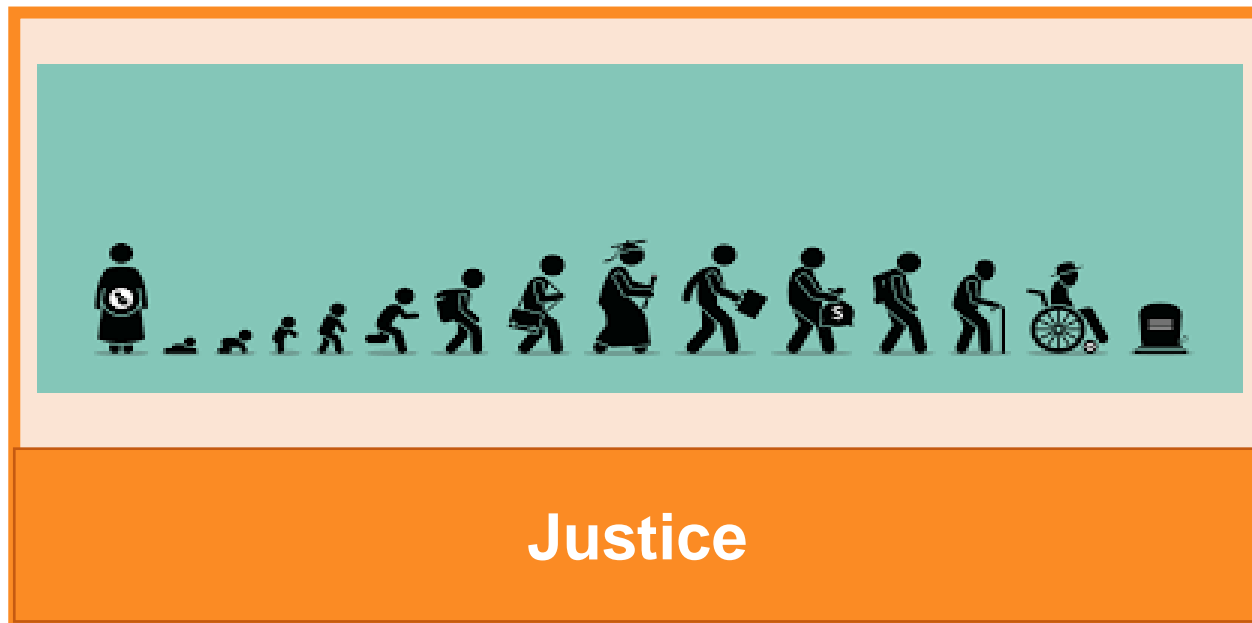


# People-Centered Justice



**PEOPLE**

**Life** is a **series of events**  
**Justice** is a fundamental **safety net**



# Justice Needs Survey: Survey (general population)

# Scope of the study and methodology

**Concept:** Justice Needs Survey

**Methodology:** Cross-sectional Quantitative Research

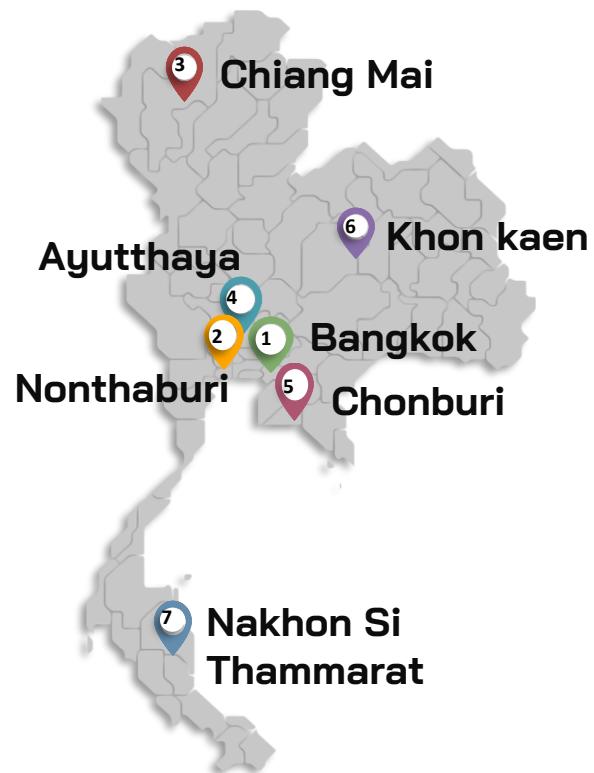
**Tool:** Questionnaire based on Hiil and OECD

