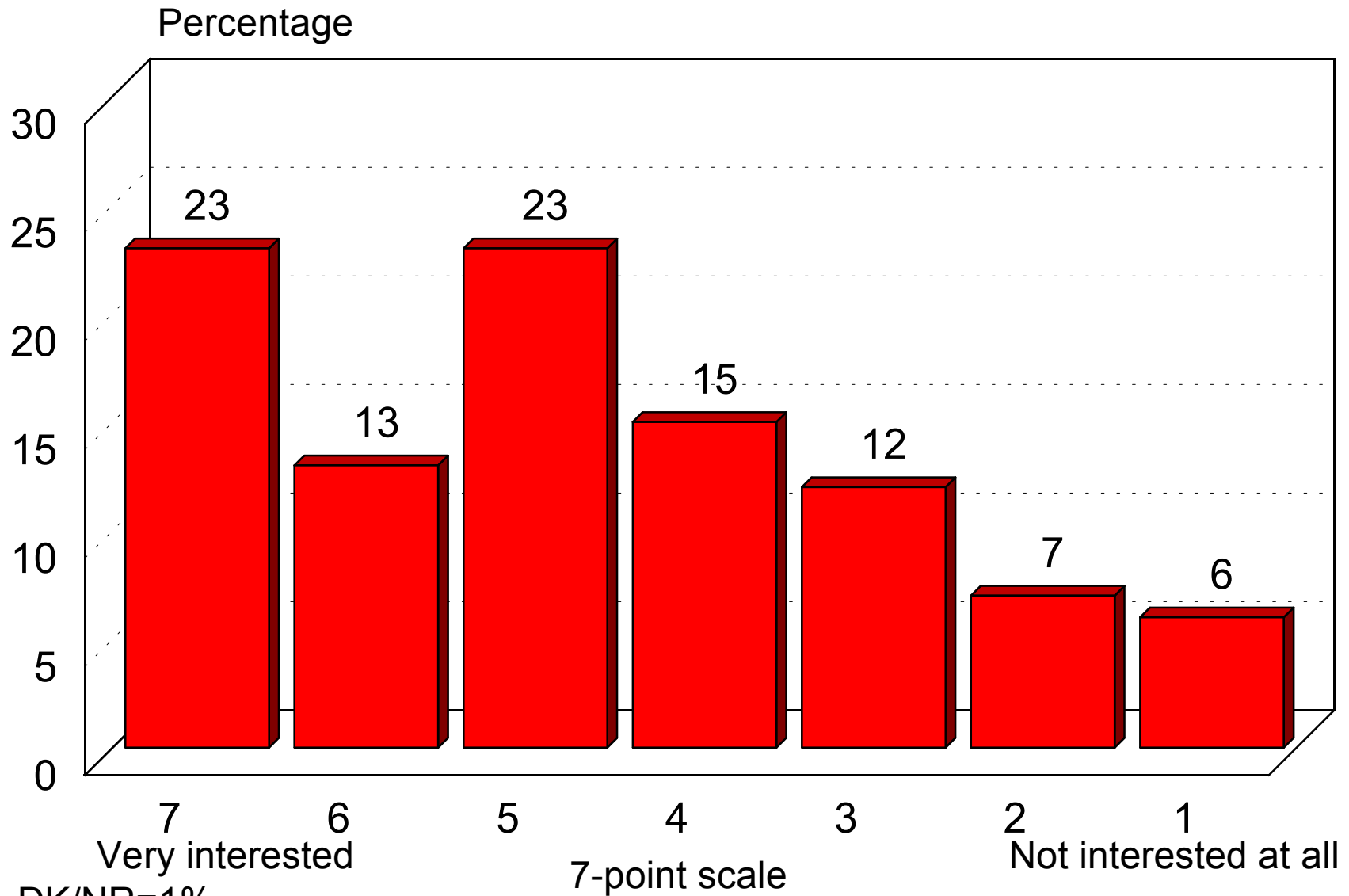


DK/NR=1%

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Interest in PLEI

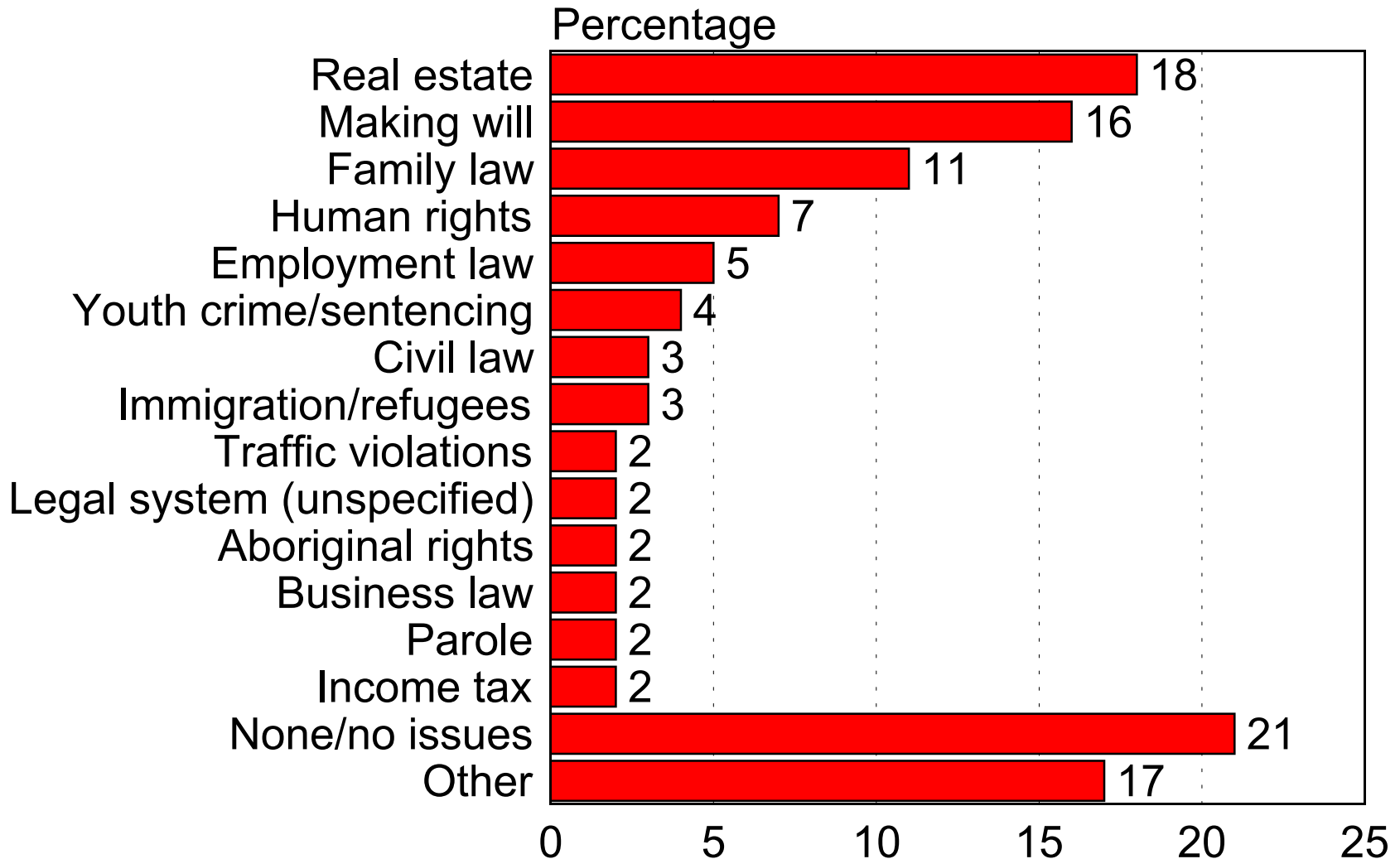
(7-point scale: 7 = very interested; 1 = not interested at all)



DK/NR=1%

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Most Relevant Legal Issues



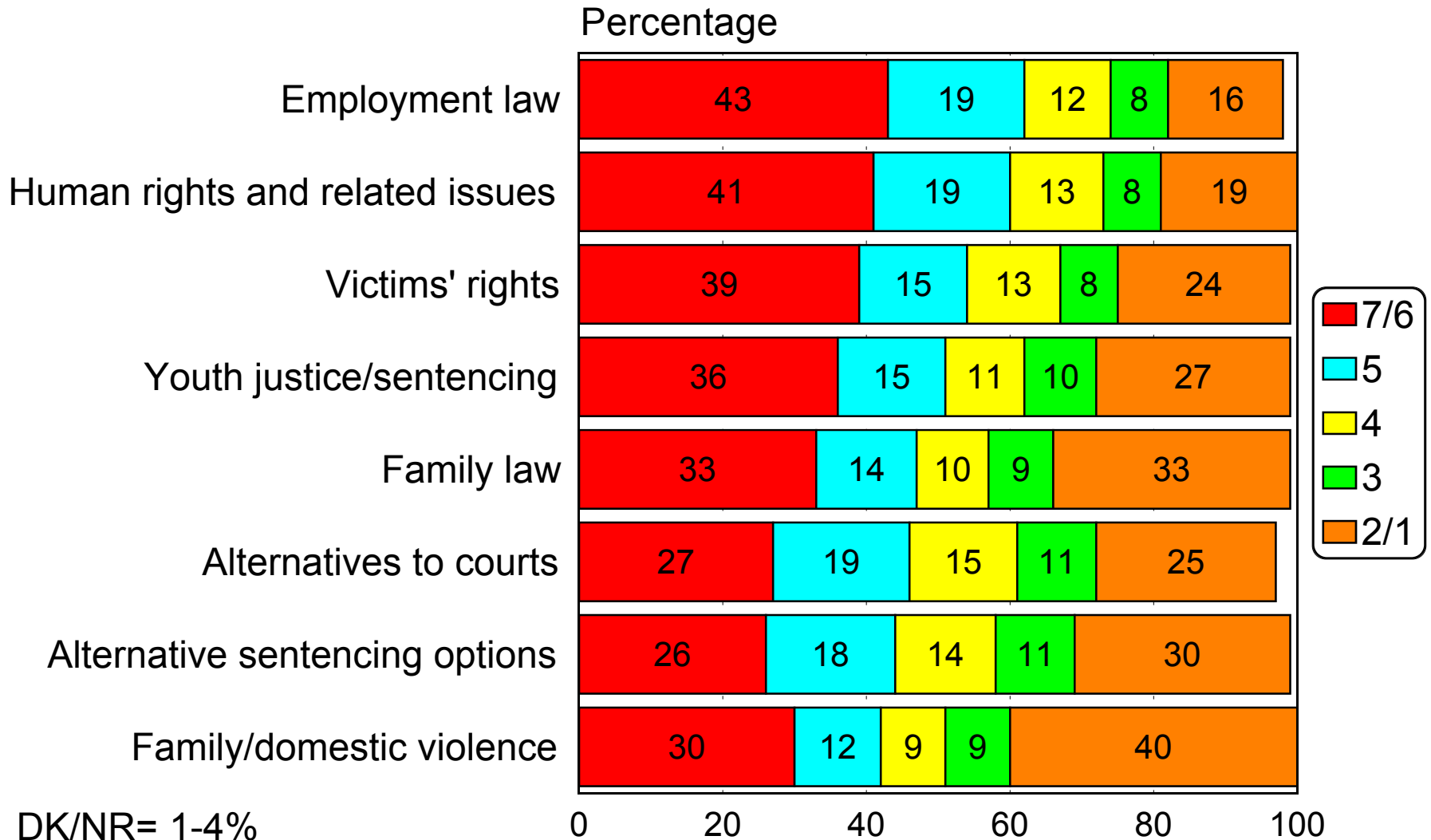
Multiple responses accepted

DK/NR= 17%

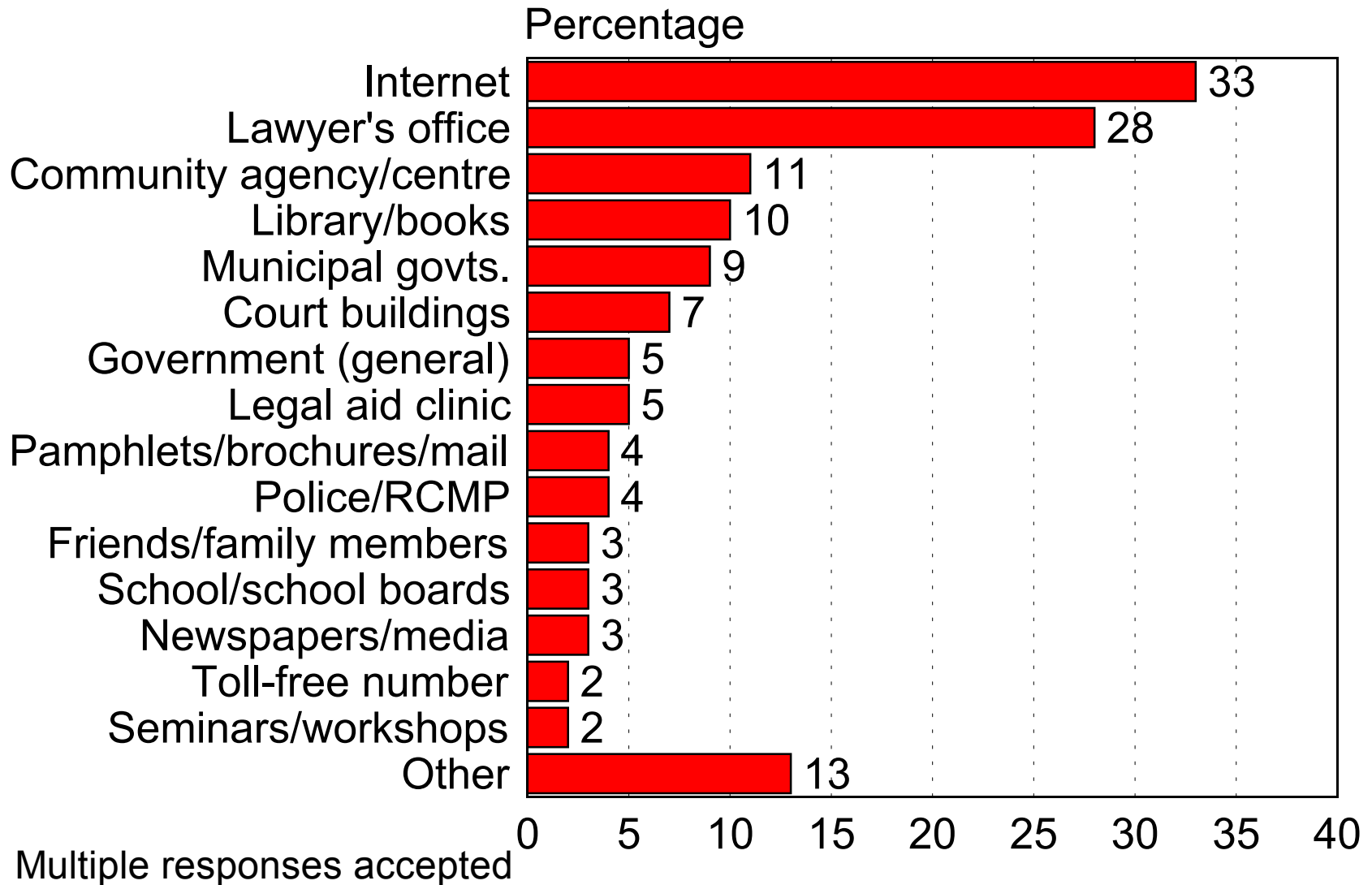
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Usefulness of Types of Legal Information