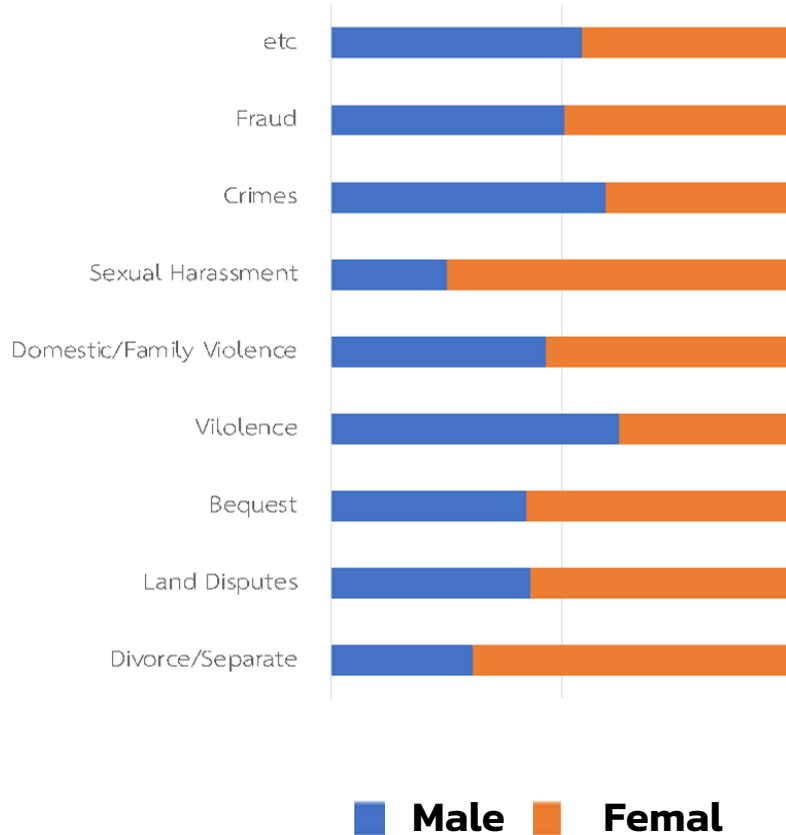
**Respondents:** 2,026 randomly selected adult individuals (18-60 yo)