(7-point scale: 7 = very useful; 1 = not useful at all)



Preferred Sources For Relevant Legal Information

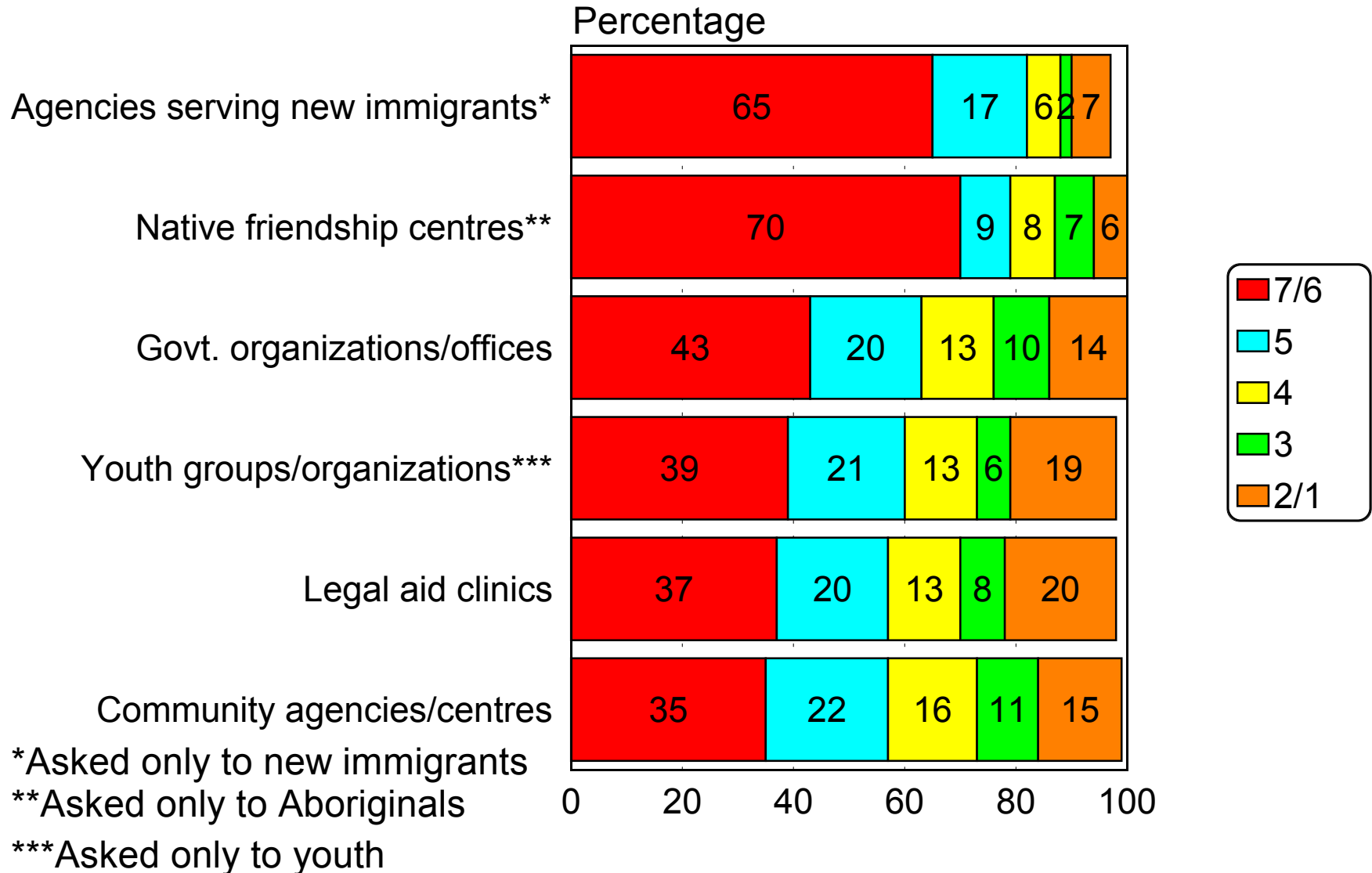


DK/NR= 11%

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Usefulness of Sources For Legal Information

(7-point scale: 7 = very useful; 1 = not useful at all)

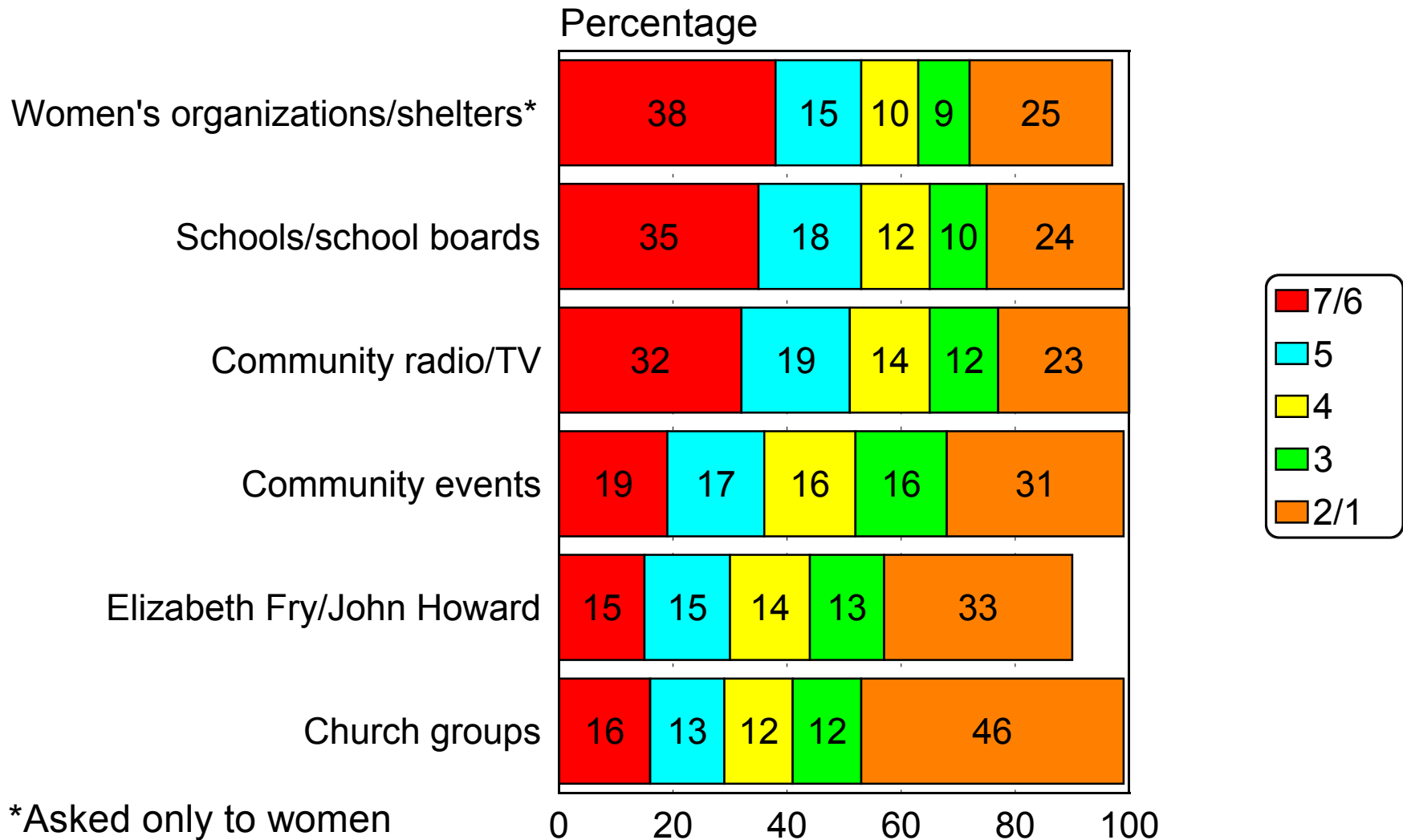


DK/NR= 0-2%

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Usefulness of Sources of Legal Information (Cont'd)

(7-point scale: 7 = very useful; 1 = not useful at all)