**Geography:** 7 urban areas distributed for the whole country

**Sampling Methods:** Stratified sampling to represent the urban Thai population

**Data Collection:** May – June 2022



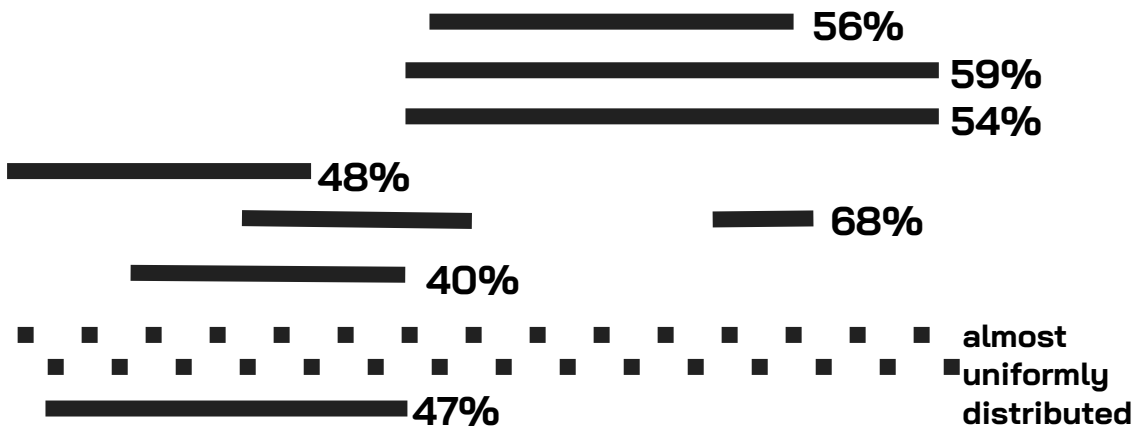


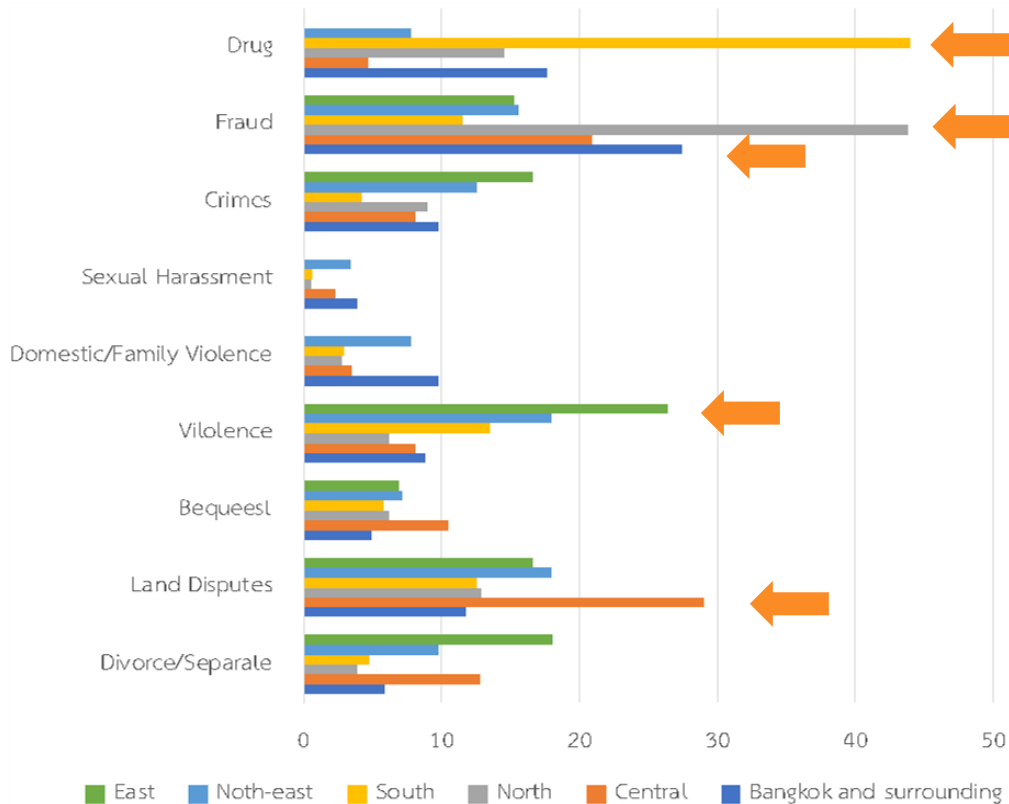
# Gender patterns observed in legal problems (by nature)

# Justice needs change with **age** as life as a series of events (by relationships)



- Divorce/Separate
- Land Disputes
- Bequest
- Violence
- Domestic/Family
- Violence
- Sexual Harassment
- Crimes
- Fraud
- etc.





Experiences with justice system vary by **area** (by culture)



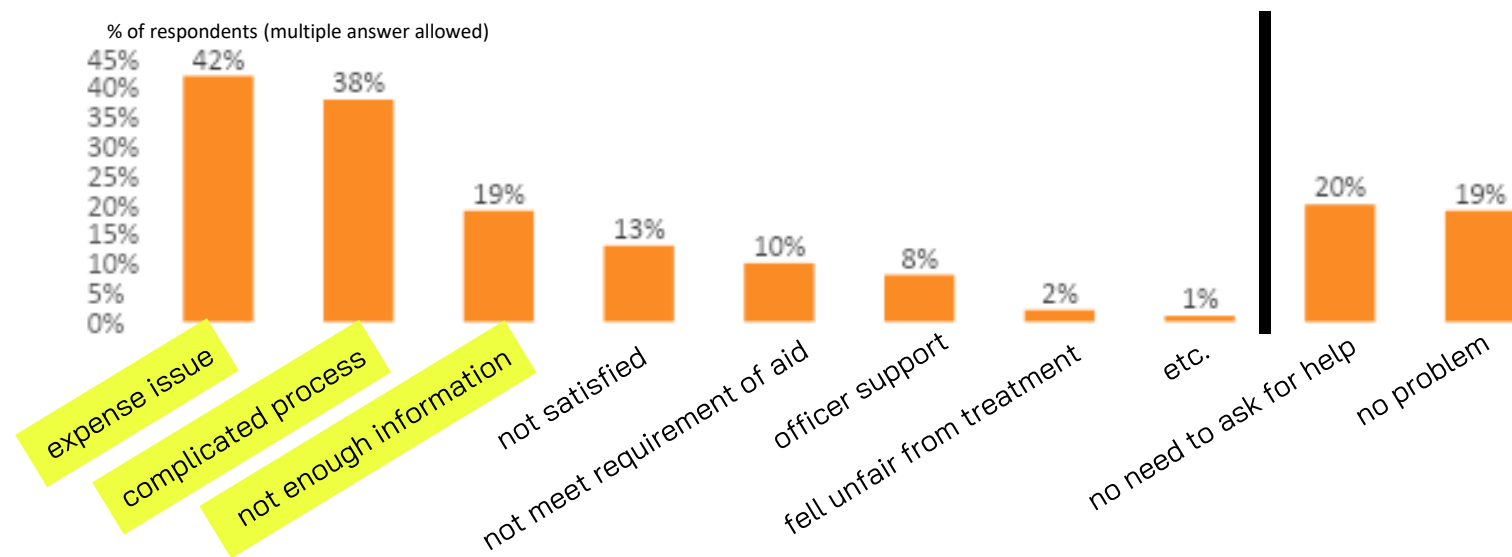
# Lesson Learn #1:

**Justice needs are fragmented.** In Thailand, they vary by gender, age, and area. Therefore, generalized or one-size-fits-all justice services or solutions, will not be able to meet the individual justice needs. They must be **targeted** and **customized** to fit the justice needs.