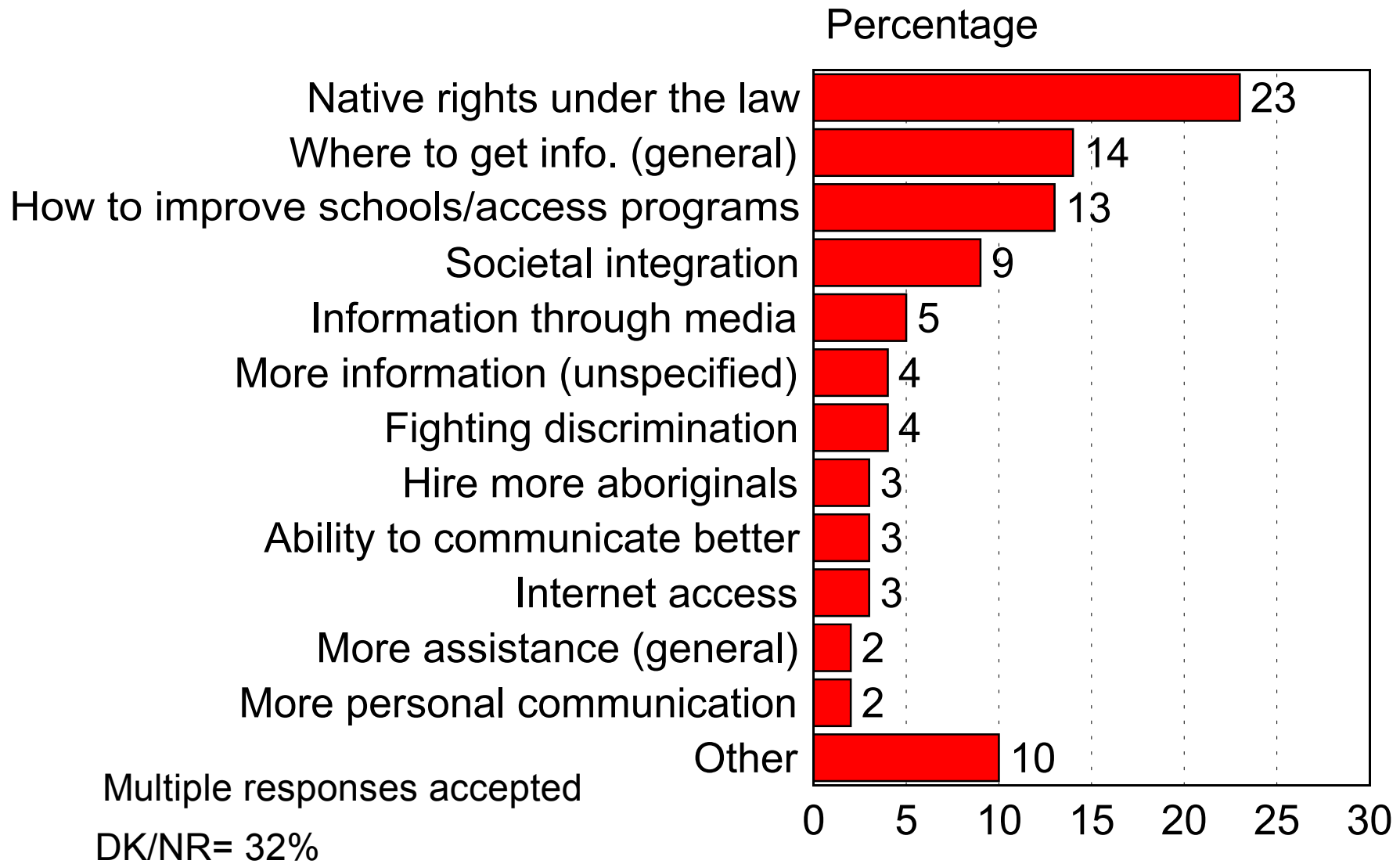


*Asked only to women

DK/NR= 0-10%

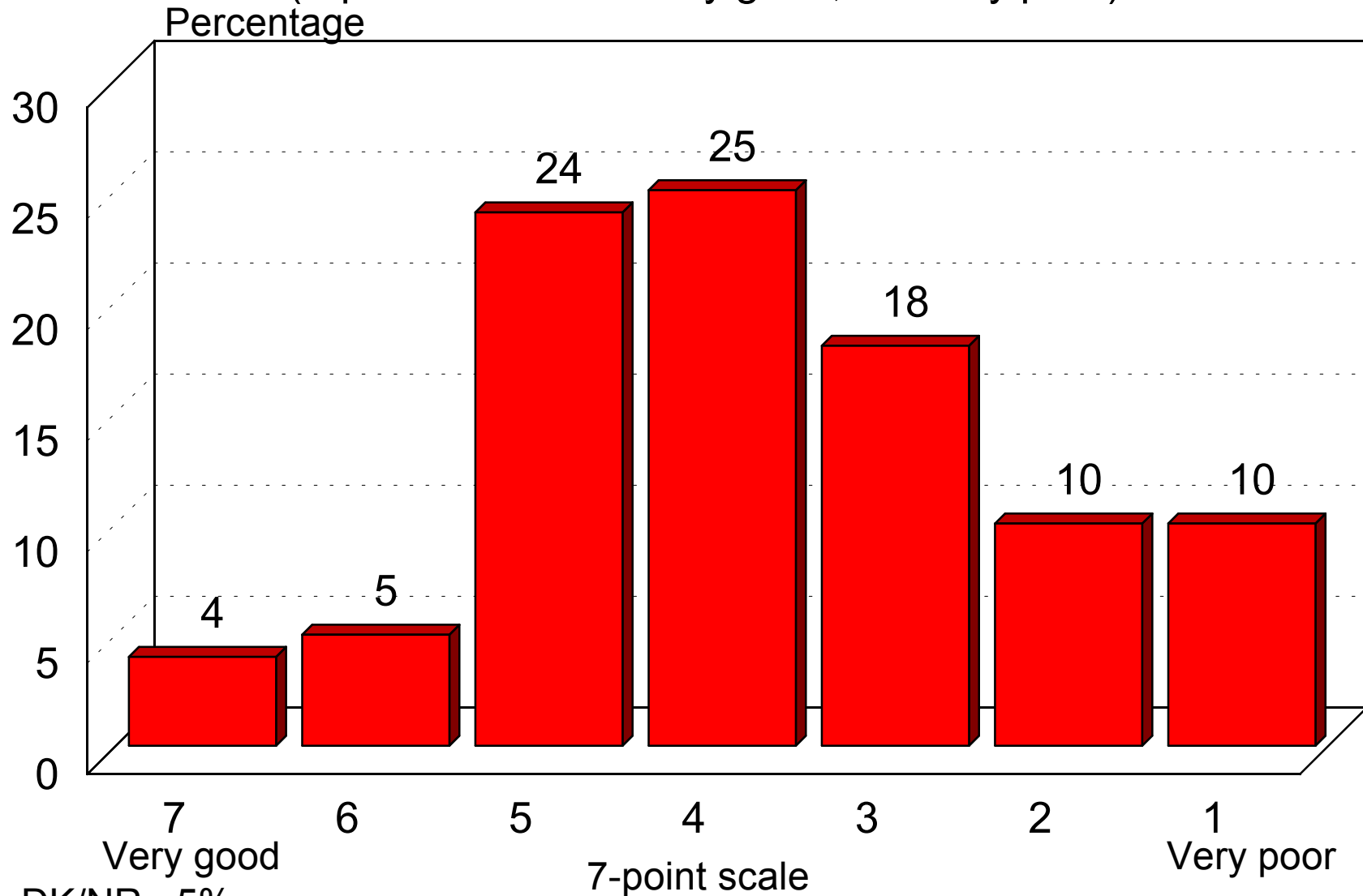
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Needed Legal Information



Governments' Performance in Providing Public Legal Information/Service

(7-point scale: 7 = very good; 1 = very poor)

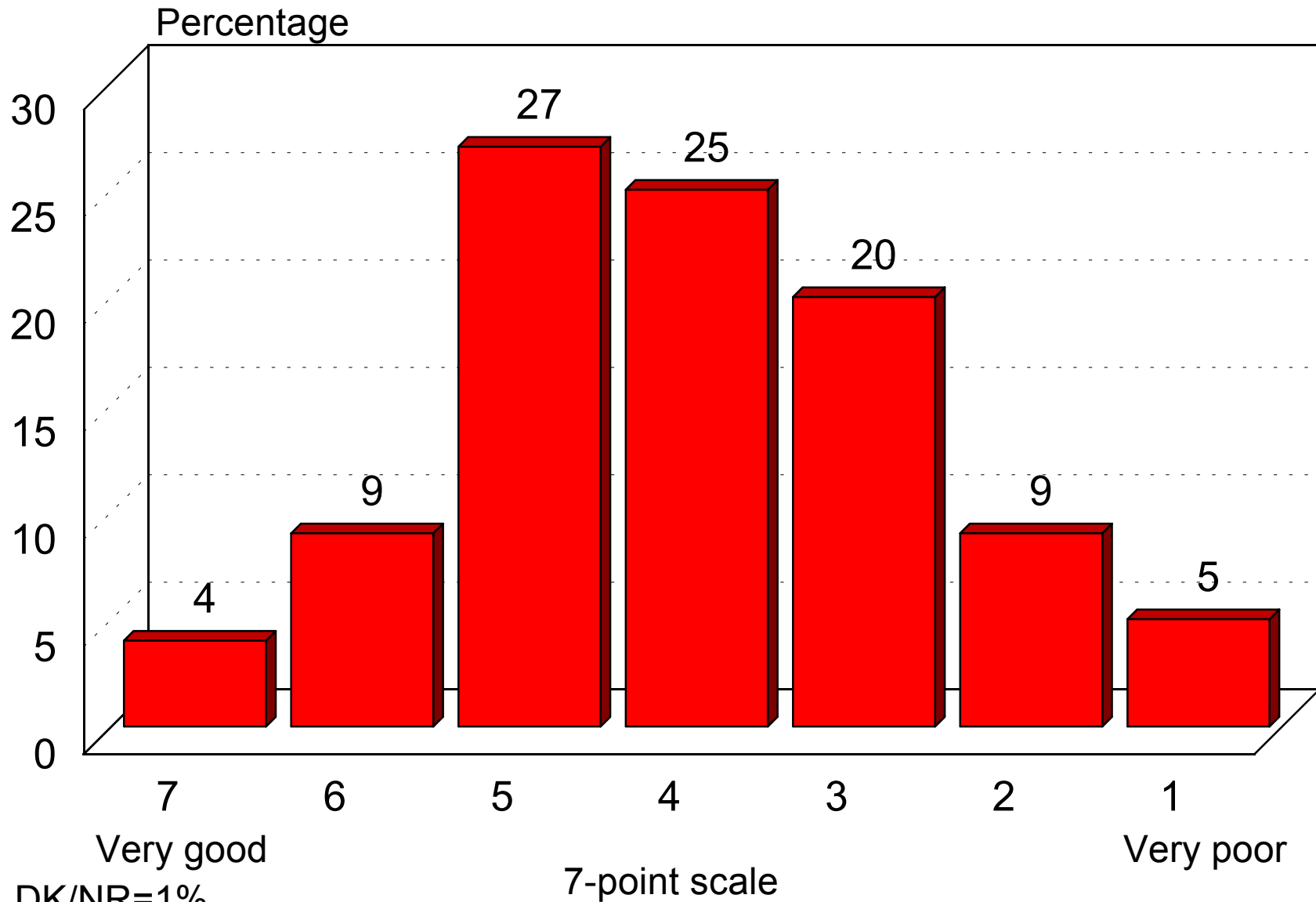


DK/NR= 5%

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Understanding of Justice System in Canada

(7-point scale: 7 = very good; 1 = very poor)

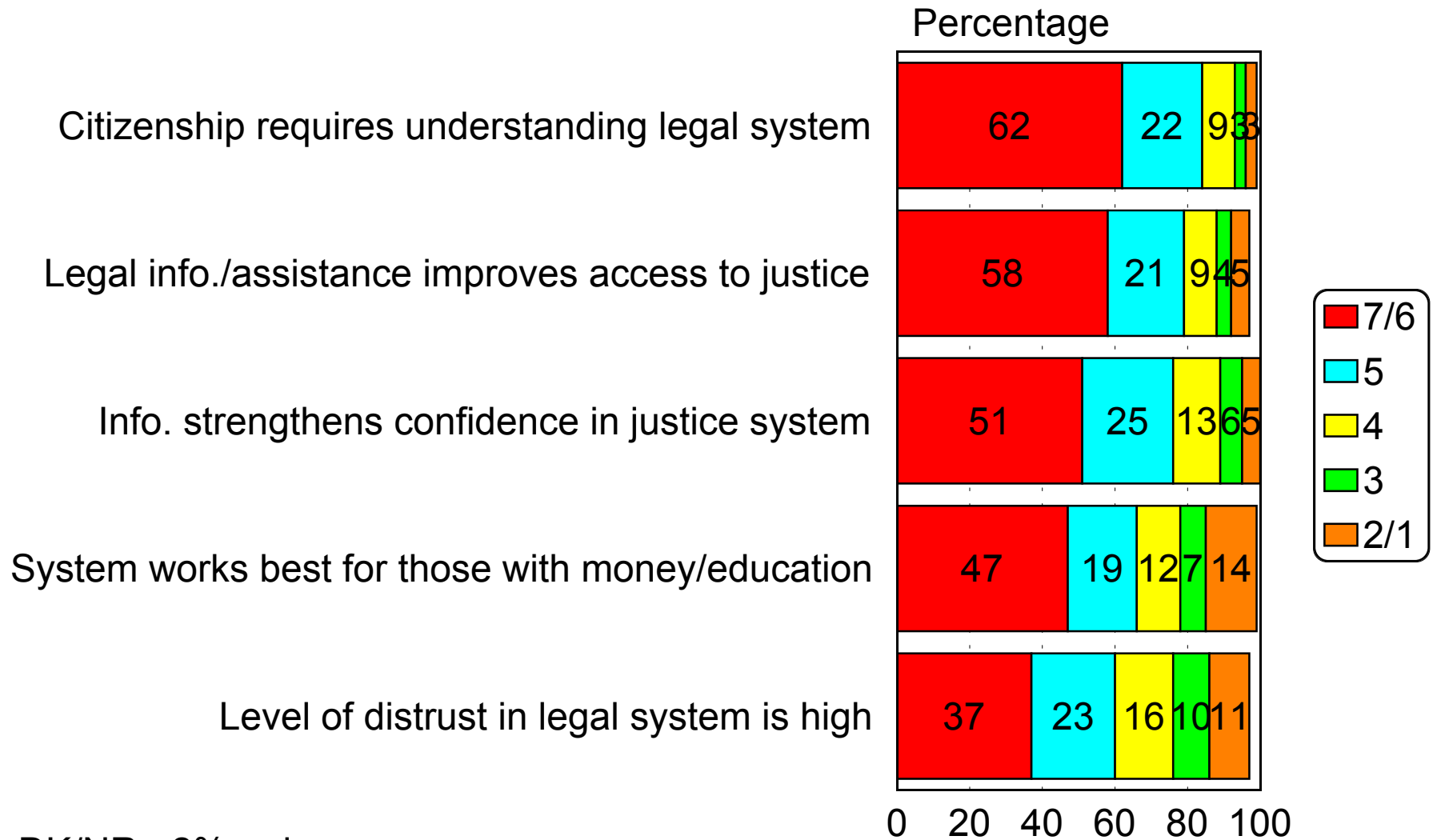


DK/NR=1%

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Attitudes Regarding Justice System

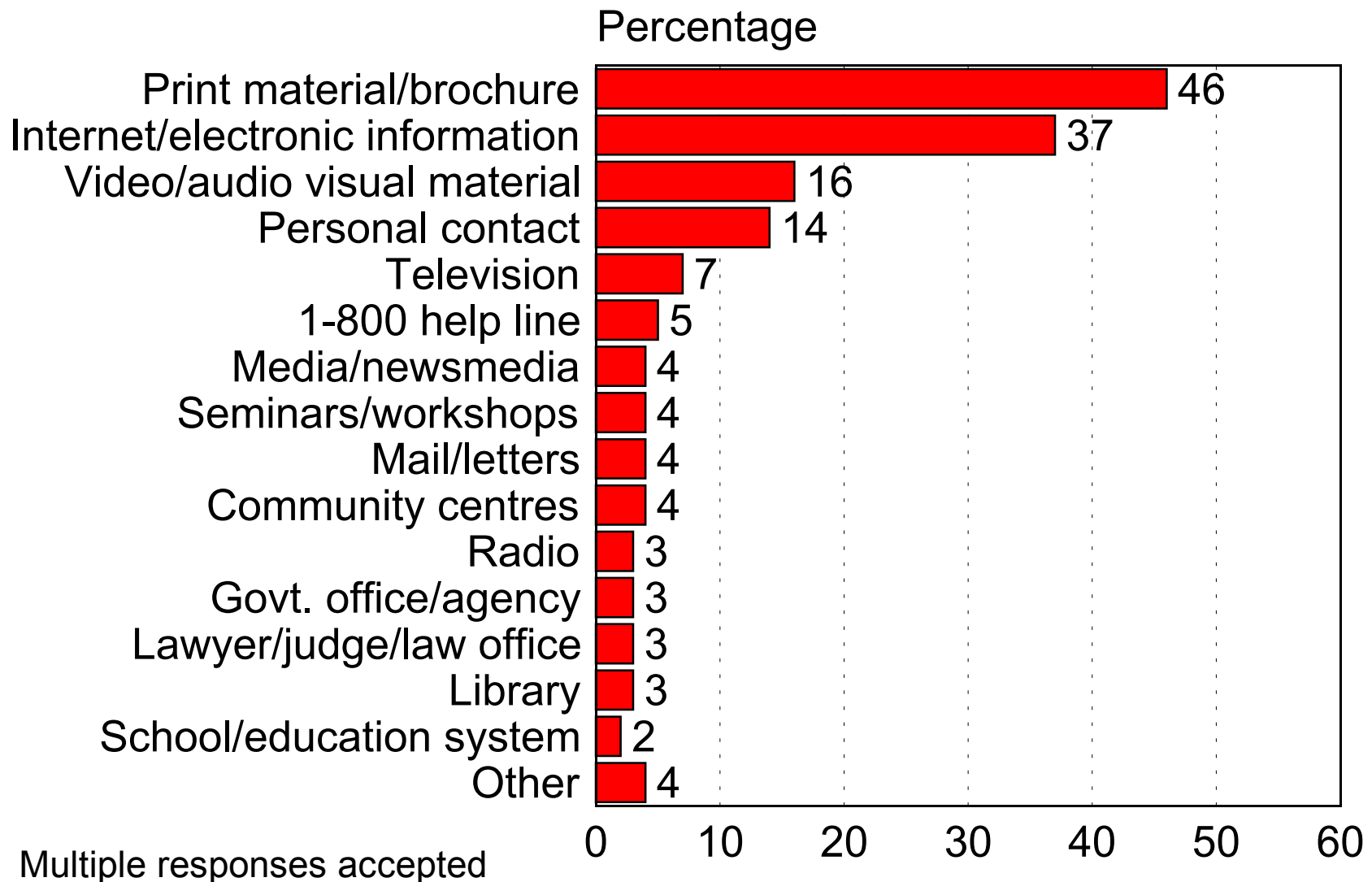
(7-point scale: 7 = strongly agree; 1 = strongly disagree)