# The current justice system is **costly, complicated, and confusing**

## Barriers to receiving legal services

Please identify any issues that you or your neighbor are experiencing while receiving legal services.



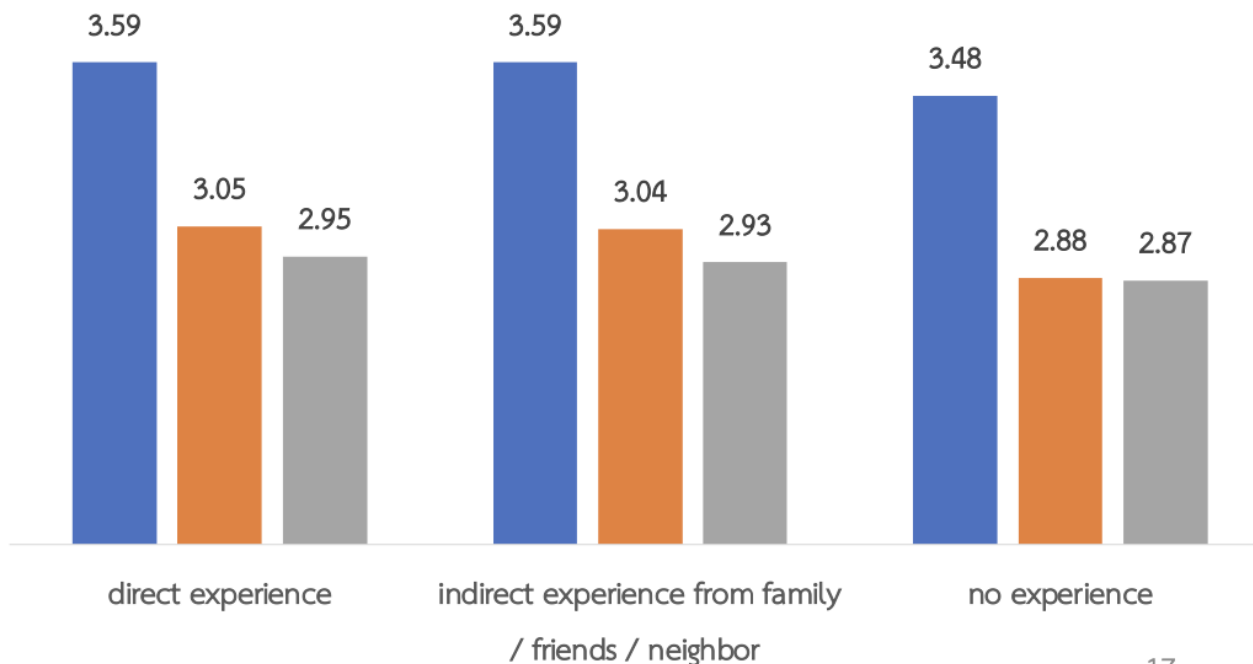
## Lesson Learn #2:

The justice system shouldn't be **complicated, confusing,** and **costly**. Instead, it should be **straightforward, simple,** and **affordable**.

Understanding the justice needs will help us identify who are the people who find the justice complicated, confusing, and costly, and how we can make it straightforward, simple, and affordable for them.

# Culture and value has a significant impact on the perception of justice in the formal justice system

■ Believe in a Just World  
 ■ Believe in Man-made Justice  
 ■ Believe in Thai Justice System



## Lesson Learn #3:

**Culture** and **values** plays a vital role in the formal justice system. We must take it into account and **transform it into action in the formal justice system**, in order to design a system that represents to the people and their needs.

## 3 Lessons Learned

- ❑ Justice **needs** are **fragmented**.
- ❑ The justice system is **complicated, confusing, and costly**.
- ❑ **Culture** and **values** plays a **vital role**.

# INNOVATION

### 3 Lessons Learned address by **innovation**

- Justice **needs** are **fragmented** ← **Database** to pinpoint who the people are
  
- The justice system is **complicated, confusing, and costly.**  
 ← **Intelligent platform** to make it straightforward, simple, and affordable
  
- Culture** and **values** plays a **vital role** ← **Crowdsourcing platform** to transform culture and values into action