DK/NR= 2% or less

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Preferred Way of Obtaining Public Legal Information

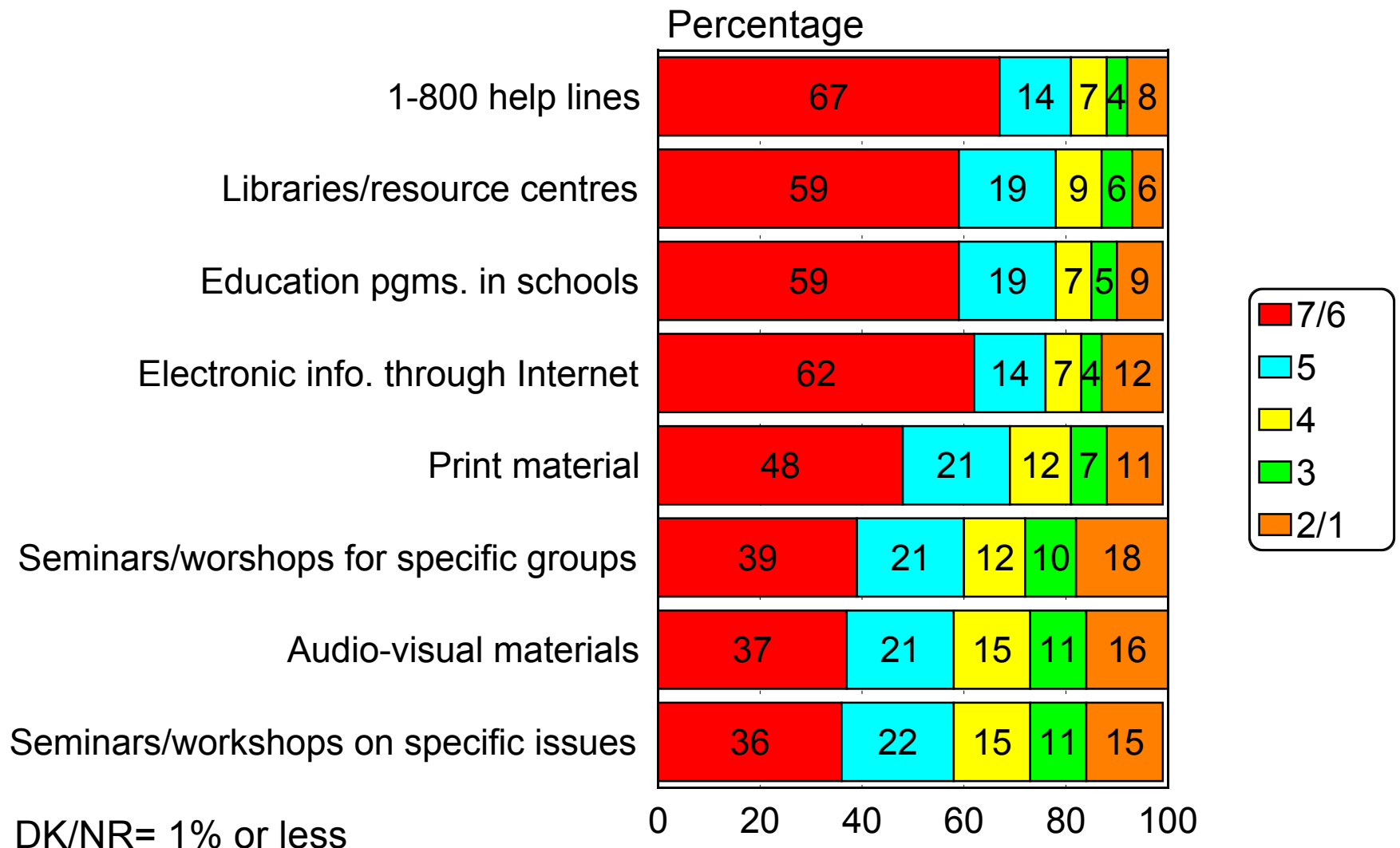


DK/NR= 11%

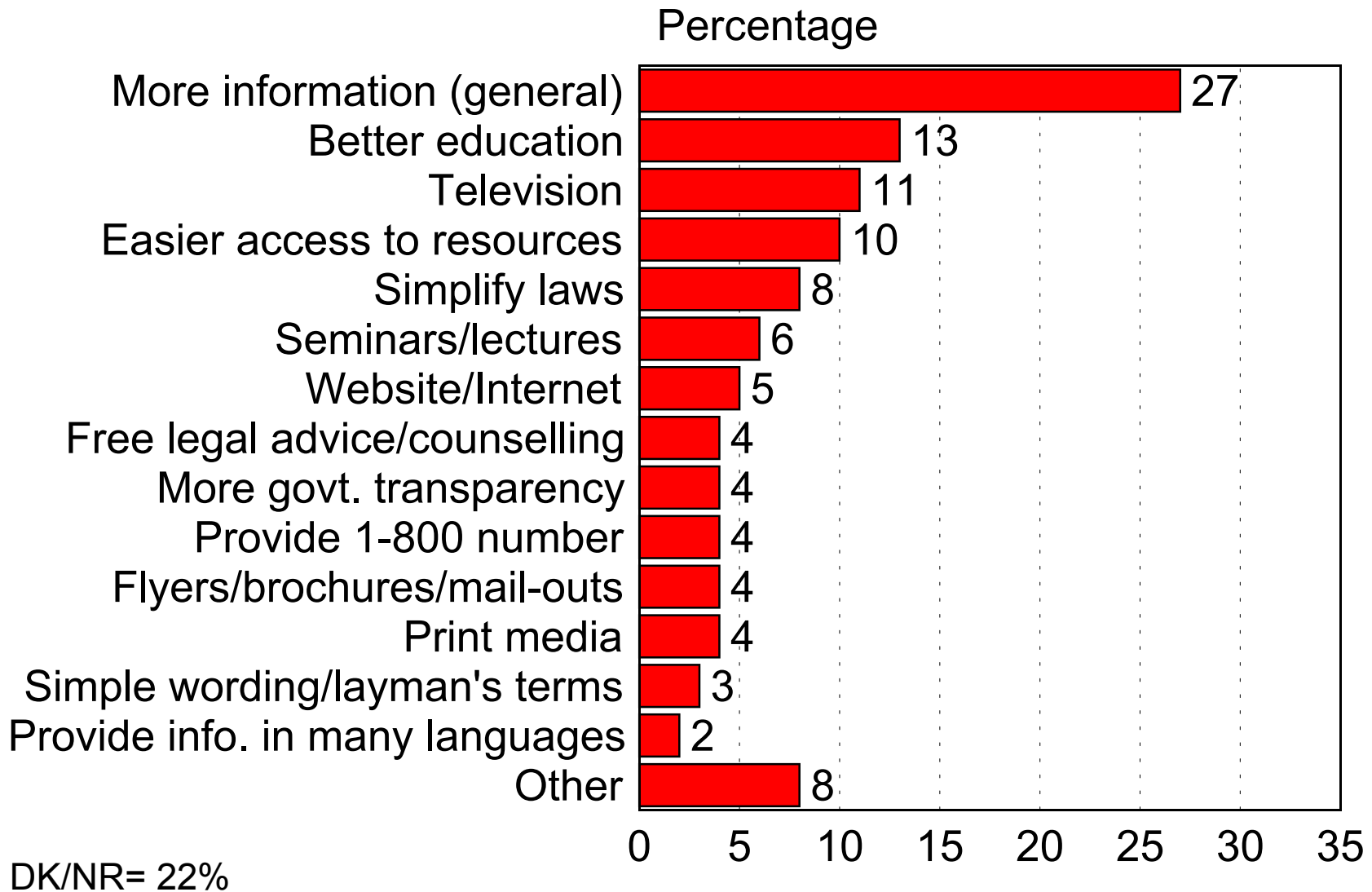
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Effectiveness of Ways of Providing PLEI

(7-point scale: 7 = very useful; 1 = not useful at all)



Ways of Improving Understanding of Justice System



Demographic Variations

, Aboriginal Canadians ...



more likely to need legal information/assistance and to use legal aid (less likely to use lawyers).
less confidence in justice system.
higher levels of interest in the various types, sources and methods to provide PLEI.
more aware of PLEI organizations in their community and to have used them.
more interest in legal information to better understand how law affects them and their families.

, New Canadians ...



less apt to need legal information/assistance in specific areas, especially making a will, family law, and criminal cases.
more likely to see as useful information about employment law, alternative sentencing options, and human rights and related issues.

, Low income Canadians (\$30,000 or less) ...



less likely to need legal information/assistance.
more likely to use legal aid office, less likely to use lawyer.
less likely to express satisfaction with information/assistance received, whether PLEI or otherwise.
greater interest in legal information to better understand how law affects them and their families.
higher levels of interest in the various types, sources and methods to provide PLEI.

Demographic Variations (Cont'd)

, Youth (16-24 year olds) ...



less likely to need legal information/assistance and less likely to use a lawyer.
more apt to rate education programs in schools as effective method of providing PLEI
more likely to rate as useful schools/school boards as sources of PLEI.
more confidence in the justice system.
least aware of PLEI organizations in their community (but proportionately more likely to have used them).

, Gender ...



Men were slightly more likely to have needed legal information/assistance and more apt to need representation in court and general counseling.
Women were more likely to have required legal information/assistance for family law, making a will, and real estate transactions.
Women were slightly more likely to have used PLEI and to express greater interest in it.
Women were more likely to view the various types and sources of PLEI as very useful, and to rate as very effective the different methods in which it can be provided.

Demographic Variations (Cont'd)

Education:

Respondents with university education ...



- higher levels of confidence in justice system.
- higher levels of awareness of organizations that provide PLEI.
- more satisfied with information/service received.
- more likely to express strong interest in PLEI to better understand how the law affects them.
- more likely to view their understanding of the justice system as very good.
- less apt to view the various methods of providing PLEI as useful.

Respondents with high school education ...



- less apt to have received PLEI.
- more likely to view all types of legal information as useful.
- more likely to view schools/school boards as useful sources of legal information.

Region: While regional variations, no discernible pattern



- Quebecers were less likely to have needed legal information/assistance.
- Quebecers tended to attribute greater usefulness to sources of information about justice system.
- Residents of Quebec and BC expressed more interest in PLEI, and were more likely to view the various types of legal information as very useful.
- Residents of Quebec and the Prairies expressed less confidence in justice system.
- BC residents were more aware of organizations that provide PLEI and more likely to use them.

Multivariate Analysis

- / Women consistently show more interest in PLEI, attribute more importance to it, have more positive evaluations of government performance, and have higher interest in variety of PLEI sources and media.
- / Higher income people place less value on PLEI, and have lower interest in PLEI sources and media.
- / The disabled stand out as a segment that has low evaluation of government performance, and of the usefulness of PLEI sources and media. Other groups, such as new Canadians and visible minorities, tend to indicate a positive disposition towards PLEI and delivery through conventional mechanisms. Aboriginal people run somewhat counter to this pattern, but not as strongly as the disabled.
- / Past use of legal information/assistance tends to have a negative influence in most models (except previous use of information/assistance in area of human rights). Conversely, ratings of future needs for information in various areas of law tend to have positive influences in most models.
- / Indicators of interest in PLEI and self-evaluations of knowledge about justice system often have a significant impact.
- / Age did not have a significant impact regarding PLEI perceptions, evaluations, and delivery preferences.

Main Conclusions

- / Findings point to population that is largely "unengaged" in justice issues, both on a personal level and as citizens or residents of Canada.
 - 5 Breadth and scope of legal requirements tended to be relatively narrow for most (domestic issues: real estate, making a will, family law issues).
 - 5 People almost exclusively link need for legal information/assistance with traditional gatekeepers - lawyers.
 - 5 Low awareness and mixed levels of interest in PLEI.
- / Interest in PLEI, including sources, types and formats, varies considerably across demographic groups.
- / Organizations serving specific groups (new Canadians, Aboriginal Canadians, youth, women) generally rate higher among target populations than other potential PLEI providers.
- / Canadians attribute significant importance to provision of PLEI, but offer moderate-to-poor grades to governments for performance in this area.
- / People link availability/provision of PLEI and accessibility of justice system to Canadians (including disadvantaged Canadians), and link an informed public with increased confidence in the system.
- / Special analytic attention should be devoted to groups such as the disabled in order to determine what special or unique needs they have in the area of legal information/service delivery.